

Learning Commons Project

With the deck replacement project we have the opportunity to re-imagine Library space to enhance our services. Over the past several years we have discussed the desirability of moving the OIT labs down for student convenience and to ease the burden on the elevators. We have discussed combining service points and centralizing them on Main to minimize confusion and running around within the building. We have discussed increasing library hours. The Learning Commons is envisioned as a primarily student-centered space that also serves other populations of users. It is intended to fill a void on campus for collaborative space. It is intended to create a new vision of library as place.

Characteristics of the Learning Commons:

- A hub of student activity
 - A blended space that removes barriers to learning and facilitates student success
 - A flexible, multi-purpose space that combines pedagogy, technology, information, resources, and support
 - A social gathering space for students, faculty, TAs, and staff
 - A centralized point of referral
 - Students gather information about campus services and receive direct service during periods of peak demand (collaboration by many campus services)
 - Students rediscover and increase use of the Library and its resources
 - Students come for research, software, and technology support provided in one place.
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Current thinking...not final decisions...

Main (Garden) Floor Service Desks:

1. Campus Information and Learning Commons.

Provide information about UMass Amherst, the community, the Libraries, and the Learning Commons. Learning Commons' management works out of this desk. Schedule and book classrooms and consultation areas and manage the website. May be involved in scheduling testing and language support. May include one-stop services such as Academic Advising, Bursars, Career Services, etc. after hours and satellite during periods of peak demand.

2. Circulation, Reserves, Current Periodicals, and ILL.

Next to staff offices, scanning room, closed and open collections, chair and table seating, security panels for checking out materials before they leave the area, and faculty consultation stations for Reserves and ILL. Stacks Management, Cataloging, Book Repair, Acquisitions, Bindery, and Serials staff spaces also here. Near staff lounge and conference room. Shipping & Receiving also near loading dock.

3. Reference and Research support.

Attached to Reference consultation space. Next to Reference collection. Near Computer Classrooms, computers, collaboration spaces, and consultation spaces. Near Technology Desk.

4. Technology, Help Desk, SPIRE support, Software support, and Computer Classroom support operated by OIT.

Near Computer Classrooms, computers, collaboration spaces, consultation spaces, and Reference Desk/Collection.

Learning Commons' Spaces (for at least 500 simultaneous users):

1. **Internet/Email Quick Look-up Kiosks** at standing and wheelchair height – on brick columns.
2. **Workstations (computers) on single tables** (some with scanners) with chairs to be distributed around the floor.
3. **6-workstation pods** with extension tables to support independent project and small group work.
4. **Study, presentation, and collaboration enclosures** (may have ceilings and doors) for 6 people, but opening out to accommodate groups of 12 or 24. Each has table, chairs, PC, projector, screen, dry erase board – schedulable.
5. **6-person tables with 1 workstation** – schedulable.
6. **Computer Classrooms** to replace the 4 existing classrooms in the building. Teacher's station, workstations, tables, chairs, extra chairs, sound system, classroom control system, AV equipment. Flexible sizing – schedulable.
7. **Assistive Technology Computer Lab.**
8. **Consultation enclosures** to accommodate 2-4 people with table, chairs, PC, some storage cabinets, dry erase boards. (TA and Faculty meetings with students, Reference, OIT Help Desk Software and SPIRE support, Writing Center) – schedulable.
9. **Study tables** for 6 people.
10. **Comfortable lounge chairs** with low tables.

Other features:

- Mini-campus store vending machine to supplement copiers, printers, scanners, Pay for Print, UCard vending machine.
- All wireless.
- Portable dividers, lap boards, SmartBoards, collaboration tools available on demand.

Learning Commons Progress

Learning Commons Core Planning Group

Center for Teaching - Mei-Yau Shih, Mary Deane Sorcinelli
 Facilities Planning: Cliff Resnick
 ISOM – Gino Sorcinelli
 Learning Support Services – Susan Bronstein
 Library – Anne C. Moore, Lori Mestre, Jay Schafer
 OIT – Copper Giloth, Kate Hudson, Fred Zinn, Andrew Vernon, Pat Kochin
 Provost's Office – Richard Rogers
 Research Literacy Center, Commonwealth College – Susan McKenna
 Resource Economics, Technology – Glenn Caffery
 Space Planning – Judy Steinkamp, Ruth Levine
 Writing Center – Donna LeCourt

2004 Timeline:

- *April 6* – Hosted a Learning Commons Program for the campus
- *April* – Created a master list of desired services, technologies, and social environment features
- *May* – Conducted student and faculty focus groups; asked attendees to give input on the services, technologies and social environment they would like to see in a student-centered space
- *May* – Made an affinity diagram of desired services, technologies, and environments – General Facility Characteristics, Support Services, Quick Services, Self-Services, Building Access and Services, Defined Spaces
- *June* – Assigned priorities to each item in affinity diagram according to our alphanumeric rubric

A	Central, critical, and essential to the future
B	Associated to our purpose; Important
C	Nice to have; Cool
D	Inappropriate; Drop
1	Exists; within our control to provide
2	Exists elsewhere, but reasonably easy to bring over; Requires effort
3	Doesn't exist yet; Significant work and uncertainty to provide
4	Impossible; Drop

- *July* – Agree on types of defined spaces for A-1, A-2, and A-3 priority spaces (what could be in the space based on there being a service provider to do it)
- *July/August* – Agree on number of each type of space, people accommodated in each space, and square footage; discuss with Space and Facilities Planning and Designer
- *September* – Draft Room/Space Data Sheets for space design of each area in subgroups.
- *October-November* – Plan Service Desks.
- *September-December* – Discuss Learning Commons with campus groups. Put up website.

LEARNING COMMONS

	A	B	C	D	E	F
1	LEARNING COMMONS SPACES - DRAFT - REVISED 092704					
2	SUBGROUP	ITEM	Space/Staff		COMMENTS	
3	Major	Flexible, open spaces with a mix of PCs & MACs on tables (10-15 with scanners) for student computer and library research space; no doors; low noise; pod arrangement; flexible panel dividers available---- 25 6-person/PC pods with extension tables; 50 individual computer tables (42"W x 30"D) with PC & chair	200 chairs			
4	Major	Projection/practice spaces for collaboration; breakout rooms; portable classrooms; supplemental instruction spaces; schedulable subject-specific pods; spaces for students, TA's, and faculty to interact; group work spaces; mix of door/open spaces for groups (some walled areas; some portable dividers)---- 16 glass walled rooms with 6 chairs in each (2 cubes of 4 rooms each have high soundproof dividers that open to accommodate 24; row of 8 rooms has high soundproof dividers every other wall to create 4 rooms of 12 each) 1 PC and Projection screen per room; 10 6-person tables each with 1 PC; 6 6-person tables (portable dividers available)	192 chairs			
5	Major	4 schedulable (drop-in otherwise) computer classrooms with computers on tables and teacher's station & projector; door & walls; noisy (replaces OIT labs on 7 and 16 and Calipari Room) (soundproof divider walls or sound system; 2 @ 20 chairs & 2 @ 30 chairs, which opens to 100 chairs)	100 chairs			
6	Major	Quick (stand-up) email or kiosk terminals (PC & MAC); 4 on Entrance Floor (30 total)	26 stations			
7	Major	Assistive Technology Computer Lab; low noise; walls & door	15 chairs			
8	Major	Comfortable, individual study chairs (individual lounge chairs and low tables) (wireless)	60 chairs; 15 tables			
10	Service	Service Desk 1 at entrance to LC: Campus Information Desk; Learning Commons Service Desk (booking/scheduling, testing support, language support, etc.); Human kiosk: One-stop (after hours, peak need) service desk (for seasonal/satellite services such as Academic Advising, Bursars, Career Services, etc.)	6-8 staff			
11	Service	Service Desk 2: Technology Desk; Help Desk and troubleshooting; OIT account registration and distribution; software support	1,200 sq ft desk; 6-8 staff			
12	Service	Service Desk 3: Circulation, Reserves, Current Periodicals, and ILL Service Desk	14 ft, half-circle desk; 6-8 staff		Library Space Main	
13	Service	Service Desk 4: Reference/Research Support (in front of dedicated consultation space)	10 ft desk; 50 sq ft			
14	Service	Reference collection (19 double-sided shelving ranges)	572 sq ft			
15	Service	Pay for print stations - computer, card reader, printer (table 18"W x 24"D)	6-10; 350 sq ft			
16	Service	Self-service copying (including color) (60"W x 36"D)	6-8; 300 sq ft			
17	Service	Mini campus store (vending machine to dispense headphones, CD-R, etc.) (pay with UCard) (42" W x 30"D)	50 sq ft			
19	Consultation	Consultation space for Reference librarians (partially glass walls; table, chairs, PC)	1 @ 150 sq ft; 2-4 people			
20	Consultation	Consultation space for students to meet with TA & faculty (partially glass walls; table, chairs, PC) (schedulable)	4 @ 150 sq ft; 2-4 people			
21	Consultation	Consultation space for Writing Center support / Writing & term paper support (evening tutoring) (PC)	3 @ 150 sq ft; 2-4 people			
22	Consultation	Consultation space for OIT Help Desk Software/SPIRE Support (frosted glass walls; table, chairs, workstation)	2 @ 75 sq ft; 2 people			

LEARNING COMMONS

	A	B	C	D	E	F
24	SUBGROUP	ITEM	Space/Staff			COMMENTS
25	Food	Food vending machines (Entrance Floor)	100 sq ft; Entrance Floor?; Library space initially?			Entrance
26	Food	Coffee bar (includes tables & seating for 16 persons; same as Break/lounge area?; Entrance Floor?)	300 sq ft; Entrance Floor; Library space initially			Entrance
27	Food	Café (Entrance Floor)	2,000 sq ft; Entrance Floor?; Library space			Entrance
28	Food	Break area / lounge (wireless); comfortable seating (close to food vending machines)	16 seats; 750 sq ft; Entrance Floor?; Library space initially?			Entrance
29	Lending	Projectors, SmartBoards, lap boards, dividers, AV carts, performance/project equipment				
30						
31	Library	Improved newspaper / magazine / journal / reserves display and reading area	Library space			Main
32	Library	Staff offices for Acquisitions, Serials, C & P, Repair, Circulation, Reserves, Periodicals, ILL, & Scanning	Library space			Main
33	Library	Shelving for Holds, 4 College, ILL Pick-ups & Reserves	Library space			Main
34	Library	Conference Room	Library space			Main
35	Library	Break Room	Library space			Main
36	Library	Shipping & Receiving Room	Library space			Main
38	Library	Media viewing rooms / Multimedia for film viewing or music listening	30-40 seats			3rd Floor
39	Library	Microforms	Library space			3rd Floor
41	Library	Quiet, comfortable, individual study space (wireless) - other parts of the library	100 seats			Library, not Main
42						
43	SUBGROUP	KEY TO SUBGROUPS				
44	1	Major Spaces: Susan Bronstein, Glenn Caffery, Copper Giloth, Kate Hudson, Lori Mestre, Anne C. Moore, Richard Rogers, Mei-Yah Shih, Mary Deane Sorcinelli, Andrew Vernon				
46	2	Service Desks: Copper Giloth, Kate Hudson, Pat Kochin, Lori Mestre, Anne C. Moore, Anne L. Moore, Annette Vadnais, Liz Fitzpatrick, Andrew Vernon, MJ Canavan				
48	3	Consultation Spaces: Susan Bronstein Glenn Caffery, Copper Giloth, Kate Hudson, Pat Kochin, Donna LeCourt, Lori Mestre, Anne C. Moore, Richard Rogers, Mei-Yah Shih, Mary Deane Sorcinelli, Andrew Vernon				
50	4	Food, Beverages, Amenities: Ruth Levine, Anne C. Moore, Richard Rogers, Terry Warner				

