

# Friends with Benefits

Creating strategic alliances and pushing collaborative boundaries at Linnaeus University

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Växjö



Kalmar

Linnæus University







**Stella**

- A new library building with new workflows
- Serves as the Campus Hub
- A University-wide welcome desk
- A single point of contact for all queries.

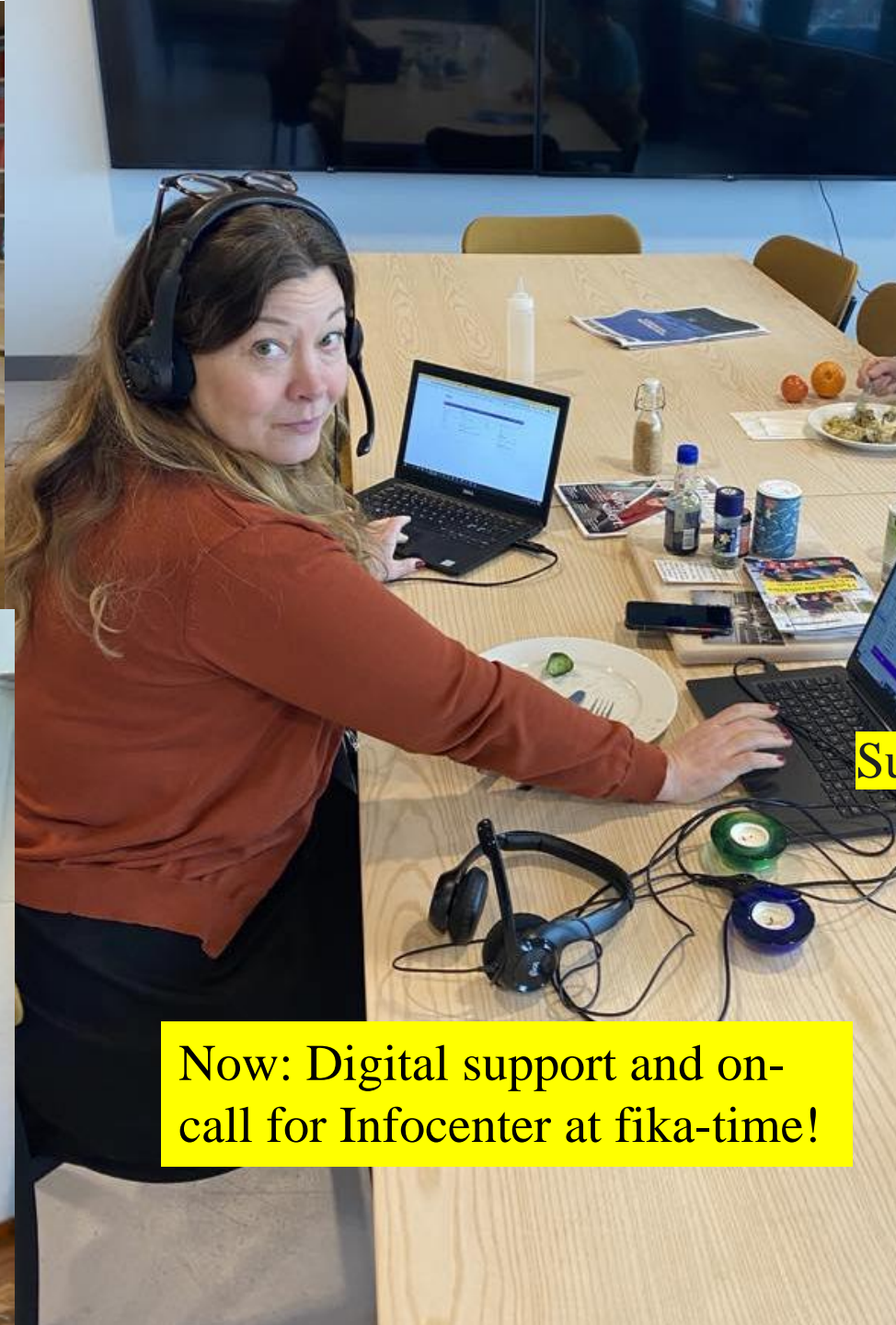




Växjö: covid edition



Kalmar: before Stella



Now: Digital support and on-call for Infocenter at fika-time!



Now: Infocenter <3

Super modern equipment warning!







When your new partner suddenly starts to irritate you

Friends with benefits.pptx | Anv... x Frågemätning x +

onuf-lnu-se.proxy.lnu.se/fragematning/

Medarbetare Universitetsbibliote... Ex Libris - Alma Login Leganto Logga in/logga ut Meny - Unit4 Busin... Cite it! Förvär AdLibris Bookmarklet LNU | Reading List Easit

## Question Log, UL

\*Typ: **Datum** infodisk chatt Easit/allmänt Alma-mejl telefon ute i biblioteket drop-in

\*Plats: **anualit**

Kommentar (valfritt):

**Cirkul**  
Alma-fix  
Archive  
Fees  
Distance students  
E-books  
E-resources  
Interlibrary Loans  
Patron account  
Micro film  
Renewals  
Reservations  
Loans  
Returns

**Educational support**  
Write references  
Academic support  
Search in OneSearch  
Search support  
Evaluating sources

**Activity**  
Book missing on shelf  
Follow patron to shelf  
Archive  
Closed book storage  
Show map/describe wayfinding

**Direct**  
to Campus  
to Infocenter  
to Library staff/team  
to IT  
to Lnu.se  
to a physical place in the house  
to serviceportalen  
to Library web

**IT-support**  
Account/credit  
Scan/copy  
Wifi  
Print from own device  
Print from Library Computer  
Change print settings  
Other IT issues

**Various**  
Office supplies  
Policy and opening hours  
Other\*

**Question Log**  
**History**  
**Results**  
**Administration**

The term type refers to how/where the question was asked.

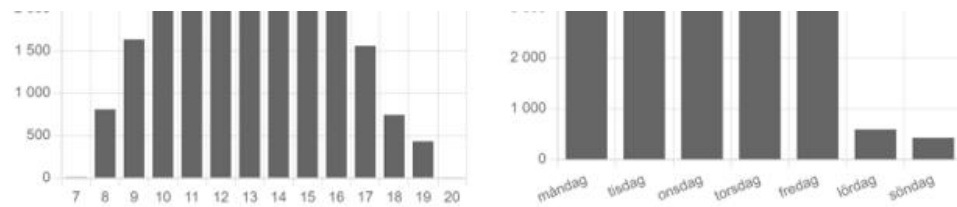
If the type is info desk or out in the library, the location refers to your position. In other cases, location indicates if the question is specifically related to a particular location; choose unspecified if there is no clear connection to a specific location.

Detailed instructions

- Logged all questions
- Top lists
- Kalmar – Växjö differs



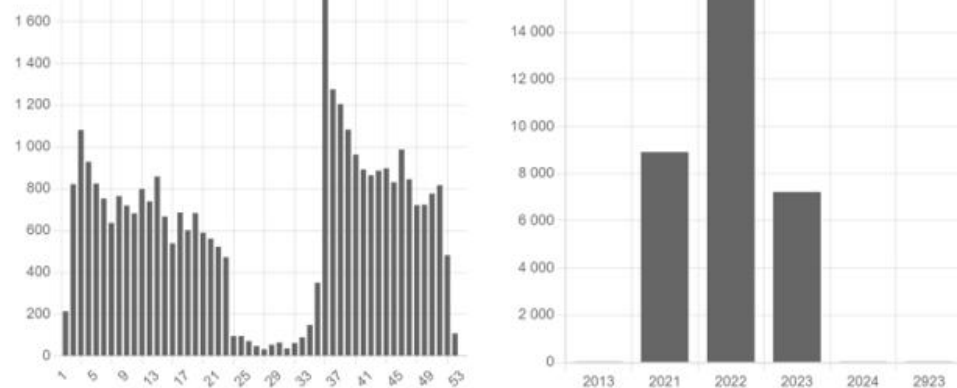




Vecka

År

## Results part in the question log



Typ

Plats

Kategori



## När kommer frågorna?

TISDAG & ONSDAG, FLEST RUNT 12

UB & Infocenter  
Antal frågor: 2775



Tisdagar och onsdagar toppar veckan, flest runt kl. 12.00. Vilka frågor kommer vid 12.00? Kategorierna Utskrift/ scanna/ kopiera, Infocenterfråga och Lånekonto trendar den timmen.

## Jämförelse med förra månaden

VAD HAR HÄNT MED MÅNDAGSRUSCHEN?

Antalet frågor har sjunkit från 4216 till 2775. Under oktober kom flest frågor tisdag och onsdag kl 12, medan septembers frågor generellt peakade måndag och onsdag kl 13.

From one of the UX team presentations

Topp 5 on-call(desk)Kalmar

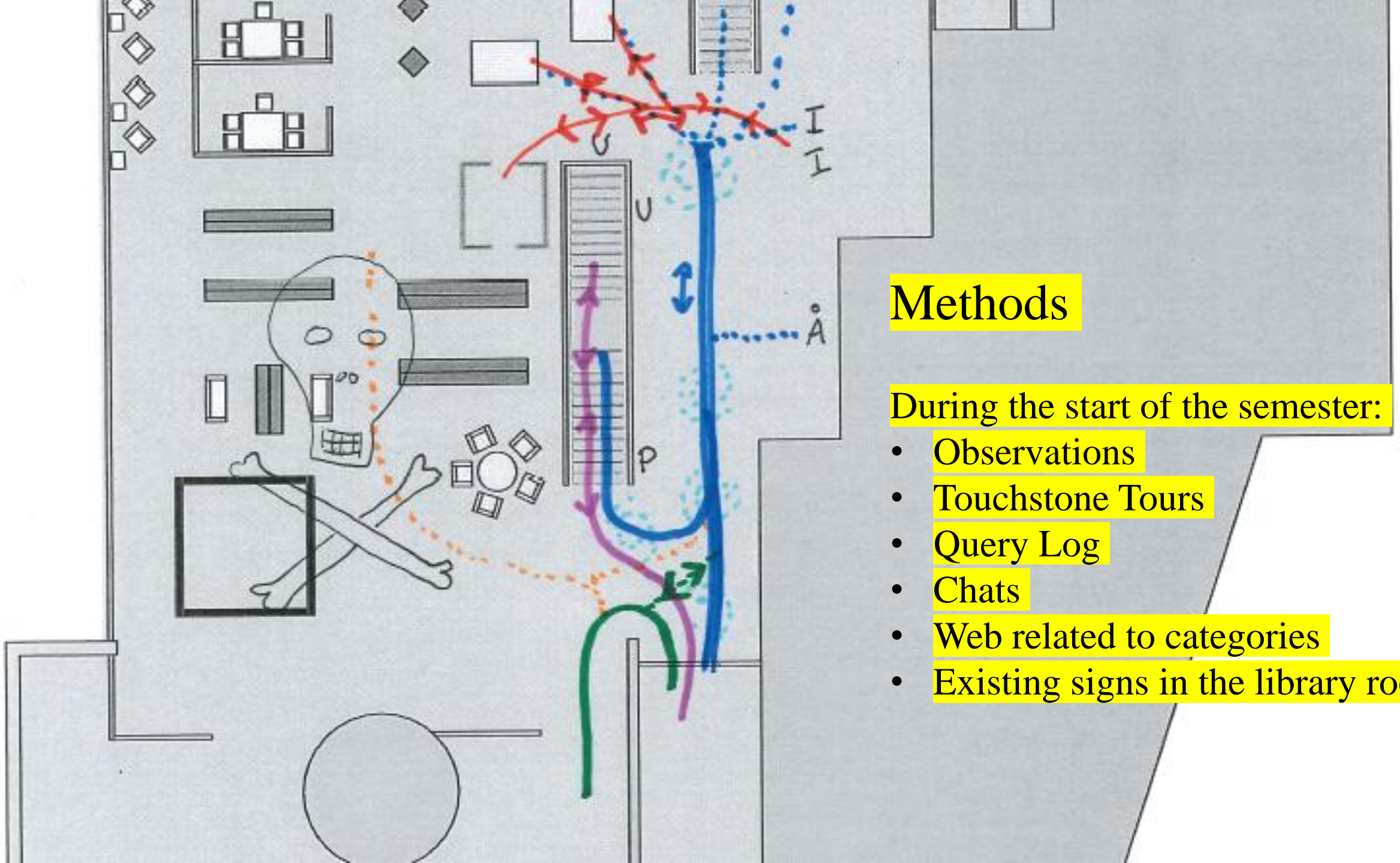
1. Reservations
2. Search in OneSearch
3. Search support
4. Follow patron to shelf
5. Evaluating sources

Topp 5 desk Växjö

1. Print/scan/copy
2. Patron account
3. Other
4. Search in OneSearch
5. Loans

3500 printer related questions during 12 months





## Methods

During the start of the semester:

- Observations
- Touchstone Tours
- Query Log
- Chats
- Web related to categories
- Existing signs in the library room





"Just a few problems"



Random computers!





< First Line-gruppen



Rikard Björkman

ti 2023-01-23 08:54

Till: Johanna Palm;

Hello there.

Can we talk about our  
printers?  
Do you have 15 minutes?

Best regards,  
Rikard Björkman  
IT technician

Linnéuniversitetet  
It-avdelningen  
351 95 Växjö  
0772-28 80 00 Våxeln  
0725-62 59 33 Mobil  
0470-70 8223 Direkt  
[rikard.bjorkman@lnu.se](mailto:rikard.bjorkman@lnu.se)  
[Lnu.se](http://lnu.se)

Vi sätter kunskap i rörelse för en hållbar  
samhällsutveckling. Linnéuniversitetet – ett modernt,  
internationellt universitet i Småland

IT department finally gets it

Gold curtains

Contact information and  
instructions somebody might  
understand

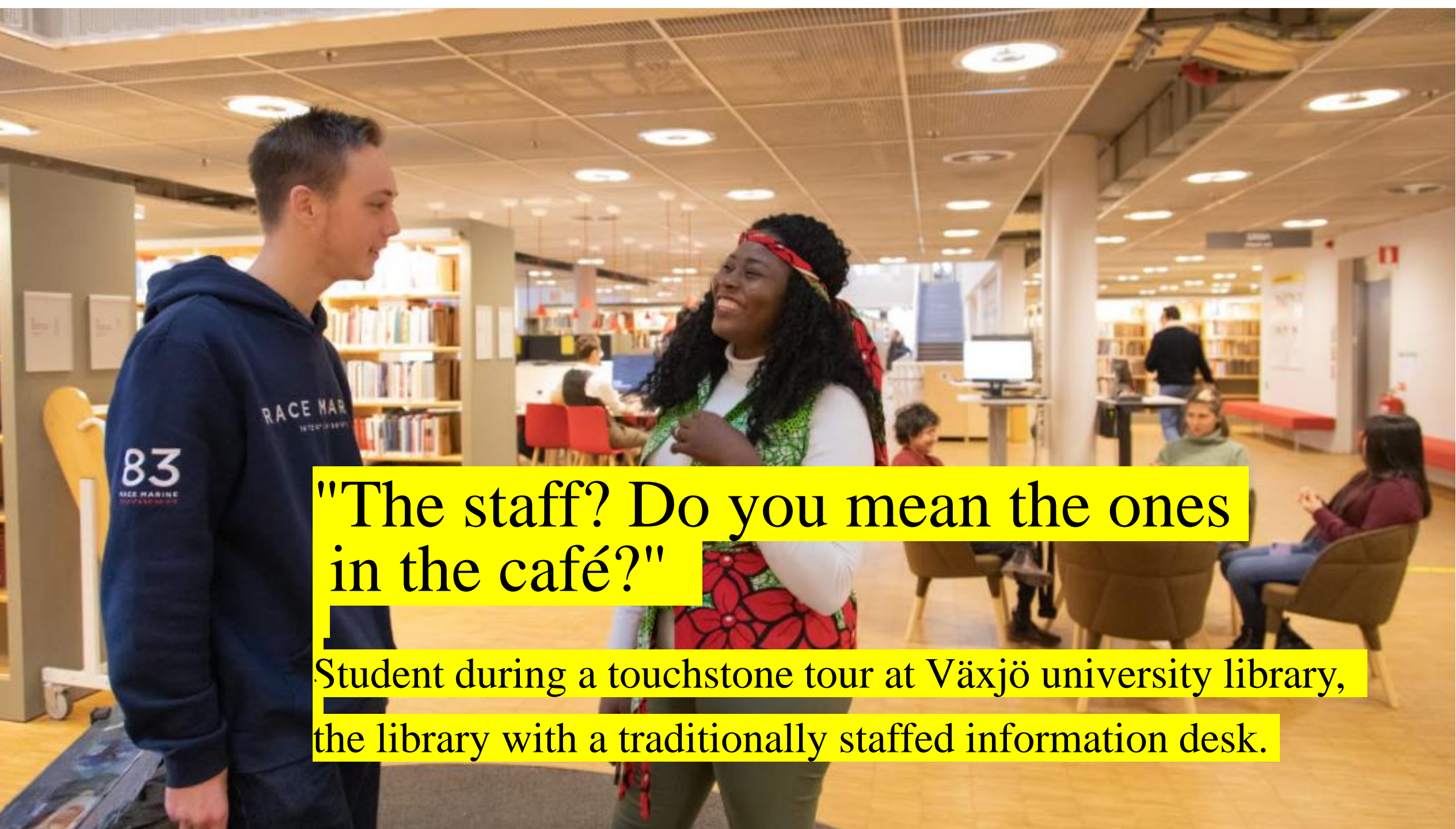
Hearts?



# Visualizing is difficult







"The staff? Do you mean the ones in the café?"

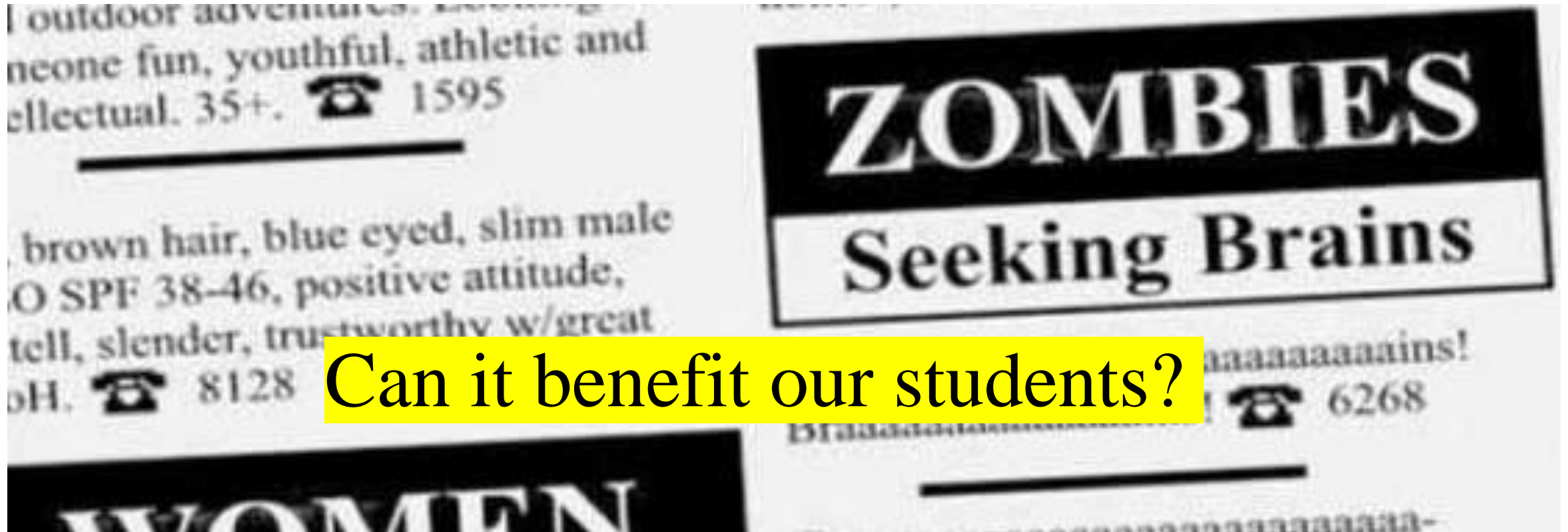
Student during a touchstone tour at Växjö university library, the library with a traditionally staffed information desk.

Interaction  
design

Healthcare  
sciences

Media and  
journalism

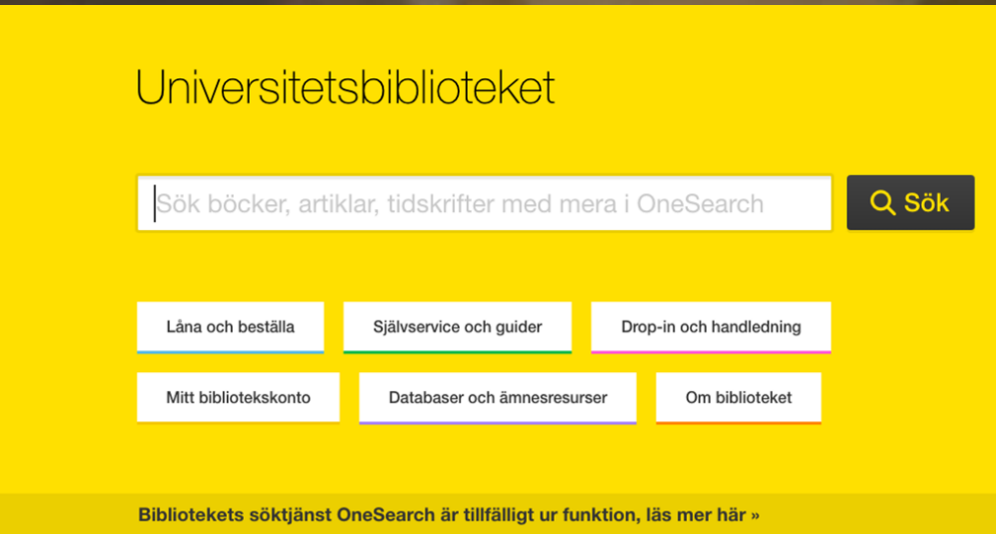
Communications  
office







# Now and the future





# How to make a relationship last

- Forget Romeo and Juliet: think arranged marriages
- Stop blaming your partner for everything that goes wrong
- Learn to listen
- Forget the past!
- Don't have unrealistic expectations
- Don't forget to have fun!





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