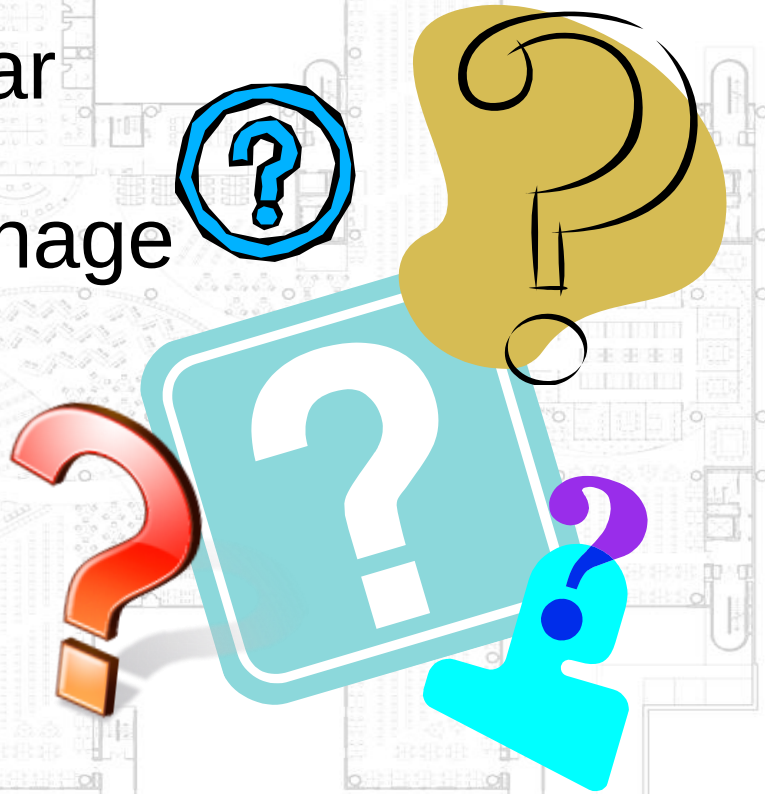
Establishing the Learning Commons

the experience of
Run Run Shaw Library
City University of Hong Kong

Present at
International Conference on Information and Learning Commons
HKUST
11 December, 2007

Learning Commons @ CityU Library

- How do we define Learning Commons
- What is our strategy on space planning
- What have we done so far
- How are we going to manage
  - Space
  - Services
  - Human Resources



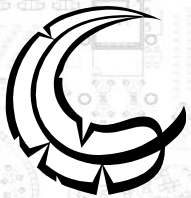
How do we define Learning Commons?

No definition suits everyone!

- **City University's**
  - Teaching Pedagogy
    - Outcome Based Learning
- **CityU Library User Behaviours**
- **Literature Review**
- **Site Visits**
  - USA, Canada, Singapore, Taiwan, China

CityU Library's definition

- **C**ommon area to support out-of-classroom learning
- **C**ommunity of practice for
  - knowledge creation
  - Knowledge transfer
- **C**ollaborative teaching & learning
  - through interaction
- **C**ultural emphasis
- **C**omfortable environment
- **C**onducive to learning
- **C**ombined services
  - Reference desk + IT Help desk



Library Space Planning Strategy (1)

Library Space Management Models

Existing model

	Archive	Closed stack Library	Open stack Library	Learning Commons
	- For storage - No reader's services provided	- For the storage of special collection and rare used items. - Reader's services with limited reading space - Can accommodate a few readers to do their research there	- To provide general reader's services, such as loan and material browsing.	- To provide a multi-functional, open and flexible environment to enhance new learning activities such as group study, project-based learning, and the innovation of new knowledge.
Shatin Archive	(Hybrid Model) →			
Campus Library			→	

Future Model

Library Space Planning Strategy (2)

Positioning

Kowloon Tong	**HK$466.68** (average price of English book: **HK$392**)
Shatin Archive	**HK$40+**

Campus Library

- **Area: 11,628 sq. m.**
- To provide general reader's services
- To keep **700,000** volumes of books
- Learning Space: 60%
- Stack: 30%
- Services and Support: 10%

Shatin Archive

- **Area: 3,496 sq. m.***
- Mainly designed for the storage of special collections, and to provide space for a small number of users to do their research there.
- To keep **700,000** volumes of books
- Stack: 80% (standard shelves + compact)
- Learning/Research Space: 10%
- Services and Support: 10%

*Currently, only 2,952 sq. m. is belong to the Library.

What have we done so far?

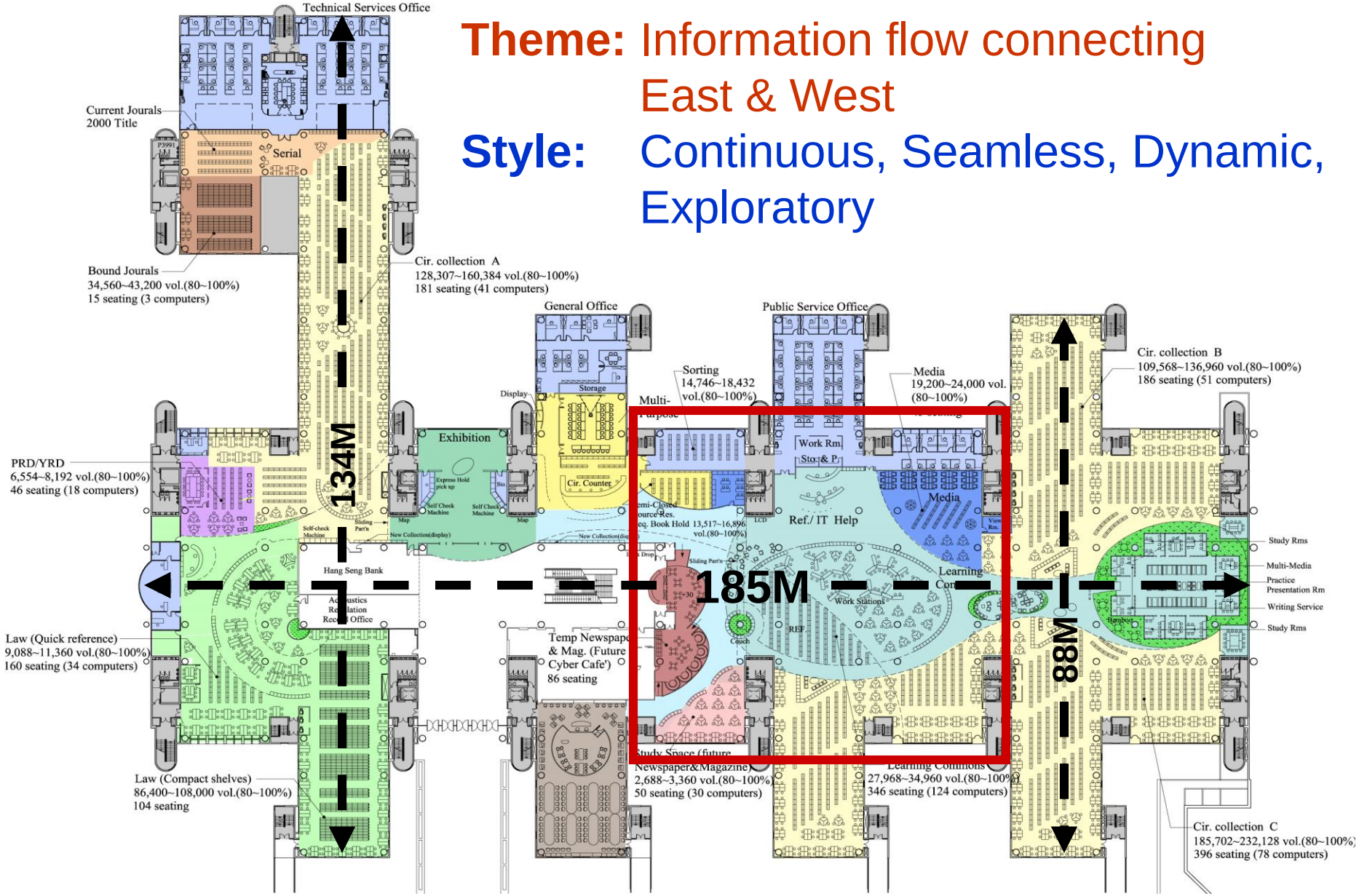
- **Obtain Budget**
  - Applied for University and Government funding
- **Office Relocation**
- **Professional Consultancy**

  Strategic study and planning of the Library
  - Library's size, existing facilities, space characteristics, and problems facing
  - Usage rate of existing collections and facilities
  - Workflow of Library staff
  - Comments and suggestions from users and staff
- **Concept Development and Spatial Design**

Recommended Concept Drawing

Theme: Information flow connecting East & West

Style: Continuous, Seamless, Dynamic, Exploratory



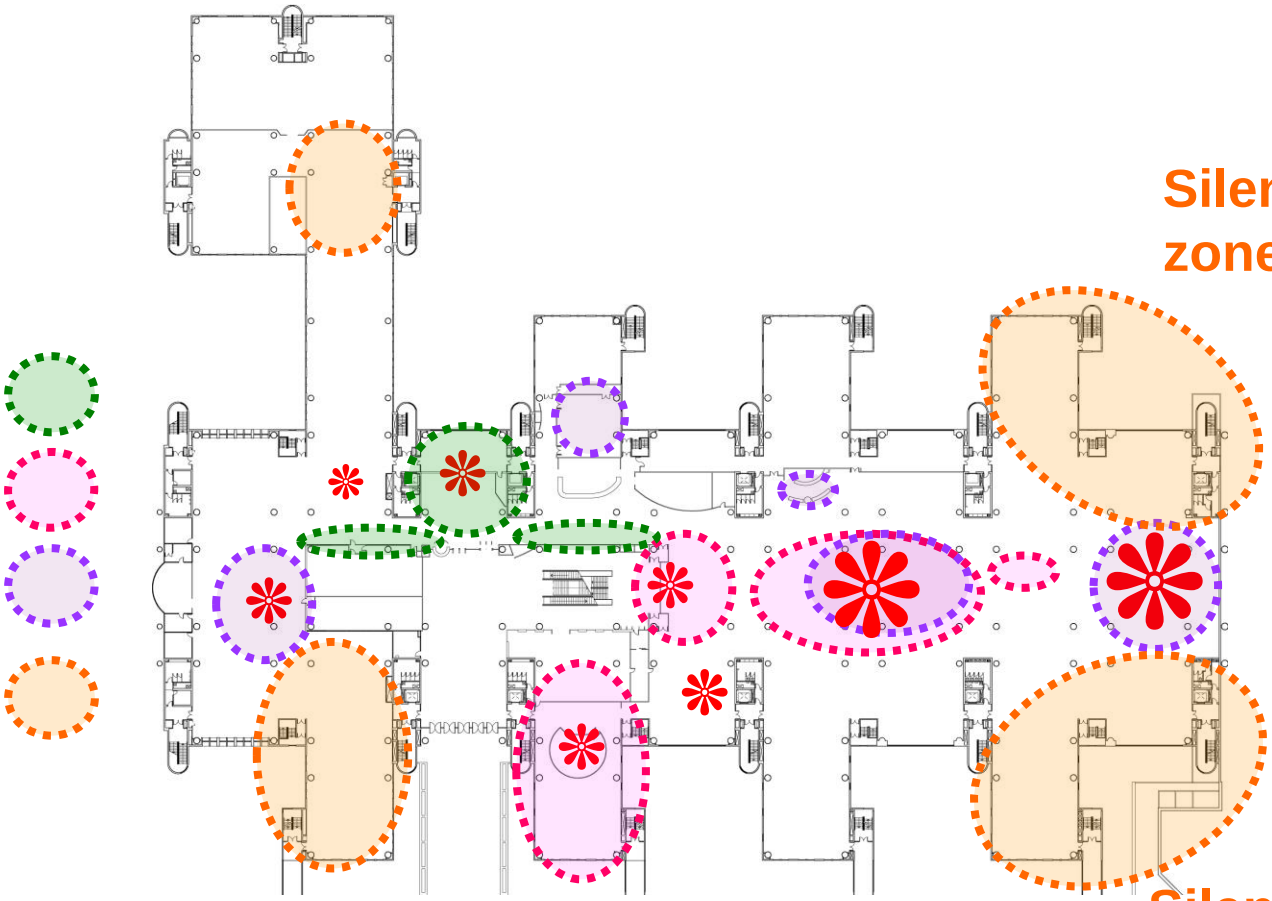
Some Basic Principles

Create Focal Points and Variety of Spaces

- **Focal points** ❋

Zoning :

- **Inspiration zone**
- **Interaction zone**
- **Learning zone**
- **Silent zone**



Information provided by MCP

Some Basic Principles

Library Space – Support New Learning Activities

Workstation for individual study

Workstation for small study groups

Workstation for group study

Group discussion rooms

Some Basic Principles

Better Seating and Environment

Preferred seating/study spaces

- Comfortable furniture and setting
- Seating by windows
- Individual study carrels
- Workstations with high-end software
- Sofas
- Seating with planters
- Extended desk width

Communication & Collection of Feedback

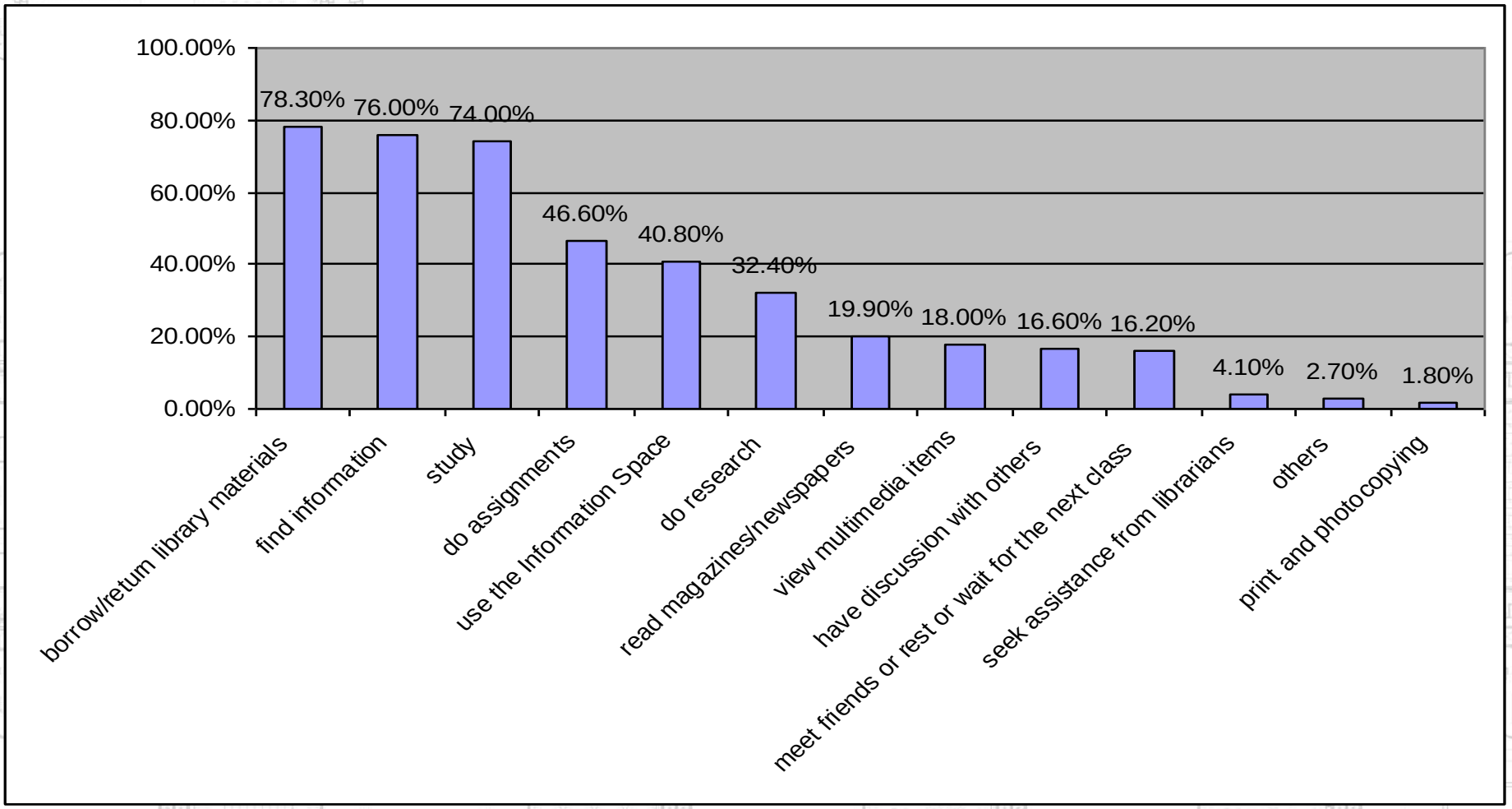
- **Public Forum**
- **Survey**
- **Sharing Sessions**
  - University senior management
  - Academic units
  - Administrative units
  - Specific user groups (e.g. users with disabilities, student association)

Staff Briefing and Training Sessions

Collaboration with Facilities Management Office (FMO)

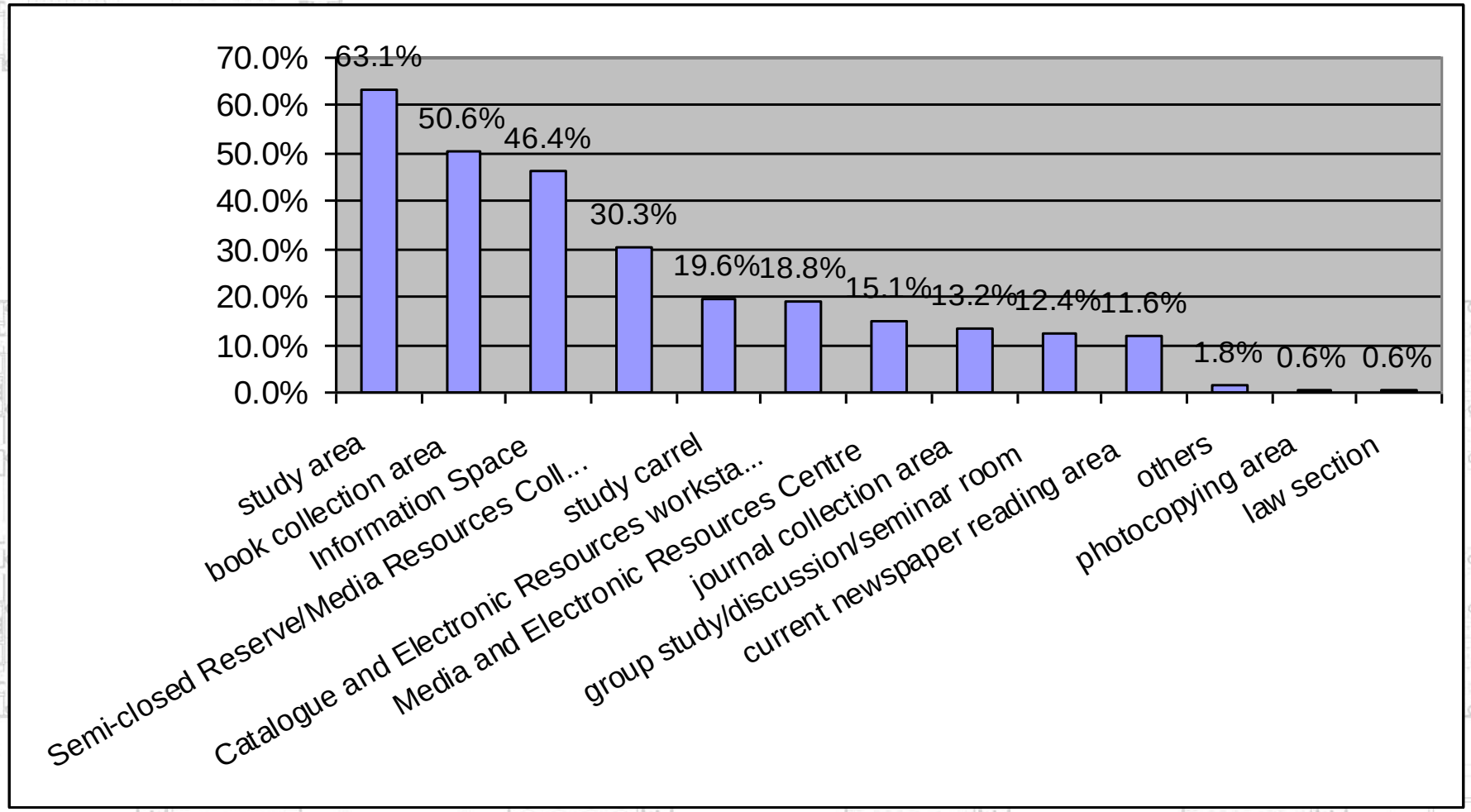
Survey Results

I visit the Library mostly to



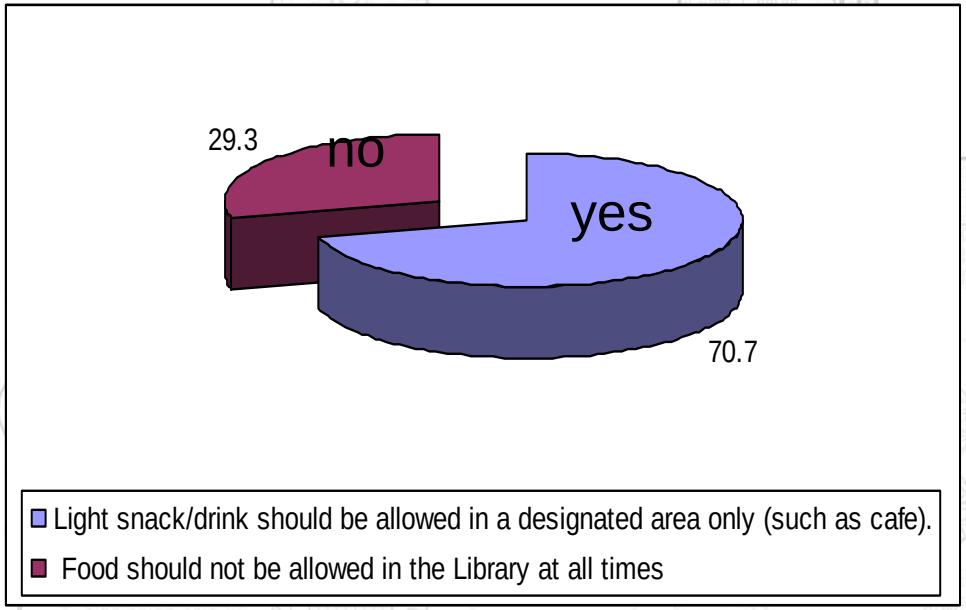
Survey Results

The places/areas in the Library I normally use are

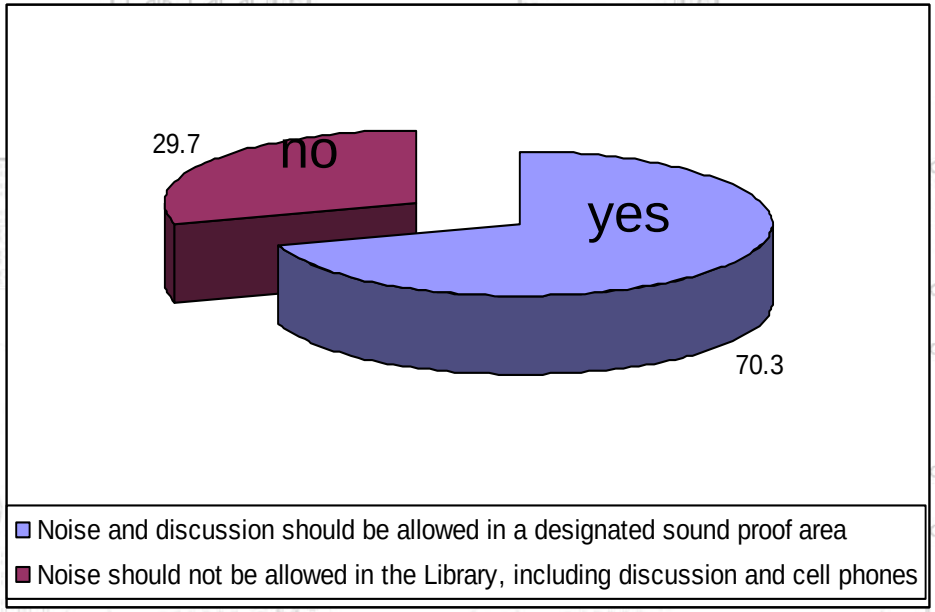


Survey Results

Light snack/drink should be allowed in a designed area of the Library?



Noise and discussion should be allowed in a designed area of the Library?

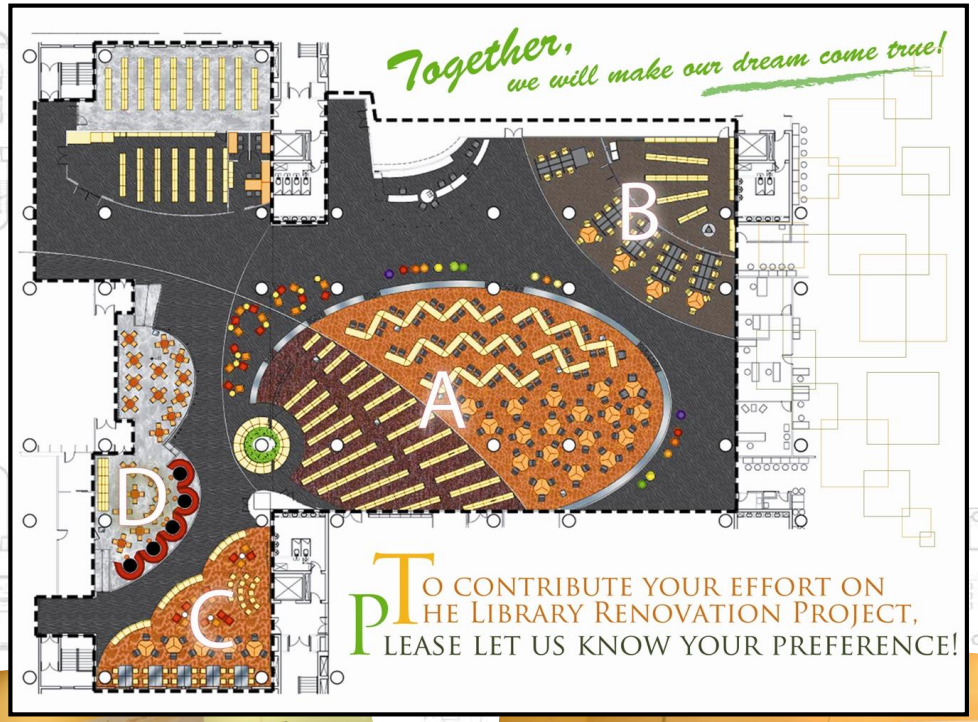


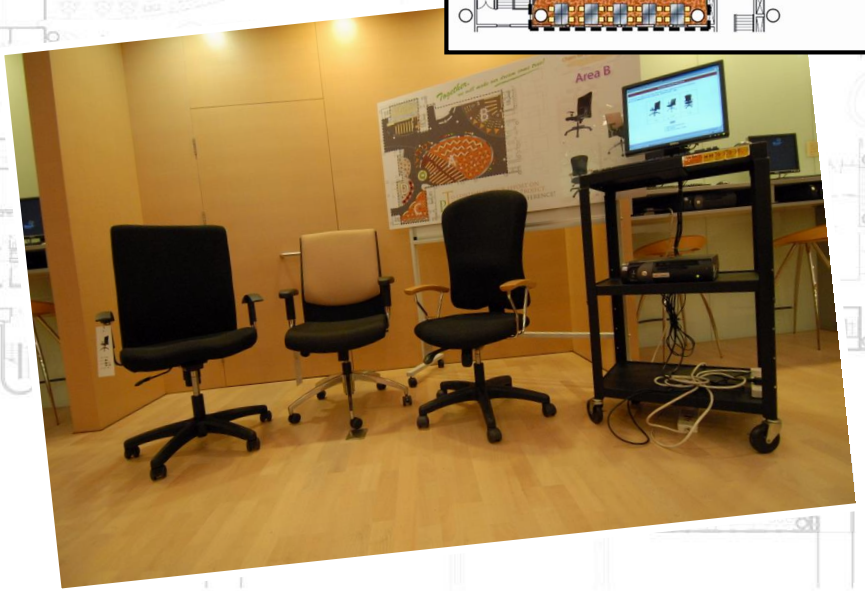
Promotional Activities

- **Exhibitions**
  - The Renovation Project
  - Today's Libraries –other libraries as examples

- **E Newsletters and Email Broadcasting (EBS)**
  - Background/Rationale of renovation
  - What is Learning Commons
  - Major disturbances/Temporary measures
  - Renovation progress updates
- **Video**
  - Illustrate why a large scale renovation is needed
- **Website**

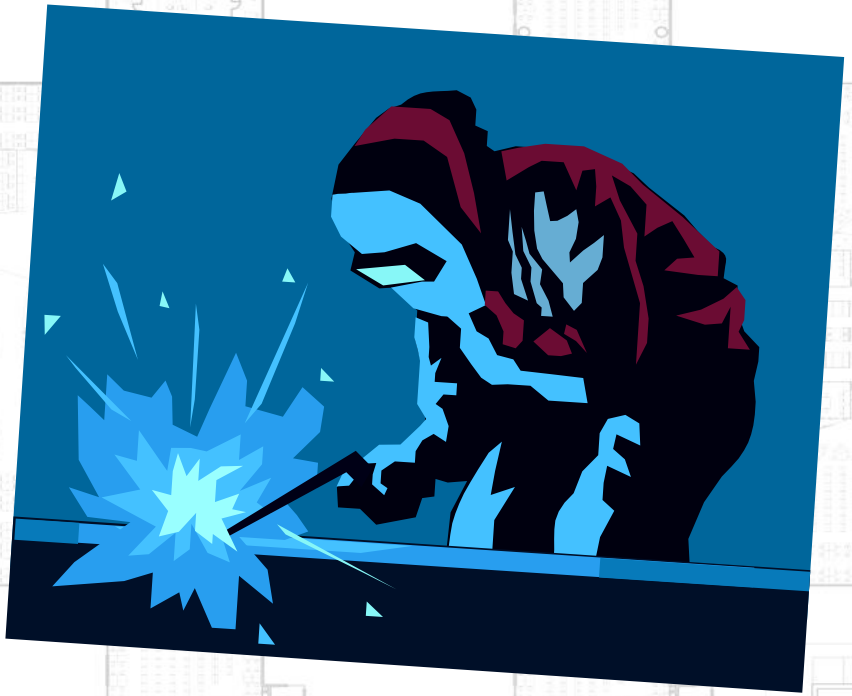
Furniture Trial Zone





Learning Commons – Part 1 Facts

- Construction
  - Began in July 2007
  - Completed in November 2007 (in 2 stages)
- Total Area Renovated
  - 3,200 sq. m.
    = 1/3 of the whole Library
- 300 Seats
  - 30% for quiet discussion
  - 70% for individual study



Daily operation & services was not affected

Learning Commons – Part 1

Main Passageway

Learning Commons – Part 1

User/Library Needs	New Facilities	Special Features
Feel they are welcomed Ask directional questions	**Information Counter**	Served by specially trained staff and internship students Collaborative with teaching department in the student internship programme - encourage more students to participate in library services
High tech computer facilities	**The Oval**	Computer workstations (also for wheelchair users) Dual-monitor High speed printers
Work alone with immediate help (both ref and IT) when necessary	**Combined Counter (Ref + IT Help)**	One-stop assistance
Discussion & work with friends on group projects/ Library events	**Library Lounge**	Collaboration with other University units e.g. Reading promotion scheme
Read leisurely in an informal but quiet environment	**Leisure Corner**	Newspaper + popular magazine 60” screen for watching cable TV news
Watch media with updated equipment Borrow with less staff handling	**Media**	Multi-media viewing booth with equipment Application of RFID (HF)
Controlled access of specific materials	**Semi Closed**	Application of RFID (UHF)
Students with disabilities	**Special Needs Room**	Reserved for users with special needs Equipment for visually impaired users

Newly Introduced Areas

Information Counter

Served by

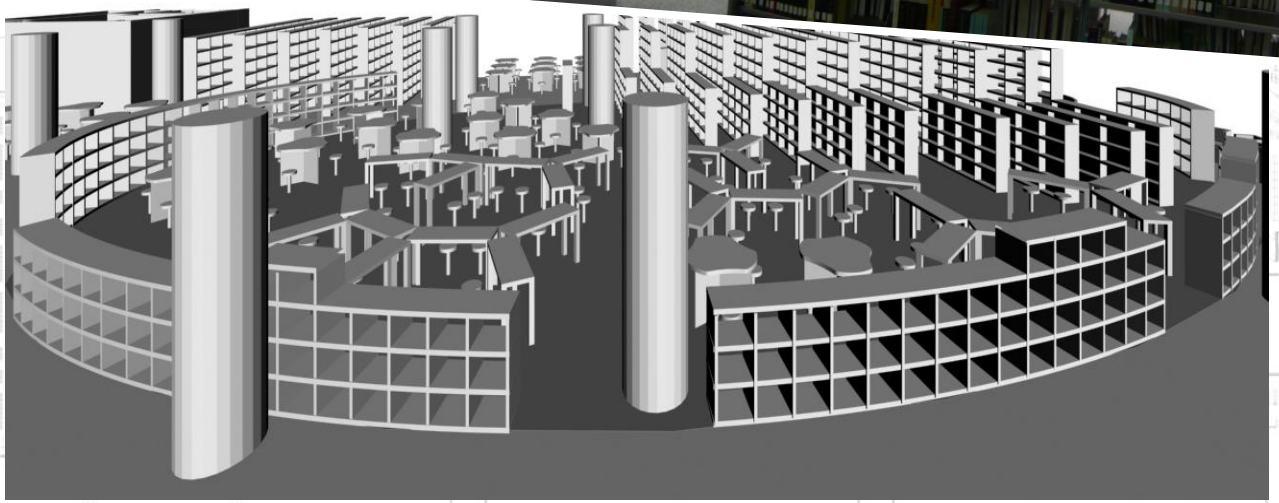
Information Counter Officer (ICO)

+

Students from internship programme

Newly Introduced Areas

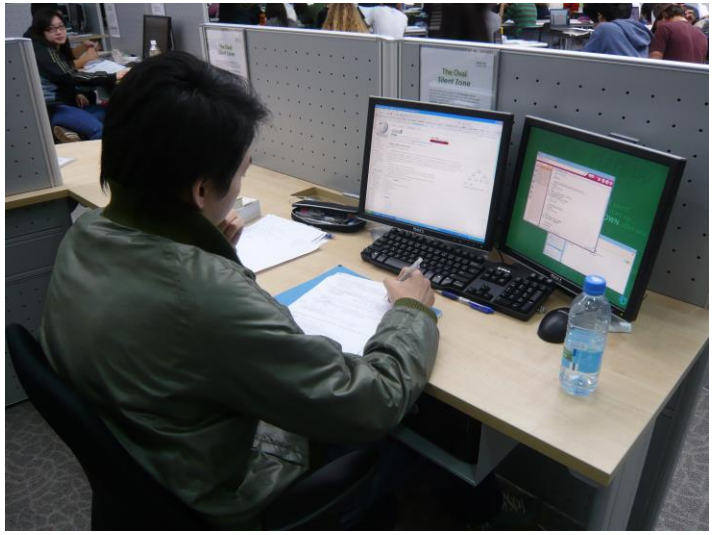
The Oval



The Oval

Library's PC
+
User's laptop

Dual Monitors

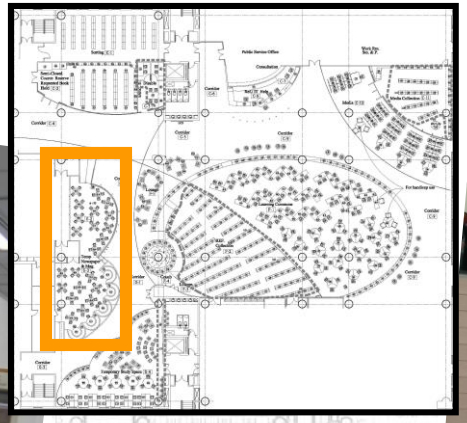


Newly Introduced Area

Reference Desk & IT Help Desk

Newly Introduced Areas

Library Lounge



Newly Introduced Areas

Leisure Corner

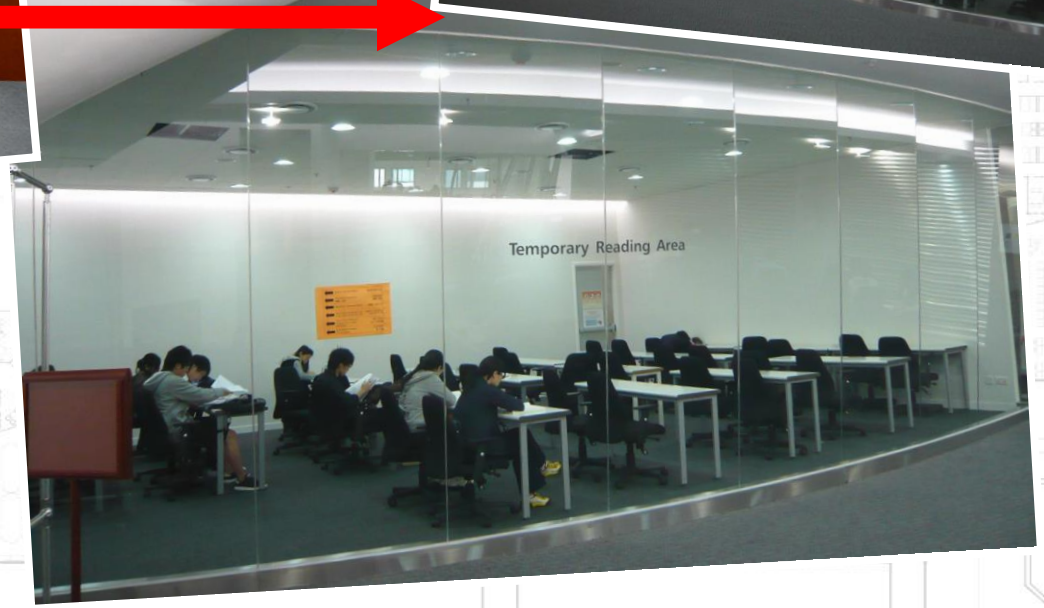
Newly Introduced Areas

Media Zone

Newly Introduced Areas

Semi-closed

(Temporary Reading Area)



Newly Introduced Areas

Special Needs Room

Others

LCD Wall

Informal Seating

Zoning

Building Services and Infrastructure

Improvement in Building Services

Building Services	Before	Now
Air Quality	5 L. per second per person	8 L. per second @ per person
Temperature	Inconsistent	More consistent

Infrastructure

Electronic Resources	Corresponding Infrastructure
HK$20M+	Power supply Network ports Additional hub room

The Next Step

Learning Commons – Part 2

- Constraints
  - Construction - only in summer break
  - Daily operation & core services are kept open

- 3-3-4 scheme

Student Enrolment Projection

Year	2006/07	2012/13
UGC-funded FTE	21,500	25,000

Learning Commons – Part 2

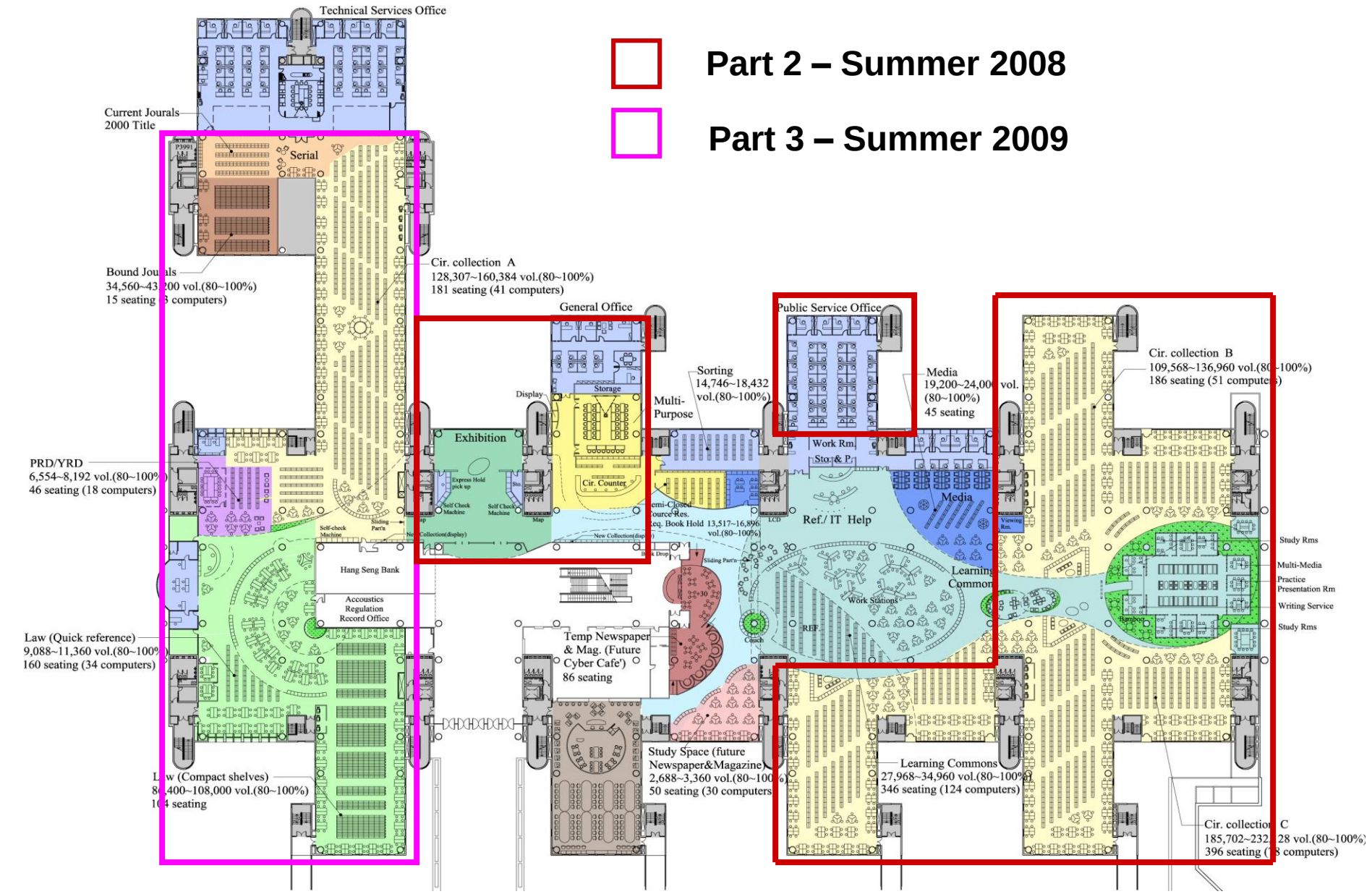
Group Activity Facilities – More, More, More!!!

- **Peer Collaborative Learning**
  - Group discussion rooms
  - Group viewing room
  - Language clinic/other collaboration facilities

Oriental style Group Activity Facilities

- **Subject Villages**
  - Business and Law
  - Humanities and Social Sciences
  - Science and Engineering
- **Cafe**
- **Better Noise Controlled Zoning**

Learning Commons – Part 2 & 3



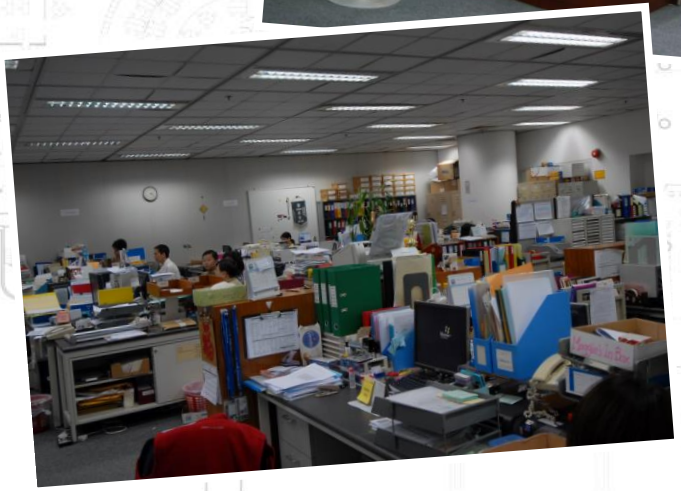
What does Learning Commons bring?

Continuing Changes

Space

Services

?



Human resources

?

Service Model

The Bank

Counter services

Self-help

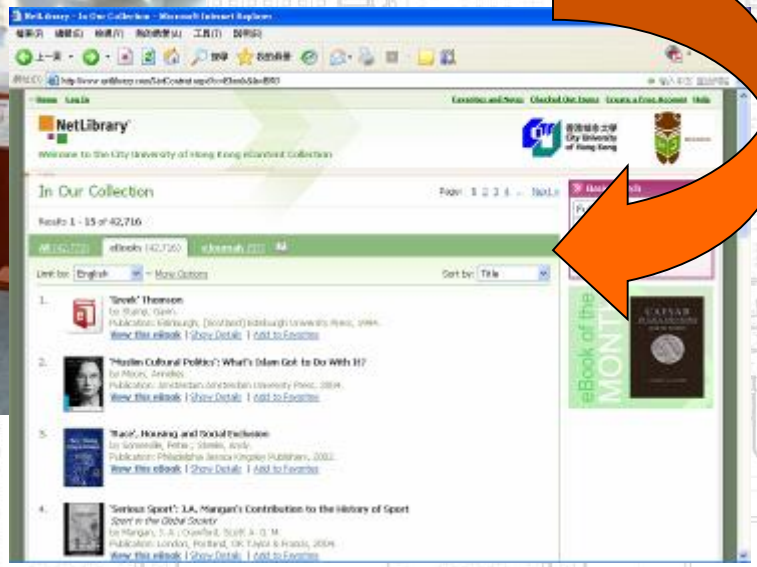
E-banking

Service Model

The Library

Counter services

Self-check



E-resources

Service Model

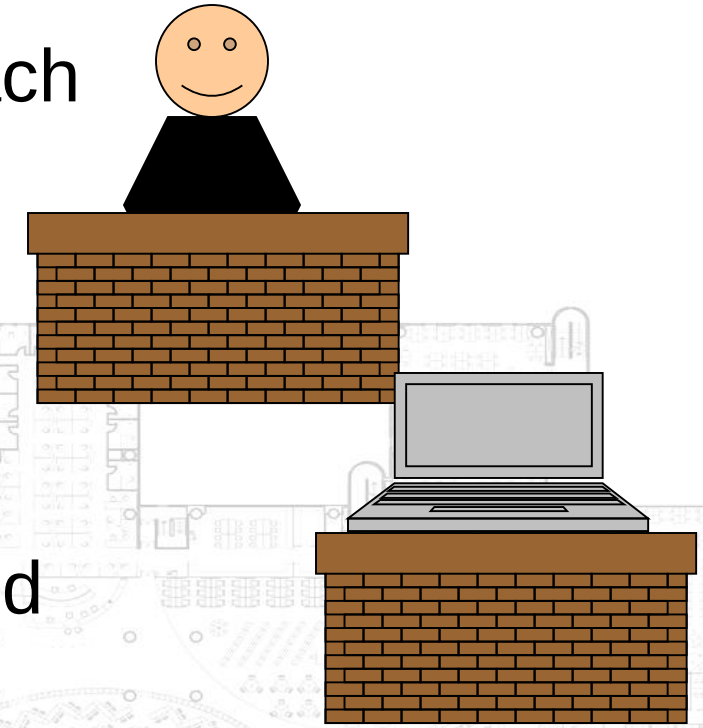
Concept of Merchandizing

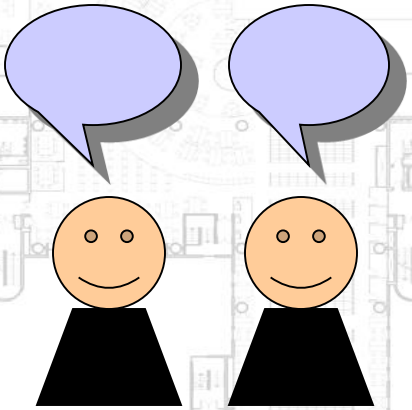
- Good Retail
- More Personal Services

Richmond Public Library, Vancouver

What is our new Service Model?

- Less library specialist approach
  - from counter to user services
- More self-help services
  - Self check
  - Self-pick up
- More electronic resources and services





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More Peer-to-Peer Learning

- Collaborative learning activities
- Student helpers

Human Resources

New Services – Require New Staffing Structure

Traditional Staffing Structure

Traditional library duties

New Staffing Structure

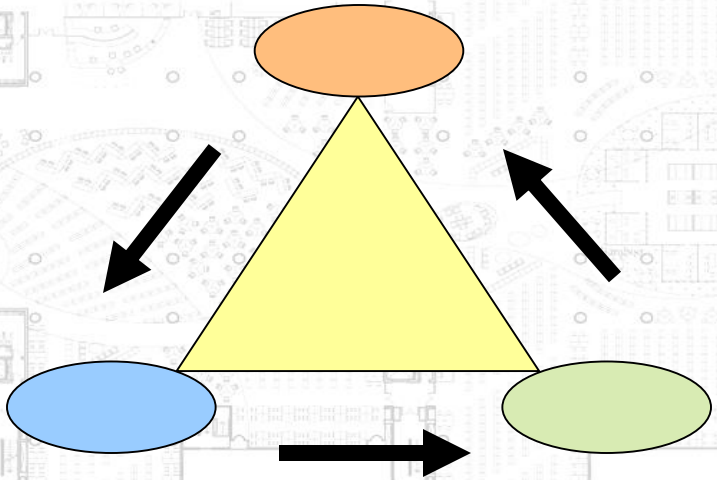
Embrace new vision of learning and education

Human Resources

Budget Limitation

Staff Recruitment

Staff Re-deployment

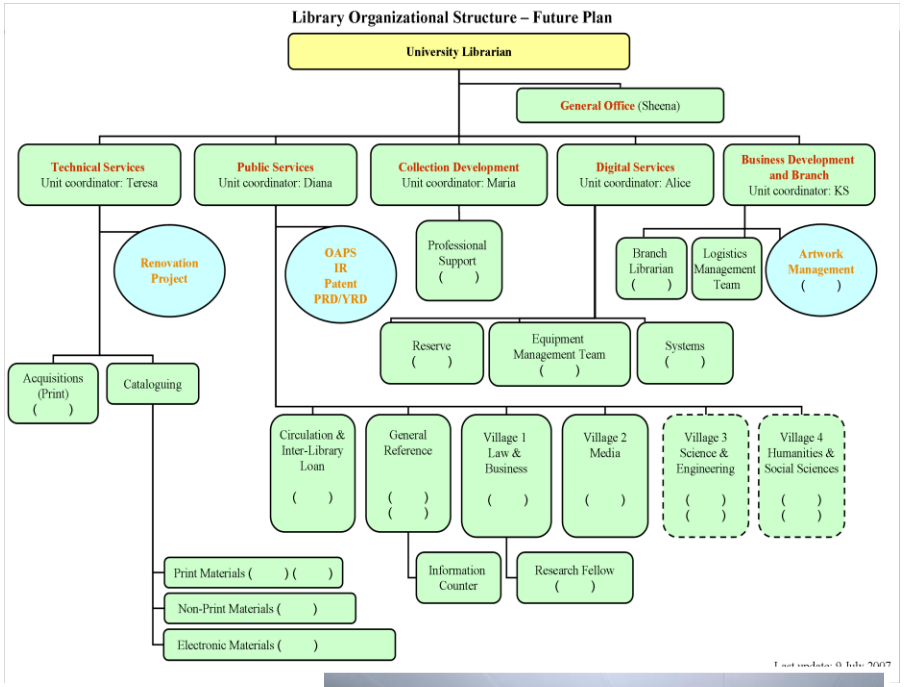


How do we manage?

(A) Organizational Restructuring

New working teams to provide new services

- Information Counter Officer (ICO)
- Equipment Management Team (EMT)
- Teams to manage Subject Villages



ICO

EMT

How do we manage?

(B) Collaboration

Partnership with Academic Departments and Units

- Student internship with CTL Dept

More Student Involvement & Participation
- More mutual understanding

- Training from CSC

- RFID development with EE Dept

Other Collaboration

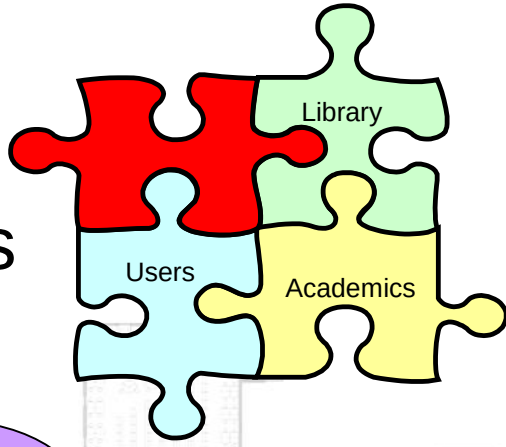
Reading Promotion Scheme with EDO & Dean of student Learning

Outstanding Academic Papers by Students (OAPS)

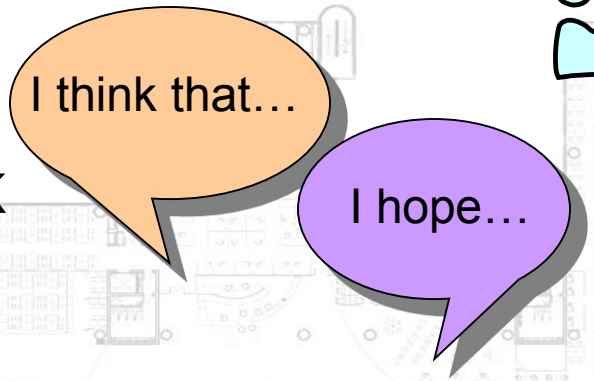
Language Enhancement Scheme with EDO

What are we facing?

Ongoing Needs

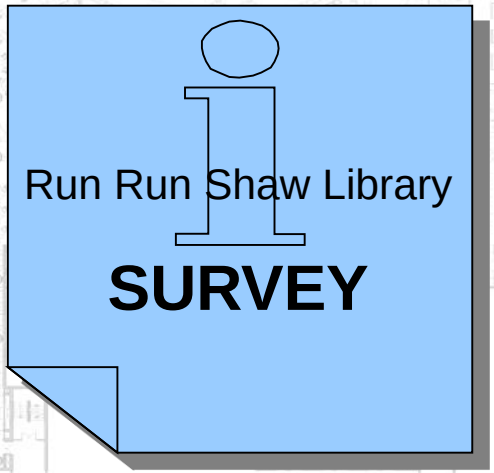


(A) Interaction with Users and Academics



(B) Collection of Feedback

(C) Continuing Assessment of
- Space
- Services
- Human Resources



Future Challenges

How to Measure?

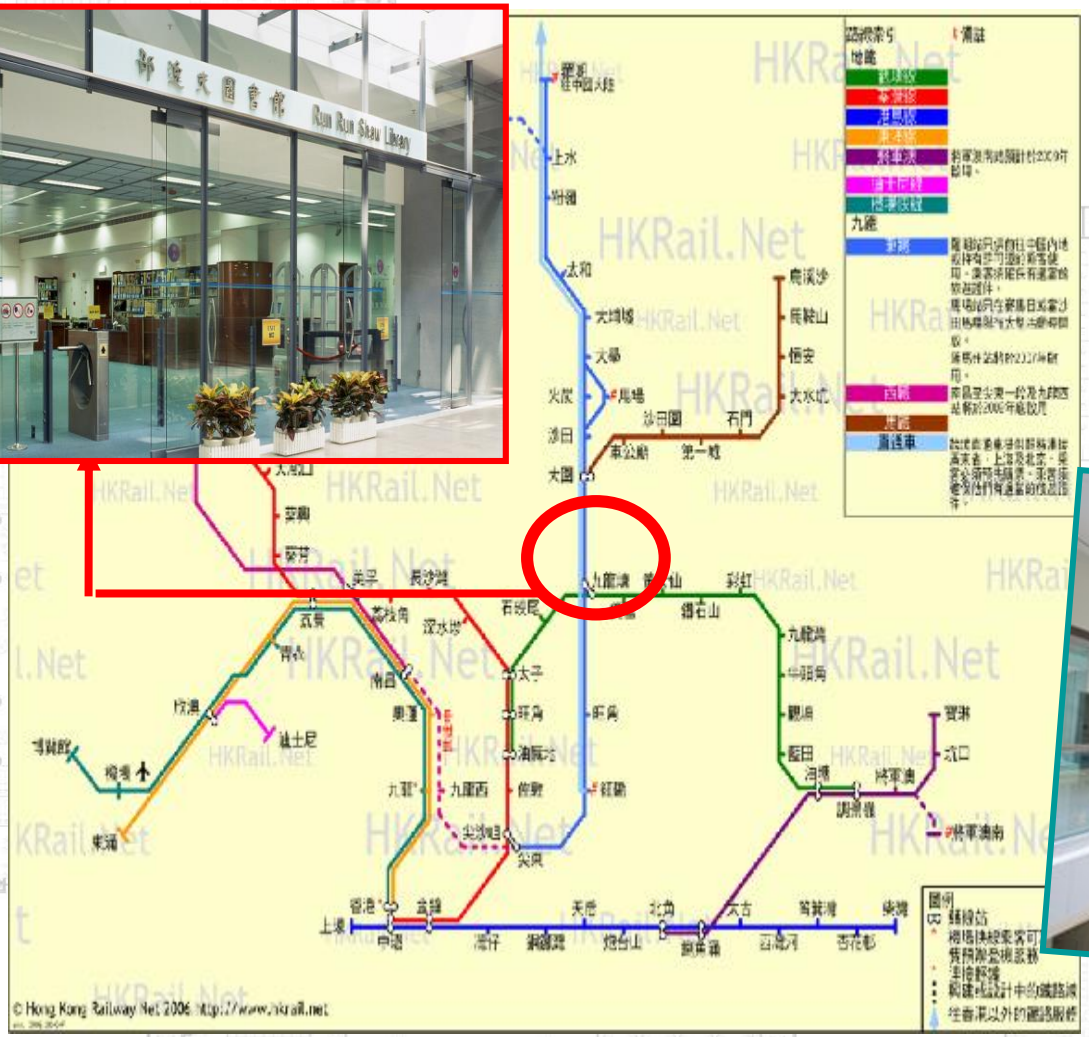
Users like the Learning Commons?

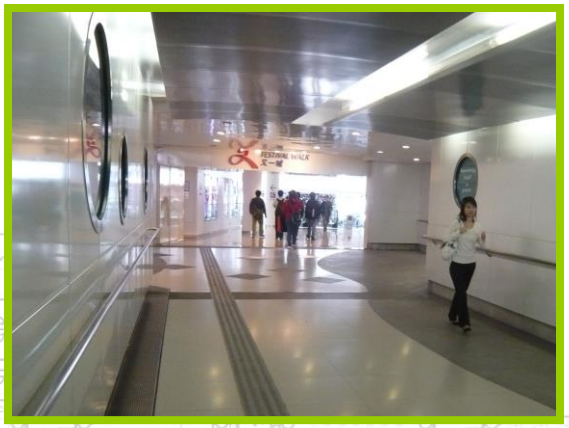
No. of User/Access?

Cost Benefit Analysis?

Knowledge Creation
&
Knowledge Transfer

CityU Library





Website: http://www.cityu.edu.hk/lib/