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 bacholor and master thesis level.

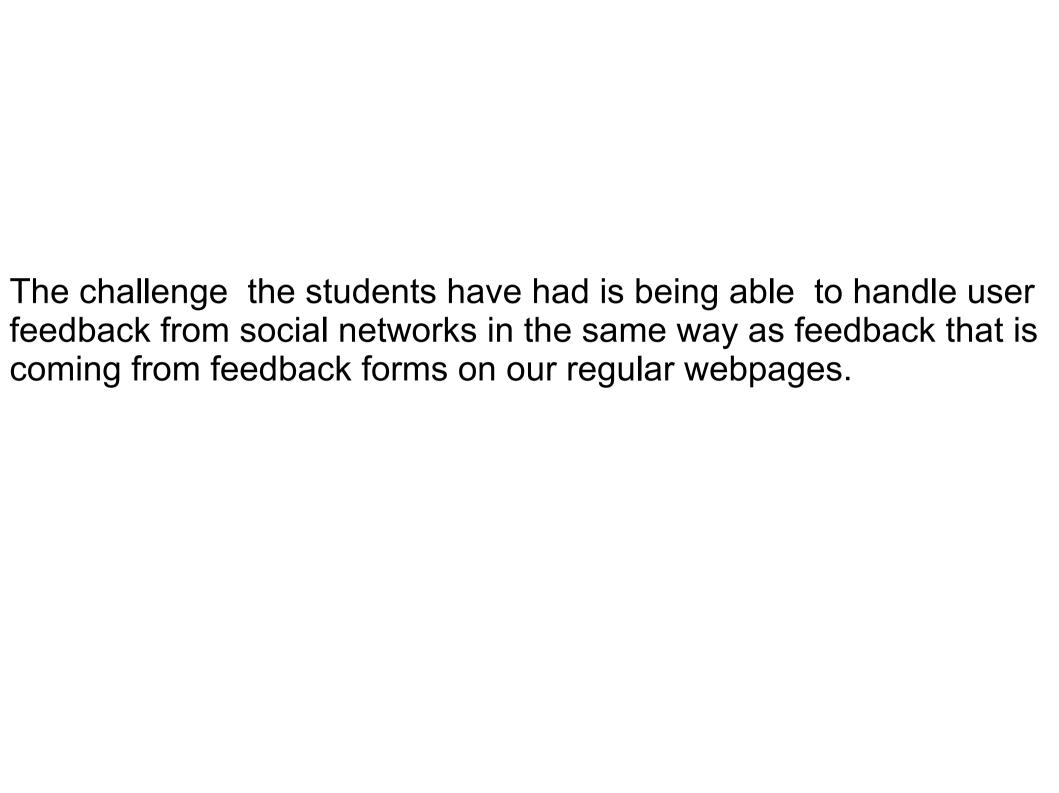
The main focus in todays presentation will be ongoing student projects with a deadline in may 2010

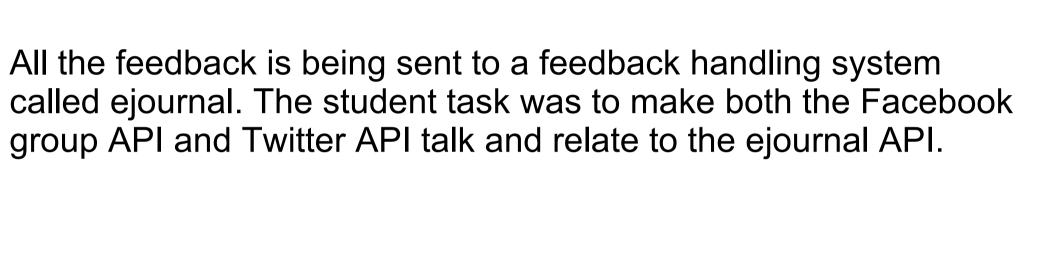
The Lars Onsager Society
Primary task was to make a web 2.0 application for the Lars Onsager notes. A social network where other researchers/Ph.D. Students Could collect, discuss and find contacts for a possible future collaboration.

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 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.