

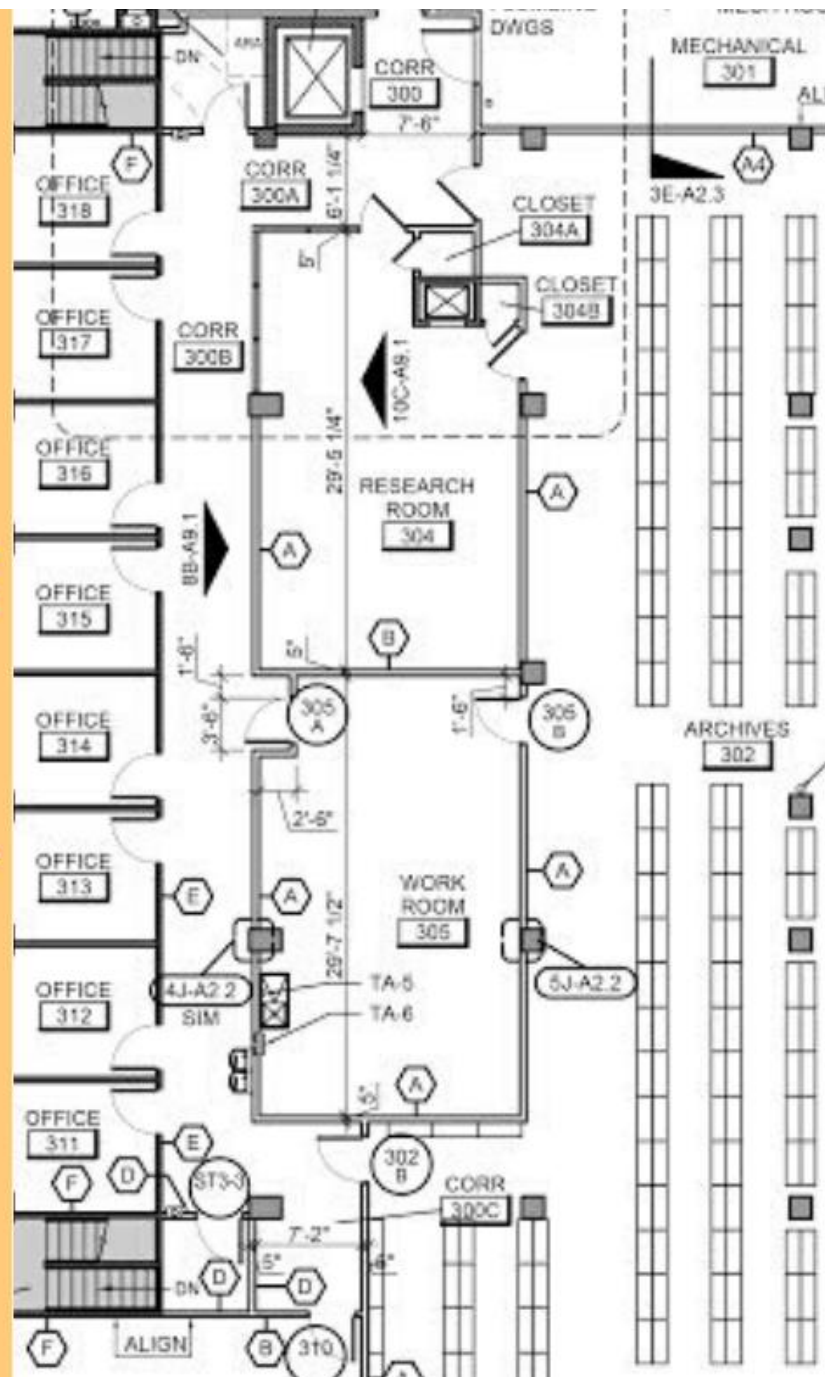
IDEAL LEARNING  
PROFESSIONAL DEVELOPMENT

# WHY LIBRARY SPACE IS IMPORTANT

February 20, Noon-1:30pm

Led by Michael Crumpton, MLS, SHRM-SCP

Register now at  
[go.uncg.edu/ideal](http://go.uncg.edu/ideal)



# Michael Crumpton

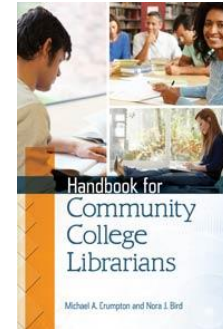
Michael Crumpton, MLS, SHRM-SCP

Interim Dean for and Associate Professor for University Libraries

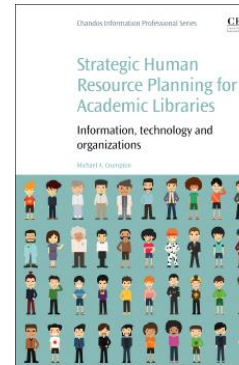
Affiliated Faculty for Department of Library and Information Studies

phone (336) 256-1213, [macrumpt@uncg.edu](mailto:macrumpt@uncg.edu)

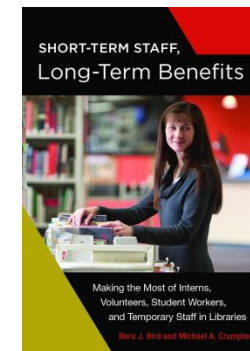
Past President, North Carolina Library Association, <http://nclaonline.org>



Editor-in-Chief, Journal of Learning Spaces, <http://libjournal.uncg.edu/jls>



Repository: <http://libres.uncg.edu/ir/uncg/clist.aspx?id=1946>



# Our Agenda Today



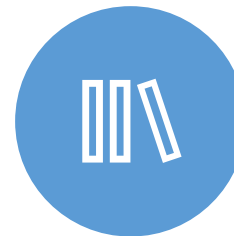
LIBRARY SPACES  
AND THEIR ROLE IN  
OUR LIVES



ATMOSPHERICS  
AND PRESENTATION  
TO STAKEHOLDERS



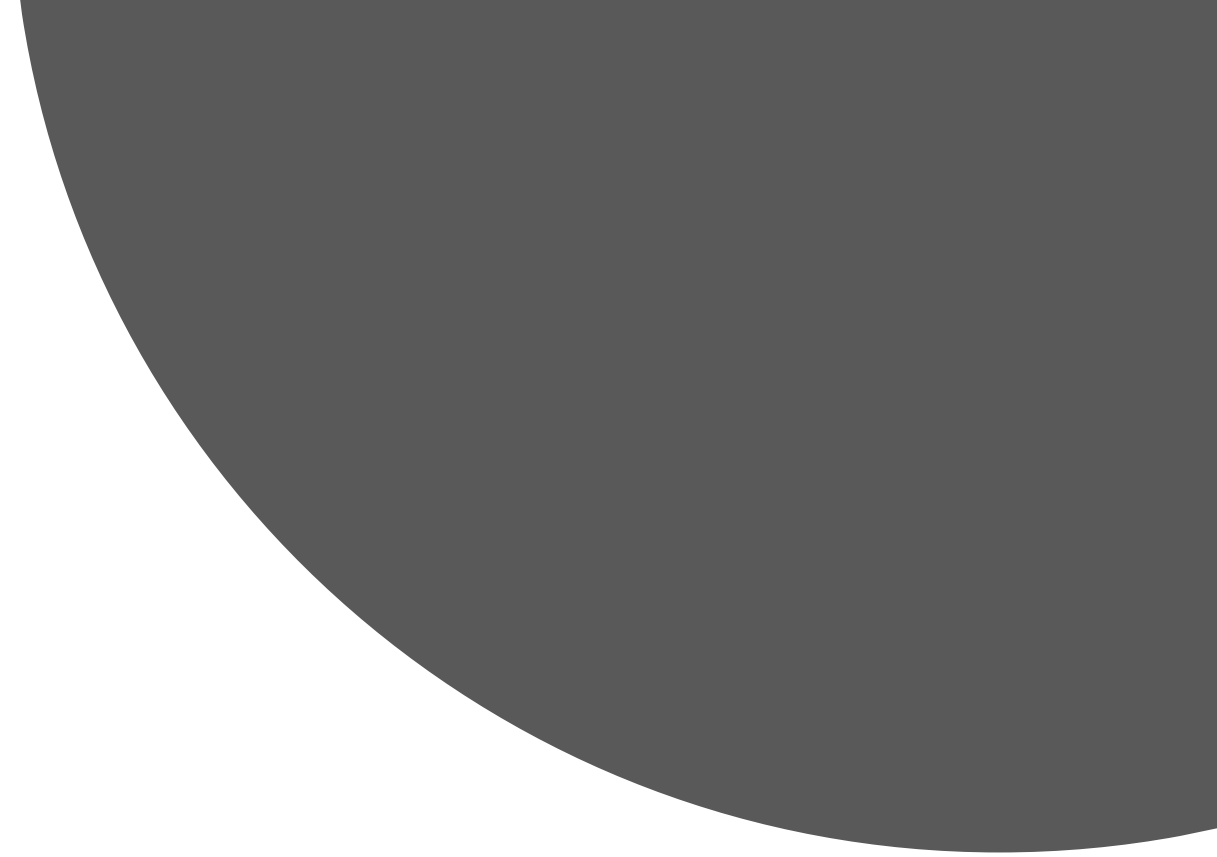
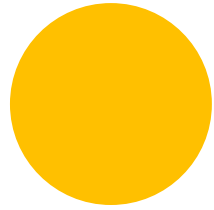
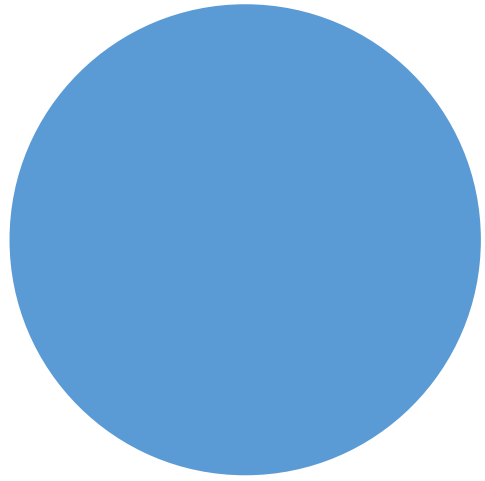
JOURNAL OF  
LEARNING SPACES



PUBLIC LIBRARY OF  
CINCINNATI AND  
HAMILTON COUNTY



ACADEMIC SPACES  
AND DRIVERS OF  
RENOVATION



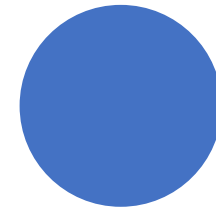
# The State of Library Spaces

Our life in the Library

- 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

---

# Library Space is Limited



# Library as Place

## Space attributes being assessed, i.e. LibQUAL+

- 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

# Aged Space is Unappealing

**Basement Stacks**



**Government Documents**



# Creating appealing space





# 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

# 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”*

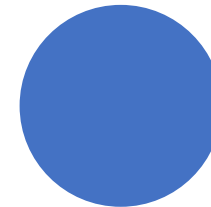


- Small group workspaces
- Access to tutors, experts, and faculty in the learning space
- Table space for a variety of tools
- Integrated lab facilities
- IT highly integrated into all aspects of learning spaces
- Availability of labs, equipment, and access to primary resources
- Accessible facilities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

-Learning Spaces Educause

---

# What Students Want



# Campus Priorities and Plans



## Library Addition



UNCG has identified the expansion of Jackson Library as one of its top priorities. The proposed design:



Expanding the tower for book stacks.



Create a new center of academic and student life.



Secondary transit hub will be adjacent to Jackson Library addition reinforcing the critical role of the building to the life of the campus.



Public spaces of the library should be located in conjunction with the transit hub.

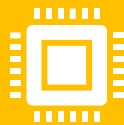
# (Making room) Weeding Justifications



Volume count is a less important metric in ranking (not part of strategic plan)



Space for collections is becoming a lower priority on campus



Electronic resources are improving access to same or similar materials



Continuation of same strategy has a finite end so alternatives must be considered now.

# Role of Library Space

- Bringing together readers and books
  - Collection building
  - Space for reflecting and contemplation
  - Third place use of space
- Information Consulting
  - Access to information
  - “Gateway “ for locating information
  - Retrieval and communications
  - Social and technological networks
  - “archive” or preserve resources
- A Learning Environment
  - Transformational character of intentional learning
  - Knowledge transformation
  - Library as facilitator:
    - Environment design – comfort and aesthetics
    - Nurturing relationships – staff and/or peers
    - Foster self-directed learning
    - Creations of “new” knowledge
  - Safe and non-threatening

# What's Happening to Our Space?

- Electronic vs. print
  - Accreditation needs
- Organization shifting
  - Reporting structure, traffic
- User needs changing
  - Remote use, group activities
- Politics
  - Other space demands
- Technology
  - New equipment
- Perceptions
  - Purpose of library space



## **Space as a factor to organization's mission**

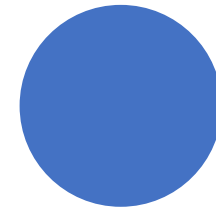
- Gathering
- Services provided
- Partner in learning

## **Things to consider**

- Consideration of assessment's purpose
- Types of questions to be used
- Data-gathering methodologies
- Reporting strategies for results

---

# Purposeful Assessment of Space





# Basic Elements



Statement of purpose with context – addresses unique concerns and significance



Literature review – multiple issues being addressed out there so a review of relevant activities is good



Determining assessment objectives – through development of research questions to be answered



Establishing methodologies and procedures for implementation of assessment activity



Present facts-based finding of date w/o bias



Discussion or interpretation of findings



Conclusions and next steps

# Problem Statement



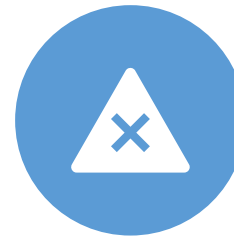
NEEDS TO REPRESENT THE  
POINT OF VIEW OF  
STAKEHOLDERS



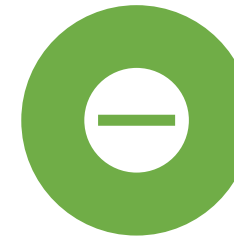
NEEDS TO IDENTIFY THE  
SCOPE AND FOCUS OF  
PLANNING AN ASSESSMENT  
ACTIVITY



SHOULD CONTRIBUTE  
HISTORY AND BACKGROUND  
INFORMATION AS WELL AS  
FLAGS FOR CONCERNS



SHOULD PUT IN CONTEXT  
WHAT THE LIMITATIONS ARE  
OR COULD BE



MUST BE CONVEYED IN AN  
OPEN TRANSPARENT POINT  
OF VIEW THAT ISN'T SEEN AS  
DEFENSIVE

# Space Design

- Planners
- Architects
- Interior designers
- Stakeholders
- Donors
- Administration

- Programming – what space will be used for
- Initial layouts – DD
- Detailed review of infrastructure – CD
  - Protocols
  - Professional standards
  - Codes, local and multiple

# Space Options or Needs



Group teaching/learning



Simulated/special learning environments



Immersive environments



Peer-to-peer and social learning



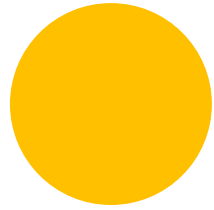
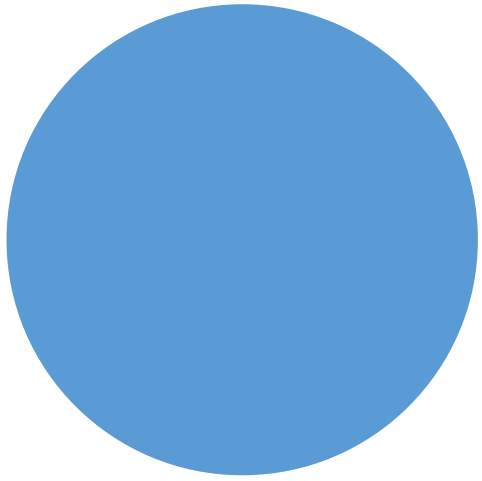
Learning cluster



Individual spaces



External spaces



What about our  
Stakeholders?

How do we treat our  
spaces?

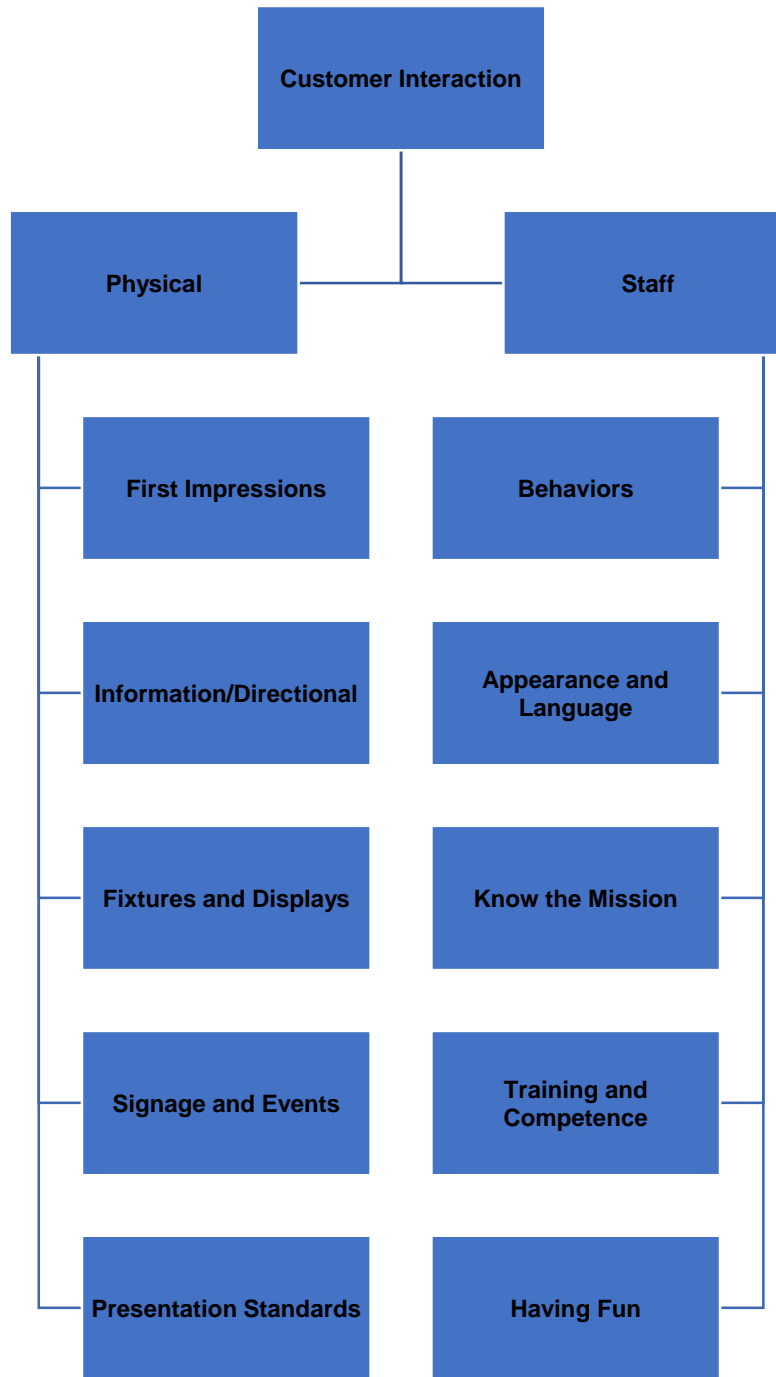
# Creating Drama

Drama excites your customer,  
community and visitors.

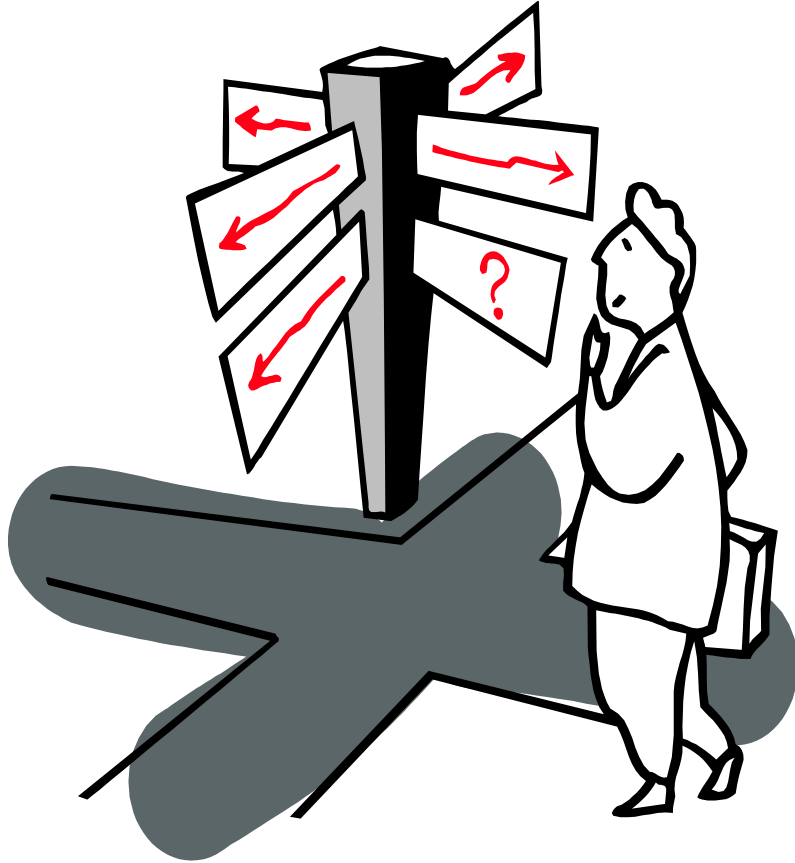
Sometimes your building creates  
drama.....

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

Circulation can be critical for the  
patron's library experience.



# Inside the Door



- First Impressions
- Where am I? What about Instructional Signage?
- Do you work here? How do I know?
- I'm headed for a specific destination but where is it?



# Furniture, Fixtures & Equipment

- Location, location, location
- Layout, layout, layout
- Does the fixture complement the material shown?
- Does signage help in self selection?



# And the Sign says.....



- Use signs for the purpose intended
- Signs don't substitute for staff telling customers "What's really going on"
- Signs should be informative but not negative.

# Special events support the drama and patron's expectations

- Pulls meaningful materials out for easier self selection
- Creates an event of it's own adding to the experience
- Can be especially important in academic settings





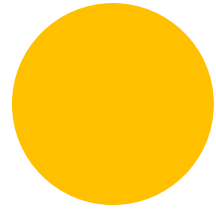
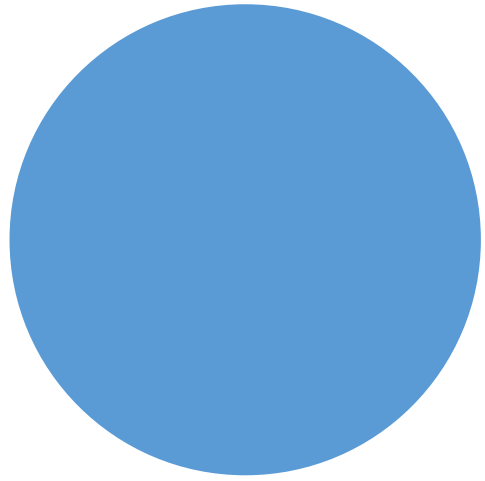
# Presentation Standards

- Keeps everyone on the same page
- Gives a consistent look throughout the building and/or system.
- Is aesthetically helpful to patrons









# Strategic Planning

What goes into  
planning?









The Cape Fear River Basin Watershed

# ENVIRONMENTAL



## Context

The City of Greensboro has 277,080 residents and is home to seven college campuses, including UNCG, North Carolina Agricultural and Technical State University (NC A&T), Greensboro College, Guilford College, Elon Law School, Bennett College for Women and Guilford Technical Community College. Taken together, these campuses provide significant educational resources to the city

### CONTEXT



### MOBILITY



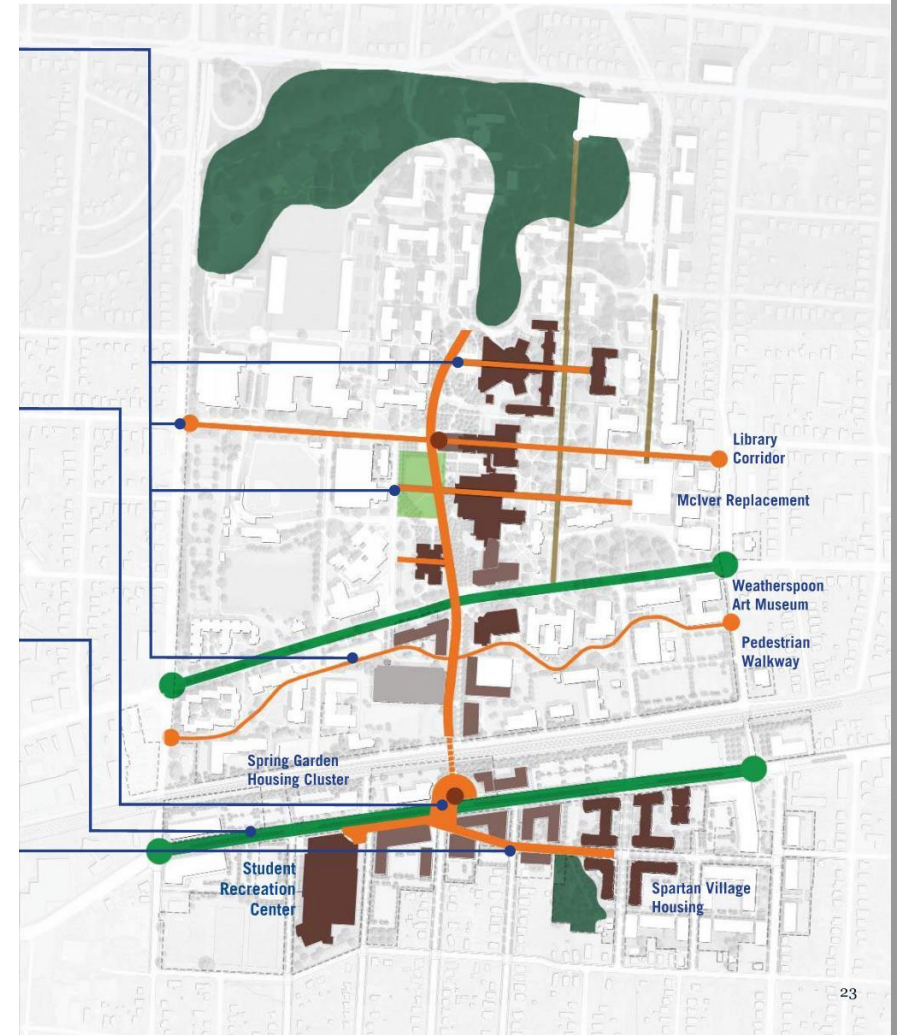
### LAND USE

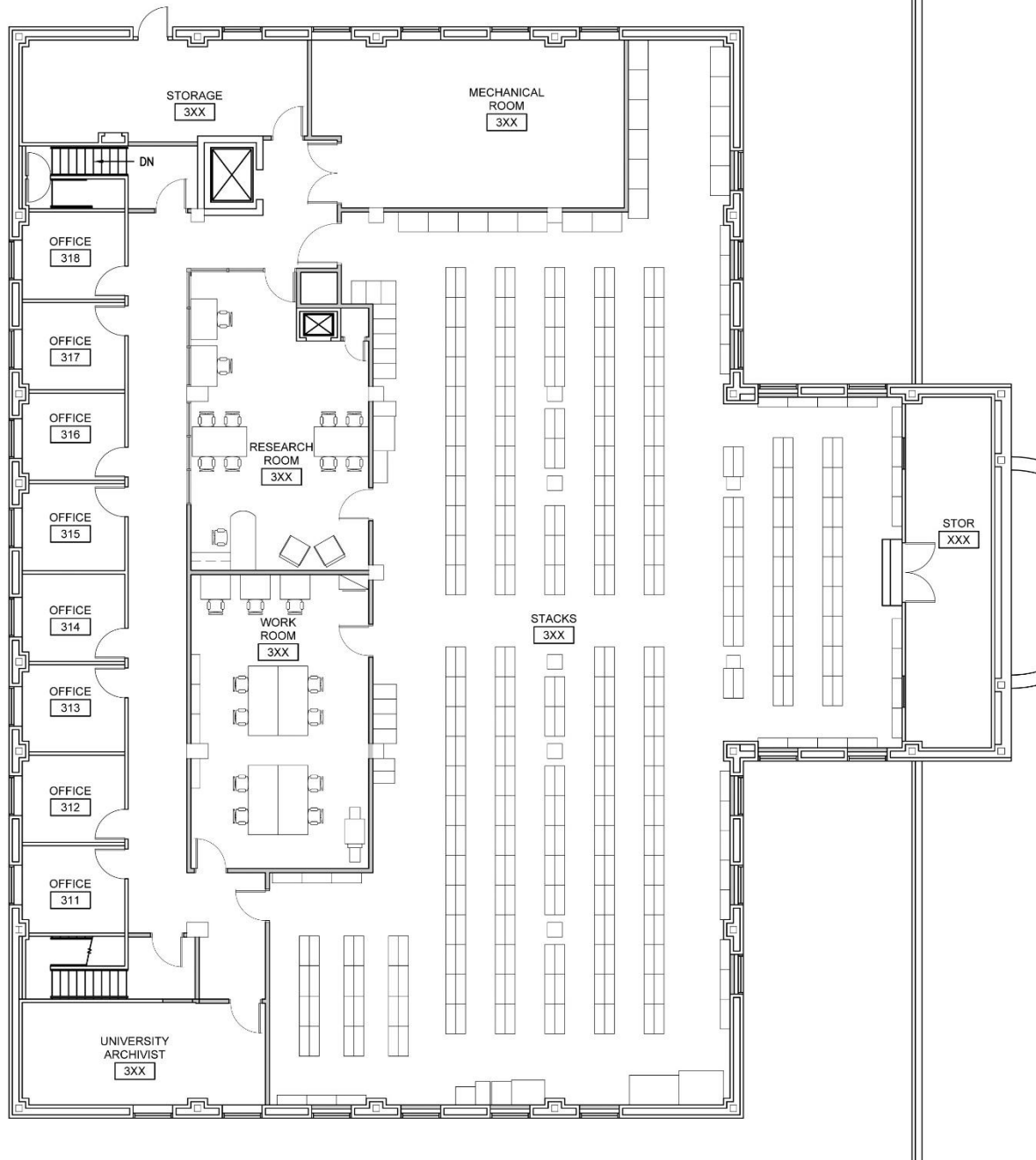


### LANDSCAPE

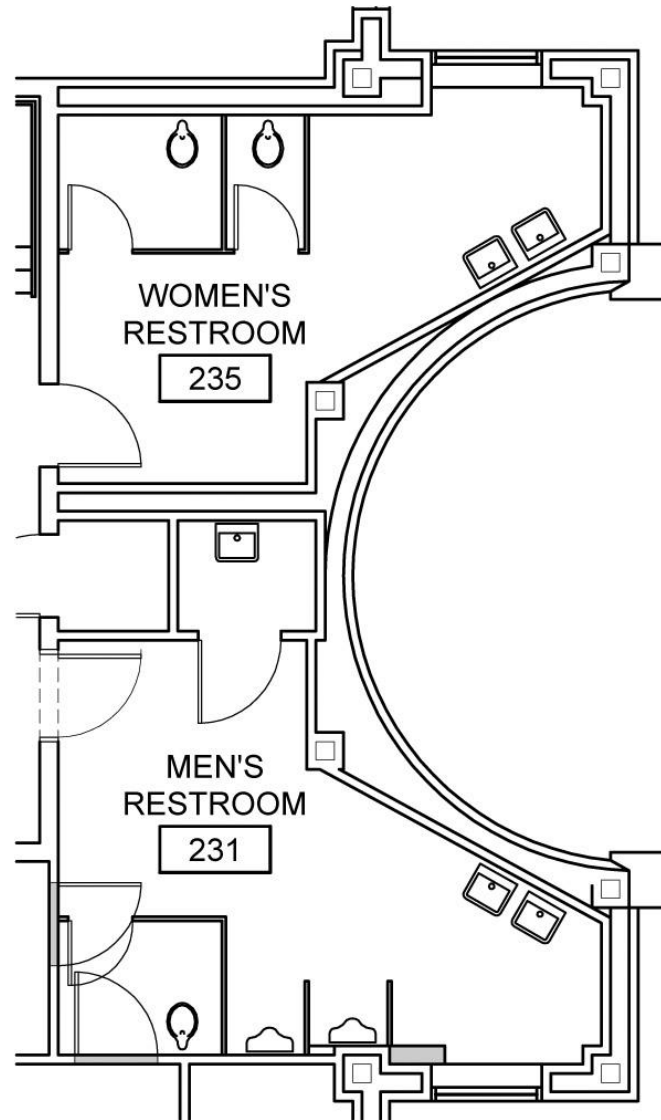


Master Plan Concept Diagram 2

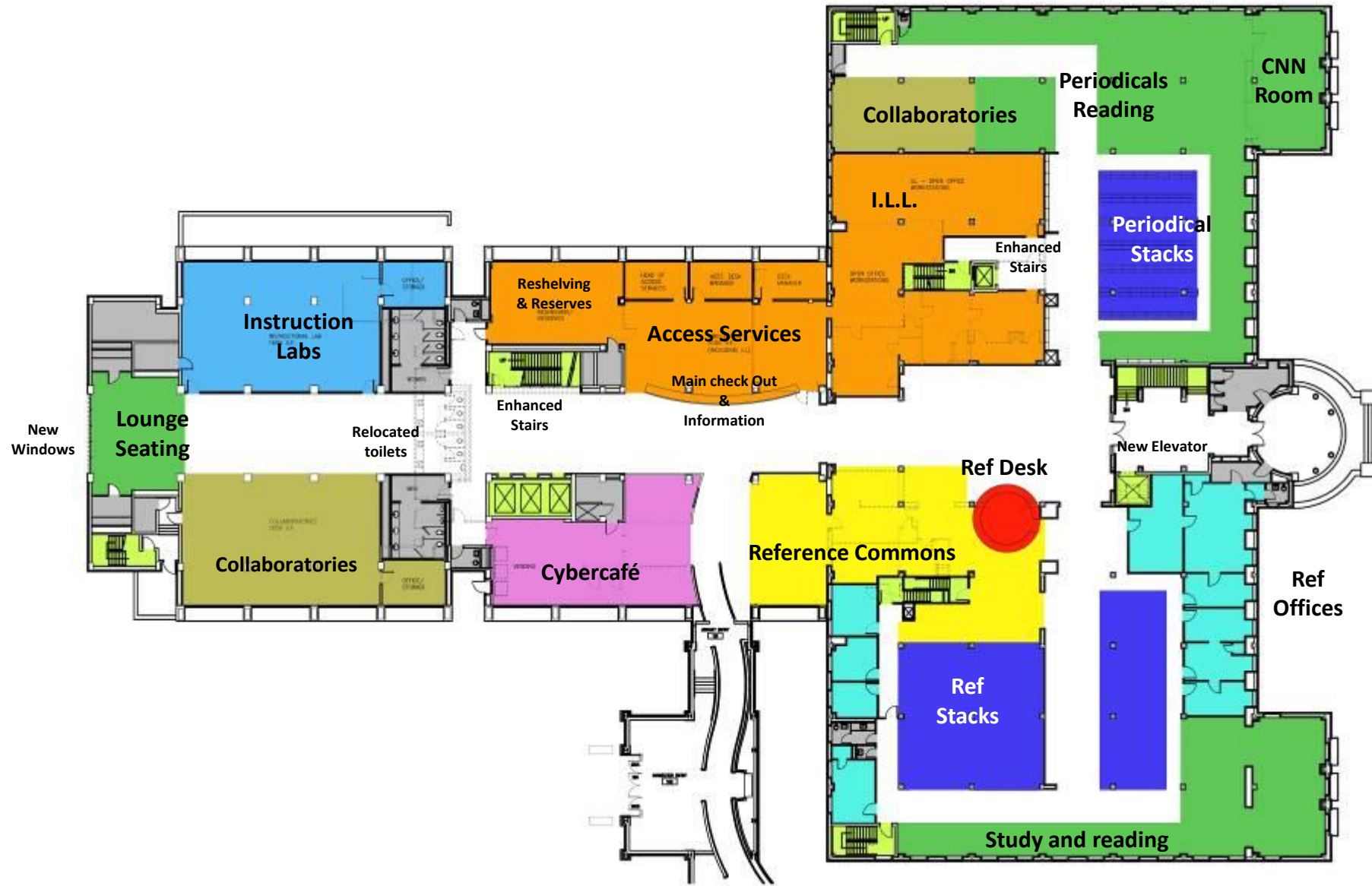




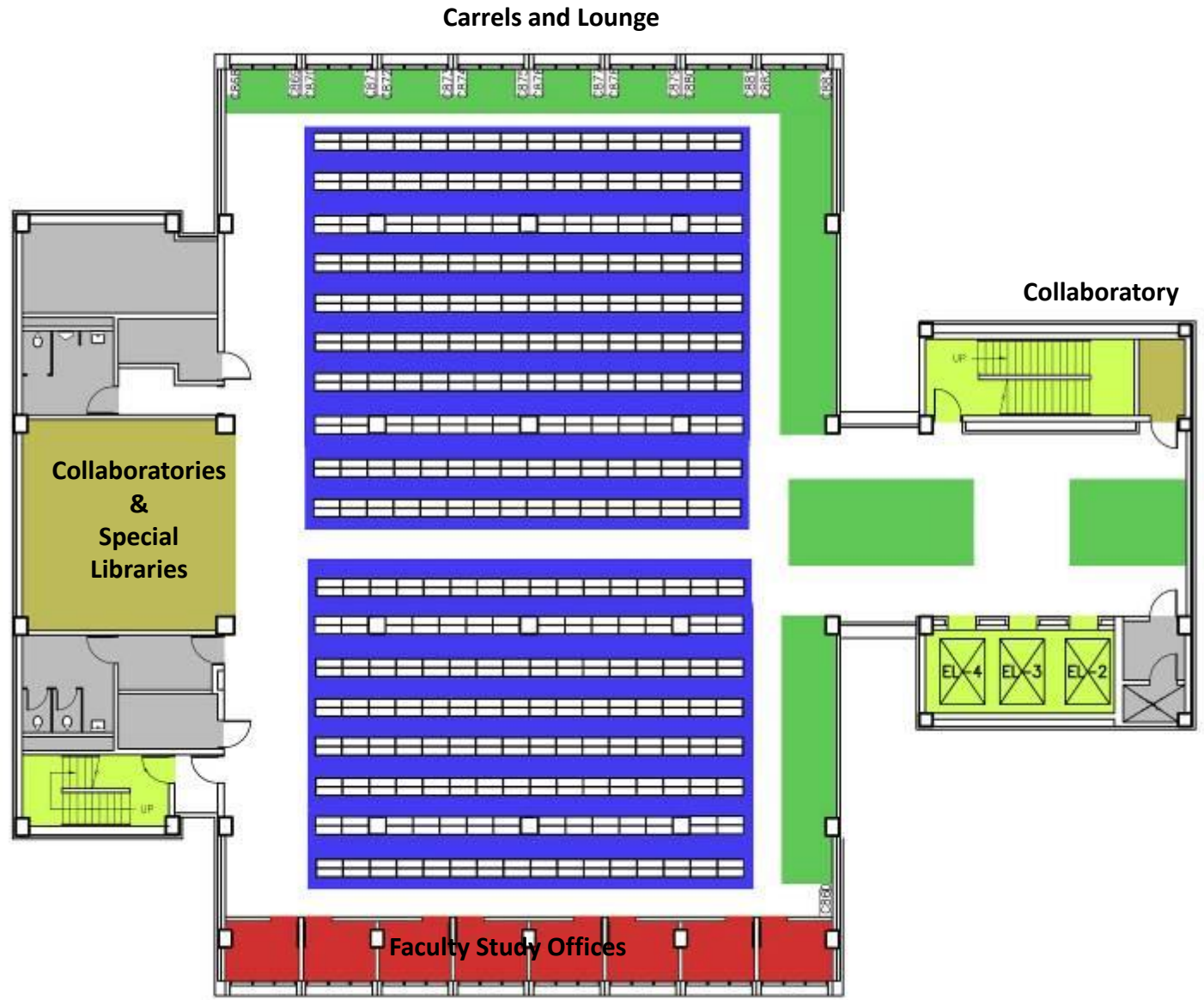
**Third Floor Plan**



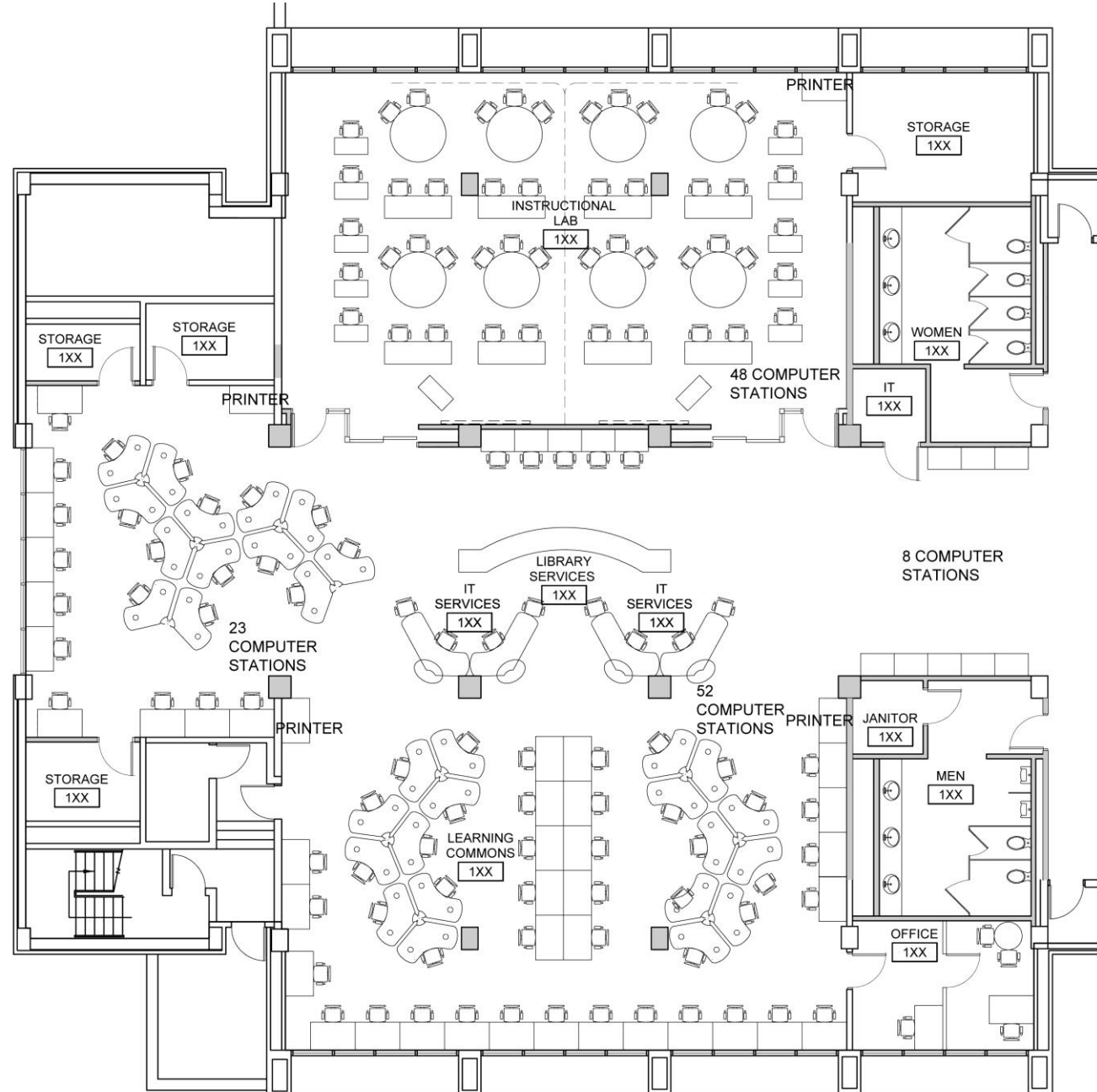
**Restroom Accessibility**



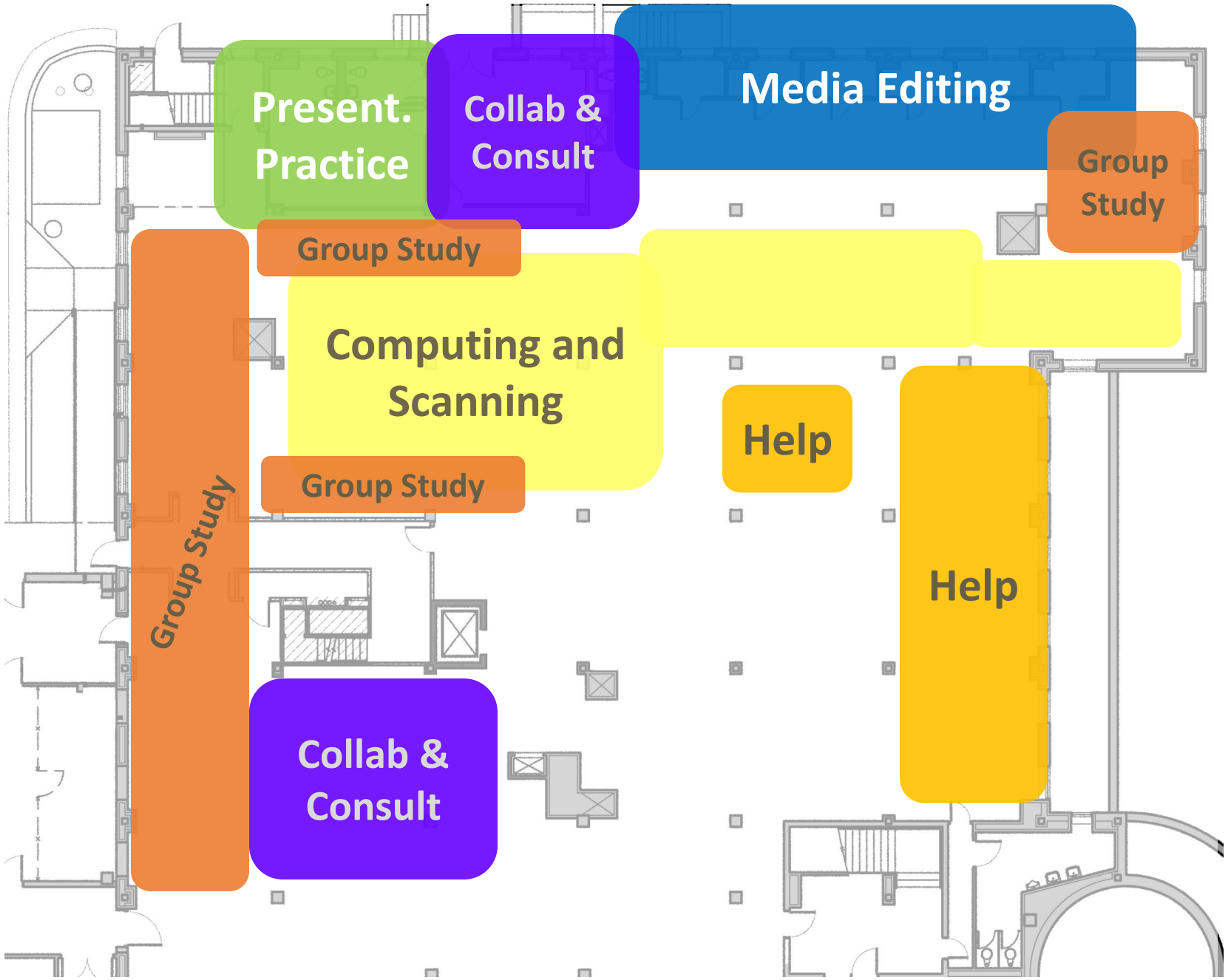
First Floor Plan

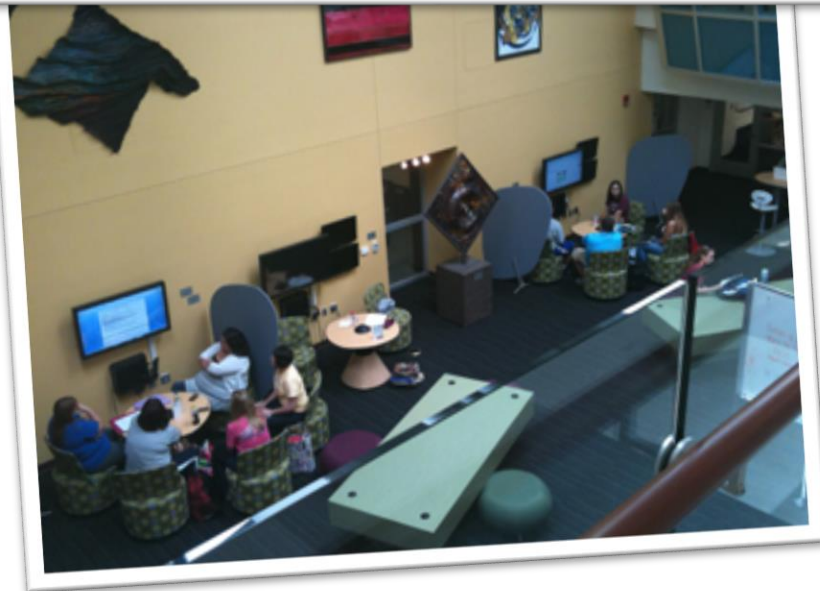


Typical Tower Floor Plan









© Noel Studio for Academic  
Creativity  
*Eastern Kentucky University*



© Media Lab, Georgia Tech

© Wiegler Info Commons, UPenn



© Media Production Center,  
Seattle University



©Digital Media Lab, Skokie Public Library

# Academic Libraries Contribute

*\*Chronicle of Higher Education,*

Survey by (AHEFO) Association of Higher Education Facilities Officer, listed libraries as 2<sup>nd</sup> most important reason for choosing a college

*\*ACRL Environmental Scan,*

Connectivity has changed people's work, school and play; libraries must re-craft services in and around "library as a place"

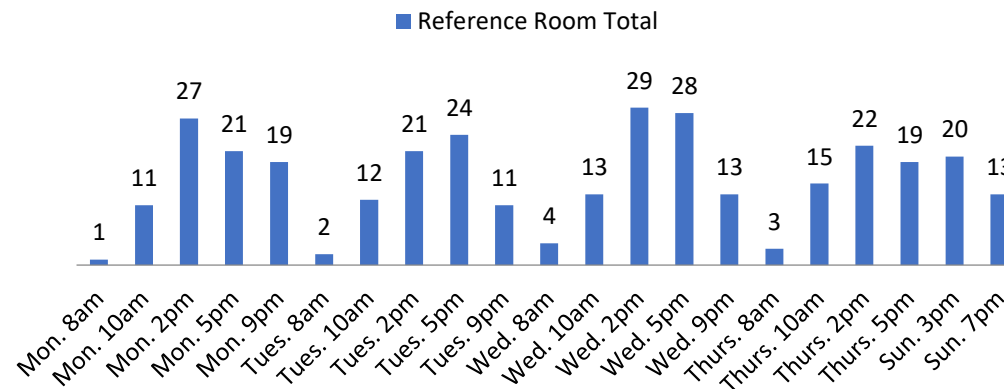
# Assessment study

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



# Changes in Functionality

- SuperLab – needed for convenience
- Wireless – highly used, but need space in which to use
- Instruction – class and individual, grown significantly but needs more space
- Food and Drink – keeps students in library to work
- Increase in student population – natural facility on campus to feel the increase
- Increase in higher degree level research needs

# Service Successes and Expectations

- 24/5 launched in 2010 – highly successful, needs to expand
- Web 2.0 technology partners physical and virtual space
- Social space with amenities
- Printing, copying and related services needs expressed
- Data Services/GPO
- Information/Reference Commons
- News Commons
- Laptops and wireless access

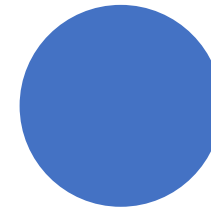




- We provide instruction, materials and resources and access
- We develop and create the space needed to support student and faculty goals of academic achievement
- We must manage that space to ensure the best possible outcomes

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# Our Role Includes Space

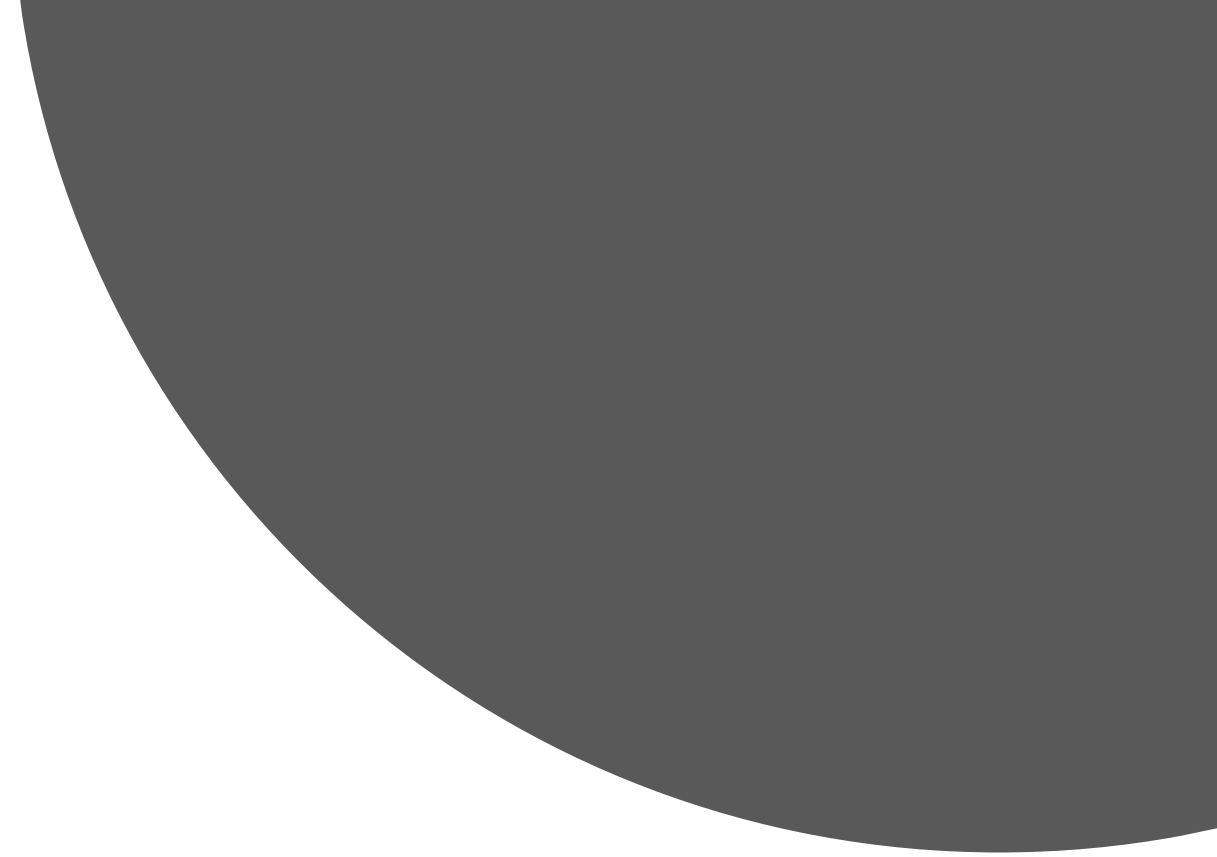
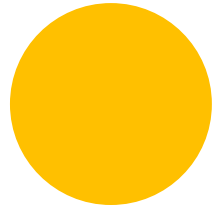
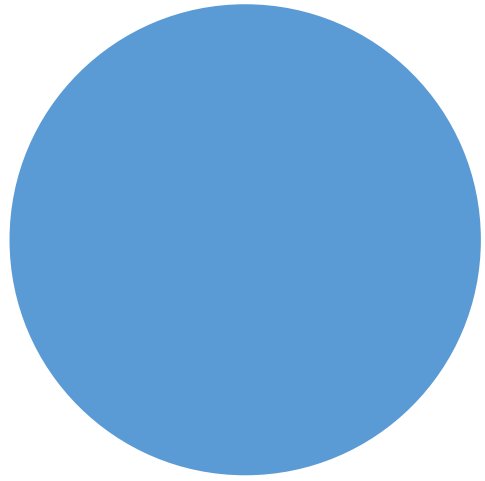


# Students Depend on US!

## Survey Results

From the Office of  
Institutional  
Research surveys:  
Graduating Seniors –  
88% overall library  
Sophomore – 91.9%  
Good or Excellent





# Journal of Learning Spaces

An open access format  
to share your story!!

# JOURNAL OF LEARNING SPACES



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Home > **Vol 6, No 3 (2017)**

## Journal of Learning Spaces

### Announcements

*No announcements have been published.*

[More Announcements...](#)

### JOURNAL CONTENT

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Vol 6, No 3 (2017)

<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.”

The logo for the Journal of Learning Spaces is contained within a black rectangular border. It features the text "JOURNAL OF LEARNING SPACES" in a serif font, with "JOURNAL OF" in a smaller size above "LEARNING SPACES".

JOURNAL OF  
LEARNING  
SPACES

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

# What are “learning spaces”?

*Learning* is the process of acquiring knowledge, skill, or understanding as a result of study, experience, or teaching.

*Learning spaces* are designed to support, facilitate, stimulate, or enhance learning and teaching.

*Learning spaces* encompass formal, informal, and virtual environments.

The logo for the Journal of Learning Spaces is contained within a black rectangular border. It features the text "JOURNAL OF LEARNING SPACES" in a serif font. "JOURNAL OF" is in a smaller, lighter blue font, while "LEARNING SPACES" is in a larger, darker blue font.

JOURNAL OF  
LEARNING  
SPACES

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

# *Journal of Learning Spaces*

- First issue published in 2011; eleven issues published to date
- Peer-reviewed
- Articles published as open access PDFs; content freely available to anyone with an internet connection
- Created to fill a gap in the professional literature, and to help direct campus involvement in space design
- Editorial and advisory board members from universities and research institutions across the country

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

## Promoting Active Learning in Technology-Infused Classrooms at the University

Sam Van Horne      Cecilia Murniati      Jo  
The University of Iowa      The University of Iowa      The U

In this case study, the authors describe the success of technology-infused TILE classrooms at the University of Iowa. The TILE Initiative has provided instructors with a new set of tools. The authors detail the implementation of the TILE Initiative and how instructors design effective instruction for these classrooms. The authors also discuss that helps improve the process of ensuring faculty activities in a technology-infused learning environment.



## Reforming the Environment: The Influence of the Roundtable Classroom Design on Interactive Learning

Caroline S. Parsons  
The University of Alabama

This study investigated the influence of physical and virtual learning spaces on interactive learning in a college and university setting. Qualitative analysis of an undergraduate liberal arts program that employs the use of roundtable classrooms was conducted. Interview and focus group data from students and faculty, along with classroom observations, resulted in

## Collaborative knowledge creation in the higher education academic library

Young S. Lee      Matthew A. Schottenfeld  
Michigan State University      Fordham University

Collaboration has become a core competency of the 21st century workforce. Thus, the academic library in higher education to produce and support collaboration in the academic library, and the integration of technology to infrastructure and system furniture are



## Learning Theory Expertise in the Design of Learning Spaces: Who Needs a Seat at the Table?

Michael M. Rook  
The Pennsylvania State  
University

Kousser  
The Penn  
Un

## How to Overcome First and Second-Order Technology Integration

Deborah Holly      Carla A. Costello  
Higher Education      The College of William and Mary

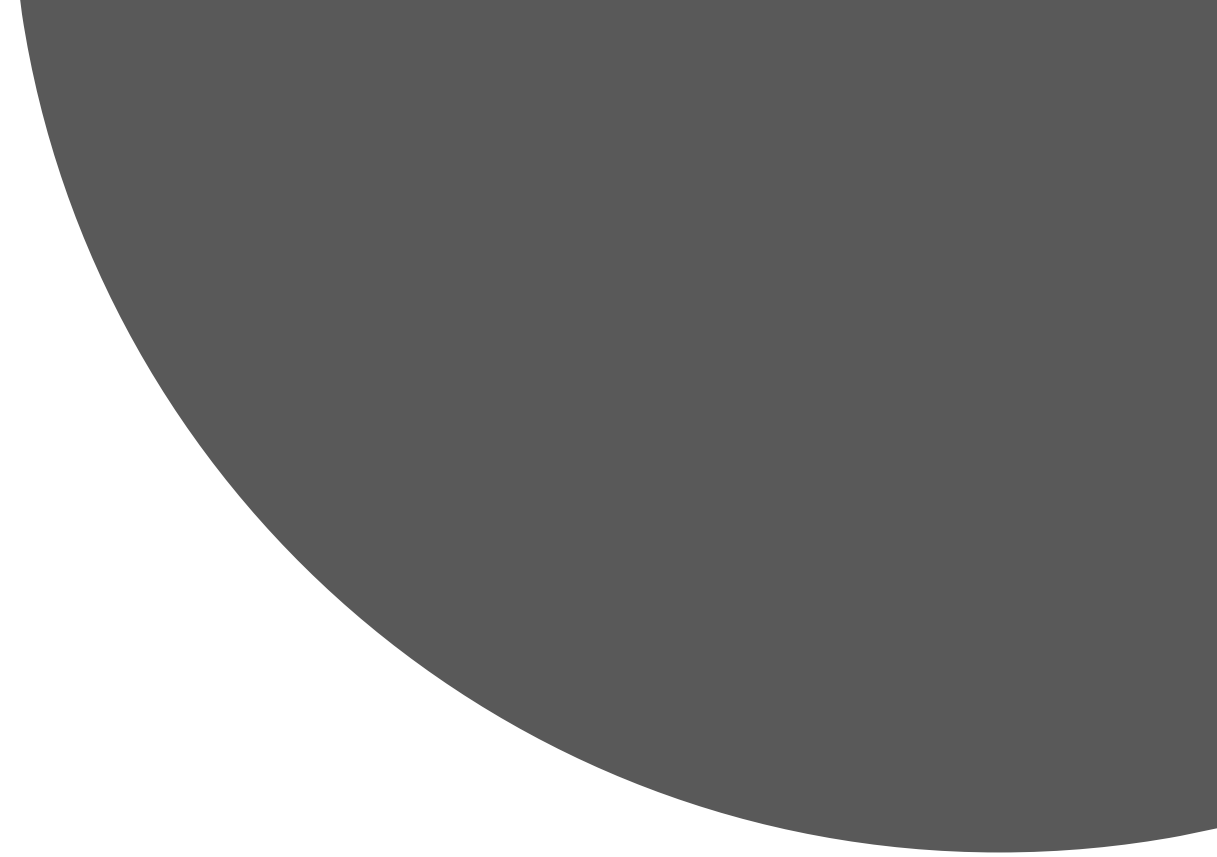
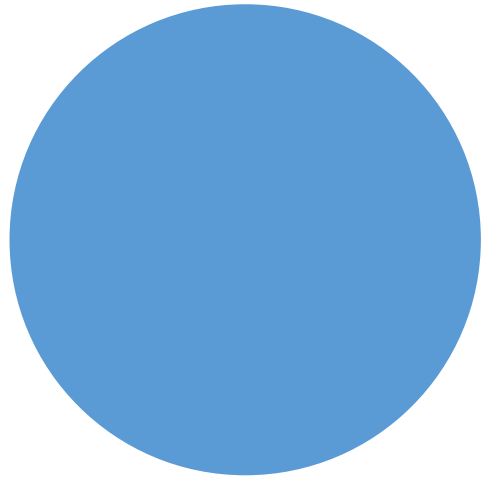
<http://libjournal.uncg.edu/jls/index>



Word usage analysis of article titles revealed that the four most commonly used words are **learn**, **space**, **design**, and **student**. Followed by this are **classroom**, **library**, **university**, **academic**, and **teach**.



Learn	30	Library	8	Common	3	Instructor	3	Use	3
Space	29	University	8	Review	3	Faculty	3	Book	3
Design	10	Academic	5	Active	3	Community	3	Consideration	2
Student	10	Teach	4	Impact	3	New	3	Analysis	2
Classroom	9	Collaborative	3	Collaboration	3	Living-Learn	3	Intentional	2

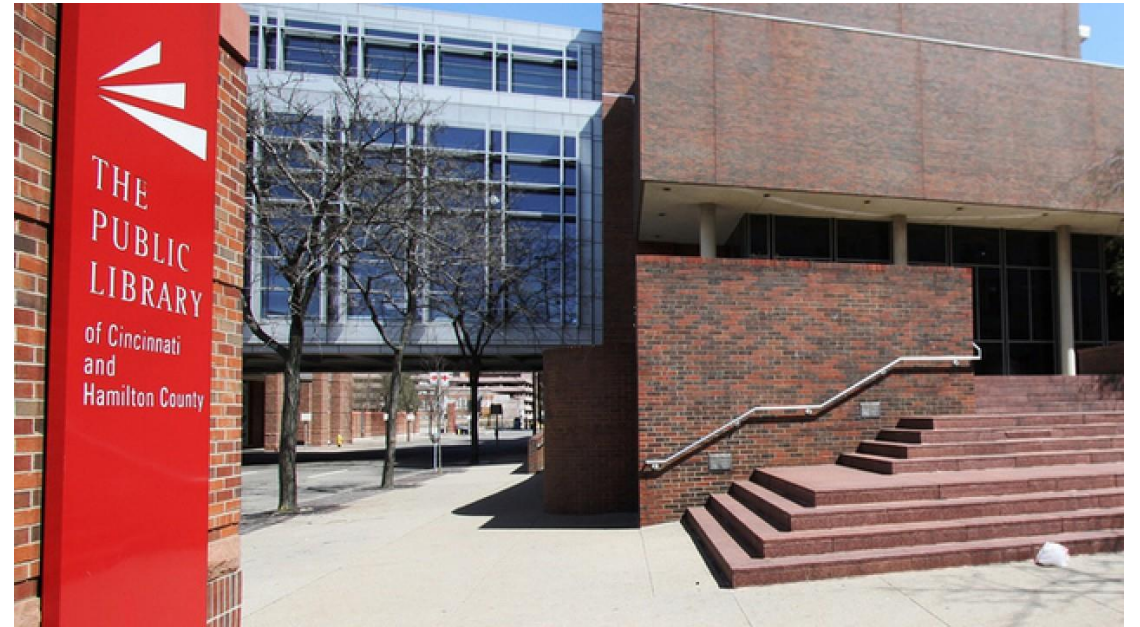


Public Libraries count  
as well!!

Some great projects are  
out there!!



**Public Library of Cincinnati and Hamilton County**



Then and Now



**Strategic Investment** – a small amount of funds to make a small but impactful improvement to the branch, based on community and staff input. Examples: laptop kiosk, maker cart, study pod, outdoor furniture

**Capital Maintenance** – replacement and repair work that needs to happen as things come to the end of their lifespan, like HVAC systems, roofing, carpeting, and furniture

**Capital Design** – a significant improvement, like a renovation, addition or relocation

# Main Building Priorities

- Rethink the size, offerings, and location of the popular library and children's library (and consider locating them in the same building)
- Continue making improvements to the South Building atrium to support some of the more successful pop-up services tested in 2019
- Improve the locations and types of spaces providing technology
- Acoustically improve the varied spaces enjoyed for recreational, social, collaborative, and individual work
- Improve wayfinding and options for traveling between floors
- Improve sightlines for better functionality and security.



Creation spaces

Learning Spaces





Boston Public Library Glazed Facade



Halifax Central Library Auditorium





# Master Space Planning

Can be a messy process!



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



## MODERNIZE STAFF WORKSPACE

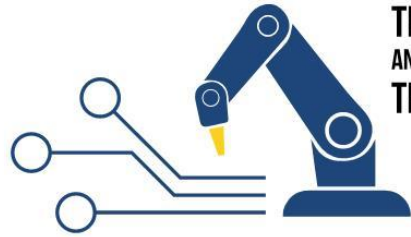
Improve staff working spaces



## 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



## 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



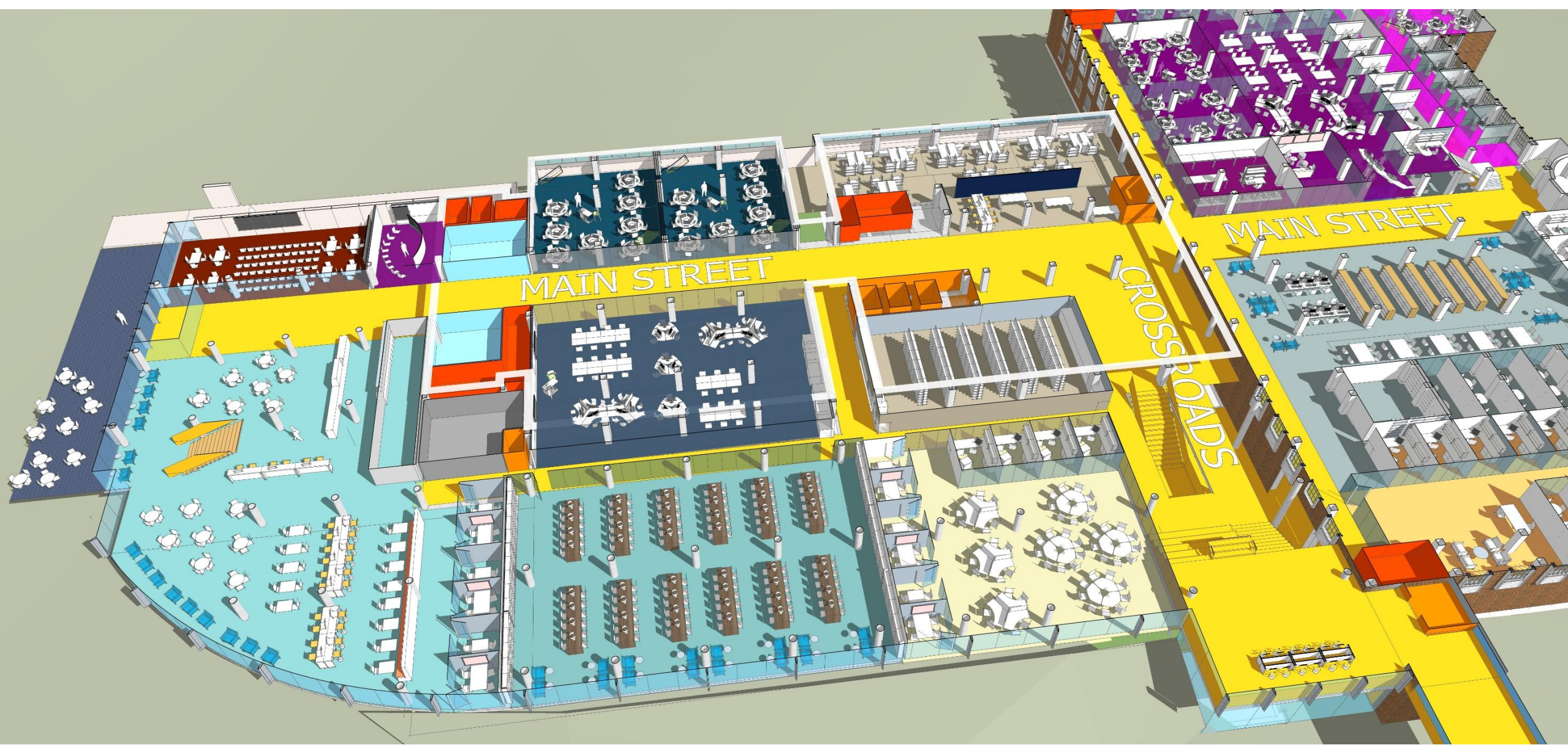
## DIGITAL SCHOLARSHIP

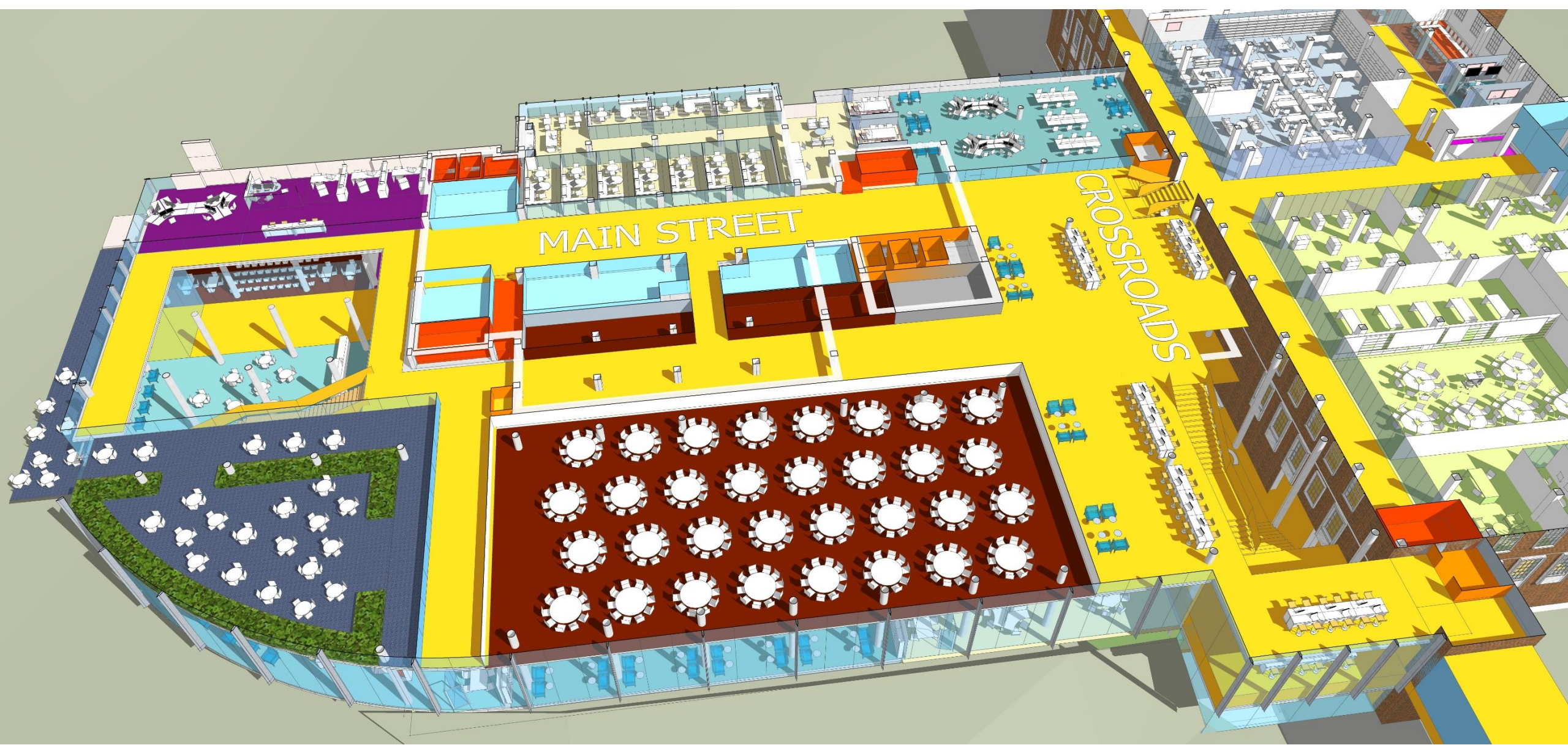
Create a Center for Digital Scholarship and Visualization



## INTEGRATION INTO EVOLVING CAMPUS MASTER PLAN

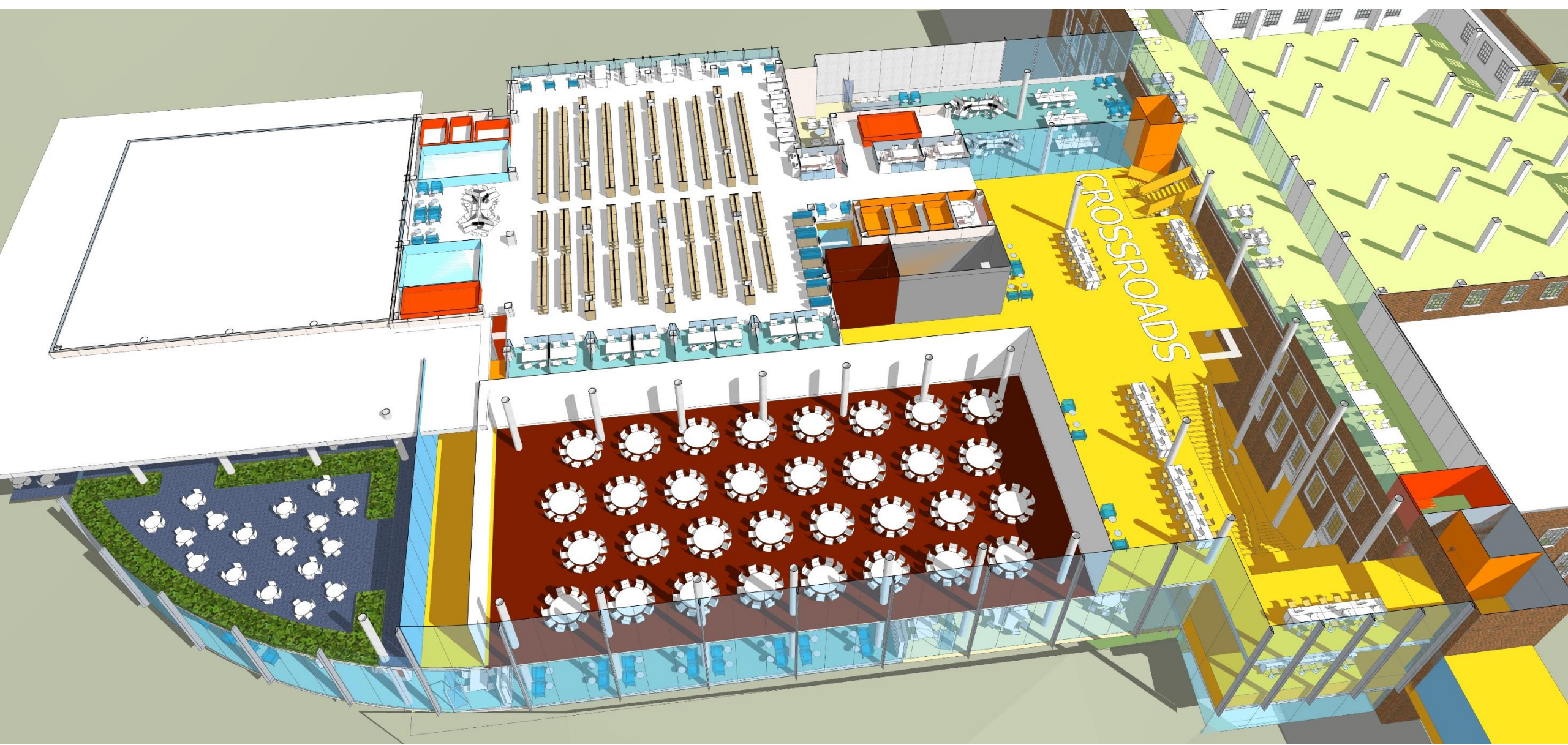
Improve the library's connection to campus vehicular and pedestrian access

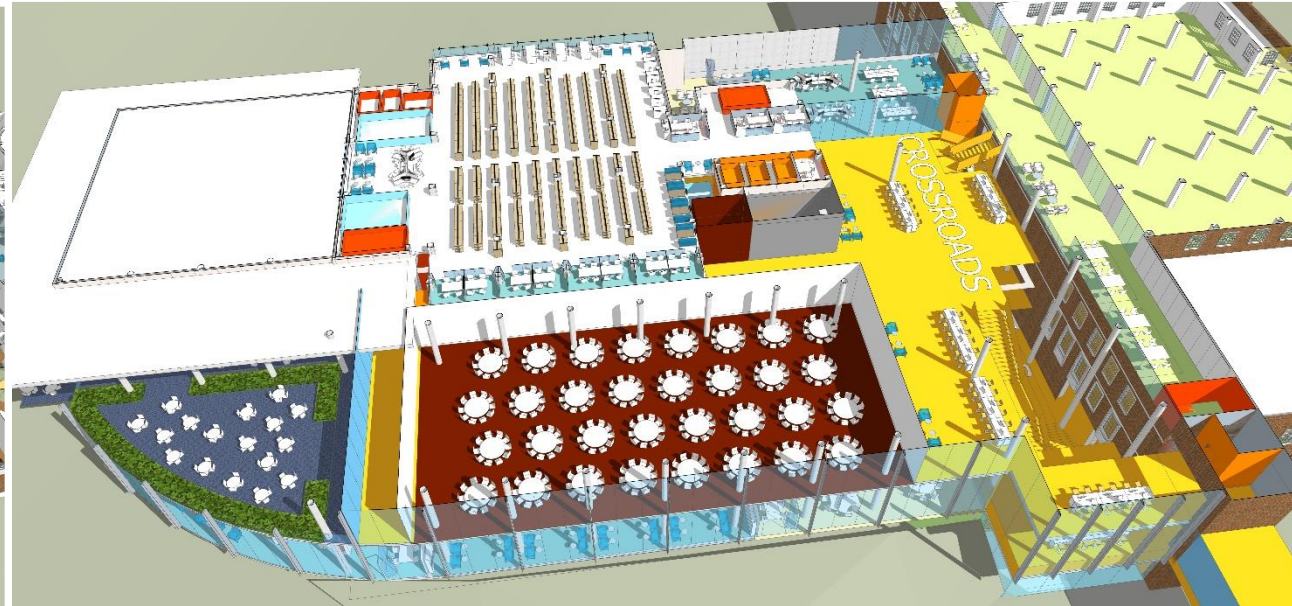
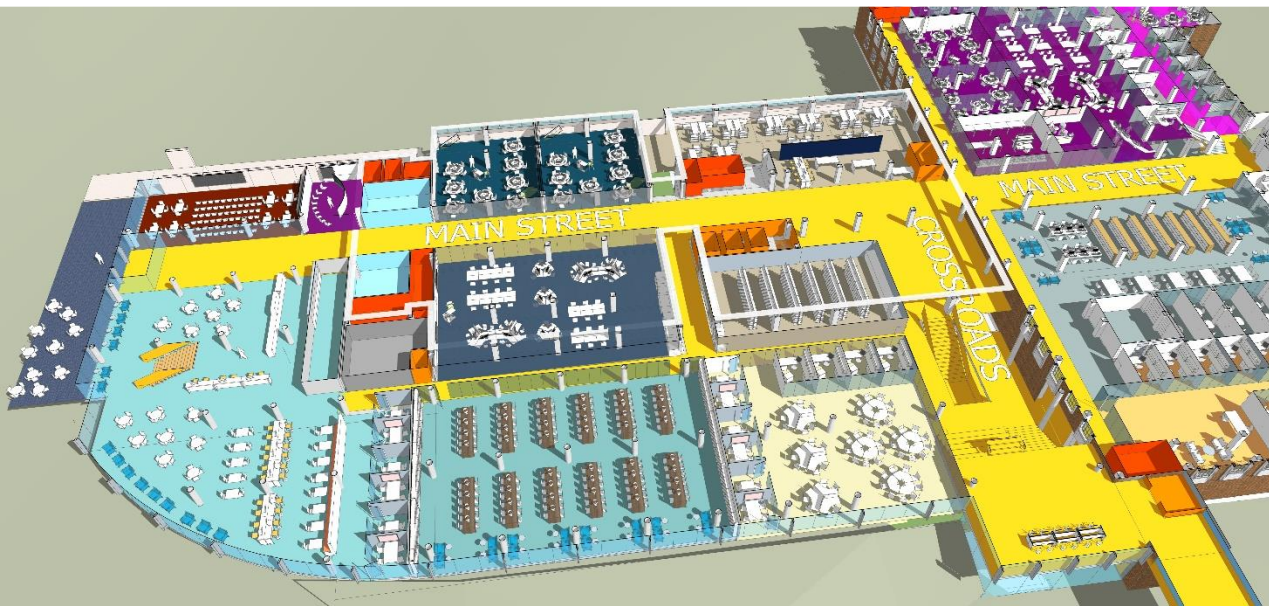
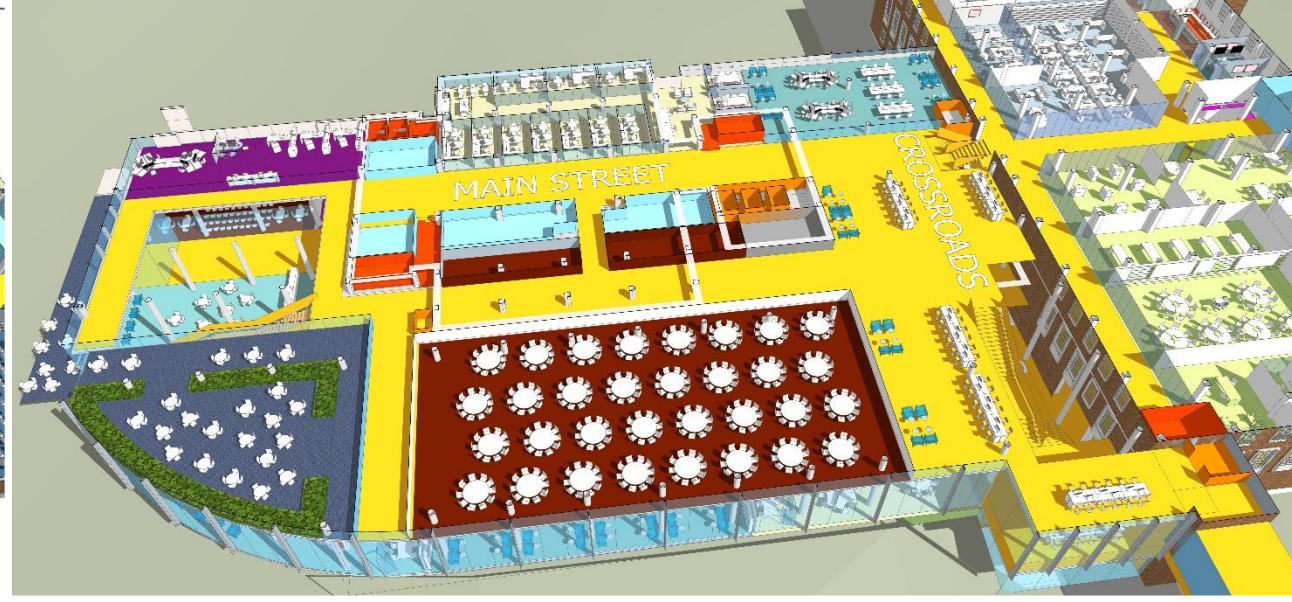




MAIN STREET

CROSSROADS

















Elevators















# 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

# QUESTIONS

