STUDENT AND LIBRARY SERVICES IN COOPERATION

A Pilot Project at Uppsala University, Uppsala, Sweden

Eva Nordgren and Linda Gerén 2013-04-16
Uppsala University

Oldest university in Sweden, founded 1477

Historical Uppsala Profiles:

Carl Linnaeus (1707-1778)
botanist & zoologist, invented
the binomial nomenclature, a
new system for classifying
species of plants & animals

Anders Ångström (1814-1874)
physicist,
Ångström unit (1 Å = 10^{-10} m)

Protea repens

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Faculty of Science and Technology

- One third of Uppsala University
- 1,800 employees (including graduate students)
- 10,500 undergraduate students
- 9 Engineering master programmes
- 4 Engineering bachelor programmes
- 14 Science master programmes
- 6 Science Bachelor programmes
- 710 graduate/PhD students
- 1,700 papers published in international journals annually

Campus Ångström
Student and library services in cooperation – why?

Four main reasons

• A wish to gather different service functions in one place – better service and access for students and lecturers at the campus

• A need to reduce the library costs without reducing the service

• Library's need to collaborate better with the teaching and become more visible and used

• Central Student service to replace 4 different Student service offices

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The pilot project

- Central Student service at Ångström, including Library service
- Start November 2012
- Evaluation April 2013
- If successful - possible start at four more campuses

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Student Services

- ~25 staff
- Service desk
  - instant service/help
  - telephone/email
  - handing out exams (average 100/day)
- Study guidance
  - 1800 booked appointments/year + drop in
- Study skills programme
- Scheduling courses and degree programmes
- Administration of degree programmes
Subjects:
astronomy, physics, chemistry, technology, information technology and mathematics

• 6 librarians
• Serves students and researchers
• Information Literacy courses
• Acquisitions of both print and e-media
• 10 subject guides on the web

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Moving together – how?

• Planning
• Reorganise Student services
• Start cooperation
  Student service and Library
• Refurbishment
• Moving in/changing offices
• Organise work at the desks
• Inform students and researchers
• Inauguration
• ...

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Cooperation between the two groups of staff

- Collaboration group
- Joint study trip
- Joint planning day
- Lunch room
- Sharing the desks

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The refurbishment

- Use of the limited floor space
- Workplaces
- Quiet study areas
- One, two or three desks?
- Open space

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During 2012 we downsized the collections of printed books and journals from 74,800 physical items to 35,000 (from 1870 meters of shelving to 895)

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Areas for students

Quiet study areas are important for the students

Cosy area for relaxation, study and reading

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Two desks side by side

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What have we learned from this?

- Information and discussion involving all the staff
- Student involvement
- Collaboration group
- Joint activities
- Analysis of the consequences

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Benefits now and in the future

Cooperation
- helping each other and learning from each other
- more library involvement in education on campus

Two service desks
- better access for students and lecturers
- improved security
- better use of spaces and improved study area with common resources

Nice with new colleagues!

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A common goal: excellent service for the students and lecturers
We are doing it together!

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