INNOVATIVE SPACES IN ARL LIBRARIES:
RESULTS OF A 2008 STUDY

SUBTOPIC: VIDEOCONFERENCING

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

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

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

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

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http://www.arl.org/rtl/space/2008study/
UNIVERSITY OF BRITISH COLUMBIA LIBRARY

Immensely 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.

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/](http://www.uflib.ufl.edu/hss/infocommons/)

**Indicators of success:**

- usage of the facilities
- usage of specialized software and computer
- 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/](http://ic.indiana.edu/)

**Indicators of success:**

- increased usage
- positive user feedback

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“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
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