

The Commons

Collaborating. Learning. Creating.

First Steps—History

- ❖ February 2005—Libraries Spaces and Services Study Group report issued recommending a transformation in the use of space on the second floor of the Hodges Library and a partnership with the Office of Information Technology
- ❖ March 2005—Library Dean approaches University CIO about forming a partnership to create a learning commons environment
- ❖ April 2005—Joan Lippincott visits to discuss development of collaborative learning spaces and facilitate first organizational meeting between Libraries and OIT
- ❖ May 2005—Libraries/OIT Commons Steering Committee begins to organize
- ❖ June 2005—Vision statement and guiding principles developed
 - Commons Steering Committee established
 - Co-Managers from Libraries and OIT named
 - Steering Committee chooses “The Commons” as official name for space
 - Group begins to identify services for fall semester 2005 (Circle of Service) and phases of work to be completed long-range
- ❖ Summer 2005—Reserve unit of Libraries is closed and reorganized as part of Digital Production Services
 - Sub-groups of the Steering committee established to work with co-managers on furnishing, equipment, and publicity
 - Room 235 is transformed into a Commons area
 - Staffing and training is organized
 - Publicity campaign begins
 - Hallway to Media Center/Studio opened to connect the two services
- ❖ The Commons opens on August 22, 2005
 - Open 24 hours from noon on Sunday to midnight Friday; 8-midnight Saturday
 - Meetings with student groups and other campus groups continue as a means of gathering input on future development
- ❖ 2005/2006 –Steering group plans developments for Phase 2 and Phase 3
 - Steering Committee works with Michael Brady design firm on plans for Phase 2 and prepares funding request for future developments

Governance

- ❖ The Commons is governed by a Joint Steering Committee of the University Libraries and the Office of Information Technology: group is convened for regular meetings by the Associate Dean of Libraries, Jill Keally, and led by the Dean of Libraries, Barbara Dewey and the Chief Information Officer, Brice Bible.
- ❖ The Commons is managed by Stan Pinkleton from OIT and Rita Smith from the Libraries
- ❖ Individual services are directed by service managers from OIT and Libraries, who work with the co-managers to operate The Commons. Most of these service managers are members of the Steering Committee.
- ❖ A combination of Library faculty, IT professionals, Library and OIT staff and students provide front line services and behind the scenes support and report to various supervisors within each unit.

Technology –Phase One 2005/2006

- ❖ Opened Phase one in Room 235 with approx. 50 desk top PCs and 5 Imacs loaded with the same software that is available in our computer labs—workstation build is created and maintained by OIT (equipment purchased through tech fee)
- ❖ Opened Phase one in Room 235 with approx 35 laptop PCs and 5 Ibooks. At the time of opening, the Library managed these laptops. Mid-way through the year we obtained replacement laptops and the responsibility was turned over to OIT so that the configuration could match the desktops as much as possible. (laptops purchased through tech fee)
- ❖ Printing (including color), copying, and scanning provided
- ❖ Laptops started as building use only on 3 hour loan and mid-year became 4 hour loan with out of building allowed
- ❖ Also provide scanners, headphones, mice, floppy and zip disk drives for check out
- ❖ Former Reserve workroom converted to the Practice Presentation room and outfitted with a SmartBoard
- ❖ Digital still and video cameras available for circulation in the Studio
- ❖ Wireless access for laptops available throughout the Hodges Library

Services –Phase One 2005/2006

- ❖ Computer lab staff support provided by student assistants all hours The Commons is open
- ❖ Circulation support provided by the Libraries to checkout equipment and page materials from the library collection during the overnight is staffed all the hours The Commons is open
- ❖ OIT HelpDesk (walk-in) staffed by OIT staff and students
- ❖ Reference services provided by Librarians, Staff, and Graduate Students from the Reference and Instructional Services team
- ❖ Digital Media Services evening drop-off services provided by OIT student assistants
- ❖ Media Center collections and Studio multimedia production lab staffed by Libraries
- ❖ Statistical Consulting staff by OIT (this service closed after fall semester)
- ❖ Stat Lab tutoring services supported by graduate students in the Statistics Department
- ❖ Group and individual study spaces maintained by the Libraries
- ❖ SmartBoard training and support of the PPR by START students from the Innovative Technology Center
- ❖ Room 220 services opened on August 7, 2006 with expanded OIT HelpDesk services

Phase II—Planning

- ❖ Renovate Rooms 235 and 220 including structural changes, added electricity and ports and equipment, new furnishings for students and staff
- ❖ Design a more robust virtual presence
- ❖ Relocate ground floor lab into Commons
- ❖ Map/GIS services move to ground floor

Phase III—Planning

- ❖ Transform Media Services/Studio
- ❖ Melrose entrance and Starbucks
- ❖ Renew spaces on ground and first to create more research intensive atmosphere

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Circulation and Building Statistics from 2005/2006

- ❖ Gate count up 5%
- ❖ Equipment Circulation

Laptops	30,670 (+70% over FY05)
Equipment	6,555
Total	37,225
- ❖ Highest Circulations

Month: April	4,845
Day: Nov. 29	318
Single Laptop during FY:	885 times for FY
- ❖ Waiting List/Pagers

Total Waits:	5,477
Most Waits, April 25	199
- ❖ After Hours Paging
 - Fall 143
 - Spring 168

OIT Help Desk Statistics August 2005-July 2006:

980 Trouble tickets

Lab Statistics from 2005/2006

Lab Name	Unique Users	Total Logins	Total Minutes	Avg. Minutes Per Login
Commons Desktops	17,331	196,555	6,699,947	34.1
Commons Laptops	2747	131,148	1,376,611	104.7

VolPrint Stats for The Commons

Total Jobs Printed	299,277
Total Pages Printed	1,629,210
Total Sheets Printed	1,029,267
 Total Amount Charged	 \$32,304.30

Top 10 Applications Used by Number of Launches

Internet Explorer	379,048
Microsoft Word	164,073
Adobe Reader	147,776
Firefox	96,396
RealPlayer	61,416
Microsoft PowerPoint	48,213
Irfan View	21,905
Microsoft Excel	13,786
Windows Media Player	11,094
Notepad	4,633

