

INNOVATIVE SPACES IN ARL LIBRARIES:
RESULTS OF A 2008 STUDY

SUBTOPIC: CAFÉ / INSTRUCTION

The Innovative Spaces survey produced 98 instances of special or noteworthy projects being supported in ARL libraries. A comprehensive PDF file of these projects can be found at <http://www.arl.org/bm~doc/innovative-spaces-2009.pdf>, arranged alphabetically by institution.

In order to assist readers with focused interests, 17 “subtopics” have been assigned that group only those survey responses that relate in whole or in part to that topic. This report contains survey responses that touch on the subtopic that is identified above.

For readers who would extract information not covered by the subtopics, key word searching can be applied to the comprehensive list.

Subtopics:

Branch & Subject Libraries
Café / Refreshment
Classrooms, Workshops, Instruction
Collaboration
Digital Centers
Faculty Development
Faculty / Graduate Student Spaces
Flexible, Malleable Spaces
Galleries, Art, Exhibits, Performances, Events
Literacy Instruction
Multimedia
Presentation Practice
Technology Support
Tutoring & Peer Support
User-centered Programming of Spaces
Videoconferencing
Writing Support

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BROWN UNIVERSITY LIBRARY

Award-winning Student Study Center transforms basement into vibrant study destination; advisory board manages on-going improvements.

The Friedman Study Center in the 14-story Sciences Library comprises 27,000 square feet on the ground floor and mezzanine, as well as "Level A," a sprawling football field-size subterranean level with four outdoor atriums that supply daylight. The subterranean level is the heart of our vibrant new study center. The target audience is students and all new policies and services reflect this. Last fall alone, the gate count for the Sciences Library reached just shy of a quarter million, with an average of 3,000 visitors per day during reading period and finals. Overall the facility saw a 50% increase in traffic during 2007 when compared to the last several years of pre-renovation statistics. There is an official campus student group called FAB (Friedman Advisory Board) that ensures ongoing student input into decisions relating to the study center. The group has contributed to several enhancements to the Friedman Study Center and most new policies and added services directly reflect the desires of the students. Staff resources and services include a single service point where high-level support staff are available over 100 hours weekly to provide a broad range of library services. Student computing consultants are also found there about 90 hours weekly. The students work for Brown's Computing and Information Services Department, which also supplied all the technology in the Friedman Center. There are also "after midnight" Circulation student workers at the desk 10 hours weekly. Elsewhere there is an on-site evening multimedia consultant 20 hours weekly and students can get assistance with multimedia equipment during the day via email. There is a café in the Lobby that is open about 100 hours weekly. When Dining Services staff lock up, there are vending machines as well. Study resources include two projector-equipped rooms that fit 8-12. The rooms have a large whiteboard wall. These two rooms can be booked in advance by students. There are six smaller collaborative study rooms, five of which have "whiteboard" glass walls. There is an assistive technology room for students with special needs. There are over 70 workstations, five printers and three copiers. Various types of soft seating permeate Level A and the Mezzanine level, including areas for quiet study, moderately quiet study, and lively group study. Recent innovations include the introduction of a small entertainment DVD collection that is for students only. This is the result of a joint initiative between the Library and the Office of Student Life. 20 newly released (or relatively recently released) titles are leased from Baker & Taylor monthly and the collection will peak at 260, when we start sending back or buying 20 for every 20 we order. Students can check out the DVDs for 24 hours and there are no late fines. This has been very well received on campus. We are also about to unveil in spring 2008 an area for student-run exhibits of student art. Increasingly university departments and student groups who want to engage the student body are booking space in the Lobby for temporary high-visibility displays or information booths that must not impede traffic or impinge on the student's usual gathering places. One year since opening, there are still not many rules and guidelines for users of the new study center, and those that are posted are the result of student input. All of our long-

held library fears about allowing food and drink have not been realized. No equipment has been ruined and there has been virtually no vandalism. Late night there is card-swipe access only, with an entry guard and a roving guard to ensure safety. Students have been known to sleep over, but starting this year we are asking those who come fully equipped for "camping out" to go home to their dorms. Friedman has won two interior design awards and one construction/renovation award.

<http://dl.lib.brown.edu/libweb/about/friedman.php>

Indicators of success:

- dramatic increase in use - 3-fold
- continued demand for additional computing and study space
- additional services requested

UNIVERSITY OF GEORGIA LIBRARIES

Large-scale, collaborative learning center combines classrooms with extensive study environments.

Opening in 2003, the Student Learning Center is the heart of undergraduate education at the University of Georgia. The SLC houses an electronic library and 26 classrooms. The library provides seating for 2,240 students with 500 workstations and 2,000 connections for laptops. Ninety-five group study rooms, a media presentation practice room, and a digital media lab are also available. The SLC is open 24 hours and is staffed with librarians and computer consultants. Information literacy instruction is offered in four advanced learning labs. The building promotes research and study. A non-circulating leisure reading collection containing classics and new works is also located in a traditional wood paneled Reading Room. Partnerships with two university divisions are facilitated through the sharing space in this building. Part of the University's classroom support unit, the Center for Teaching and Learning, resides here. The campus computer center also maintains staff in the building and supervises the student computer consultants. A coffee shop completes the list of amenities the facility offers.

<http://slc.uga.edu/facility.html>

Indicators of Success:

- Students "live" in this building, they have made it their own
- Usage is very heavy throughout the semester; fy2007 boasted 2.25 million as the gate count.
- Students and faculty are enthusiastic about the study and classroom space

GEORGIA TECH LIBRARY

Second-phase learning commons informed by massive student input.

This renovated area complements the West Commons as a team-based support facility. Programming was derived from a multitude of user-centered discovery exercises, with considerable contributions and oversight from a student advisory council. The heterogeneous environment includes 40 workstations set up for collaborative work; study spaces that transform into lecture / performance areas; micro-exhibits and student art; and power cords hanging from ceilings. All furniture is on wheels so students may contrive personalized configurations for collaboration as needed. The East Commons was mentioned as a key factor in the library winning the ARCL University Library of Excellence award in 2007.

<http://librarycommons.gatech.edu/lec>

Indicators of success:

- Increased door count 25 %
- ACRL award winning
- Student documentaries and newspaper editorials extolling the space

UNIVERSITY OF GUELPH LIBRARY

Learning commons' peer helper programs provide wide-ranging support for student endeavors.

The McLaughlin Library (building) has a very active Learning Commons, which integrates support for student learning by bringing together staff expertise in library research, learning and writing assistance, IT support, and support services for students with disabilities. The Learning Commons offers a wide range of peer helper programs, with students helping students through writing assistance, study workshops, supported learning group sessions (modeled on the University of Missouri - Kansas City Supplemental Instruction program) and one-on-one teaching of IT skills. Modest renovations were made to the Library's first floor to create the Learning Commons in 1999. Annual renovations to the Library's main floor over the past eight years have expanded and enhanced the Learning Commons. Service desks for research and computing help, learning and writing services, the Library Centre for Students with Disabilities, a resource area, staff offices, and consultation rooms are located in close proximity to each other. Like other libraries, Guelph recognized the importance of social study space. Therefore, renovations have transformed the first floor of the Library, incorporating a snack and beverage service, group study space, and soft seating for socializing. Computer labs and larger rooms required for workshops and supplemental instruction are located throughout the Library as well as on the main floor. The following steps were taken to enable the transformation of the first floor:

1. compact shelving was installed in the basement level to reduce the footprint of the collection of government publications located there, allowing us to move our map collection from the first floor to the basement;
2. a large area of the second floor was reclaimed by removing print journals held electronically and reducing the amount of growth space for the declining number of journal titles we were still acquiring on paper;
3. the area reclaimed on the second floor allowed us to move several collections from the first floor, including our collection of AV materials and the equipment to use them.

Indicators of success:

- The cafe opened on February 20, 2008, so we have not yet had the opportunity to assess its impact. However, demand so far has been high.
- Positive user feedback

UNIVERSITY OF IOWA LIBRARIES

Learning center combines practice space, multimedia support, team facilities, and research and technical assistance.

The reference area in the Parks Library (near the new Bookends Cafe) was remodeled, re-purposed, and transformed into the Learning Connections Center. This new service point is designed to respond to today's student learning styles and to provide collaborative spaces for small group study and research. A grant from the Roy J. Carver Charitable Trust serves as a catalyst for transforming traditional facilities and services provided in the Library into collaborative and new media workspaces with expert assistance nearby. The reference book collection was reduced in size and is now housed in the Reference area (A-J) and in the nearby Tier 2 (K-Z). Space was cleared for several new activities: collaborative workspaces, multimedia production studios, and research and technical assistance. A presentation practice room permits individuals and small groups to practice classroom presentations. Specially designed workstations allow groups of 3-5 students to share a computer and workspace for team-oriented projects. Multimedia production studios allow individuals and groups to use state-of-the-art production hardware/software to create media products for their classes. The reference desk itself was relocated and is staffed by subject specialists and media/IT staff and students to help users with research and technical questions. With the addition of collaborative workspaces and media production facilities, the Library offers many different study/research options, from individual computer workstations and quiet study carrels to wired tables for laptop/group study, group study rooms, the cafe, and a designated quiet study room on the second floor. No matter what the mood, the Library has the space.

Indicators of success:

- increased usage
 - groups utilizing space
 - positive user feedback
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UNIVERSITY OF MICHIGAN LIBRARY**Café adds welcome transition when entering library.**

Bert's Café in the Shapiro Library Building The Shapiro Building houses both the Undergraduate Library and the Science Library. With a generous donation from alumnus Bertram Askwith we have recently renovated the entry space in this building to become a coffee shop; a welcoming transition from the outside into the Library that also functions as an informal social and learning environment. While there may be nothing intrinsically innovative about a coffee shop, this is a new use of the space for us, and a new addition to the services we offer our users. Traditional café images—a student curled up in a comfortable chair with her shoes off and a book in her lap, students arguing and laughing around a table late at night, a faculty member meeting with a student to talk about her honors thesis—fit just as well with our image of libraries, and we expect the new café to be very popular with students, faculty, and staff alike. It will be open Monday through Thursday 8 am to 1 am, Friday 8 am to 6 pm, and Sunday noon to 1 am, and be closed on Saturdays.

<http://umich.edu/~uunions/berts/>

Indicators of success:

- The cafe opened on February 20, 2008, so we have not yet had the opportunity to assess its impact. However, demand so far has been high.
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OHIO UNIVERSITY LIBRARIES**Collaborative commons offers various flavors of assistance to undergrads.**

The Learning Commons, a collaborative endeavor with Academic Technology, University College and Dining Services, provides the following services in a technology-enriched environment:

- Up-to-date technology: computers (both Mac and Windows), scanners, printers (including color), photocopiers, production tools, loan of laptop computers
- Library Services: reference librarians who can help you find information for your research
- Technology Services: technology assistants who can help you with software

- Writing assistance: the Student Writing Center can help with the writing process
- Media: a large collection of videos in Instructional Media
- A café, student lockers, new books display, and much else...

<http://www.library.ohiou.edu/serv/lc/index.html>

Indicators of Success:

- Increased gate count
- Stable reference statistics (in an era when most libraries are reporting a decline of reference statistics)
- Pressure to expand the hours of the rest of the building because of overcrowding in the Learning Commons

UNIVERSITY OF TENNESSEE KNOXVILLE LIBRARIES

Richly comprised learning commons reflects advantages of collaborating with logical campus partners.

In the library's commons, the targeted audiences are undergraduates and those who work with undergraduates. More specifically it is designed to accommodate both groups and individuals in a 24-hour space. Ours is an equal partnership (administratively and fiscally) between the University Libraries and the campus Office of Information Technology. Units offering services in the space include Reference, Circulation, Media Center, and Studio employees from the Libraries; and Lab Services, Help Desk, Innovative Technology Center from the Office of Information Technology; and various academic service units that offer instruction or tutoring such as the Writing Center and the Stat Lab. The Student Success Center on campus also sets up informal tutoring sessions. Instructors often hold study group sessions in the Commons as well. We offer reference, circulation, media production services, paging services when the stacks are closed, a media collection, media reservations, and group media presentation rooms that may be reserved for classes by faculty. We check out laptops, scanners, disk drives, head phones, etc. We have about 150 desktop computers (PC and Mac) loaded with the same software offered in computer labs and we have about 50 laptops for circulation. The Help Desk offers assistance with wireless registration (the wireless network is available throughout the libraries), operating system and computer repair, password assistance, etc. The ITC supports the two practice presentation spaces available with Smart Sympodiums and Smart Boards for reservation and provides assistance to faculty who are setting up Black board pages etc. We also offer digitizing services for instructors in support of teaching. Furnishings are geared to be flexible and the newly renovated space is divided in "pods" or zones to help with noise control (not all that successfully when the space is full at night). There are both mobile and fixed white boards, group rooms, and one enclosed room designated as quiet between the hours of midnight and 7:30. That same room acts as a faculty lounge and reception area during the day. There is a 24-hour Starbucks with an adjacent study lounge and there is a small store that sells supplies, food, and drink.

<http://commons.utk.edu/>

Indicators of success:

NA

YALE UNIVERSITY LIBRARY

Large-scale library renovation supports student learning and engagement aided by campus collaborators.

The newly renovated Bass Library is a learning environment designed to foster dynamic interactions among Yale students, faculty and staff from across the campus. The space allows librarians, curators and others to engage in collaborative efforts in the support of faculty and students in use of technologies, collections and pedagogical techniques in the new Collaborative Learning Center. Individual and group study spaces also enable these interactions as well as two electronic classrooms, two university classrooms, open study spaces and the Thain Family Café. The Bass Library houses approximately 150,000 books across all disciplines and a circulation staff to help students find, use, and check out these materials. Librarians and curators from throughout the Library bring subject expertise to support library research education. Other units on campus with presence in the Library include Information Technology Services, the Center for Language Study, and the McDougal Graduate Teaching Center. ITS Student Techs are available to help their peers in troubleshooting computer problems and to provide general support for technology in the Bass Library. <http://www.library.yale.edu/bass/index.html>

Indicators of success:

- increased group study areas for meetings with and among faculty, students, staff
- improved area for food / drink [a cafe]
- functioning facilities [e.g. no leaks] and aesthetically attractive environments