Hawthorn Learning Hub & other student access provision
where we're at

• Steady increase in number of networked pc workstations provided in the library

Library provides main student access facilities at 3 of 5 campuses.
<table>
<thead>
<tr>
<th>Location</th>
<th>Distance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wantirna</td>
<td>47</td>
</tr>
<tr>
<td>Croydon</td>
<td>39</td>
</tr>
<tr>
<td>Lilydale</td>
<td>113</td>
</tr>
<tr>
<td>Prahran</td>
<td>52</td>
</tr>
<tr>
<td>Hawthorn</td>
<td>123</td>
</tr>
<tr>
<td></td>
<td>374</td>
</tr>
</tbody>
</table>
Hawthorn Learning Hub

• Consolidate computing infrastructure currently housed in a number of distributed laboratories around the campus.

• Funding proposals in train

• Possible start date end 2005
why we're doing this

![Importance vs Performance graph](image)

Average Scores

- Communication
- Service Quality
- Service Delivery
- Facilities & Equipment
- Library Staff

Swinburne Rodski Survey 2002
Challenges …

- Integrated service model Information Technology Services – Library
- First level support provided by combination of 'rovers' during core use hours and library staff
- ITS Cadets provide “rover” help staff
- Phone contact to ITS help desk for first level support
- Printing use single charging system
- Ancillary services provided by first level support staff
... implications for staffing and collections

- Periodicals collection serious weeding –
- Move Periodicals collection to open access compactus.
- Need to work through staffing roles and re-visit skills.
But meanwhile …

Onsite vs Offsite usage of library website

58% onsite
42% offsite
And ..