Weaving Our Future

• Break down of the renovation process

• Case Study – What we are doing at UNCG

• Journal of Learning Spaces
Why do you need a Renovation?

• Age of building, wear and tear (cosmetic decay)
• Outdated, a turn-off for stakeholders
• Technology outdated
• Changes to pedagogies
• Infrastructure not up to standards (potential safety issues)
• Changes to mission, campus needs
• Changes to user expectations for space use
  • Competition
  • Declining interest
Anatomy of a Successful Renovation

- Funding
  - Government
  - Development
  - Other
  - Budget

- Environmental Scans
  - Site visits
  - Data Gathering
  - Stats

- Approvals
  - State Codes
  - Local Codes
  - Oversight

- Programming
  - Stakeholders
  - Services
  - Campus expectations

- Design
  - Initial (d)
  - Tweaking (d)
  - Sequencing
  - Staging/Logistics

- Design Document
  - Review
  - Revision
  - Approval

- Construction Documents
  - Communication of process, expectations

- Renovation Complete
  - Press release
  - Celebration

Oversight Committee
- Troubleshoot
- Mediate conflict (d)
Realistic Expectations need Funding

- Government support (capital improvements)
- Donor support or campaigns
- Grassroots advocacy
The Price of Space

• Maintaining print collections
  ▫ Processing
  ▫ Access/delivery
  ▫ Shelving and repair

• Storage and retrieval costs

• New technologies

• Infrastructure needs

• Updated furnishing

“Limited funding forces libraries to make financial choices”
What’s Happening out There?

- On Campus
- Immediate area
- Virtual competition
Environmental Considerations

Space attributes being assessed

- Space that inspires study and learning
- Comfortable and inviting
- Quiet space for individual contemplation
- Community space for group and collaborative learning, study and related activities
- Space that serves as a gateway and accessibility for study, learning, research and related resources

Third place space

- Fosters community spirit and involvement
- Encourages creative and collaborative thinking
“The Third Place” Criteria

- **Oldenburg’s Characteristics:**
  - On Neutral Ground
  - Leveler
  - Accessibility and Accommodation
  - The Regulars
  - Low Profile
  - The Mood Is Playful
  - Home Away from Home
Who needs to be in the Loop?

Approval Process:
- Administrators
- Construction authorities
- Code and zoning
- Authoritative guidance
What is expected to happen there?

- Services
- Stakeholders
- General expectations
- Information gathering
Doing your research

Primary
*(data gathered firsthand)*
- Experimental
- Pilot projects
- Surveys
- Interviews
- Focus groups
- Direct observation
- Testing

Secondary
*(data gathered by others)*
- Secondhand reports
- Historical data
- Purchased data
- Professional publications
- Benchmarking
- Best-practices reports
Example of Secondary Data – Stats prepared

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<table>
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<th>Code</th>
<th>Space / Function</th>
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<th>GSP</th>
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<td>GRAND TOTAL:</td>
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<td>236.423 Existing</td>
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<td>Net income</td>
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Assessment Study

- Focus groups – library is important haven for research and study

- Observational studies – Students are crowded and need better defined spaces

- Surveys – Library is considered essential for completing education

![Reference Room Total]
Site Visits

“What was Learned?”
NCSU – Hill Library

- Central service point
- Adjacent to maker studio
- Alice in wonderland furniture
- Multiple/diverse chairs types, styles, comfort
- Furniture on wheels
NCSU – Hill Library

- Walls of glass
- Segmentation of areas
- Sound considerations
- DIRT - Doing It Right This Time
- Integration of electric and tech
- Clean
- Order as furniture (state contract)
NCSU – Hunt Library

- Lots of wipe boards
- Herman Miller (higher quality)
- Variety of chairs, individual and group options
- Stadium seating + screen for presentations
- Faculty spaces with access control
NCSU – Hunt Library

- Chairs/furniture durability
- Gaming room, vs. GSU curve, Curve preferable - accessible, making technology easy to use
- Placement of floor plugs
New Service Concepts Overall

- Re-org circulation staff
- Service desk/triage
- Hockey puck chargers check out
- Security/housekeeping centralized
- Exterior updates to modernize
Virginia Commonwealth University

- Vendor features
- i.e., Steelcase, solid, lights (AT), electrical, hooks, wider width
- Topless walls venerable to noise but made for light
Virginia Commonwealth University

- Multi-functional event space
- Catering kitchen
- Big screen/projection capabilities
- Adjacent outdoor spaces
- Brings convening service to library
Liberty University

• Levels of service triage by counter set-up
• *Delta is ready when you are*
• Door noises a problem
• Natural daylight important
Purposeful Assessment of Space

Space as a factor to organization’s mission
• Gathering
• Services provided
• Partner in learning

Things to consider
• Consideration of assessment’s purpose
• Types of questions to be used
• Data-gathering methodologies
• Reporting strategies for results
From Ideas to Adjacencies

- Initial concepts
- Tweaking
- Sequencing
- Staging
- Logistical needs
Oversight (Advisory) Committee

Campus representation
Coordinates the role of others
Helps project by:
• Keeping stakeholders informed
• Communicating progress
• Soliciting feedback
• Asking questions along the way
Coming to Some Agreement

- Priorities
- Review/revisions
- Approval
Staying on Budget

Construction
Manager-at-Risk

owner

design

construction

subcontractors
Preparing the Roadmap

- Funding
- Environmental Scans
- Approvals
- Programming
- Design
- Design Document
- Construction Documents
- Renovation Complete

Construction Documents
- Communicating process
- Establishing timelines
- Check logistics
  - i.e., sequencing
You are There!!

- Punch List!!
- Communication pathways
- Celebrations
ACRL Library Building Design Resources

https://acrl.libguides.com/buildingresources
Our Path

Jackson Library

The University of North Carolina at Greensboro
Considerations for Library Building Projects

I. Where do the print books go?

II. Which service points do we need, and how will they be staffed?

III. Which types of user spaces do we require?

IV. Where will staff be located?

V. Which other functions or units should be invited into the library?
Changing User Needs

**Collections Based**

- All materials warehoused and available quickly
- Collection selected and endorsed by faculty as extension of classroom resources
- Collection built to support research with primary sources
- Significant financial investment made to process, deliver and maintain collection

**User/Learner Focused**

- Dedicated space to support learning needs
- Technology driven attributes to access needed resources
- Group space to meet and work collaboratively with classmates
- Individual study with tools/conveniences to support technology
- Financial resources stretched to cover larger breadth of collaborative/technological needs
What Students Want

- Small group workspaces
- Access to tutors, experts, and faculty in the learning space
- Table space for a variety of tools
- Integrated lab facilities
- IT highly integrated into all aspects of learning spaces
- Availability of labs, equipment, and access to primary resources
- Accessible facilities
- Shared screens (either projector or LCD); availability of printing
- Workgroup facilitation

-Learning Spaces Educause
Recurring Themes

• Bookbot, central storage, collection displacement
• Chill beamed
• Group study rooms / student population (multiple sizes and large quantities)
• Comparative statistics
• Central service points
• Stadium risers
• Walls, glass, integration of electrical and technology, various designs, writable
• Information display screens (Four Winds)
• Quiet/group study policies and signage (separation of space types)
• Food options available
Notes

• Natural lighting
• Power everywhere, double what you think
• Lockers everywhere, different policies, different levels of implementation
• SCUA hand washing station
• Mobile furniture, flexible spaces
• Use of color for wayfinding (primary colors, indirect lighting, LEED components)
• Exterior spaces/garden/green spaces/publicly accessible?
• Needs strong recycling program
• Graduate/faculty/scholar(s) space separate with features (IDEA partner)
• Spaces for recruitment purposes (inspiration), faculty/student
Library Space is Limited

• No longer collection storage only!
• New models have emerged for collection management
  • More electronic resources
  • Off site storage and collaborative options
  • Quantitative volume counts less important
  • Learning assessment based on student outcomes
• Collection space shared with “Users”
• Building additions, expansions and remodels competing with other projects in a tough economy
## Learning Attributes

<table>
<thead>
<tr>
<th>Attribute</th>
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<tbody>
<tr>
<td>Group teaching/learning</td>
</tr>
<tr>
<td>Simulated/special learning environments</td>
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<tr>
<td>Immersive environments</td>
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<tr>
<td>Peer-to-peer and social learning</td>
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<tr>
<td>Learning cluster</td>
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<tr>
<td>Individual spaces</td>
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<tr>
<td>External spaces</td>
</tr>
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</table>
Stakeholder Experiences

Drama excites your customer, community and visitors.

Sometimes your building creates drama..........

Sometimes it doesn’t.......how do you create your own drama or experience.

Circulation can be critical for the patron’s library experience.
Addressing Accessibility
Jackson Library
Center of Campus
Third Floor Plan (closed stacks)
Restroom Accessibility
First Floor Concept Plan
Typical Tower Floor Plan

- Collaboratories
- Special Libraries
- Carrels and Lounge
- Collaboratory
Computer Lab Refresh
Digital Media Concept
Learning from Others

© Noel Studio for Academic Creativity
Eastern Kentucky University
What has been Successful?

© Digital Media Lab, UPenn

© Media Lab, Georgia Tech

© Wiegle Info Commons, UPenn
Emerging Trends

© Media Production Center, Seattle University

©Digital Media Lab, Skokie Public Library
Master Space Planning Developing Concept/Costs
### Motivators

**Drivers:**

<table>
<thead>
<tr>
<th>DEFERRED MAINTENANCE AND COMPLIANCE WITH CURRENT CODE</th>
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<tbody>
<tr>
<td>Refurbish the 1950 and 1973 Buildings</td>
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<tr>
<td>- Replace aged HVAC and electrical systems with new energy efficient systems</td>
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<tr>
<td>- Install required current code compliant fire suppression</td>
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<tr>
<td>- Create current code compliant fire stairs and elevators</td>
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<table>
<thead>
<tr>
<th>INCREASE STUDY SPACE</th>
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<tbody>
<tr>
<td>Increase study, research and instruction space</td>
</tr>
<tr>
<td>- 1973 enrollment: 7,000</td>
</tr>
<tr>
<td>- 2018 enrollment: 20,000</td>
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<tr>
<td>- Double student seating counts</td>
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<tr>
<td>- Collaborative team rooms</td>
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<tr>
<td>- Quiet study space</td>
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<tr>
<td>- Modernize service points</td>
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<table>
<thead>
<tr>
<th>STUDENT SUCCESS</th>
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<tbody>
<tr>
<td>Unify Student Success Functions</td>
</tr>
<tr>
<td>- Writing Center</td>
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<td>- Speaking Center</td>
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<tr>
<td>- Tutoring</td>
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<td>- TRIO</td>
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<td>- Digital Action and Training</td>
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<tr>
<td>- McNair Scholars Program</td>
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<td>- Academic Skills</td>
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<tr>
<td>- Supplemental Education</td>
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<table>
<thead>
<tr>
<th>MODERNIZE STAFF WORKSPACE</th>
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<tr>
<td>Improve staff working spaces</td>
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<thead>
<tr>
<th>PROTECT VALUABLE RESOURCES</th>
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<tbody>
<tr>
<td>Create a proper archival storage environment</td>
</tr>
<tr>
<td>- Special Collections</td>
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<tr>
<td>- University Archives</td>
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<tr>
<td>- Provide growth space for the unique signature of the campus that these collections represent</td>
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Vision/Goals

**Technology Support and Training**
- Increase access to current academic technologies
  - IT Support
  - Computing
  - Media creation and manipulation
  - Large scale visualization lab
  - Makerspaces
  - Emerging Technologies

**Innovation in Teaching and Learning**
- Partner with the University Center for Teaching and Learning
  - Support faculty training in emerging academic technologies

**SUPPORT UNIVERSITY AND COMMUNITY EVENTS**
- Improve Student Center’s and Library’s ability to accommodate events
  - Meetings
  - Convocations
  - University Events
  - Business events
  - Community events

**Digital Scholarship**
- Create a Center for Digital Scholarship and Visualization

**Integration into Evolving Campus Master Plan**
- Improve the library’s connection to campus vehicular and pedestrian access
Concept Design
Establishes Cost Projections
New Entrance
Open Spaces
Branding
Exterior with Expansion
Conclusions

**Library space is important because:**

- A place to work and socialize
- A place to be inspired and creative
- A place to convene for collective works
- A place to find information, learn self educate

**It is important that library spaces are:**

- Architecturally enhanced or inspiring
- Kept clean and in good shape
- Engages atmospheric conditioning to create excitement
References


Journal of Learning Spaces

http://libjournal.uncg.edu/jls/index
What is the Journal of Learning Spaces?

“A scholarly, multidisciplinary forum for research articles, case studies, book reviews, and position pieces related to all aspects of learning space design, operation, pedagogy, and assessment in higher education.”
Questions???