

INNOVATIVE SPACES IN ARL LIBRARIES:
RESULTS OF A 2008 STUDY

SUBTOPIC: COLLABORATION

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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<http://www.arl.org/rtl/space/2008study/>

UNIVERSITY OF BRITISH COLUMBIA LIBRARY

Immense learning complex serves both university and province.

The Irving K. Barber Learning Centre, University of British Columbia Library: 200,000 square feet of new space and more than 46,000 square feet of renovated space. Phase 2 opened in winter 2008. The complex includes:

- innovative learning spaces, including a 157-seat theatre - new technologies, flexible furniture to support large and small space work;
- breakout rooms;
- new spaces for the rare books collections;
- an array of seminar / study rooms and classrooms, for groups ranging from 6 to 110 people
- support for onsite webcasting and video-conferencing capabilities
- simulation and gaming technologies for learning support
- office and study spaces for Arts One, Science One and Coordinated Arts Programs
- labs and offices for UBC's School of Library, Archival and Information Studies
- offices and other facilities for the university's Centre for Teaching and Academic Group (TAG)
- media commons -learning commons -many different study corners (beautiful spaces).
- Chapman Learning Commons offering learning support, services, and programs for writing & research, study skills, multimedia software, and tutoring support. <http://www.library.ubc.ca/clc/>
- <http://www.ikebarberlearningcentre.ubc.ca>

Indicators of success:

- space filled with people since day 1
- the Chapman Learning Commons was filled as soon as it opened.

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 AT BUFFALO, SUNY, LIBRARIES

“Cybraries” on campus will upgrade with student suggestions in mind, improving both quiet and collaborative zones.

The University Libraries are currently collaborating with Computing & Information Technology (CIT) to envision new learning spaces for the campus. CIT & the Libraries began their collaborations in the late 1990s, with the creation of "Cybrary" areas in the Libraries. The Cybraries feature individual and group computing spaces, and help desks. The latest work involves re-envisioning the public spaces to incorporate the learning and research needs of a new generation of users. Individual and group spaces are included, as are spaces with and without technology. The spaces respond to a number of requests from students for more and better collaborative areas, and quieter study spaces. The spaces are currently in the discussion stage, and we are working to prioritize projects and attain funding. For more information on cybraries at Rochester, see <http://ublib.buffalo.edu/libraries/helpAZ/cybrary.html>

Indicators of success:

- Positive user feedback
 - Streamlining of the help process as indicated from observation and feedback
 - Increased productivity, less waiting time
-

UNIVERSITY OF CALIFORNIA, IRVINE, LIBRARIES

Collaborative study needs addressed by incremental improvements to library spaces.

We have made an effort to increase the amount of collaborative study space throughout the Libraries, both in private study rooms and in public areas. The group spaces are designed to accommodate changes in student study habits and to facilitate group collaboration and learning. The Libraries are planning to construct over 20 additional private study rooms in addition to the 50+ existing group study rooms. We are exploring options for providing collaborative computing, electronic whiteboards, and other technologies that facilitate group learning in these new spaces. In addition, we are increasing the amount of public space that can accommodate group work. As part of a recently completed renovation project for a two floors of the Langson Library, we purchased a substantial amount of casual furniture (couches, lounge chairs, etc.) and arranged the furniture in such a way to encourage group use. We plan to include similar public group study areas in a number of other future renovation projects.

Indicators of success:

- Usage levels
- Positive feedback

Usage of physical collection materials in conjunction with library computers or personal laptops in the Libraries.

COLORADO STATE UNIVERSITY LIBRARIES**Upgraded Electronic Information Center (EIC) centralizes workstations with improved ergonomics.**

Colorado State University's Morgan Library has just completed an upgrade of our Electronic Information Commons (EIC) area in order to provide new and improved spaces for collaborative computing and group work. In keeping with the current trend of lowering the density of computers within the library, 63 new computer stations were recently installed. Each station has larger table areas designed to accommodate individual research and/or group project workspace. Computer research stations, generously arranged for space, were first made available to students and researchers in the form of "pod" tables located near our Information Desk. These arrangements are much more conducive to research and privacy for students. Similar arrangements have now been introduced throughout the first floor of Morgan Library.

Indicators of success:

- High demand
 - Positive feedback
 - Requests for additional space
-

COLUMBIA UNIVERSITY LIBRARIES**Digital social science center provides consolidated service with specialists for scholar support.**

In the Fall of 2008, the Libraries opened a Digital Social Science Center in the Lehman Social Science Library. The objectives for the Center are:

- Provide flexible workspaces, furnishings, diverse software, and high equipment to support collaborative group study and research in the Social Sciences
- Provide visible and easy access to professional staff who can assist users with research and technical support questions
- Provide space, equipment, and software to support presentation practice
- Integrate DSSC into the services and equipment now offered by EDS and the CUIT lab.

<http://www.columbia.edu/cu/lweb/indiv/dssc/index.html>

Indicators of success:

- Positive user feedback
 - Intensive use of the space
-

COLUMBIA UNIVERSITY LIBRARIES**Digital humanities center provides consolidated service with specialists for scholar support.**

In the Fall 2009 the Libraries plan to open a Digital Humanities Center in the Butler Library, the University's main Humanities and History Library. This Center will be a counterpart to the Social Science Center and to a comparable space to open in the new Science Library in 2010.

Functions to be included are:

- identification of relevant information resources in all formats
- fullest effective use of such resources (which often have powerful advanced search and manipulation features) and the extraction of data from them
- creation of new digital content in all formats (both through the transformation of pre-existing print and analog material or the production of original material)
- editing and markup of digital content
- close study, annotation, and analysis of digital material
- incorporation of digital resources into writing or other scholarly production
- assembly and management of digital material in personal collections
- collaboration with colleagues in a variety of research and instructional activities · communication of digital scholarly content and research results, both to fellow researchers and to students
- storage of digital content
- formal training on the aforementioned resources, tools, and techniques, both in a classroom setting and in self-paced tutorials.

Indicators of success:

- steady and growing use
 - users asking for more capabilities and support
 - users recommending center to others
-

UNIVERSITY OF CONNECTICUT LIBRARIES

Learning commons a collaboration to support undergraduate students.

The University of Connecticut Learning Commons offers a suite of services, technologies, and study spaces to help students successfully complete academic assignments and attain proficiency in the five General Education competencies required by the University: computer technology, information literacy, writing, quantitative skills, and second language. Integrating the five General Education competencies into the structure of the Learning Commons affirms these skills as fundamental to the education of every undergraduate student. The Learning Commons will serve as a physical manifestation of the university's commitment to the principles of general education and visibly underscore the value of each individual skill set in the context of all the others.

<http://learningcommons.uconn.edu/>

Indicators of success:

- Increased usage of the services based on user statistics
- Positive feedback from faculty and students

DARTMOUTH COLLEGE LIBRARY

Library collaborates with other units to support undergraduate group work, writing, and research needs.

We relocated our Document Delivery services and repurposed existing space on our main service floor of Baker-Berry Library to be a shared collaborative space. This room has video projection, a variety of group workspaces, the ability to share information on multiple laptops, converts to a practice presentation space, and for approximately 30 hours / week is the space for our student peer tutoring center. This is a collaborative effort with the Writing Program, Library, and Academic Computing, which is called the Research, Writing, and Information Technology Center [RWIT]. <http://www.dartmouth.edu/~rwit/index.html>

Indicators of success:

- RWIT Center is fully scheduled most available timeslots, including beginning parts of the term
- Other campus partners are interested in joining and supporting this collaboration [Career Services, for instance]

FLORIDA STATE UNIVERSITY LIBRARIES

Faculty and graduate research center services informed by user population.

The Scholars Commons is a renovation of the ground floor of Strozier Library providing a collaborative teaching, learning and research space for FSU faculty and students. It opened in Fall 2008. The target audience is FSU faculty and graduate students, and available for undergraduates seeking primary sources and quiet research space. The Center is primarily a lab for faculty in the humanities, facilitating interaction with primary source materials and for the libraries to engage all users in the value of primary sources. The Center includes research consultation spaces, a reading room, a classroom, conference rooms, presentation practice rooms, a large presentation space, multimedia equipment and support, and primary source collections. Our most significant innovation in this space is that after making many decisions for collections, services and staffing based on what we thought users would want...we took the time to visit every academic department on campus to gather qualitative data on the collections and services they wanted in the spaces. As our insight and understanding increases over time, accommodations will be made to service programming.

Indicators of success:

- Results of ongoing assessment so the space is in a continuous improvement cycle
- Positive feedback from faculty graduate students that this space is meeting their needs
- Usage statistics

FLORIDA STATE UNIVERSITY LIBRARIES

User-centered assessment techniques render a vision for undergraduate commons.

We are renovating the first floor of Strozier Library to create a high-energy, experience-rich space for students and faculty. The space may include multimedia computing, research stations, classroom, exhibit spaces, meeting spaces, individual study spaces, information stations, popular video and book collections, writing and computing assistance, subject tutoring, assistance for patrons with special needs, programming, circulation services and more. We have also established this space as 24/5. Inspired by Rochester's and Minnesota's qualitative research, we embarked on an ambitious agenda of information gathering that provided programming answers for the heart of this space. We have committed to create a user-designed space -- no matter how comfortable or uncomfortable the data may make us. That is how we are innovating. Our space, services, staffing will all be shaped by what users tell us--not by what we assume

or by what we want to give users. In this way, we will never be finished building this space, it will be a dynamic, (r)evolutionary space.

Indicators of success:

- Results of ongoing assessment so the space is in a continuous improvement cycle
 - Increased retention
 - Usage statistics
-

GEORGETOWN UNIVERSITY LIBRARY

“Newsroom” connects passersby to video feeds; functions as screening room for campus.

The Georgetown University Library's Millennium News Room improves student and faculty access to international perceptions of world and business events through the means of two plasma screens in the library's lobby, featuring close-captioned news, financial, and C-SPAN channels, as well as broadcasting select campus events as they occur. The Library and other campus organizations regularly advertise their upcoming events on the screens. A separate screening room off the lobby features an additional plasma screen and a comfortable environment in which to catch up on the latest news and events. The Library has shown films in the screening room to complement the Program in Performing Arts' Friday Music Series concert performances. Each screen location includes a sound system connected to a full complement of audio, video, and computer equipment. A web form allows the campus community to request specific news and information programming.

Indicators of success:

- # of people watching the screens
-

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

Learning Commons delivers popular productivity environment.

The Library West Commons is a renovation of a light-suffused space that had become underutilized in recent years. It is located adjacent to the consolidated reference desk, and offers 115 computer workstations, twenty-five of which have high-end multimedia software. All run a robust selection of applications supporting coursework. Technology infrastructure is provided by the campus computer center. Walk-up user support for information and technology assistance draws on experts from the library and the computer center. A presentation practice space completes this facility. Lessons learned in the West Commons informed programming for the East Commons.

<http://librarycommons.gatech.edu/lwc/index.php>

Indicators of success:

- Increased door count by 65%
- ACRL award winning
- Improvements to student productivity and multimedia skill sets garnering faculty praise

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 HOUSTON LIBRARIES

Collaboration with medical library to yield “flexible” learning commons.

UH Libraries is working on a pilot project- "learning commons". The goal is to offer M.D. Anderson Library users a flexible and inviting space for both collaborative and individual work. The area will be equipped with sophisticated computing, technology, improved options for reserving equipment, and a variety of furniture with a focus on flexibility and collaboration.

Indicators of success:

NA

UNIVERSITY OF ILLINOIS AT URBANA CHAMPLAIN LIBRARY

Learning commons creates new opportunities for community interaction.

The Undergraduate Library has adopted a "Learning Commons" service that builds on its earlier success as the central hub of undergraduate research and learning on the University of Illinois at Urbana-Champaign. The Undergraduate Library learning commons encourages engagement with information in its various forms, reinforces the value of collaborative inquiry, creates new opportunities for community interaction, and serves as a hub for campus collaboration in support of undergraduate student success through the delivery of programs and services provided in collaboration with Campus Information Technology and Educational Services (CITES), the Campus Center for Advising and Academic Services, Writer's Workshop, and others. The Undergraduate Library learning commons provides access to an array of information technology tools, including mobile technology circulated through the Undergraduate Library, including: USB drives, graphing calculators, digital cameras, and laptops. Also available for loan are a number of gaming consoles that support the University Library Gaming Initiative (<http://www.library.uiuc.edu/gaming/>).
<http://www.library.uiuc.edu/ugl/lc/>

Indicators of success:

- Increased usage of facility
 - Increased usage of library materials
-

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
-

JOHNS HOPKINS UNIVERSITY LIBRARIES

Center targets innovative teaching support for faculty and graduate students.

The Center for Educational Resources within the Sheridan Libraries is an instructional support center for faculty and graduate students (with many undergraduate student employees working as student staff). The Center includes meeting space, big screen collaboration capabilities and multimedia development space. The mission of the Center for Educational Resources is to partner with faculty and graduate students to extend their instructional impact by connecting innovative teaching strategies and instructional technologies.

The Center's mission aligns with the evolving role of university libraries as they advance from print-based repositories to electronic collaboratories that enable application of digital collections and networked services to new approaches in instructional and scholarly communication. Facilities are described in some detail on the Center website. www.cer.jhu.edu

Indicators of success:

- positive feedback from faculty and grad student "patrons"
 - increasing demand for access to our resources
-

KENT STATE UNIVERSITY LIBRARIES

Information Commons combines information and high-end media services, along with tutoring support in writing and math.

Goals include providing ready access to traditional reference services (desk, by appointment); support for creating multimedia and teleproductions; express multimedia workstations; Student Multimedia Studio; adaptive technologies; GIS workstation; Student Success Services (math and writing tutoring); quiet study and group study spaces; group instruction lab; open computer lab.

<http://www.library.kent.edu/page/10736>

<http://www.library.kent.edu/sms>

Indicators of success:

- increased usage for all services
 - positive feedback from other campus partners that provide tutoring
 - overall increased activity in the building
-

UNIVERSITY OF KENTUCKY LIBRARIES

Retrofit of new library delivers commons facility for multimedia and general productivity.

The University of Kentucky Libraries opened our information commons, the Hub, in March 2007. The target audience is undergraduate students. One of our noteworthy elements is our "video windows"--six projectors that display student art and other exhibits that rotate on a monthly basis. I've written more about the "video windows" here:

<http://staceygreenwell.blogspot.com/2007/11/windows-in-basement.html>

Here is a general description of the Hub: Located in the basement of William T. Young Library, the Hub @ WT's provides library research assistance and IT help in one convenient location. The Hub features over 200 Windows computers as well as a Mac lab for student use. Mac video editing suites with Final Cut Pro are now available, and two presentation practice rooms will be completed in spring 2008. The Hub offers flexible, comfortable furniture for students to arrange to meet their group study needs, including rolling cubicle walls and whiteboards. In addition, the Hub features snack and beverage machines in the lounge area.

<http://www.uky.edu/Libraries/Hub>

Indicators of success:

- Positive user feedback
- Positive user feedback
- Increased usage of the basement

LOUISIANA STATE UNIVERSITY LIBRARIES

Information Commons a partnership with campus IT.

This information is from the web link listed below: "The space contains a Library Reference desk, an ITS Help Desk and ITS Print Center (large format printing, poster printing & resume/photo printing). The room also contains four Linux machines and 36 Dell PC's (24 single monitor and 12 High end Dell PC's with dual monitors). There are also 30 Macintosh computers (20 iMac's and 10 MacPro's with dual monitors). In addition to the computers, there are 2 b/w printers and 2 color printers, 2 located by the PC's and 2 by the Mac's." Target audience - mainly undergraduate and graduate students, although faculty are free to use the computers. There are also 10-12 public access computers.

Password and logon ID are not needed.

<http://www.lsu.edu/its/infocommons.html>

Indicators of success:

- Most times, all the computers are being used.
 - Students know that the service is available on campus.
 - We are also meeting the needs of the Mac users versus just PC users.
-

UNIVERSITY OF MASSACHUSETTS AMHERST LIBRARIES**Learning Commons features collaborative support model.**

As the heart of UMass Amherst, the Learning Commons (LC) provides a welcoming, flexible, and student-focused environment. Rich in services and technologies, the LC fosters community, innovation, and the creation of new knowledge. With long hours, peer support, and a relaxed and inclusive atmosphere, the LC encourages students to make the most of their educational experience. Campus service providers pool their expertise to provide convenient access to the core academic support services that enable students to succeed and excel at UMass Amherst. The LC strives to assist students to become self-directed learners and engaged adults to build a better future.

<http://www.umass.edu/learningcommons/>

Indicators of success:

- Increased gate counts (30-70% increase per month during first 2 years); long lines for workstations now; all 30 laptops in circulation simultaneously
 - Positive user feedback through web-based comment forms, LibQUAL+ 2007 comments, various surveys, and focus groups
 - Requests for additional services, equipment and hours
-

MCMMASTER UNIVERSITY LIBRARIES**Learning commons for humanities and social sciences is campus collaboration.**

The Mills Learning Commons is an integrated learning facility located in our humanities and social sciences library. The Commons includes a large concentration of desktops (about 120) for both collaborative and individual productivity, research and IT assistance, a writing clinic, the integration of traditional and emerging scholarly resources, instruction, services for students with disabilities, and workshop space (for academic skills counseling, etc.). The facility was built in collaboration with our campus IT unit, the Centre for Student Development and the Centre for Leadership in Learning.

<http://library.mcmaster.ca/mills/learningcommons/about.htm>

Indicators of success:

- Increased usage
 - Positive user feedback
-

UNIVERSITY OF MIAMI LIBRARIES**Digital media lab offers skills training and production assistance to undergrads.**

Expanded Digital Media Services (DMS) laboratory is planned for 2008-09. This space will offer classroom and one-on-one instruction as well as production space for new media integration in coursework. Primary audience is undergraduate. In 2007 DMS supported first-year English composition students with a combination of library-owned and student-owned Macs. Students were taught to incorporate media into their assigned projects as part of a joint collaboration between DMS and the instructor.

Indicators of success:

- Application of relevant information literacy skills
 - Use of appropriate media and design for projects
 - Revisions based on feedback
-

UNIVERSITY OF MICHIGAN LIBRARY**Library Gallery showcases exhibits, programs, and personalities.**

Even as technological advances make it easier to disseminate commonly held library materials through digitization and electronic publishing initiatives, we also seek to improve access to the unique and remarkable treasures held in the Library. The new Gallery in the Harlan Hatcher Graduate Library is a beautiful room with floor-to-ceiling windows facing Michigan's tree-lined diagonal, the center of the U-M campus. For forty years, this room housed a portion of the Library's technical services operation. Modifications in Fall 2007 transformed this space into a flexible exhibit area, a library-specific classroom, and venues for collaborative learning. Future renovations will create display space that is secure and environmentally appropriate for exhibits of materials from our Special Collections Library. The Gallery allows us to mount exhibits; host lectures, presentations, and traveling exhibits; and collaborate with campus and community partners. The resulting program of exhibits and events is designed to enrich the intellectual, educational, and cultural life of the University of Michigan campus and larger community. Examples of recent and future events in the Gallery include:

- “A Conversation with Steven Levy”: Steven Levy, Senior News Editor at Newsweek, and Paul Courant, U-M University Librarian and Dean of Libraries, engage in a public conversation about the future of the book.
- "Letters to Sala: A Young Woman's Life in Nazi Labor Camps": This compelling collection of rare Holocaust-era letters and photographs is part of The New York Public Library's Dorot Jewish Division.
- "Whose Story Is It: How an Archive Was Transformed into an Exhibition, a Book, a Play, and a Documentary Film": This special program and reception features Jill Vexler, New York Public Library curator, and Ann Kirschner, Sala's daughter and author of "Sala's Gift".
- Russian Caricature Exhibit: This exhibit highlighted Russian caricature drawings from the 19th and 20th centuries.
- Frances Kai-Wha Wang, Diversity Brown Bag Series: Public presentation by Ms Wang, Chinese American storyteller writer, sponsored by the Library Diversity Committee.
- College of Pharmacy Student Presentations: Public review of poster presentations designed by College of Pharmacy students.
- "1968": This exhibit highlights materials from the Special Collections Library's renowned Labadie Collection.

<http://www.lib.umich.edu/spec-coll/>

Indicators of success:

- Attendance at events is high; so is student use of collaborative space.
- We receive highly positive feedback on the space and the programming to date.
- Other campus units are approaching the library for use of the space and to collaborate with us on programming for the space.

UNIVERSITY OF MICHIGAN LIBRARY

Technology infuses learning spaces.

- Collaborative Technology Laboratories (Main Library and branch) offer high-tech, multimedia, group work spaces available for reservation by all university constituencies with NetID and password.
- Presentation Lab: Practice and Video and Audio Record Speeches and Presentations. Playback in the room or take the DVD with you. Use the Interactive Smart Board and computer to enhance group work and collaborative efforts.
- Smartboard Labs: Use Interactive Smart Boards and computer with array of software to enhance group work and collaborative efforts.
- Intel Mac Dual Boot Lab: 2 Intel Macs which can boot into Windows XP or Mac OSX A moveable table and power outlets for using laptops, as well as a chalk board is also available. Software to enhance the creative processes is provided, including programs for audio and video editing, graphic design, CAD, Web design and 3D editing. Interactive

- Whiteboard Lab: Whiteboard that can save your work, print your work, or save it to the web. Also includes an Intel Mac computer that is both a Mac and a PC. Software to enhance the creative processes, including programs for audio and video editing, graphic design, CAD, Web design and 3D editing.
- Plasma Screen, Mac & PC Lab: Plasma screen to instantly access files, run applications, highlight key points and capture new thoughts by touching the screen. Share meeting with video conferencing capabilities. Print professional quality presentations, posters, and documents in vivid colors and sizes. Software to enhance the creative processes is provided, including programs for audio and video editing, graphic design, CAD, Web design and 3D editing.
- Engineering Library (branch) has two types of labs: * 2 labs with Smart Boards - use the Interactive Smart Board and DECS applications computers to enhance group work and collaborative efforts (CTLs 1 & 2) * 2 labs with large monitors and DECS applications computers (CTLs 3 & 4). <http://www2.lib.msu.edu/computer/ctlabs.jsp>

Indicators of success:

NA

MICHIGAN STATE UNIVERSITY LIBRARIES

Exhibit spaces shared with campus units portray university riches.

Traditional physical exhibit spaces in wall or free standing cabinets on every floor of the West Wing of the Library include a constantly changing array of artifacts, featured publication and engaging explanatory text on topics of current interest to the university community. Under the direction of the exhibits coordinator, themed exhibits are developed and installed by both librarians and in collaboration with other campus units such as university undergraduate research, service learning and the provost's office. Virtual "spaces" and guides often complement the exhibits; e.g., our exhibit on the Indonesian Tsunami was accompanied by an online research guide publicized by the provost's office to the entire university community. Our current exhibit on "Primary Sources" will be reproduced online and linked from our electronic resources page for use by distance learners and for library instruction. For example, see <http://www2.lib.msu.edu/features/?e=97>

Indicators of success:

NA

UNIVERSITY OF MINNESOTA LIBRARIES

Collaboration produces SMART Learning Commons (Wilson Library and Magrath Library): support for gateway courses and basic skills.

There is also a SLC in Klaeber Court, situated with the Multicultural Center for Academic Excellence (not a Libraries facility). The SMART Learning Commons is a true partnership between the Vice-Provost for Undergraduate Education, the University Libraries, the MCAE, several academic departments, and several other campus units. (Following is an overview description of the SMART program.) Consultants offer one-on-one assistance for help in gateway courses and skills such as mathematics, sciences, statistics, economics, writing, and library research. Additional courses may be supported, based on the backgrounds of our Peer Learning Consultant staff in any given semester. SMART is home to the Peer-Assisted Learning program, which pairs experienced undergraduates (PAL Facilitators) with specific course sections to facilitate group learning experiences. See the PAL pages for more details. Individual and group study spaces are available in SMART centers for self-directed study on a first come, first served basis. The SMART also hosts short introductory workshops in Excel, PowerPoint, academic services and skill development, and library resources. <http://smart.umn.edu/>

Indicators of success:

- Spaces are heavily used
 - We receive positive user feedback
 - Other campus partners have joined SMART
-

BIBLIOTHÈQUES DE L'UNIVERSITÉ DE MONTRÉAL

Large display screens facilitate collaborative work.

Large computer screens for group study rooms. Some group study rooms of our Social Sciences and Humanities Library have been equipped with large computer screens. This is aimed at students working collaboratively and facilitates their work. Indeed, they can plug their laptop to the screen in order for everybody in the group to see more easily the page or the document they are working on together. The library already has wireless access so it can include displaying a website. This is relatively low cost to setup but makes it much more convenient for students who do team work for a class.

Indicators of success:

- use of the facilities
 - positive user feedback
-

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL LIBRARIES

Collaboratory supports faculty online course development and student digital and multimedia projects.

The Collaboratory, located in the UNC House Undergraduate Library, is a space designed to help faculty and instructional staff with online course development and for students and faculty to work together on projects involving digitization and web development. The Collaboratory is managed by our Instructional Design and Technology Librarian who trains a staff of graduate assistants and who is always on call when more in-depth assistance is needed. In addition to the individual and collaborative workstations, the room doubles as an instruction lab where training sessions can be scheduled. The library often offers joint workshops with our colleagues from ITS Teaching and Learning, the people on campus who manage the University's course management system.
<http://www.lib.unc.edu/house/collaboratories.html>

Indicators of success:

- Increased usage
 - Positive user feedback
 - Anecdotal evidence of integration into academic coursework
-

NORTH CAROLINA STATE UNIVERSITY LIBRARIES

Learning commons supports rich suite of production capabilities for students in media-rich surroundings.

The Learning Commons in D. H. Hill Library is a 14,000 square foot media-rich learning space that supports collaboration, group and individual study, research, communication, and socializing. NCSU undergraduate and graduate students are the targeted primary and secondary audiences for this new space. Services provided in the Learning Commons include:

- Reference and research assistance
- Print reference collection
- 105 workstations with 100+ productivity and specialty software applications, moveable furniture
- Two geospatial and numeric data workstations
- Multimedia and document scanning workstations and support
- Device lending (laptops, tablet PCs, audio and video iPods, iTouches, mp3 players, GPS devices, graphing calculators, digital cameras, digital camcorders, console video game controllers)
- Video gaming (Xbox 360, Wii, and PS3 consoles plus growing collection of games)
- Two group study rooms with wall-mounted 38" LCD monitors for group display

- Presentation practice room with ceiling-mounted LCD projector and Polyvision Write-and-Cite interactive whiteboard; and
- a network of 11 digital signs providing library and campus information as well as highlighting student- and faculty-submitted works.

The Commons hosts events and special activities, including video gaming competitions, study breaks, and welcome events for new and returning students.

<http://www.lib.ncsu.edu/renovation/lc.html>

<http://www.lib.ncsu.edu/learningcommons/index.php>

Indicators of success:

- Increased usage
- Positive feedback from users (students, faculty, staff, student advisors, university library committee)
- New types of questions and requests for assistance.

UNIVERSITY LIBRARIES OF NOTRE DAME

Library and campus IT collaborate on computer facility.

Learning commons-style computer area next to main library's reference desk. Provided in conjunction with the University's Office of Information Technologies.

http://oit.nd.edu/clusters_classrooms/cluster_information.shtml#GtoM

Indicators of success:

- Positive user feedback on new way of providing computer cluster
- Increased communication between Reference Department and Office of Information Technologies
- Use statistics

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

OHIO UNIVERSITY LIBRARIES

Faculty commons collaboration offers classroom skills support, meeting space, connection to library services, and convening ground.

Ohio University's Faculty Commons opened in September 2007. Located on the 3rd floor of Alden Library, this 9,000 square-foot facility provides support for teaching, scholarship and engagement. It places three key offices for faculty development – the Center for Academic Technology (CAT), the Center for Teaching Excellence (CTE), and the Center for Writing Excellence (CWE) – in a highly visible and convenient location. In addition to providing a home for CAT, CTE, and CWE, the Commons houses the Campus-Community Engagement Office, the Libraries' Media Production Department, and the Libraries' Collection Development Office.

These offices, along with three 'smart' conference rooms for faculty use, surround a large, open, lobby-like space that contains workstations, desks and tables, and soft seating. Mac and PC stations equipped for video and audio editing are available, as is a 'sandbox' for faculty to try out the latest in academic technology. In focus groups, faculty asked for a quiet place to read and study in Alden Library, and the Commons also provides an ideal space for these activities. The Commons has a small kitchen, and can be reserved for social events – coffees, luncheons and the like – by faculty groups. Display areas, both high-tech and traditional, showcase faculty research and teaching projects.

The one-stop shopping concept of the Faculty Commons is patterned after Alden Library's highly successful student-focused Learning Commons.

The purpose of CAT, CTE, and CWE is to enhance the classroom skills of teachers (including faculty and graduate students), while the Media Production Department provides a variety of graphic art and multi-media creation services to support faculty research as well as teaching. The Campus-Community Engagement Office supports engagement in partnerships with the communities surrounding our six campuses through education, services, research, training,

and technical assistance. Use of all of these services is expected to increase sharply now that they are housed in this high-quality work-and-study space dedicated to faculty use. <http://www.library.ohiou.edu/fc/>

Indicators of success:

- Increased demand for media services
- Collaboration between units in the Faculty Commons has improved.
- Collaboration between the Library and the FC units has improved. For example, the new version of Blackboard has a greatly expanded presence for the Library.

UNIVERSITY OF PENNSYLVANIA LIBRARY

Weigle Commons tied to faculty instruction needs and student learning outcomes.

David B. Weigle Information Commons Sponsored jointly by the University of Pennsylvania Libraries, School of Arts and Sciences, and Office of the Provost, the Commons provides an integrated array of services to support student work and helps to meet the demand for campus spaces that are conducive to group learning. This 6,600 square foot facility is located in the Van Pelt-Dietrich Library Center—the main humanities and social sciences library on the Penn campus—that has traditionally served as a communal hub for students in the School of Arts and Sciences. The Commons reports directly to the Libraries and is open to the entire Penn community, though School of Arts and Sciences’ students comprise the majority of users. The Information Commons was conceived as a space that would provide:

- centrally located academic support services that otherwise can be difficult to negotiate on a large decentralized campus
- work spaces that facilitate collaboration
- hardware, software, and technical expertise to support the use of digital media
- tools to aid faculty with the integration of new technologies into the classroom Central to the Commons’ mission are its support services provided by the “Program Partners,” a group of administratively disparate services that have joined forces to collaboratively support undergraduate education.

Together the partners develop services, design workshops, and plan events geared to undergraduate students. Full-time staff and peer tutors offer walk-in and appointment-based one-on-one assistance as well as group workshops.

Within Commons students can find help with:

- research provided by subject-expert librarians
- project management, reading, and study skills provided by the Weingarten Learning Resources Center
- writing skills provided by the Writing Center

- public speaking skills provided by CWiC – Communication Within the Curriculum
- digital media production provided by media consultants. Students can focus on developing individual skills but can also approach the experience of producing a paper or project in a more comprehensive way through participation in workshops scheduled both individually and in series, such as “From Assignment to Endnotes.” In this series each session focuses on a single aspect of the creative process, including project management, research, writing, plagiarism and citation styles, poster production, and oral presentation skills.

In addition to providing direct support to students, the Commons offers faculty the resources and tools necessary to experiment with new technologies that can be incorporated into the classroom. Staff work with faculty interested in creating assignments that explore the potentials of media, and then assist students in the execution of their projects. These partnerships help to build collaborations in ways that directly benefit the student learning process. <http://wic.library.upenn.edu/>

Indicators of success:

- The space is typically filled to capacity
- Positive user feedback
- Requests for additional support, in terms of both technology and training workshops

PENNSYLVANIA STATE UNIVERSITY LIBRARY

Vision for knowledge commons will address student suggestions.

Planning is underway to create a knowledge commons on the 1st floor of the main library building. This is not only a response to national trends, but to student assessment that told us that our seven-year old building is cold, unwelcoming, too beige, and lacks action. A five-person Steering Team is sponsoring four teams: Concierge Team; Collaborative Spaces and Workstations; Services Points and Provisions; and Academic Services. We have begun working with University Partners on projects such as relocating the University Computing helpdesk into the Libraries. We have hired an architectural firm to work with us on a vision and feasibility study; a day-long workshop is scheduled for this coming week. The Knowledge Commons will be a priority in the upcoming University Campaign. Our challenge will be to retrofit an existing facility that was designed around collections to incorporate the newest technologies and learning spaces.

Indicators of success:

NA

UNIVERSITY OF SOUTHERN CALIFORNIA LIBRARIES

“Mother of all learning commons” continues to evolve.

Leavey Library was conceived of as USC's “teaching library” and also housed the nation’s first Information Commons when it opened in 1994. 12 years later we have renewed the concept of a full service information commons for students by incorporating additional service points within the commons including: the addition of instructional technologists at an integrated customer services desk, providing a podcasting studio as well as video conferencing facilities.

- **Research and Computing Consultation:** Leavey librarians, staff, student navigation assistants (SNAs) and Information Technology specialist are available at one service desk to assist patrons with research using a combination of print, electronic and Internet resources. They can also assist with computing questions regarding productivity software and E-mail.
- **Customer Support Center:** The ITS Customer Support Center walk-in area is located in Leavey Library's Lower Commons at the Reference and Computer Consultation Desk. This new location allows ITS and the USC Libraries to offer the university community a common point of contact for IT and reference help. ITS walk-in services such as account assistance, software support, and statistical software distribution, which were previously available in the Jefferson building, room 150, are now available in this new location between the hours of 9 a.m. and 5 p.m., Monday through Friday. For more information, please see the CSC site: www.usc.edu/its/csc/
- **Computing Facilities:** Leavey Library still supports a full range of computing facilities. The Lower Commons, located on the lower level of Leavey, has 39 Macintosh and 71 PC computers. The Dorothy Leavey Memorial Commons, or Upper Commons, is located on the second floor and has 70 PC computers and 40 study carrels with network connections for laptop computers. All computers in both Commons have USB ports and CD/DVD drives. In the Lower Commons, Express Stations, marked with signs, are available for a maximum of 5 minutes to send print jobs or for short computing sessions (such as checking E-mail). Public access stations, which have Internet access but no productivity software, are also available on the first and second levels of Leavey as well as in the Lower Commons. To facilitate research, the commons is also equipped with a color photocopier.
- **Reference Collection:** Leavey has a wide variety of print and electronic reference resources that are available to aid your research. The reference collection is located in the Lower Commons in bookcases along the perimeter of the room and behind the reference desk. Leavey also has two special collections located behind the reference desk to aid you in your research.
- **Computer collection:** We also provide help books in the Information Commons on Leavey's major productivity tools, such as Microsoft Word, Excel, Powerpoint, statistical programs and graphics software. Issues

- collection. Additionally, we have an "Issues" collection which focuses on current events and "hot topics." for introductory English writing papers. The issues collection includes the serials Current Biography, CQ Research and The Reference Shelf. This collection helps users become familiar with an issue's key points and people, as well as providing an overall perspective on the issue.
- Collaborative Workrooms: Both information commons on the upper and lower floor have rooms available for group study. The Lower Commons has 19 rooms, designed for groups of 5-12 people. The Upper Commons has 13 rooms, designed for three to four people. All workrooms provide a white board, dry erase markers and network connections for laptops. Workrooms 3K through 3X in the Lower Commons have PC computers. Reservations may be made in advance at the reference desks in the Upper and Lower Commons. You must make reservations in person; reservations are not taken over the phone. You will need to show your USCard while using the room. Other important information on reserving and using collaborative workrooms is on the Collaborative Workrooms page.
 - Writing Consultation: In cooperation with the Writing Center, writing consultants are available Monday through Thursday from 7-9 p.m. in room 3Z (lower level, northwest corner) during the fall and spring semesters.
 - Adaptive Technologies Room: The adaptive technologies room is located in room 3AA in the Lower Commons. Leavey and the Center for Academic Support and Disability Services and Programs work together to provide users with disabilities equal access to computing resources through a variety of adaptive technologies.
 - Video Conference Rooms: The videoconference rooms are located in Collaborative Workrooms 3B and 3V. Faculty, staff and students may reserve these rooms for single or group point to point video conference use up to three (3) times each semester subject to availability.
<http://www.usc.edu/libraries/locations/leavey/ic/>

Indicators of success:

- IM logs that track the number of reference questions asked at the 'full service' information commons desk
 - Larger numbers of questions asked at Information Commons desk and categorized as IT questions logged
-

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

UNIVERSITY OF TEXAS AT AUSTIN LIBRARIES

Fine Arts Library Reading Room outfitted with state-of-the-art AV/multimedia production technologies; collaboration with College of Fine Arts.

The Fine Arts Library Reading Room is a newly renovated space, collaboratively funded by the University of Texas Libraries and the UT College of Fine Arts (CoFA). The target audiences are undergraduate and graduate students from the College, but the space is available to all UT Austin students, faculty and staff. The space is also staffed collaboratively with the CoFA supplying technical support to end users (help with software packages) and the Libraries supplying content expertise and hardware/network infrastructure support. The space includes 20+ media workstations enabling students to access and manipulate various media formats in a collaborative environment. The space includes: - Wireless Access is available throughout the library. - Color printing. - Windows PCs and Macs with DVD/CD-RW drives, Office XP Suite, Adobe Creative Suite, iTunes, iMovie. - Audio editing workstations with Audacity software, DAT, cassette and M-Audio input interface. - MIDI stations with Sibelius and Finale software. - Video editing workstations with DVD +/- R, RW drives with Final Cut Express and iDVD. Hardware includes S-VHS deck and Mini DV deck. - Scanning stations with PhotoScore scanning program. Hardware includes flatbed and slide scanners; slide scanning and negative strip and large format negative scanning is also available. - Listening and viewing stations with DVD/VHS, S-VHS and Worldwide player functionality. LaserDisc and U-Matic players are also available. - Listening/dubbing station with turntable, dual cassette, and CD player. Other available equipment: - Headphones - Digital Cameras - Laptops - MIDI Keyboards - Slide scanner attachments - Portable CD players In addition, the space was designed flexibly, and we often use it for donor receptions and other outreach activities associated with the College of Fine Arts. We also added electrical outlets everywhere we could.

<http://www.lib.utexas.edu/fal/index.html>

Indicators of success:

- Increased usage
- Positive feedback from students and faculty
- Renovation was catalyst for naming opportunity for the renovated space

UNIVERSITY OF VIRGINIA LIBRARY

Small-group study/teaching rooms with multipurpose capacities.

In 2007, School of Medicine and the Library collaborated on building 12 small group study/teaching spaces. Funding was provided by the School of Medicine, space was provided by the Library. The rooms hold 10-17 people, each contain projector, instructor computer, whiteboard, and light box (for medical images), and moveable furniture. Rooms are used primarily for small group instruction

for first- and second-year medical students Principles of Medicine courses, but are also frequently reserved by other constituencies of the Library for educational purposes. Rooms are also available on a first-come, first-served and short-term reservation basis for student study. The Library's entire book collection was relocated to carve out the space for these rooms.

<http://www.healthsystem.virginia.edu/internet/library/wdc-lib/admin/policy/group-study.cfm>

Indicators of success:

- increased usage
 - requests for changes or enhancements
-

UNIVERSITY OF VIRGINIA LIBRARY

**Health sciences library extends collaboration to informatics team.
(Health Sciences Library)**

The Library plans to incorporate space for members of the SOM Clinical Informatics department to provide more seamless access to informatics support. The proposed unit will be called the Bioconnector and is part of the University's CTSA proposal to NIH. The Bioconnector will also be a virtual door to bioinformatics and clinical informatics support. It will capitalize on the HSL's existing service and educational infrastructure to provide additional access to clinical technology support. The anticipated audience will be faculty (research and clinical), graduate students, medical students and interested staff.

Indicators of success:

- Requests for changes or enhancements
 - Increased educational opportunities for clinical informatics support
 - Positive user feedback.
-

UNIVERSITY OF VIRGINIA LIBRARY

Health sciences library responds to students' requests for collaborative and quiet study areas across 24 hours. (Health Sciences Library)

A collaborative room and expanded quiet study areas, both with 24-hour access, were added to the Library in 2007. The innovation in this area, which was an expansion of existing 24-hour study space, was the attempt to designate different areas for different purposes through furniture and layout rather than signage. The collaborative room has brighter lighting, group tables, and mobile whiteboards in a room with doors that can be closed. Initially, computers were also included in the collaborative room, but they were at individual workstations rather than at the group tables. The computers were moved at students' request

recently, since they were being used for quiet, individual work that was easily disrupted by the group activities at tables elsewhere in the room. The computers were moved into the larger, quiet study area of the space.

<http://www.healthsystem.virginia.edu/internet/library/wdc-lib/admin/news/060509b.cfm>

Indicators of success:

- increased usage
- requests from users for changes

UNIVERSITY OF VIRGINIA LIBRARY

Collaborative venture with computing group boosts support for science and engineering research. (Science & Engineering Library)

The Research Computing Lab is a collaborative partnership between ITC's Research Computing Support Group and the Brown Science and Engineering Library. The purpose of this partnership is to provide a convenient space for faculty and students to work on innovative projects with specialists and get support for instruction and research in the science and engineering disciplines. The space is equipped with high-end machines and designed to be conducive to group work. We offer consultation services in a wide variety of technologies and methodologies for high performance and research computing. We provide support services in person, via phone, and through our web help ticket system. Our business hours cater to the researcher, professional, instructor, and student. Special activities include a speaker series: the High Performance Computing Bootcamp

(<http://www2.lib.virginia.edu/brown/rescomp/events.html#/?p=780>), and short course instruction in Unix, Mathematica, and MatLab.

http://hitchcock.itc.virginia.edu/dml_sc_reg/index.php?c=view_offered_courses

<http://www2.lib.virginia.edu/science/rescomp/index.html>

Indicators of success:

- Increased use of space
- Increased use by faculty of the services provided
- Positive User Feedback

UNIVERSITY OF VIRGINIA LIBRARY

Scholars' lab caters to digital research and scholarly analysis needs of faculty and advanced students in social sciences and humanities. (Alderman / Clemons Library)

Combines software applications for data analysis, geographic information systems, visual presentations, scanning and text encoding. Flexible workstations and space intended to facilitate individual or collaborative work. Target audience includes advanced undergraduates, graduate students, faculty and independent researchers. Staff provide expert assistance with all applications available on Scholars Lab workstations. Special events, speakers, and showcases enliven the center. <http://www.lib.virginia.edu/scholarslab/about/index.html>

Indicators of success:

- Successful centralization of IT and library services.
 - Numbers of users for application rose significantly.
 - Number of classes requested for software applications rose.
-

UNIVERSITY OF WASHINGTON LIBRARIES

Health Sciences Library

Collaborative spaces for graduate and professional students emphasize multimedia and teaching support.

The University of Washington Health Sciences Library (HSL) Learning Commons Services supports the educational missions of the Schools of Dentistry, Medicine, Nursing, Pharmacy, and Public Health. By partnering with these schools (HSL's primary clientele) and the Student Technology Fee (STF) Committee, HSL's Learning Commons provides collaborative learning spaces for graduate and professional students. Four computer classrooms, each configured in a different way, provide settings for faculty and librarians to teach with multimedia and networked resources. A drop-in computer lab offers access to software and support staff for students to build their own presentations utilizing networked software and equipment such as scanners, color laser printers, the Microsoft Office suite of programs and EndNote Web. An open reserves area offers ready access to physical materials placed on classroom reserve and the eRes system provides quick electronic access. Funding from these schools and the STF allowed physical renovations and upgrading of equipment. Student surveys conducted before application for support permit HSL to tailor purchases to meet student needs. Most recently, HSL received a University Libraries 21st Century Grant for Innovation, Service, and Program Enrichments to provide clickers in the classroom, thus enabling instructors to use student response systems for instantaneous interactions between instructors and students. Additionally, HSL relaxed its previous ban on all food and beverages to allow

students to work in a more comfortable, welcoming atmosphere.
<http://healthlinks.washington.edu/hsl/commons>

Indicators of success:

- Usage
 - Instructor feedback
 - User feedback
-

UNIVERSITY OF WASHINGTON LIBRARIES

GIS Lab a collaboration targeting all applications of spatial data and information.

This lab was created by the combined efforts of the Earth and Planetary Science Department, the University GIS Coordinator, and the University Libraries. It is a multipurpose teaching lab dedicated to improving GIS use and education in the University. The Lab is equipped with computer equipment capable of handling the most up-to-date GIS and Remote sensing software. We have campus licenses for ArcGIS Desktop and several other GIS software packages. The lab is equipped with 2 plotters, and a color laser printer, as well as a large format scanner for scanning in maps. The audience the space is geared towards is anyone on campus interested in using GIS. There are several classes held in the space. There is assistance for the lab located in the EPSc Library adjacent to the lab. Further assistance can be found through the University GIS Coordinator's office. The space is also used for various brownbag presentations and workshops throughout the year. Associated with the lab is a mobile GIS lab that was received as part of a Grant from HP. It consists of 20 laptop computers that are outfitted with the GIS software. It is usable anywhere on campus.

<http://wagda.lib.washington.edu/gislab/>

Indicators of success:

- Increased usage
 - User feedback
 - Requests for additional instruction and activities
-

UNIVERSITY OF WESTERN ONTARIO LIBRARIES

Teaching Support Centre a campus collaboration with outreach at several libraries; supports faculty, staff, and student instruction and learning proficiencies.

Four years ago Western Libraries (WL) entered into a close collaborative partnership with the teaching and learning centre for faculty and graduate student development (the former Educational Development Office). The partnership was tangibly realized in the creation of the Teaching Support Centre (TSC). Housed in space on the main floor adjacent to the reference hall in The D.B. Weldon Library, the Arts, Humanities, Social Sciences and Information & Media Studies Library and the main undergraduate library at The University of Western Ontario, the TSC contains office and consultation space for faculty and graduate student development staff and the Information Literacy Coordinator for Western Libraries. The TSC also offers instructional technology assistance as a satellite location for Western's Instructional Technology Resource Centre that provides technical expertise and mentoring for faculty wishing to incorporate instructional technology into a course. The TSC then, offers a single point of access for pedagogical proficiency, information literacy expertise and assistance with instructional technology for faculty in support of improving teaching and learning at Western. In addition the TSC has a library of teaching resource materials now integrated into the WL online catalogue, and two classroom teaching labs that mirror classroom facilities across campus and showcase instructional innovations such as Smart Board and Symposium technology. The classrooms are used for faculty and grad student development programs and initiatives facilitated by the TSC as well as information literacy instruction conducted by WL teaching librarians. The TSC represents more than innovative physical space however. Information Literacy is a key strategic priority for WL and the partnership with the TSC has resulted the integration of Information Literacy and the role of librarians as collaborators in instruction into all of the programs and services, courses and workshops offered for Western teaching faculty and graduate teaching assistants as well as the inclusion of librarians as participants in these teaching and curriculum development initiatives. TSC website at: <http://www.uwo.ca/tsc/>

Indicators of success:

- higher profile for and increased interest in TSC programs and initiatives and in the unique partnership
- increase in programming for graduate students supporting Western's focus on improving graduate education
- anecdotal evidence, e.g. For many years in August, the TSC has offered Teaching at the University Level, a week-long program for instructors typically in their second teaching year who want to become better teachers. Formerly farmed out to classrooms and lecture theatres wherever space was available across campus, the course can now be offered in one place. TSC staff has noted a general building of community

among course participants since there has been a consistent and recognizable home for the program. An informal follow-up session was requested by participants in the first offering in the TSC as a check-in at the end of the first term, and is now included as part of the program.

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