ILA/ACRL SPRING CONFERENCE

Creating Partnerships for Student Success: Reflections on Building a Student-Focused Learning Space
PLANNING: WHITE PAPER

“Fostering learning through library spaces”

Authored by Nancy Baker (Libraries); Tom Rocklin (VP of student life) and Steve Fleagle (ITS)

2007
PLANNING: ARCHITECTS

- Tours of other learning commons
- Focus groups with students
- Space planning
PLANNING: CAMPUS PARTNER WORKSHOPS

Workshop 1:
Introducing the LC
LC Coordinator
LC Service Desk
LC Services, Programs, Ideas brainstorming
Workshop 2:
- Assessment
- Group rooms/space and priorities, scheduling
- Promotion
- Content
PLANNING: CONSOLIDATING SERVICES

- South circulation desk closing first
This group was charged with recommending the best solution(s)/best practices for implementing the vision for the service point.
PLANNING: LEARNING COMMONS COORDINATOR

- Manager or Coordinator?
- Librarian or Technologist?
- MLIS or other degree?
- Library or UCC?
Learning Commons Coordinator Job Description

Promote student success through the integration of information services, institutional resources and technologies to enhance information discovery, collaborative learning and knowledge building, particularly for the undergraduate population.

Key Responsibilities

* Identify emerging technologies and best practices in academic information delivery, technologies and services and oversee their integration into the Learning Commons.

* Identify and coordinate appropriate technology training and academic workshops for Commons.

* Foster and manage relationships with academic departments, university administration and campus partners to advocate for and create effective service and educational outcomes (as they relate to the learning commons).

* Collaborate with RLI, AS and ITS to develop services and programs to be delivered at the Learning Commons and with other library and IT units as appropriate.

* Develop and provide technology training to learning commons staff and partners as it relates to offering programs and services in the LC.
TEAMS

▶ Operations Team
  ▶ Head of Access Services
  ▶ Head of Research and Library Instruction
  ▶ Undergraduate Services Librarian
  ▶ ITS Learning Spaces Coordinator
  ▶ ITS Learning Spaces Support Team Lead
  ▶ Director, ITS Learning Spaces
  ▶ Associate University Librarian for Main Library Services
  ▶ Learning Commons Coordinator
  ▶ Manager, Public Relations
TEAMS

Communications Team
- Learning Commons Coordinator
- Manager, Public Relations for University Libraries
- Strategic Communications Manager for ITS
- Senior Applications Developer for Provost’s Office

Executive Team
- University librarian
- Chief information officer, its
- Director, ITS Learning Spaces
- Associate University Librarian for Main Library Services
The Learning Commons in the Main Library is a tech-infused comfortable and flexible learning space and one-stop academic and information help center...with good coffee! The commons includes space for group collaboration and individual study with modern technology amenities and high-quality assistance with information and technology resources.
SERVICE DESK: STAFFING

- Reference and Library Instruction (RLI)
- Circulation
- Interlibrary Loan
SERVICE DESK: STAFFING

- Role of RLI librarians
SERVICE DESK: STAFFING

- SLIS students supervised by RLI
- Circ students, 2 levels
SERVICE DESK: SERVICES

- Technology Services
- Library Services
- Directional
- Campus Partners
- Roving
- Referral
SERVICE DESK: NEW SERVICES

- Laptop Chargers (UISG)
- Computer Mice
- HDMI and VGA Cables
- Slide Advancers
- Print refunds for jobs up to $1.00
- Reset HawkID Passwords
- Campus Partner Referrals
SERVICE DESK: TRAINING

- Boot Camps
- Weekly, now bi-weekly sessions
- Library to UI Police
- Technology to Tours
SERVICE DESK: TRAINING

- ITS Help Desk Technology
- Print Queue Management
- Endnote & Refworks
- Special Collections & IWA
- Map Collections
- Campus Partners
- Learning Commons Training

- Government Information
- Circulation
- Aleph
- Tours of storage
- Microfilm Readers
- Springshare products
- Community Borrowers
SERVICE DESK: CUSTOMER SERVICE

- Ask Me Booths vs. Roving
- Welcome Volunteers
SERVICE DESK: OVERSIGHT TEAM

- Kathy Magarrell, Brittney Thomas and Amy Paulus
- Plans to expand
SERVICE DESK: ASSESSMENT – DATA COLLECTION

- Using Suma to track questions at desk and roving
- People Counter software
- Aleph and ILLiad reports
SERVICE DESK: ASSESSMENT

- Staffing changes (mornings)
- Customer Service changes
- Training
- Roving
- User activity/head counts
- Staff workloads
CHALLENGES: TECHNOLOGY & SPACE
OPEN HOUSE

- On Iowa! Open House
- Open House
- LC Late Night
- Grand Opening
TUTORING

- Writing Center
- SWAT
- Statistics Tutoring Lab
  - Fall 2013: Sept 23-Oct 4; December 2-Dec 13
PROGRAMMING: VIDEO SHOW

THE INTERMEDIA COLLECTIVE & THE LEARNING COMMONS PRESENT:

VIDEO SHOW

WHAT: A Juried Undergraduate Exhibition of Video Art
WHEN: April 14 - 28

WHERE: MAIN LIBRARY Learning Commons

WINNERS: Angela Barr, Jared Jewell, Katie O Connor, Zachary Grey Phelps, Sara Phillips, Dylan Siegel, Zoe Slutzky Tara Strait, Christopher Willauer and Taylor Yocom

JURORS: DEREK ANDES, BARBER, JOSH EKLOW, NAOKI IZUMI, KYLE PEETS AND ANNA SWANSON

RECEPTION:
FRIDAY, APRIL 25 from 6-8 PM

FACEBOOK: facebook.com/intermediavideoshow TUMBLR: intermediavideo.tumblr.com/
Social Media Boot Camp

The Main Library Learning Commons in conjunction with Craft Critique Culture, an interdisciplinary graduate student conference, is hosting a Social Media Boot Camp during the first week in April. These interactive sessions will provide education on using social media professionally for undergraduate and graduate students, and anyone else who wants to learn! Register below or simply drop by.

Don’t forget to bring a laptop or mobile device so you can practice the techniques and tips you’ve learned in real time! Use our Twitter hashtag #mcc14 to live tweet during the sessions! Can’t make it in person? Follow the Twitter livestream at #mcc14.

Location

Open Area D across from the Food for Thought Café in the Main Library Learning Commons. Please see the Main Library Service Desk for directions.

Schedule

Hashtags vs. Hard Copy Resumes: Guerrilla Job Search Tactics for College Students
J. M. Henderson
Sanitizing your social presence isn’t enough. In this session, learn how to supercharge your social media use to catch the eye of potential employers, stand out from the job hunting pack and build a personal brand that gets noticed...for the right reasons!

- Monday, March 31 from 10:30am-11:30am

#StuffMyProfessorSays: How Students Talk About Their Teachers When They Think No One is Listening
Matthew Thomas
Learn about "my professor" tweets and how they show the politics of professors and students tweeting about each other and their collision in social media spaces.

- Monday, March 31 from 11:45am-12:15pm

Live-Tweeting
Kelly McCroy
Live-tweeting allows you to document an event in real time as it unfolds. It has helped document breaking news.
BRAIN GAIN

WEDNESDAY, JANUARY 29, 12:15-1:45PM
LEARNING COMMONS

FREE TO UI STUDENTS!

INFO ON TUTORING!

INFO ON ACADEMIC RESOURCES!

get a Grade A brain!
CLASSES

- Library Strategies for International Research
- Class: Perspectives in Leadership – 2
- Rhetoric Classes
- Organizational Management
- Introduction to Leadership
- Organizational Communication
- Class Presentations
- On Iowa! Academic Support Group
TOURS

- University of Nebraska – Lincoln
- UNI
- Monmouth College
- ICPL
- STAR student tour (admissions)
- Hawkeye Caucus
OTHER CAMPUS PARTNERS

- Student Instructional Technology Assistants (SITAs)
- IDEAL
  - On Purpose: A Conversation about Assignments
- Center for Teaching
  - Faculty Institute
  - Learning By Gaming Institute
- SWAT
  - SWAT/Financial Aid workshops
  - SWAT Study Groups
QUESTIONS? DISCUSSION?

-Brittney Thomas (brittney-thomas@uiowa.edu)
-Amy Paulus (amy-fuls@uiowa.edu)