Changing the focus of library design; ensuring the facilities match user needs and expectations

Presented by
Janine Schmidt (with assistance from many but especially Hamilton Wilson)
Overview

- What do you want to learn today?
- Hopefully, something about today’s library, and tomorrow’s
- Understanding of user needs and expectations
- What constitutes good design?
- A few principles and ideas
Symbols of knowledge
The context

- Amazoogle and cloud computing, dropbox.com
- Semantic web
- E-everything – online learning, information resources, way people communicate and work
- Globalization and mobility
- Competency and problem based approaches to learning and work
- Conversation is king, not content (http://www.boingboing.net/2006/10/10/disney-exec-piracy-i.html. Viewed November 19th, 2008)
- Open access/digital rights management
- Interdisciplinary, trans-disciplinary
- Accountability
- Financial difficulties
Today’s library users

- Multi-task, are mobile, constantly communicating (over 7 hours per day)
- Learn from each other
- Are computer savvy, with varying ability levels, but are information poor
- Want integrated content – delivered instantly
- Use discovery learning
- Search and grab information from the internet
- Are globally and visually oriented
- May be digitally distracted?
Students are connected

- 88.3% own laptops
- Net generation or “screenagers” characterized by 140 character tweets and 15 megabytes of fame (Utube etc)
  - 90.3% use social networking websites (SNSs)
  - 89.8% use texting
  - 74% instant messaging
- 94.6 % use University and library websites – median weekly
- 44.8% contribute to video websites, 41.9% to wikis and 37.3% to blogs
- 80% consider they search internet effectively
- “new technology is still no substitute for well–trained passionate instructors – high tech, high touch
  - ECAR Study of Undergraduate Students and information Technology, 2009
Web 2.0 and social networking

History of Blogging

1999: So I just have to tell someone about this thing my cat did today...

2004: OMG! Cat pictures!

2005: Moving cat pictures!

2007:
1 pm. My cat just sneezed!
1.02 pm. Cat sneezed again!
1.04 pm. Cat hasn’t sneezed recently. Getting worried.
You can get answers everywhere

Digg

Ask.com

Justanswer

Changing the focus of library design
E-books and mobile technology

Changing the focus of library design
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Social media

Hey there! McGillLib is using Twitter.

Twitter is a free service that lets you keep in touch with people through the exchange of quick, frequent answers to one simple question: What are you doing? Join today to start receiving McGillLib's tweets.

Librarians vs Students! Facing Down Facebook: Do Social Media Distract Students from Learning? Today at 2:15pm in McLennan Library Bldg.

4 minutes ago from web
Conversation is king – not content
Changing the focus of library design

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It's a library, honey---kind of an early version of the world wide web.
What is a library? A learning space?

- A collection of **books** used for reading or study, or the **building** or room in which such a collection is kept – “come and get it”
- Library collects fewer real information resources, but holds and has access to many formats, and continues to organize them, provide for **access and use**, both locally and globally, and increasingly **delivery** to a remote user – “library is outreach”
- Knowledge/information bank, information/learning hub, research/information repository, global information portal, search engine, worldwide link
The learning space

- We learn
  - From each other – peer to peer – collaborative
  - From experts – didactic
  - Through involvement – projects
  - Reflective – reading, writing
  - Feedback

- Pedagogy – independent, self-directed, unstructured, didactic, structured

- Linked to support and advisory services

- Use of technology
Moving to e-book and mobile learning

- 50,000 unique e-journals
- 2 million e-books
- Top e-book at McGill – *A course in game theory*
  - viewed 1101 times
  - two print copies: borrowed 60 times and 72 times
- About 500 views of:
  - *Turning points: decisions shaping the evolution of the international political economy*
  - *Encyclopedia of bioethics*
  - *A guide to econometrics*
- 800 “purchase on demand” e-audiobooks added
  - 39 titles in use after only 2 weeks
- E-books sales up by 130% in last year – Sony, Kindle, iLiad, iPhone, download to mobile device
A rose by any other name

- Resources centre
- Learning centre, learning commons – located in/near laboratories
- Collaborative learning centre...on way to...corridor, café, continuum
- Study centre, indoor, outdoor
- E-zone, cybrary
- Cyberthèque
- I-space, I-place
- Prime real estate, visibility
The Library’s focus

Collection-centric, process driven

Client-focused, learner-driven

Experience-centred, high tech and high touch
Library as experience

- Listening – and talking
- Learning
- Looking, watching, reading
- Communicating – online, using mobile device, on the phone, in person
- Feeling
- Collaborating with others
- Gaining knowledge, inspiration and ideas
- Receiving training
- Sense of community – being with others
- Meeting others
What is good design?
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Some of the elements of good design ....

- Exterior appearance – fit with environment
- Entrance – welcoming, findable
- Internal layout – easy to find way
- Colour – bright, soothing
- Lighting – natural, conforming to standard
- Equipment – separate, integrated areas, wireless, power
- Furniture – formal, comfortable, variety
- Materials used/fabrics/glass – easily maintained
- Effective accommodation of both library staff and clients
- Decoration – art works
- Signage and way finding
- Effective use of prime real estate near entry
- Maximization of service – multiple services from single point – self-service
- Balance – form/function, aesthetics/utility
Good design is in the eye of the beholder

- Clients – Age, gender, experience
- Library staff – experience, approach
- Architects/designers
- Funding/management authorities
- Donors/potential donors
Design principles

- **Seating**
  - Auditorium – break-out spaces,
  - Group, individual – carrels, individual rooms, group rooms, banquettes
  - Differentiate by user
  - Casual, formal
  - Quiet, “noisy”
  - Low dividers between desks
  - Standards?
  - Specialised for graduates – lockable
  - Ottomans – unusual shapes
  - Tables (narrow, wide)
  - With coffee? With computers?
  - Chairs – arms, wheels
Design principles

- Service
  - Desks/size, height
  - Combined service point in small library
  - Support staff moving around area – mobile phones for staff
  - Self-service adjacent to in-person help
  - Provide for queues, waiting areas and general meeting
  - Large spaces for groups/crowds/functions
  - Coffee/food?
  - Disability concerns
  - Seating for people with lengthy inquiries
Design principles

Collections
- Open/closed stacks
- Compactus/metal/wooden shelves/cabinets etc/automated
- Separate/integrate
  - Size
  - Recently received vs older
  - Format e.g. maps, microforms
  - Value
  - Type of use e.g. high use, children’s
- Colour/style of shelving
- Separate/integrate with seating, computers
- Spacing
- Expansion rates
- Security
Design principles

- Lighting – up and down, task, shelving, standard levels
- Provide for exhibitions/displays
- Storage (close by) of chairs and other moveable items
- Use colour imaginatively and thematically
- Maximise natural light
- Ensure attractiveness, pictures, plants
- Air conditioning – books/people
- Book return (including after hours), drive–by
Refurbishment

- Paint and floor coverings inexpensive
- Prepare concept brief and do things gradually
- Consider use of an interior designer rather than an architect
- Replace furniture
- Check entry – usually can be changed more easily than one thinks
Life Sciences Library McGill University- Before
Life Sciences Library - after
Schulich Library of Science and Engineering McGill University – Before
Schulich Library of Science and Engineering McGill University – After
Sens’ checklist

1. Envision the library as place.
2. Invite students and other stakeholders to the table.
3. Make collaboration a must.
4. See that technology drives the bus.
5. Plan for change.
6. Use the library to attract and retain top students.
7. Optimize spaces between spaces.
8. Consolidate emerging specialty spaces.
9. Take advantage of the commons.
10. Rethink library programming.
11. Design for environmental sustainability.
12. Get creative with funding.

Final words

- Have a vision
- Share it in a compelling way
- Find that which works and shamelessly copy it!
- Use images to support your ideas
- Our clients are our best supporters and speak for us
- Trust your own judgement
Thank you for listening!

- Teşekkür ederim
- Sağ olun

http://www.elite.net/~runner/jennifers/thankyou.htm