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Buildings and Spaces: Are they Relevant in the Virtual Environment?

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Buildings and spaces: Are they relevant in the virtual environment?

Gulcin Cribb
University Librarian

Overview

- Case Study - SMU Libraries
- Questions and discussion in small groups
- Buildings, spaces and users
- Singapore libraries and approaches to library spaces

A little about me

- University Librarian, SMU since 2012
- Founding University Librarian and CIO, Ozyegin University, Istanbul 2008-2011
- Director Information Services (University Librarian and CIO), Bond University, Australia 2001-2008
- Executive Manager, Physical Sciences and Engineering Library, University of Queensland, 1995-2001
- Manager, Library Multimedia Services, University of Queensland, 1986-1995

Singapore Management University

- **1997** Singapore government conceives SMU
- **2000** SMU opens to 300 students in Bukit Timah Campus
- **2000 – 2002** Library designed for 6000 students (Edward Cullinan Architects)
- **2005** Library opens its doors (2500 students)
- **2006** Library official opening as Li Ka Shing Library
- **2013** SMU – 8,000 students (ug and pg)
- Since **2007** - 6 Schools; Business, Economics, Accountancy, Information Systems, Social Sciences and Law
- **2013** Library- Master Planning for Li Ka Shing Library and planning and design for Madam Kwa Geok Choo Library
- **2014** – Li Ka Shing Library renovations



Libraries **SMU Libraries**



Our Passion, Our Commitment, Your Advantage
Our Passion, Our Commitment, Your Advantage

- Over 1 million visitors
- Over 10,000 enquiries (email, f/f and now Virtual chat)
- Over 77,000 print book loans
- Millions of journal articles downloaded from thousands of journals subscribed
- eBook usage, hundreds of thousands
- Half a million f/t papers downloaded from InK (Digital Research Repository)
- Over 3,300 f/t research papers in InK
- Over 11,000 students taught Research Skills
- 548 course readings scanned & uploaded to LMS
- 514 hard copy course readings distributed (cases)
- 500 books/articles obtained from other libraries (ILL and DDS)
- Over 150 Research Guides – well used by students



Changing Times

	Original assumptions and plan (2002)	2013 – current situation
Volumes	309,353 volumes including 16,000 current journals, 3,144 recent back runs and 124,360 bound volumes plus 7,200 CD-ROMs, 1,950 AV items	50,000 (we intend to keep the numbers low; law collection will be housed in the Law library); e-book collection : 83,000 titles e-journal collection: 72,000 titles
Seating	1,280 including 36 group rooms	1,500, including 34 project rooms
Number of computers	166	45 (we intend to keep computer numbers low as all students own at least one device and prefer using their own computers; some of the computers are needed to access special finance e-resources, e.g. Bloomberg, Capital IQ etc.

Why Master Planning?

- Holistic view of the building and spaces
- Not piecemeal solutions
- Strategic approach to the needs of the university as a whole
- Plan big and implement small

From bricks and mortar to meaning

- Physical space remains important
- Yet library design transformed - Virtual and Physical
- Focus on use and user preferences - customisation
- Pedagogical perspective important
- High Tech, but High Touch too
- Self-service
- DIY furniture and space use
- Maker spaces
- Food and drink OK
- Starbucks approach
- Reflective – Creative – Interactive spaces
- Separate areas for different user groups – Just for Me

Group Discussion - questions

- Relevance of physical spaces in today's libraries (any kind of library). Are they relevant? If so, why?
- How do we make sure that today's libraries remain relevant for their stakeholder and customers?
- What are the essential characteristics of library spaces to remain relevant?

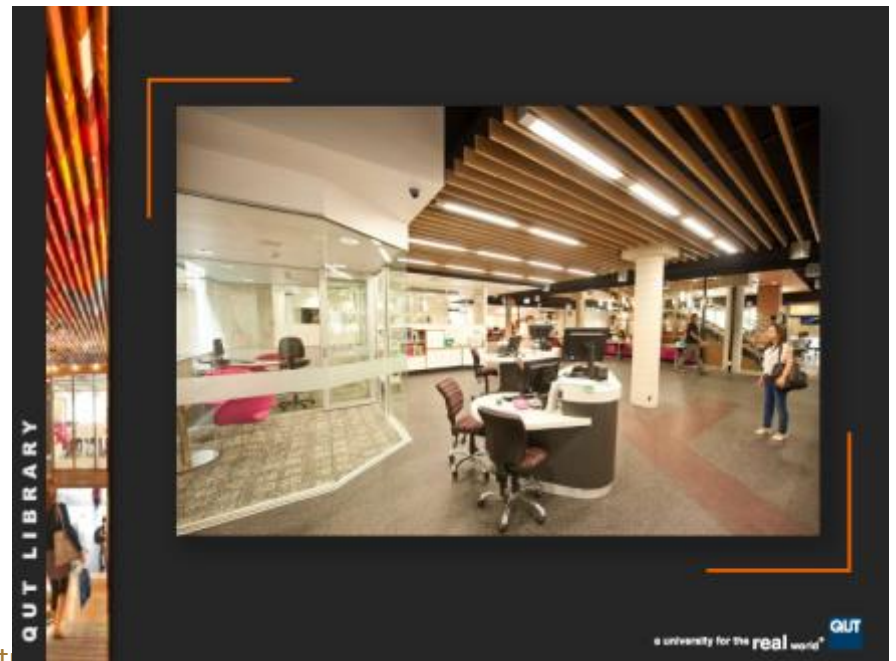
Qualities of Library Space

- Functional (space that works well, looks good and lasts well)
- Adaptable
- Accessible
- Varied
- Interactive
- Conducive
- Environmentally suitable
- Efficient
- Suitable for information technology
- And have 'oomph'

Sources of inspiration

- Markets, Villages
- Agora
- Restaurants
- Shopping malls, department stores, specialist stores (music, videos, telecommunication, computer, bookshops)
- Airport lounges
- Entertainment venues
- Parklands, commons, community gathering spaces
- Theatres, galleries, museums
- The Apple stores





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SINGAPORE MANAGEMENT UNIVERSITY

a university for the real world^{SMU}

How a New Dutch Library Smashed Attendance Records



Share on Facebook



Share on Twitter



By Cat Johnson

July 21, 2014

Facing declining visitors and uncertainty about what to do about it, library administrators in the new town of Almere in the Netherlands did something extraordinary. They redesigned their libraries based on the needs and desires of library users and, in 2010, opened the [Nieuwe Bibliotheek \(New Library\)](#), a community hub that looks more like a bookstore than a library.

Guided by patron surveys, administrators tossed out traditional methods of library organization design and merchandising for inspiration. They now group books by areas of interest, combine nonfiction; they display books face-out to catch the eye of browsers; and they train staff members

The library is also a [Seas2meet \(S2M\)](#) location where patrons are empowered to help one another in exchange for free, permanent, coworking space, and they utilize the [S2M Serenity Machine](#) to connect library users in real-time. They also have a bustling cafe, an extensive events and music program, a gaming facility, a reading garden and more. The result? The New Library surpassed all expectation about usage with over 100,000 visitors in the first two months. It is now considered one of the most innovative libraries in the world.

Shareable connected with Roy Paes, manager of the library's Science Desk, and his colleague Marga Kleinenberg, to learn more about the inspiration for the library, its transformation into a thriving third place, and some of the library's forward-thinking offerings.

[Editor's note: the responses are collaborations between Kleinenberg and Paes.]



With out-facing books, the New Library looks more like a bookstore than a library

Shareable: When plans for the New Library were being made, there was a downward trend in library memberships and a question of what a community library should be? How did these factors influence the design and creation of the New Library?

Paes and Kleinenberg: The downward trend created the idea that we had to make a radical change. A large

<http://www.shareable.net/blog/how-a-new-dutch-library-smashed-attendance-records>

Our Passion, Our Con

Experience

“Customers don’t want products or services, they want **experiences**”

Steve Jobs

The best organizations provide as many of the 4 e’s as possible

Entertainment

Education

Escapism

Esthetics

“The Library is a virtual, a social and a physical space where we make sense of an accelerated world.”

Andrew Cowie, National Library of NZ

“Notion of collapse of space caused by development of telecommunication is one of the oldest myths of industrial modernity.” Picon, Antoine

“Bad Libraries build collections; Good Libraries build services; Great Libraries build communities.” David Lanke

Stacks to start-ups

Though it's early days, library-based maker spaces around the US have spawned a number of innovations

SpeakerSlide

A small amplifier for an iPad or iPhone. The inventor 3D-printed prototypes at the Fayetteville Public Library and is now seeking funding via Kickstarter.

Hexflex

A snowflake-shaped tool that functions as a screwdriver, wrench, box cutter and bottle opener. It was created at the Sacramento Public Library and was successfully funded last year via Kickstarter.

Adagio

An app that allows musicians to collaborate remotely. The start-up aims to test its software with the assistance of visitors to the Chattanooga Public Library.

Paintball scavenger

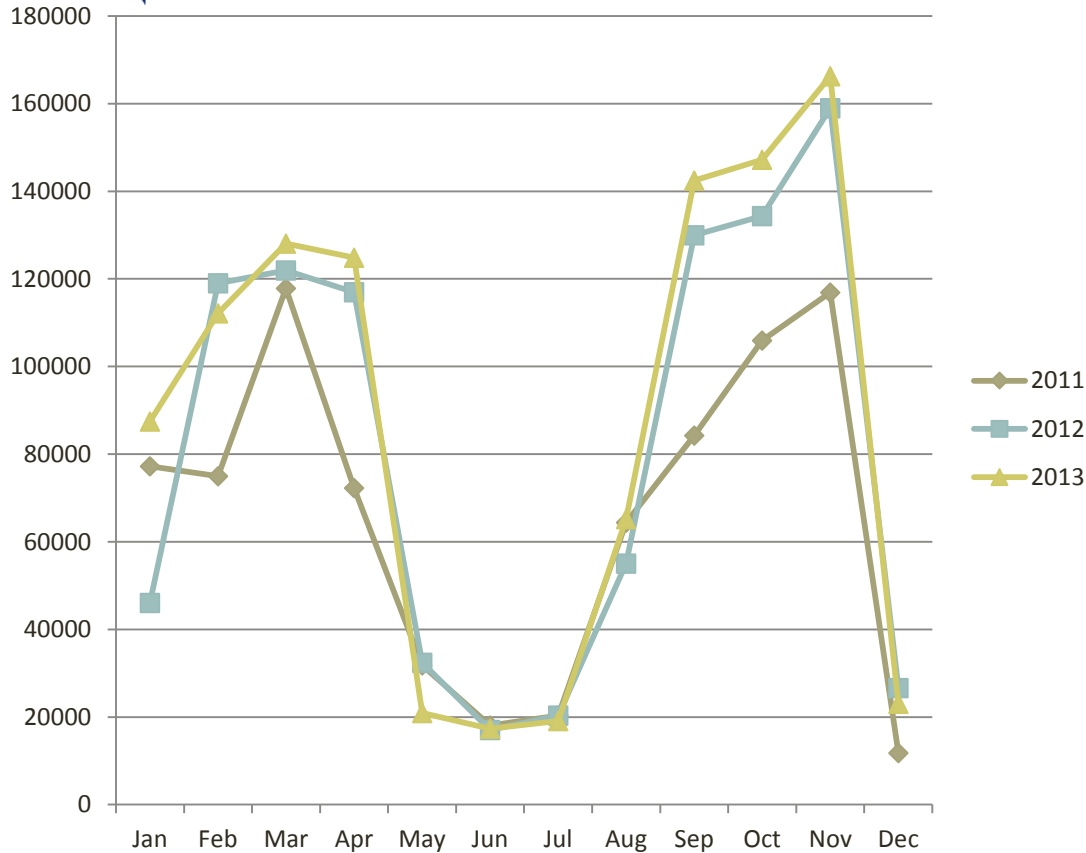
A machine designed at the University of Nevada, Reno, that cleans unexploded paintball ammunition so it can be reused.

Saferide

A device that disables your phone while you are driving. A prototype was 3D printed at the Westport Public Library, Connecticut.

Books out, 3D printers in for reinvented US libraries

<http://www.newscientist.com/article/mg22329784.000-books-out-3d-printers-in-for-reinvented-us-libraries.html#.U9WkjmlaySN>



Month	2011	2012	2013
Jan	77,227	46,040	87,465
Feb	74,934	118,993	112,165
Mar	117,847	121,899	128,074
Apr	72,296	116,971	124,879
May	31,836	32,356	20,956
Jun	18,065	17,077	17,348
Jul	20,359	20,359	19,082
Aug	64,370	55,000	65,201
Sep	84,273	129,976	142,434
Oct	105,928	134,340	147,196
Nov	116,911	158,987	166,261
Dec	11,785	26,612	23,024
Total	795,831	978,610	1,054,085

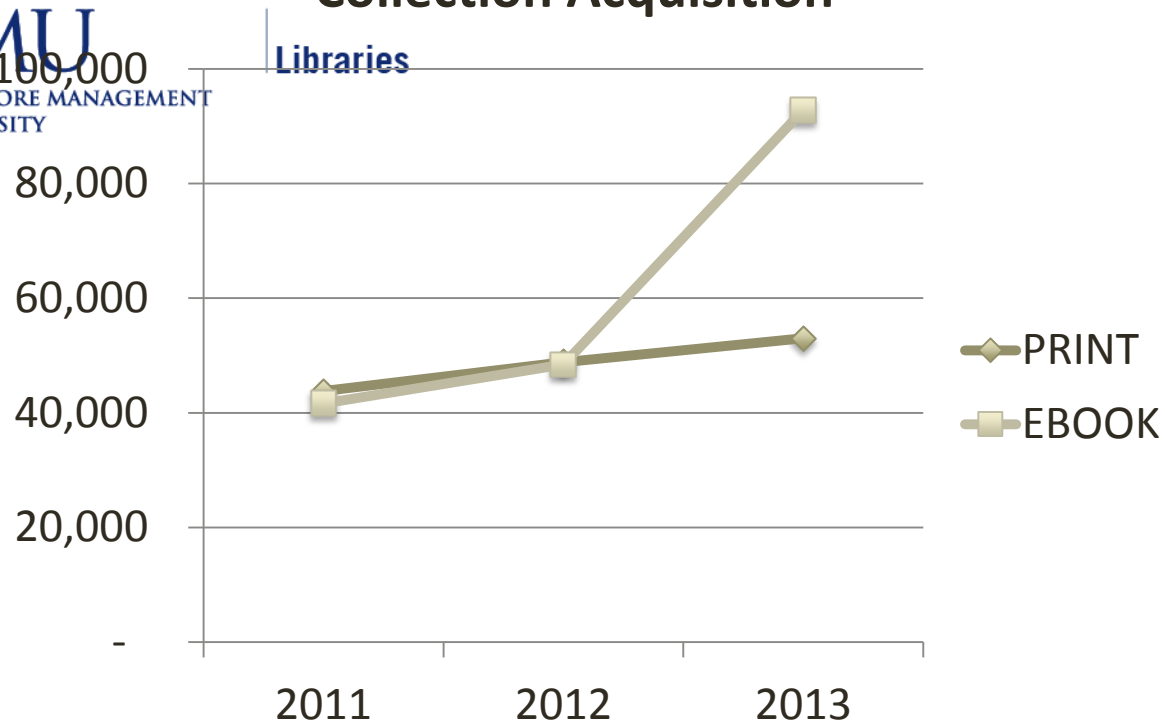
	2011	2012	2013
No. of Seats	1500	1518	1539
No. of Project Rooms	33	33	33



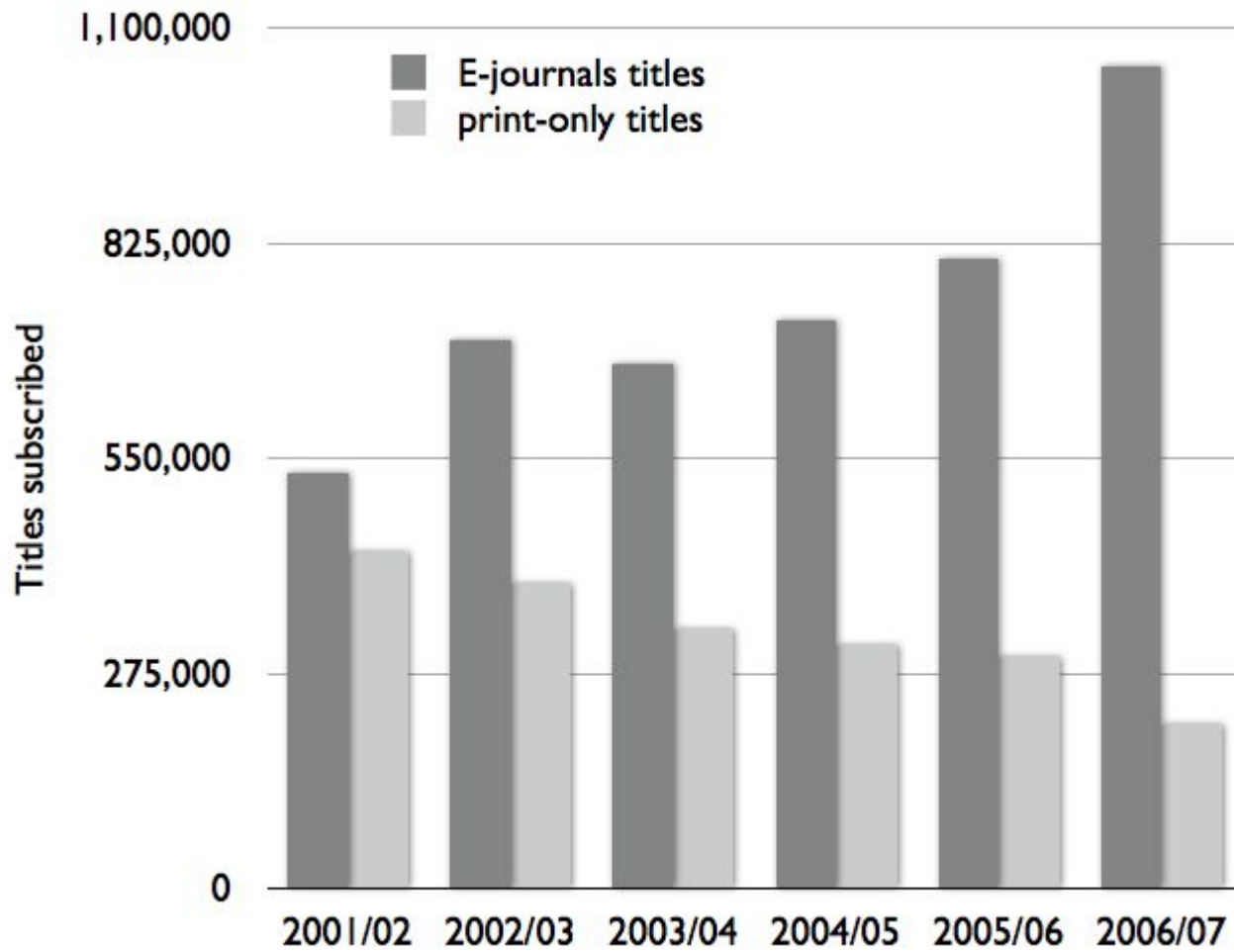


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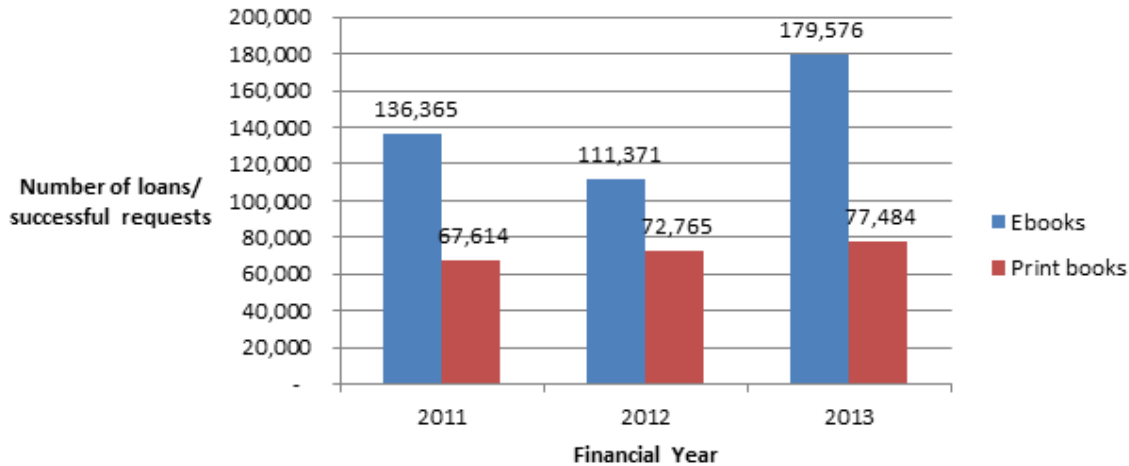
Collection Acquisition



	Collection Acquisition Total		
	2011	2012	2013
PRINT	43,779	48,829	52,988
EBOOK	41,623	48,431	92,821

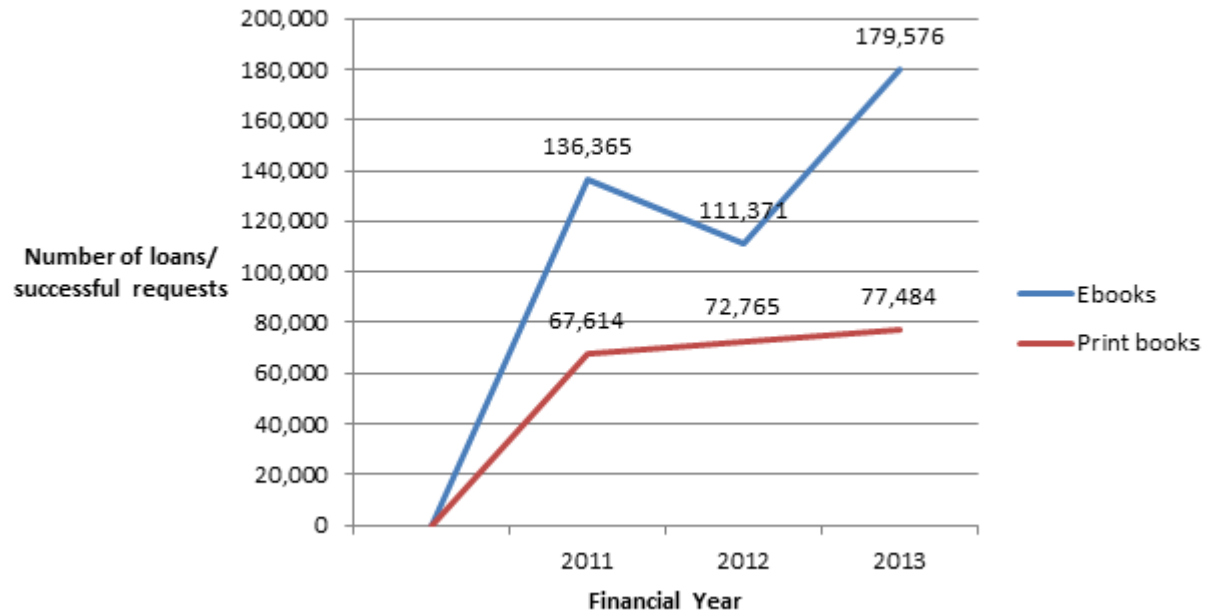


SMU Library Loan Trends



MyiLibrary, Safari
and EBL collections for
ebooks

SMU Library Loan Trends



2013 Highlights - LibQual

The **LibQUAL** customer satisfaction survey was conducted in 2013. The survey is used by over 1,200 libraries worldwide to measure and benchmark library performance and services. There were a total of 1,994 respondents, representing 24% of the SMU community. SMU Library performed well when benchmarked against other academic libraries in Singapore and overseas.

- Areas of Excellence

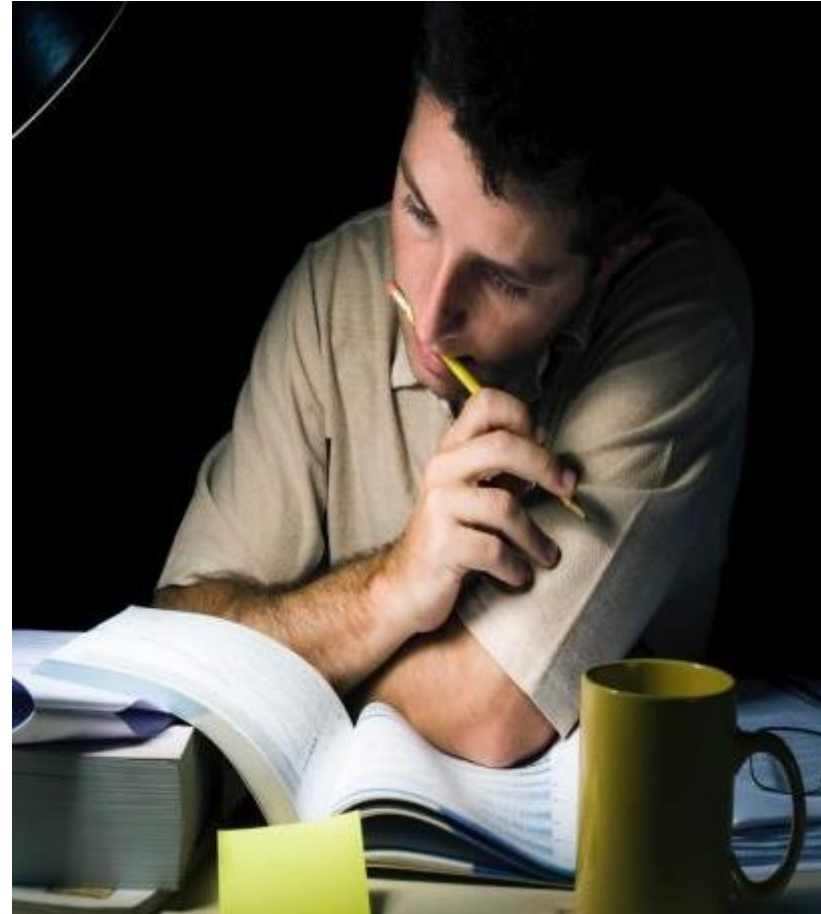
- Service
- Staff
 - Dependable & Knowledgeable
 - Willing to go the extra mile to assist Library users.

- Areas of Improvement

- Quality of the space available to students.
- Zoning of space in the Library
- Access to e-resources



LibQual – Way Forward

- Following up on feedback from the LibQual survey, a master planning exercise was undertaken in 2013 to review space and facilities in the entire library building.
- Focus groups were held with students, faculty, and staff whose input has been incorporated into the renovation plan.



Consultation, Feedback, User Engagement

Feedback channels :

- Library Advisory Committee
- SMU Student Association
- SMU Students
- Suggestion Board
- SMU Confessions
- Email
-  

“Thank you for making the Library such nice place to be in”

“You guys are awesome Keep it Up”

“I think the Library team is doing an excellent job at managing the library. Keep it up!”



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LIBRARY RENOVATION

Overview →

Vision and Mission

Library Membership →

Library Documents

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Library Renovation

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LIBRARY TRANSFORMATION - COMING IN AUGUST 2014 SMUGGING AWAITS!

The SMU community has asked the Library for more learning spaces, better zoning and longer opening hours. The Library, working closely with the Office of Campus Development is happy to respond with "Let's Make it So"

In 2013 Li Ka Shing Library conducted the **LibQUAL** customer satisfaction survey. SMU participated with 1,994 respondents, 24% of the SMU community. Li Ka Shing Library performed well when benchmarked against 1,200 other academic libraries in Singapore and overseas.

Areas of excellence - The Library did especially well when it came to service. Library staff was viewed as dependable, knowledgeable, and willing to go above and beyond to assist Library users.

Areas for improvement – The users indicated a need to increase the quality and quantity of the space available to students, a need to create more quiet spaces, requests to improve the zoning for various activities in the Library and finally, a desire to make the Library a more inviting and conducive environment for the SMU Community.

To meet these requests the Library undertook a master planning exercise to review space and facilities in the entire library building. Priority areas for immediate implementation are identified below. **Please note that the names listed have not been finalized and are subject to change:**

Learning Commons (24/7)
Lounge
Desk
Hive

Investment Centre
Study Booths (Reflective)
Learning Labs
Graduate Lounge

<http://library.smu.edu.sg/about-us/library-renovation>

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Libraries

July 16, 2012

At Libraries, Quiet Makes a Comeback



Kendrick Brinson for The Chronicle

College libraries, like this one at Georgia Tech, are experimenting with so-called Walden zones, or deep quiet areas, designed to help students work free of the distractions of technology.

By Jennifer Howard

The buzzing of smartphones, the clacking of computer keys, the chatter of study groups: Academic libraries aren't the quiet temples to scholarship they used to be. Personal portable technology takes some of the blame. So does the current pedagogical emphasis on group work. In response to students' devices and habits, many libraries have installed coffee shops and embraced the learning-commons model of design, creating wired spaces where groups can gather and plug in.

Library quiet is making a comeback, though, in part because students themselves are asking for it. "Students crave quiet as much as they crave conversation," says Karen G. Schneider, director for library services at Holy Names University, in Oakland, Calif., and proprietor of the Free Range

User behaviour

- Doing academic work with or around their friends or classmates
- Making extensive use of technology and digital content
- Focusing on their academic work late at night and into early morning (could be any time within a 24 hour period)
- Relating to one another mediated by digital technologies, social networking media
- Accessing and using information to create new knowledge and art forms
- Socialising and learning at the same time
- Blending formal and informal learning experiences

Sky's the Limit....

- Madam Kwa Geok Choo Law Library



Singapore Libraries - survey

- NLB (Early Literacy Library), NUS (Hon Sui Sen Memorial Library), NTU, SMU, TP, NP
- All -Renovation/repurposing of existing building

Highlights of Building/Space projects

NLB

The Early Literacy Library was developed with an aim to nurture and develop pre-reading skills and inculcate the love for reading children aged 0-6 years old. The Early Literacy Library, housed at Jurong Regional Library, also provides resources e.g. educational aids & toys and programmes that assist parents and educators to engage young children into reading.

Libraries for Life

Libraries for Life is NLB's 10 year strategic development plan into 2020.



Libraries for Life is NLB's 10 year strategic development plan into 2020. It is anchored on the vision of developing "Readers for Life, Learning Communities, and a Knowledgeable Nation", and builds upon NLB's earlier strategic plans - L2000, which laid the foundation for the development of public libraries, and L2010, which put NLB on the digital information landscape with the development of infrastructure for the delivery of digital content services.

L2020 aims to build on this foundation to strengthen NLB's core businesses of promoting reading, learning and literacy, and to continue to enhance the positive social capital generated by public libraries over the years. The L2020 plan will be driven by the following four strategic thrusts:

- Promoting Reading, Learning and Information Literacy to engage all sectors/age-groups of Singaporeans in reading, learning and acquiring information literacy.
- Developing Next Generation Public Libraries that will transform public libraries into social touch-points with enriched collections for learning and also into bridges for interaction with Arts and Culture.
- Achieving Excellence in Singapore and Regional Content by developing the National Library as a peak of excellence for Singapore content and as a leader in cultivating appreciation for our nation's history and culture.
- Delivering Digital Library, Anytime, Anywhere to make a diverse range of digital content and services easily accessible on users' preferred devices and spaces.

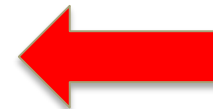
Photo credit: National Library Board

LIBRARIES Developing Libraries

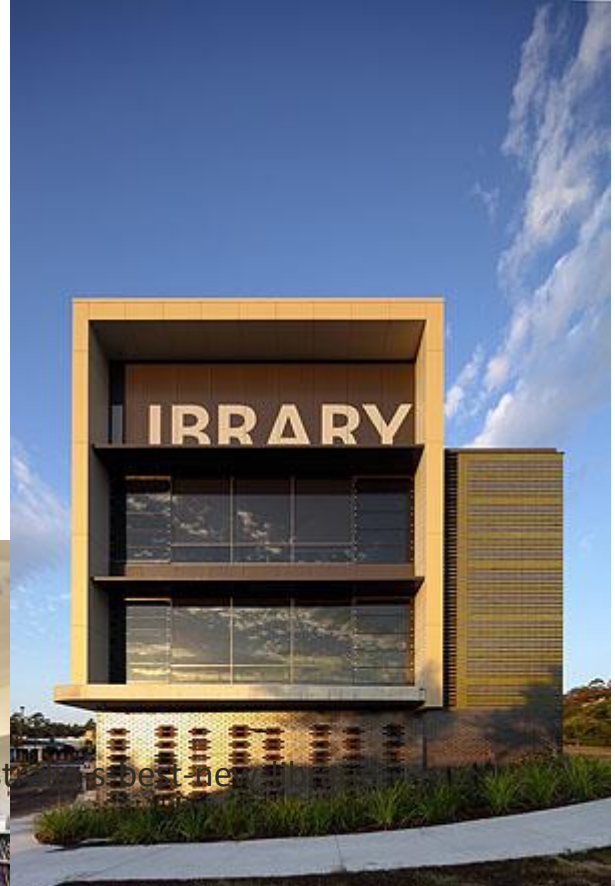
[Master Plans](#)
[Major Library Events](#)
[Library Grants and Programmes](#)

 [Press Room](#)

 [Events Calendar](#)







<http://www.architectureanddesign.com.au/news/learned-architecture-aust-projects-best-11>

Temasek Polytechnic

- Learning commons / hubs / portals; - small discussion rooms / project rooms; - **living room concept**; - discussion / engagement held in the middle surrounded by collections
- 10 levels; 5 floors has a collection in the middle, collections now be placed around the walls; - create places of learning / engagement activities, quiet spaces
- Zoning of spaces, grouping of services / functions, collaborative spaces - reorganise space to make it **more student-centred**

NUS

- Repurpose roof gardens and unused space to create quiet reading area, training room and discussion rooms
- A total of 200 seats added
- Provide handicap friendly features and introduce new services such as external book drop and self-service RBR
- The office space was combined to a single floor and the unused office space was converted to a student lounge

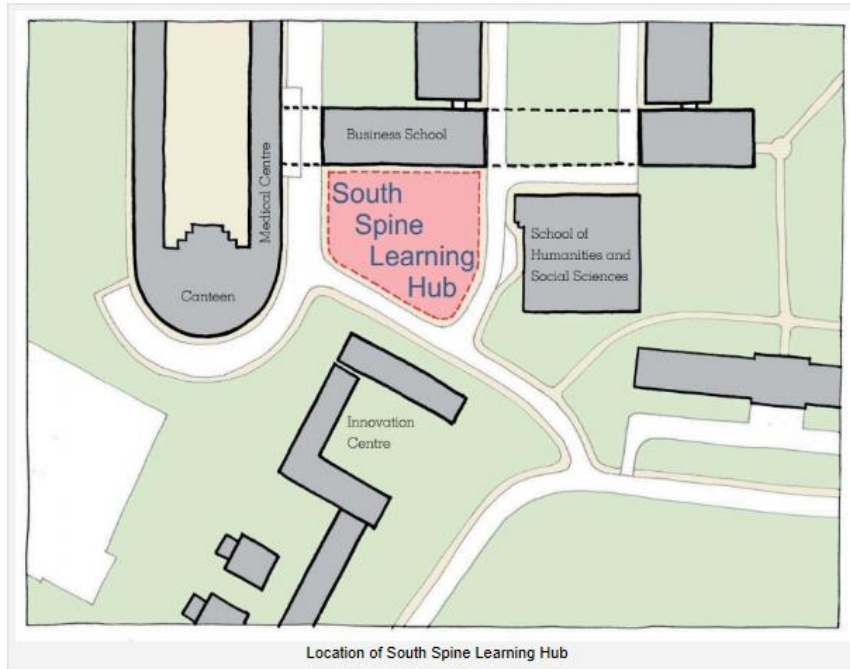
NTU & NYP

- **NTU** –
 - Many minor and major projects.
 - Website on library building update for on-going and past projects announcements to users.
<http://blogs.ntu.edu.sg/library/buildings/>
- **NYP** - The renovation project is to revitalize the NYP Library Spaces to better embrace different learners' needs and enhance their experience in the campus.

The Introduction of Library Outpost

Posted on Jun 27, 2014 in [Library Outpost](#), [Updates](#)

Always yearning for the latest best-selling books? Frequent the nearest bookstores in your neighborhood just for the scent and feel of new books? The newest member in the family of NTU Libraries, the Library Outpost, will definitely satisfy all your cravings with its unique Discovery Collections. The Library Outpost would be located on the sixth level of the upcoming NTU South Spine Learning Hub, which is surrounded by School of Humanities & Social Sciences, Nanyang Business School, Canteen B and Innovation Centre as illustrated below.



Being close to the schools of HSS, NBS and SPMS, the Library Outpost will serve as a node of the Library system to provide convenience of access and delivery of services to students, particularly those from HSS, NBS and SPMS. With that said, the library is not limited to users of these specific disciplines. Similar to all the other NTU Libraries, students, faculty and staff are all welcome as a good mix of interdisciplinary materials will be provided to stimulate, engage and heighten the interest of students in different fields of study in an attempt to improve their study, research and personal development. There would be 3 major collections to be housed in the Library Outpost, namely

Search

Recent Posts

- [The Introduction of Library Outpost](#)
- [Wheelchair-Friendly, Finally!](#)
- [Expansions & Relocations = More Books for YOU!](#)
- [Too Squeezy to Move Around? We Heard YOU!](#)
- [Addition of Railings onto Stairs between Levels 2, 3 and 4](#)

NTU Library

[Homepage](#)

Library Blogs

- [Art, Design & Media Library](#)
- [Business Library](#)
- [Chinese Library](#)
- [Communication and Information Library](#)
- [Engineering Library](#)

Stakeholder Involvement

- NLB's management and staff, stakeholders, community partners and library users
- Focus group with Library staff, TP staff, students and faculty (academic); Library staff retreat – to brainstorm renovation project
- The office of estate and development, Computer Centre representative, results from user survey and library (NUS)

- The Library Facilities Planning - from drafting design brief to coordinating implementation details – plus Library Technology Group and respective subject libraries. External stake holders - Campus Office of Development and Facilities Planning (**NTU**)
- The Users' Survey conducted by the **NYP** Library contributed as the main source of motivation.
 - Library staff also engaged the users **face-to-face** to gather feedback on their detailed needs which include types of facilities, technology, furnishing, colours, ambience etc.
 - In the planning and execution of the renovation, we took on another bold but successful step to allow **young designers** from the School to undertake the entire aesthetics and design of the environment.

Did you introduce any changes to your service model?

- All 6 said Yes
- Varies from project to project
- TP -3 counters combining into just one. 2 desks next to each other (reference and loans); no more separate reference and periodical collections;
- NUS – Re-designation of floors

NYP - New Spaces

- Staff Research Pod equipped with facilities and research tools : catering to staff doing research
- Students Project Rooms and Learning Pods : catering to students' presentations and collaborative learning needs.
- Innovation&Enterprise and Teaching&Learning : brand new collections catering to staff for their teaching and learning needs.
- Quiet Zone and Lifestyle Hub : two brand new and distinct spaces to cater to different learning needs of Gen Y and beyond.

NUS

- Physical libraries are still relevant especially with different groups of users that we are serving. It will be a popular study area if it is conducive for studying and well-kept.
- A lot of effort – (manpower, knowledge and time) has to be put in maintaining the space to ensure it is functioning well.
- With changes in pedagogy and learning behaviour, the library as a space for interaction and innovation is still relevant.
- The library may not be what it is today but in the future, the library will be a **third place with innovative services and emerging technologies** to help students discover knowledge to generate new knowledge and products.

NTU & NYP

- **NTU** - Library space are necessary to help build community and give a sense of identity to students' university life.
- **NYP** - As far as Academic Libraries are concerned, the Library Spaces will continue to be in demand and we would need to build upon their learning needs when we made some changes. Currently, I am being challenged to look at configurable spaces on demand and our rich resources should be integral to this Library space innovation. ***Ease of bringing resources to our users would be the central part of any redesign or provision of new spaces or even existing spaces.*** So far, the renovated spaces provide better opportunities for my Librarians to ***craft new outreach programme to users as they have attracted more to come to the Library*** (Daniel Wee)

Planning strategies

- Obtain stakeholder views
- Develop concept brief and prototype. Master plan?
- Find the best, replicate, steal ideas shamelessly
- Define functions, ensure form follows function and fits environment
- Focus on flexibility, the future, sustainability, maintenance
- Support extended hours, security, occupational health and safety
- Find the “right” architect, interior designer
- Form an advisory group

Summary

- Physical space remains important
- Virtual and Physical - continuum
- Focus on use and user preferences
- High Tech, but High Touch too
- Self-service – KIS (Keep It Simple) and flexible
- Maker spaces
- Reflective – Creative – Interactive spaces
- Communicate, Share, Ask, Inform, Collaborate

“The library is a place that has no agenda other than allowing people to invent their own agendas”

Fintan O’Toole

Thank You

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Libraries