A Third Space STEM Library: Preparing to Deliver Service in a Learning Commons

Presented by Kettering University Librarians: Meagan Brown, Courtney Cooney, Stephanie Ruddock & Dawn Winans
# Greetings From Michigan

<table>
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<th>Name</th>
<th>Position</th>
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<tr>
<td>Meagan Brown</td>
<td>Public Services Librarian</td>
</tr>
<tr>
<td>Courtney Cooney</td>
<td>Head of Collections Access</td>
</tr>
<tr>
<td>Stephanie Ruddock</td>
<td>Public Services Librarian</td>
</tr>
<tr>
<td>Dawn Winans</td>
<td>Head of Research &amp; Discovery</td>
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History

“Kettering University's groundbreaking concept of an education where practice meets theory in equal measure began more than 100 years ago as a night school for engineers, managers, designers and technicians in the rapidly-evolving automobile industry.” (Source)
History - Kettering University

Timeline

1919 - Founding of The School of Automotive Trades
1923 - Name changed to Flint Institute of Technology
1926 - Name changed to General Motors Institute of Technology
1932 - Name changed to General Motors Institute
1945/46 - 5th Year Thesis
1982 - Separated from General Motors and name changed to GMI Engineering & Management Institute
1998 - Renamed Kettering University

Sources:
1. The History of Kettering University
2. 1919 to 2019: The Evolution of Kettering University
History - Academic Building Library

The AB Library is located in our historic Academic Building

Images are the property of Kettering University, Flint, Michigan
The Library is in the very center of the building and is surrounded by classrooms.
Learning Commons

“The 105,000-square-foot, state-of-the-art Learning Commons will serve as the hub of faculty-student interactions, student-industry collaboration, flexible learning spaces, and the next century digital library.” (Source)
Learning Commons - The Building

11 Jul 2022 - Soft opening of the Learning Commons. All library services moved to the new space.

5 Feb 2020 - The University broke ground on the Learning Commons

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Learning Commons - The Building

The Learning Commons Contains:

- Digital Library
- Art Gallery
- I.T. Helpdesk
- Dining Services
- Great Lakes Coffee
- Makerspace
- Amphitheater
- Kiva
- Collaborative d.Spaces
- Work FlexSpace
- Rooftop Terrace
- Guest Speaker Housing

The building is open 24 hours a day
The Library has two Knowledge Bars on the 3rd & 4th floors of the Learning Commons that showcase our digital collections. The Library has over 1 million ebooks/books, 100,000 e-journals and 100+ databases. Physical material requests from our AB Library are also handled at our Knowledge Bars.
Learning Commons - The Space

The Learning Commons has 4 floors full of windows, natural light, and collaborative spaces.

Images are the property of Kettering University, Flint, Michigan
Learning Commons - The Space

Image the property of Dawn Winans\Kettering University, Flint, Michigan

The Great Lakes Coffee Roasting Company and enough room for a visiting calculus class

Image the property of Kettering University, Flint, Michigan
Learning Commons - The Space

A Kiva for informal presentations and Roof Top Terrace for relaxation

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Learning Commons - The Space

A work FlexSpace for everyone and room to bring in your own creations

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Migrations
Timeline

Joined Consortium: Palnet

2004

ILS Migration: KOHA

2015

Discovery Implemented: Summon

2016

January 1st: Joined New Consortium- Dalnet

February 15th: Started ILS Migration to Alma/PrimoVE

June 22nd: Went Live with Alma/PrimoVE

July 11th: Soft Opening/Moved Services to Learning Commons

Sept. 23rd: Grand Opening
Consortium

- Palnet (2004-2022) -> Dalnet (2022-Present)
  - Needed new ILS
    - Discovery Integration
  - EZProxy
    - Self-Hosted -> OCLC Hosted
Integrated Library System (ILS)

2015 - 2022

koha
FREE LIBRARY SYSTEM

2022 - Present

ExLibris Alma
Discovery Platform

ExLibris Summon

2016 - 2022

ExLibris Primo

2022 - Present
Library Service Delivery

- During migrations we were also planning to move services to the LC
  - July 11th = Soft Opening
  - Sept. 23rd = Grand Opening
- Patron Services/Collection is primarily Digital, we’ve been shifting since the pandemic
Digital Shift
Textbooks

- Textbooks shift to required digital format
- Shift began in 2020
- All textbooks must be available in digital format by July 2022
- Library no longer purchases print textbooks
- Library purchases all digital textbooks available to us
Physical Space

- No physical books/space for books in the LC
- Print books available to browse with an appointment in the old space
- Limited additions to the print collection
- Print books available for checkout via ILS, email, phone, chat or in-person request
- Print books available for pickup from smart locker system
Smart Locker System

- Bought in July 2020 to assist with Pandemic
- Easy to use for all
  - Allows 24/7 pick-up
  - Mobile App Available
- Shipping + Receiving bought one too
Reference Services
Reference “Desk”

- 2 physical desks in the Learning Commons (3rd and 4th floors)
- Digital “desk”
  - Chat
  - Email
  - Phone-call/text
- Roving research
- Departmental roving

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Accessibility and Discoverability Improvements
Website Updates

- Located on the Intranet
- Upgraded to Alma/Primo
- Website is a work in progress
- Reorganized menu on homepage
- Created videos for our YouTube page
- Created new emails/queues to parse out questions more efficiently
LibGuide Updates

- Major replacement of items linked to old ILS
- Learned best practices for guide creation moving forward
- Replaced many physical book suggestions with ebooks
- Chance to get rid of low usage/outdated guides
FAQs Updates

Create new FAQs that accurately reflected:

- New location
- Services provided
- Hours of operation
- New ILS
- Library policies
Marketing and Outreach Messaging

Targeted messages:

- Students - electrical outlets, study spaces, research help, coffee
- Faculty - library instruction, research assistance, digital textbook help
- Staff - location, services, contact information, and coffee
The Survey
Survey Sent Out to ACRL

In April 2022, we sent out a survey asking about other academic libraries’ experiences with:

- Roving Reference
- Library Services in a Learning Commons
- Collections Access with Closed Stacks

We kept these responses in mind as we moved into the new space.
Roving Reference Responses

Polarized responses gave us an indication of how the roving service model may be received by users.

- 67% of respondents had recent roving experience
- 0% currently rove

How did users respond to the model?

- 55% - poorly received
- 37% - usually well received
- 8% - mixed reception
Roving Reference Responses

Did you use a device while roving, and what was it?

- 57% iPad/tablet, 23% nothing, 15% laptop, 5% phone

How was the roving service marketed?

- Posters, email outreach, social media, flyers, library website

Can you recommend best practices while roving?
Learning Commons Responses

Does your LC share a space with the library?

- 55% share space, 45% do not

What Library Services do you provide in the LC?

- Research help, course reserves, circulation
- Career resource materials
- Periodicals
- Fun stuff: crafts, makerspaces, book clubs, leisure reading collection, filmmaking tools
Learning Commons Responses

What other departments offer services in the LC?

- Tutoring/Writing Centers
- IT
- Peer Coaching/Mentoring
- Disability Services
- ESL Center
- Coffee Shop

Do you house collections in the LC?

- 70% No, 30% Yes
What We Learned
Surprises Along the Way

- Roving
- Printing
- The books
  - “I miss studying by the books. I don’t use them, I just like knowing they’re there.”
  - “I felt more focused in the old library. Maybe it was all the books nearby?”
  - “I really wish we could still study in the old library. I liked being able to go to the books and check to see if I was on the right track with different subjects like chemistry. I think I just like paper books better for studying actually.”
  - “I just miss being by the books.”
Surprises Along the Way

- Flexibility
- Positive feedback
- Our university partners
- Number of classes
- More study spaces, but...
- Working in an unfinished building
Building Community
Building Community

- Inviting partners/making connections
- Participating in events
- Meeting students where they are
- Student - library collaboration
What’s Next?
We learn, we grow, we adapt!
References


A complete list of learning commons and roving reference literature consulted will be provided upon request to Meagan Brown at mbrown1@kettering.edu

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