Cyberthèque: Love it or hate it?

Student Perception of McGill's Information Commons
The Commons

Physical Commons  Virtual Commons  Cultural Commons

Adjustment  Isolated Change  Far-reaching Change  Transformative Change

May 1, 2009  Service Evaluation of an Information Common  Lisa Shen
Focus Groups

• 18 students……………and 4 dozen cookies
• 10 library service members
• 8 questions
Information Services

- Identity: library or computer lab?
- Integrated service
  - quick basic response & one-stop-referrals
- Enthusiastic greeters, not rovers
Group Study Space

• Top attraction

• Booking system
  - Tragedy of the Commons

• Space configuration
  - “Not totally soundproof?”
IC as a Social Space

- Does social = food?
- User’s dilemma

WELCOME TO THE LIBRARY

You may consume COLD food and COVERED drinks,

<table>
<thead>
<tr>
<th></th>
<th>Sandwiches</th>
<th>Burger and Chips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sushi</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Pizza</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Cake</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Noodles</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Covered drink</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Open drink</td>
<td>✗</td>
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</tbody>
</table>

but PLEASE put all rubbish in the BINS provided

May 1, 2009

Service Evaluation of an Information Common

Lisa Shen
Other Considerations

• Signage

• Resource Availability
Thank You!
References


