

MEMORANDUM

To: Greta Carlton, University Librarian
From: Andrea Hernández, YRL Technical Services
Re: AMS Data

The data collected from the system (whose technological infrastructure is described in a separate report) will be displayed multiple ways, as befits our philosophy of bringing the service to the student. Visitors to YRL can bring up a display on their personal laptop or mobile device, or consult the computer terminals throughout the building or the large display near the library's entrance. The display can be customized with layers to provide the user with the information most relevant to them.

A Facebook widget added to the YRL site enables another easy view of the library's status, along with a rotating display of recent updates. Public display of the status updates is a strictly opt-in feature, and it can be further customized to show the student's name or display the status anonymously.

With a Bruin Online account, users can input their mood at any of these access points (with the exception of the large entrance display) by typing in a status or allowing the AMS access to their Facebook status updates. They can also use their Bruin card to check out a wrist sensor from the Access Services desk, much as they now check out reading room locker keys.

Use of the wrist sensors is completely elective. We incentivize it by adding to their Bruin card a small reward for each time they use one, with a limit of one use per day to avoid abuse of the system. Each time they check out and use a sensor, their Bruin card will be credited with \$0.50 or \$1.00 (amount subject to your review) to use for printing, copies, or refreshments at Café 451. This not only encourages them to wear the sensors, which provide us with incredibly rich data, but also promotes further library use. Plans are in the works to provide students with access to their own wrist sensor-acquired data, along with the metrics derived from their status updates.

The applications of this system are myriad. Students can, at a glance, determine which parts of the library are the most social or quiet, densely or sparsely populated, cheerful or morose, and adjust their study plans accordingly. This allows students to simplify or bypass complex social interactions and get right to work, without wrestling with the unspoken rules of the library. We benefit from a massive amount of data on student wellbeing, which we can use to guide everything from minor adjustments in furniture arrangements to large-scale future remodeling projects.