



LIBRARY REVIEW

2021

Executive
Summary

EXECUTIVE SUMMARY

VISION

Anticipate the transformative evolution from the traditional college Library to a dynamic Learning Commons and Academic Success Centres, in which students independently use technologies and access information resources.

Reinvent existing library services as a vibrant, accessible, and inviting student-centred destination for group and individual learning activities and interaction with a focus on academic success.

Reimagine services, information resources, technologies, and spaces that respond proactively to the needs of contemporary students and dynamically promotes student success.

CNC will provide students at the College of New Caledonia (CNC) with a multi-faceted Learning Commons and Academic Success Centre as a visible and empowering student resource and campus destination.

STRATEGIC OBJECTIVES

Optimize student access to information resources, student empowerment, autonomy, and self-direction as critical goals of higher education.

Respond to the key societal and technological changes that are impacting the current teaching and learning environment in higher education, specifically:

- The escalating growth of available information
- The inter-connectivity and versatility of communication systems, information bases, and presentation media
- The concurrent growth in the informational and technological capacities and dexterities of students
- The exponential growth of online program delivery and need for student access to support the online learning demands.

Identify optimal operational, service delivery, and physical features of a responsive and innovative information delivery service.

Develop and implement a service philosophy which promotes and formalizes collaboration with programs and faculty, and in doing so acts a catalyst for a widespread institutional cultural change.

Goals of the Learning Commons and Academic Success Centre include:

- Learning Commons as a Catalyst for Collaboration
- Empower Students and Faculty
- Enhance Access to Information
- Enhance Physical Access
- Enhance Virtual Access
- Connect to Related CNC Student Services
- Connect with the College Community.

RECOMMENDATIONS

These recommendations will be worked through with an integrated approach over 3 years.

Highlights of Service Recommendations:

Enhance Traditional Library Services

- Identify and measure service success factors
- Enhance digital access and ensure content is up to date
- Support applied research through expert data research services and programming aimed at skills development
- Enhance student digital literacy, identify core competencies and standards, and integrate digital literacy instruction in courses
- Provide technology service within the Learning Commons, instituting a laptop lending program
- Link Librarians to specific programs and course content
- Lend AV devices to students
- Standardize operational systems, collection protocols and access across all campuses
- Improve collaboration with UNBC and partner organizations to make better use of shared resources
- Provide drop-in space for related student services within the Learning Commons

Develop an Academic Success Centre

- Build on existing Tutoring and Testing Centre and incorporate Peer Tutoring and a Writing Centre
- Move from perception of the service as a remedial centre to one focused on student success
- Coordinate services with Student Services, International Education and the Aboriginal Resource Centre
- Work with the Centre for Teaching and Learning and faculty to create supporting content

Highlights of Resource Recommendations:

Human Resources

- Ensure staffing supports added roles and task to be in line with the average of peer institutions
- Support training of staff for needed skills development
- Enhance staffing focus on online experience and Learning Commons experience

Collection Resources

- Standardize collection development processes with Online Computer Library Centre (OCLC)
- Align collections with course offerings
- Reduce the Prince George physical collection to 70,000 items, with further reductions in the future
- Expand digital collection and budgets to achieve a 4:1 ratio with physical items
- Use a collection management system throughout all regional campus libraries and ensure students at all campuses have access to a common digital collection
- Implement a radio-frequency identification (RFID) security system.

Technical Resources

- Provide self-service laminating & colour printing in the Learning Commons
- Review the need and demand for novelty technology devices like 3D printers and include technology only where it supports identified academic program and pedagogical goals.



DESIGN RECOMMENDATIONS

General Design Concept:

Transform the existing Library space into a vibrant interactive Learning Commons and Academic Success Centre in which the learning activities of students take precedence over the storage of collections

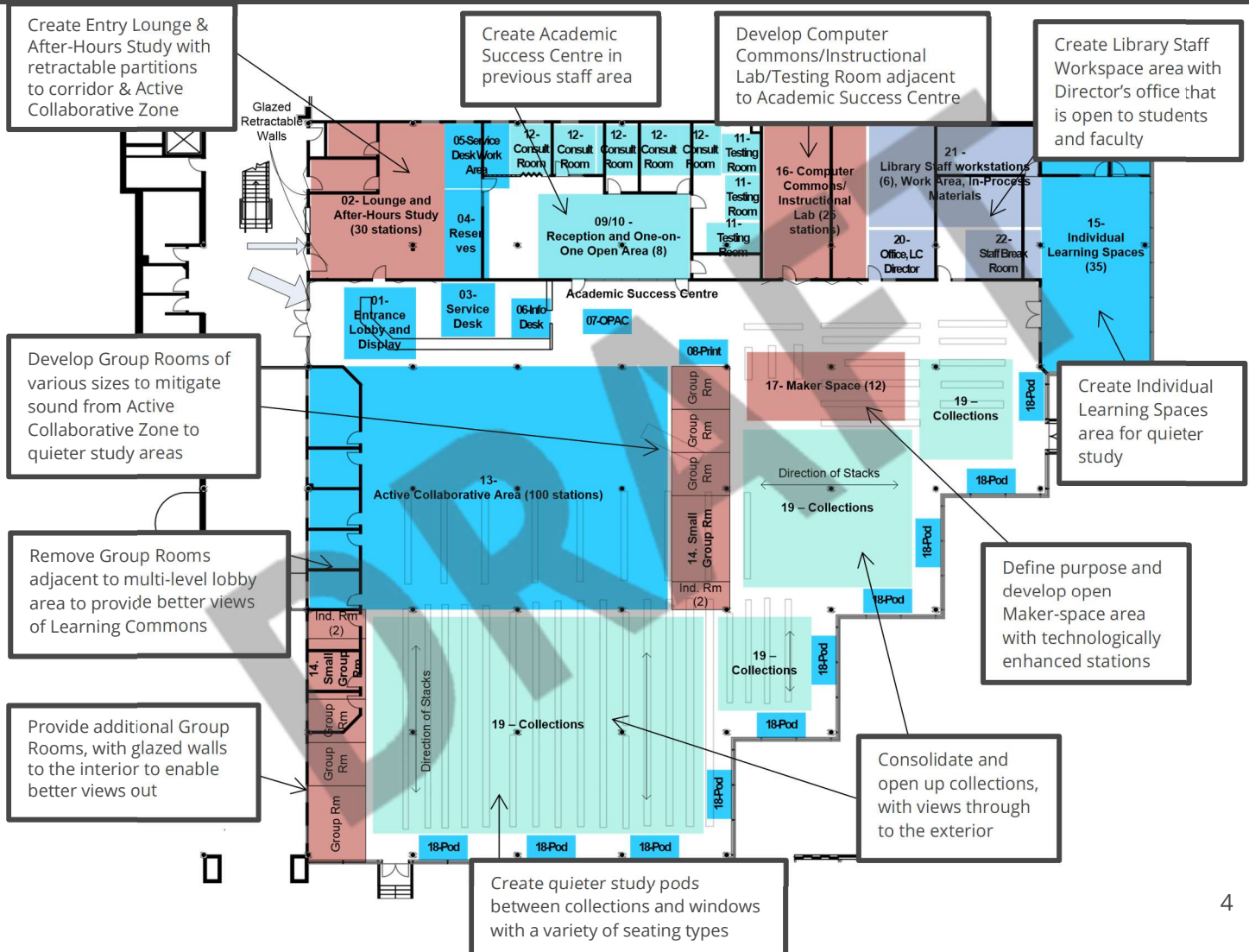
Functionally clarify and optimize the organization of spaces and future resources; enhance the user's spatial, social, and aesthetic experience

Promote ownership of the space by users; minimize non-public spaces; maximize open and transparent public user spaces.

GENERAL DESIGN CONCEPT

1. Create a welcoming, optimally visible, animated, multipurpose entry and user services zone
2. Establish a prominent, active, interactive, central, multi-functional, multi-user workspace
3. Surround the above space on two sides with a compact collection storage and display zone
4. Create a zone of enclosed but visually permeable multi-functional user and staff workspaces on either side of the entrance and central space
5. Create a zone of open individual workspaces and an enclosed group study space along the glazed perimeter external wall.

CONCEPT CONSIDERATION: Recommended Demonstration Plan



KEY STRATEGIC INTERFACES

Institutional Strategic Planning

Student-centred goals and strategies presented in the project should inform parallel projects occurring as part of ongoing institutional strategic planning.

The focus on student-centred service can typically initiate a major change in the culture and operational policies of institutions of higher education.

Pedagogy

This project is envisioned as an opportunity to further empower the relationship between the faculty and student communities as equal partners in the learning enterprise, particularly as it applies to critical information resources and information technology applications.

Student Services

The Learning Commons and Academic Success Centre is understood as a key and essential student service. The student-centred philosophy embodied in this project is an opportunity to inform parallel planning projects involving associated student services, and ideally will serve as a catalyst to develop an integrated and synergistic student service plan.

IT/Web/Virtual Services

The Learning Commons service and operational concept is critically dependent on contemporary information technologies including devices, applications, and infrastructure. Parallel planning and implementation by IT/Web/Virtual Services will be essential to the success of the Learning Commons.





The Library Review has provided a blueprint forward. Many of the recommendations are inter-dependent on other recommendations & College priorities. A College-wide representation Implementation Committee will work on finalizing priorities through collaborative planning with many College Departments. As the implementation Committee meets and plans initiatives forward, some recommendations may be altered and/or changed in sequencing. Library staff will work with the Implementation Committee ensuring all stakeholders are engaged & contributing to the transformation process.

SUMMARY OF GOALS

Year 1

- Implement a formal process for regularly aligning and integrating library expertise with course offerings.
- Develop a plan for an enhanced Digital Content Curator that supports digital access and processes and ensures digital content is up-to-date.
- Support applied research activities by exploring research support librarian services that develop expertise in research data, underpinning the competencies needed with a skills development program, mentor or coach, and support of specialists.
- Integrate digital literacy instruction supported by Instructional Librarian into academic programs.
- Provide contact information for librarian expertise in specific academic coursework.
- Maintain lending of AV devices through the Service Desk and investigate whether this needs to be done in conjunction with Media Technology Services.
- Capitalize on the relationships with CNC Library partners by providing orientations to students of the resources available and make better use of Interlibrary Loan services.
- Provide technology expertise within the Learning Commons to support students with use of devices, connection to Internet, wireless printing, etc.
- Provide in-person, phone, email and online first-level technical support to staff, faculty, and students for information technology: computers, printers, password re-sets, PaperCut refunds, etc.
- Coordinate Access Instructors and peer tutors in consultation with International Education & Aboriginal Resource Centre as well as Planning Group Inc. faculty members who provide one-on-one advising on an appointment basis.
- Develop workshop content, liaising with Centre for Teaching and Learning and academic departments to create content, develop hand-outs on workshop topics and skills in hard copy and on website.



- Redefine collection size and profile. Reduce the current 100,000 items at Prince George Library to 70,000.
- Standardize collection development processes and implement Online Computer Library Center (OCLC) cataloguing processes across campuses.
- Expand digital collection and budgets using information from Interlibrary Loan services to identify collection gaps and needed databases.
- Ensure that Learning Commons at Regional campuses have access to a common collection of eBooks and virtual resources.
- Reassess the balance between open user and closed staff space.
- Reassess the balance between open access and restricted access resource space.
- Organize all functions to promote spatial legibility, clear orientation and user self-direction.
- Implement a formal process for regularly aligning and integrating Learning Commons resources with course offerings, including regular upgrading of all relevant current and emerging print and digital collections.
- Locate main print collection away from the entrance.
- Evaluate the opportunity to accommodate portions of the collection in compact shelving including bound periodicals, and low use items.
- Reduce collection storage and display area to accommodate reduced collection size.
- Organize and display print collection for appropriate browsing.
- Consider the creation of a standalone room for Archival holdings.



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