Auburn University Libraries

Alabama Library Association CUS Presentation 2011

Juliet Rumble, Reference & Instruction Librarian

Bonnie MacEwan, Dean of Libraries

Marcia Boosinger, Associate Dean for Public Services
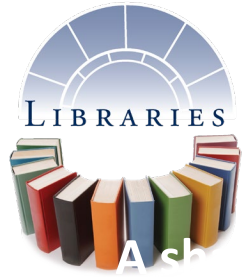
Ellyn Hix, Director – User Services, OIT

Kathryn Jarvis, Director, Academic Support

Learning Commons in Context

Juliet Rumble, Reference & Instruction Librarian

Why do we build Learning Commons?

A key purpose of an information commons is to leverage the intersection of content, technology, and services in a physical facility to support student learning.

- Joan K. Lippincott (Coalition for Networked Information)

Learning Commons models

- Libraries have traveled many different paths to their LCs

- No single model predominates

- Campus resources and priorities are key drivers ....

Physical facilities

With respect to physical structures, there is no "one size fits all."

Atkinson Library
Jackson Community College, Michigan

New Construction

Klarchek Information Commons
Loyola University-Chicago

Renovated Spaces

Georgia Tech West Commons

Multi-level facilities
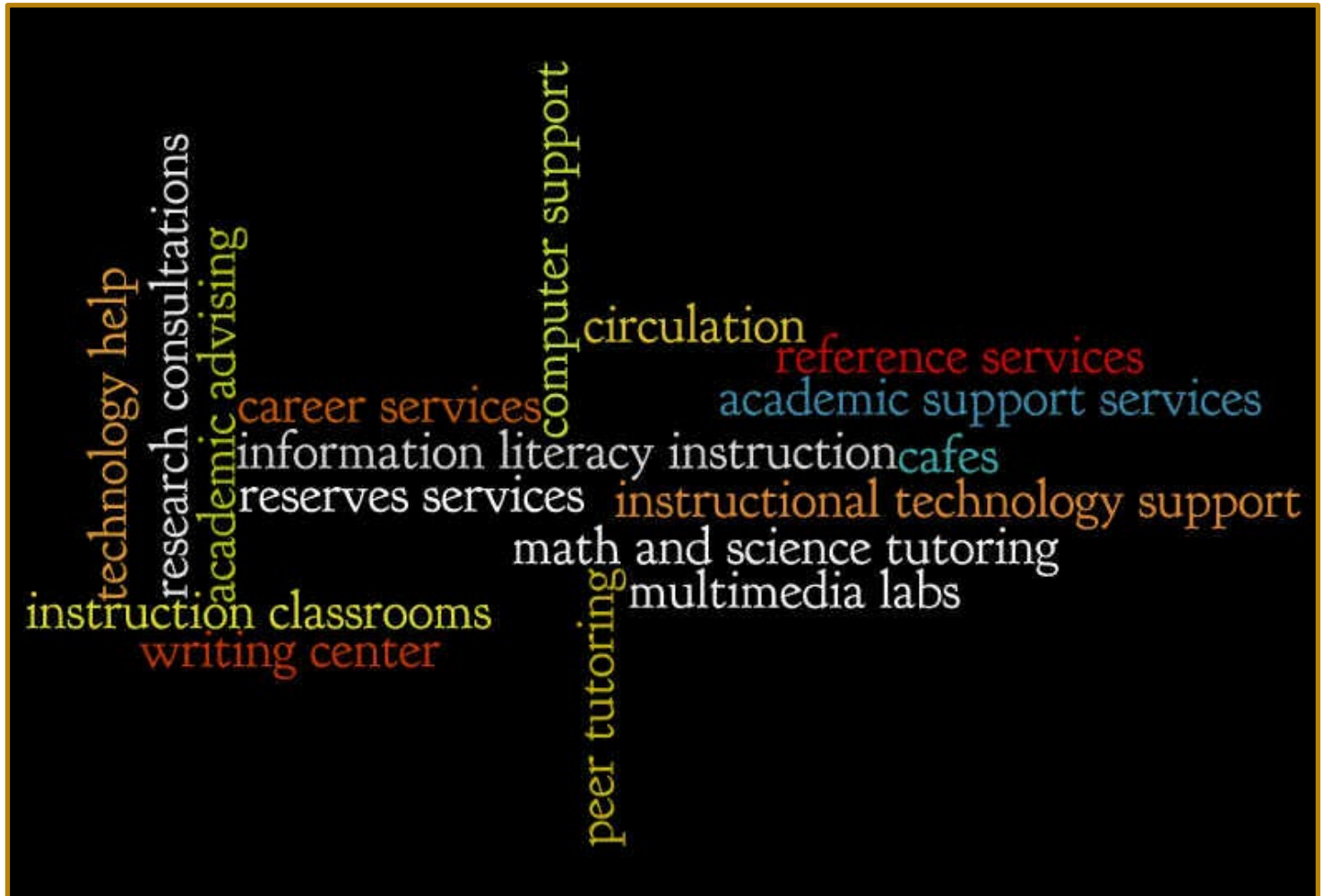
Georgia State University

Multi-purpose buildings

Zell B. Miller Learning Center (on left), University of Georgia
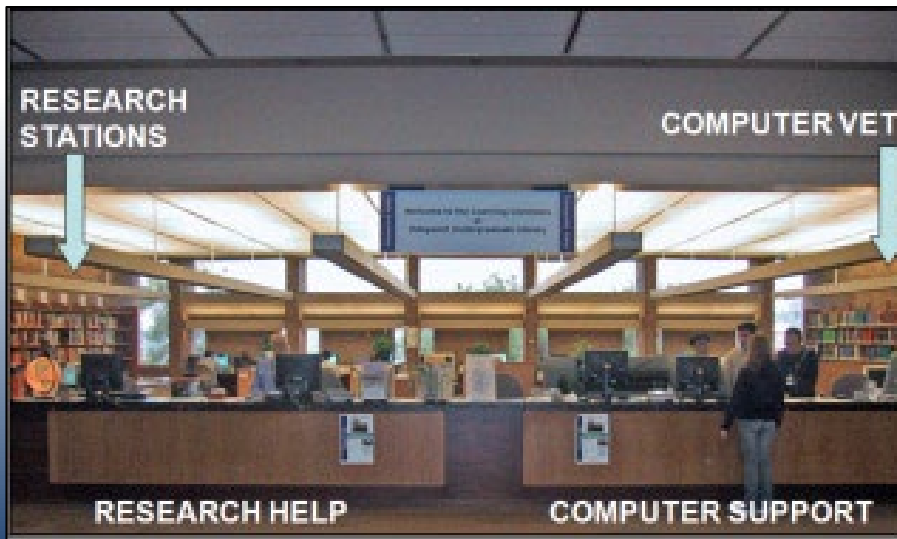
LC Partners & Services

Learning Commons = Integrated Services

Some LCs merge service desks.

Odegaard Undergraduate Library
University of Washington

William T Young Library / The Hub
University of Kentucky

In other LCs, multiple service points share the same space.

W.E.B. Du Bois Library
University of Massachusetts, Amherst

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Some LCs have created new staff positions

- Hybrid / cross-trained staff

- Student assistants / peer tutors/ technology consultants

Despite differences in physical facilities and staffing/service models, all Learning Commons seek to respond to a changing educational and technological landscape.

"The information commons is an expression of this particular period in history when two great long-term eras—the Age of Print and the Digital Age– are grinding against each other like huge tectonic plates."

--Donald Beagle, Library Director, Belmont Abbey College

The library is both a physical place and a virtual environment

It provides:

- Digital and print resources and collections

- Print and online research tools

- Online and in-person reference and instructional services

Users expect libraries to organize workspace and services around an integrated digital environment

The boundaries between research and productivity are blurring.

Media & Digital Resources Lab
Auburn University Libraries

New Pedagogies

Learner-centered pedagogy holds that learning is:

- Active

- Exploratory

- Social/Collaborative

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Research has expanded
our traditional concept of

learning

spaces...

… and impacted learning space design.

Learning Commons offer:

flexible and multi-functional spaces to accommodate various kinds of learning activities

Auburn University Libraries
Reference Desk

quiet spaces for
individual work

collaborative spaces for group work

Auburn University Libraries

informal spaces that encourage interaction between library users

online communication supported by robust virtual connectivity

Learning Commons are designed for comfort and functionality.

In the final analysis, it's all about the user.

Building Bridges to Partners and Users

Bonnie MacEwan, Dean of Libraries

Ethnographic planning process and building partnerships

- 2005 Orienting the new dean – many ideas and partners found us!

- 2006 Strategic planning process and

- Student survey

Start with the students

- They found me. They wanted 24/7 service and decided to target the new dean to make their case. They found me. They found me everywhere I went
- Outlined a project "Up All Night" and tested 24 hour service during finals December 2005
- Built a relationship that led to the creation of a Student Advisory Council

AUBURN
UNIVERSITY

LIBRARIES

STUDENT ADVISORY COUNCIL

Survey

- Conducted during finals December 2007
- Great response rate
- Comments! Hundreds of comments
- Additional hours, request for a better coffee shop/food, more electrical outlets and improved study areas

Strategic Planning Process

- Environmental scan
- Departmental white papers
- Internal "stakeholders" meeting
- Stakeholders meeting
- Benchmarking

Benchmarking led to partnerships

- Visits all over the country- Texas, Amherst, Research Triangle, many of you in this room!
- University of Rochester
- Georgia Tech

Strategic planning – gathering user input

- I am a camera
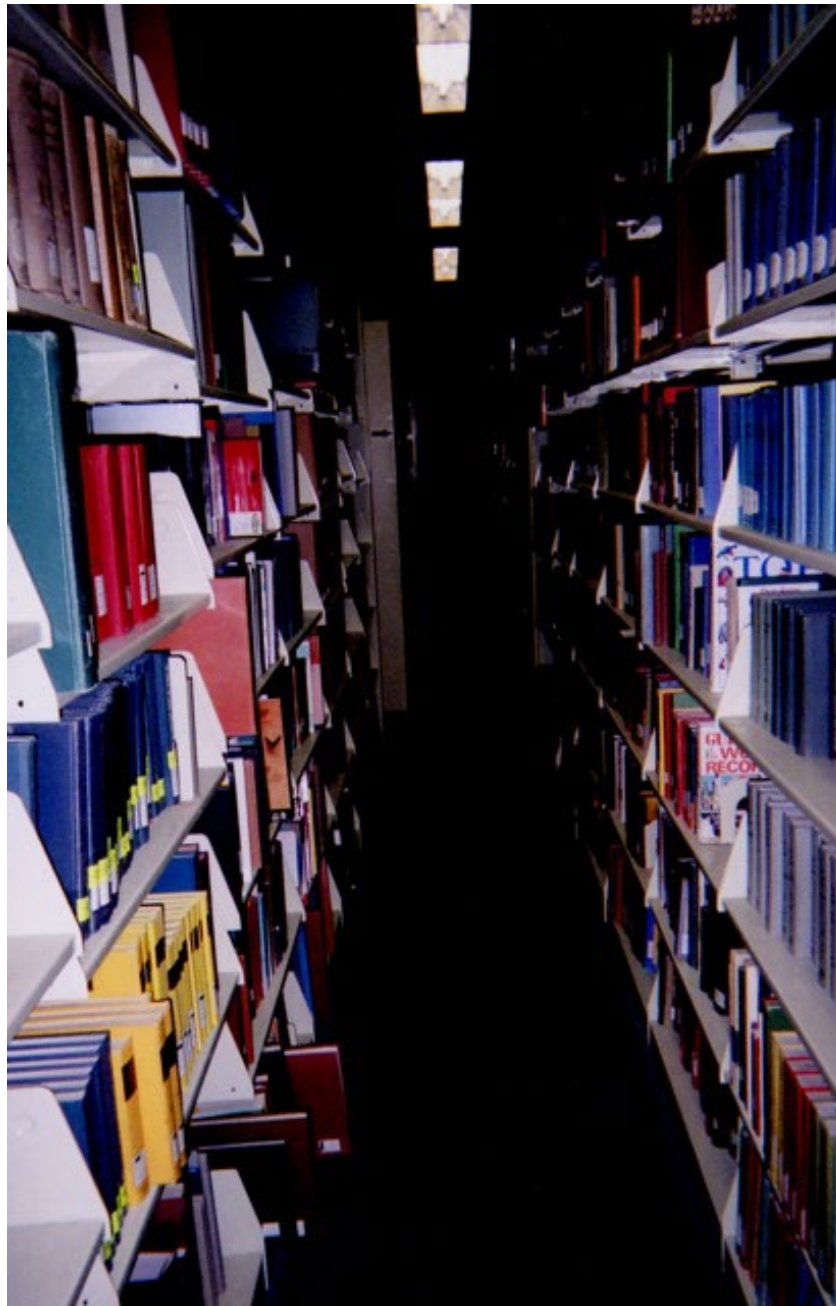- Where did you go
- Draw your library

I am a camera

- A structured focus group-like experience
- Bought disposable cameras and asked students to photograph 20 different sites
- The things you always carry with you
- Where you go in the Libraries to work on an assignment
- Your favorite place to study
- Your least favorite place to study
- Something you notice that you think others don't

Where did you go?

- Passed out surveys and asked patrons to tell us where they were when they exited
- Created a map to have a visual representation of areas used and how they are used
- Created by the Libraries GIS specialist

Draw Your Library

- Very useful
- Evolved – blank piece of paper to a floor plan
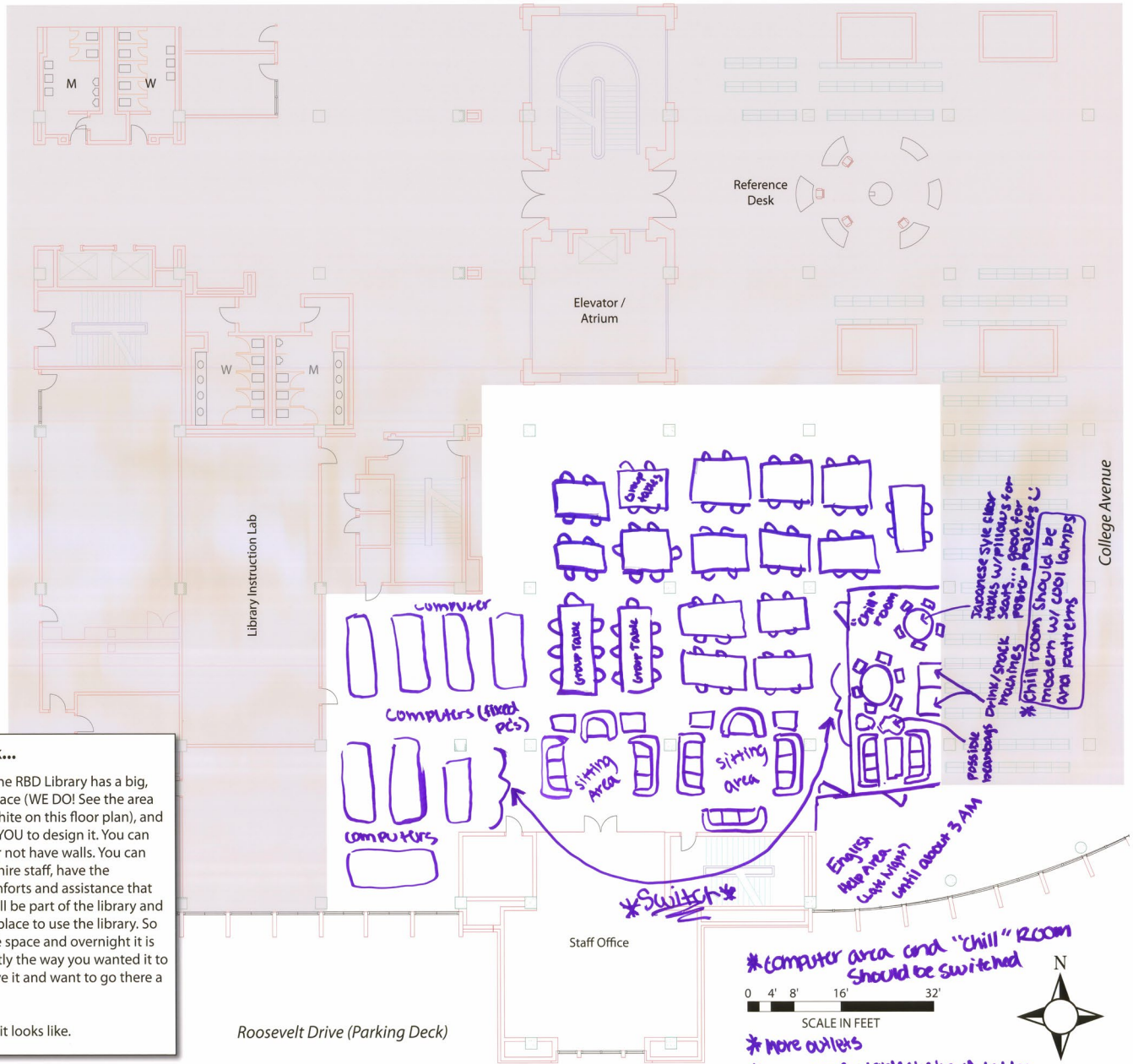- We get all kinds of input

Draw Your Learning Space

Your Task...

Imagine that the RBD Library has a big, new, empty space (WE DO! See the area indicated as white on this floor plan), and we are asking YOU to design it. You can put up walls or not have walls. You can buy furniture, hire staff, have the amenities, comforts and assistance that you want. It will be part of the library and it will be your place to use the library. So you design the space and overnight it is built. It is exactly the way you wanted it to be and you love it and want to go there a lot.
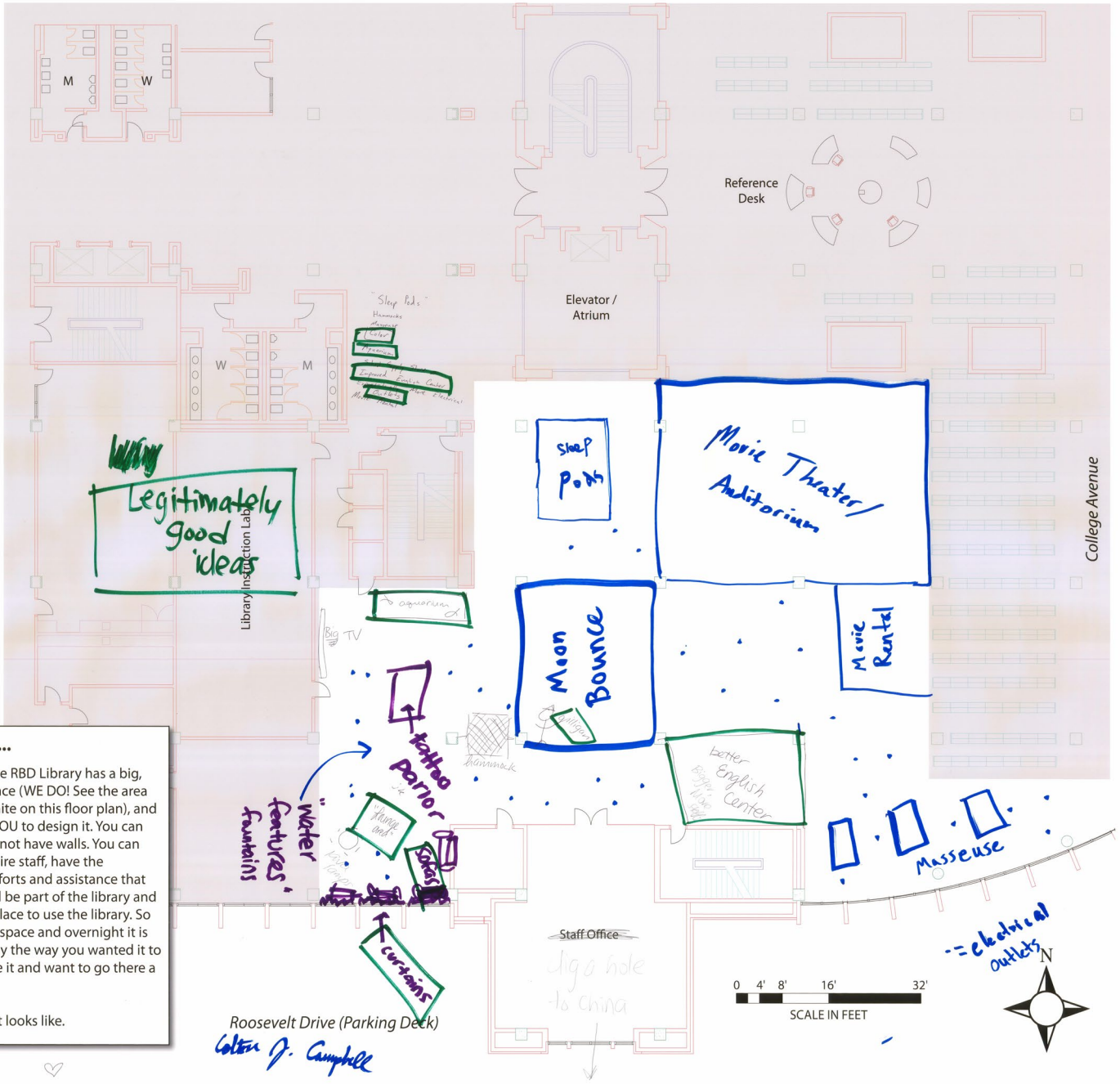
Show us what it looks like.

Reference Desk

Elevator / Atrium

Library Instruction Lab

Staff Office

Roosevelt Drive (Parking Deck)

College Avenue

Computer

Computers (fixed PCs)

computers

Group Table

Study Table

sitting area

sitting area

"Chill" Room

Japanese style chair/tables w/pillows + or seats... good for poster projects :)

*Chill room should be modern w/ cool lamps and patterns

Drink/snack machines

POSSIBLE holdings

English help area (Late night?) until about 3 AM

Switch

*Computer area and "Chill" room should be switched

0 4' 8'   16'   32'
SCALE IN FEET

N

* More outlets
* More comfortable chairs w/ tables

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Draw Your Learning Space

M   W

Reference
Desk

"Sleep Pods"
Hammocks

Elevator /
Atrium

W   M

Legitimately
good
ideas

Library Instruction Lab

Sleep
Pods

Movie Theater/
Auditorium

to aquarium

Big TV

Moon
Bounce

Movie
Rental

tattoo
parlor

better
English
center

hammock

Your Task...

Imagine that the RBD Library has a big, new, empty space (WE DO! See the area indicated as white on this floor plan), and we are asking YOU to design it. You can put up walls or not have walls. You can buy furniture, hire staff, have the amenities, comforts and assistance that you want. It will be part of the library and it will be your place to use the library. So you design the space and overnight it is built. It is exactly the way you wanted it to be and you love it and want to go there a lot.
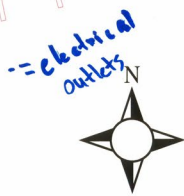
Show us what it looks like.

Water
features/
fountains

Masseuse

curtains

Staff Office

Big a hole
to China

= electrical
outlets

Roosevelt Drive (Parking Deck)

Colton J. Campbell

| 0 | 4' | 8' | 16' | | 32' |

SCALE IN FEET

N

College Avenue

LIBRARIES

Partnerships

- Auxiliary Services
- OIT
- Study Partners
- Writing Center
- Everyone on campus is our partner in some sense

Lessons

- Driven by student input
- University priorities
- Opportunity
- Involve partners early
- Build bridges across the cultures
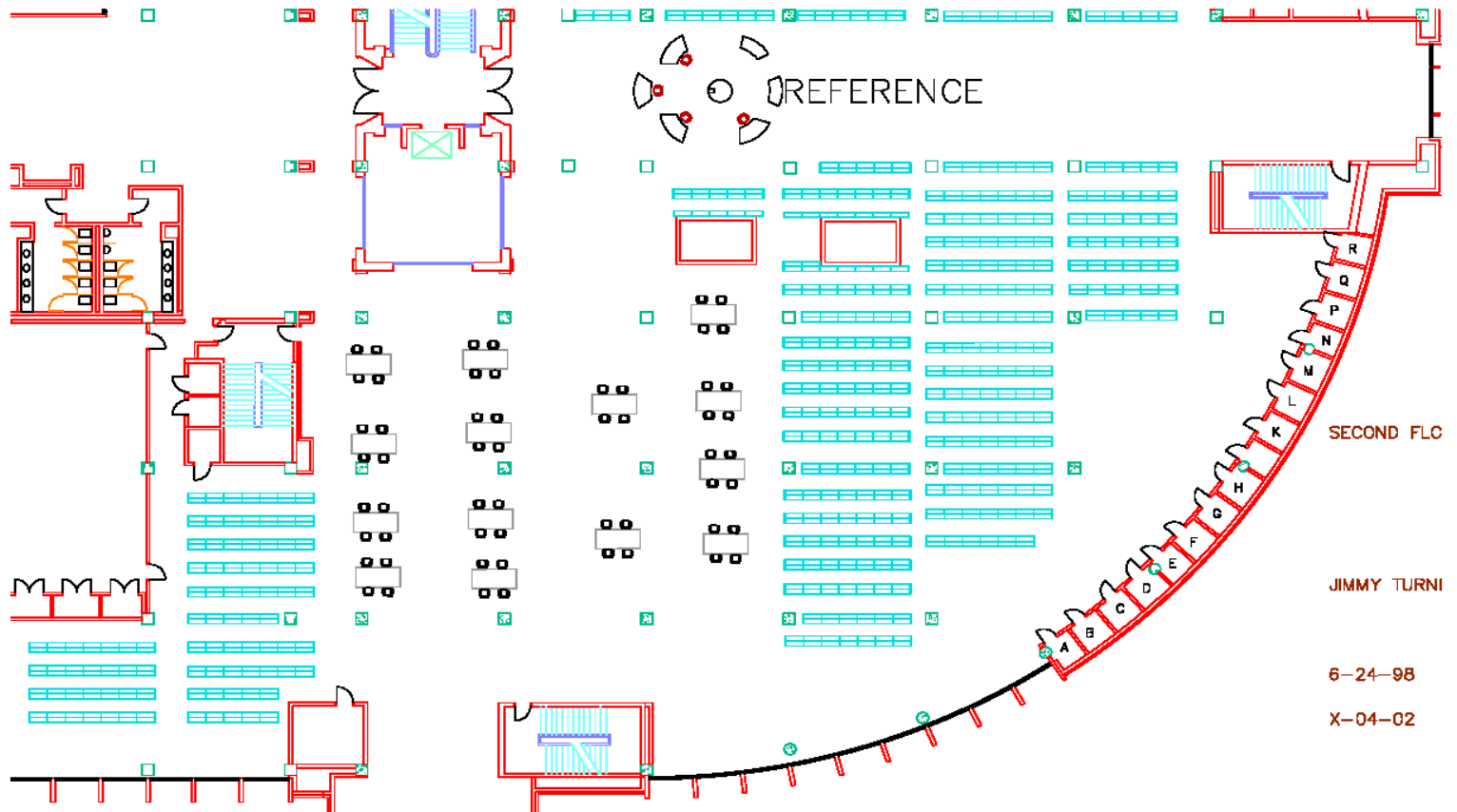- Be clear and open

The work is never done!

Auburn University Libraries' Learning Commons:
Design and Collaboration

Marcia Boosinger

Associate Dean for Public Services

Designing the Learning Commons:
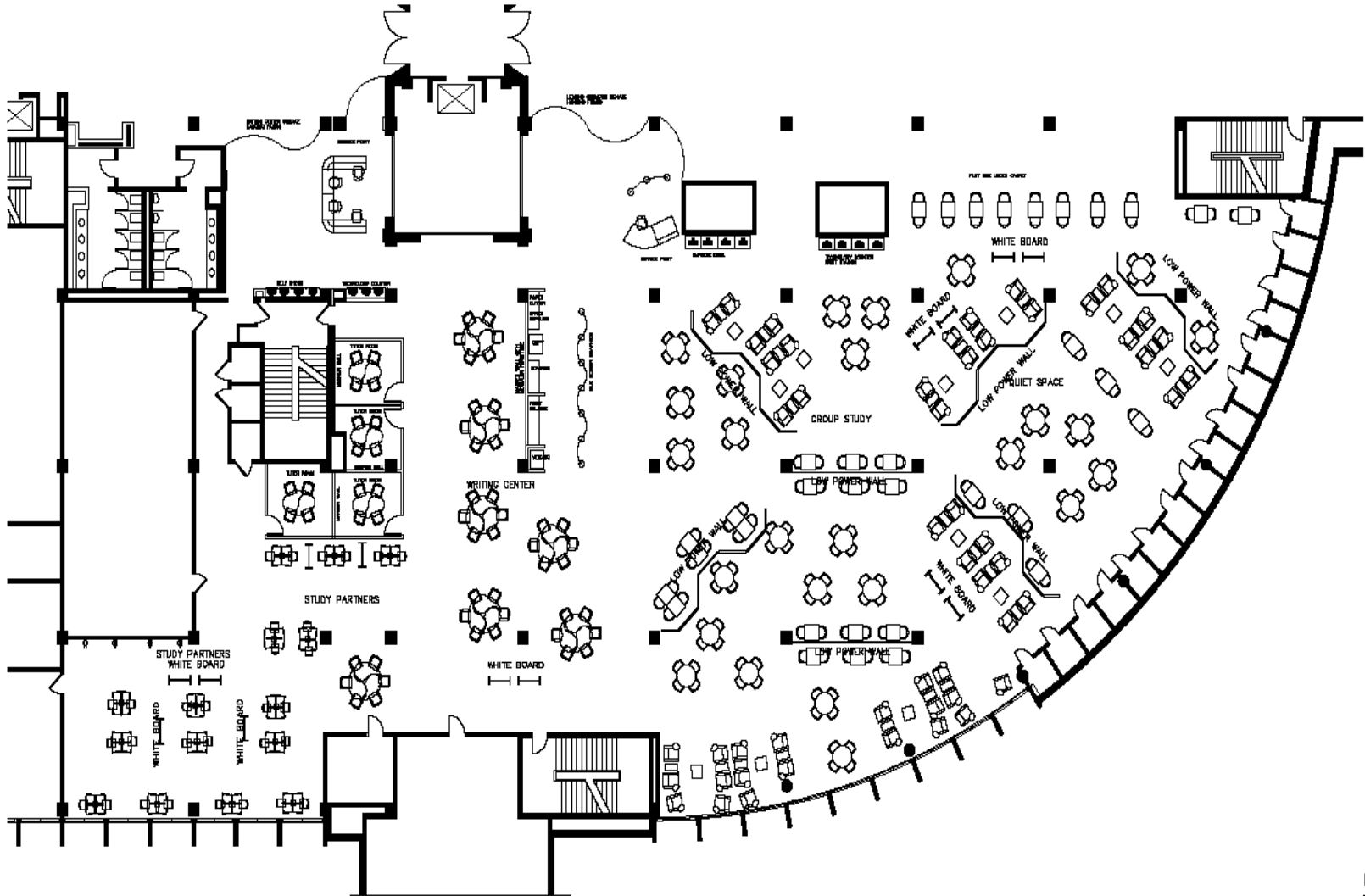## How did we go from this…..

Designing the Learning Commons:
... and this ...

Designing the Learning Commons:
…to the Learning Commons we have today?

Designing the Learning Commons:
…to the Learning Commons we have today?

Designing the Learning Commons:
...to the Learning Commons
we have today?

Designing the Learning Commons:
...to the Learning Commons
we have today?

LIBRARIES

It all starts with resources

- 2008 **EBSCO Industries** capital campaign gift to Auburn University Libraries made possible hiring professional designers to help plan.

- Met **Group3 Planners** at ALA Midwinter 2009.

- They had extensive public library planning experience, but wanted to break into the academic arena.
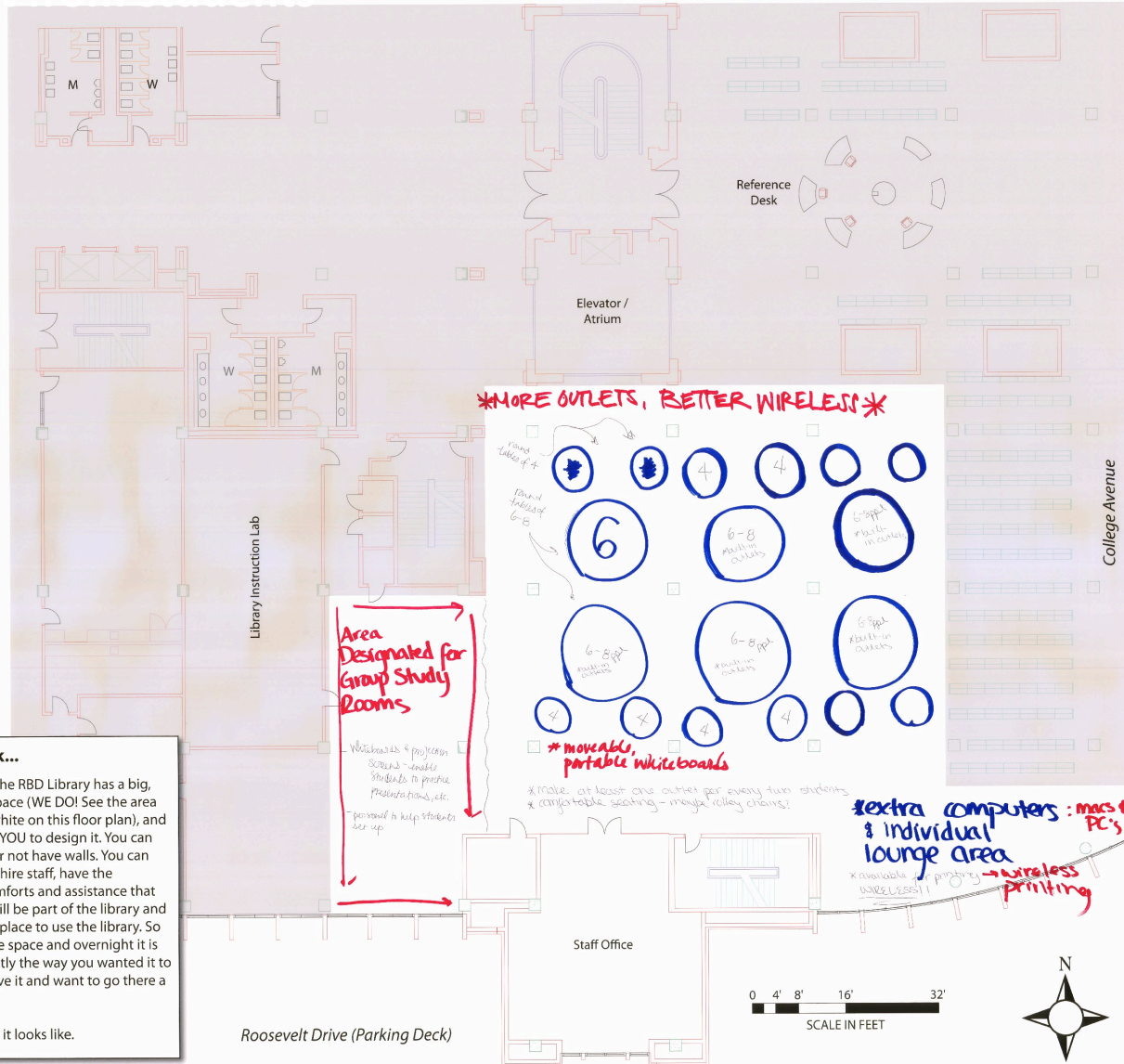
Show us the money and the timetable accelerates

- Learning Commons 2nd floor location decision soon after midwinter
- Anticipatory shifting of materials underway
- Last student input
- Contracted with Group3 early June
- Learning Commons Working Group formed

Last input from students

Working with Group3 Planners

- Input to Group3
  - floor plans
  - student drawings
  - summary list of student suggestions
  - links to earlier user input

- Two-day visit to campus with design event scheduled for July 7 and 8.

Concurrent campus agenda

- Provost created Writing Initiative Task Force 2008
- First recommendation: that writing center expand space to serve all students
- Library seen as central student space
- Learning Commons a logical place; natural additional collaboration
- Decision on Writing Center by July 1
- Goal of all Learning Commons work to be done during fall 2009 to open Writing Center Jan. 2010

Everyone please come!

- All partners involved in design event
  - Library Student Advisory Council
  - Study Partners peer tutoring
  - Office of Information Technology
  - Writing Program
  - Writing Center
  - Campus Facilities
- Learning Commons Working Group
- Library public services faculty and staff

First Day

- Tour for Group3 associates
- Meeting of planners, working group, partners, facilities
- Focus groups with
  - Library public services faculty and staff
  - Library Student Advisory Council and other students
  - Learning Commons Working Group
 - Facilities, Writing Center, Study Partners and OIT

Second Day - Charrette

- *A Charrette* is "any collaborative session in which a group of <u>designers</u> drafts a solution to a design problem…"

- *"Charrettes* serve as a way of quickly generating a design solution while integrating the aptitudes and interests of a diverse group of people."

- Group3 took all previous input and input from the first day of the design event and brought draft plans to critique, draw on, redraw and refine.

- Everyone participated in critique.

- All input went into the first space plan by July 28.

Wikipedia contributors. "Charrette." *Wikipedia, The Free Encyclopedia*. Wikipedia, The Free Encyclopedia, 28 Mar. 2011. Web. 14 Apr. 2011.

First space plan
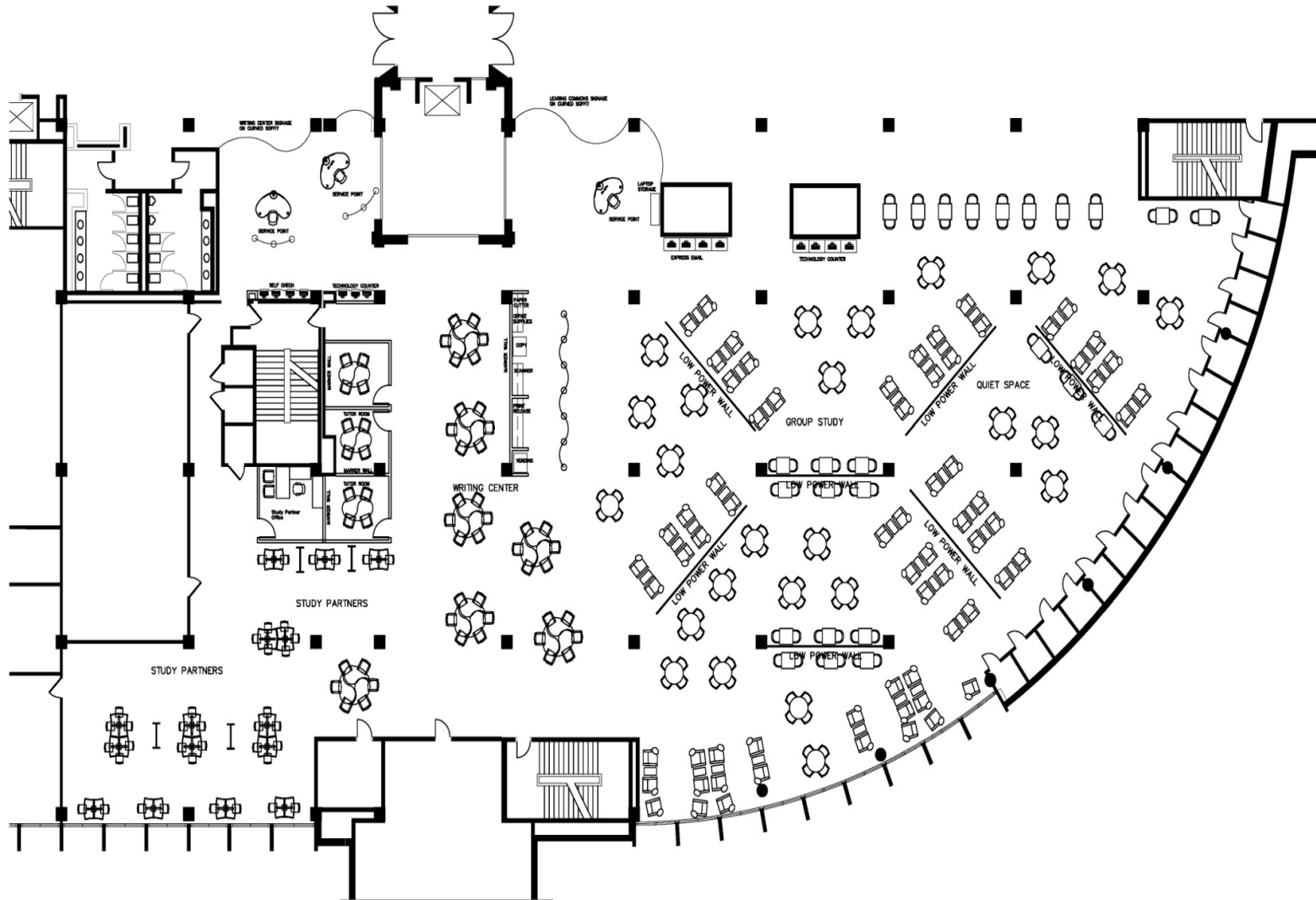
Shift happens

- Fall 2007 and Spring 2008 - Closed stacks shift - gov docs moved to new compact shelving. LC class materials in closed stacks shifted to make room for the A's.

- Fall 2008 - A's moved to closed stacks and B-G shifted into resulting space. Law reporters moved to closed stacks to make room for Juvenile on the 3rd Floor. 2nd Floor current periodicals moved to Fourth. Juvenile move to 3rd floor. Patents moved to closed stacks. (250,000 volumes moved in 4 weeks).

- Spring 2009 - Some law reporters moved back and current periodicals moved to 2nd and into Acquisitions.

Shift happens

- Fall 2009 - Big shift (820,000 volumes in ten weeks). Parts of government docs to the closed stacks, shifting on 1st to make room for the A' and B's. Forward shifting C-G to current location on 2nd floor. Reference collection weeded and some moved into closed stacks.

- Fall and Summer 2010 - Consolidating of government docs in closed stacks.

Shift happens
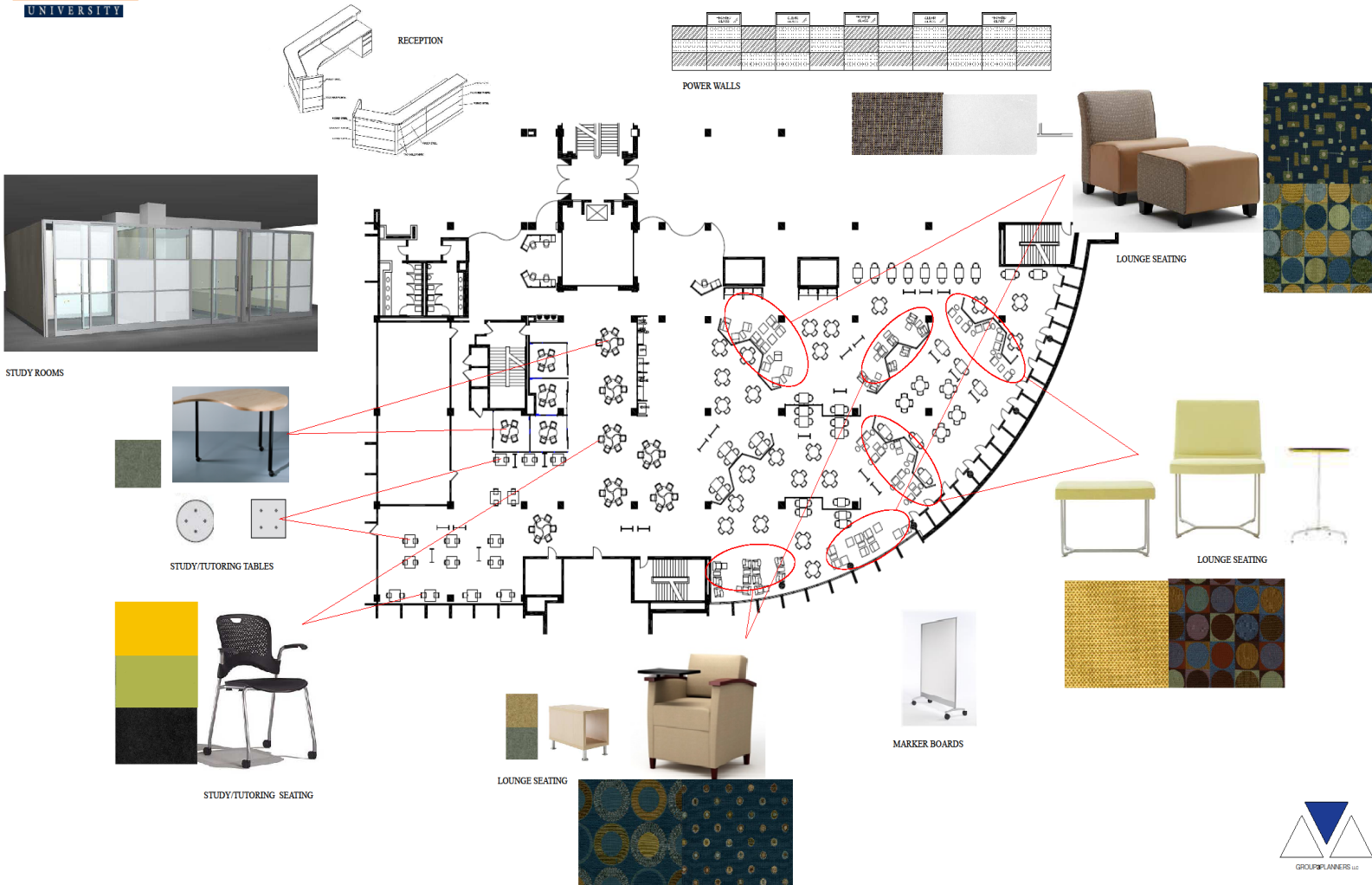
Moving right along

- Final space plan and furniture choices to show to partners by the first week in August

- Reception for naming of the Miller Writing Center Sept 24

- Construction, including wiring in columns and ceiling, installing flat track wiring, powered half walls, group study rooms and furniture installation began November 18

- Soft opening January 11, start of spring semester

- Board of Trustees dedication February 5, 2010

- Student event, RBDpalooza, February 12 in Learning Commons

Furniture plan

DRAUGHON LIBRARY
WRITING CENTER
LEARNING COMMONS

RECEPTION

POWER WALLS

LOUNGE SEATING

STUDY ROOMS

STUDY/TUTORING TABLES

LOUNGE SEATING

STUDY/TUTORING SEATING

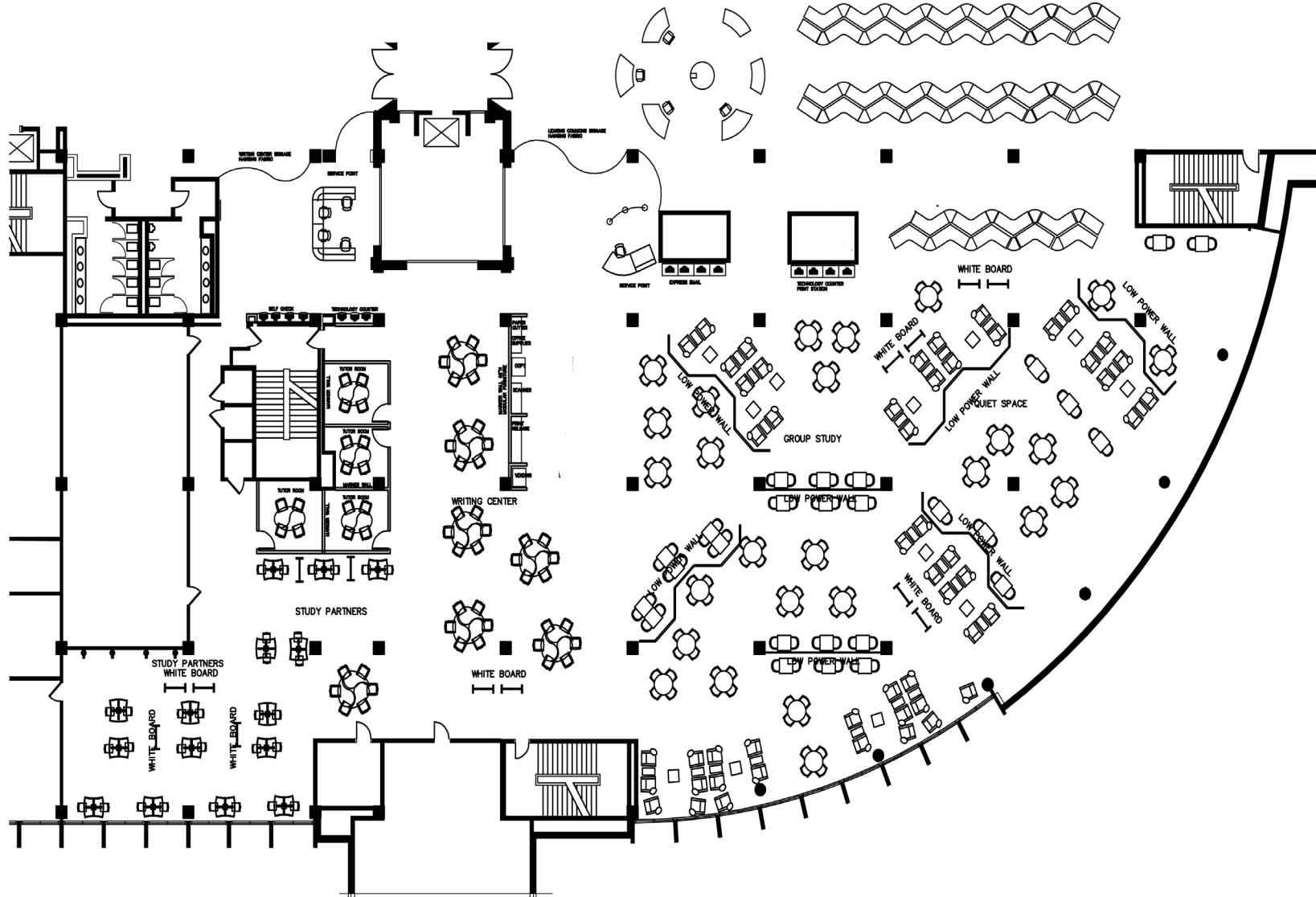LOUNGE SEATING

MARKER BOARDS

RBDpalooza

What the Learning Commons adds

- 415 additional seats
- 250 outlets
- 10 group study areas
- Collaborative working environment for
  - Library reference services
  - Writing Center writing tutoring
  - Study partners peer tutoring of all other subjects
  - Office of Information Technology assistance

The evolving Learning Commons

Office of Information Technology (OIT)

OIT Help Desk

Ellyn Hix, Director – User Services

Office of Information Technology

History of the OIT Help Desk

- Administrative Systems Help Desk for employees

- Evolved to Student Help Desk

- Five days a week - work day operation

OIT – RBD Library

- Wireless for students
- After-Hours Support
- Suitable location on campus
- August 2004 – OIT Help Desk moves
- December 2008 – OIT Help Desk relocates

Partnership – Learning Commons

- Dean Bonnie MacEwan

- Visit to Georgia Tech

- Planning team

- Partner in the Learning Commons

OIT - RBD Library

- OIT managed desktop computers
  - OIT Computer lab
  - Learning Commons
  - Internet Café
- OIT managed printing
  - High volume network laser printers
  - High volume network color laser printer
  - Wireless Printing

OIT - RBD Library
OIT Managed Computers

OIT - RBD Library Computer Lab

OIT - RBD Library Learning Commons

OIT - RBD Library
Internet Café

OIT - RBD Library Network Laser Printers

OIT Help Desk Services

OIT HELPDESK
HTTP://WWW.AUBURN.EDU/OIT
(334) 844-4944 | HELPDESK@AUBURN.EDU

3RD FLOOR RBD LIBRARY
SUN: 5:00 PM - 10:00 PM
MON - THUR: 7:30 AM - 10:00 PM
FRI: 7:30 AM - 5:00 PM
SAT: CLOSED

SEMESTER BREAK HOURS
MON - FRI: 7:30 AM - 5:00 PM

2ND FLOOR RBD LIBRARY
(LEARNING COMMONS)
SUN - THUR: 5:00 PM - 10:00 PM

SUMMER SEMESTER & SEMESTER BREAKS
CLOSED

OIT Help Desk Services for Employees

- Work orders for telephone and network installations
- Troubles – for telephone and network
- Conference call requests
- Multimedia classrooms – dispatching assistance
- Desktop support
- Web support
- Accounts

OIT Help Desk Services for Students

- Wireless support / configuration
- Desktop applications
- Blackboard
- E-Bill support for students and parents
- Email
- Password resets
- Lab and wireless printing
- Cell phone email configuration
- Virus cleaning
- Registration
- Class schedules
- Holds
- Web Support

Academic Support

Kathryn Jarvis, Director, Student Academic Support

Office of Undergraduate Studies

Tutoring

Study Partners

Free 1:1 and group peer tutoring to all currently enrolled AU students

FALL 2010 - 3,879 visits

Supplemental Instruction

Peer-led study groups

FALL 2010 – 3,284 visits

Classes

- First year seminars
- FALL 2010 - 13 sections held in library classroom
- FALL 2010 - 2 sections of non-credit classes for at risk students

Support Services

- Academic Coaching
- Parent Workshops
- Career Counseling
- Training
- Camp War Eagle Tiger Cub Program
- Individual & Group Study Space
- Tech Classroom

Support Services