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Connect, Explore, Soar: Innovative Technologies and Services in Library Learning Commons

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CONNECT, EXPLORE, SOAR: Innovative Technologies and Services in Library Learning Commons

Florida Library Association
May 13, 2015



Thomas G. Carpenter
Library

UNIVERSITY OF NORTH FLORIDA THOMAS G. CARPENTER LIBRARY



Lisandra Carmichael – Director of Public Services

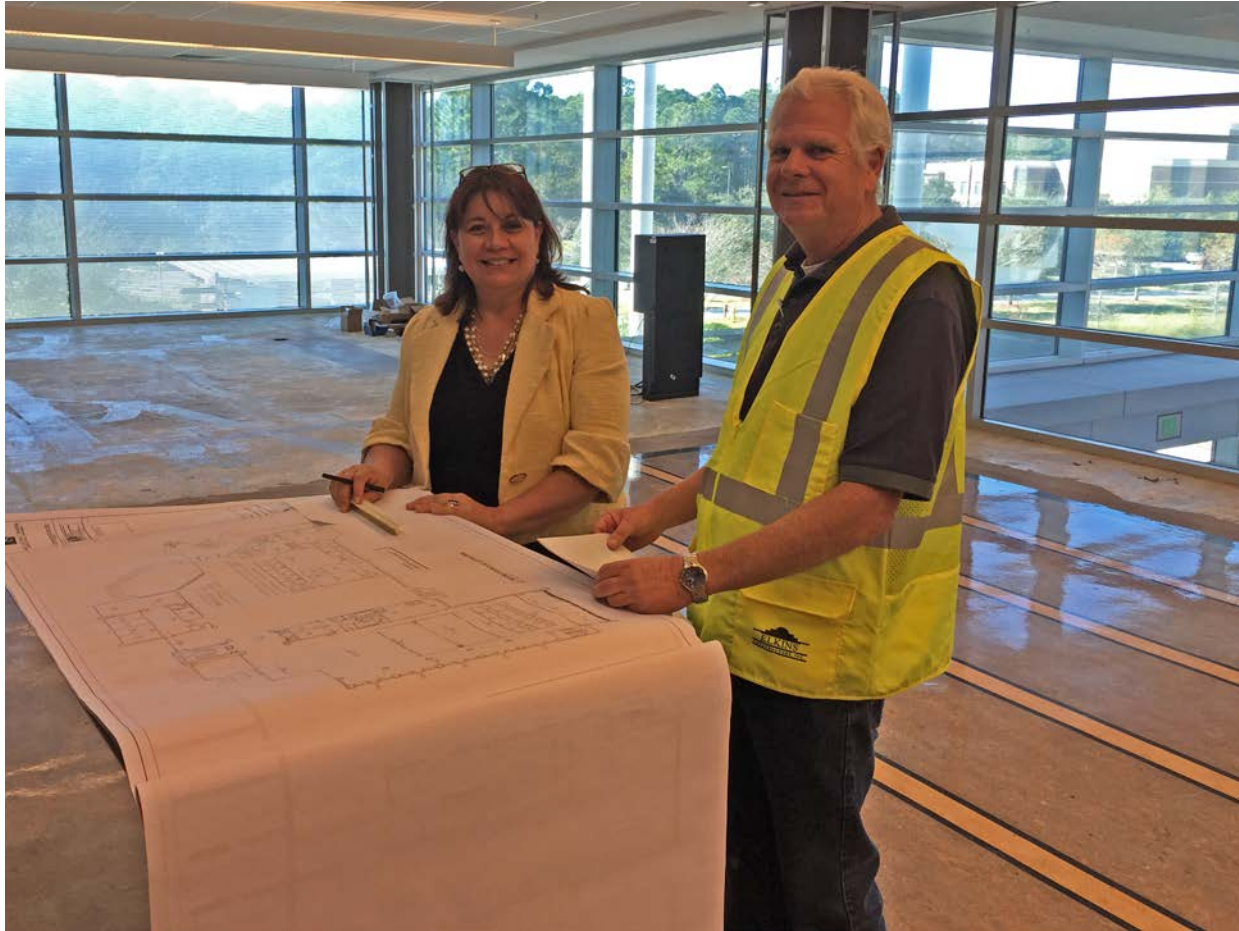
Cat Silvers – First Year Outreach Librarian

Paul Mosley – Head of Access Services

Michael Kucsak – Director of Systems and Technology

Maria Atilano – Marketing and Student Outreach Librarian

CONNECT: ADMIN



A DOOR OPENS

- Be Prepared
- Funding Opportunity
- 1 Proposal Becomes 3
- Buy-In...many constituents



May 2011	Added to Campus Strategic IT Initiatives
Mar 2012	Commissioned a Study on Library Space
Summer 2013	Created the Collaborative Study Neighborhood
Fall 2013	Conducted Planning & Visioning Workshops
Nov 2013	Submitted and Awarded Grant Proposal

MAKING SENSE OF POSSIBILITIES

"The modern commons is a **meeting place**, typically offering at least one area where **students can rearrange furniture** to accommodate impromptu planning sessions or **secure a quiet place to work near a window**. In response to course assignments, which have taken a creative and often collaborative turn in the past two decades, the learning commons **provides areas for group meetings, tools to support creative efforts, and on-staff specialists to provide help** as needed. And yet the successful learning commons does not depend solely upon adaptable space configuration or the latest technological gear. **Its strength lies in the relationships it supports, whether these are student-to-student, student-to-faculty, student-to-staff, student-to-equipment, or student-to-information.** Effective learning commons are alive with the voices of students working together, establishing the kinds of connections that promote active, engaged learning" (EDUCAUSE, 2011).

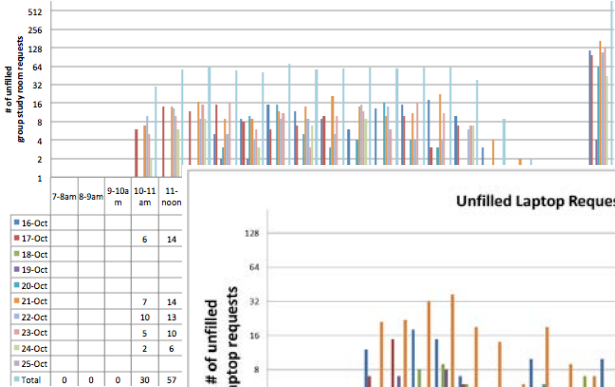
Our Elevator Speech:

"The UNF Library Commons fosters student learning and engagement through a suite of services, technologies, and study spaces."

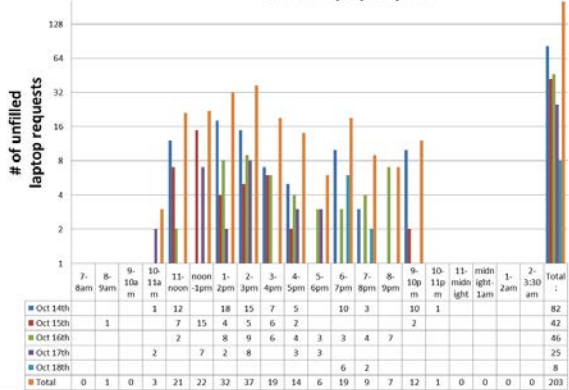
DETERMINING NEEDS, VISIONING & PARTNERING

Chart Area

Unfilled Group Study Room Requests
October 16-25, 2013



Unfilled Laptop Requests



Visioning



Background and Intent

A clear, shared work environment vision is the first step toward achieving your desired results. Our visioning services take a fundamentally different approach to problem solving and planning. Rather than trying to develop a plan from historical experience, this process develops a vision of future success and identifies required actions to get there. The workshop helps teams build consensus, envision the ideal, and determine how best to make it happen. The session is designed to achieve creative collaboration, breakthrough ideas, consensus, and an action plan.

Scope and Outcomes

The workshop begins by articulating the overall business drivers – the imperatives for the overall business – that are broader than work environment. We work with you to achieve alignment and consensus on these drivers as a foundation for all other work that will proceed from this first session. In addition, we work with you to establish the vision for the ideal workplace and culture. Followed in order to move the organization powerfully toward the future. The outcomes from the session provide not only the consensus based business drivers articulation and vision, but also the foundation for efforts to manage change, align the organization, and maintain organizational momentum.

Recommended Participants

Because this Visioning Workshop sets the foundation for all subsequent work, we recommend that the appropriate senior leaders and other key leaders participate in order to help shape the vision and participate in the process. The on-site session can accommodate up to 20 participants. It is possible to do multiple visioning sessions or just one depending on the degree of participation desired. Following the session, in which we establish the business drivers and vision, we integrate them into all the other efforts and working groups that are part of the other aspects of the process.

Voting Technology and Outputs

The workshop includes the use of voting technology. This technology allows for anonymous voting during the session to help reveal critical issues and the degree of current performance and importance of the issues. This information allows for analysis and decision-making about the highest priority issues as well as those that would have greater value for focus in the shorter term and the longer term. In addition, the voting process allows for immediate group review of the results including the degree of consensus on key points. Following the workshop, Herman Miller delivers a detailed written report of results and their interpretation.



Planning for a library commons is exciting for the Thomas G. Carpenter Library. It is good for the students and good for the university to have a variety of assistance available in the library. In planning this please consider the matter of safety.

We live in an urban environment. News of shootings at various universities and schools are becoming more frequent. As a librarian of thirteen years, and disaster preparedness co-planner, I believe certain issues should be considered:

1. We have four floors in the Thomas G. Carpenter Library. Consideration should be given to having different categories of labs on floors other than the first floor.
2. Having the entire commons and service desks on the first floor would provide a shooter or terrorist the perfect opportunity to inflict maximum casualties and damage by just walking in the front door. There would be no time to react and little chance of escape. If you placed different components of the learning commons on the second and third floors it would spread out the population in the library and allow a chance for students to escape.
3. A natural disaster (hurricane, flooding) could ruin a lot of valuable equipment on the first floor.

For future planning my strong suggestion would be to have different labs or "concentrations of assistance and learning" on different floors for safety reasons.



University of North Florida
Carpenter Library Learning Commons
Draft Visioning Pre-work
10.22.13

Desired Outcomes:

- Alignment on business drivers the Learning Commons must support
- Vision for the ideal place
- Common definitions to guide future decisions
- Integrate and consensus
- Inform actions to move toward the ideal

Business Drivers:

- Libraries are shifting their centers of gravity from storage and physical collection to responsive, dynamic spaces: patrons demanding more group study space, laptops, instruction, proof reading, quiet space, and presentation support
- New ways of storing physical assets: traditional academic libraries are evolving as books are stored off campus, and space frees up
- Libraries as a recruitment tool: libraries can provide powerful environments for learning and increased student engagement to take place
- Different models of service are evolving as new technologies are introduced: evolving technologies impacting the way students and faculty interact with the library and it's resources, creating new services and ways of accessing information

Statement of Purpose

"The UNF Library Learning Commons fosters student learning and engagement through a suite of services, technologies and study spaces." (2013)

Goals:

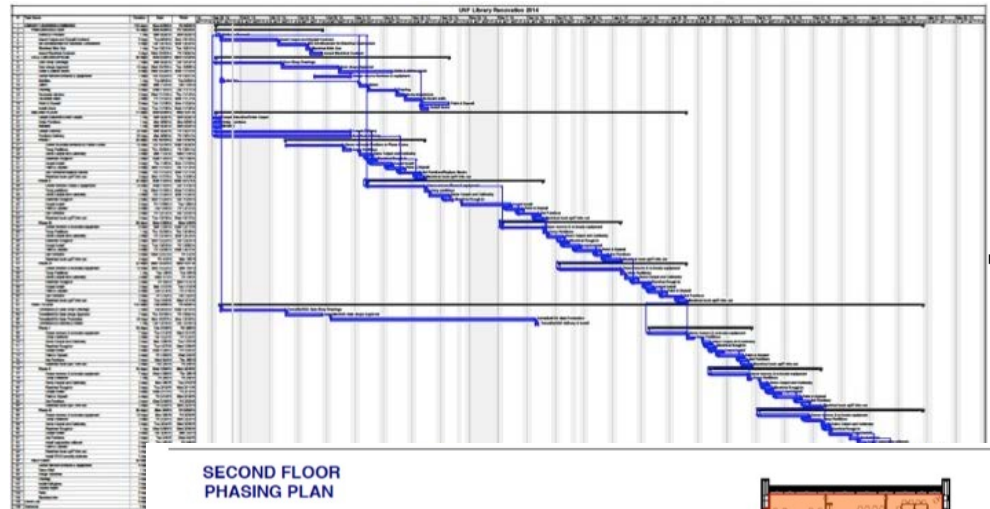
- Create an environment that fosters civic awareness, cultural growth, and collaboration.
- Recognized in the community as a place where these things happen.
- Transform the library into something more compatible with current teaching methods



AKEL LOGAN SHAFER
ARCHITECTS / PLANNERS

PROJECT PLANNING

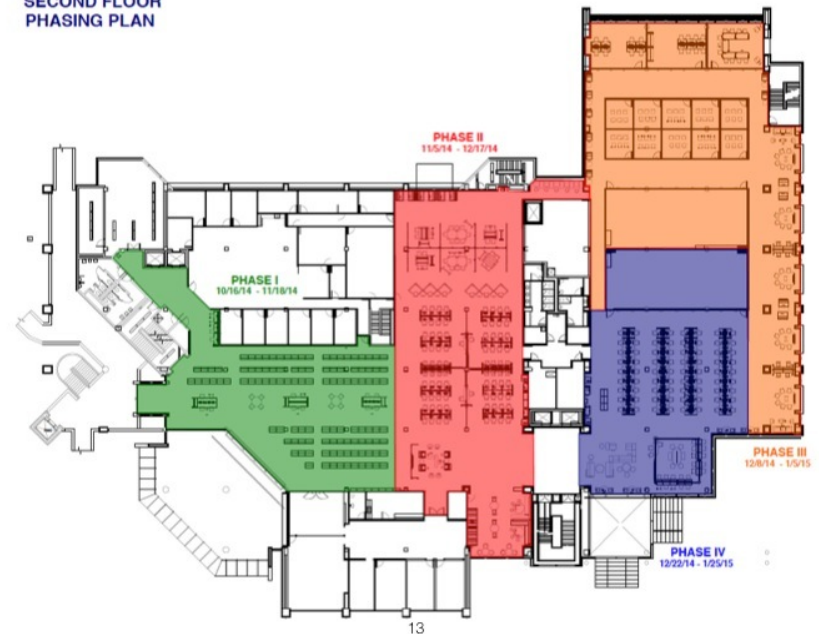
do not underestimate
time, monies, ideas



FIRST FLOOR
PHASING PLAN



SECOND FLOOR
PHASING PLAN



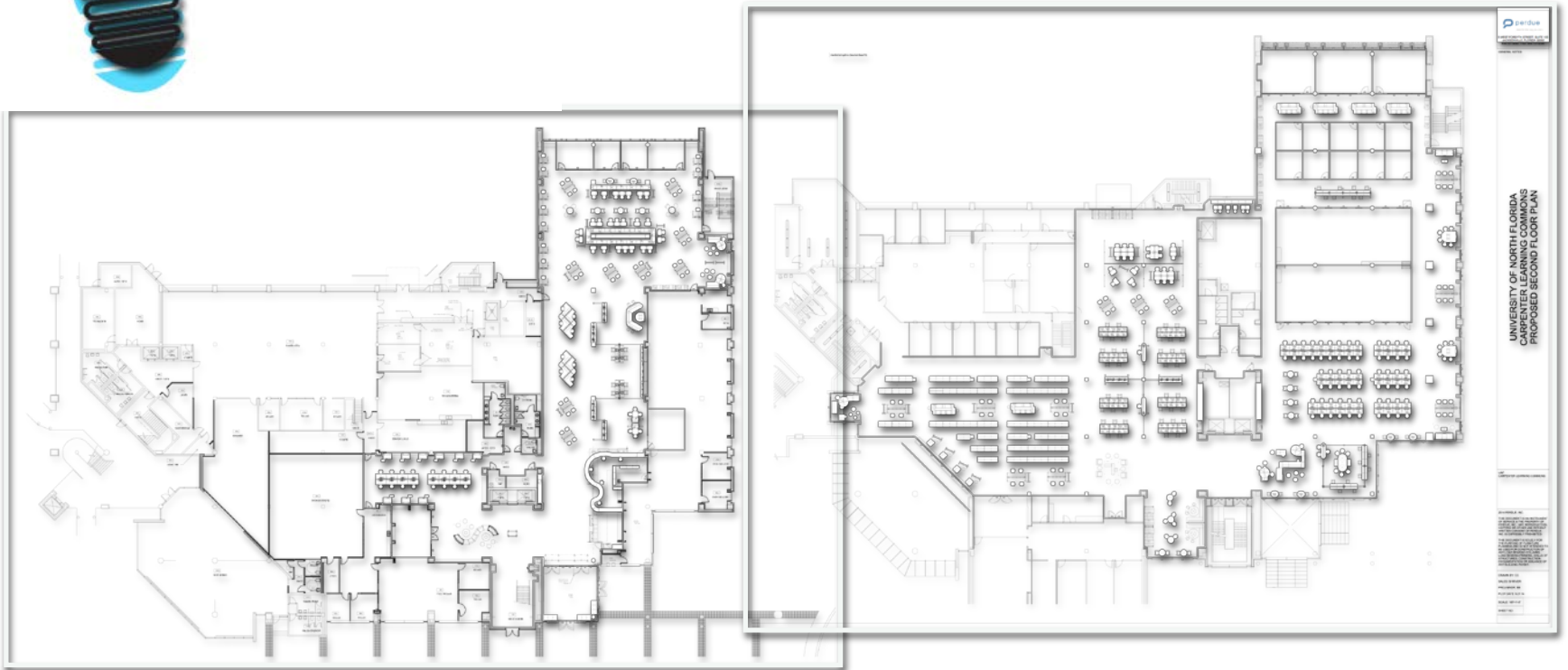
THE LOOK AND FEEL





TIP

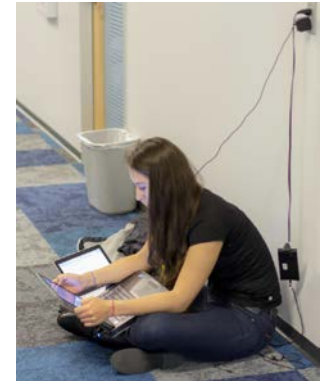
MEASURE TWICE,
CUT ONCE



NEXT STEPS

More:

- Money
- Technology
- Partners
- Assessment
- Outreach
- Marketing



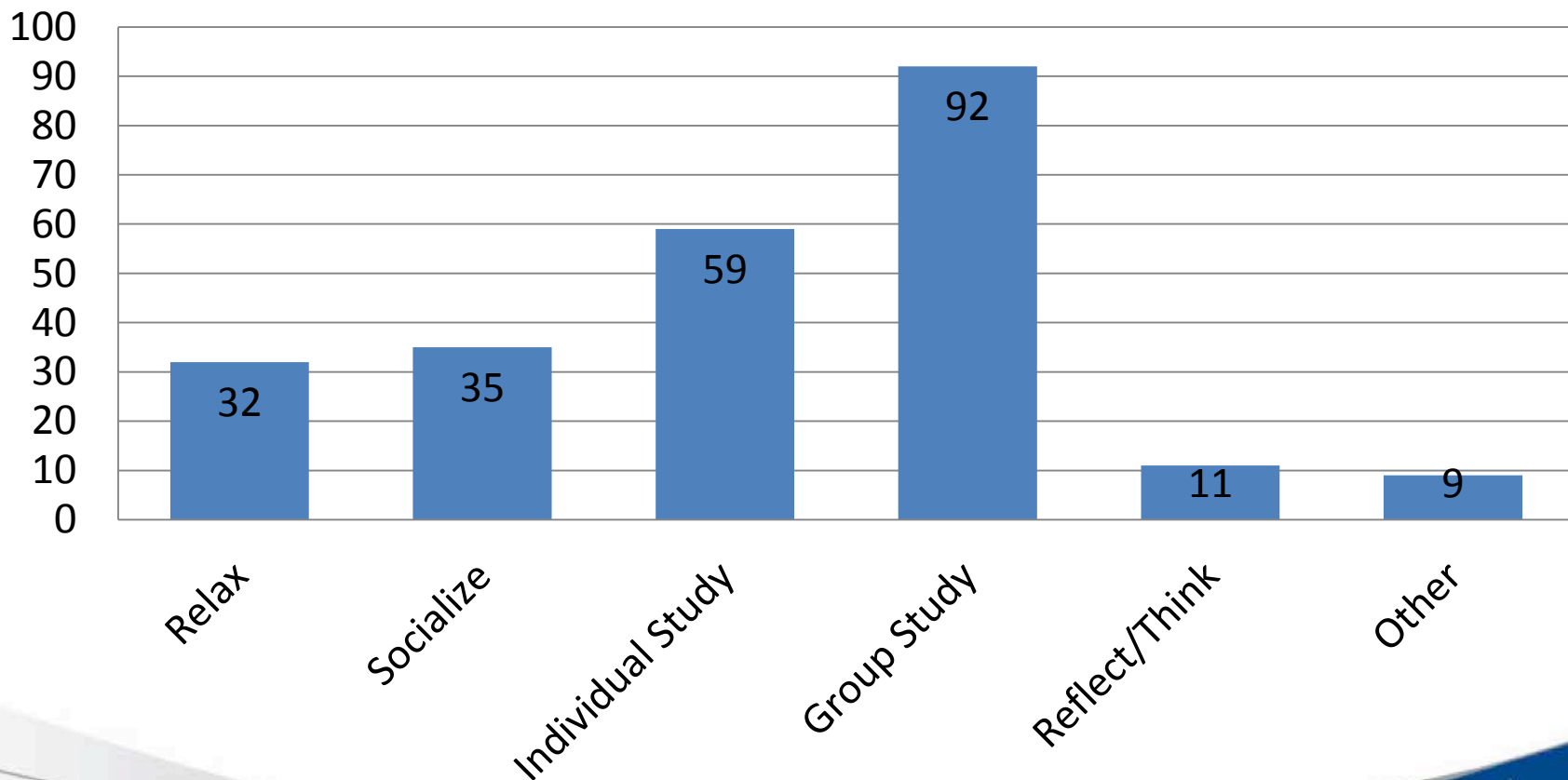
CONNECT: SURVEYS



Collaborative Study Neighborhood Survey

(September 17 – November 4, 2013)

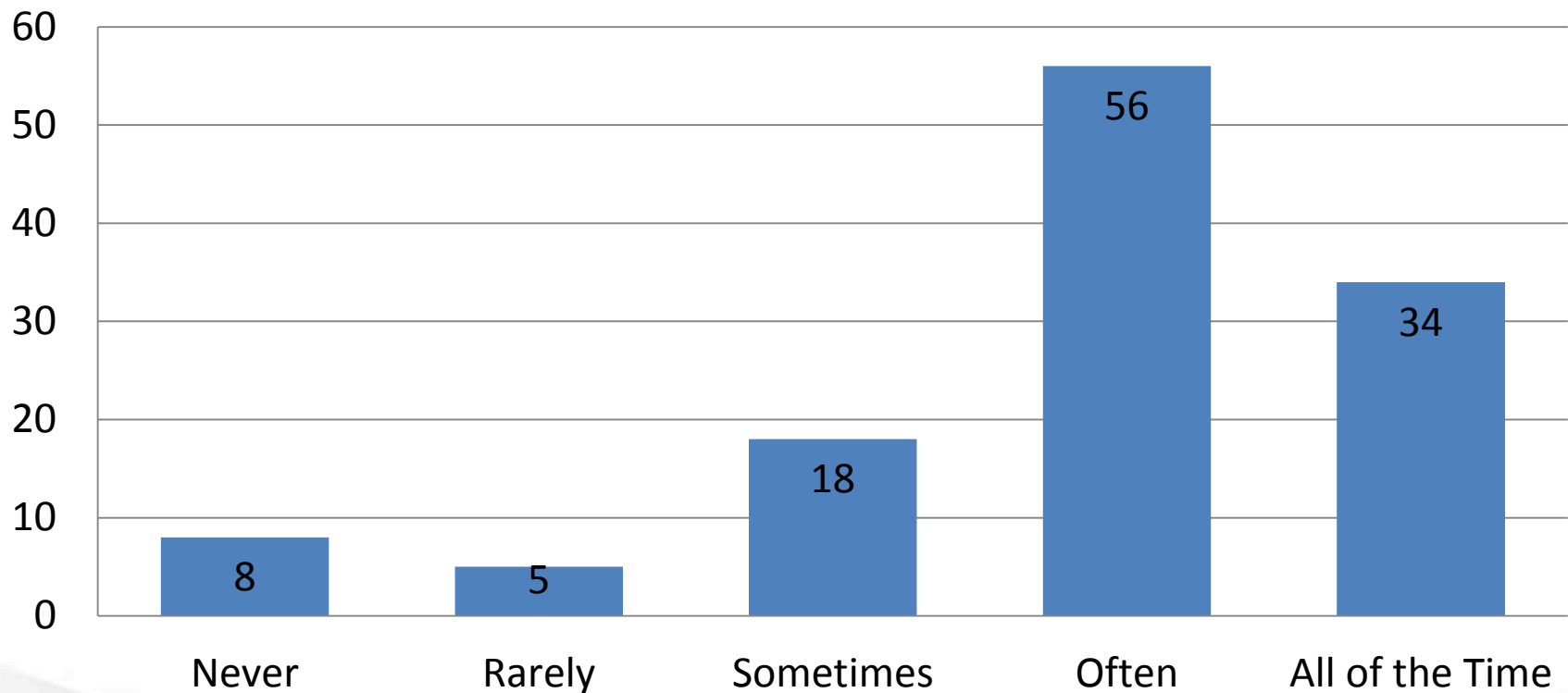
Please tell us how you generally use this space. You may select more than one response.



Collaborative Study Neighborhood Survey

(September 17 – November 4, 2013)

This new space reflects the library's commitment to my success in learning and/or teaching:



Collaborative Study Neighborhood Survey

(September 17 – November 4, 2013)

Tell us how satisfied you are with the:

# ▾	Question	Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Satisfied	Total Responses
1	Amount of Work Surface (for laptops, books, etc.)	<u>9</u>	<u>18</u>	<u>25</u>	<u>30</u>	<u>37</u>	119
2	Comfort of Seating (chairs and sofa)	<u>6</u>	<u>13</u>	<u>26</u>	<u>28</u>	<u>46</u>	119
3	Quality of Lighting	<u>1</u>	<u>5</u>	<u>16</u>	<u>31</u>	<u>66</u>	119
4	Availability of Electricity	<u>12</u>	<u>21</u>	<u>22</u>	<u>28</u>	<u>36</u>	119
5	Quality / Reliability of Wireless Internet Connection	<u>3</u>	<u>5</u>	<u>14</u>	<u>45</u>	<u>52</u>	119
6	Noise Level	<u>9</u>	<u>16</u>	<u>33</u>	<u>30</u>	<u>31</u>	119
7	Layout of the Space (how the furniture is set-up)	<u>1</u>	<u>7</u>	<u>29</u>	<u>35</u>	<u>47</u>	119

Collaborative Study Neighborhood Survey

Selected Comments

“It's awesome, but we need more.”

“maybe more outlets”

“I love the white boards. We need more. I haven't used them because someone else always is.”

“This reflects excellent flexibility for collaboration, an essential component of MBA education. Kudos!”

“right: it is comfortable and adjustable. wrong: no where to connect the laptop and incredibly noisy.”

Campus Life Survey 2014

n=(860)

36. Please indicate your level of satisfaction with the following library services:

#	Question	Very Dissatisfied	Dissatisfied	No Opinion	Satisfied	Very Satisfied	Did Not Use	Not familiar with this service	Total Responses
1	Library website	7	11	92	362	189	85	84	830
2	One Search (catalog)	8	29	85	325	187	89	103	826
5	Interlibrary Loan	7	6	123	112	79	227	269	823
6	U-Borrow	4	3	131	73	54	208	351	824
7	Course Reserves	6	6	130	89	53	240	297	821
9	LibGuides	4	2	135	83	44	221	332	821
10	LibAnswers	4	3	137	75	38	231	334	822
11	LibChat	4	3	136	65	44	246	324	822
12	One-on-One Research Consultations	5	0	125	72	47	272	300	821
14	Assistance with research at the desks	6	8	120	143	90	258	198	823
17	Directional Signs/Maps	10	17	99	260	141	157	139	823
18	Wireless Access	16	52	56	329	251	65	57	826
19	Electrical Outlets	29	88	72	299	186	86	63	823



Campus Life Survey 2014

n=(104)

38. How can we at the Library best assist you with your learning and scholarship?

Text Response

More outlets.

More tables to study, less books. Very few people use the books in this library because of growing technology. Tables are very hard to come by to sit down and study at

Provide a better online search engine.

Make everything known the marketing for things at UNF isn't the best.

I'm not really sure, I don't tend to use the library as a study space

More chairs in the computer area. Many days I arrive early and put all the chairs taken from the computers back. On average 10 chairs are moved from the computer areas and are not there at 7 am.

More computers, more desks, better seating.

holding info sessions about it

I do not know how you can improve this because I have never used it.

Maybe have an interactive, close to real-time-update scholarship database visibly promoted

N/A

The library does a great job as it is, however many of the services provided by the library were unfamiliar to me as i took this survey

More available technology that is innovative and useful in my career field.

Talking to us

Enforce, student to actually be quiet and not use their phones and quiet floors, its very disruptive. entrance into starbucks from inside library

Keep up the good work.

will probably learn more this semester

More laptop to use if all computers are being used.

nothing

HOW WE LISTENED

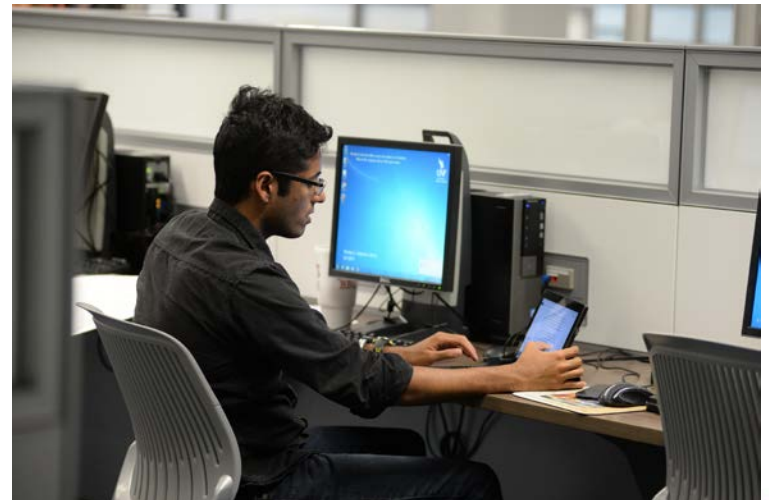
Furniture

- Increased Seating Capacity by 34%



Electricity

- 342 new outlets on 1st Floor
- 996 new outlets on 2nd Floor



HOW WE LISTENED

Internet/Wireless

- 19 new computer workstations
- 15 total wireless access points on 1st Floor
- 18 total wireless access points on 2nd Floor

Noise

- Sound Masking System added to 1st and 2nd floor





TIP

ENGAGE USERS IN THE PROCESS



EXPLORE: SPACE

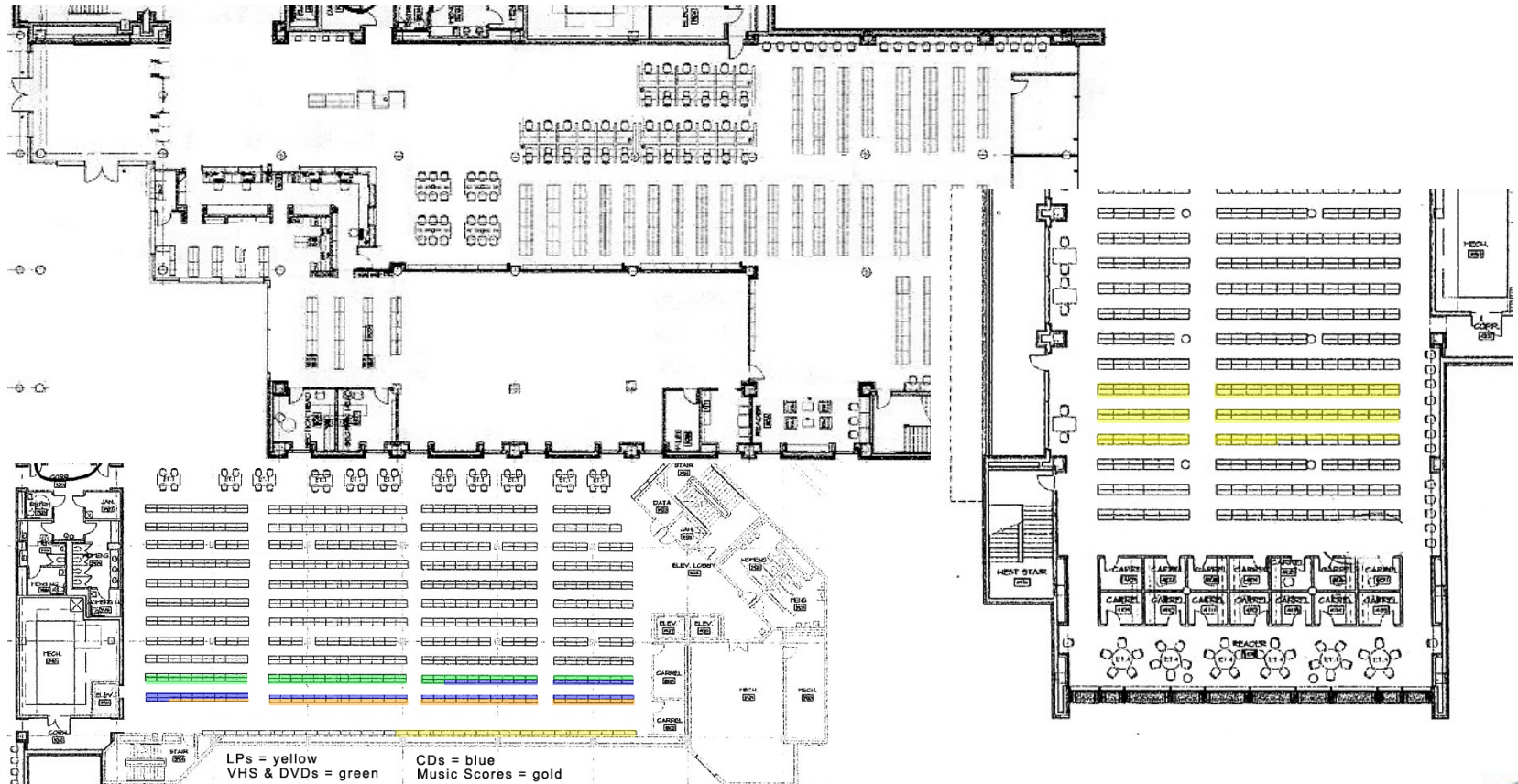


COLLECTIONS

Collections needed to be relocated and shelving removed



PLANNING



NO SIMPLE SOLUTION



Our solution was a combination of weeding and moving collections



TIP

HIRE PROFESSIONAL MOVERS



WHAT ABOUT THE SHELVING?



WHATEVER YOU THINK IT
WILL COST, IT WILL
PROBABLY BE MORE



NOW WHAT?

- Budget was a concern
- Be creative and reach out to other units
- The Controller's Office was invaluable!
- We were able to remove a small amount of shelving, but there was so much more
- What next?



THE CONTROLLER'S OFFICE

They contacted a recycler that the University uses



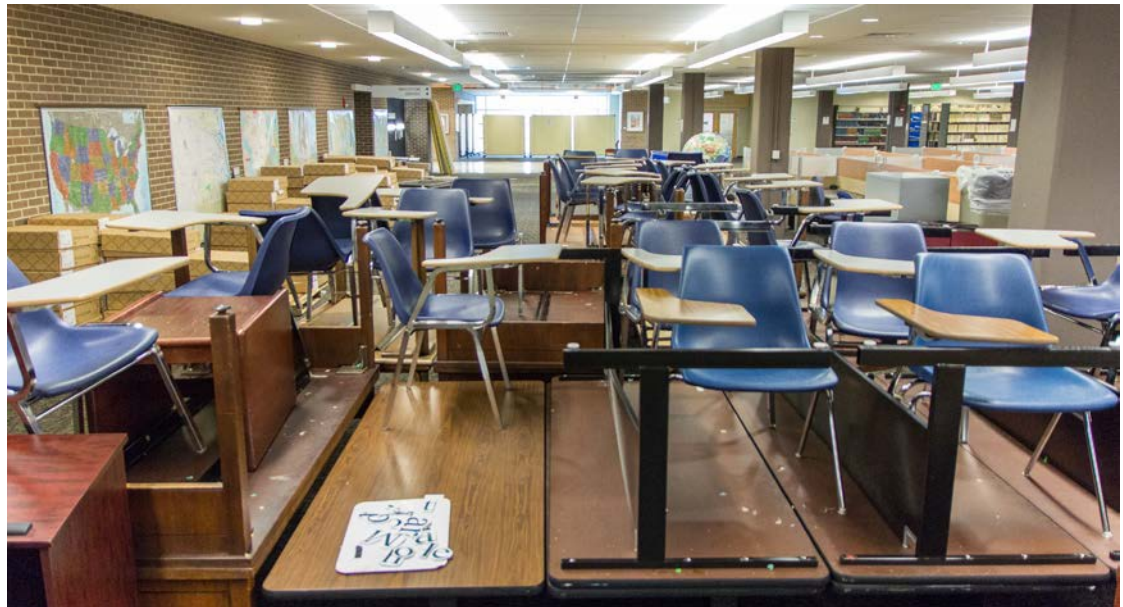
- This proved to be a key turning point
- We were able to remove over 20,000 lbs. of shelving!

FURNITURE



THE CONTROLLER'S OFFICE, PART 2

- We found other campus units that could use some of our furniture
- Campus auction



WE STILL HAD BROKEN FURNITURE



STAFF

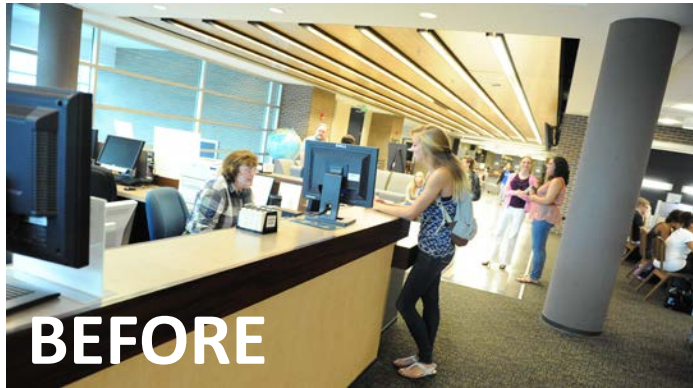


PREPARING FOR ITS

- Carving out space in Technical Services
- Carving out space in Access Services
- Constructing a public service desk



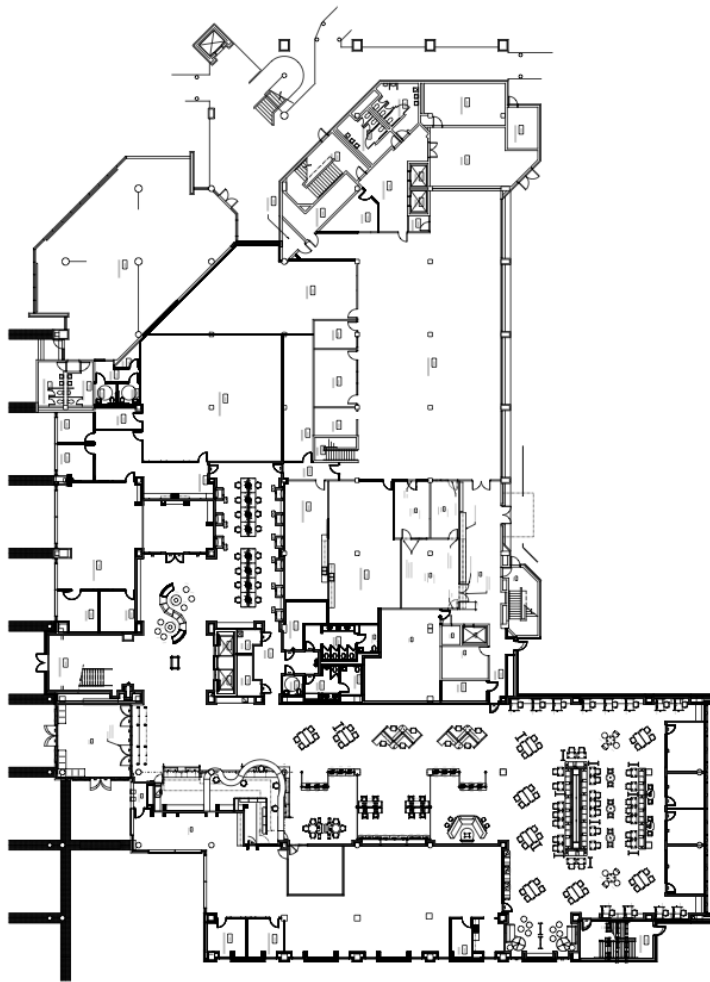
LIBRARY STAFF MOVED, THEN MOVED AGAIN





SUCCESS





EXPLORE: TECHNOLOGY



INFORMATION AND INTERACTION

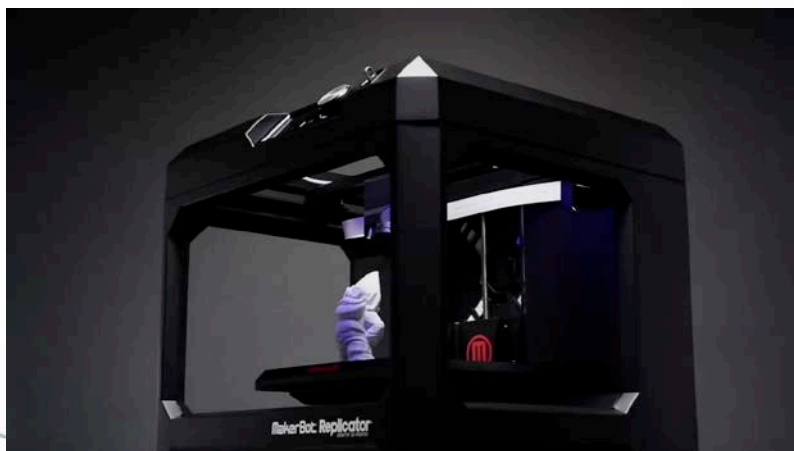
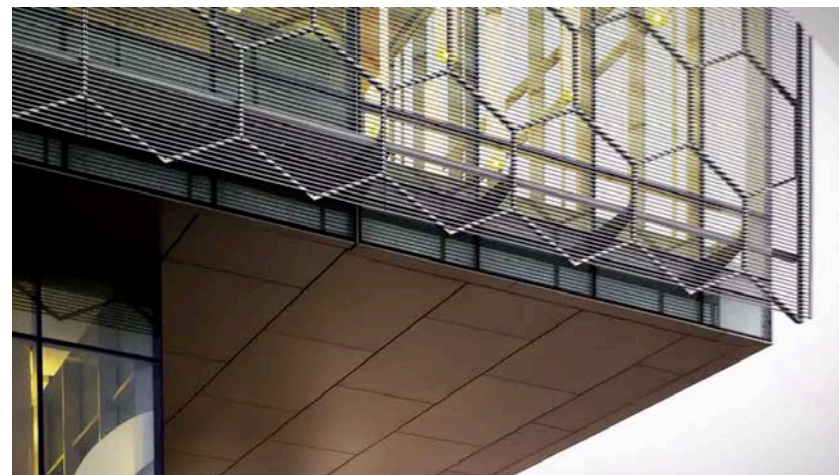
Interactive Kiosks, Instructional Displays, GPS Way Finding, Group Study Self Check





PERFORMANCE COMPUTER LAB

Powerful Computing,
Specialized Software,
3D Printing, 3D Scanning,
Technical Assistance



- **ArchiCAD**
- **ArcGIS**
- **Bentley Suite**
- **Codewarrior**
- **Matlab**
- **NI Multisim**
- **Octave**
- **Siemens NX**
- **West Point Bridge Designer**



OneSearch

SHOWING RESULTS FOR

An Enzootic Transmission Cycle of Lyme Borreliosis Spirochetes in the Southeastern United States

Phylogeography of Lyme borreliosis-group spirochetes and methicillin-resistant Staphylococcus aureus.

The diagnostic spectrum in patients with suspected chronic Lyme neuroborreliosis - the experience from one year of a university hospital's ...

Acarologic risk of exposure to Borrelia burgdorferi spirochaetes: long-term evaluations in north-western California, with implications for Lyme borreliosis ...

Molecular detection of Borrelia bissettii DNA in serum samples from patients in the Czech Republic with suspected borreliosis.

Cutaneous and systemic Lyme disease.

Seasonal correlation of sporadic schizophrenia to Ixodes ticks and Lyme borreliosis.

Paediatric Facial Paralysis caused by Lyme borreliosis: A Prospective and Retrospective Analysis.

Recent discovery of widespread Ixodes ainis (Acari: Ixodidae) distribution in North Carolina with implications for Lyme disease studies.

DETAILED ENTRY INFORMATION

AUTHOR(S)
By: Oliver, J. H.; Lin, T.; Gao, L.; Clark, K. L.; Banks, C. W.; Durden, L. A.; James, A. M.; Chandler, F. W.

PUBLICATION
Proceedings of the National Academy of Sciences of the United States of America. Sep. 30, 2003. vol. 100, Issue 26, p11642-11645, 4p. National Academy of Sciences. Language: English

DATABASE SOURCE
JSTOR Life Sciences

SUBJECTS & CATEGORIES
Biological Sciences; General Science

OPEN FULLTEXT PDF

MET10 RGB-3-2-1-24H 2014-01-01 04:00 UTC

EUMETSAT

EUMETSAT SATELLITE PROJECT

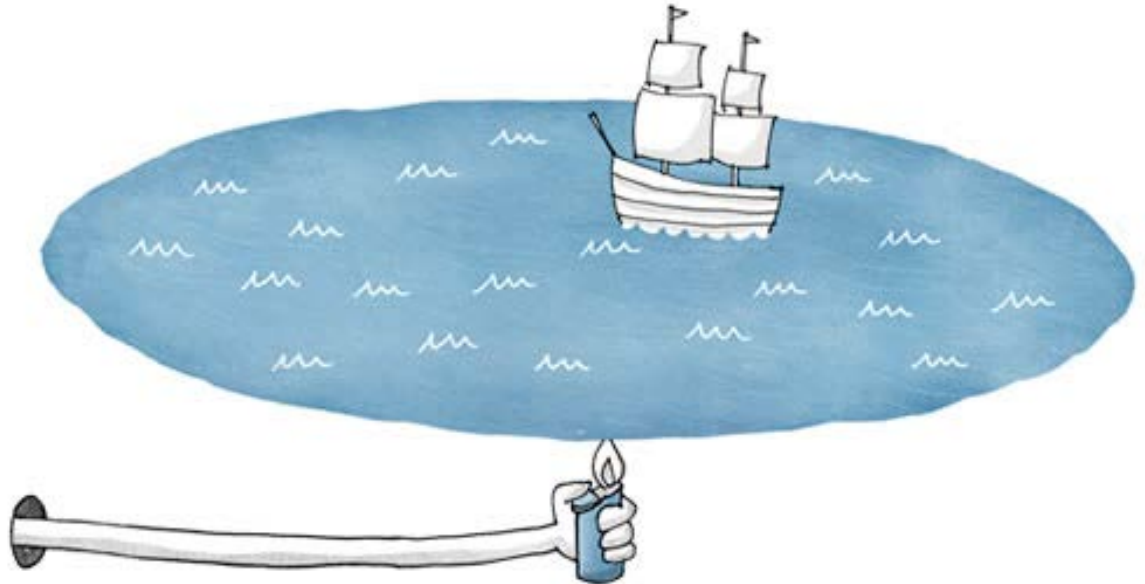
Library Partnerships with Scholarship and Research



TIP

DON'T BOIL THE OCEAN

- Identification
- Budgeting
- Infrastructure
- Development
- Training
- Marketing
- Support (now and in the future)
- Recurring cost
- All of the above multiplied by the number of new technologies



BUILD OUT INFRASTRUCTURE

- Improved Wireless Access throughout the building
- Added network drops and electrical outlets to strategic locations
- Group study room self-check
- Collaboration stations

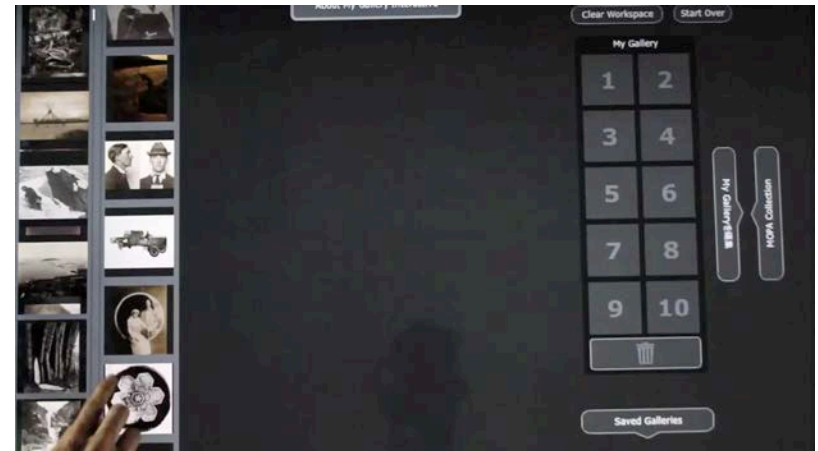


PHASE II



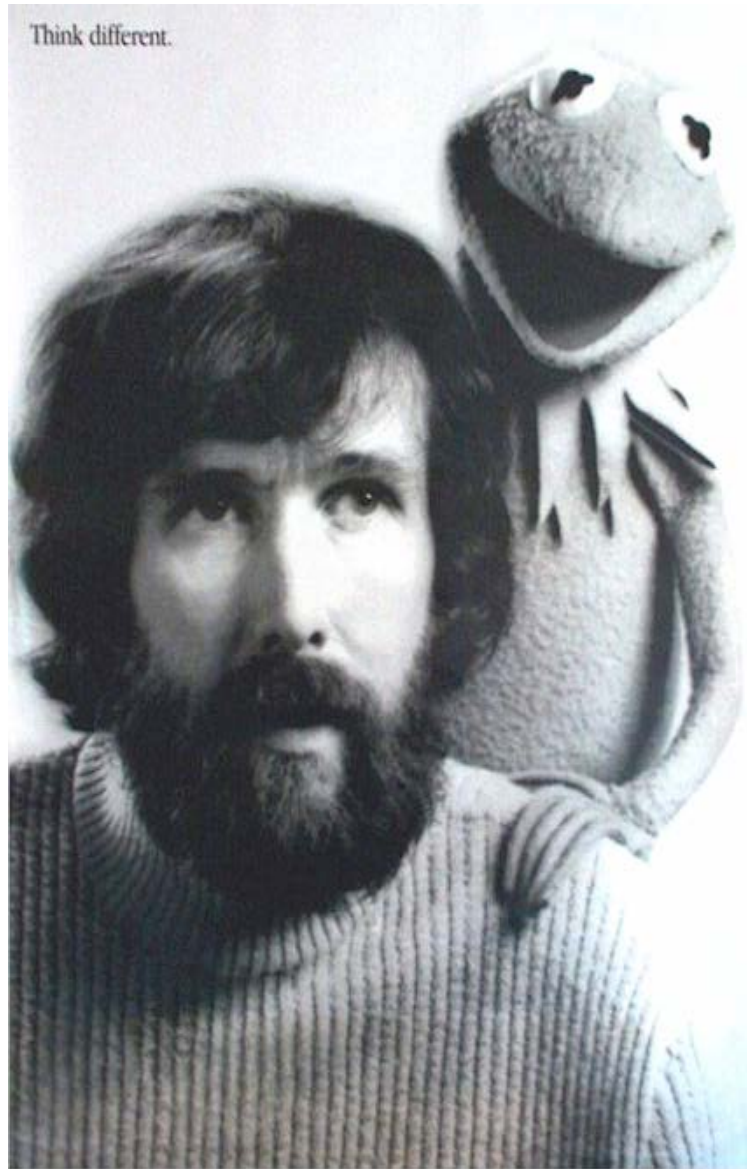
- Multi-touch interactive displays in Special Collections

- Touch screen collaboration in group study rooms



TECHNOLOGY CHECKLIST

1. Dream
2. Communicate
3. Plan
4. Communicate
5. Document
6. Communicate
7. Support
8. Repeat



SOAR: MARKETING



LIBRARY COMMONS MARKETING PLAN

“Once completed, this project will completely transform how the Library is perceived on campus. As such, it is our primary goal *to spread the word via marketing and outreach in order to prepare our patrons for upcoming changes and innovations in the library.*”

- Thomas G. Carpenter Library
Commons Marketing Plan,
July 2014

TARGET AUDIENCES



1. Students (on campus)
2. Distance-Learning students
3. Faculty and Staff
4. Current and potential donors
5. Alumni
6. Members of the Jacksonville community
7. **Don't forget the Library Staff!**



TIP

MARKET EARLY,
MARKET OFTEN

**COMING
SOON**

Thomas G. Carpenter
Library Commons



OUTREACH

- Library events
 - Campus-wide events
- Presentations given to committees, deans and associate deans, tours
- Faculty outreach from Library liaisons
- Take any opportunity given to you – even campus radio interviews



PUBLICATIONS

- Orientation postcards
- Internal and external newsletters
 - Osprey Update for Students and Faculty/Staff
- Inside UNF article
- Student newspaper
- **Control the story!**

Around Campus

Library Commons promotes collaborative, learning environment for students, staff, faculty

By Matt Coleman

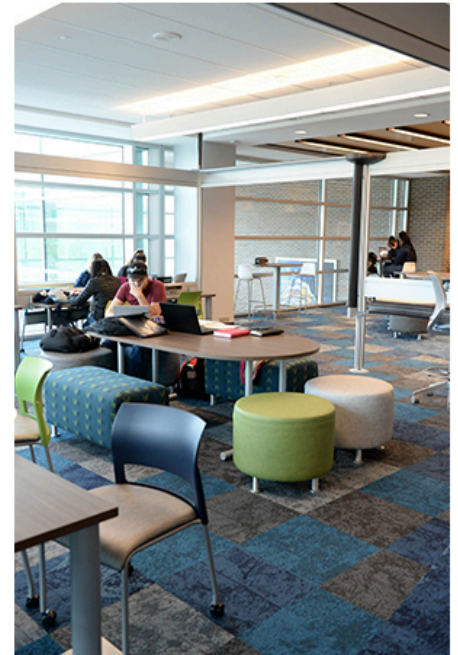
The idea of the traditional university library evokes images of thick stacks of academic tomes and rows of silent students hunched over wooden desks. And while some of this is still so on the third and fourth "quiet" floors of the Library, the new face of the Thomas G. Carpenter Library is anything but traditional. The first and second floors are being renovated to create a vibrant and flexible academic environment and promote positive student learning outcomes. Dubbed the Library Commons initiative, the Library makeover was jumpstarted last year and will be completed this semester.

The renovation adds more collaborative learning spaces and a presentation practice area, integrates the Information Technology Services Help Desk and Call Center into the building and unveils an upgraded wi-fi and electrical infrastructure using about \$1.9 million in performance funding from the state.

Although construction started while classes were in session, the Library has remained open.

Student demand was the main driver for the renovations, said Dr. Elizabeth Curry, dean of the Library. Library faculty hosted a number of meetings and visioning sessions with students to determine their expectations of their Library, and some of the common requests from those conversations included increasing flexible furniture arrangements, electrical plugs, adaptable spaces and connectivity.

"This is years of planning coming together, with multiple levels of staff, faculty and administrative involvement," Curry said. "It's the culmination of what students have been asking for. Even though most of the construction efforts have been focused on the first and second floors, it will enhance every floor of the Library. The work maximizes space, allows for a more open feel with better light and makes the building architecturally more conducive to working together."

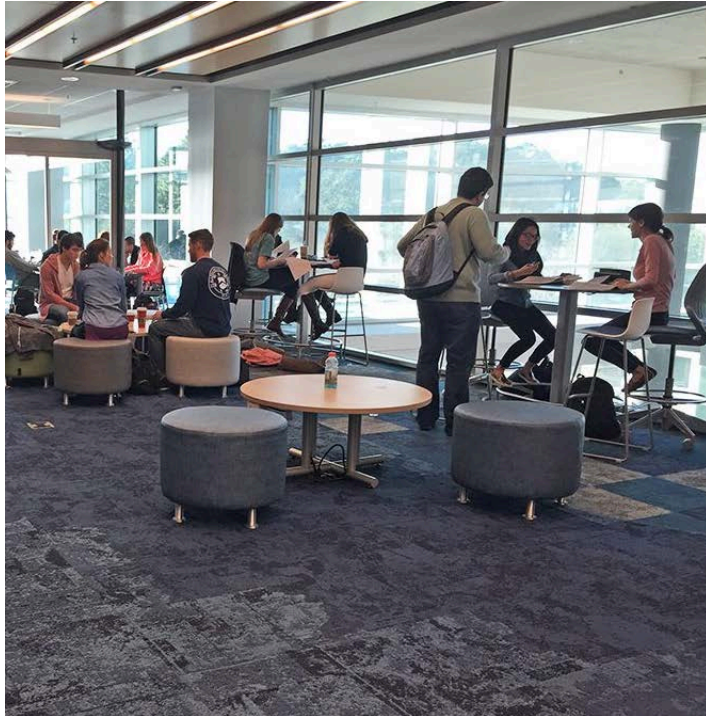


SOCIAL MEDIA

- Facebook and Twitter
 - @unflibrary
 - #unflibrarycommons
- Ask for input. What does your audience think about the changes?
- Share and share-alike



ENGAGE: ASK AND LISTEN



It was a busy day on the second floor yesterday. It's great seeing students use and enjoy the new space! What do YOU think of the Library Commons renovation work so far? Let us know what you think on our new weekly poll! <http://bit.ly/1DacmHy>

Tag Photo Add Location Edit

Like · Comment · Share

Natalie Rooks, University of North Florida (Official Fan Page), UNF Student G and 17 others like this.

Kristin Dilley More booth areas please awesome!
Unlike · Reply · 1 · January 28 at 10

Yolie Rodriguez I will have to ask my to take me for a tour next time I visit, lo phenomenal
Unlike · Reply · 2 · January 28 at 10

Ron Slater So far, very awesome. Need more enclosed private group study room
Like · Reply · January 28 at 2:52pm · E

Rachel Dobbs the study areas additional "study rooms" with some partitions
Like · January 28 at 2:34pm

Write a reply...

Write a comment...

Sarah Ro @babyyyRO · Apr 19
The UNF library looks soooooo different. I feel like I'm at a completely different school

1 2

UNF Library @unflibrary · Apr 19
@babyyyRO Different in a good way, right? You feel like you're at UNF 2.0, new and improved? Just checking! :) #SWOOLife

Sarah Ro @babyyyRO

Follow

@unflibrary yup! Just very different from an alumni point of view :)

FAVORITE

1



9:27 PM - 19 Apr 2015

UNF: YOU NEVER FINISH (MARKETING)

Library Commons Marketing Plan/Timeline

Updated November 3, 2014 by Maria Atilano

	Description	Contact	Does Library write story/blog	Date by
Online Calendar of Events	Must be submitted before any other marketing steps; note of construction/closed off areas	n/a	Yes	November 2014
Osprey Update for faculty/staff and students	Located online on Osprey Update Web page. Sent out via weekly email for students; daily email for faculty/staff	n/a	Yes	November 2014; weekly/monthly submissions throughout construction
MyWings hot button	See: story, \$, on n		Yes	November 2014
Official UNF Facebook/Twitter	Pages posted social media	Jessica Barber/Cathy Cole	Yes/No	November 2014; monthly updates throughout construction
Spinnaker article	Feature story in monthly magazine	John Timpe	No	November 2014
UNF Hold Message	Message added to UNF telephone hold message	Kelly Gates (PR)	No	January 2015

Done?



TIP

1. Measure Twice, Cut Once
2. Engage Users in the Process
3. Hire Professional Movers
4. Don't Boil the Ocean
5. Market Early, Market Often

QUESTIONS?

Contact us at
ask@unf.libanswers.com

For a copy of our presentation, visit
<http://digitalcommons.unf.edu>

