

INNOVATIVE SPACES IN ARL LIBRARIES:  
RESULTS OF A 2008 STUDY

**SUBTOPIC: TECHNOLOGY SUPPORT**

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

COMPILED AND EDITED BY:

Crit Stuart  
*Director, Research, Teaching  
& Learning*

Laura Iandoli  
*Administrative Assistant*

Association of Research Libraries  
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## 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
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## UNIVERSITY OF CALIFORNIA, SAN DIEGO, LIBRARIES

### **Biomedical library commons optimizes group learning and individual productivity among cohorts.**

The Biomedical Library Information Commons is an 80-user space with computers and software where the library provides expertise, technology, and content to help students, etc., work in an environment where they access, manage, and produce information all at the same workstation.

<http://tinyurl.com/yr6j6x> - also the Info Commons Blog

<http://biomedlinc.wordpress.com>

#### **Indicators of success:**

- Increased usage of facilities by grad/undergrads.
  - Increase usage of Info Commons computer consultants.
  - High attendance at Info Commons classes.
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## 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

## 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
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## 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
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## 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

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## 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

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## 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

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## UNIVERSITY OF GUELPH LIBRARY

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

The McLaughlin Library (building) has a very active Learning Commons, which integrates support for student learning by bringing together staff expertise in library research, learning and writing assistance, IT support, and support services for students with disabilities. The Learning Commons offers a wide range of peer helper programs, with students helping students through writing assistance, study workshops, supported learning group sessions (modeled on the University of Missouri - Kansas City Supplemental Instruction program) and

one-on-one teaching of IT skills. Modest renovations were made to the Library's first floor to create the Learning Commons in 1999. Annual renovations to the Library's main floor over the past eight years have expanded and enhanced the Learning Commons. Service desks for research and computing help, learning and writing services, the Library Centre for Students with Disabilities, a resource area, staff offices, and consultation rooms are located in close proximity to each other. Like other libraries, Guelph recognized the importance of social study space. Therefore, renovations have transformed the first floor of the Library, incorporating a snack and beverage service, group study space, and soft seating for socializing. Computer labs and larger rooms required for workshops and supplemental instruction are located throughout the Library as well as on the main floor. The following steps were taken to enable the transformation of the first floor:

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

**Indicators of success:**

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

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## 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
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## UNIVERSITY OF IOWA LIBRARIES

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

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

**Indicators of success:**

- increased usage
  - groups utilizing space
  - positive user feedback
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## 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](http://www.cer.jhu.edu)

#### **Indicators of success:**

- positive feedback from faculty and grad student "patrons"
  - increasing demand for access to our resources
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## KENT STATE UNIVERSITY LIBRARIES

### **Collaborative Learning Space conforms to wall-less classroom.**

This flexible learning space supports collaborative learning, and can be scheduled by a faculty member for regular class sessions. The area is in close proximity to the print collection and provides the opportunity for guided introduction to the use of materials. Teacher's workstation with computer, projector and document camera is available. Whiteboards are available. Area has wireless access. <http://www.library.kent.edu/tower>

#### **Indicators of success:**

- positive feedback from those faculty who have used it
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## 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

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## MCMASTER 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 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

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## BIBLIOTHÈQUES DE L'UNIVERSITÉ DE MONTRÉAL

### **Information Commons sustains mixed environment targeted to students.**

Although information commons have been around for several years now, it is still a good example of combining space and technology for teaching and learning. At Université de Montréal, we have two existing information commons (one in the Social Sciences and Humanities Library and one in the Health Sciences Library), and a third launched in winter '08.

Targeted audience: Although not limited to any category of users, information commons are aimed at students more than at faculty. Services and resources offered:

4. For individual work: Computer stations with access to catalog, databases, Internet and a variety of productivity software (MS Office, Acrobat, image manipulation, web page editor, etc.). Possibility of reserving workstations - Wireless access for laptops - CD writers - Scanners (text, slides) - Printers (b&w and color) - Projector - Photocopiers
5. Group study rooms on site
6. Group instruction lab via workshops
7. Help available on location: One computer technician is available to help students with use of computers and software. Websites (in French)
  - a) Information Commons of the Social Sciences and Humanities Library: <http://www.bib.umontreal.ca/SS/carrefour/index.html>
  - b) Information Commons of the Health Sciences Library: <http://www.bib.umontreal.ca/SA/carrefour/default.htm>

### **Indicators of success:**

- use of the facilities and equipment
- use of the technical support services offered in the facilities
- staff and students' feedback

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## 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
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**OHIO UNIVERSITY LIBRARIES****Collaborative commons offers various flavors of assistance to undergrads.**

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

- Up-to-date technology: computers (both Mac and Windows), scanners, printers (including color), photocopiers, production tools, loan of laptop computers
- Library Services: reference librarians who can help you find information for your research
- Technology Services: technology assistants who can help you with software
- Writing assistance: the Student Writing Center can help with the writing process
- Media: a large collection of videos in Instructional Media
- A café, student lockers, new books display, and much else...

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

**Indicators of Success:**

- Increased gate count
  - Stable reference statistics (in an era when most libraries are reporting a decline of reference statistics)
  - Pressure to expand the hours of the rest of the building because of overcrowding in the Learning Commons
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**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](http://library.rice.edu/services/digital_media_center/about_dmc)

## Indicators of success:

- Usage
  - Positive user feedback
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## 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/](http://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

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## 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

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## VANDERBILT UNIVERSITY LIBRARY

### **Classroom doubles as productivity space when not reserved for instruction.**

Our Peabody Library Learning Commons provides a variety of software and serves as a training and instruction room for both library staff and teaching faculty. When not reserved for classes, the room is open for general use.

<http://www.library.vanderbilt.edu/peabody/commons/index.html>

**Indicators of success:**

- increased usage
  - software facilitation
  - collaborative learning environment
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**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://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
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**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.
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**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...
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**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

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## **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 Sympodium 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.

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## 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
- 

**YORK UNIVERSITY LIBRARIES****Study spaces incrementally improved.**

We currently provide a variety of spaces for individual study and group discussion, ranging from quiet carrels to group study rooms. We have also set up, in response to student demand, a graduate student reading room and a silent study hall (the SSH!). We have also opened an in-library instruction room for student drop-in use of the computers (with student computer assistants). We have recently renovated some study areas, and have done this with the advice of student focus groups. We have, on their recommendation, included student art pieces as decorative elements.

**Indicators of success:**

- strong usage of spaces
- positive comments by users
- a lower noise level in study areas