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
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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
<table>
<thead>
<tr>
<th>Collections Based</th>
<th>User/Learner Focused</th>
</tr>
</thead>
<tbody>
<tr>
<td>▫ All materials warehoused and available quickly</td>
<td>▫ Dedicated space to support learning needs</td>
</tr>
<tr>
<td>▫ Collection selected and endorsed by faculty as extension of classroom resources</td>
<td>▫ Technology driven attributes to access needed resources</td>
</tr>
<tr>
<td>▫ Collection built to support research with primary sources</td>
<td>▫ Group space to meet and work collaboratively with classmates</td>
</tr>
<tr>
<td>▫ Significant financial investment made to process, deliver and maintain collection</td>
<td>▫ Individual study with tools/conveniences to support technology</td>
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<td>▫ Financial resources stretched to cover larger breadth of collaborative/technological needs</td>
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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 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
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.
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
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
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.
Customer Interaction

Physical:
- First Impressions
- Information/Directional
- Fixtures and Displays
- Signage and Events
- Presentation Standards

Staff:
- Behaviors
- Appearance and Language
- Know the Mission
- Training and Competence
- Having Fun

Know the Mission

Having Fun
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?
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.
Restroom Accessibility
Typical Tower Floor Plan

- Carrels and Lounge
- Collaboratories & Special Libraries
- Collaboratory
- Faculty Study Offices
Academic Libraries Contribute

*Chronicle of Higher Education,*
Survey by (AHEFO) Association of Higher Education Facilities Officer, listed libraries as 2nd 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
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

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
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](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.
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
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.
Public Libraries count as well!!

Some great projects are out there!!
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
Halifax Central Library Auditorium

Boston Public Library Glazed Facade
Master Space Planning

Can be a messy process!
**Drivers:**

**Deferred 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 suppression
  - 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
  - TRIQ
  - 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
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