



Trends, Tools, and Tactics for Better Library Design

With special guest Elliot Felix

**A Blended Librarians Online Learning Community Webcast
October 3, 2013**

Your Hosts

Steven Bell, Associate University Librarian at
Temple University

John Shank, Associate Instructional Design
Librarian and Director of The Center for Learning
& Teaching at Penn State Berks

Today's Conversation

- Library Design
- Library Spaces
- Thinking strategically about the services we offer in those spaces
- Learning Spaces Toolkit

**Share your
questions
in the chat box**

What's New with the BL Community

New Website-

<http://blendedlibrarian.learningtimes.net>

We're on Facebook

<https://www.facebook.com/BlendedLibrarians>

We're exploring digital badging



Please Complete the Evaluation

Near the end of the webcast we will launch an evaluation for today's webcast

We value your feedback

about elliot felix



Elliot founded and leads brightspot.

Originally trained as an architect.

He is a strategist, facilitator, and sense-maker who has directed projects for leading companies, non-profits, cultural institutions, colleges, and universities.

Solving space, operational, and organizational problems gets him up in the morning.

Thinking about the future of work and learning keeps him up late.

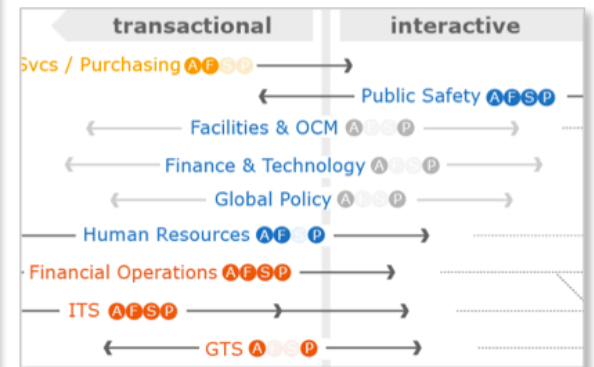
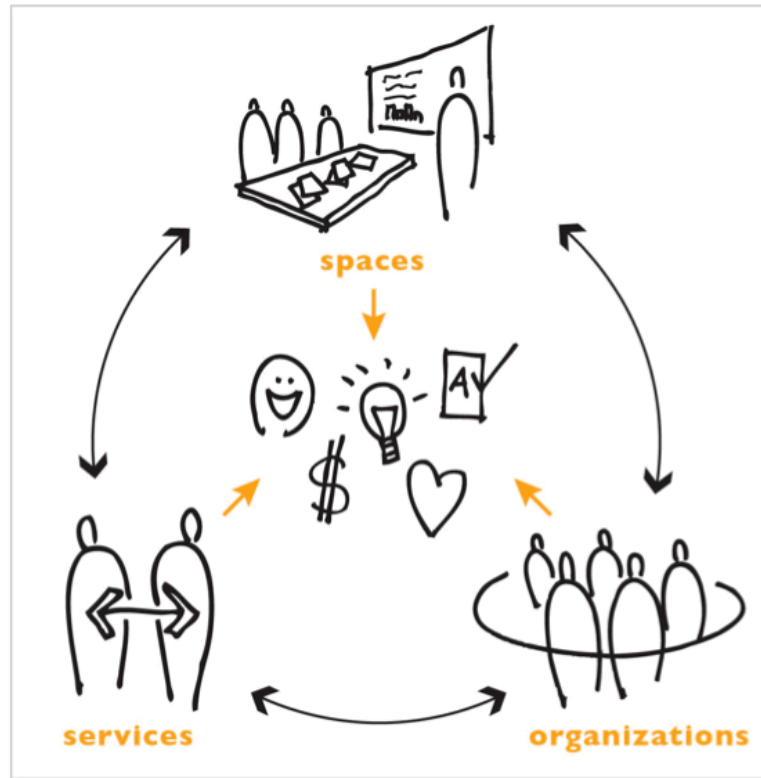
about brightspot strategy

Brightspot creates strategies for work and learning experiences that enable people and organizations to thrive. We facilitate an engaging process to assess where you are, envision where you want to go, create an actionable plan for how to get there, and manage change along the way.

**Space
Programming,
Planning &
Strategy**

**Service Design
& Operational
Planning**

**Organizational
Development**



agenda

Our agenda for today:

- A. Trends influencing library design*
- B. Tools to facilitate better planning and design*
- C. Tactics to help guide the process*
- D. Quick wrap-up*
- E. Q & A*

poll: about you

Which of the following best describes your role:

- A. Library staff*
- B. IT staff*
- C. Campus facilities / design*
- D. Architect / Designer*
- E. Other*

trends

mobile and collaborative learning

1

Students are increasingly mobile, requiring an integrated approach to the spaces, information, and people to support it. Institutions are also embracing active and project-based learning.



MIT Stata Center

Frank Gehry



UMN Active Learning Classroom

KPF Architects

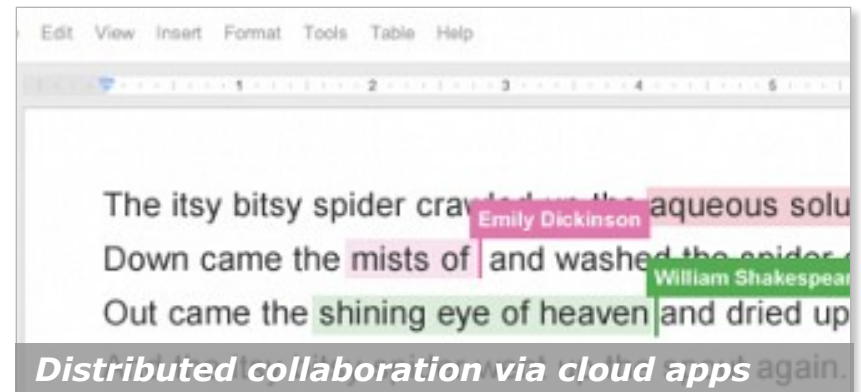
distributed, data-driven research

2

Research is increasingly involving collaborations across disciplines and geography and is becoming more data-intensive, with support needed to gather, store, manage, analyze, visualize, curate, and share it.



Hathi Trust Research Center



Distributed collaboration videoconference

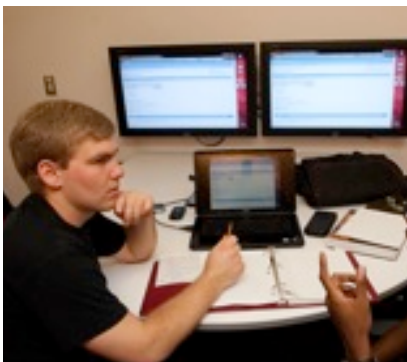
rebalancing user space/collections

3

Libraries are allocating space to provide more user space (and more collaborative and varied spaces), enabled by new ways of compacting and accessing collections.



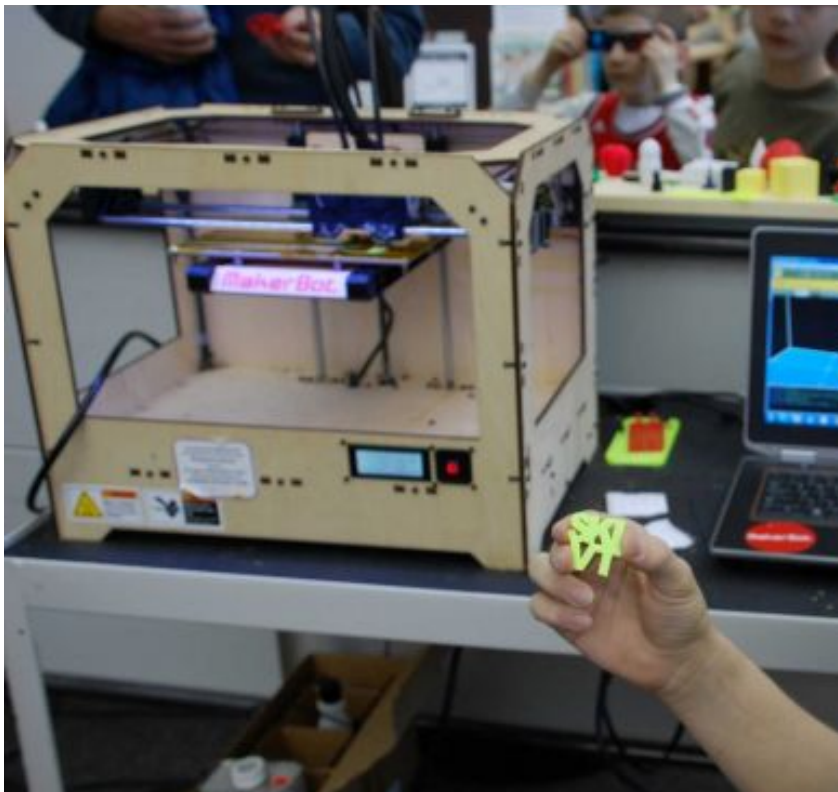
Variety of user spaces



Balancing efficient storage / effective access

supporting digital & physical making 4

Libraries are increasingly places where information is not only accessed, but created as well, and in new forms that are interactive and media-rich, both digitally as well as physically. This is the transition from "commons" to "studio."



Westport Library Makerspace



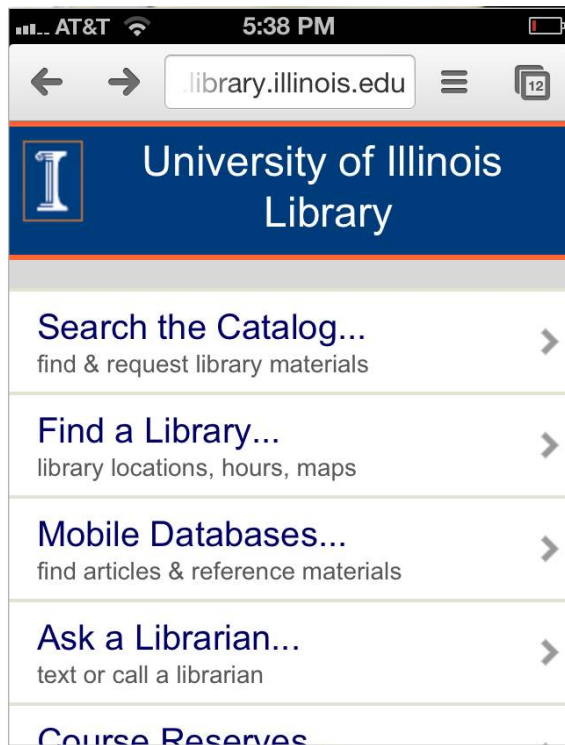
Seattle University Digital Media Center

Pfeiffer Architects

new service paradigms

To support their users, libraries are enabling more self-service, providing more proactive mobile services, co-locating or integrating services, and shifting interactions from transactional to consultative

Mobile / Self Service

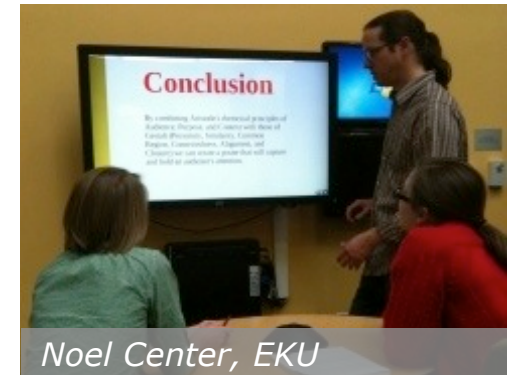
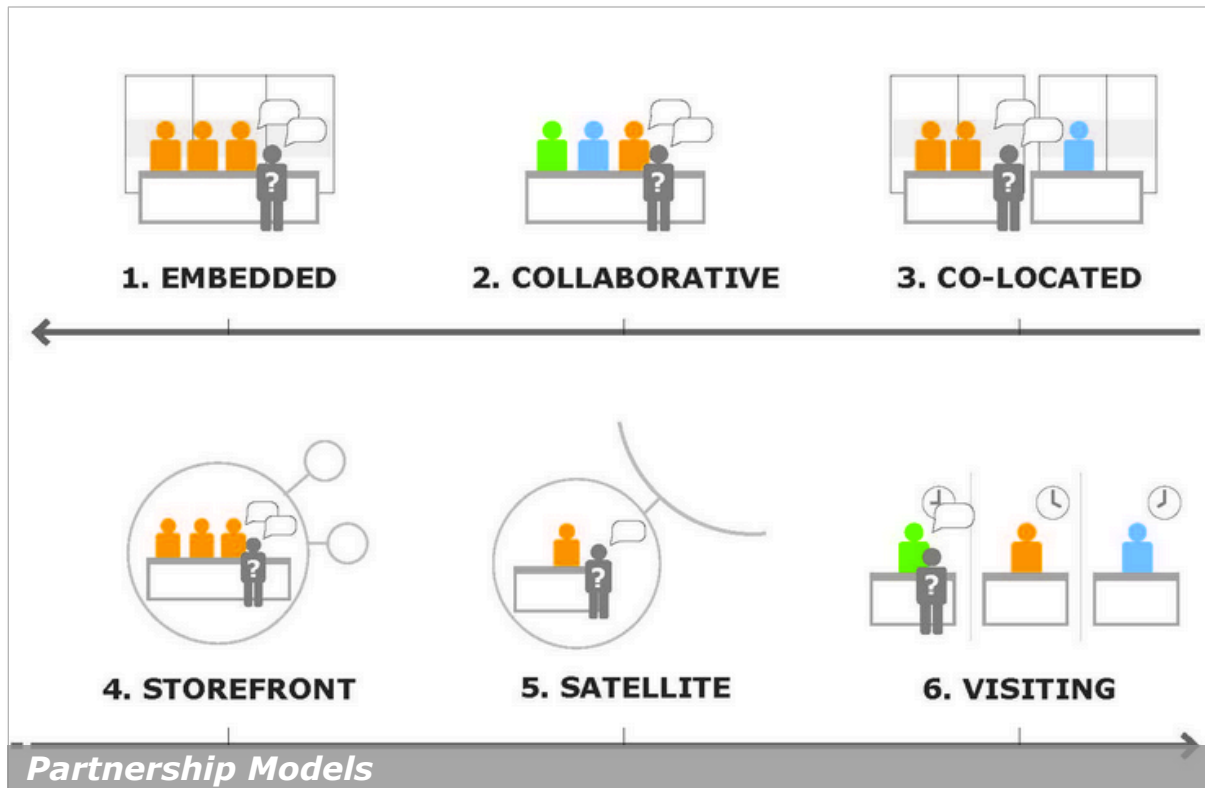


Co-location / Integration



embracing partnerships

As magnetic places on campus, libraries are great locations to bring together a suite of academic services in a hub such as writing centers, tutoring, and Centers for Teaching Excellence



poll: design challenges

What's the biggest challenge in library design?

- A. Understanding user and institutional needs*
- B. Figuring out what services to offer and where/how to offer them*
- C. Finding good examples of spaces, services, or technologies*
- D. Integrating campus partners*
- E. Planning holistically*

tools

tools

brightspot, in partnership with NC State and AECOM, developed the learning space toolkit to help institutions and designers create and sustain exemplary, technology-rich informal learning spaces: www.learningspacetoolkit.com

User Research Tools



Use-Case Tool

Ideally used in a workshop setting with these parameters charted

Who	What	Why
User type/ Persona	Needs / Aspirations	Motivations
X User	Needs to... Aspires to...	Because... In order to...
Sample Undergraduates in X department	Need to create posters and videos for class projects	because the X depart now placing a strong emp improved communic

Journey Map: *getting printing he*

	Pre-Service	Enter 11:30am	Walking,
Activities	Leave class with 3 hours before next class. Need work on. Checks what sandwiches are on sale at Hunt Café.	Enter library and head to café. Checks computer availability which shows 3rd floor Learning Commons not too busy.	Travel to 3rd floor Commons
Environment	EB 1	Café area, 3rd floor.	Entry, walking p
Interaction	Checks phone. Walks down to Hunt.	Gets drink and sandwich from café. Watches ABDS.	Hands are full, h to swipe?

Service Location Planner

Services	Integrated Service Point/Lmg Commons 1	Scholar's Commons	Quiet Reading Room	Curriculum Library	Creativity / Media Zone	Ref Info
Ask Us! (Virtual Reference Center)						
Assistance with hardware - library's device	X			X	X	
Assistance with network access - patron's device	X			X		
Assistance with printing and copying	X			X		
Assistance with scanning	X				X	
Assistance with scholarly publishing		X				
Assistance with University-related questions	X				X	
Assistance with use of technology sandbox					X	
Check out devices	X				X	

Space Browser Home Filter spaces by activity: Collaborate

Space Browser

The Learning Space Toolkit enables you to envision needs for space, technology, and services and needs. The Space Types section describes the "building blocks" that make up technology-rich learning environments. Use this interactive tool to browse through a selection of archetypal spaces and neighborhoods on Space Type or Neighborhood or by activity above. Help us grow the Space Browser and contribute to the toolkit by suggesting a space or neighborhood.

The Space Browser is still growing. If you'd like to suggest a space or neighborhood, please [contact us](#).

Browse Space Types

Integration Blueprint

Purpose: A planning and operations tool that compiles information about activities and spaces.

Instructions:

1. Gather information from other tools used within the toolkit and create a brief summary of activities and spaces.
2. Once completed, look across the cells for alignment/conflict, duplications, or omissions.
3. Use this tool to verify design and operation of space meets intended goals, check for alignment, and make adjustments.

	Activities (from User Story Tool, Needs Assessment, and Personas)	(from
Presentation Practice Rooms	<ul style="list-style-type: none"> Rehearse and review individual and group presentations Whiteboard discussions Spread out and/or pin-up documents 	<ul style="list-style-type: none"> Enclosed Writab Fixed d Adjust Glass d May in Lecter provid
Group Study Rooms	<ul style="list-style-type: none"> View content on screen 	<ul style="list-style-type: none"> Enclos

tour!

The screenshot shows a web browser window with the address bar displaying `learningspacetoolkit.org`. The browser's toolbar includes various extensions like Delicious, brightspot, WeWork, Mail, Read Later, Clicktime, Pandora, Facebook, Twitter, Signature, Orchestra, QuickBooks, GDG, and Other Books. The website's navigation bar features links for About, Contact, Sitemap, and Downloads. The main header displays the "LEARNING SPACE TOOLKIT" logo, described as "A Resource for Designing and Sustaining Technology-Rich Informal Learning Spaces". Below the logo is a horizontal menu with links: Roadmap, Needs Assessment, Space Types, Services, Technology, and Integration. A large photograph of a modern library interior, labeled "Technology Sandbox, NCSU Libraries", shows people working at tables with laptops. To the right, the "LSTK STORY" section features a cartoon illustration of people in a meeting, with the text "The learning space toolkit: Creating and sustaining exemplary technology-rich, informal learning spaces". Below this is the "LSTK ON FLICKR" section, which displays a grid of six small images showing different learning environments. At the bottom left, a "Getting Started" section with the subheading "Orientation" provides guidance for new users, stating: "Not sure where to begin? Get oriented to the Toolkit. Below are the six components of the Toolkit:". Below this text are two buttons: "Roadmap" and "Needs Assessment".

poll: implementation barriers

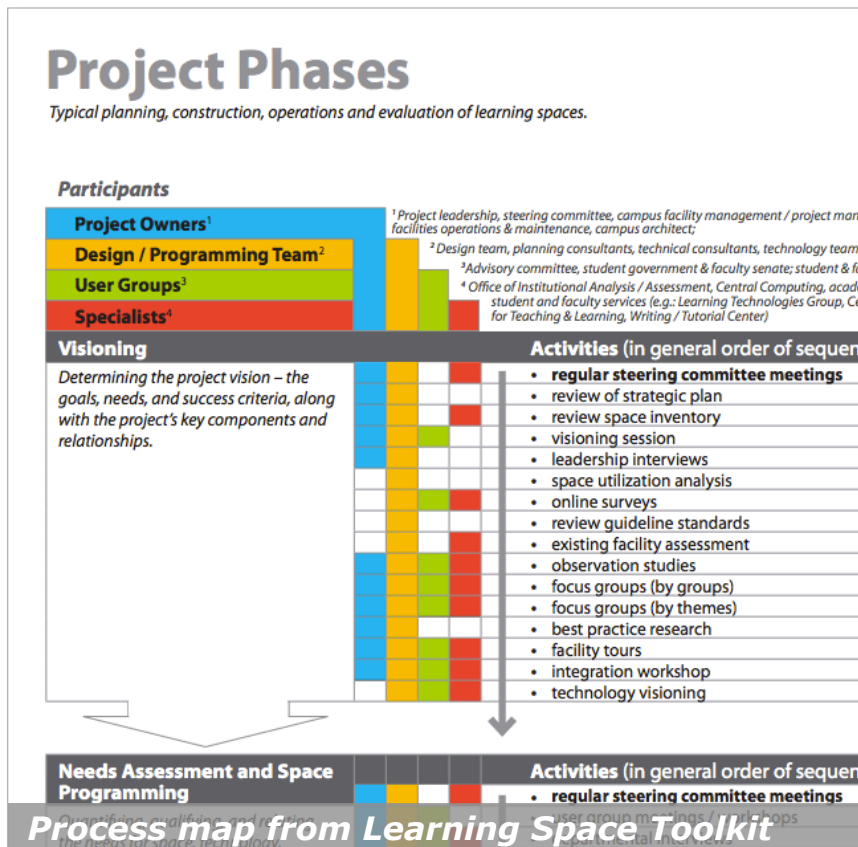
What are the biggest barriers to implementing better design?

- A. Knowing what to do when and whom to involve*
- B. Knowing what works and what doesn't*
- C. Coping w/ uncertainty about future needs, technology, & priorities*
- D. Limited funding and/or time*
- E. Making the case for change*

tactics

design the process

Creating a cross-sectional committee with users and partners is a great way to get buy-in (and better ideas!). The learning space toolkit can help with structuring the process – the more participatory and transparent the better.




Participatory, transparent process

create an inventory

2

Creating an inventory of the spaces, services, and collections you have will be a foundation for future planning and assessing needs / gaps. This will also enable comparison to peers and create a baseline for before/after comparisons.

Service Location Planner							
							
Legend Offered 9 to 5 Offered 24/5 Offered all library services Offered on demand							
Services	Integrated Service Point/Lrn Commons 1	Scholar's Commons	Quiet Reading Room	Curriculum Library	Creativity / Media Zone	Reference and Info Literacy	Other?
Ask Us! (Virtual Reference Center)							
Assistance with hardware - library's device	X			X	X		
Assistance with network access - patron's device	X						
Assistance with printing and copying	X			X			
Assistance with scanning	X				X		
Assistance with scholarly publishing		X					
Assistance with University-related questions	X						
Assistance with use of technology sandbox					X		
Check out devices	X				X		
Check out group study room resources	X	X		X			
Check out/return reserve items	X						
Check-out library resources, renew, etc.	X			X			
Claim a lost-and-found item	X						
Classroom and event space scheduling							Admin Suite
Complaints/concerns/materials challenges	X						Admin Suite
Consultation regarding job opportunities	X			X			
Copyright assistance		X					
Curriculum change requests							Admin Suite
Curriculum Library tour/overview/instruction				X			
ETD submission		X					
Exhibit item interpretation							Archives, Admin Suite
Expedited "In Processing" requests	X						
Extended reference consultation							

Services inventory using location planner

	A	B	C
1	Search Criteria	Value	
2	Building Name	Silicon Valley Bldg 23(Leased)	
3	Include A21 Utilization Data	No	
4			
5			
6			
7	Department	Dept No	Building
8	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
9	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
10	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
11	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
12	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
13	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
14	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
15	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
16	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
17	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
18	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
19	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
20	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
21	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
22	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
23	FMS OPERATIONS - MAINTENANCE	530300	Silicon Valley Bldg 23
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28	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
29	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
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32	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
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34	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
35	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23
36	SILICON VALLEY ADMIN	135100	Silicon Valley Bldg 23

Space Inventory

use user-centered design tools

User-centered design tools force the process to think about user needs and activities and treat space, technology, furniture, services etc. as means, not ends. Personas, Journey Maps, and Use Cases are good examples.

personas example



Larry Leadwell
Professor and Associate Head,
Mechanical and Aerospace
Engineering

"Wait till you see this"

What's your work life like:

I have been focused on aerospace engineering, doing a lot of work for the space program. Since assuming department head role 7 years ago my duties have shifted to be more administrative, including serving on a lot of committees and working with colleagues in the department. I've also got a few grad students...

How do you use technology?

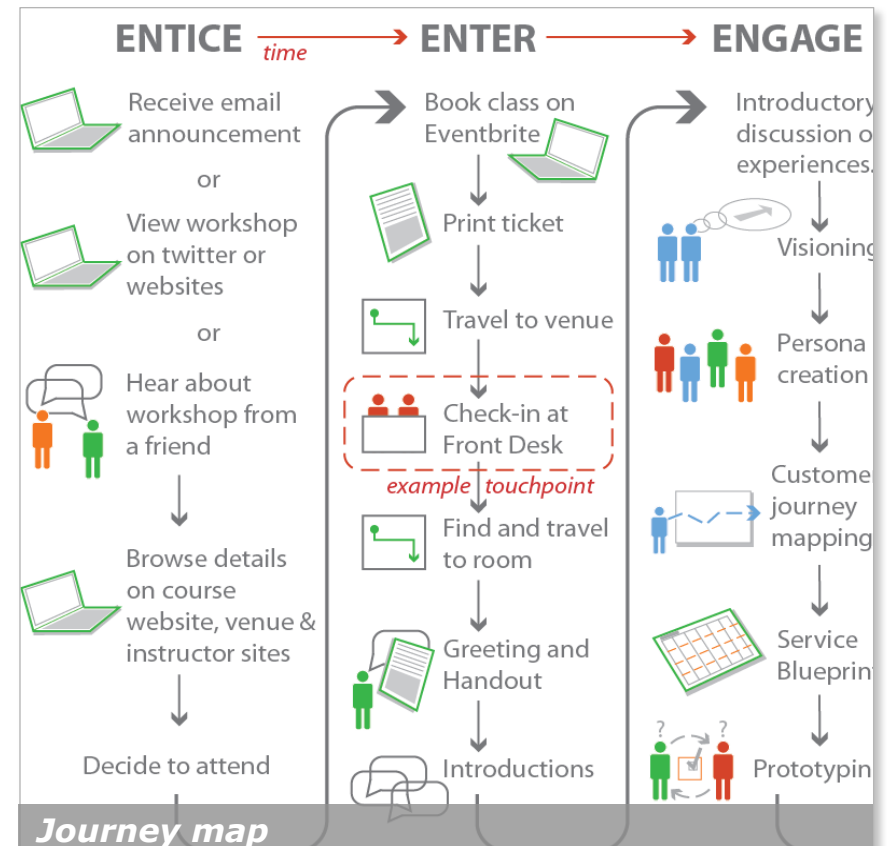
As an engineer, I'm immersed in it all the time

How do you use the library?

I rarely use the library because I can access all the materials online. But I enjoy having someplace to walk for coffee and just meet informally with people. I also like taking visitors there to showcase everything we are doing.

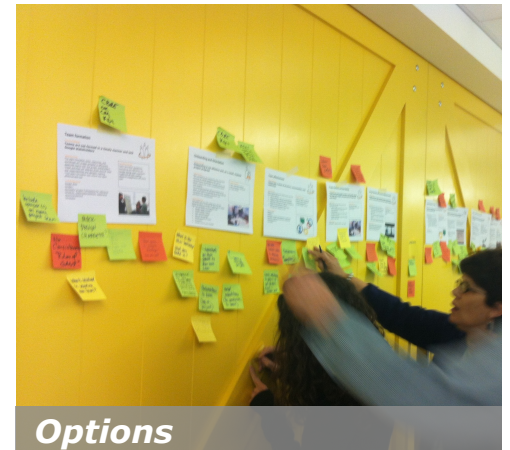
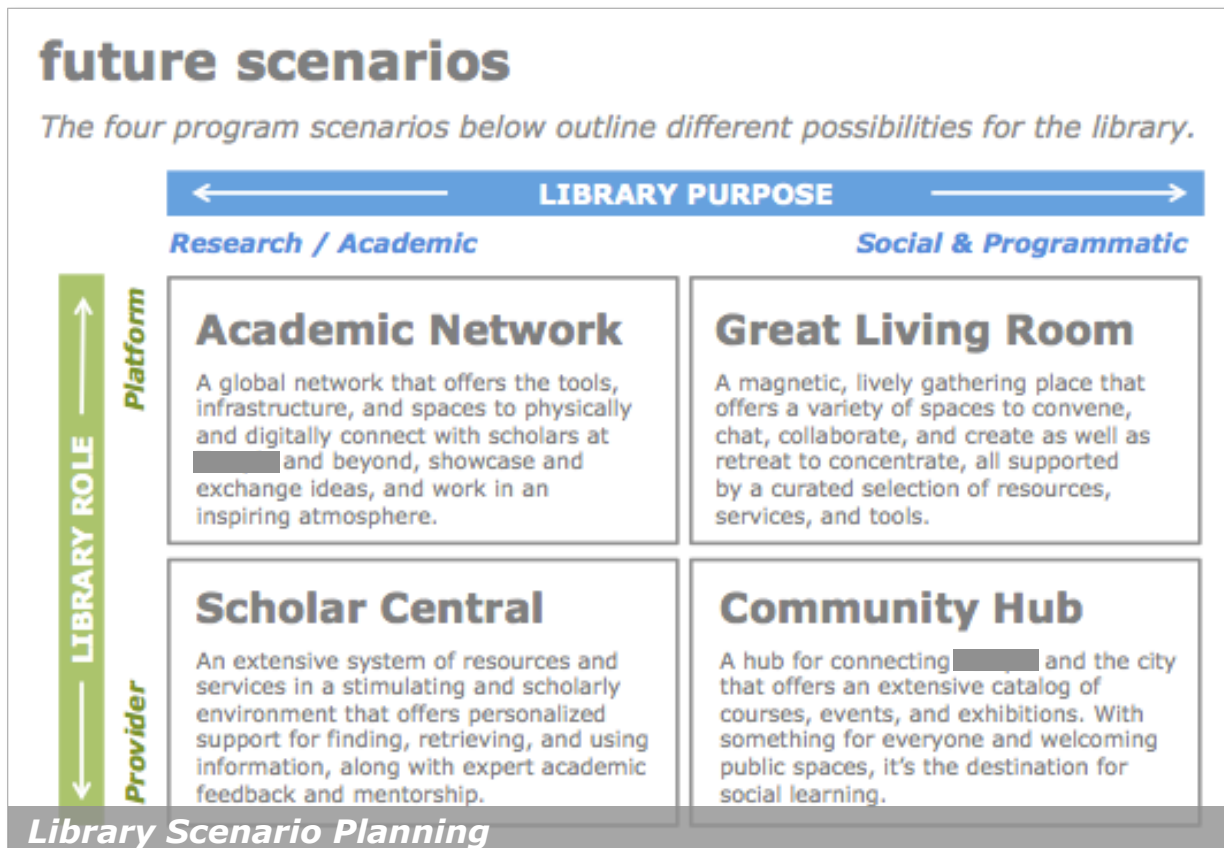
Persona

NC State University



use scenarios and options

Creating different potential “futures” for the organization (and its spaces, services, and collections) enables innovative and diverse perspectives. Options enable a participatory process, empowering people to select and combine (not just yes/no)



Options

prototyping and piloting

Prototyping can be done through mock-ups, role-play, and short pilot programs to inform the design of the space and staffing. These are a way to refine the design, mitigate risk, generate momentum, and make the case for change.



Prototyping a new service point

NC State University



Piloting a new service point

Liberty University

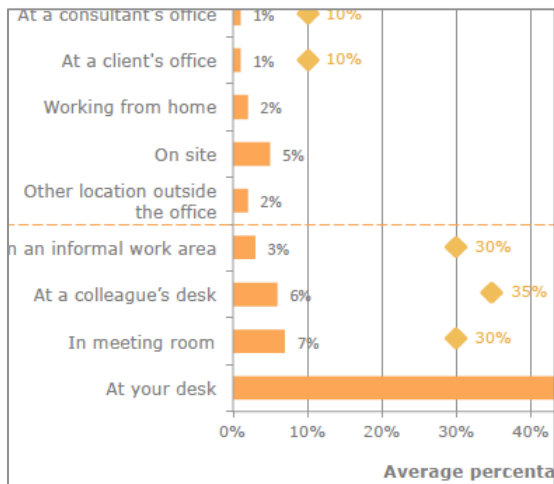
combine design and assessment

Rather than think of design and assessment as two separate activities, assessment can drive design and occur on an ongoing basis. The same tools can be used for each, enabling before/after comparisons.

**More valuable
More difficult**

Utilization

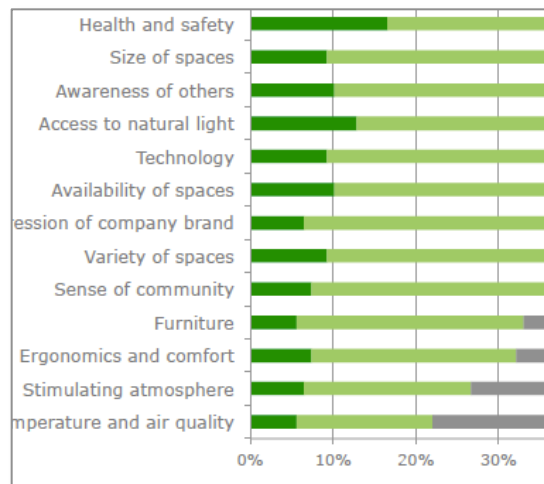
Measuring how much a service is used, with usage as a proxy for value



Examples: Logins, Gate counts, Item checkouts, Logging questions / tickets

Satisfaction

Measuring how satisfied users and staff are with a service or aspects of it



Examples: Surveys (e.g.: LibQUAL+), interviews, observations, diaries

Impact

Measuring what the service enabled users to be able to do as a result

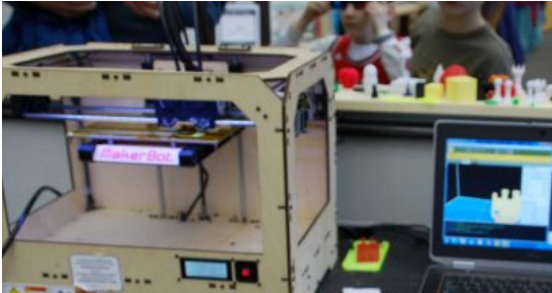


Examples: Value-added analysis, engagement

wrap-up

wrap-up

Trends



- mobile and collaborative learning
- distributed, collaborative and data-rich research
- physical and digital making
- rebalancing user space and collections
- providing mobile, integrated, and consultative services
- embracing partnerships

Tools

Integration Blueprint

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Presentation Practice Rooms	<ul style="list-style-type: none"> • Rehearse and review individual and group presentations • Whiteboard discussions 	<ul style="list-style-type: none"> • Enclosures • Writing boards • Projectors

Using the learning space toolkit as a resource

- user research tools
- personas
- use case
- journey maps
- service location planner
- integration blueprint
- many more!

Tactics

Participants

Participant Group	Role
Project Owners¹	¹ Project leadership, steering committee, facilities operations & maintenance
Design / Programming Team²	² Design team, planning
User Groups³	³ Advisory committee
Specialists⁴	⁴ Office of Institutional Planning, student and faculty for Teaching and Learning

Visioning

Determining the project vision – the goals, needs, and success criteria, along with the project's key components and relationships.

Activity	Project Owners	Design / Programming Team	User Groups	Specialists
• Determine project vision				
• Identify goals, needs, and success criteria				
• Identify key components and relationships				

- design the process
- create an inventory
- user-centered design tools
- scenarios and options
- prototyping and pilots
- connect design and assessment

questions?

thank you!

Elliot Felix

@elliottfelix

elliott@brightspotstrategy.com

www.brightspotstrategy.com

@brightspotter