

INNOVATIVE SPACES IN ARL LIBRARIES:
RESULTS OF A 2008 STUDY

SUBTOPIC: MULTIMEDIA

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/>

BRIGHAM YOUNG UNIVERSITY LIBRARY

Comprehensive undergraduate commons popular with students.

The Information Commons is a space dedicated to providing the opportunity for students to have a space where adequate collaborative noise levels are accepted. There are two group study rooms, many group computers and study tables and individual study tables. In addition there is a multimedia lab with two analog-to-digital conversion racks. This space has personnel to provide assistance in research, computer help and multimedia support.

<http://net.lib.byu.edu/instruction/vtour/tour/3infocomm.php>

<http://www.emeraldinsight.com/10.1108/00907320610669498>

Indicators of success:

- Increased usage by groups
 - High marks for WOREP
-

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 OF CALIFORNIA, BERKELEY, LIBRARY

New discipline-specific library mixes state-of-the-art technologies with rare collections.

C.V. Starr East Asian Library, the first freestanding building ever constructed for an East Asian Library in the nation opened on March 3, 2008. A \$52 million state-of-the-art facility all funded by private gifts, this new library serves the Berkeley and international community with the following features:

- a multi-purpose and multi-functional media center with advanced imaging, satellite and media equipment
- an on-site digitization service for faculty course development
- beautiful learning space with a large reading room, study carrels, and periodicals reading area
- a fully equipped Rare Book Room that allows teaching of imprints and documents dating back more than a thousand years
- Consolidated print collections of 400,000 volumes and an online collection of 800,000 e-resources. <http://www.cp.berkeley.edu/CVStarrEAL.html>

Indicators of success:

- This space opened in March 2008 so no data about assessment of use is available at this time

UNIVERSITY OF CHICAGO LIBRARY

Remodeled classroom improves flexibility; doubles as student collaboration space.

Room 207 in Joseph Regenstein Library (JRL 207) was a glass-walled room seating 15-20. The room could be reserved by faculty for seminars, and was otherwise available on a first-come first-serve basis for group study. After surveying the Library's Outreach and Instruction Committee, and all faculty who had recently taught in JRL 207, the Library decided to remodel the space into a technology-equipped classroom. A ceiling-mounted projector, speakers, and a retractable screen, wall whiteboard, and privacy shades were installed. An audiovisual station in the south closet contains a multi-region DVD player and audio/video inputs for a laptop. New tables and chairs provide more flexible arrangements. To increase room capacity (a request of some faculty), the Library added soft seating in the east alcove behind the door for another 3-4 students. The room is intended primarily for faculty teaching, with a secondary purpose providing space for collaborative student work involving multimedia (e.g., watching assigned film clips).

Indicators of success:

- Faculty bookings of space for teaching
 - Evidence of informal use by students on evenings/weekends
 - Positive user feedback
-

COLORADO STATE UNIVERSITY LIBRARIES

Presentation spaces accommodate groups of various sizes.

Two more presentation rooms were recently added to the Morgan Library Electronic Information Center (EIC), bringing the total number of presentation rooms to four. These presentation rooms are designed to accommodate small groups for study, research, and the development of class media presentations. In addition to seating 10 students comfortably, each presentation room has a computer, a ceiling-mounted projector and screen, and a whiteboard.

<http://lib.colostate.edu/infodesk/computers/presentationrooms.html>

Indicators of success:

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

DARTMOUTH COLLEGE LIBRARY

Media center supports full spectrum of production.

Our Jones Media Center was developed in 2000 with the opening of Berry Library, and quickly re-envisioned from a passive viewing center to an active media creation center. A suite of workshops in multimedia applications are taught regularly, there is a media equipment loan program, a media preservation lab space, and a set of student tech assistants to extend expertise through the evening hours, and group labs with high-end media equipment and space for 4-5 students to work together on a project. see <http://www.dartmouth.edu/~rwit/>

Indicators of success:

- increased usage
-

UNIVERSITY OF FLORIDA LIBRARIES

Information Commons supports various flavors of productivity in collaborative learning environment.

The mission of the George A. Smathers Libraries is to meet the information needs of the University of Florida community by serving as a catalyst for research and discovery. The burgeoning use of technology has had a profound impact on the information seeking and research behavior of library users. Library facilities are evolving from collection-centered to learning-centered institutions. A vital component of that process is the development of an Information Commons area designed to foster collaborative learning in a creative environment while matching patron needs with the latest resources and technologies. Commons specs--130 workstations divided into 5 zones: general production; digital media center; production studios; media viewing/video conferencing; and group presentation space. <http://www.uflib.ufl.edu/hss/infocommons/>

Indicators of success:

- usage of the facilities
 - usage of specialized software and computer
 - positive user feedback
-

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

Multimedia room and production studio supply state-of-the-art facilities for digital media.

a) The Picchi Multimedia Room has gone through several modifications and improvements since it was first created in 1997. In the last couple of years, all of the computers were upgraded to iMacs, a batch slide scanner and \$3000 test scanner, numerous flatbed image scanners, and the most up-to-date software packages for media development (CS3 suite and Final Cut Studio) were added. Last year we decided to keep this space open to all Georgetown users 24 hours a day. It is also where we teach workshops and provide one-on-one consultation. In '06-'07 we taught 118 classes to 936 students in this space.

b) Editing Suites and Production Studio Editing suited with Mac desktop computers are available for advanced audio and video editing in a private, state-of-the-art environment.

The following resources are available: video editing with iMovie and Final Cut, Pro HD, DVD authoring with iDVD and DVD Studio Pro, and audio editing with GarageBand and Soundtrack Pro. The production studio can be used as studio space for video production or as a digital audio recording studio featuring industry-standard Digidesign Pro Tools software. Other amenities include a Yamaha keyboard and a Mackie control surface for hands-on operation of Pro Tools. All of these rooms are open to students, faculty and staff 24 hours a day.

Indicators of success:

- positive user feedback
 - increase in workshop and usage statistics
 - increase in projects completed in the space
-

GEORGE WASHINGTON UNIVERSITY LIBRARY

Animation of planned-for learning commons is selling tool to potential donors.

We have worked with architects to develop an animation of a renovated first floor (the main service floor) of our main library to incorporate a learning commons, centralized service hub, multimedia production center, and viewing room for multimedia presentations. This animation is being used to solicit donor funding for the renovation.

<http://www.gwu.edu/gelman/advancement/1stfloor.html>

Indicators of success:

NA

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

INDIANA UNIVERSITY LIBRARIES BLOOMINGTON

One of first comprehensive information commons continues to inspire students.

The Information Commons (IC) is a place for students to interact, get technology support and research assistance, attend technology and research workshops or classes, and work in groups together or individually on course assignments. The IC supports and enhances student learning and research by providing state of the art technology and resources in an academic environment 24 hours a day. The IC provides various learning environments to accommodate the diverse learning styles and needs of students including:

- First floor: bustling group and individual workstations, large scale color printing, multimedia equipment, and two service points that support reference, software help, circulation, and hardware support
- Second floor: space for quiet individual work at computer workstations or wired tables and access to the undergraduate Core Collection
- Third floor: quiet reading room with comfortable booths, large tables, and more of the undergraduate Core Collection
- Fourth floor: group study space with open tables and access to group study rooms as well as practice presentation rooms, and video conference rooms. <http://ic.indiana.edu/>

Indicators of success:

- increased usage
 - 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
-

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
-

UNIVERSITY OF LOUISVILLE LIBRARIES

Learning commons provides full suite of undergraduate services.

The Learning Commons is a newly dedicated space in the Ekstrom Library combining library and other campus units for teaching and learning activities. It includes media services, several computer areas, faculty services, the writing center and the Digital Media Suite.

The Kersey Reading Room is a newly remodeled suite for periodicals featuring tables with lamps and comfortable seating.

Indicators of success:

- increased usage
 - positive user feedback
 - reading room always filled with students
-

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

MCGILL UNIVERSITY LIBRARY

Cyberthèque addresses various modes of learning.

The Cyberthèque is a library facility blending a diverse range of studying and learning spaces for groups and individuals, various technology and multimedia installations, and timely assistance in accessing and using information. It is comprised of:

- study pods with seating space for 10 people, a large viewing screen with a hookup for laptop, a DVD player, and a white board;
- Group study banquettes with white boards and large-screen monitors for laptop display;
- Electronic classroom;
- Individual productivity workstations;
- Quiet study areas.

<http://www.mcgill.ca/hssl/facilities/computers/cybertheque/>

Indicators of success:

- Use has been maximized within a short period of time.
- Positive user feedback from all levels of users, but particularly at level of administrators.
- Seen as a model for other campus renovation projects, as well as new approaches to student learning.

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

UNIVERSITY OF MINNESOTA LIBRARIES

SMART Learning Commons and Media Services (Walter Library).

SMART Walter shares the same goals and programs as the other SMART locations, but will also house the newly defined Libraries' Media Center. We are transitioning an old facility called the Learning Resources Center (essentially a traditional library media center) to a more forward-looking version of this

service. We relocated all media except for DVDs and videotapes to free up space for student use; DVDs and videos are in open stacks and available for check-out in addition to classroom booking. We have mid-level multimedia creation stations for student use. There is also a small group viewing room that doubles as a practice presentation room for students. None of this is terribly new; the more innovative idea we plan to pilot is making available peer consultants for research in the same way SMART now provides peer consulting for math, chemistry, etc. <http://smart.umn.edu/>

Indicators of success:

NA

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL LIBRARIES

Video/audio editing suite supports digital media creation and re-purposing for students and faculty.

The Digital Media Lab, also located in the House Undergraduate Library, offers an array of audio and video editing software and hardware to assist faculty and students with projects ranging from the integration of birdcalls into an online course to the development of a documentary short film. Trained assistance is always available and both online tutorials and hands-on classes provide an introduction to both the hardware and the software available.

<http://www.lib.unc.edu/house/mrc/pages/mediaLab/>

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.

NORTH CAROLINA STATE UNIVERSITY LIBRARIES

The Learning and Research Center for the Digital Age (LRCDA).

The LRCDA provides services, staff, equipment, and space to fulfill the role of educating faculty, students, and staff in all aspects of new information technologies as they relate to knowledge of and training in the digital environment. Components include: Digital Media Laboratory (provides assistance in creating digital materials and converting all types of media to digital formats); Usability Research Laboratory; Information Technologies Teaching Center (teaching labs); Scholarly Communication Center (deals with issues related to scholarly publishing, intellectual property, and copyright); DELTA Instructional Services (assists faculty in developing digitally delivered instruction and in promoting the integration of library resources and services into online and distance education courses); Digital Library Initiatives Department (explores and creates new digital services, technologies, and collections); Assembly Room; Multimedia Seminar Center (under renovation).

Indicators of success:

- Positive user feedback

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

RICE UNIVERSITY LIBRARY

Digital media production gets boost from special center.

The Digital Media Center supports the use and creation of multimedia in education, scholarship, and creative expression. Towards this end, we provide hands-on training, consult with patrons on digital projects, and offer access to the essential tools for creating digital resources such as web pages, digital images, digital video, digital audio, PowerPoint presentations, and animations. http://library.rice.edu/services/digital_media_center/about_dmc

Indicators of success:

- Usage
- Positive user feedback

RUTGERS UNIVERSITY LIBRARIES

Multimedia lab a popular addition to library.

The Sharon Fordham Multimedia Lab is a recent addition to the Rutgers University Libraries. Housed at the Douglass Library on the New Brunswick campus, this lab features high-end Mac workstations loaded with cutting-edge software for the design, creation, and sharing of multimedia works. The lab is also fully equipped with specialized software such as Sibelius and Caliban. The lab also features peripherals such as digital cameras and electronic keyboard to provide for a complete multimedia development experience. <http://www.libraries.rutgers.edu/rul/libs/fordham/fordham.shtml>

Indicators of success:

NA (recently opened)

UNIVERSITY OF SOUTHERN CALIFORNIA LIBRARIES

Multimedia commons concentrates tools and applications into one area.

The Multimedia Commons was developed to provide the necessary equipment and software for working with graphics, audio, and video projects. It is located at the west end of Leavey's first floor. It contains six (6) Dell Dimension 700 PC computers, each with 3.73 GHz Intel Pentium D processor, 2 Gb RAM, 250 Gb hard drive and 24" wide screen flat panel monitor. The computers include CD/DVD Burners and card readers (SmartMedia, SD, xD, CompactFlash, Memory Stick, etc). Attached to each computer is a flatbed scanner for scanning documents up to 8.5" x 11.7" The computers are provided with the multimedia productivity software also available on Leavey's Information Commons PCs. Including: Adobe: Photoshop/ImageReady CS2 9.0, Illustrator CS2 12.0, Premiere Pro 1.5, Adobe Acrobat Professional. Macromedia: Director MX 2004 v10, Fireworks 8, Flash Professional 8. Any USC faculty, staff, or student with a CURRENT library account and USC user name may use the equipment. Patron must check out a Multi-media Station Card, available at the Circulation desk. Cards/computers are available on a first-come-first-served basis and patron may use station for 4 hours. The Multi-media Station Card may be renewed ONCE if there are no other patrons waiting for station. We do not take reservations, nor is there a sign up sheet. The following accessories are available for check out at the circulation desk for use in the Multimedia Commons area:

- Headphones will work with the computers.
- WACOM 9"x12" Pen-tablets - these provide greater control of a cursor when working with graphics or retouching photos.
- Film trays for the scanner to facilitate scanning of 35mm, 6x4.5, and 4x5 film. <http://www.usc.edu/libraries/locations/leavey/mmc/>

Indicators of success:

- Logs that document 24/7 usage of the Multimedia Commons for students creating multimedia projects

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

Digital media production boosted via special center.

Digital Media Lab: provides support for media creation and use to students and faculty. The DML includes a dozen workstations that enable audio, video and image creation and editing. Full-time staff and student assistants provide one-on-one and group training and support. The space is also used for media classes offered through our library "short course" series.

<http://www.lib.virginia.edu/clemons/RMC/DML/index.html>

Indicators of success:

- The space is filled to capacity during almost all of its open hours
- Feedback is positive.
- Attendance at the short courses is high.

UNIVERSITY OF VIRGINIA LIBRARY

Arts and Media Library

Digital media support rises to next level with sophisticated "group lab".

Digital Media Lab's G-Lab: The G-Lab extends the functionality of the Digital Media Lab in the support of group work, group tutorials, and entry-level media technologies, allowing the Digital Media Lab to focus on higher-end needs and applications. The space includes about a dozen workstations in a configuration that allows small groups to gather around a single monitor. The space is staffed with student media consultants during most open hours.

Indicators of success:

- This project is in the design phase...
-

UNIVERSITY OF WASHINGTON LIBRARIES**Tools and support for collaboration on multimedia products creates popular destination.**

Within the Odegaard Undergraduate Library and Learning Commons, there are several technology-enhanced spaces where students come to collaborate and to create multi-media projects using the facilities to digitally edit text, audio and video, capture and create streaming presentations, and participate in video conferencing:

- Collaboration Studios (using Tidebreak TeamSpot software) facilitates collaboration through a shared desktop displayed on a large 52" plasma screen, visible to all group members. Group members have remote control of the shared desktop through their own computers. The software also allows the sharing of files and information between the shared desktop and any of the member's computers with a simple "click and drag" operation.
- Digital Audio Workstation provides high-end professional tools for recording and editing audio. The DAW has a comprehensive set of hardware and software that can handle a project, regardless of size, from tracking and editing all the way through the mastering and duplication phases.
- The Digital Presentation Studio (DPS) is a space to practice presentations, and record those sessions for later review. The DPS is made up of a presentation laptop connected to a plasma display, a mounted camera with microphone system, and a simple control station to start and stop the recording. The room also provides a small seating area for an audience.
- Odegaard Videoconference Studio (OVS) allows groups that are geographically separated to meet and collaborate through the use of video conferencing technologies. The studio is designed to be flexible and can accommodate connectivity with most far end locations.

Indicators of success:

- Usage
 - User feedback
 - Instructor feedback
-

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

WASHINGTON UNIVERSITY IN ST. LOUIS LIBRARIES

Arc Technology Center designed for multimedia support.

This space was designed as a technology rich area where students and faculty work on projects requiring specialized software/hardware. It is geared for customers to explore library resources and apply innovative multimedia technologies in support of teaching, learning, and research. Completed in 2002 as part of a renovation of the entire library, the space also includes a "hands-on" classroom and a regular classroom. <http://library.wustl.edu/units/arc/>

Indicators of success:

NA

YORK UNIVERSITY LIBRARIES

Renovation informed by user-centered programming.

We are planning a "Learning Commons" that will bring together in the Library not only research help but also computing, writing and general learning skills assistance. Considerable user-centered discovery is informing the emerging shape of spaces, services, and resources that will be offered. Aside from the individual and group spaces we now have, we anticipate some small windowed consultation rooms, some group rooms set up for practicing of presentations, and perhaps a lower-light area for digital multimedia editing.

Indicators of success:

- strong usage of partner services (e.g. writing and learning skills assistance)
- strong usage of the area or facilities
- positive comments from users