



*LIBER Webinar: Planning
Library Spaces*



HOST



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SPEAKERS



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LIBER Architecture Group Seminar

- 1-3 April in Luxembourg
- Register by 29 February
- <https://lag2020.uni.lu>

“Designing for Learning and Scholarship: a challenge for librarians, architects and all.”





NOTES

- **The webinar is being recorded.** All participants will receive a link to the recording and to the slides.
- **Questions?** Put them in the chat box. Speakers will answer questions after both presentations have finished.

Planning Library Spaces: Key Points

**Karen Latimer
k.latimer@qub.ac.uk**

Outline

- Trends: general principles
- Preliminary work
- Developing the brief/programme/MoU
- Vision to reality
- Post occupancy

Scott Bennett's three paradigms library model

- Book-centred – stock dominated
- Reader-centred – small nos of print documents
- Learning-centred – digital technologies free up space and are available any time anywhere

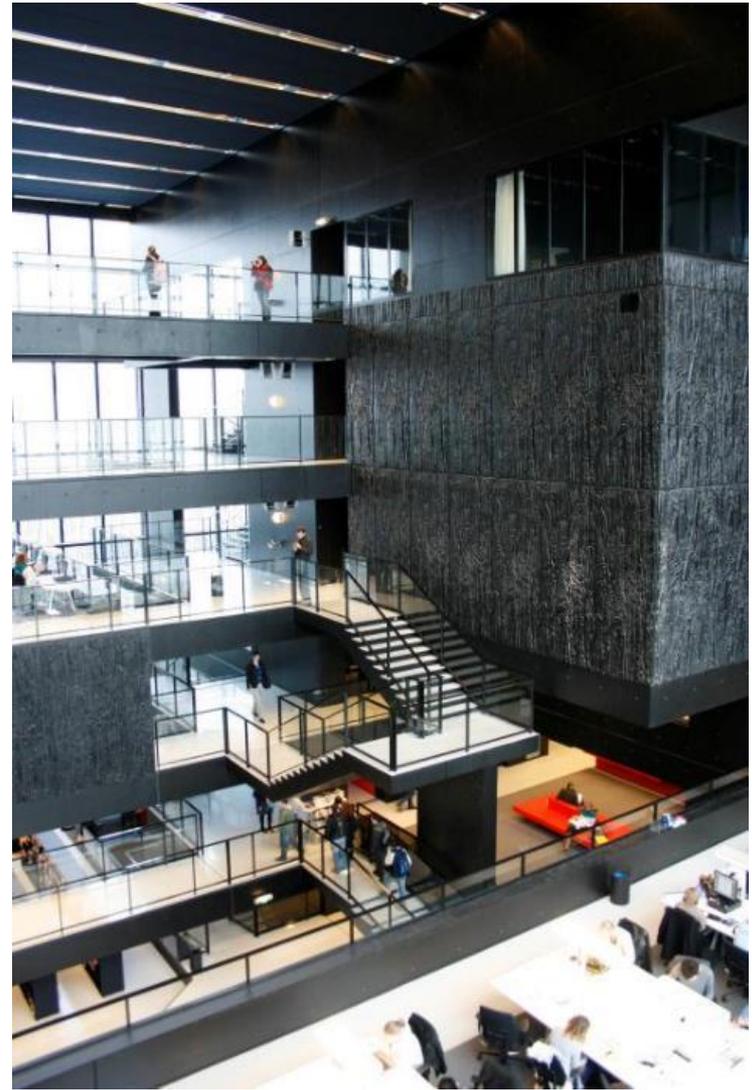
Hc·Hce SKÖNLITTERATUR PÅ SVENSKA

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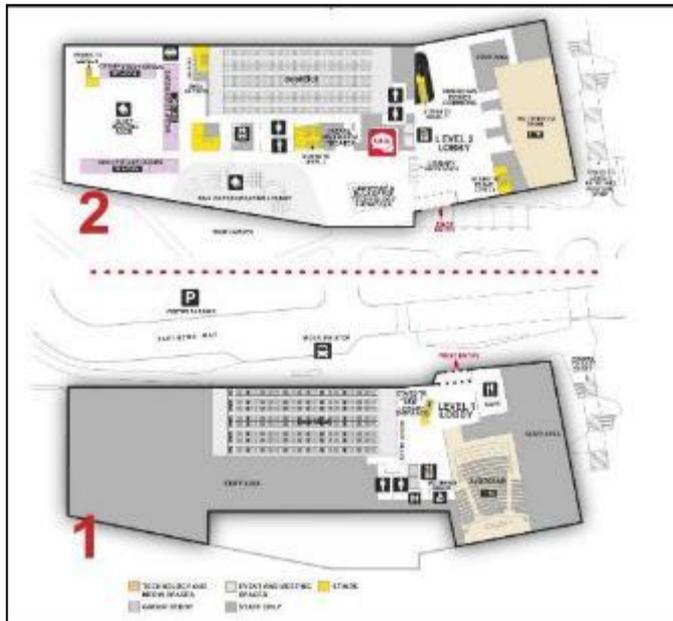
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James Hunt Library, North Carolina



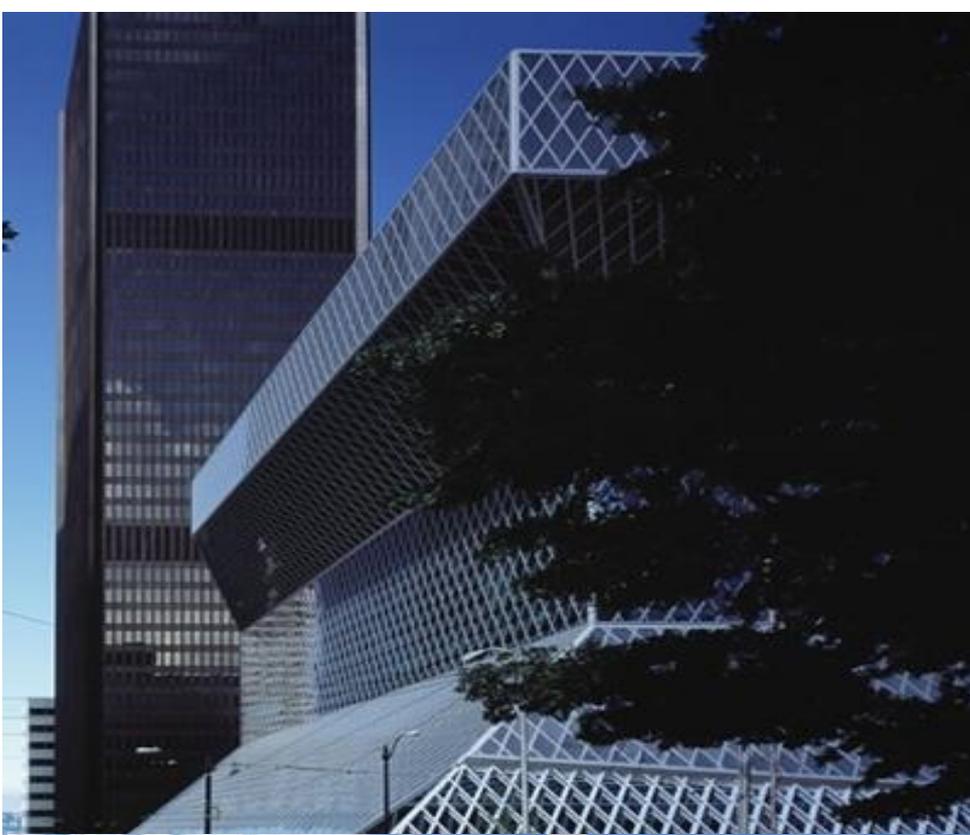
20th c Collections

- Permanence/print
- Stability
- Solemnity
- Solitude
- Study
- Quiet
- Status quo
- Collections
- Good design and

21st c Connections

- Transience/hybrid/e
- Flexibility/Versatility
- Welcoming/relaxed
- Communal/choice
- Learning
- Zoned
- Innovation(IT)
- Connections/UX
- Wow factor





Delft Technological University



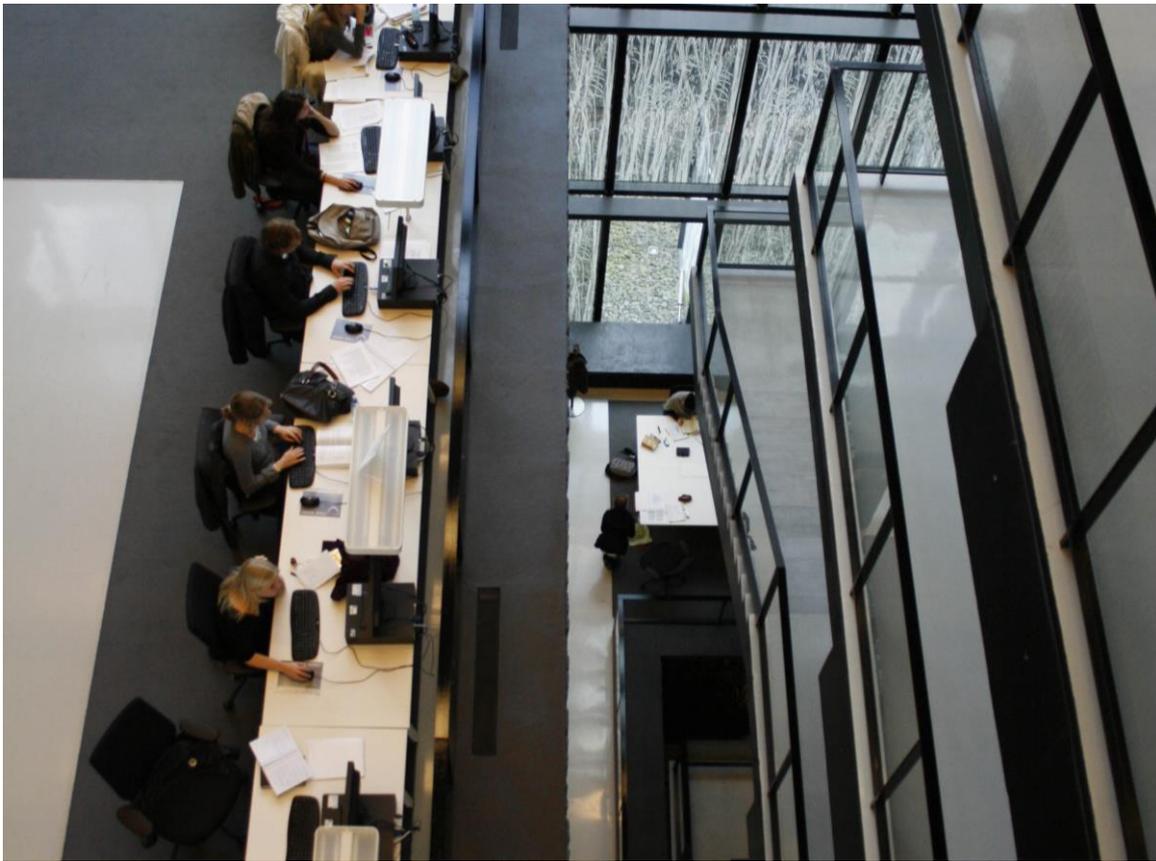
Kaisa House University of Helsinki Library





Research/Ideas: sources of information

- Literature searches: LISA, RIBA, Avery
Books and articles – e.g. Harrop & Turpin
User studies: NRAL 19:1 2013 58-77
- Relevant organisations: LIBER, IFLA
- Websites: Designing Libraries, Library Planet
- Visits: preparation (POE)
- Networking



Where do users go to study/learn? NRAL

- Retreat/privacy v community/collaboration
- Access to resources
- Quick visit or long stay
- Identity and use of space

LIBER Architecture Group

<http://libereurope.eu/architecture-forum/>

- **Biennial seminars**
Designing for learning and scholarship at the University of Luxembourg Learning Centre 1-3 April 2020
- **Publications (previous seminars)**
- **Database (new version coming soon)**
- **Help and advice**

IFLA Library Buildings & Equipment

www.ifla.org/en/library-buildings-and-equipment

- Annual session at WLIC (Dublin 2020)
- Mid-year seminars (Montreal 2020)
- Publications
 - IFLA Library Building Guidelines
- Advice
- Website

Designing Libraries

www.designinglibraries.org.uk

- Resources for library planning and design
- Showcase for new libraries worldwide
- Database of new and refurbished library buildings - UK and Ireland
- Marketplace directory of architects, designers and suppliers

Featured libraries and case studies

Designing Libraries' own selection of library design projects from around the world, and individual library case studies from our sponsors and advertisers.



Better by design

Profiles of individual library design projects selected by Designing Libraries, including examples of design innovation from libraries around the world.



Case studies

Case studies from Designing Libraries' sponsors and advertisers, showcasing some of the latest library building transformation projects.



Library trends

Original articles and features on library design trends and library service developments, commissioned by Designing Libraries.



The Architect's Archive

This newly launched section aims to host the architect's designs, plans and images for some of the world's most interesting and innovative new libraries.



Video gallery

Library design projects, interiors and virtual tours on video, hosted by Designing Libraries.

The brief: challenges

- Balance between past data and creative view of future –risk element
- Functionality v/+ wow factor
- How to capture the minds & values of users and the spirit of the institution
- No one size fits all but general principles apply
- How does space influence learning?
- What do good digital spaces look like?

Writing the brief

- The vision word: align with wider goals & strategies, articulate & communicate it
- Everyone feeds into the process – staff and users
- Space and service are inseparable
- Well-designed space helps library achieve goal/poor space limits service development

Royal College of Surgeons in Ireland (RCSI) Dublin

- Benchmarked against the best
- Everyone is here to learn
- Put *all* learners at the centre
- Took bold decisions
- Set a new standard
- Retained key books + antiquarian collection
- Future-proofed



David Wilson Library Leicester University

- Combine welcoming ambience with gravitas
- Pleasure to be in for long periods
- Zoning: silent – social
- Vistas to nooks & crannies
- Encourage positive behaviours
- Coherent easy to use layout
- Maximum natural light
- Sustainable

University of Leicester



National Library Latvia vision

- Mythical palace embodying knowledge and freedom
- Glass mountain symbolizing hard path to goal
- Relate to traditional Latvian barn architecture

National Library Latvia





Developing the brief

- Identify users and their various needs
- User engagement – ask and observe (UX, surveys, customer journey maps etc)
- Look at strengths & weaknesses in service provision – mind the gap
- Envisage future services & delivery
- Don't forget staff spaces
- Keep key qualities in mind

Qualities of good library space: Faulkner Brown, McDonald *et al* *IFLA Library Building Guidelines*

- Functional – works well
- Adaptable – can change
- Accessible – easy to use
- Varied – lots of choice
- Interactive – enables contact between users & services and each other
- Conducive- motivating inspiring space
- Environmental – right conditions for users & materials
- Safe and secure
- Efficient – running costs
- IT rich – flexible provision
- Sustainable
- Wow factor – captures hearts & minds

Turning vision into reality

- Leadership – hold true to the vision
- Communicate progress, manage expectations, meet targets
- Lots of decisions in a finite time scale
- Long lead in can mean unforeseen demands (memoranda of understanding)
- Need to evaluate time and money costs v new opportunities
- Dialogue and modification

Plans

- Get your hands on them
- Learn how to read the prelim plans – last chance (construction docs too complex and too late)
- Walk round existing building with plans
- Virtually walk round building with plans, fly through etc
- Ask questions – lines, symbols etc

Fit-out to opening

- More decisions & evaluation re furniture and equipment – choice/variety
- Trouble-shooting/crisis management – pick your battles
- Impact of service points, self-service – loans, laptops, reserved books etc
- Signage/art
- Plan move and opening (University-led)
- Exhaustion followed by euphoria!

Post-occupancy evaluation (Library visits)

Measure outcomes:

- How was it for them/you?
- Does the finished building fulfil the brief?
- Right spaces/enough spaces/adjacencies?
- Do spaces enable better learning/provide better experience?
- Easy to find your way around?
- Anything you would change?

POE tools

- Review building (IFLA POE questionnaire)
- Map user behaviour
- Focus groups (users and library staff)
- Check against brief – consultant?



Student Centre: giving students the best facilities

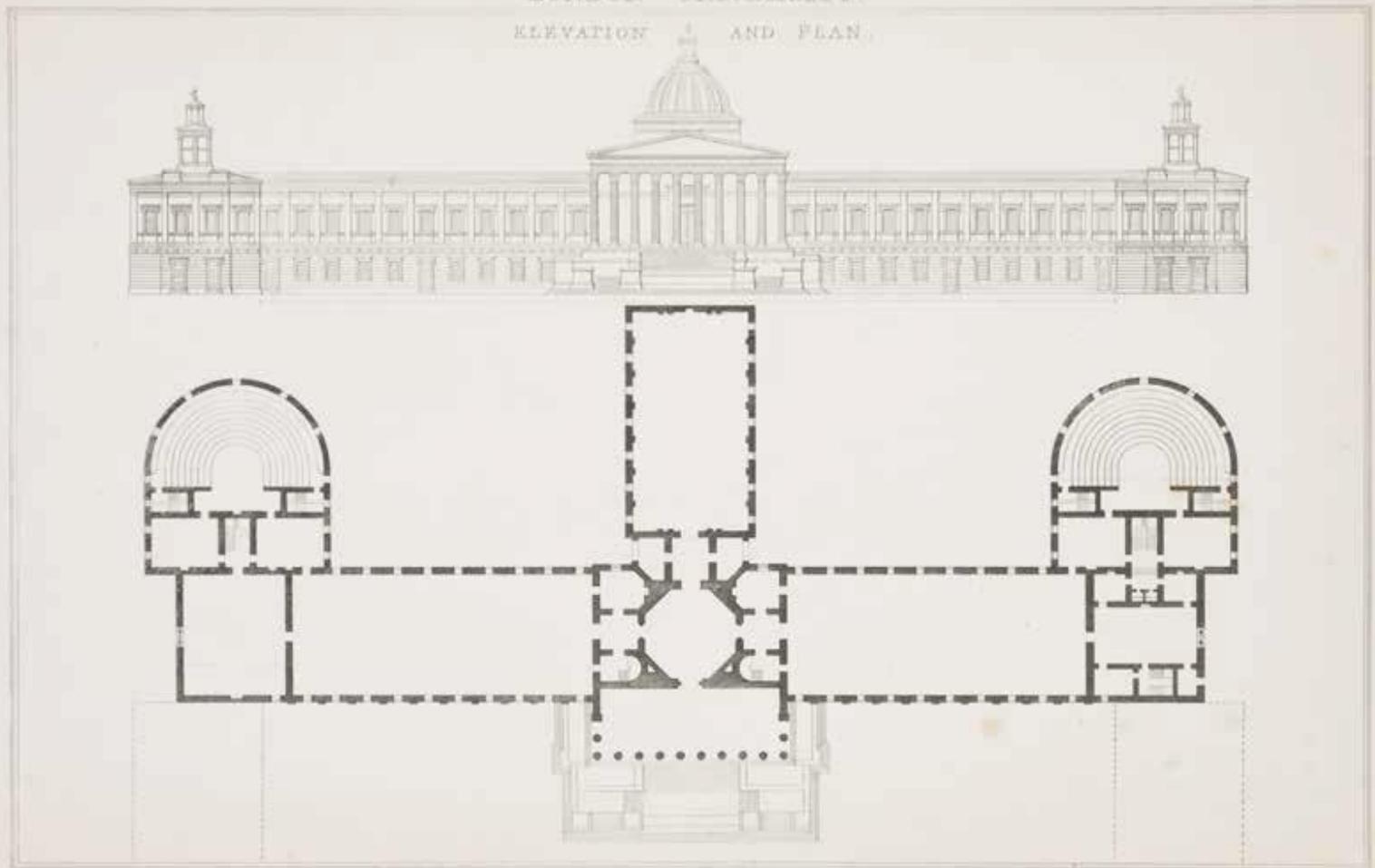
Ben Meunier
Director of Operations



Libraries then and now: *plus ça change...*



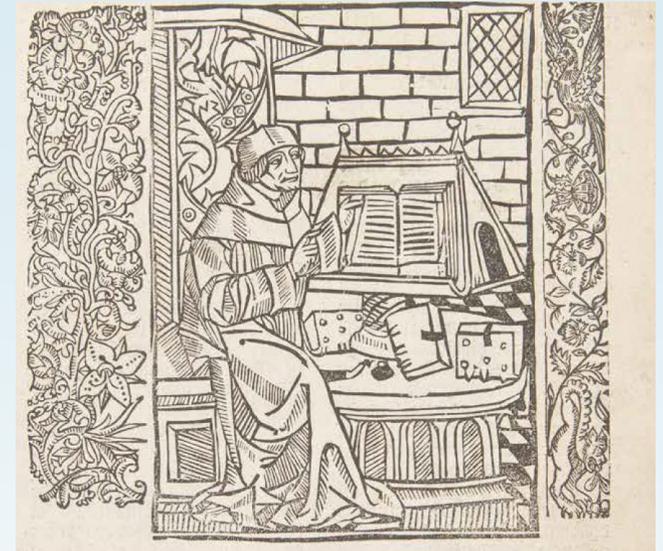
LONDON UNIVERSITY.
ELEVATION AND PLAN.

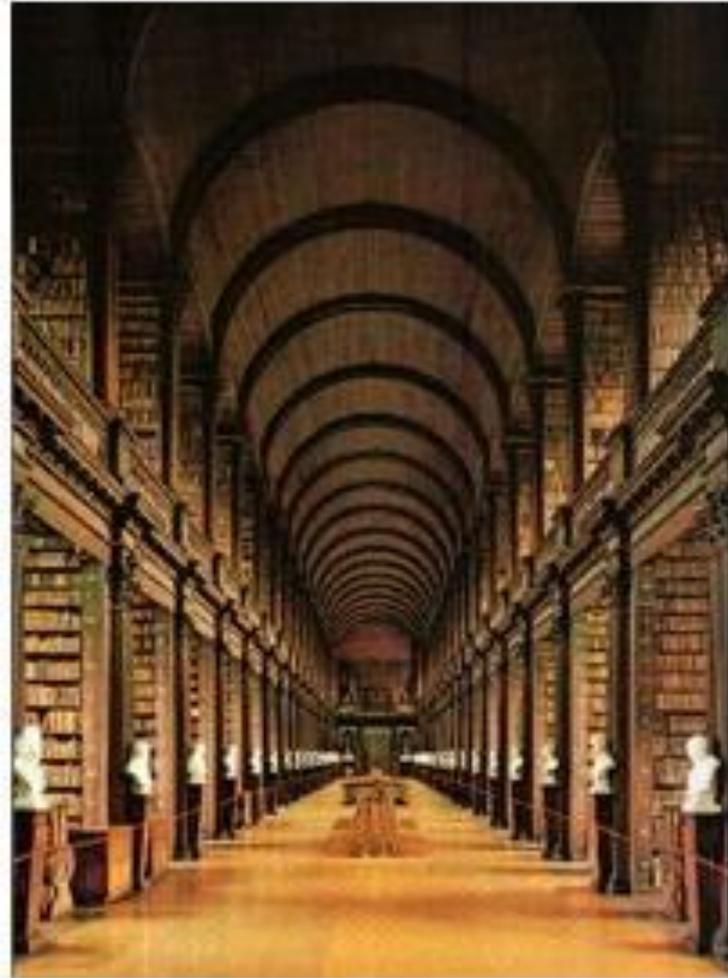


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John Water, Architectural Library, 38, High Holborn.

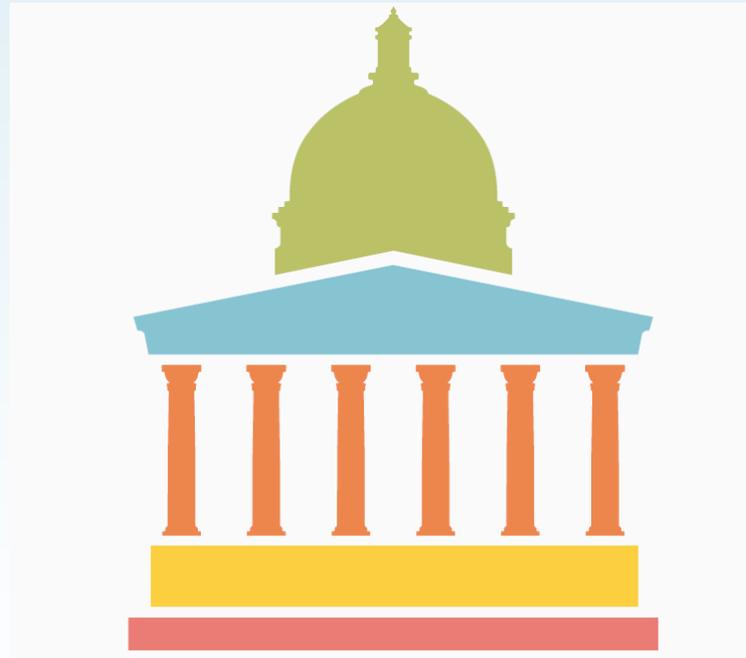
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<https://learningonscreen.ac.uk/ondemand/index.php/clip/125915>

UCL 2034 and the Library Strategy



UCL 2034



Principal themes

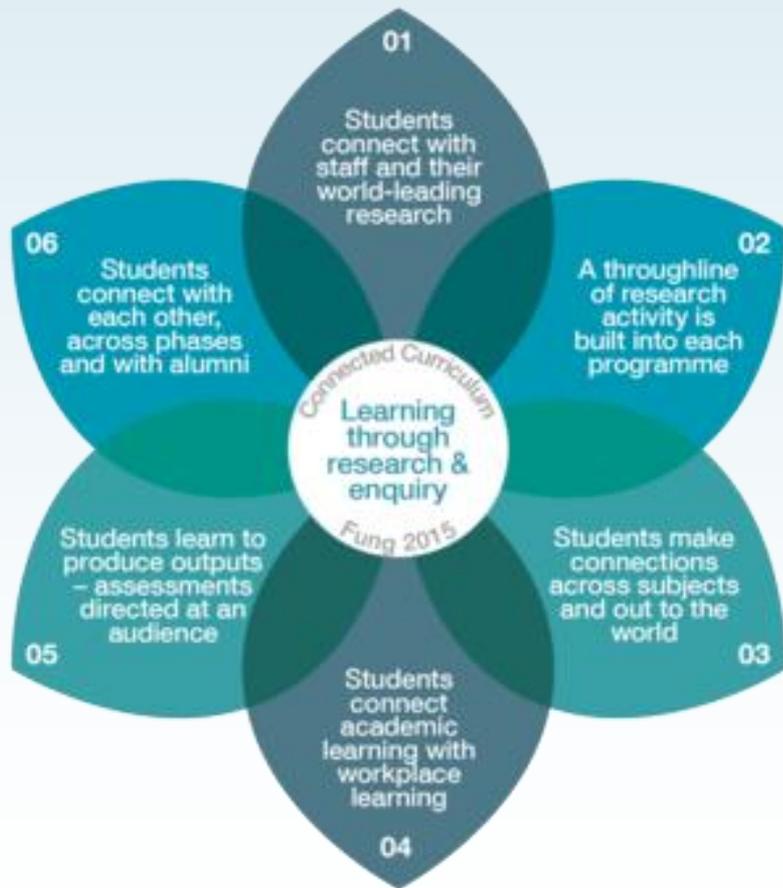
- Academic leadership grounded in intellectual excellence
- A global leader in the integration of research and education, underpinning an inspirational student experience
- Addressing global challenges through our disciplinary excellence and distinctive cross-disciplinary approach
- An accessible, publicly-engaged organisation that fosters a lifelong community
- London's Global University: in London, of London and for London
- Delivering global impact through a network of innovative international activities, collaborations and partnerships



Key enablers

- Giving our students the best support, facilities and opportunities
- Valuing our staff and delivering on equality and diversity
- Financing our ambitions
- Delivering excellent systems and processes in support of UCL's vision
- Maintaining a sustainable estate to meet our aspirations
- Communicating and engaging effectively with the world

Research-based learning at UCL



Library Services Strategy objective: to offer an outstanding User Experience

Ross Renton @Ross_Renton Follow

Couldn't resist having a sneaky peek at the impressive new Student Centre @ucl. What a fantastic resource for students!

Nina @NinaPorter_ Follow

Can we just appreciate the new @UCL Student Centre please... 🙏



Mission

The Mission of UCL Library Services is to:

- Provide an information infrastructure to enable UCL's research and education to be world class.
- Offer an outstanding student experience in partnership with UCL's academic departments and other Professional Services departments.
- Enable effective learning and discovery, by designing and managing world-class and sustainable spaces in partnership with the UCL community.
- Develop library and information professionals who are innovative and can offer leadership to UCL and to the national / international library community.
- Work in partnership with the NHS, providing support for research, clinical practice and patient care.
- Support UCL's global outreach, contributing leadership in engaging with new audiences and partnerships in London and beyond.

“

...outstanding

...effective

...innovative

...engaging

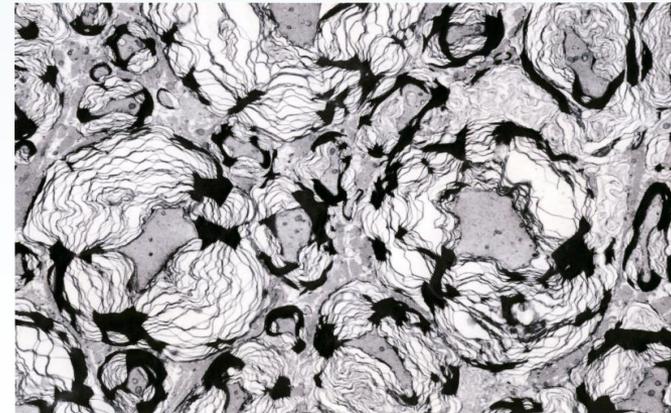
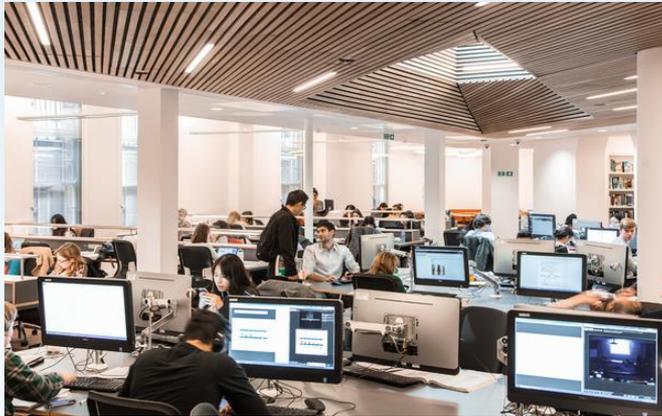
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UCL Masterplan

- ❑ Hubs: establishing a “local heart” for each Faculty, with distinct identity (UCL Master Plan, 2011)
- ❑ Consistent with Library Services strategic priorities, especially creating a “sustainable estate”
- ❑ Supported by UCL Sustainability Strategy (2013)

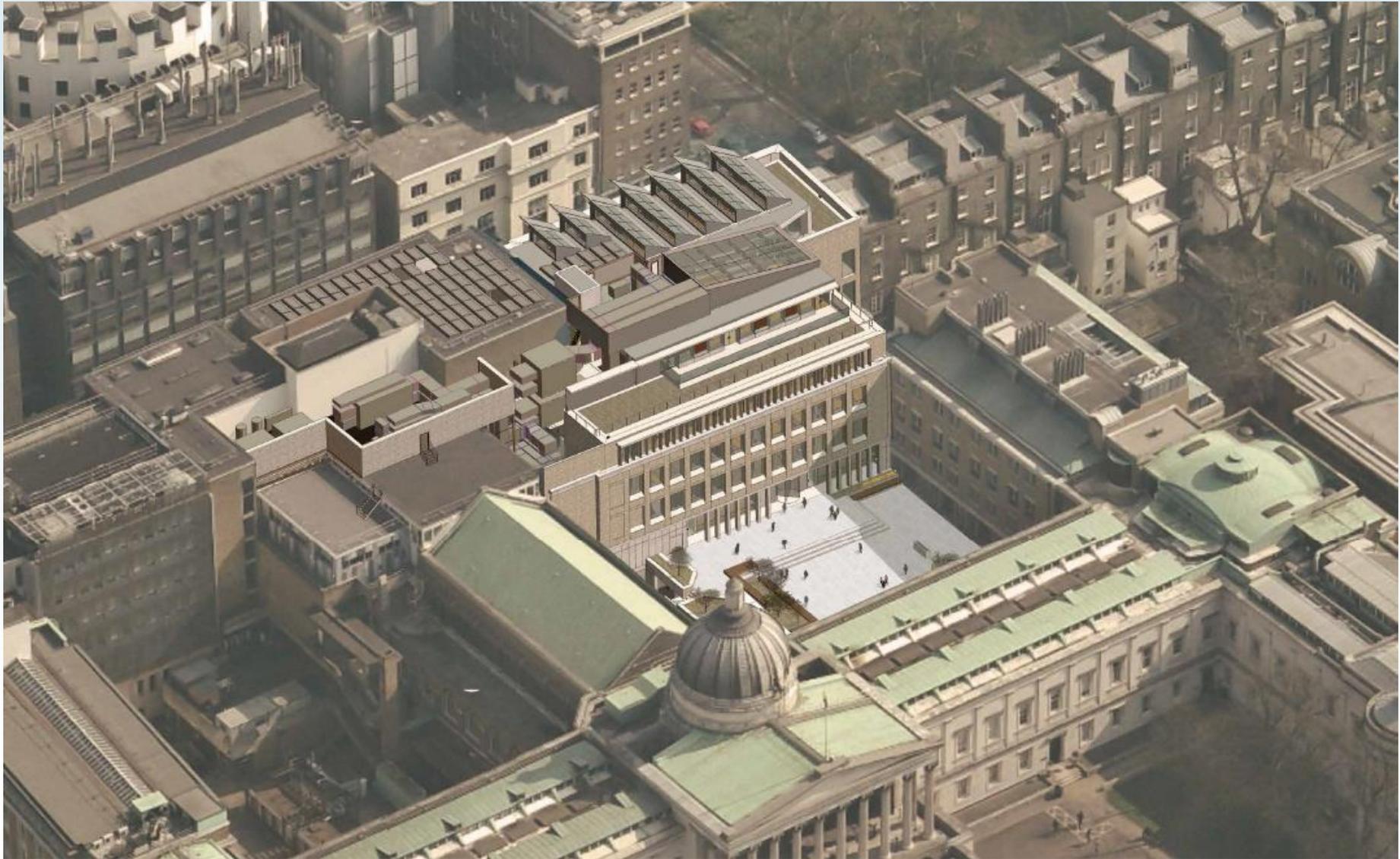


New hubs at UCL: the Cruciform Hub



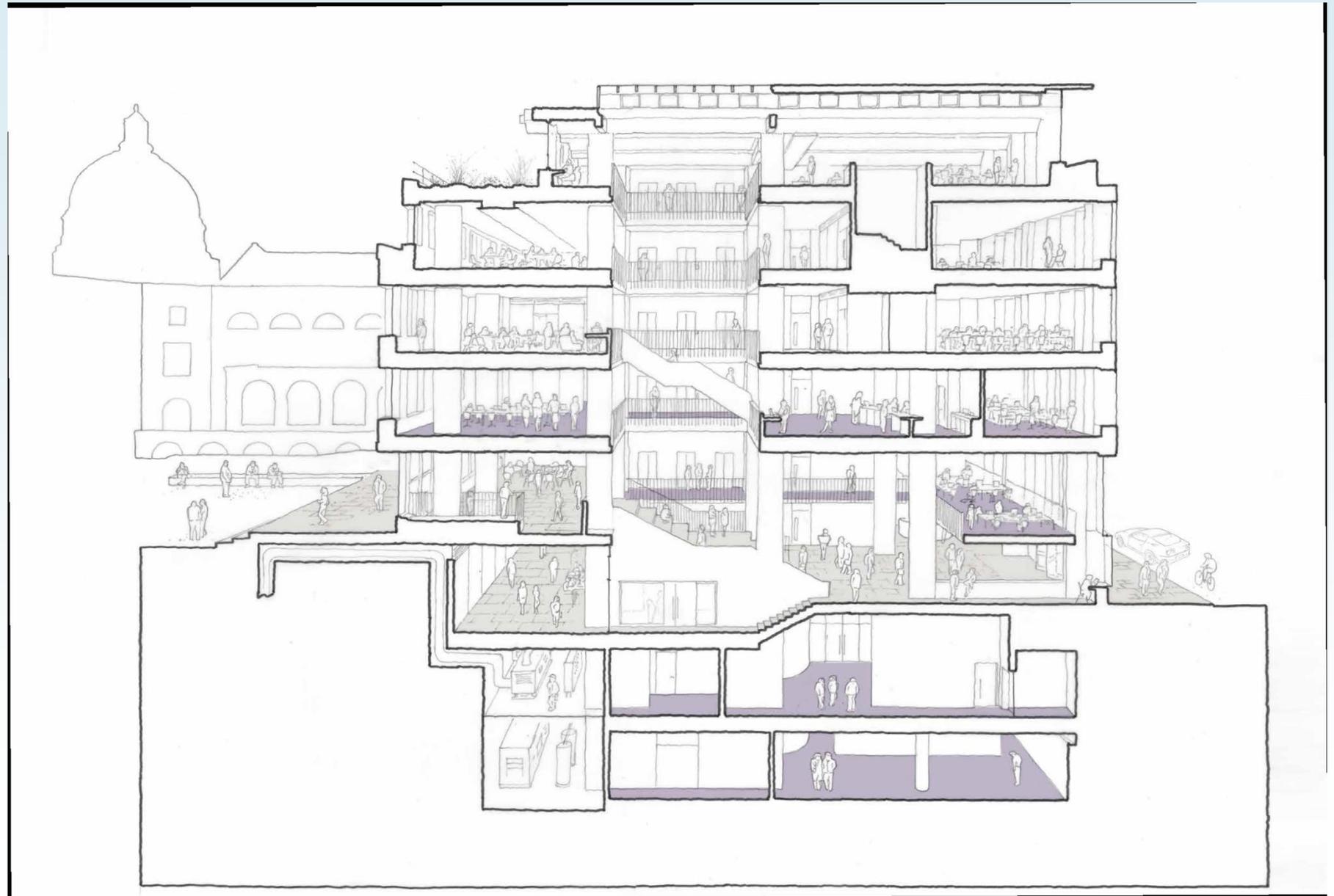
The Student Centre





Student Centre - Key facts and stats

- ❑ Study spaces: 1,000
- ❑ Computers available to students: 300
- ❑ Hours a day the building is open for use: 24
- ❑ Floors above ground: 5
- ❑ Floors below ground: 2
- ❑ Area covered by photovoltaic (solar) panels: 200 sqm
- ❑ Internal floor area: 5,840 sqm
- ❑ Depth of two boreholes regulating the building's temperature: 110 metres

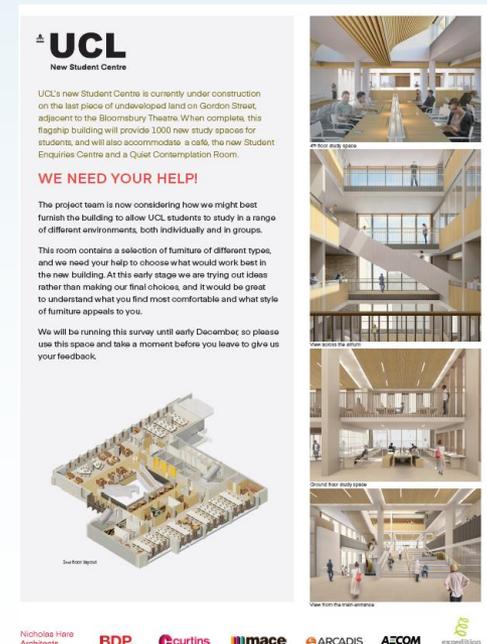


Student Engagement

What methods and approaches have we used to gather input on a large-scale library project?



- ❑ May 2012: AMA survey (1,000+ participants)
- ❑ 25-27 February 2013: exhibition in the Front Lodge plus online survey <http://www.ucl.ac.uk/news/news-articles/1302/140213-New-student-centre-to-be-created-on-Bloomsbury-campus> and <http://www.ucl.ac.uk/news/news-articles/1302/200213New-UCL-Student-Centre-we-want-your-opinions>
- ❑ June-Nov 2013: interviews and observation of students, benchmarking with other institutions. *Learning Spaces report* produced by UCL Library Services
- ❑ March 2015: exhibition in the South Cloisters
- ❑ 6 May 2015: exhibition in the North Cloisters <https://www.ucl.ac.uk/transforming-ucl/transformingucl-news/news-nsc-get-involved-may>
- ❑ October-December 2017: furniture trials/pilot in the Science Library, Students' Union, with survey in Cruciform Hub, Main Library and GOSH-ICH Library <https://www.ucl.ac.uk/library/articles/2017/create-your-ideal-place-to-study> (100+ responses)
- ❑ December 2017-April 2018: design workshops/showroom visits with Sabbatical Officers
- ❑ May 2018: focus groups with students
- ❑ July 2015 to date: Student Sabbatical Officers members of NSC Project Board



UCL
New Student Centre

UCL's new Student Centre is currently under construction on the last piece of undeveloped land on Gordon Street, adjacent to the Bloomsbury Theatre. When complete, this flagship building will provide 1000 new study spaces for students, and will also accommodate a cafe, the new Student Enquiries Centre and a Quiet Contemplation Room.

WE NEED YOUR HELP!

The project team is now considering how we might best furnish the building to allow UCL students to study in a range of different environments, both individually and in groups.

This room contains a selection of furniture of different types, and we need your help to choose what would work best in the new building. At this early stage we are trying out ideas rather than making our final choices, and it would be great to understand what you find most comfortable and what style of furniture appeals to you.

We will be running this survey until early December, so please use this space and take a moment before you leave to give us your feedback.

View from study space
View from the top terrace
View from the main entrance
Quiet bar study space
Quiet study space

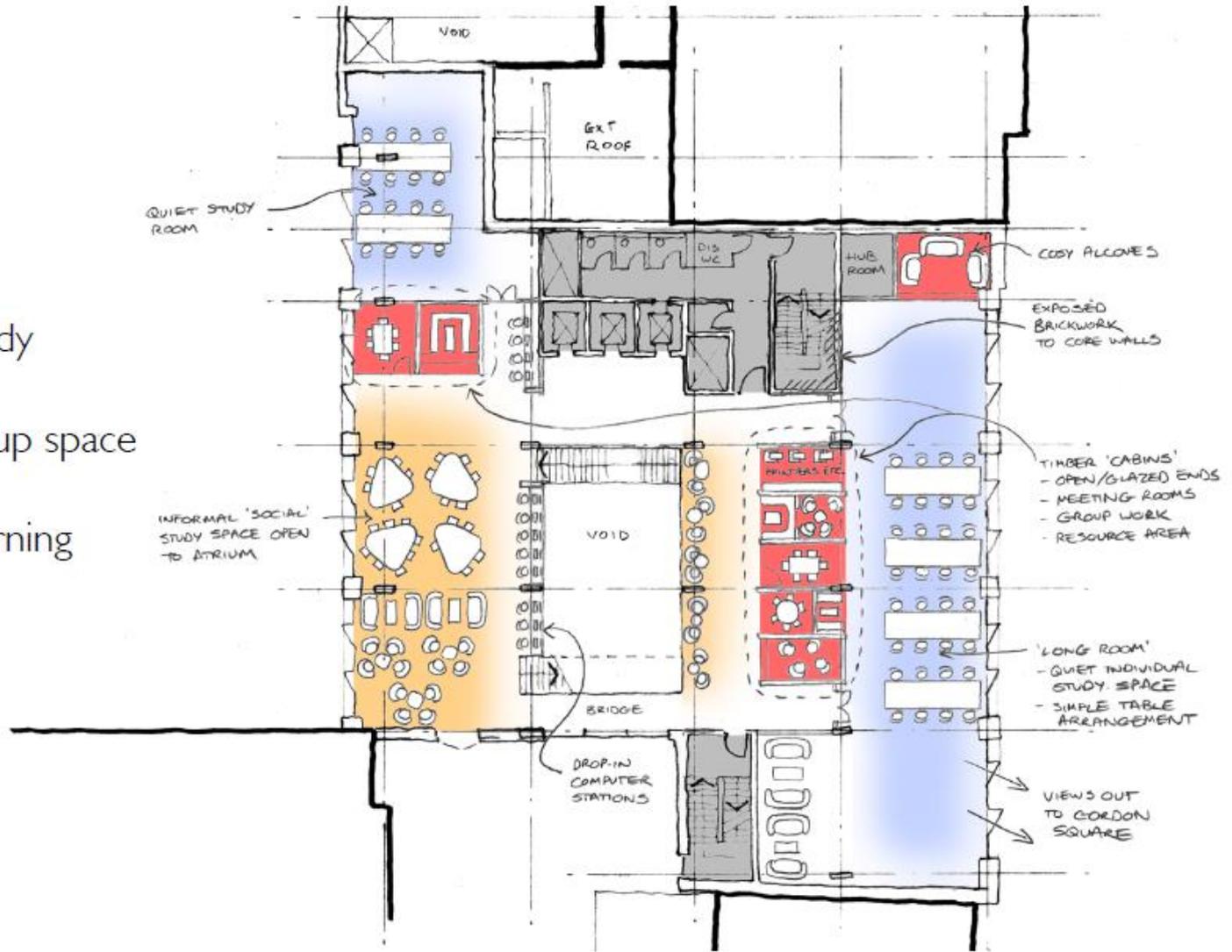
Nicholas Hare Architects | BDP | Curtins | imace | ARCADIS | AECOM | expedition

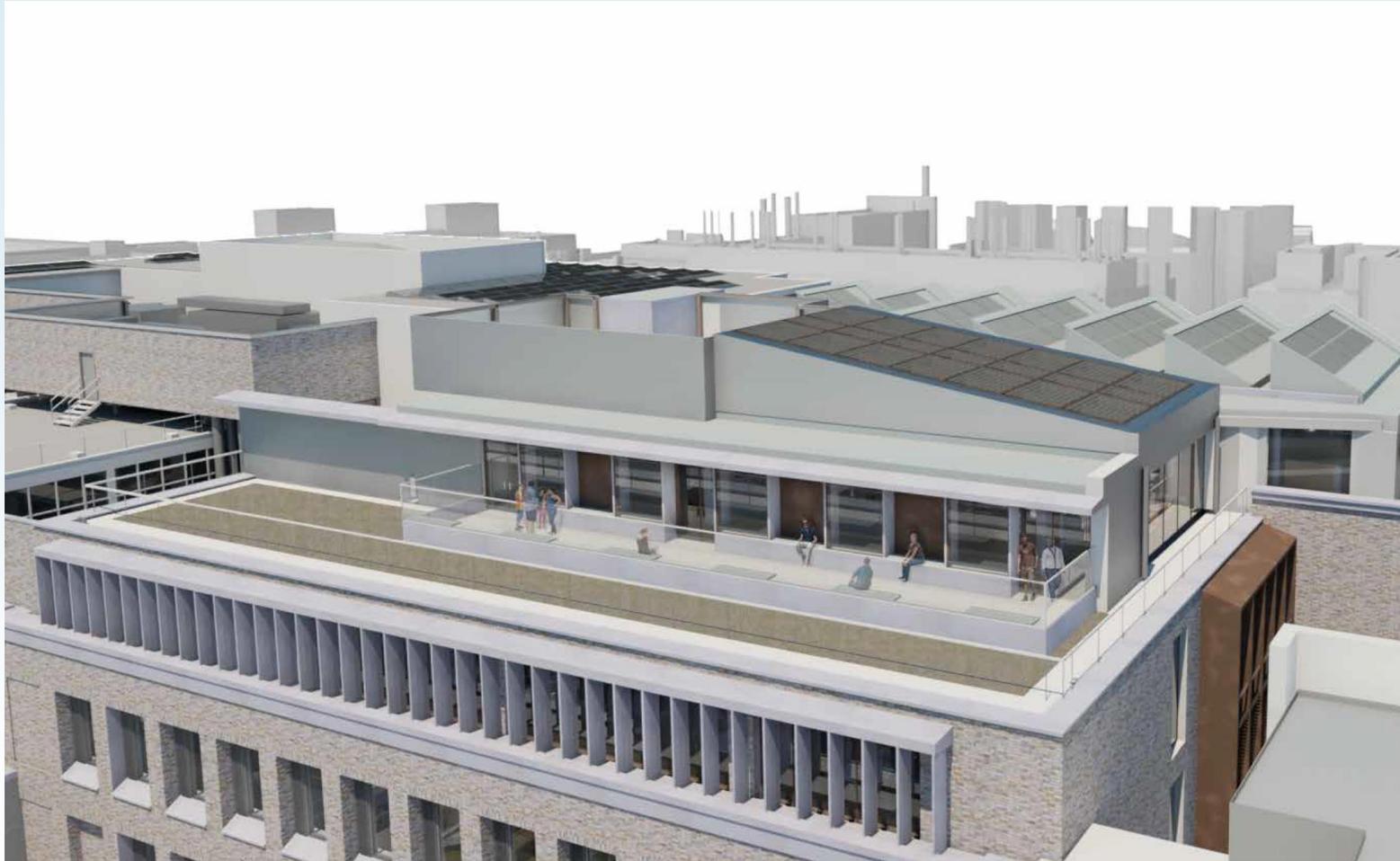
Key requirements

- ❑ UCL expects “wow” factor: inspiring place to learn
- ❑ Services need to be (and feel) integrated, built around students
- ❑ Some space needs to be versatile – adaptable to different uses during academic cycle. Most space needs to be fit for one main purpose.
- ❑ Good design will define how the space is used – quiet, private space and social learning

Study spaces

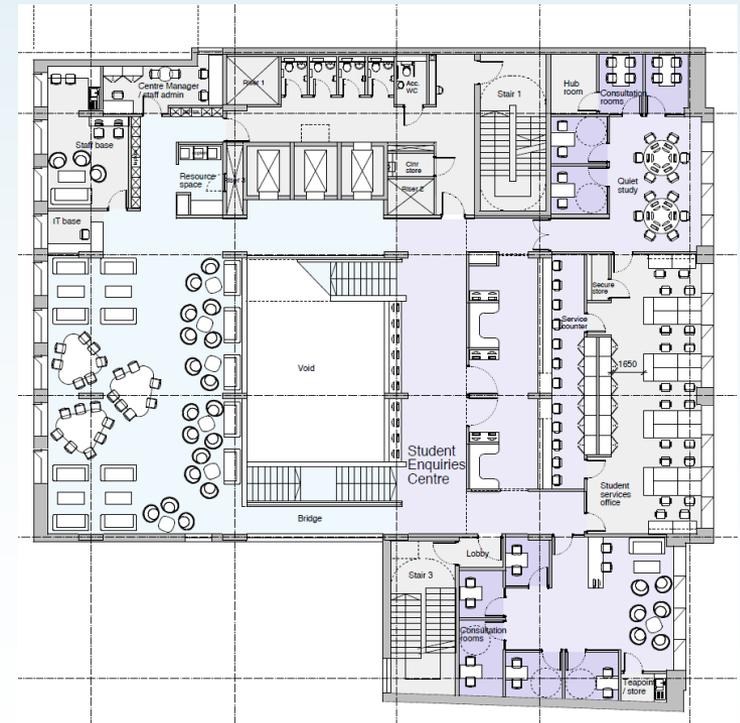
- Quiet study
- Small group space
- Social learning





Student Enquiries Centre

- ❑ Improves the visibility and accessibility of UCL's student-facing services (Student & Registry Services, Library Services and Information Services Division)
- ❑ Co-location and cross-training to enhance the student experience and increase service hours



Fostering a distinctive UCL experience



 **Fiona Strawbridge**
@fstrawbridge Following

Overheard on the stairs in the #uclstudentcentre - "it's modern, but still fits with how UCL looks".



The role of library staff in the Student Centre

- ❑ Helping students at the point of need, including key questions on IT and student services
- ❑ Referring students as required to specialist services, including information literacy
- ❑ Managing learning spaces
- ❑ Coordinating service provision in the building
- ❑ Actively seeking feedback and observing usage, as part of continuous improvement of services and facilities
- ❑ Curating exhibitions in partnership with researchers and UCL museums
- ❑ Making the NSC feel welcoming, inclusive and inspiring!

Service coordination and planning

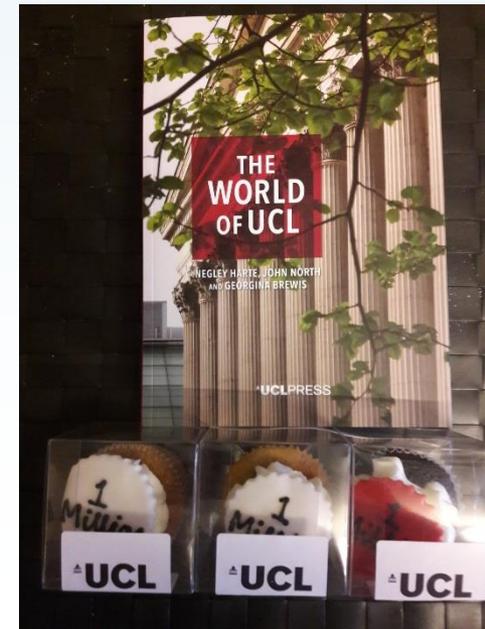
- ❑ Student Centre Service Steering Group established in July 2017, reporting to Project Board
- ❑ Includes Library Services, Student & Registry Services, Estates (FM and project), ISD, Chaplain, UCL Culture, CAM, Students' Union
- ❑ Highlights
 - ❑ Coordinated structure of roles and cross-training between teams based in the Student Centre
 - ❑ Oversight submission of joint business case/operational budget for the Student Centre in 2018, with support from UCL Finance
 - ❑ Overseeing policies and procedures for the building's use

The role of the library in the digital age

- ❑ A place to study
 - ❑ Generous feel, space to use laptop, paper notes and book(s)
 - ❑ Variety - suited to discussion or private study

- ❑ A safe space to ask questions and find answers
 - ❑ Student enquiries / one-stop shop
 - ❑ Information literacy training and support

- ❑ A provider of information
 - ❑ Managing growing collections in the digital library
 - ❑ The library as a publisher: enabling Open Science



Post-Occupancy findings - preview



Feedback (March 2019)

- “best place on campus to study”
- “more space for social. Group project meeting/ study”
- “UCL finally gets a campus vibe”
- “People get competitive and unpleasant when competing for study spaces”

Conclusions: moving towards inspiring learning spaces

- ❑ Hubs as places to connect users (from UCL and beyond) with UCL's research
- ❑ Delivering UCL 2034 vision: “a life-changing experience”
- ❑ Engaging with staff and users to embed a culture of participatory decision-making



Thank you.

Any Questions?





THANKS!

Questions?

Please put them in the chat box.

Slides and a recording will be sent to all registered delegates.