THE UNIVERSITY OF MELBOURNE

Space Oddity

Understanding and Supporting the Interactions between Physical and Online Library Services

Dana McKay and George Buchanan

iSchool, University of Melbourne

Image credit: https://shelftalkblog.wordpress.com/2016/01/11/david-bowies-favorite-books-at-your-library/

Dana McKay

2017-Now	Academic, University of Melbourne
2016	Google PhD Fellowship holder
2008-2017	User experience architect/consultant, Swinburne University of Technology Library
2007	Usability analyst, ARROW project
2003-2006	Graduate assistant, University of Waikato Department of Computer Science Consultant, The Usability Laboratory, Hamilton, NZ Researcher, University of Waikato Department of Computer Science
2002	Research Fellow, University of Waikato Department of Computer science Usability analyst, Nokia Mobile Phones
Education	PhD in Computing and Information Systems focusing on Information Interaction

Image credits flickr users castorgirl, pedro, nokia_fan, sociology-at-work, johnkarakatsanis, denverjeffrey, sobriquet; arrow.edu.au

George Buchanan

2016-	Director University of Melbourne iSchool
2009-2016	Reader in Human Computer Interaction, City University London
2005-2009	Lecturer, Future Interaction Technology Lab Swansea University, Wales
2002-2005	Senior Research Fellow, University College London Interaction Centre
2003-2004	Visiting Lecturer, University of Waikato, New Zealand Digital Library Group
1998-2003	Research Fellow, Middlesex University Interaction Design Centre
Education	2000-2004 PhD in Usability of Digital Libraries Middlesex University

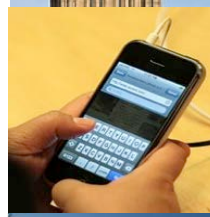

Image credits: WIkipedia donaldytong; Personal Collection, George Buchanan; iSchools.org

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Let's Get This Party Started

- All work in working libraries
- Nearly all low-tech
- No fancy stats

Image credit: https://soundcloud.com/ashestoashesjc/u-ur-hand-pnk-cover

Outline

- Into space (man): Library spaces
- 1, 2, 3, 4…Why Count?
- Proclamations on Counting Physical and Digital Space
- Relative Dimension in Space: Blurring the Physical and Digital
- Gonna say goodbye (with some key messages)

Tweet to us! @danachatter
@georgerbuchanan

Image credit flickr user: adactio

Into Space (Man): Library Spaces

- Library spaces
- Library as place
- What can you control or change?

Image credit: https://www.independent.ie/regionals/sligochampion/entertainment/the-top-ten-chart-this-week-in-1996-30938462.html

Let's Get Physical: Library spaces

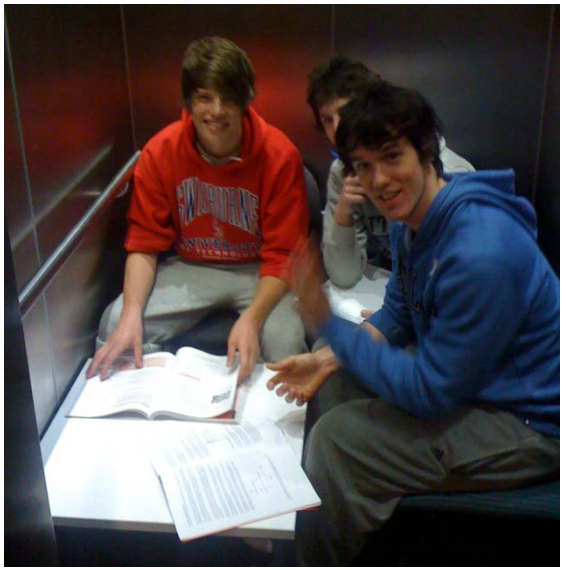
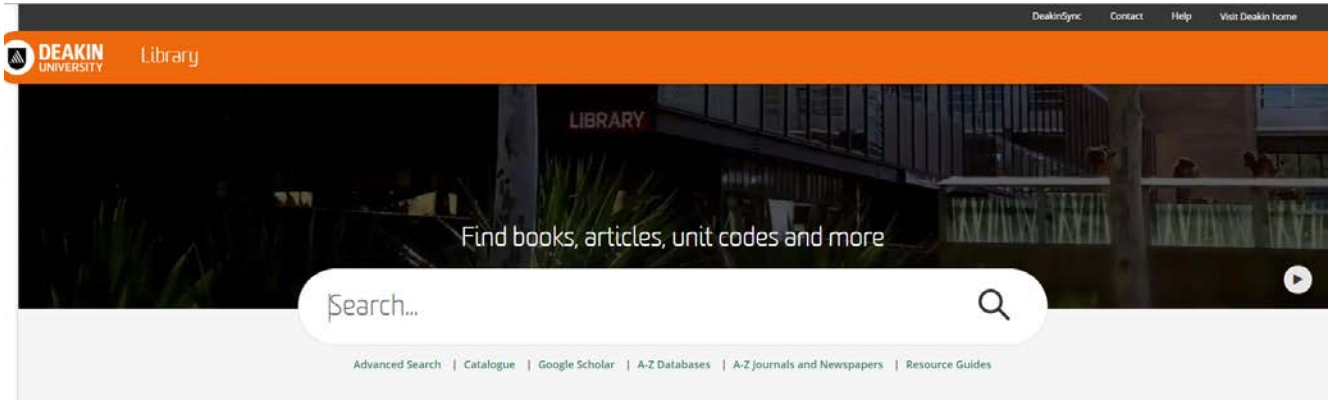
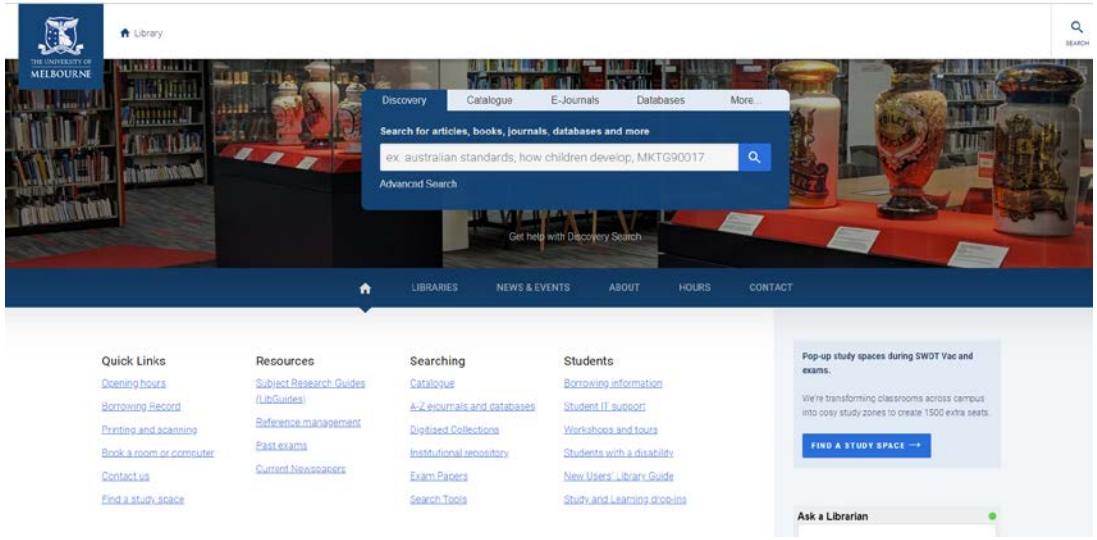
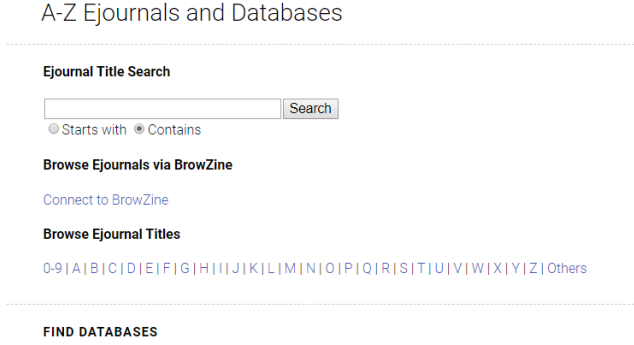


Image credits: Wikimedia Commons Diliff, Libr; Swinburne Library; Personal collection Dana McKay, Ben Conyers

OK Computer: Digital Library Space







Our House: Libraries as Place

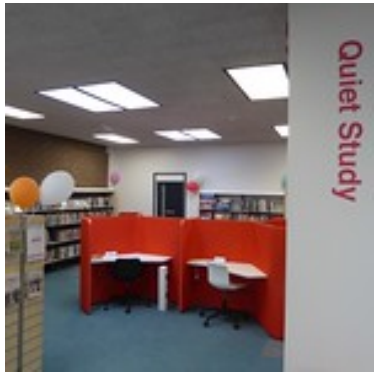


Image credits: Wikimedia Commons user dantadd; Flickr users sterlingcollege, University oF Aberdeen Library, collegelibrary, librariesteam

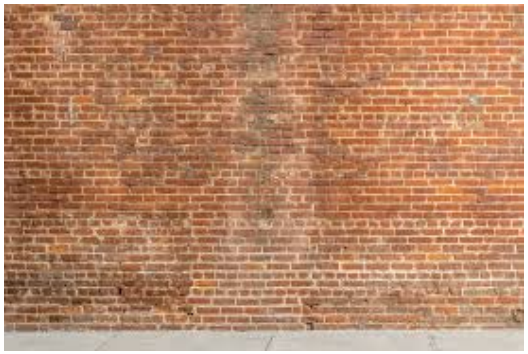
One of These Things is Not Like the Others: Physical vs Digital Space

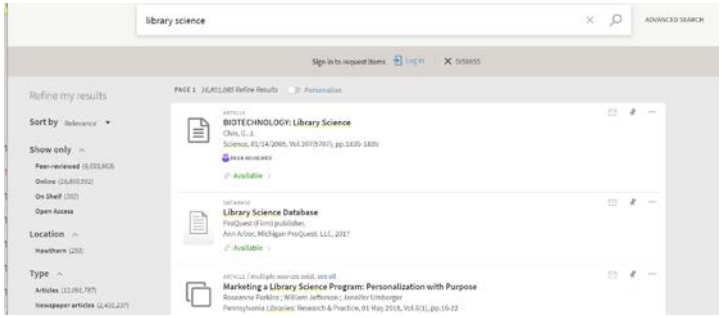
Image credits Flickr users: Rosefirerising; Tim Magliery

One of These Things is Not Like the Others: Physical vs Digital Space

Image credits Flickr users: Oran Viriyincy

Standing in the Way of Control: What Can You Change



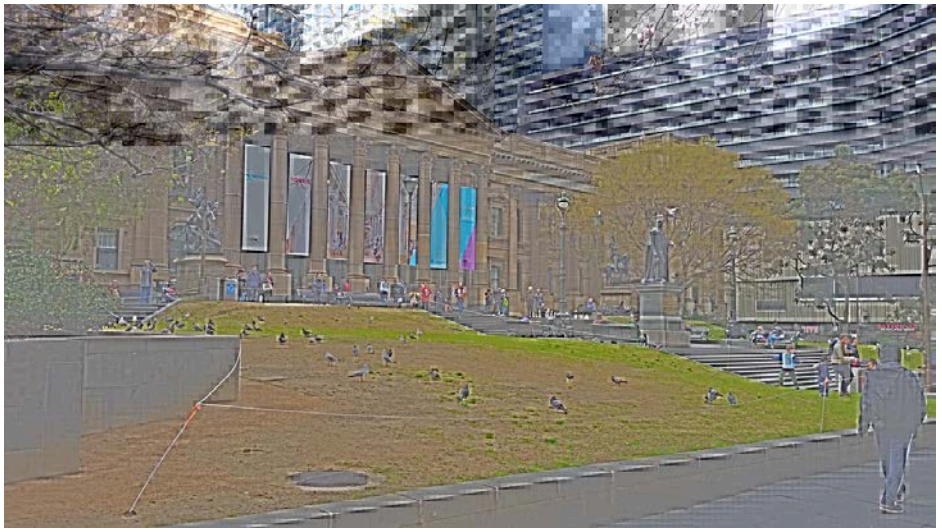


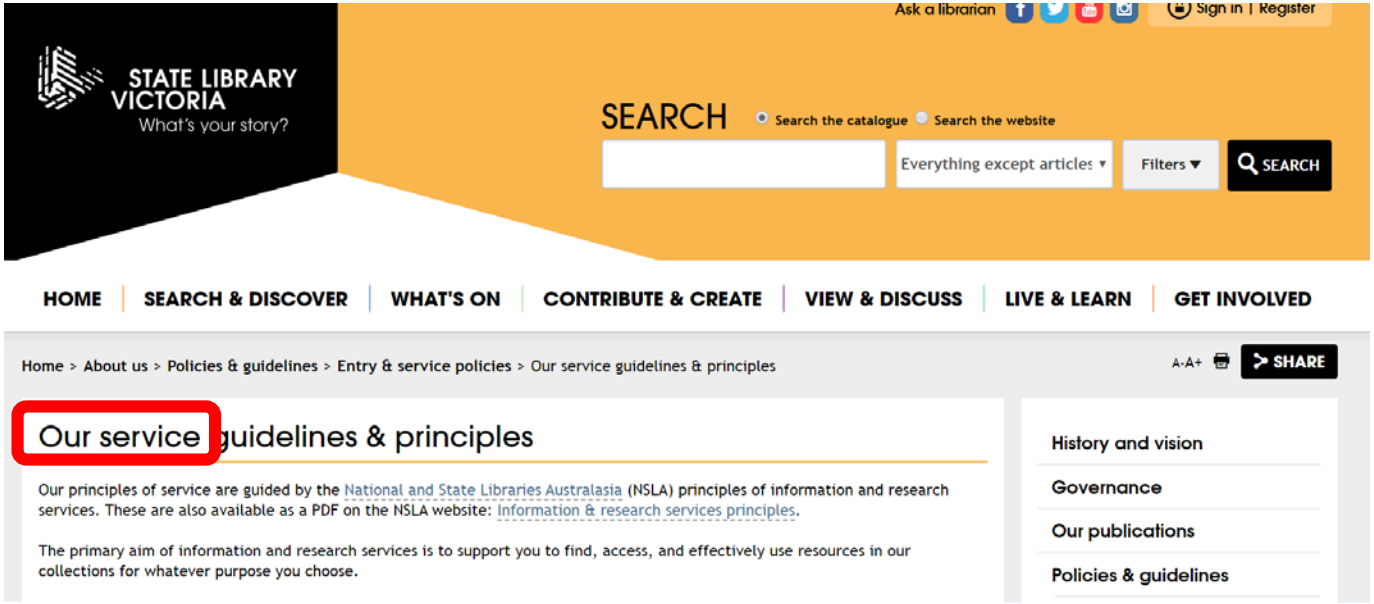
UNSW SYDNEY Library

Research	Teaching	Study
Library services for researching	Library services for teaching	Student and general services

Image credits Flickr user publiclibrariesnsw, universityofkent, drewzhrodague

The Library Is: A Place for Us to Dream





1,2,3,4: What Are We Counting For?

- The Benefits of Counting
- What Can We Learn From Counting?

Image credit: https://www.wikiwand.com/en/Feist_(singer)

It's Got to Be(-e-e-e-eee) Worth It: The Benefits of Counting

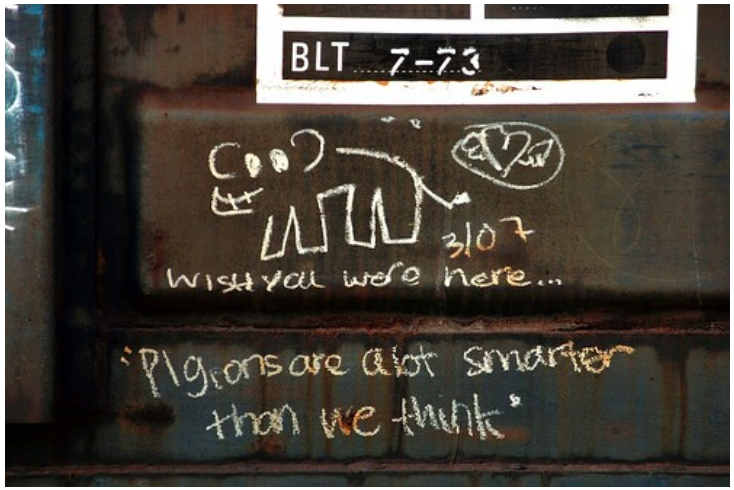


Image credits Flickr users rswatski, ota_photos, rjl20

All Shiny and New: What Counting Can Teach You

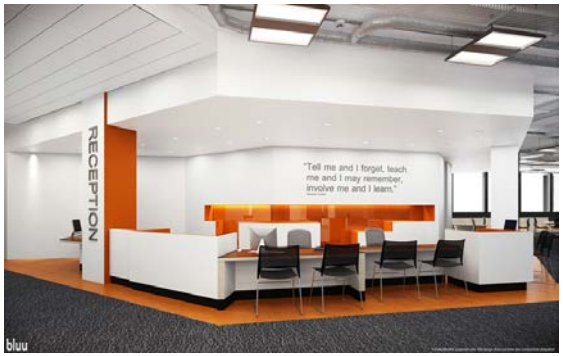


Image credits Flickrusers Loughborough University; Darien Library

All Shiny and New: What Counting Can Teach You

Walk 500 Miles: Counting the Physical

- Libraries already count the physical
- Example: Counting work

Image credit: https://nostalgiacentral.com/music/artists-l-to-z/artists-p/proclaimers/

This Much is True: Libraries Already Count Physical Things

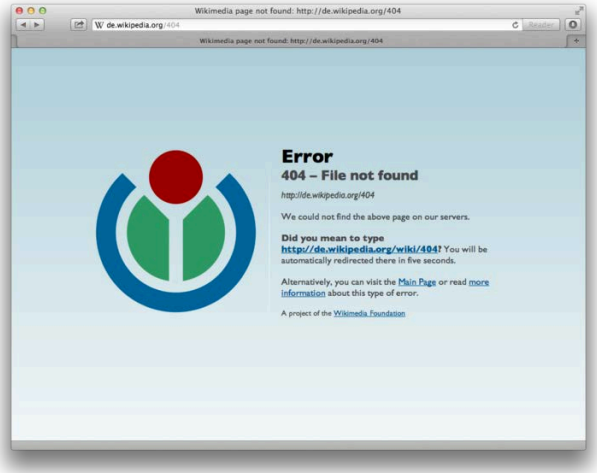
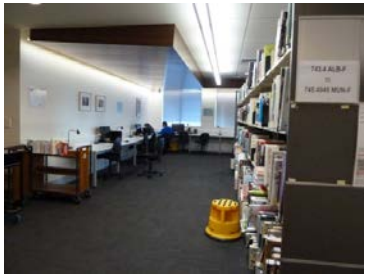
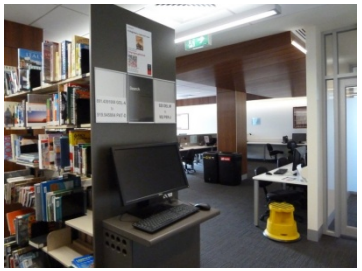


Image credits Flickr users rjlawson, eli brown, fashionbyhe ; Wikimedia

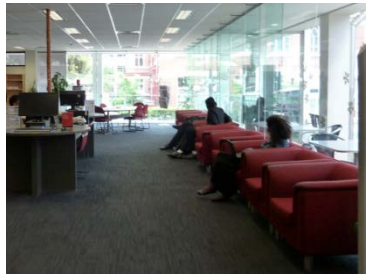
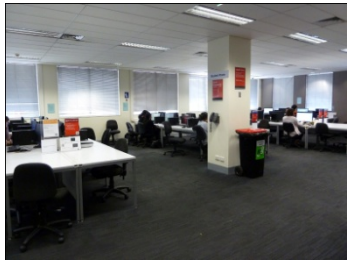
Swinburne Library (2014)

Levels 4 & 5

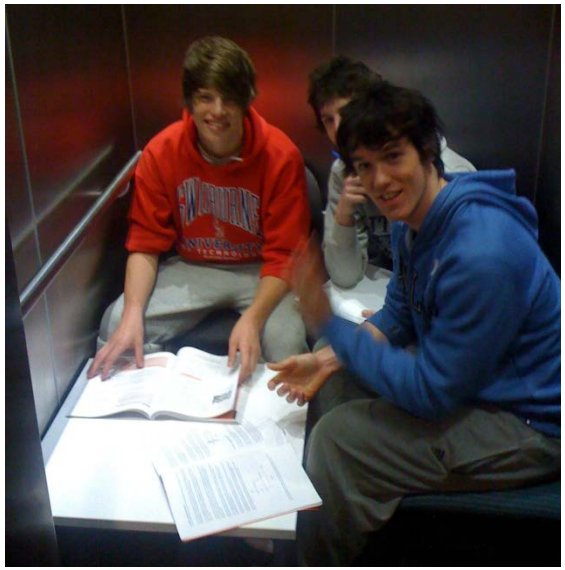
Level 3

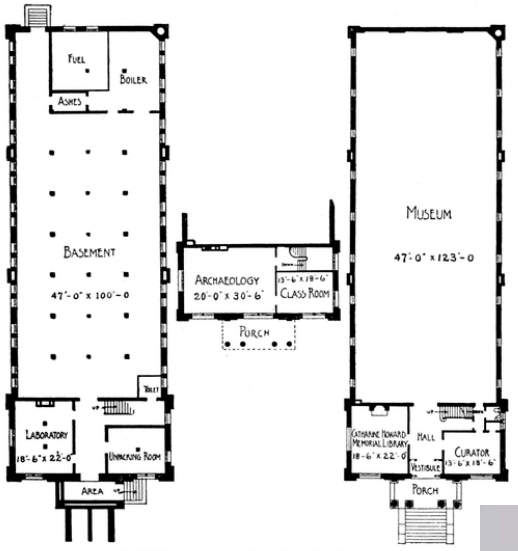
Level 2 (entrance)

Level 1 & ‘the hub’

Somewhere Only We Know: Counting Physical Space (Why)

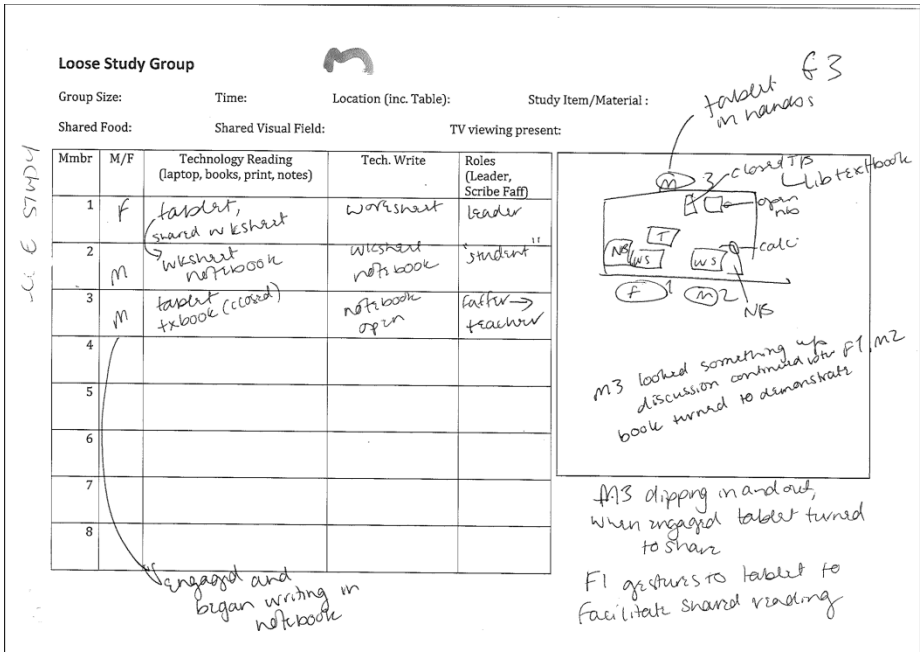




SCIENCE BUILDING · FLOOR PLANS

Image credits: Ben Conyers, Sean Malmas, University of Washington Library; Flickr user Takashi

Somewhere Only We Know: Counting Physical Space (How)



Loose Study Group

Group Size: Time: Location (inc. Table): Study Item/Material :

Shared Food: Shared Visual Field: TV viewing present:

Mmbr	M/F	Technology Reading (laptop, books, print, notes)	Tech. Write	Roles (Leader, Scribe Faff)
1	F	tablet, shared wksheet	worksheet	leader
2	M	wksheet notebook	wksheet notebook	"student"
3	M	tablet txbook (closed)	notebook open	faffer → teacher
4				
5				
6				
7				
8				

engaged and began writing in notebook

tablet in hands F3

M3 closed TB Lib textbook

open nb

calc

NB

M3 looked something up discussion continued w/o F1, M2 book turned to demonstrate

M3 dipping in and out, when engaged tablet turned to share

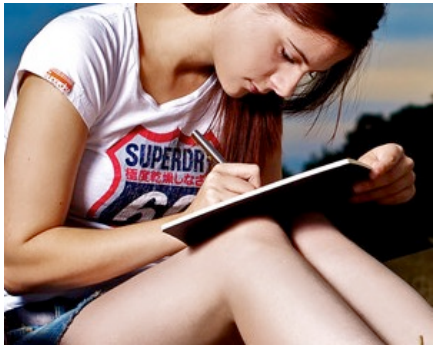
F1 gestures to tablet to facilitate shared reading

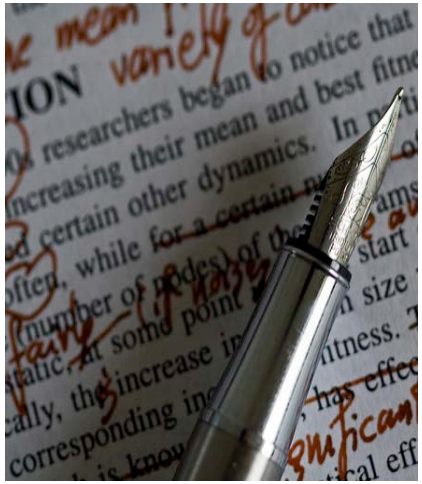
Wads. 14th May 2:30pm

Group size	#laptops	#desktops	#tablets	Books?	Note-books?	Level	seating	Notes
2						3W	D	SGC.
2	2						D	LSG
3	1	2					PC	SW
2		1		1			PC	Co Pro
2	1	1					PC	Co Pro
2		1					PC	LSG
2	2	2					D	?
5	5							SW
2			1		3			LSG
2				2			D	LSG
2	2						D	SW
2	2				2		D	SW
2	2						D	Co Read
2				1	3		D	LSG
3	1	2			1		PC	Co Prod
3		1		2	3		PC	LSG
2		1					PC	Co Prod
2		1					PC	Co Read
3		2					PC	Co Prod
3	1	2				3W	PC	Co Prod.
6	3				2	3A	G	?
4	3		1			3B	G	?
2	2						D	?
4	4						D	Co Prod
2						L	2W	Social
2	2					D	2E	?
2		1				PC	2E	Social.
2		1				PC	2E	?
2				None		D	2E	Social
2		1				PC	2E	Co Prod.
2	1	1				PC	2E	Co Prod

Somewhere Only We Know: What We Learned

Solo Work Types

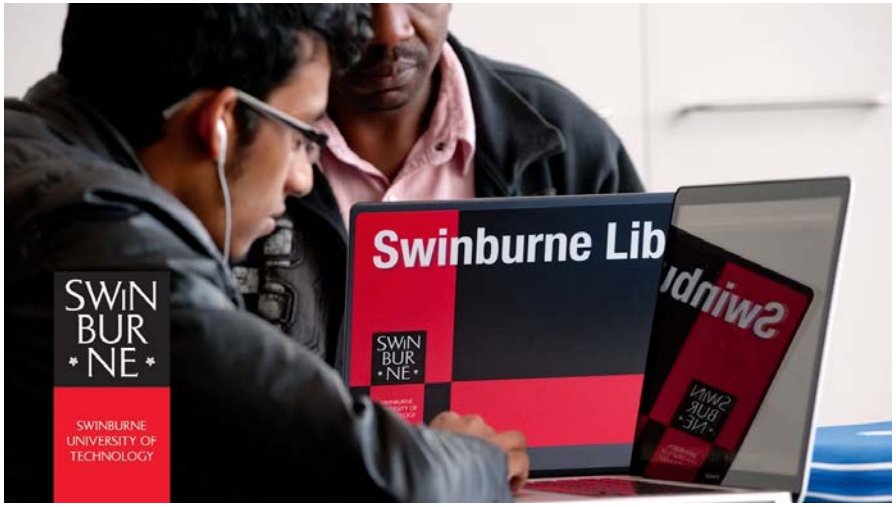




Group Work Types

Image credits: flickr users senju, johonolan, daquellanera, teegardin, mydigitalslrcamera ,

Somewhere Only We Know: Practical Lessons



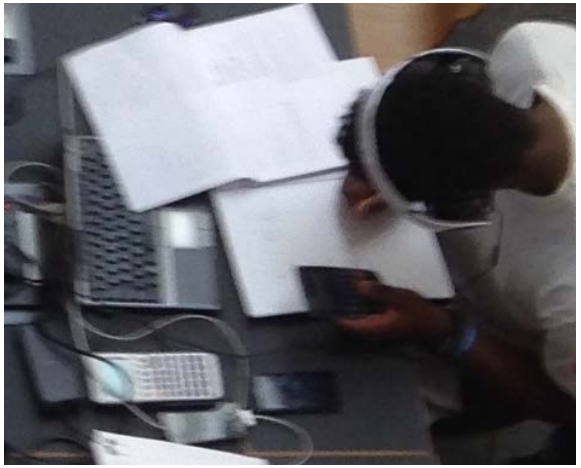


Image credits: The British Library; Swinburne Library; Upenn Library

500 More: Counting Use of Your Digital Space

- You already do this, too
- Example: Ebook covers

Image credit: https://www.dailyrecord.co.uk/entertainment/music/music-news/proclaimers-look-back-25-years-2026746

The Familiar Strange: Examples of Counting the Digital

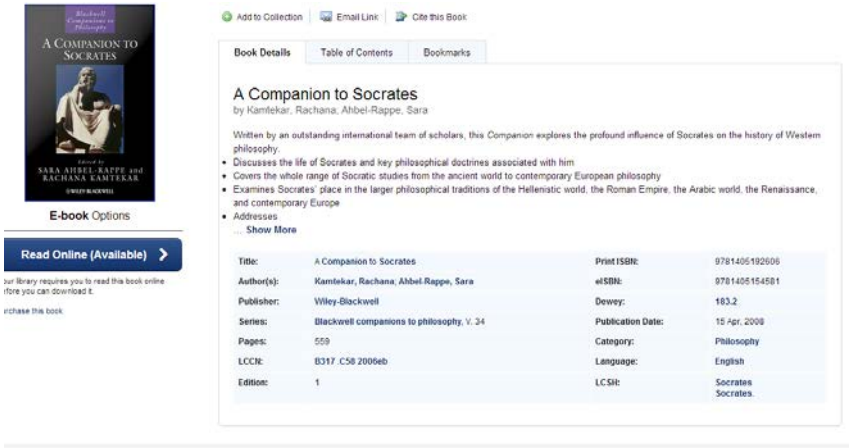
Borgman, C. L. (1996). Why are online catalogs still hard to use?. *Journal of the American society for information science*, *47*(7), 493-503.

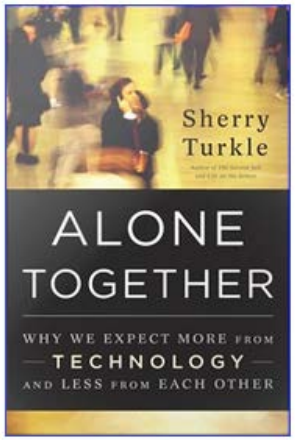
0 results found

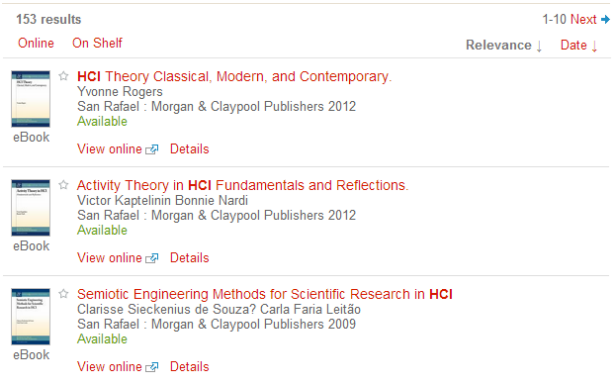
Borgman C L 1996 Why are online catalogs still hard to use Journal of the American society for information science 47 7 493-503

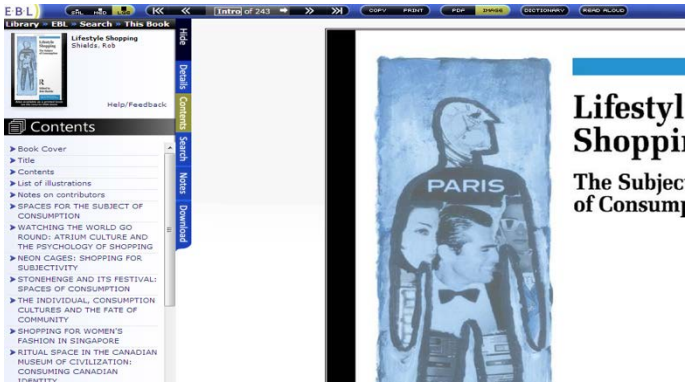
Showing 1-1 of 1 results

Judging an (Ebook) by Its Cover

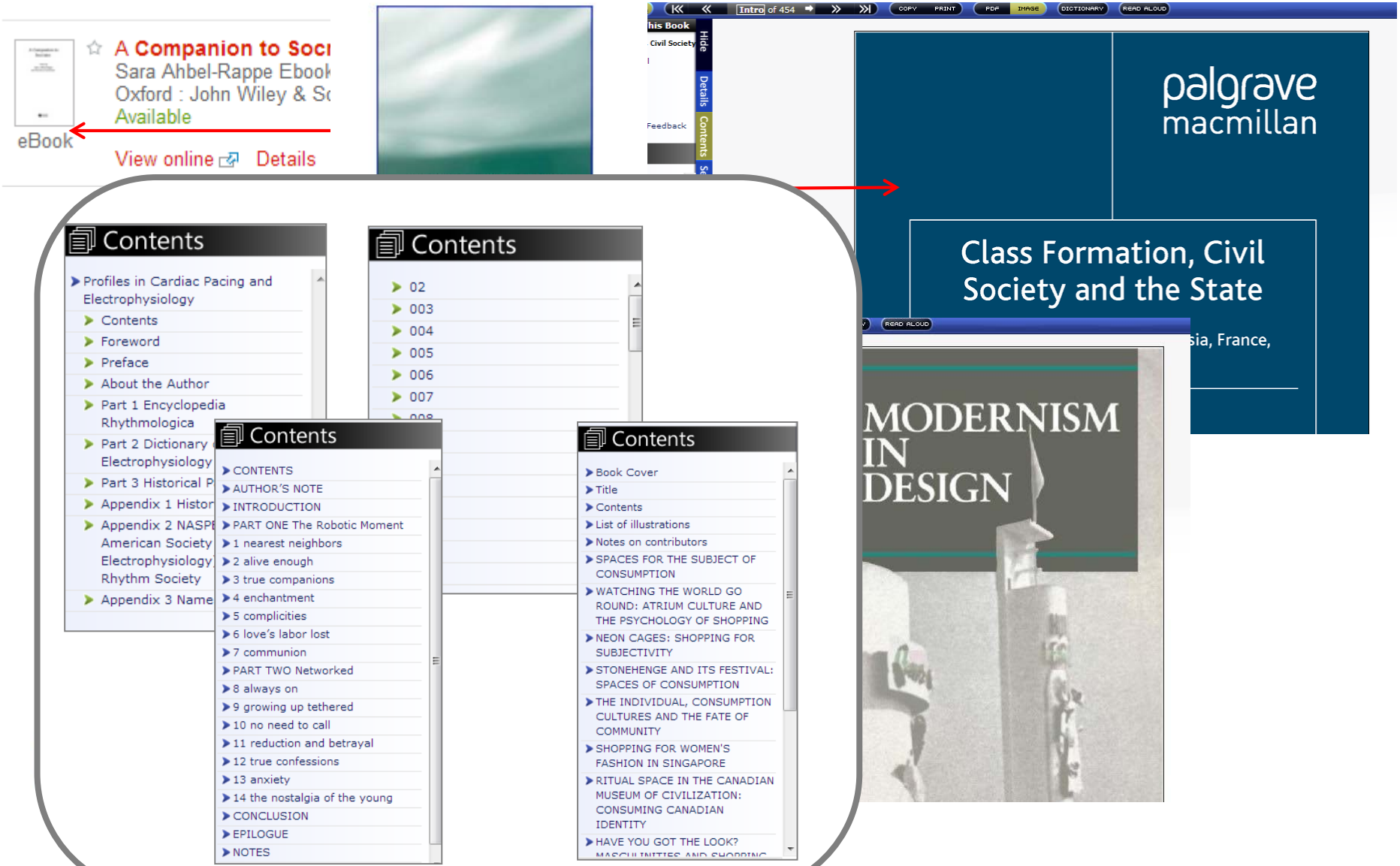




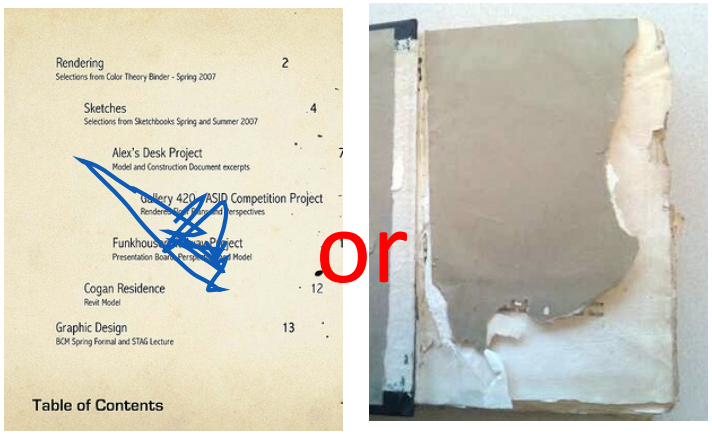




Judging an Ebook by Its Cover: Counting Ebook Errors



Judging an Ebook by Its Cover: Cover and contents?



or

=

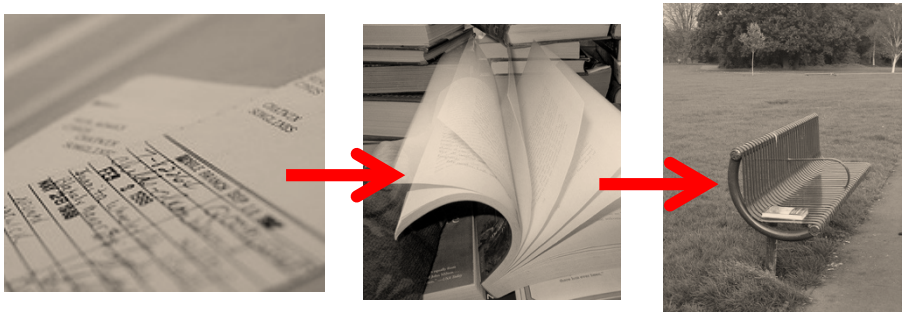


Image credit: http://www.flickr.com/photos/andycarolan/, http://www.flickr.com/photos/estherase/ ,http://www.flickr.com/photos/smada/, http://www.flickr.com/photos/23098373@N05/, http://www.flickr.com/photos/csb13/, http://www.flickr.com/photos/btf5/

Judging an Ebook by its Cover: Repairing Ebooks

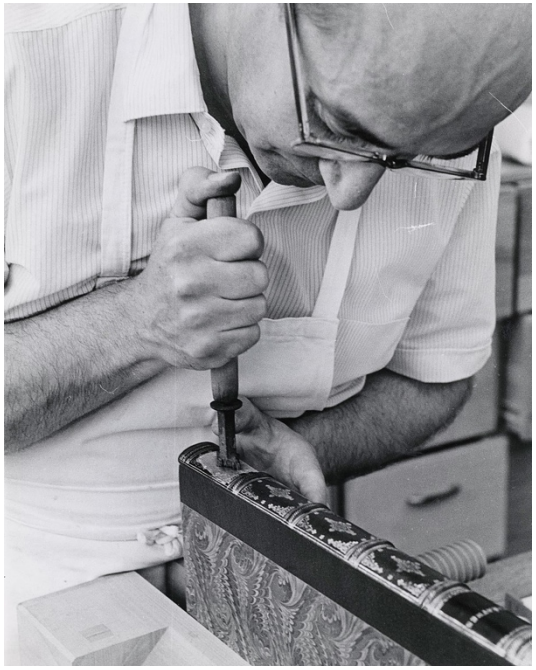


Image credits Wikimedia Commons: Alan Jones, Toronto Public Library

Relative Dimension in Space: Blurring the Physical and Digital

- Example: Smart boards in the Library
- Exmple: Digital books at the Shelves

Image Credit: Wikimedia Commons Zir

See It With My Third Eye: Mobiles & Public Electronic Displays

See It With My Third Eye: Aims

CITY

CityLibrary
Your space
Your resources
Your library

Getting to know CityLibrary

Answer the questions on the back of this card for your chance to win some great prizes.

To help you, visit www.city.ac.uk/library

Once completed, return the card to any of our Libraries and post it in the box at the Library Service Desk.

To find out more about the prizes follow us on Twitter @CityUniLibrary

Completed cards must be returned by 1st December 2017.

#CityLibraryQuiz

CITY UNIVERSITY LONDON

Cold snacks can come in...

but please use the bin.

You asked to be able to eat snacks in the library.
For a trial period until the end of December, cold food will be allowed in all City University London Libraries.

Yes to cold snacks and lidded hot drinks.
No to hot, smelly or messy food.

CityLibrary
Your space
Your resources
Your library

See It With My Third Eye: System

Wiley Online

Journal of Information Science and Technology

Description:

Leading journal on library science, focussing on user and technology issues. Often more accessible than similar, more technology-focussed journals.

Topics:

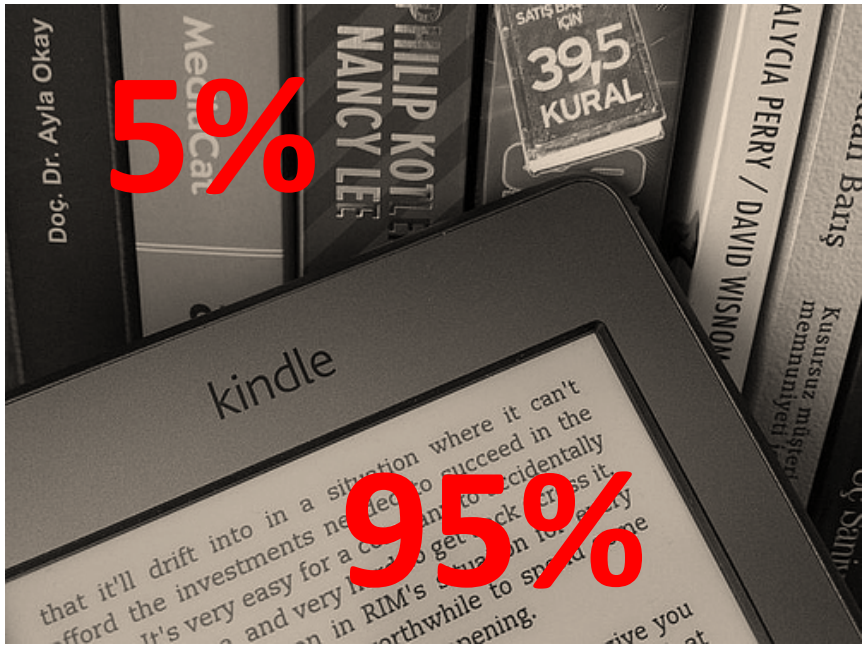
Library science, information science, information seeking, information retrieval, human-computer interaction

Onsite: Open electronic access
Offsite: IS username & password

Click here to access now

See It With My Third Eye: Findings

Hungry Eyes: Feeding Digital Content at the Physical Shelves



CAUL Holdings Statistics, 2014

Image Credits: Flickr user mobilyazilar, simiant

Hungry Eyes: The Research

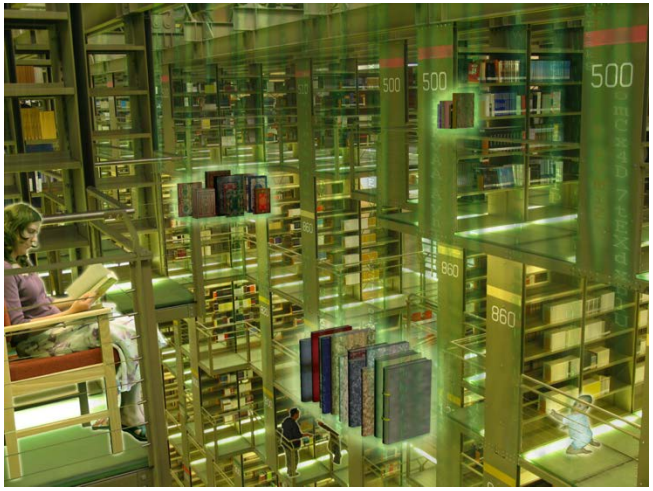
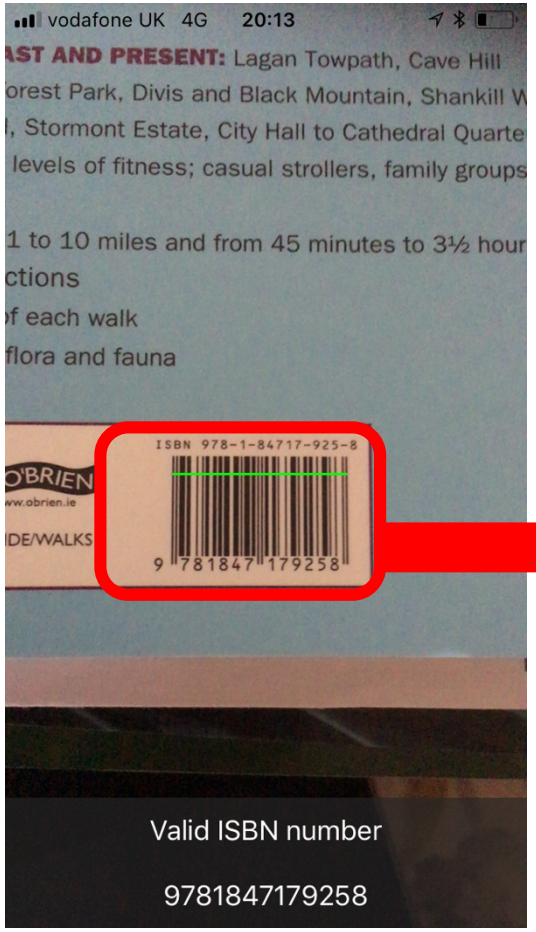
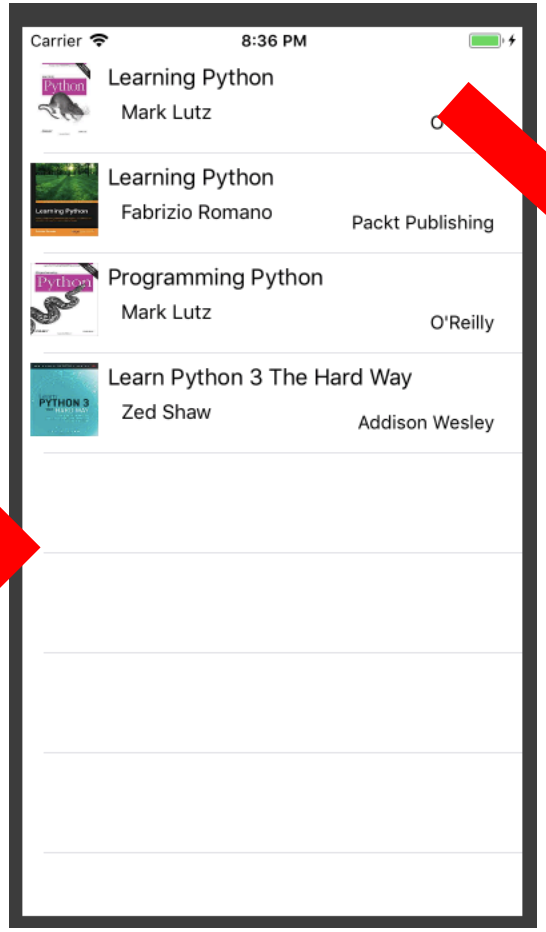
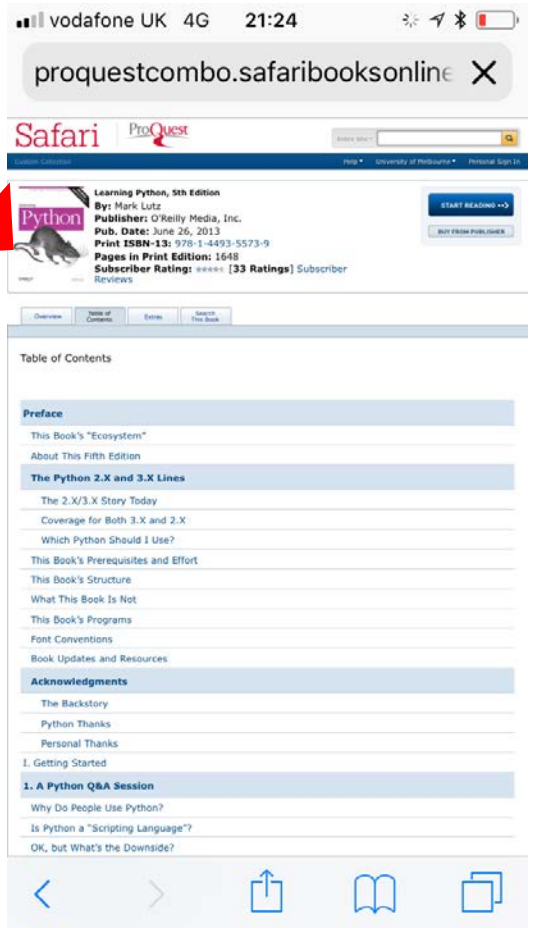


Image credits Flickr users Sagesolar, Joe Loong, Eric Hackathorn

Hungry Eyes: The System



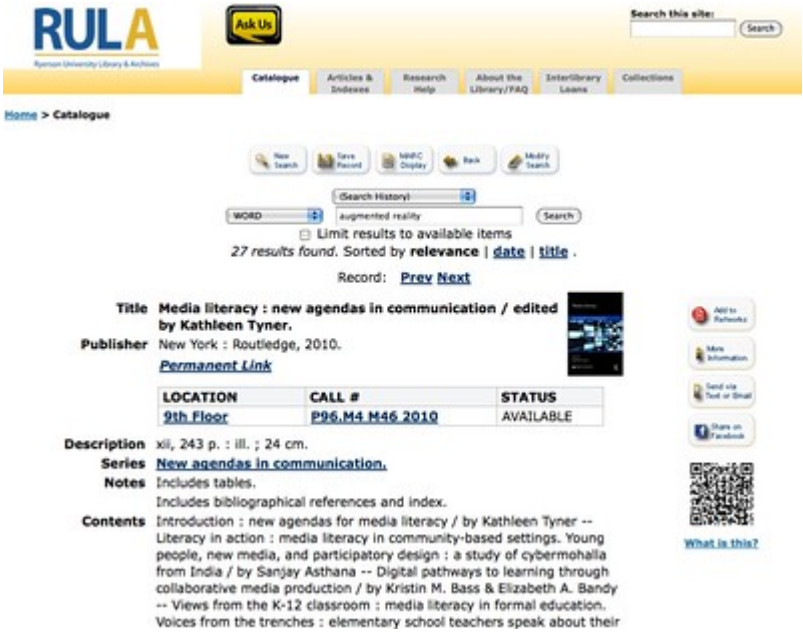




Hungry Eyes: Findings

Image credits: WikiMedia: Lsoadrimak, Chemical Engineer; Alice Martin;

Do Try This At Home



http://bit.ly/notarealURL

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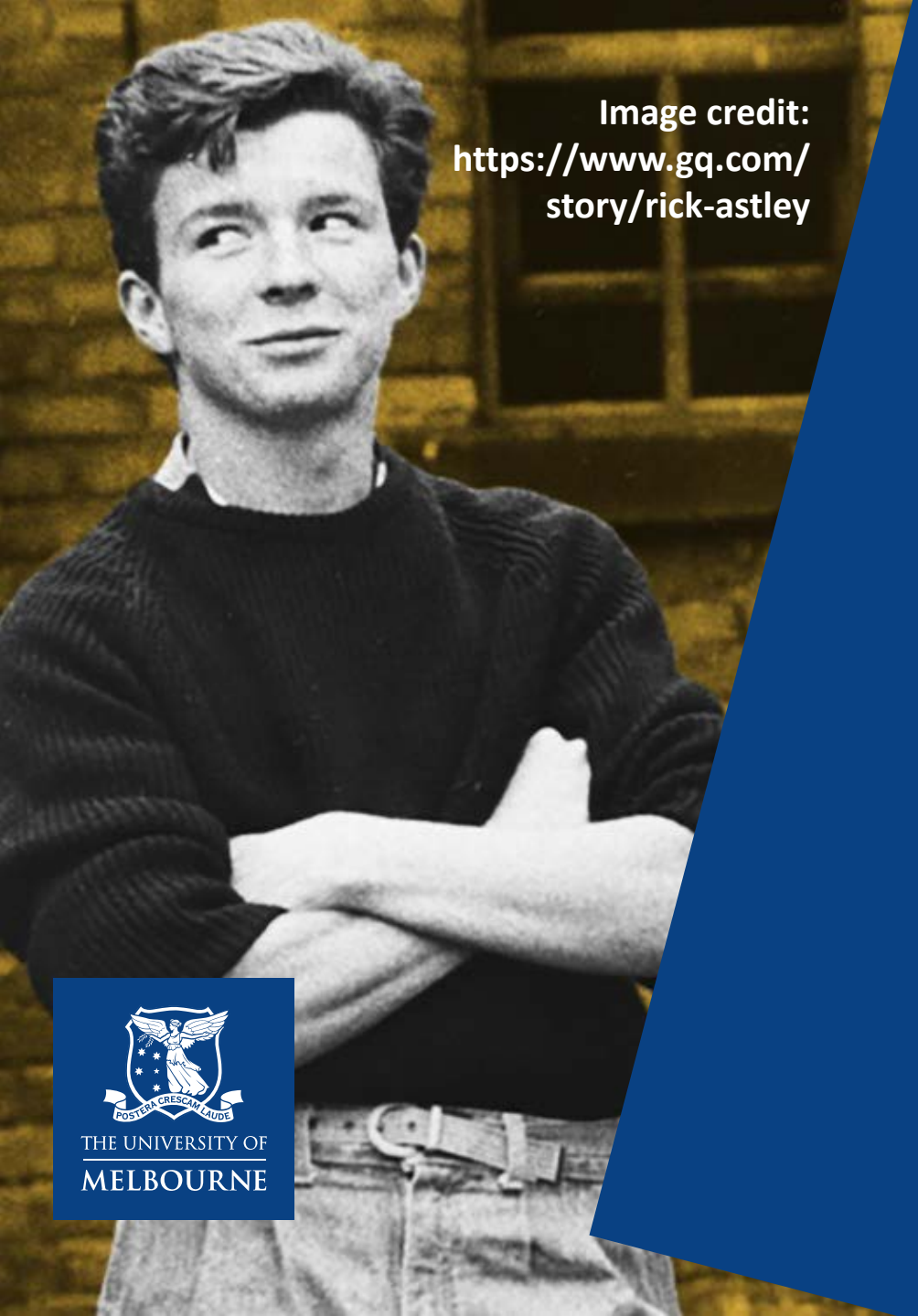

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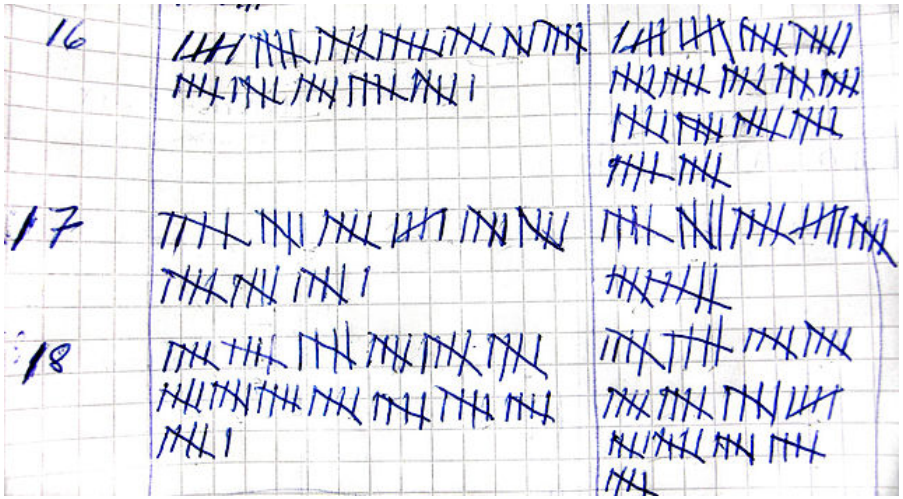
Gonna Say Goodbye (With Some Take Home Messages)

Take Me Out: Key Messages



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Thank you

Questions?
Comments?

@danachatter; @georgerbuchanan

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