

IC Group@UoA

Co-location

Collaboration

Integration

Innovation

Hester Mountifield
University Library
The University of Auckland

The University of Auckland



New Zealand's largest residential university
Approximately 39,200 students
16% of students are international students

The University of Auckland



Eight Faculties

Over 10,000 degrees awarded annually

Highest ranked research university in New Zealand

Universitas 21/APRU Partner

“Typically international and contemporary”

Increasing number of non school leavers

Increasing average age of students

Larger numbers of students

Diverse cultural, geographic & personal backgrounds

“Learner-earner/Earner-learner” osmosis

Diversification of teaching technologies

Mixed degree types

Mixed modes of delivery

Increasing government intervention



Supporting Learning

University Library

IT Service

Centre for Academic Development

School of Graduate Studies

Student Administration

Faculty services, inc IT labs



IC Group – models



Kate Edger



Grafton



Epsom

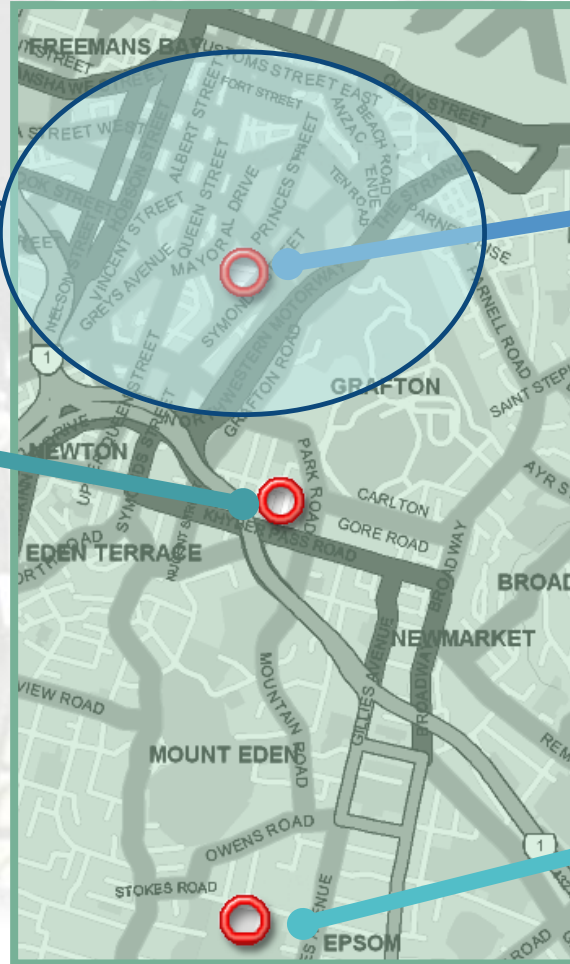
IC Group - locations

Auckland
City Centre

Kate Edger

Grafton

Epsom



IC Group – infrastructure

Physical

Virtual

Services

Staff



IC Group – stats

Kate Edger

April 2003

6,647 m² / 73,700 ft²

5 levels

1350 seats, inc 518
computers

Hours:

7:00 – 24:00

8:00 – 10:00

Multi-disciplinary
(28,835)

Grafton

April 2004

490 m² / 5,274 ft²

1 level

146 seats, inc 105
computers

Hours:

7.30 – 10:00

10:00 – 20:00

Medical & Health
Sciences (3,670)

Epsom

1999 / 2006

235 m² / 2,529 ft²

4 rooms

74 seats, inc 74
computers

Hours:

7.30 – 10:00

10:00 – 16:00

Education (6,250)

Vibrant heart of the City Campus

Kate Edger IC

Learning Services, Teaching spaces, Quiet study space

4

Student Learning Centre, Teaching spaces, Quiet Computer space

3

I.C. HelpDesk, Teaching space, Group Computer space

2

High Demand Collection, ELSAC

1

Group study & Discussion space, Computer space

0

Student Commons

Postgraduate Lounge
International Student Centre

Health and Counselling
Accommodation Centre

AUSA offices, Café, Travel Agent,
IT shop, Hairdresser, Mini-market

Pharmacy, Bank, Bookshop

Bookshop, Café

Presence on the web

IC Website

text only

The Information Commons
Uururangi

The University of Auckland Library
Te Tumu Herenga

Report Fault Change font size

Suggestions News IC Blog LEARN UofA Library Course Bookings FAQs Home | Hours

main menu

- About the Information Commons
- Policies and Guidelines
- Noise Issues
- Resources
- Logging On
- NetID & Password
- NetAccount
- AFS - Student File storage
- Saving your work/File storage
- Printing
- Print Stations
- Laptops
- Headphones
- Portable Disc Drives
- Scanning
- Photocopying
- Software
- Facilities for students with disabilities
- Wireless Access
- Web DropOff Box
- Services
- Information
- Home

The Information Commons

The Information Commons facilities at the University of Auckland consist of the Kate Edger Information Commons on the City Campus, the Grafton Information Commons on the Grafton Campus, and the Epsom Information Commons at the Sylvia Ashton-Warner Library.

News All News (1)

IC opening hours during the Summer break 11/11/2007

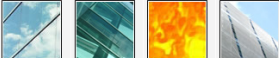
The opening hours for the Information Commons during the Summer break (13 - 21 December 2007) will be [...] [more >>](#)

From the IC Blog

- How to get a refund
- Hello wireless, goodbye wireless
- Summer hours (Yay we made it!)
- Library courses for November 2007
- Life cycle of the lost property, part II: Grafton
- Tell us what you think and get a free movie ticket!
- English Language Club (New Workshop)
- Media players and computer hogs
- Referencing! Citing! Bibliographies!
- Once we were whales

[IC Blog >>](#)

Locations



Order By: A-Z [+]

IC Blog

Library Databases E-Journals Resources by Subject Contact Us

The University of Auckland Library
Information Commons

Home Archives Contact Login All Library Blogs

Tuesday, November 13, 2007

posted @ Sunday, October 28, 2007 12:09 PM | Feedback (0)

Library courses for November 2007

Google: Getting the most from Internet Searching
Tuesday, 13th November, 2pm—3pm
Too many Google results? Not relevant? Join us and learn how to narrow your search and make it more specific! We will practise Google advanced search options, as well as how to critically examine and evaluate your search results.

Google Scholar
Tuesday, 13th November, 3pm—4pm
Google Scholar covers scholarly literature from broad areas of research. Practise how to search this source effectively, how to find the full text of a paper, export search results into EndNote, and much more.

Recent Comments

well... guys just take it easy ~
by: Jack

James is right. There are often a few computers fr...
by: ronnie

Good call James. Unfortunately the compsci lab...
by: Ben

Hello everyone. It interests me to see how many pe...
by: James Pole

Thank you all for posting here. Your comments have...
by: IC Staff

Yeah this is great that these people are being he...
by: SG

nah, flat rate is a bad idea, just make the current...
by: Rishu

From the summary above.. Which I absolutely agree ...

Google Scholar

Understanding user goals in web search

PORTAL

Search: The ACM Digital Library I why th...
standing:

Drivers

Technology

Net Generation

Collaborative & social learning

Built pedagogy



2003 - Working together?

Co-location

Student Learning Centre (SLC)

Student Admin

SLC

Collaboration

ITS

ELSAC

Short Loan

Learning Services

Short Loan

Learning Services

Integration

Student ITS

Library IC Services

2007 - Working together?

Co-location

Student Learning Centre (SLC)

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ITS

Faculty IT

ELSAC

SLC

Short Loan

Learning Services

Integration

Student ITS

Short Loan

Library IC Services

Learning Services

Doctoral Skills Programme

Success

Inclusive experience through holistic learning support, common software environment

Meeting learning and social needs

Continuum of service

Flexibility, adaptability

Developing IT & information literacy

IC Service 2003 -2006

Cross functional and multi-skilled service environment

Walk-in support

- IC Helpdesk
- Open consultation space
- NetAccount sales
- IC Supervisors

Roaming support

- All levels
- Basic troubleshooting
- IC Consultants (students)

Why Change?

Current model no longer meets service requirements

Single sign-on and Uniguides

Range of self-service options growing

Continuity of customer service problematic

Lack of service diversity and growth

Unsustainable in terms of budget, administrative processes, recruitment and training

Why Change?

Service focus for 2007:

IT literacy courses & consultations

Information literacy courses

Development of web resources

Stronger collaboration with other units

IC Group Staffing 2007

Permanent component

5 x full-time (Jan – Dec)

4 x part-time (Jan – Dec)

2 x part-time (Mar – Nov)

Casual component

13 x IC Assistants

Evenings and weekends

... Upon reflection

Recruitment challenges

Clear benefits from Sep 07

Changes to team culture

Service improvements

Ownership and job satisfaction

Staying relevant

What are our institutional priorities

How well do we know our students

What types of physical & virtual spaces enable learning

How pro-active is our learning support

How interactive is our learning environment

Do we have an infrastructure that enables pervasive learning



Future....

Does the current model focus mostly on undergraduates?

What is the digital commons and what is its relationship to the physical commons?

Where does non-digital material fit into the commons?

How is the new e-environment changing information and learning support services?

What skills and competencies will be required?



GRAFTON

SYM...

UBS

50





From the students

**Cooler
place on
Campus**

**Learning
& social
hub**

**Not big
enough**

**We want
more of
everything!!!**

