

11:20 – 11:45

Enhancing library services: student projects

**Joost Hegle and of course the students
having made the projects.**

Customer driven projects.

(NTNU Library)

We, NTNU library, have had collaboration with different student projects during the last couple of years. All the students are coming from The Department of Computer and Information Science (IDI) at NTNU.

We have had collaboration with the following courses, TDT4290, IT2901 and also individual projects on bachelor and master thesis level.

The main focus in today's presentation will be ongoing student projects with a deadline in May 2010

The Lars Onsager Society

Primary task was to make a web 2.0 application for the Lars Onsager notes. A social network where other researchers/Ph.D. Students Could collect, discuss and find contacts for a possible future collaboration.

Lars Onsager (November 27, 1903 – October 5, 1976) was a Norwegian-born American physical chemist and theoretical physicist, winner of the 1968 Nobel Prize in Chemistry. He had the Gibbs Professorship of Theoretical Chemistry at Yale University.

Handling user feedback from Facebook and Twitter
through our own feedback system eJournal

A while ago it was decided that NTNU Library should have a presence in various social networks. The focus was aimed at creating a Facebook fanpage or a Facebook group and a Twitter account.

The challenge the students have had is being able to handle user feedback from social networks in the same way as feedback that is coming from feedback forms on our regular webpages.

All the feedback is being sent to a feedback handling system called ejournal. The student task was to make both the Facebook group API and Twitter API talk and relate to the ejournal API.

The feedback from the social networks is coming into the "enquiry management system" [saksbehandler) part of the system as any other feedback, but the students have also managed to post answers back to both the Facebook group users and Twitter users as direct messages in the Facebook inbox and Twitter @username inbox.

The general idea behind the whole student project is that it should be :

indifferent whether the questions being asked /feedback is coming through our regular feedback forms on our webpages or through social networks.

All users, no matter what contact tool or medium being used, should be entitled to the same amount of service, we think this is most easily obtained by channeling all the feedback directly to our own feedback system that is familiar to those already handling feedback from our regular feedback forms.