

Anatomy of a Renovation



UNC GREENSBORO
University Libraries

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Interim Dean and Professor

June 14, 2022

Weaving Our Future

- Break down of the renovation process
- Case Study – What we are doing at UNCG
- Journal of Learning Spaces

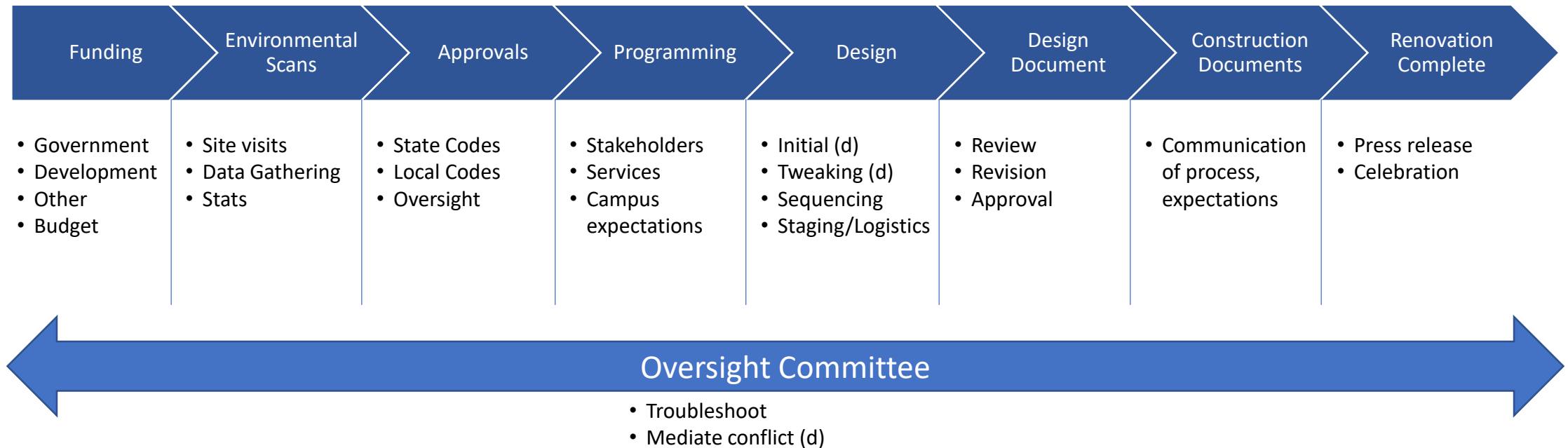


Why do you need a Renovation?

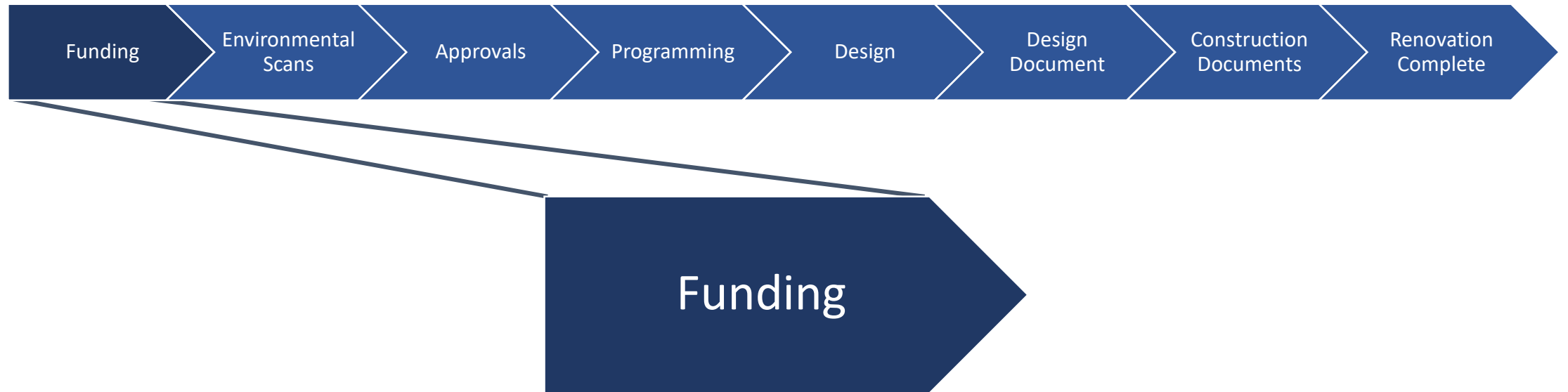
- Age of building, wear and tear (cosmetic decay)
- Outdated, a turn-off for stakeholders
- Technology outdated
- Changes to pedagogies
- Infrastructure not up to standards (potential safety issues)
- Changes to mission, campus needs
- Changes to user expectations for space use
 - Competition
 - Declining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



Anatomy of a Successful Renovation



Realistic Expectations need Funding



- Government support (capital improvements)
- Donor support or campaigns
- Grassroots advocacy



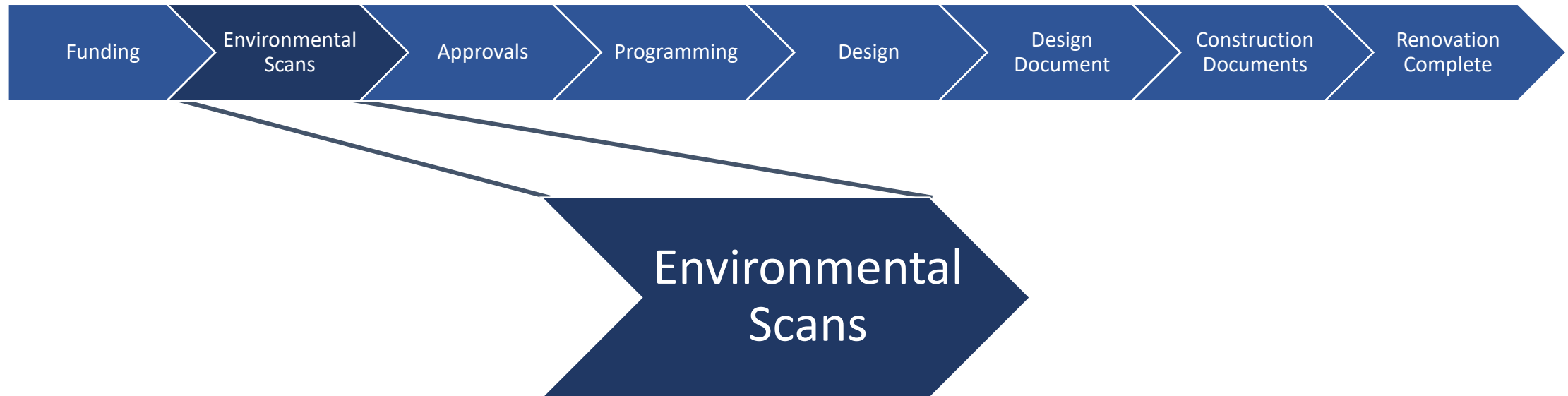
The Price of Space

- 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

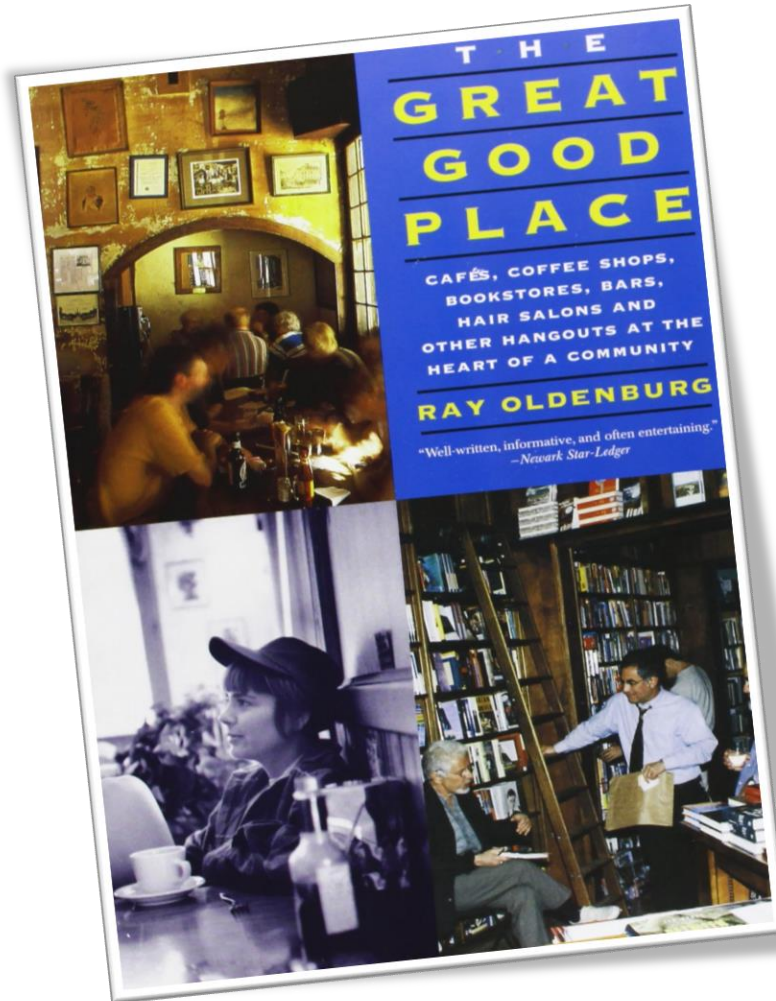
- Space that inspires study and learning
- Comfortable and inviting
- Quiet space for individual contemplation
- Community space for group and collaborative learning, study and related activities
- Space that serves as a gateway and accessibility for study, learning, research and related resources

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?



Approvals

- 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

UNCG JACKSON LIBRARY | MASTERPLAN 2018
PROGRAM OF FUNCTIONAL SPACES

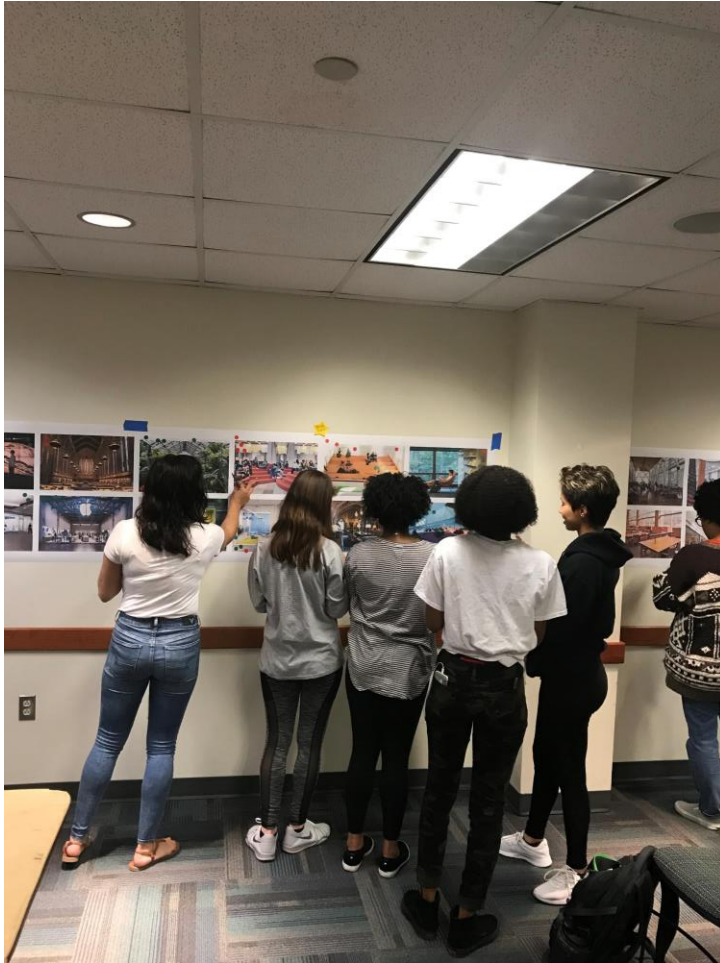


THE UNIVERSITY of NORTH CAROLINA
GREENSBORO

Code	Space / Function		
EN	Lobby/Entrance	6,620	ASF
EV	Event Space	9,100	ASF
AS	Access Services	3,300	ASF
Li	Library Administration	3,835	ASF
TS	Technical Services	3,580	ASF
AR	Special Collections	20,560	ASF
GC	General Collections	26,000	ASF
GS	General Seating/Computing	54,208	ASF
CL	Instruction Space	10,950	ASF
DMC	Digital Media Commons	6,920	ASF
RE	Research, Outreach, and Instruction - ROI	5,935	ASF
ERIT	Electronic Resources & Information Technologies ERIT	3,240	ASF
ITS	Information Technology Services	1,030	ASF
ASC	Academic Success Center	4,650	ASF
DACTS	Digital Action, Consultation, & Training Studio	2,110	ASF
DiSC	Digital Scholarship Center	1,455	ASF
OUR	Office for Undergraduate Research	730	ASF
UTLC	University Teaching & Learning Center	3,700	ASF
WC	Welcome Center	0	ASF
BS	Building Services	2,670	ASF
	GRAND TOTAL:	170,593	ASF 146,749 Existing
	Anticipated GSF	276,361	GSF 238,423 Existing
		37,938	GSF Net Increase

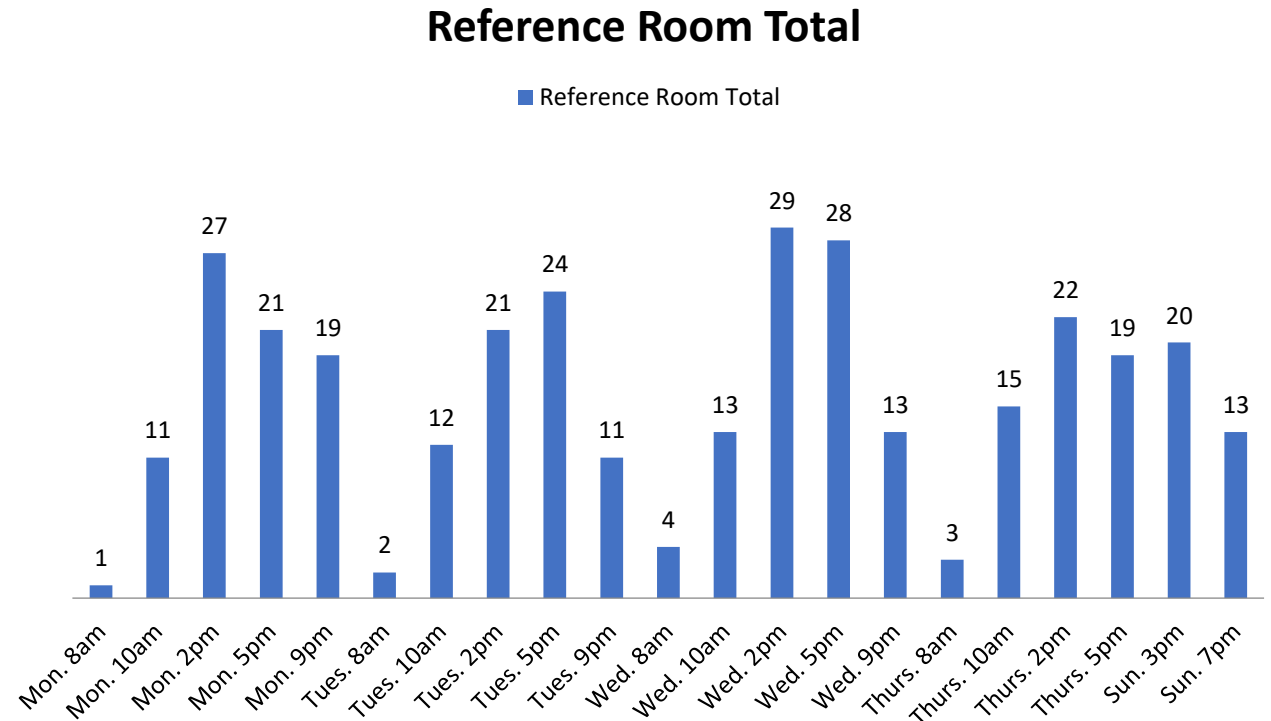


Focus Groups



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



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



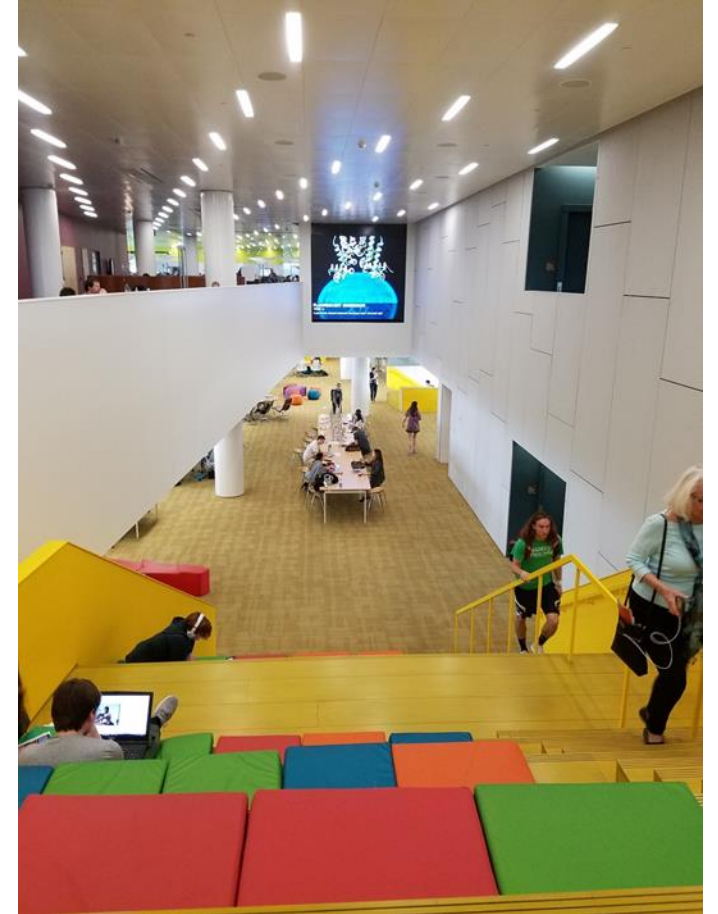
- Walls of glass
- Segmentation of areas
- Sound considerations
- DIRT - Doing It Right This Time
- Integration of electric and tech
- Clean
- Order as furniture (state contract)



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



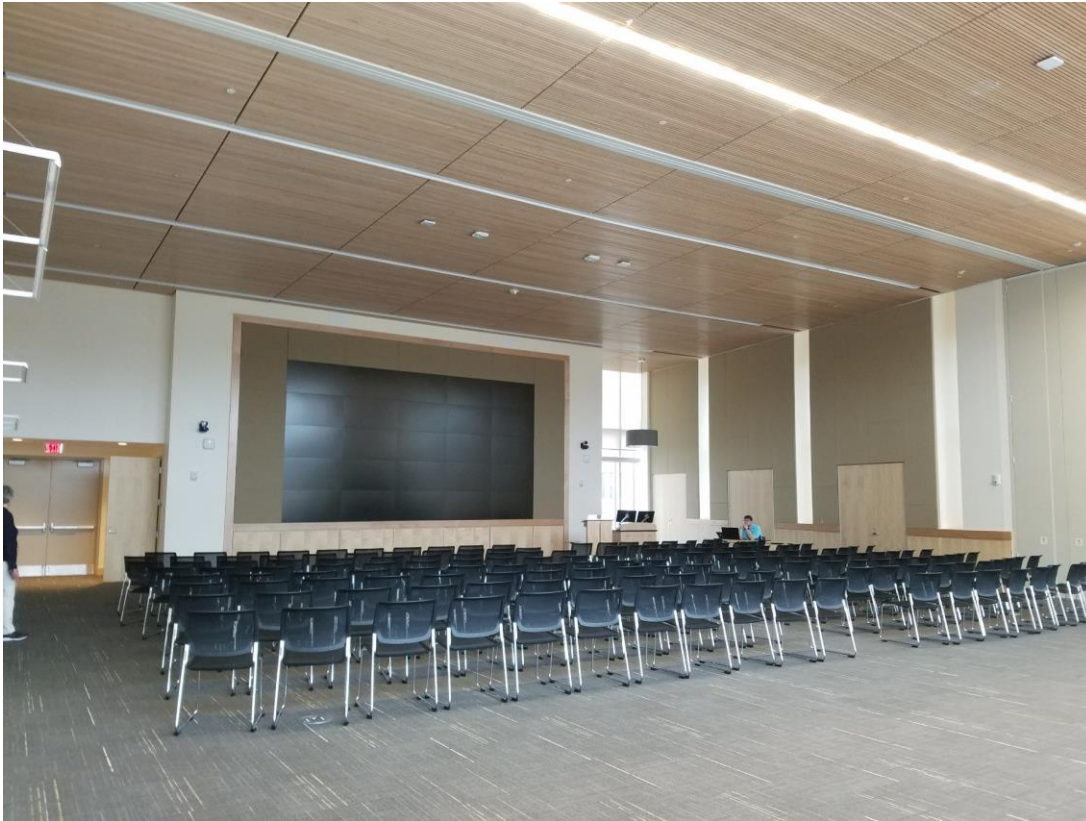
Virginia Commonwealth University



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

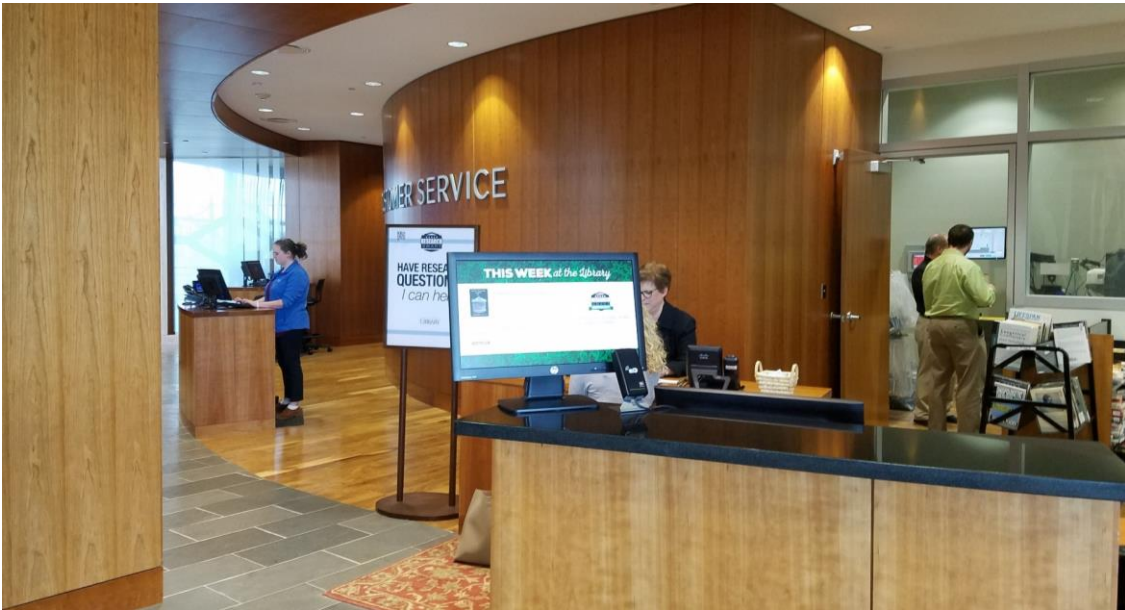


Virginia Commonwealth University



- 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

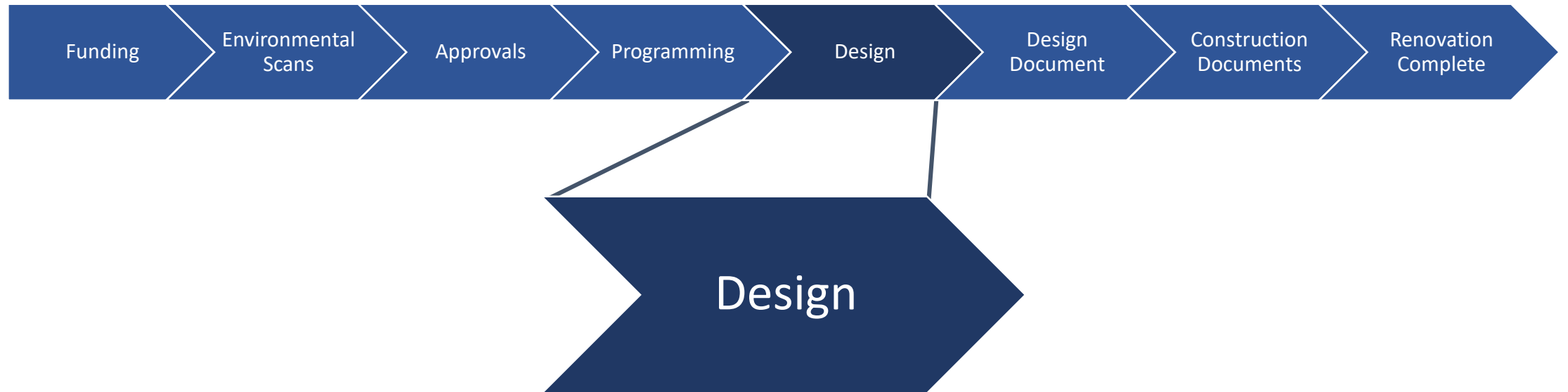
- Gathering
- Services provided
- Partner in learning

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

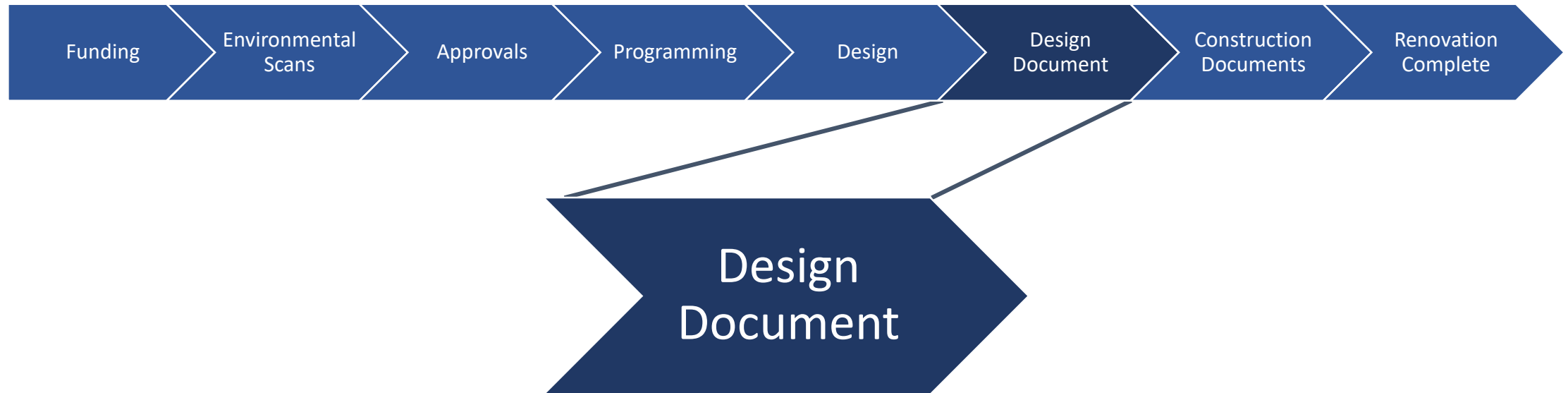
Coordinates the role of others

Helps project by:

- Keeping stakeholders informed
- Communicating progress
- Soliciting feedback
- Asking questions along the way



Coming to Some Agreement

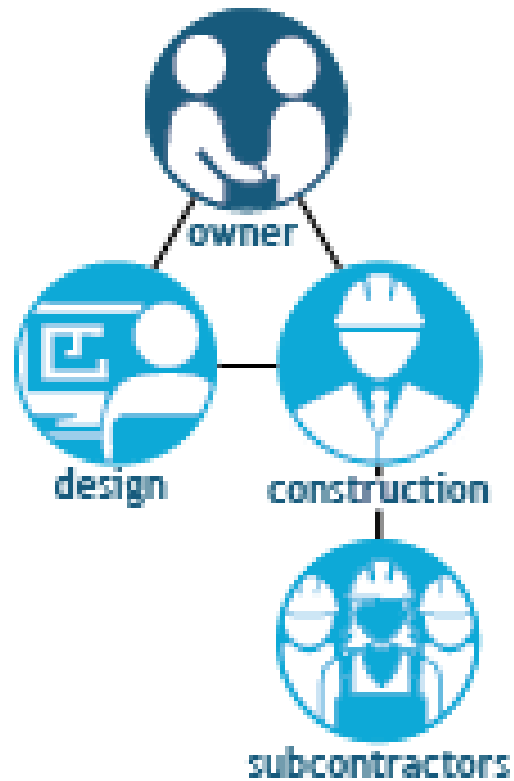


- Priorities
- Review/revisions
- Approval



Staying on Budget

Construction Manager-at-Risk



Preparing the Roadmap



- 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>



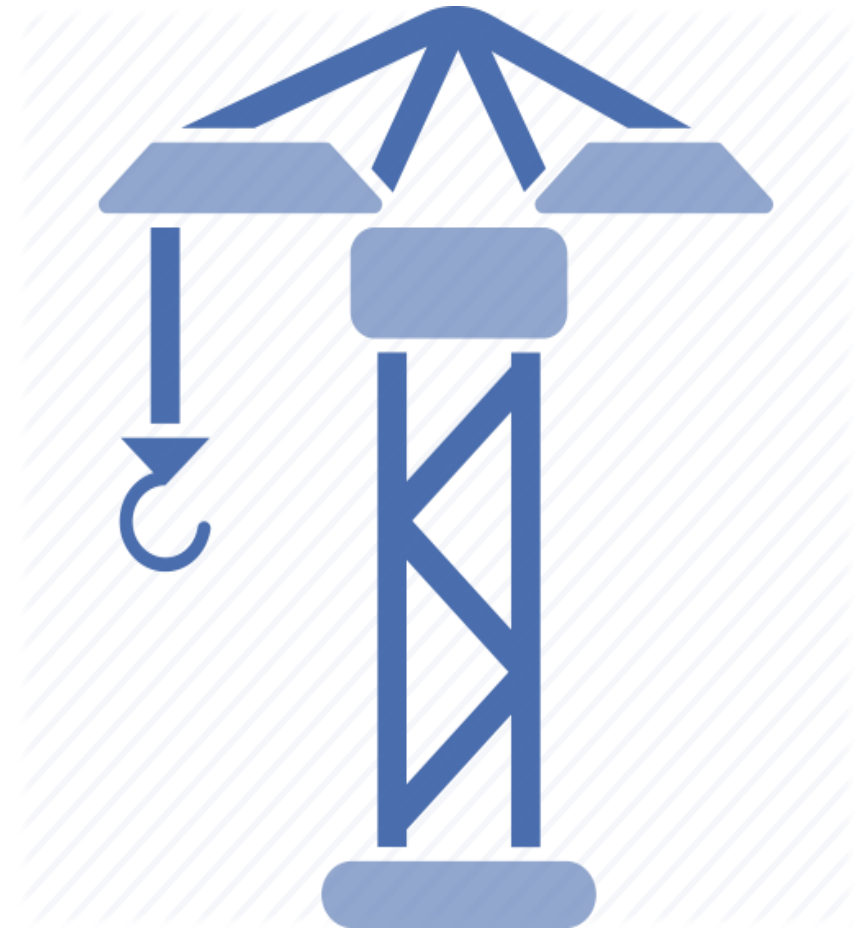
Our Path

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

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



Group teaching/learning



Simulated/special learning environments



Immersive environments



Peer-to-peer and social learning



Learning cluster



Individual spaces



External spaces



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.



Service Standards



Addressing Accessibility



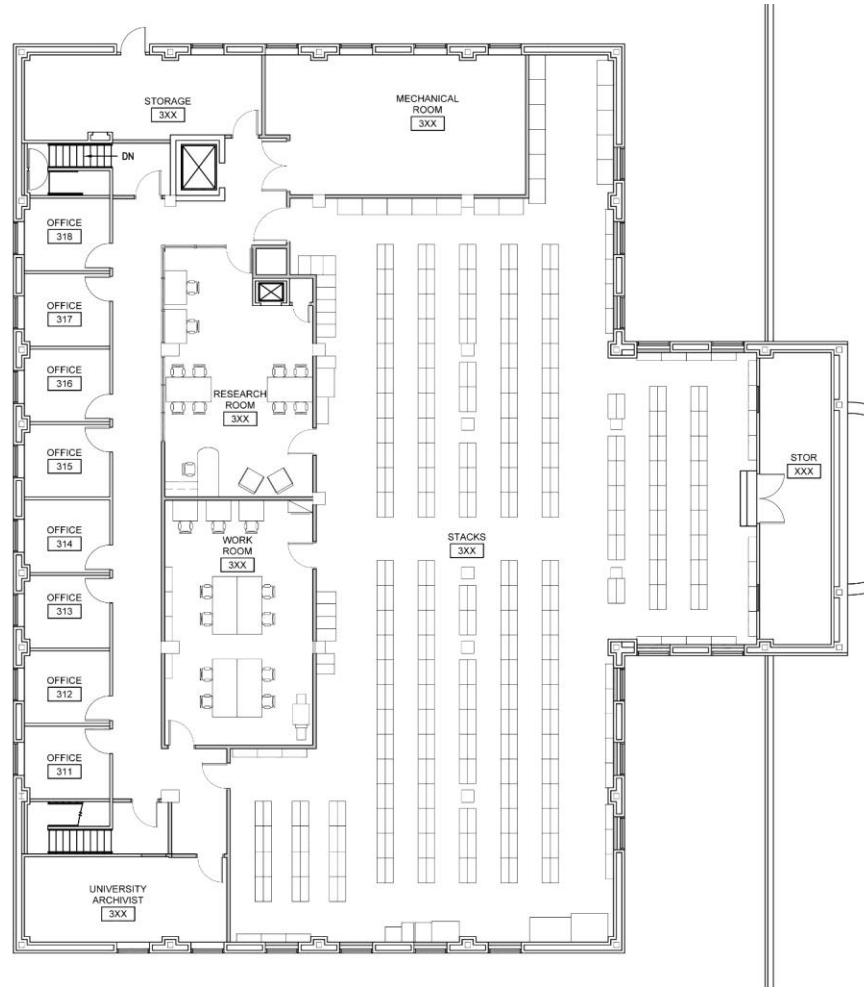
Jackson Library



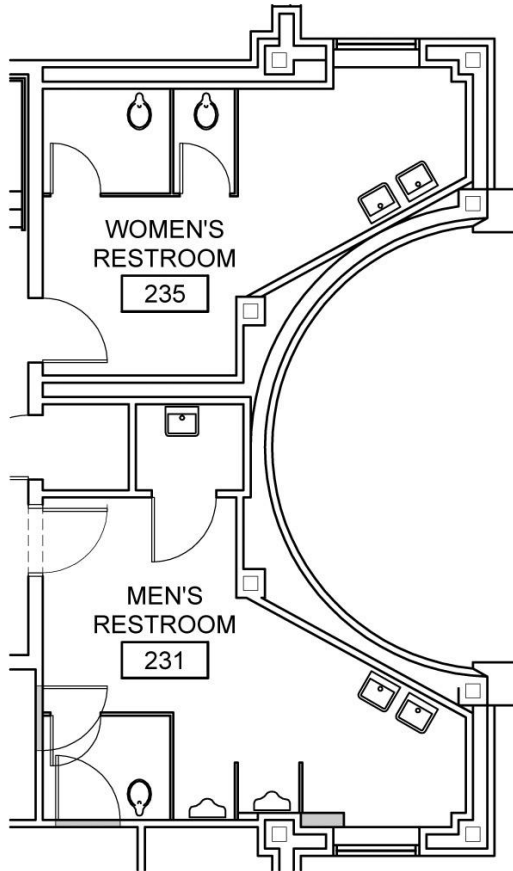
Center of Campus



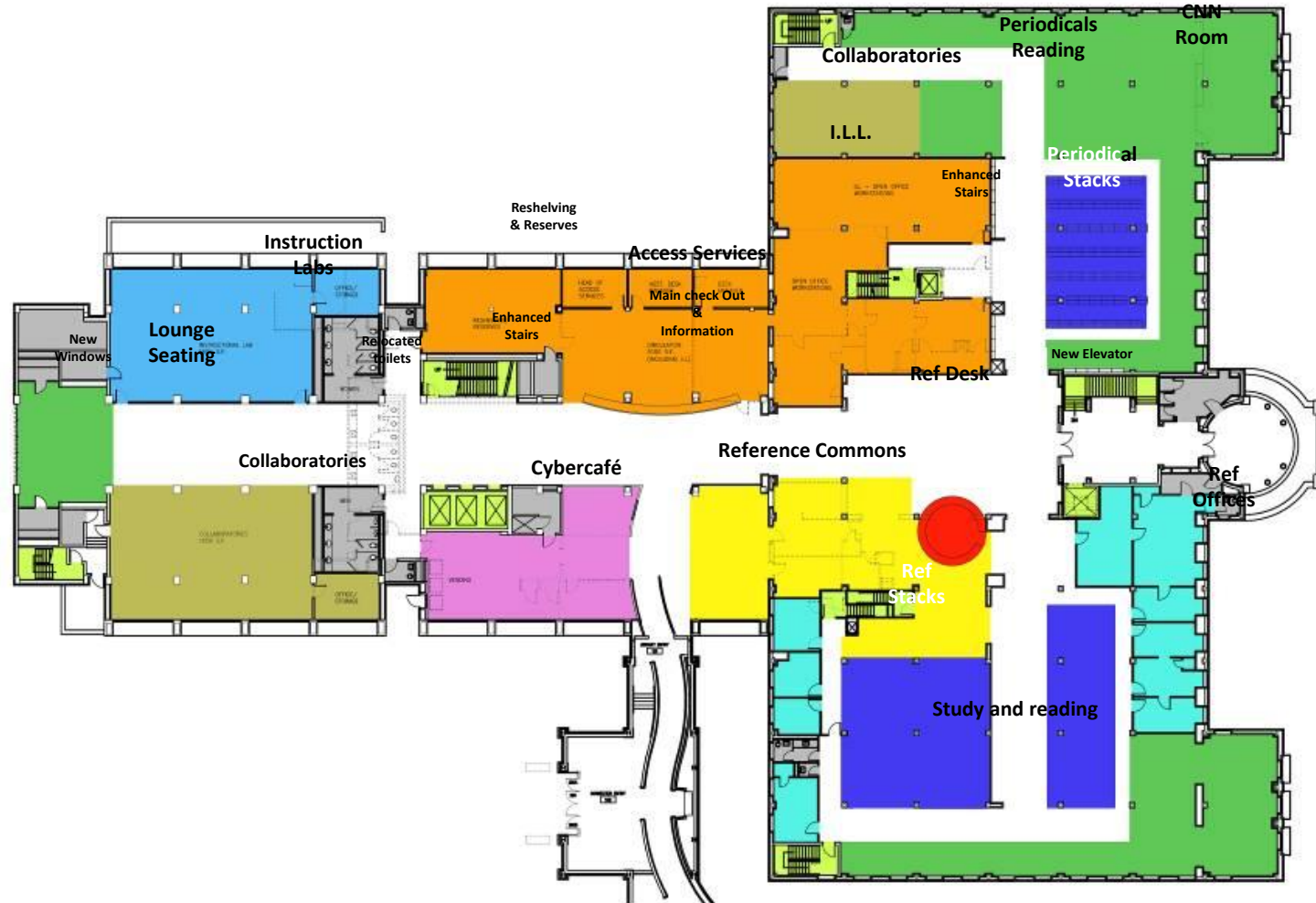
Third Floor Plan (closed stacks)



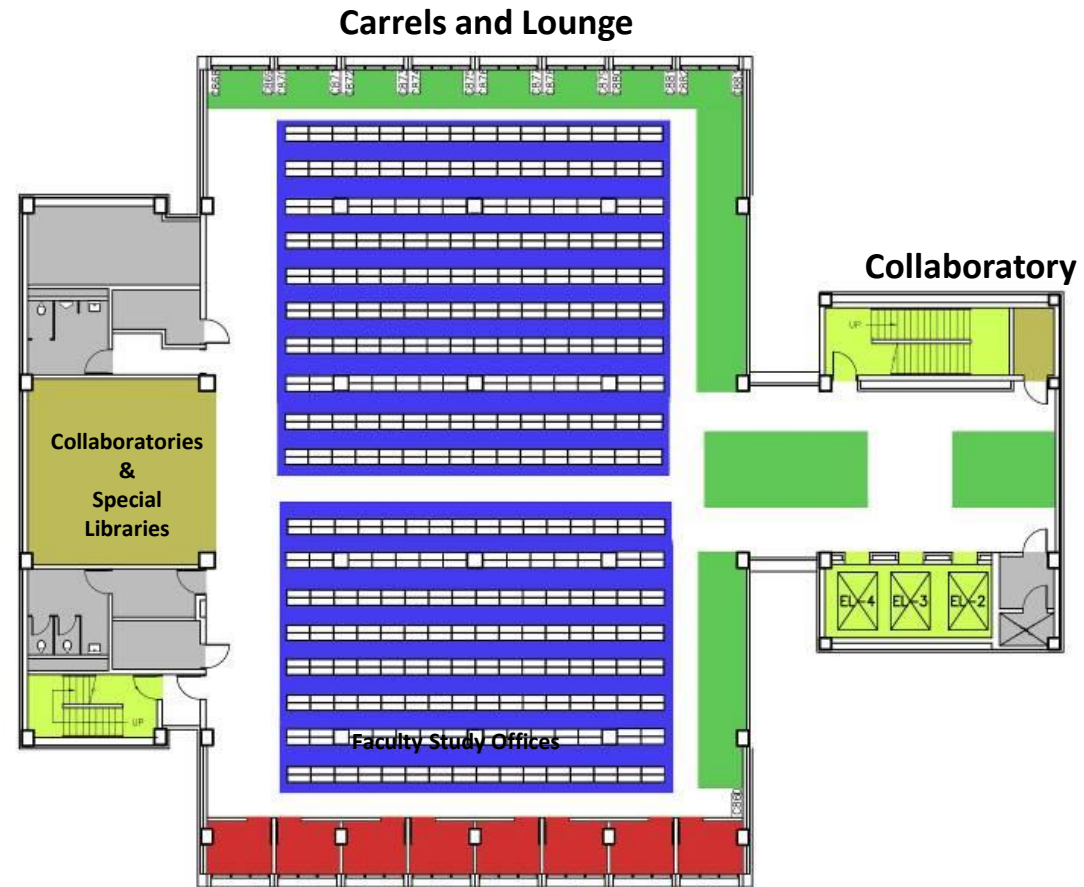
Restroom Accessibility



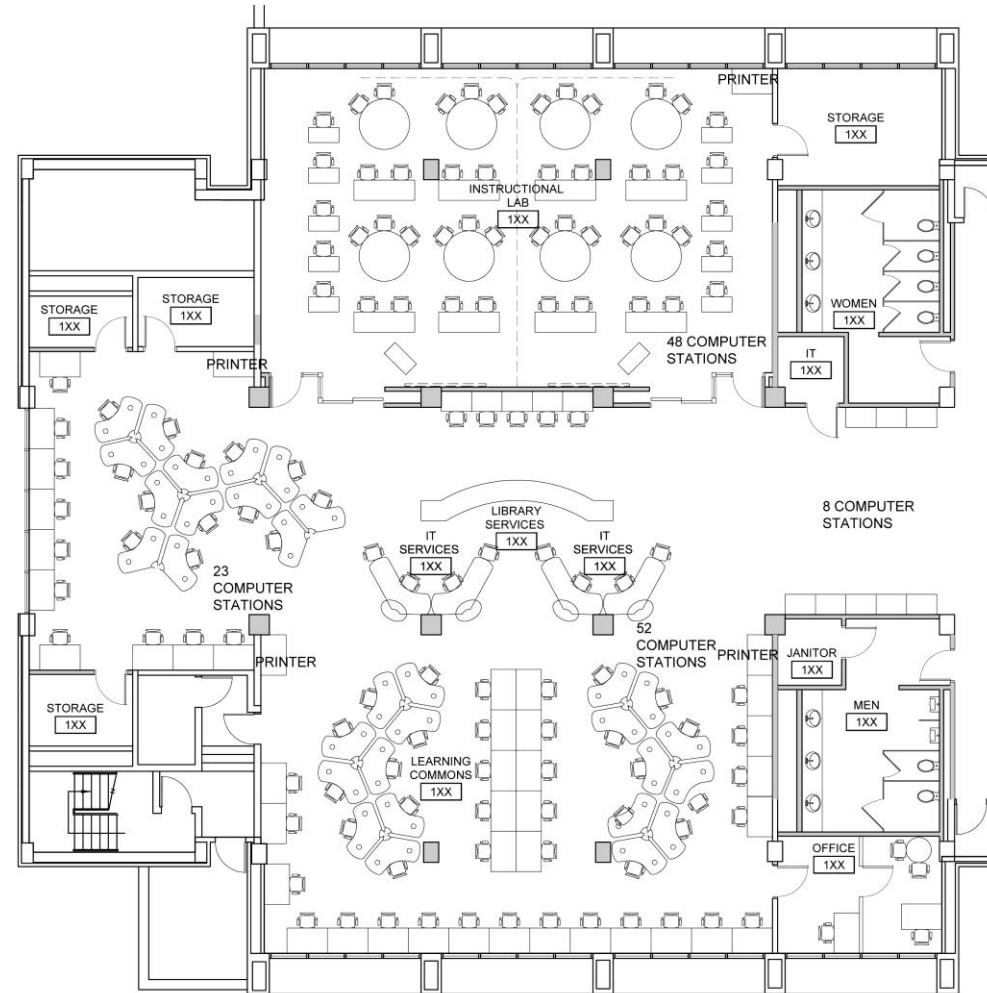
First Floor Concept Plan



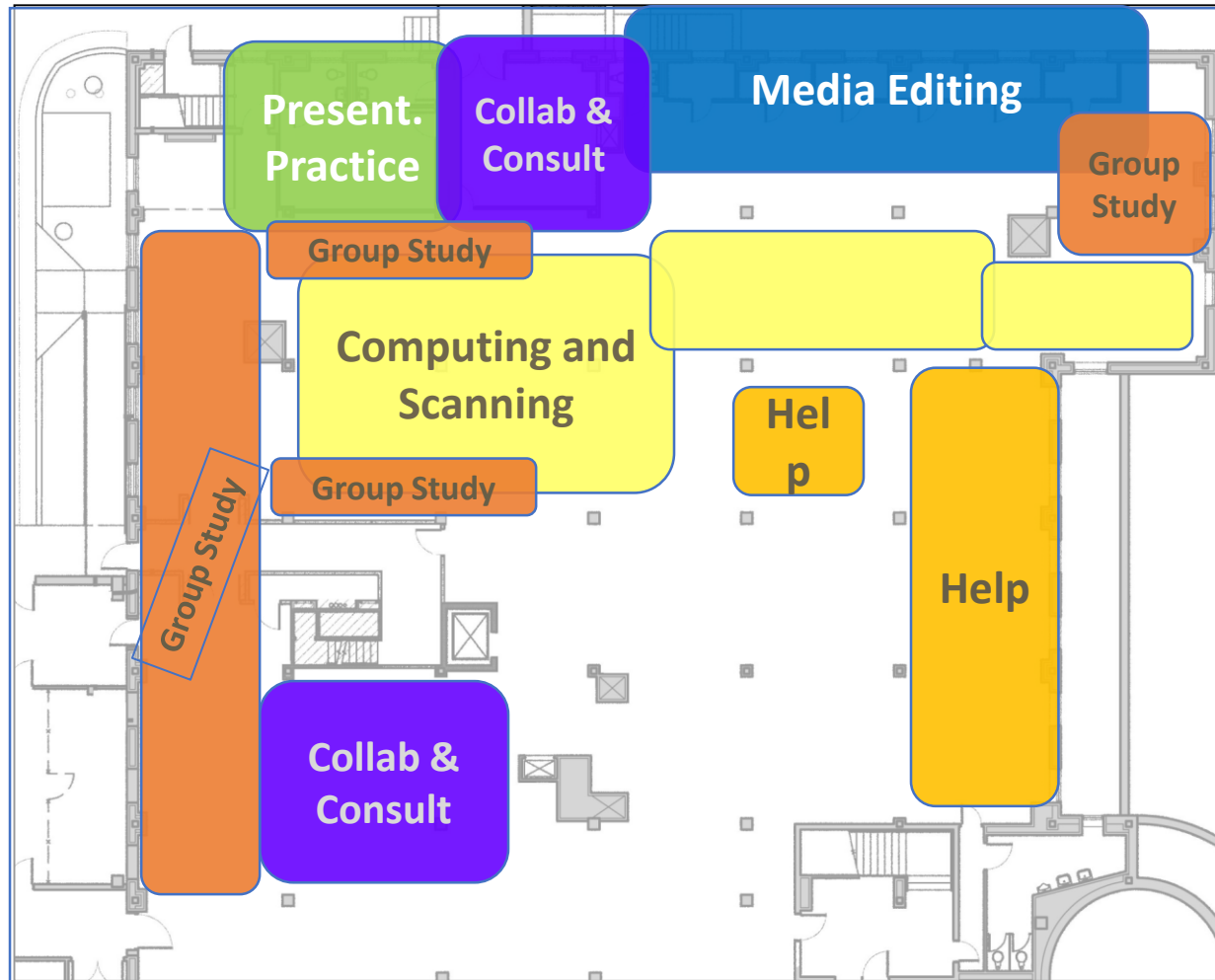
Typical Tower Floor Plan



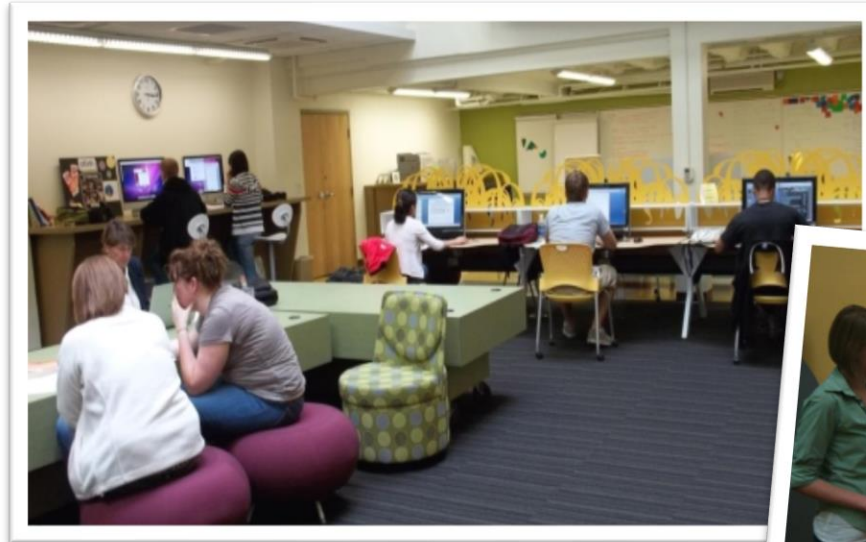
Computer Lab Refresh



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



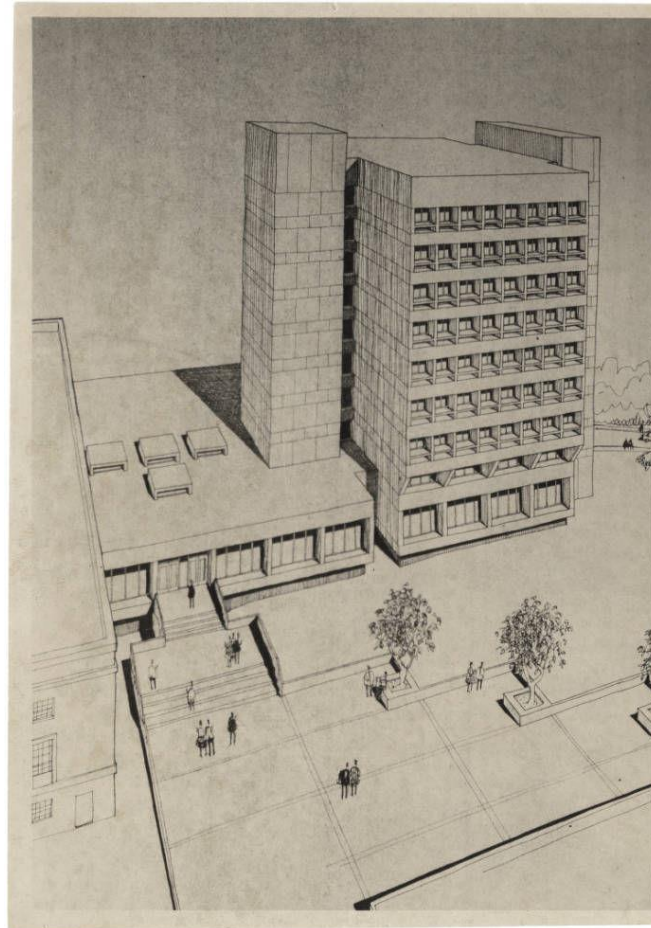
© Media Production Center,
Seattle University



©Digital Media Lab, Skokie Public Library



Master Space Planning Developing Concept/Costs



Motivators

DRIVERS:



DEFERRRED MAINTENANCE AND COMPLIANCE WITH CURRENT CODE

Refurbish the 1950 and 1973 Buildings

- Replace aged HVAC and electrical systems with new energy efficient systems
- Install required current code compliant fire supression
- Create current code compliant fire stairs and elevators



INCREASE STUDY SPACE

Increase study, research and instruction space

- 1973 enrollment: 7,000
- 2018 enrollment: 20,000
- Double student seating counts
- Collaborative team rooms
- Quiet study space
- Modernize service points



STUDENT SUCCESS

Unify Student Success Functions

- | | |
|-------------------------------|---------------------------|
| • Writing Center | • McNair Scholars Program |
| • Speaking Center | • Academic Skills |
| • Tutoring | • Supplemental Education |
| • TRiO | |
| • Digital Action and Training | |



MODERNIZE STAFF WORKSPACE

Improve staff working spaces



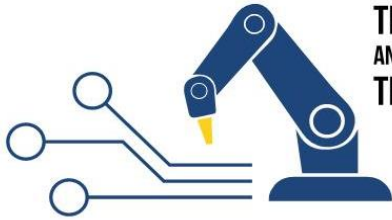
PROTECT VALUABLE RESOURCES

Create a proper archival storage environment

- Special Collections
- University Archives
- Provide growth space for the unique signature of the campus that these collections represent



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

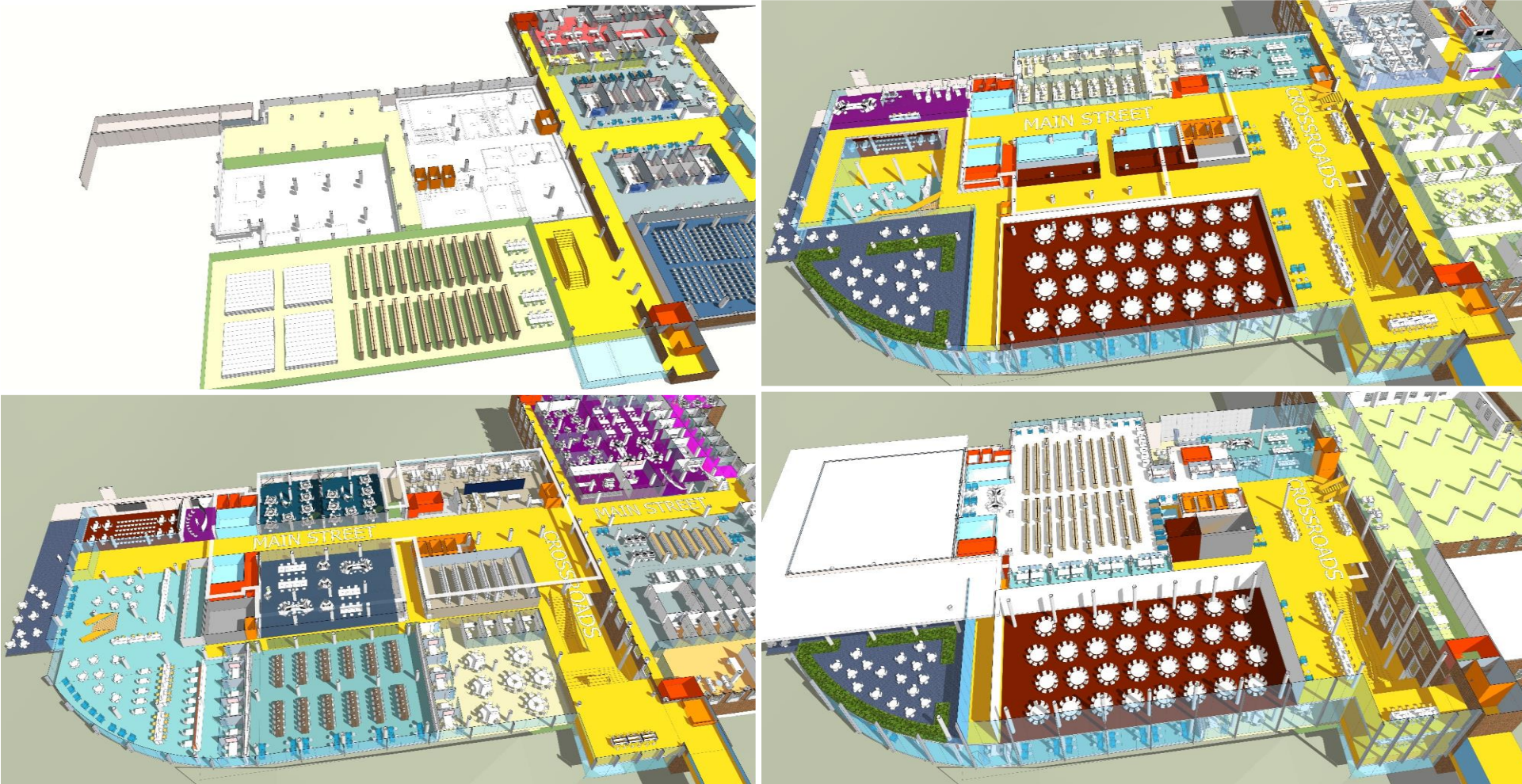


INTEGRATION INTO EVOLVING CAMPUS MASTER PLAN

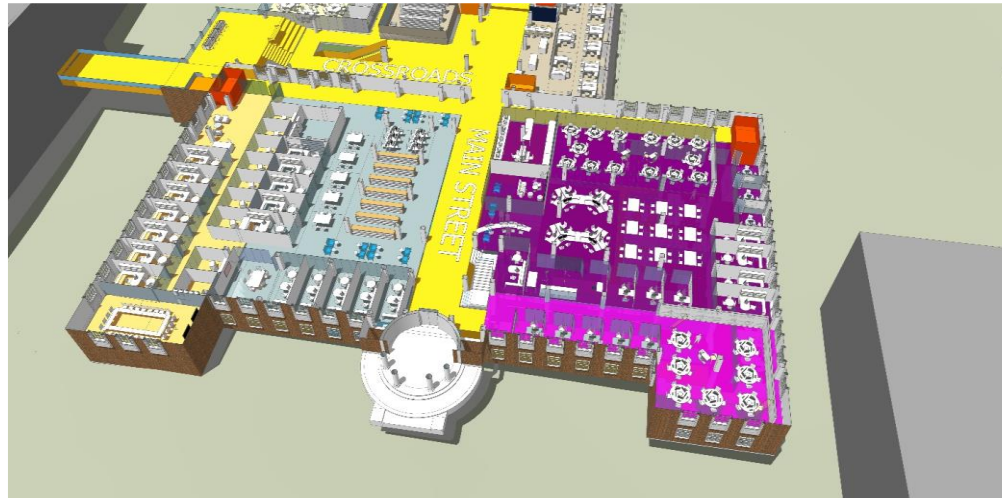
Improve the library's connection to campus vehicular and pedestrian access



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

- Crumpton, M.A. (2018) A Phased Approach to Creating Updated User Spaces. In Dearie, T. N., Meth, M., & Westbrook, E. L. (Eds.). (2018). Academic library management: case studies. ALA Neal-Schuman, an imprint of the American Library Association.
- Schlipf, F. A., & Moorman, J. A. (2018). The practical handbook of library architecture: creating building spaces that work. ALA Editions.
- Murray-Rust, C. (2021). Library next: seven action steps for reinvention. ALA Editions.
- Carlson, S., & Chronicle of Higher Education, Inc. (2022). The library of the future: how the heart of the campus is transforming. Chronicle of Higher Education.



Journal of Learning Spaces

The screenshot displays the homepage of the Journal of Learning Spaces. At the top left, the journal's title "JOURNAL OF LEARNING SPACES" is presented in a serif font. To the right is a large word cloud where "learn" and "space" are the most prominent words, surrounded by terms like "student", "design", "classroom", "university", "library", "academic", "collaborative", "impact", "book", "collaboration", "analysis", "faculty", "living-learn", "consideration", "review", "instructor", "community", "use", "common", "teach", "new", "intentional", and "active". Below the title and word cloud is a horizontal navigation menu with links: HOME, ABOUT, LOGIN, SEARCH, CURRENT, ARCHIVES, and ANNOUNCEMENTS. The main content area on the left shows the breadcrumb "Home > Vol 6, No 3 (2017)", followed by the journal title "Journal of Learning Spaces" and an "Announcements" section stating "No announcements have been published." On the right side, there is a "JOURNAL CONTENT" section with a search bar, a "Search Scope" dropdown menu set to "All", and a "Search" button. Below this are "Browse" links: "By Issue", "By Author", "By Title", and "Other Journals". At the bottom left, it says "Vol 6, No 3 (2017)". A large blue box at the bottom center contains the URL <http://libjournal.uncg.edu/jls/index>. The bottom right corner features the UNC Greensboro University Libraries logo.

JOURNAL OF
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SPACES

student
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academic
collaborative
impact
book
collaboration
analysis
faculty
living-learn
consideration
review
instructor
community
use
common
teach
new
intentional
active

HOME ABOUT LOGIN SEARCH CURRENT ARCHIVES ANNOUNCEMENTS

Home > Vol 6, No 3 (2017)

Journal of Learning Spaces

Announcements

No announcements have been published.

JOURNAL CONTENT

Search

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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.”



<http://libjournal.uncg.edu/jls/index>



Questions???



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