57202 Information Research Methodologies

8cp

Requisite(s): 57100 People, Information and Knowledge

These requisites may not apply to students in certain courses.

There are course requisites for this subject. See access conditions.

Anti-requisite(s): 57089 Information Research and Data Analysis

Description

This is a core subject in the Master of Digital Information Management (C04298). Students are introduced to a range of the research methodologies used in the study of people and information and develop skills in collecting, analysing and presenting research data. Students apply their knowledge and skills to proposing, designing and executing a pilot research project. A range of key issues are addressed including: the relationship between theory, research and professional practice; the ethics and politics of research; and the changing role of the researcher in the 21st century.
Hi there,

We’re trying to find out a little more about how you use the Library. Complete this survey, drop it back to the Enquiries & Loans Desk and pick up a thank you chocolate!

*For each question, please tick the answer(s) that apply to you.*

1. What do you do in the Library?

☐ Study alone  
☐ Study with a friend  
☐ Study with several friends  
☐ Group work  
☐ Relax  
☐ Sleep  
☐ Other (please describe)

2. Where is your favourite place to sit in the Library and why?

________________________________________________________________________
________________________________________________________________________
Semi structured interviews & observations
Results

- Students want easy access to electric outlets
- Noisy & quiet areas should not be collocated
- Students like privacy and a sense of personal space
- Love being around books
- Students use different zones for different purposes
- High book use on the quietest floors, which are seen as the serious study floors
- High number working in pairs.
New Library 2019/20
## Service Design

### Course

<table>
<thead>
<tr>
<th>Course</th>
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<tbody>
<tr>
<td>Library of Congress Classification</td>
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<tr>
<td>Metadata Design</td>
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<tr>
<td>Business Information</td>
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<tr>
<td>Do-It-Yourself Usability Testing</td>
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<tr>
<td>Growing, Developing, and Retaining Dynamic Staff</td>
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<tr>
<td>An Introduction to the Scholarship of Teaching and Learning</td>
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<tr>
<td>Introduction to Accessibility and Universal Design in Libraries</td>
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<tr>
<td><strong>Service Design: Towards a Holistic Assessment of Library Services</strong></td>
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http://libraryjuiceacademy.com/courses.php
Observations
Survey for chocolate reprise

Survey for chocolate

Student survey held in library May 2017

Do you ever use these services provided by the Library?

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<thead>
<tr>
<th></th>
<th>Never</th>
<th>Never/Sometimes</th>
<th>Sometimes</th>
<th>Sometimes/Often</th>
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If you answered Never to any of the above why have you not used these services?

Are there any new services you would like the Library to offer?

Long answer text
Results

• Chairs need to have back support

• Most students come to the library to study quietly and alone.

• Single desks/carrels heavily used

• Want access to kitchen facilities eg hot water & microwave

• Using multiple devices – 14%

• Added built in phone booths to new library
Self service kiosks
Chatbot!
Whole of building approach to service delivery
Thank you!