BUILDING SUPPORTIVE LEARNING SPACE IN LIBRARY

GABI WONG
HKUST LIBRARY
SESSION PLAN

Part 1

• **Presentation**: “Commons”, or just “Learning Space”?
• **Activity**: Visualize a supportive, engaging learning space in your library in 2020

Part 2

• **Presentation**: Learning space development at HKUST Library – a cyclical model
• **Activity**: Build an action plan to fulfil your learning space vision
“COMMONS”, OR JUST “LEARNING SPACE”? 
A place to access information

A place where learning happens
BUILD THE MODERN LEARNING SPACE THAT SERVES YOU BEST

A. The “commons” concept help libraries shape new services

B. How a modern learning space looks/feels like

C. What learning needs can library space support

D. Activity: Design your library space for your community
THE TERM “COMMONS”

A “learning commons” most broadly defined is a central facility, usually an academic library, that provides the space, technology and services to support learning. These learning spaces can include areas for group work, individual study spaces, instructional rooms, computer pools, multi-media labs and soft seating areas. Services may include learning, writing, library research, numeracy, and academic advising support for students; instructional development assistance for faculty, and technology and media support services for both students and instructors.

(The Canadian Learning Commons Network: http://canadianlearningcommons.ca/en/)
COMMONS

A service model, a philosophy

space

service
New models emerged in the USA

Beagle’s paper popularized “Commons”

Bennett’s paper on IC and LC

Next-Gen Learning Spaces from ARL SPEC Kit 342

Emerald User Annual Meeting 2015; Kuala Lumpur
BEAGLE (1999)

“The Information Commons creates a synergy between the user support skills of computer staff, the information skills of reference staff, and production skills of media staff. Physically, it offers the flexible work space all staff need to apply their combined expertise adaptively to the rapidly changing needs of a highly demanding user community.”

http://publications.arl.org/Next-Gen-Learning-Spaces-SPEC-Kit-342/
<table>
<thead>
<tr>
<th>Types of Learning Space</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open group study space</td>
<td>99%</td>
</tr>
<tr>
<td>Open space with fixed computers and general software</td>
<td>99%</td>
</tr>
<tr>
<td>Open quiet study space</td>
<td>96%</td>
</tr>
<tr>
<td>Classroom with fixed computers and general software</td>
<td>93%</td>
</tr>
<tr>
<td>Exhibit space</td>
<td>90%</td>
</tr>
<tr>
<td>Events space</td>
<td>89%</td>
</tr>
<tr>
<td>Reservable group study room</td>
<td>83%</td>
</tr>
<tr>
<td>Classroom with tables and chairs but no computers</td>
<td>78%</td>
</tr>
<tr>
<td>Classroom with fixed computers and specialized software</td>
<td>74%</td>
</tr>
</tbody>
</table>

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## TYPES OF SERVICE CHANGES
(N=70)

<table>
<thead>
<tr>
<th>Type of Service Change</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Added new services</td>
<td>86%</td>
</tr>
<tr>
<td>Reorganized services</td>
<td>79%</td>
</tr>
<tr>
<td>Combined existing services</td>
<td>67%</td>
</tr>
<tr>
<td>Eliminated services</td>
<td>29%</td>
</tr>
<tr>
<td>Other change</td>
<td>14%</td>
</tr>
</tbody>
</table>
## EFFECT ON STAFF (N=65)

<table>
<thead>
<tr>
<th>Change in responsibilities</th>
<th>65</th>
</tr>
</thead>
<tbody>
<tr>
<td>New position(s) created</td>
<td>49</td>
</tr>
<tr>
<td>Position(s) shared with external departments</td>
<td>22</td>
</tr>
<tr>
<td>Position(s) eliminated</td>
<td>15</td>
</tr>
<tr>
<td>Other changes</td>
<td>7</td>
</tr>
</tbody>
</table>
EFFECT ON STAFF
(N=65)

| Change in responsibilities | 65 |
| New position(s) created     | 49 |
| Position(s) shared with external departments | 22 |
| Position(s) eliminated      | 15 |
| Other changes               | 7 |
### Equipment and Technologies (N=68)

<table>
<thead>
<tr>
<th>Technology</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microphone/voice projection tools</td>
<td>85%</td>
</tr>
<tr>
<td>Screen sharing software</td>
<td>65%</td>
</tr>
<tr>
<td>Document camera</td>
<td>60%</td>
</tr>
<tr>
<td>Recording &amp; broadcasting technologies</td>
<td>60%</td>
</tr>
<tr>
<td>Clickers</td>
<td>57%</td>
</tr>
<tr>
<td>Smart boards</td>
<td>52%</td>
</tr>
<tr>
<td>Lecture capture software</td>
<td>46%</td>
</tr>
<tr>
<td>Others</td>
<td>46%</td>
</tr>
</tbody>
</table>
**KINDS OF PROGRAMS**
(N=71)

<table>
<thead>
<tr>
<th>Type of Program</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lectures</td>
<td>97%</td>
</tr>
<tr>
<td>Exhibits</td>
<td>93%</td>
</tr>
<tr>
<td>Presentations of student work</td>
<td>89%</td>
</tr>
<tr>
<td>Hands-on workshops</td>
<td>89%</td>
</tr>
<tr>
<td>Social events</td>
<td>87%</td>
</tr>
<tr>
<td>Author talks</td>
<td>85%</td>
</tr>
<tr>
<td>Art installation</td>
<td>78%</td>
</tr>
<tr>
<td>Presentations of faculty research</td>
<td>76%</td>
</tr>
</tbody>
</table>

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BUILD THE MODERN LEARNING SPACE THAT SERVES YOU BEST

A. The “commons” concept help libraries shape new services

B. How a modern learning space look/feel like
MODERN LEARNING SPACE

Learning Commons in D. H. Hill Library, and James B. Hunt Jr. Library, North Carolina State University, USA

Group study

Digital Media Lab Studio

Group Study

Group Study

Visualization display

Gaming, interactive computing
MODERN LEARNING SPACE

The Saltire Centre, Glasgow Caledonian University, Scotland, UK
MODERN LEARNING SPACE

Chi Wah Learning Commons, University of Hong Kong, HK

- Learning space
- PC stations
- Study carrel
- Quiet study
- Study room
- Semi-private space
MODERN LEARNING SPACE

The Learning Commons, Queen’s University, Canada
BUILD THE MODERN LEARNING SPACE THAT SERVES YOU BEST

B. How a modern learning space look/feel like
C. What learning needs can library space support
LEARNING SERVICES AND PROGRAMS

- Research Services - Librarians
- Learning Assistance - Advisors
- Writing Center – Writing consultants
- Math Lab – Tutors
- Media Production Center – Media specialists
LEARNING SERVICES AND PROGRAMS

Collaborative Partners

The partners in the Learning Commons are:

- The Library
- Computing and Communications Services
- Open Learning and Educational Support (OpenEd)
- Student Affairs
**SPACE/ENGAGEMENT CHART:** WHERE DO YOU WANT TO BE?

Supports learning services and academic activities

Provide library services

Provide space and facilities

<table>
<thead>
<tr>
<th>As part of the library</th>
<th>Separate space fully managed by the library</th>
<th>Separate space; the library is a service provider</th>
</tr>
</thead>
</table>

Engagement in Student Learning
ADDITIONAL READING


EDUCAUSE. (2011). 7 things you should know about the modern learning commons.


Emerald User Annual Meeting 2015; Kuala Lumpur
ACTIVITY

Visualize a supportive, engaging learning space to be managed by your library in 2020.
LEARNING SPACE DEVELOPMENT AT HKUST LIBRARY — A CYCLICAL MODEL
PLANNING CYCLE

Assess → Plan → Design → Build → Grow
<table>
<thead>
<tr>
<th>HKUST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Undergraduates</strong></td>
</tr>
<tr>
<td><strong>Postgraduates</strong></td>
</tr>
<tr>
<td><strong>Faculty members</strong></td>
</tr>
<tr>
<td><strong>Schools</strong></td>
</tr>
<tr>
<td><strong>Campus</strong></td>
</tr>
</tbody>
</table>
LIBRARY AS PART OF THE ACADEMIC BUILDING
# Library

<table>
<thead>
<tr>
<th>Building</th>
<th>5 floors; 12,350 m²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capacity</td>
<td>750,000 Volumes</td>
</tr>
<tr>
<td>Holdings</td>
<td>710,000 Volumes</td>
</tr>
<tr>
<td>Seats</td>
<td>3,000</td>
</tr>
<tr>
<td>Study rooms</td>
<td>60</td>
</tr>
<tr>
<td>Opening hours</td>
<td>98 per week</td>
</tr>
<tr>
<td>LC</td>
<td>24x7 during terms</td>
</tr>
</tbody>
</table>
CONTINUOUS DEVELOPMENT OF SPACE

2006
• IC
• Ground Floor
• 400m²

2009
• IC2
• 200m²

2009—11
• Library building extension
• 1,800m²

2013
• Exhibition spaces
• Ground Floor and First Floor

2011/12
• LC
• Lower Ground 1
• 1,800m²

2014/15
• Learning Space Enhancement
• First Floor and Lower Ground 1
GETTING A PROJECT STARTED

Evidence: usage, users’ needs

Trend in HE and Library
RESOURCES

- Space
- $ (Money)
- Human
WHAT TO DESIGN?

• Building
• Interior
  • Space
  • Furniture
  • Lighting
  • Air conditioning
  • Human traffic (Security control; Access control)
  • Signage
PROFESSIONAL DESIGNERS VS LIBRARIANS

Different perspectives
Knowledge in furniture

Users’ habits
Use of library space
USERS’ VOICE
USERS’ VOICE
Library

- Quality
- Progress
- Budget

Designers

Campus Facilities Management

Contractors
HOW USERS INTERACT WITH THE SPACE AND FACILITIES

• Set up policies and rules
• Observe users’ behaviors
• Observe usage
• Fine tune service and facilities
ASSESSMENT

Purposes

- Users’ satisfaction
- Users’ experience
- Users’ behaviors
- Areas of improvement

Methods

- Usage statistics
- Focus groups
- Questionnaires
- Daily observation
CLOSING THE LOOP

Assess   Plan

Grow

Design

Build
ACTIVITY

Build an action plan to fulfil the vision
THANK YOU

GABI WONG
HKUST LIBRARY