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Transforming Learning Spaces for New Generation of Learners

Gulcin Cribb
Singapore Management University, cribb.gulcin@gmail.com

Devika Sangaram
Singapore Management University, devika@smu.edu.sg

Citation

Transforming Learning Spaces for New Generation of Learners

Gulcin Cribb, University Librarian

Devika Sangaram, Manager Corporate Services

Singapore Management University (SMU)

- A young university – opened in 2000
- 6 Schools – Business, Economics, Accounting, Information Systems, Law, Social Sciences and many research centres
- City Campus - 7 buildings at the heart of Singapore
- 9000 students (8000 ug and 1000 pg), 350 faculty
- Broad based education, small classes, project based learning, blended learning
- International experience, community service, internship

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SMU Libraries

- Li Ka Shing Library
  - Library opens in 2005 (2,500 students)
  - 8,000 sqm, 1,800+ seats
  - 39 staff – 22 professional librarians
  - 300,000 books (250,000 e-books); 80,000 e-journals
  - 1+ million visitors annually since 2012
  - Renovations to learning spaces (20% of the space) completed in 2014
- Kwa Geok Choo LawLibrary
  - Scheduled to open in 2017

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SMU Libraries

Li Ka Shing Library

(Opened in 2005)

Kwa Geok Choo Library

(Opening in 2017)

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Vision

To create a dynamic, flexible, unique, innovative, efficient library/learning space for SMU community

Space Planning

- Master planning exercise begins in 2012

- LibQual and SMU Student Association Surveys

- Funding for staged renovation approved in 2013

- Opportunity to reinforce and practice methods & principles as learned in the Lean Six Sigma Green Belt training
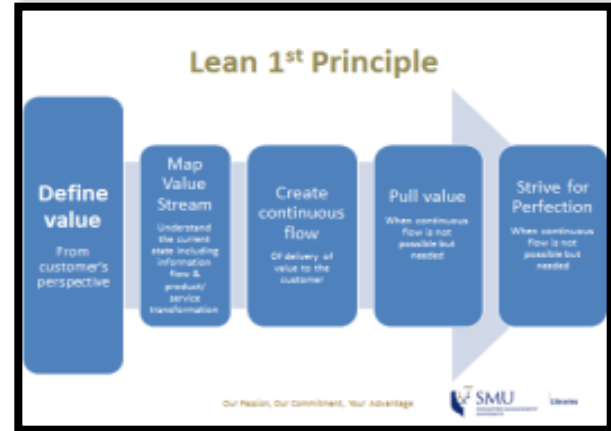
Why Master Planning?

- 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

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Changing Times

	Original assumptions and plan (2002)	2015 – 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 : 250,000+ titles e-journal collection: 80,000 titles
Seating	1,280 including 36 group rooms	1,800, including 38 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.

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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

Lippincott, Joan K.)" Information Commons: meeting Millennials' needs". Journal of Library Administration, 50 (1), January 2010.

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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'

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Master Planning 101 – HASSELL
(An introduction to space planning, research & assessment)

- Voice of the Customer
  - Activity mapping
    - Importance/Frequency matrix
  - Space characteristics
    - Interactive, Creative, Reflective
  - Future planning
  - Observational studies
  - Focus Groups
  - Interviews
  - Surveys (LibQual, SMUSA)

IMPORTANCE OF LIBRARY SPACES

2012 Student Association Survey

Master Planning – HASSELL
(An introduction to space planning, research & assessment)
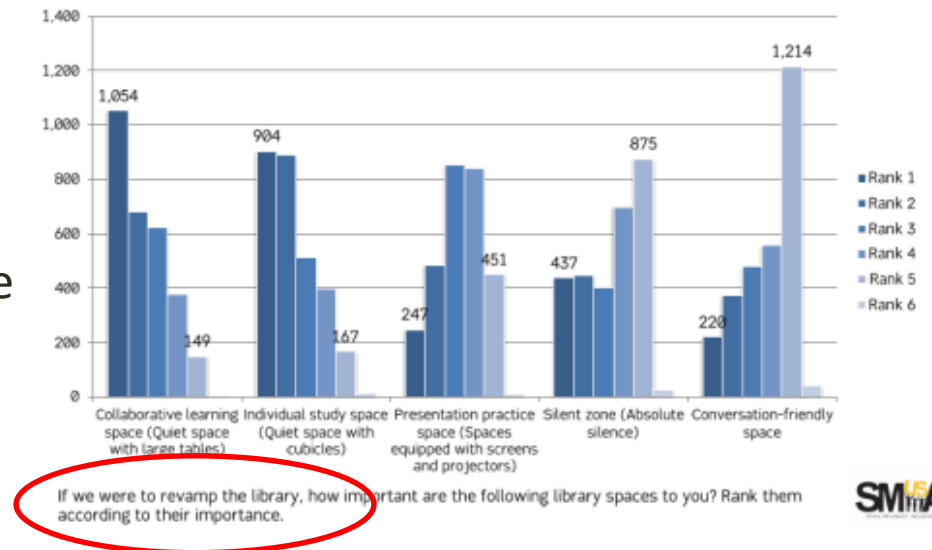
5Rs

Renovation, Revamp, Refurbishment, Repurposing, Re-engineering

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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

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Chairs and tables to experience and select

Faculty engagement with ideas for design

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Level 2 - Lounge

Before

Café Area

After

Our Passion, Our Commitment, Your Advantage

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Level 2 - Learning Commons / Hive

Learning Commons

Hive

Before

After

Collaborative Study Area

Flexible use of space

Our Passion, Our Commitment, Your Advantage

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Level 2 - Reflection Corner

Before

Printing Room

Store Room

After

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Desks

Multiple Desks at Level 2, 3 & 4

Single Desk

Before

After

Level 2

Level 3

Level 4

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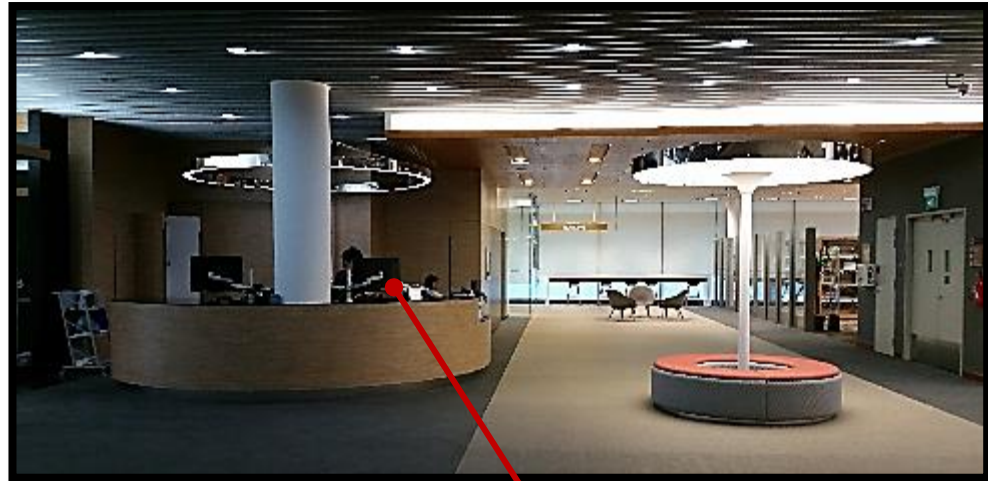
Level 3 - Investment Studio

Information Service Desk

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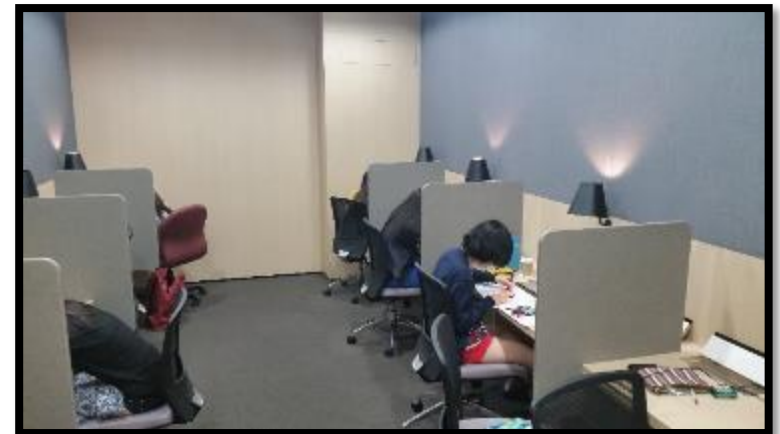# Level 4 - Study Booths & Carrels

Before

Level 4 Service Desk (3 years ago) & Processing Room

With desk removed (2 years ago) & Processing Room

After

Study Booths

New Study Carrels

Our Passion, Our Commitment, Your Advantage

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Level 5 - Learning Labs

Special Use Room / Meeting Room

Learning Lab

Before

After

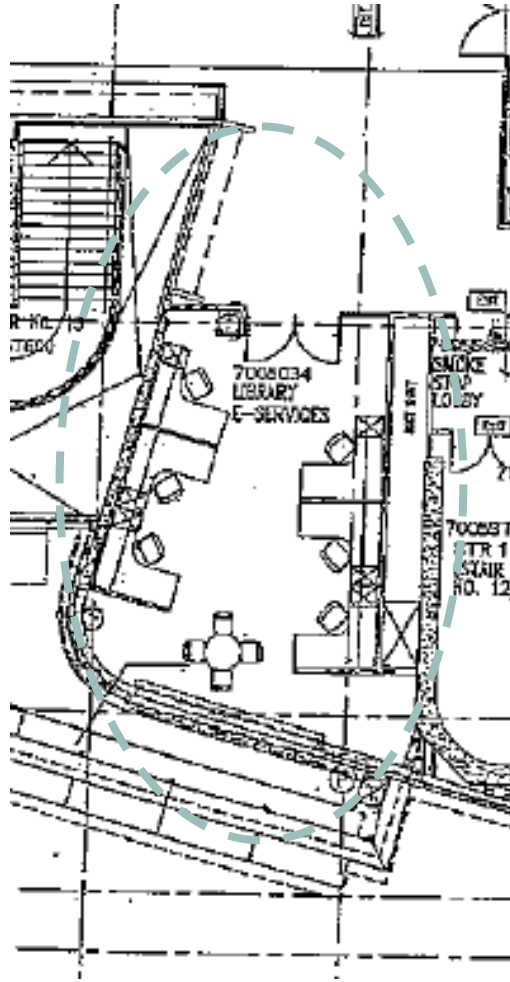**Learning Lab 1**

Learning Lab 2
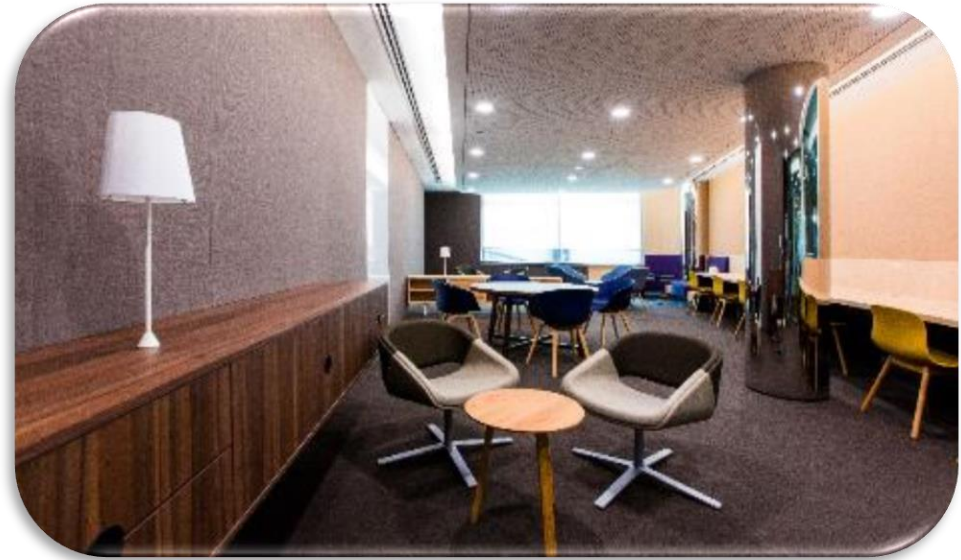

Combined Labs

Level 5 - Graduate Lounge

Before

**Course Support Services
Office Space (3 staff)**

After

Library Renovations Completed, 2014

- Investment Centre
- Two Learning Labs
- Additional Graduate Suite
- **24/7 Learning Commons**
  - Individual carrels, group study tables, café style seating
  - Two sharable technology enabled project rooms
  - Two 'phone booths'
  - The 'Hive'- a flexible learning space to accommodate collaborative, project based learning

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LibQual 2013 and 2015

A benchmarking exercise:

Library as Place

ID	Question Text	Change	2015 Perceived Mean	2013 Perceived Mean
LP-1	Library space that inspires study and learning	+0.48	7.15	6.67
LP-2	Quiet space for individual activities	+0.29	7.01	6.72
LP-3	A comfortable and inviting location	+0.55	7.38	6.83
LP-4	A getaway for study, learning, or research	+0.27	7.29	7.02
LP-5	Community space for group learning and group study	+0.31	7.20	6.89
Add	A place for reflection and creativity	+0.37	6.43	6.06
	Library as Place Overall SMU (ARL = 6.94)	↑	7.20	6.83

Academic Pursuits

ID	Question Text	2015 Superiority Mean	2013 Superiority Mean	Change
LP1	Library space that inspires study and learning	-0.80	-1.36	+0.56
LP2	Quiet space for individual activities	-0.93	-1.28	+0.35
LP3	A comfortable and inviting location	-0.52	-1.01	+0.49
LP4	A getaway for study, learning, or research	-0.51	-0.80	+0.29
LP5	Community space for group learning and group study	-0.50	-0.80	+0.30

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Focus Group Results

Space attributes that contribute to learning success

- Access to electrical outlets
- Space for personal belongings
- Temperature
- Space for individual study (exam time)
- Space for collaboration (term time)
- Learning Commons not my first choice (noisy)

The library provides an area to study, a quiet place, not so much for discussion. Collaborative discussions can be taken out of the library; prefer quiet. Notion of a library is that it is a quiet area.. .collaborative areas are not helpful for those that want to study.

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Focus Group Results

How do you decide where to sit?

- I use the long tables for group discussion
- I prefer to sit near friends
- I use the project rooms with LCD screens
- Proximity to librarians
- Individual carrels for quiet study
- Sit near friends to manage space
- Facing the Campus Green
- Comfortable chair, AC

Depends on the objective– if I'm studying something I don't really understand, then I will want to be near someone that I can ask questions of. But, if it's something requiring serious study, I'll have strangers all around me so that I don't get distracted.

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Faculty Interviews

Do the spaces contribute to student learning?

- A room with moveable furniture, not bound by structure allows for a more relaxed atmosphere.

- Students can sit close together, group together… it creates a more friendly environment.

- The no food policy is a problem. His class is at noon, students tend to be multi-taskers and prefer to eat and study at the same time.

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Observation

Phone Booth (designed for 1)

Exam Time

Project Time

Maker Space
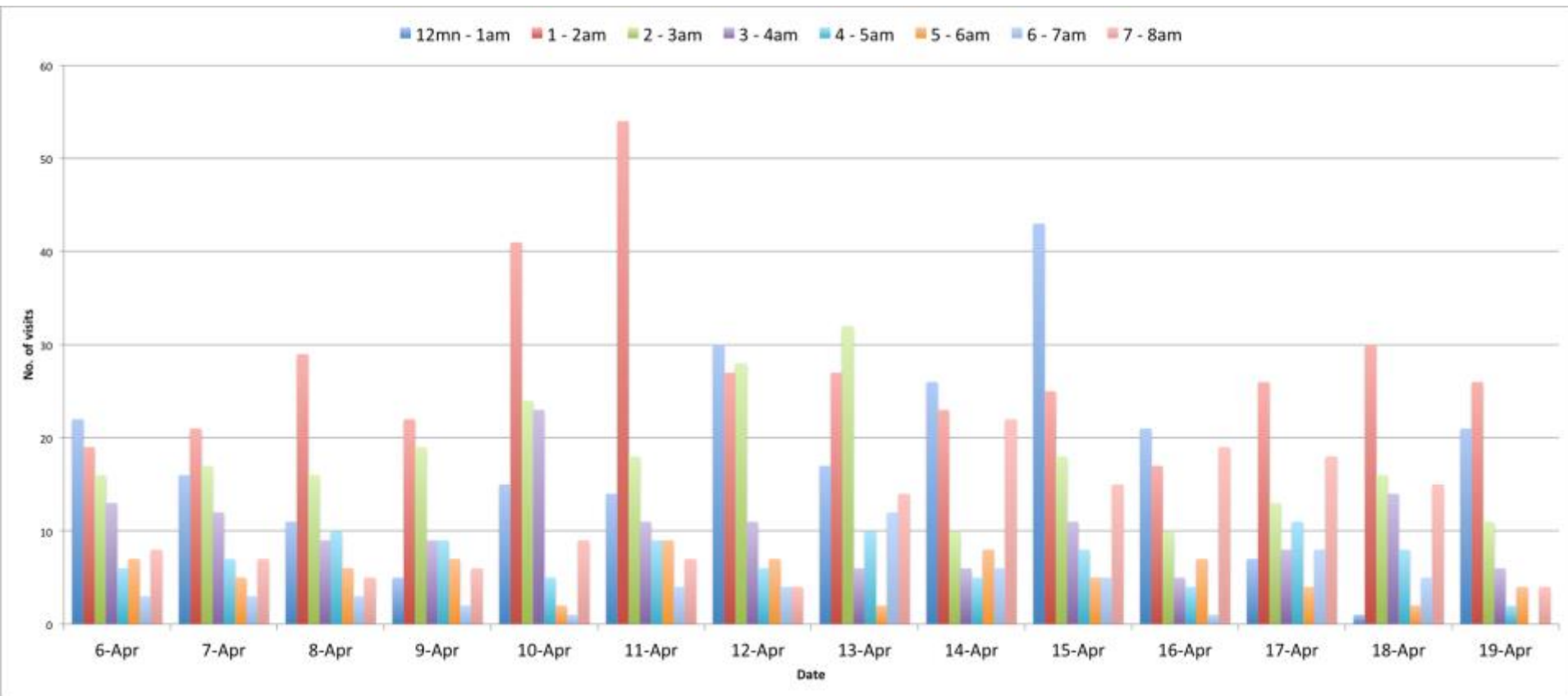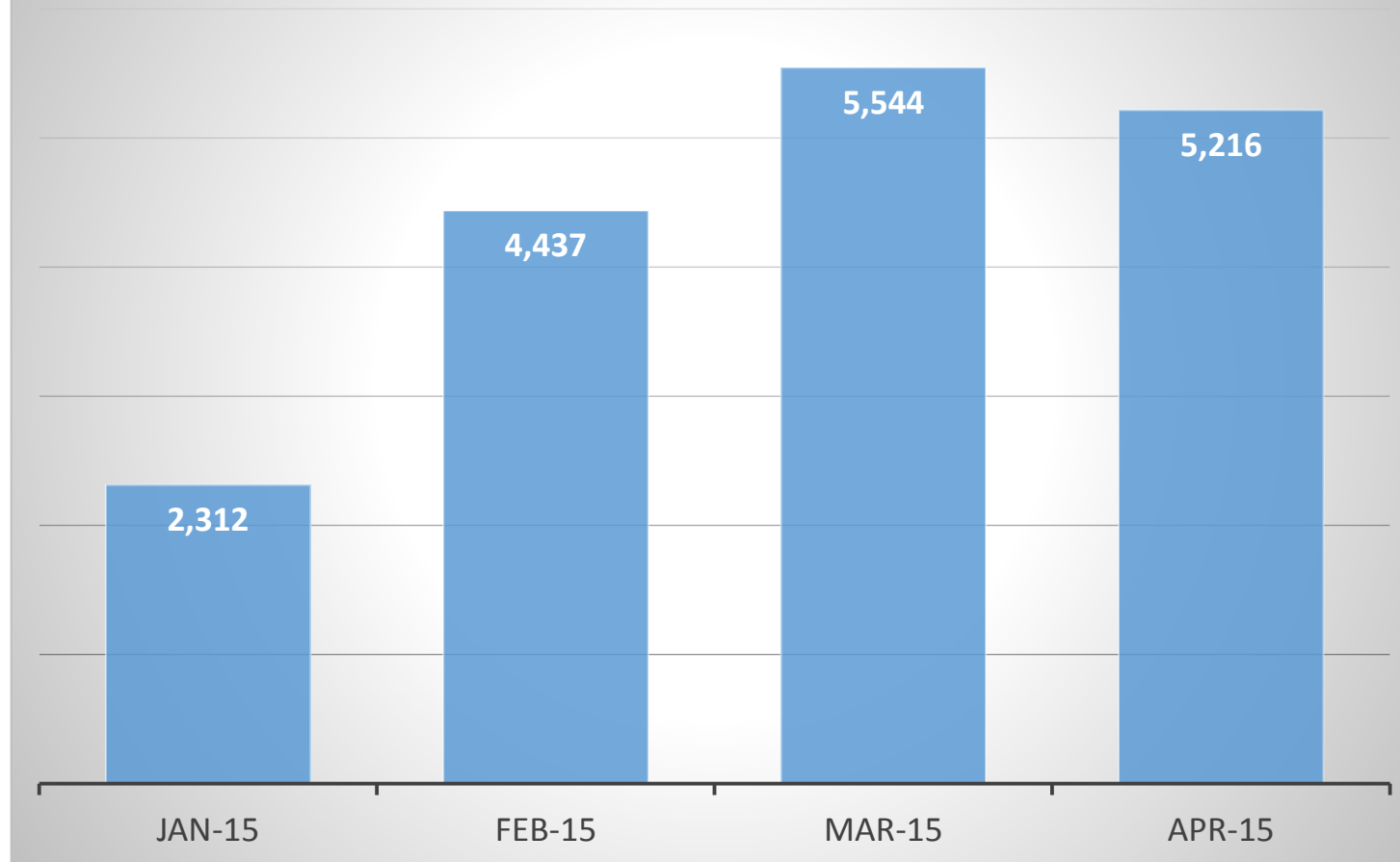
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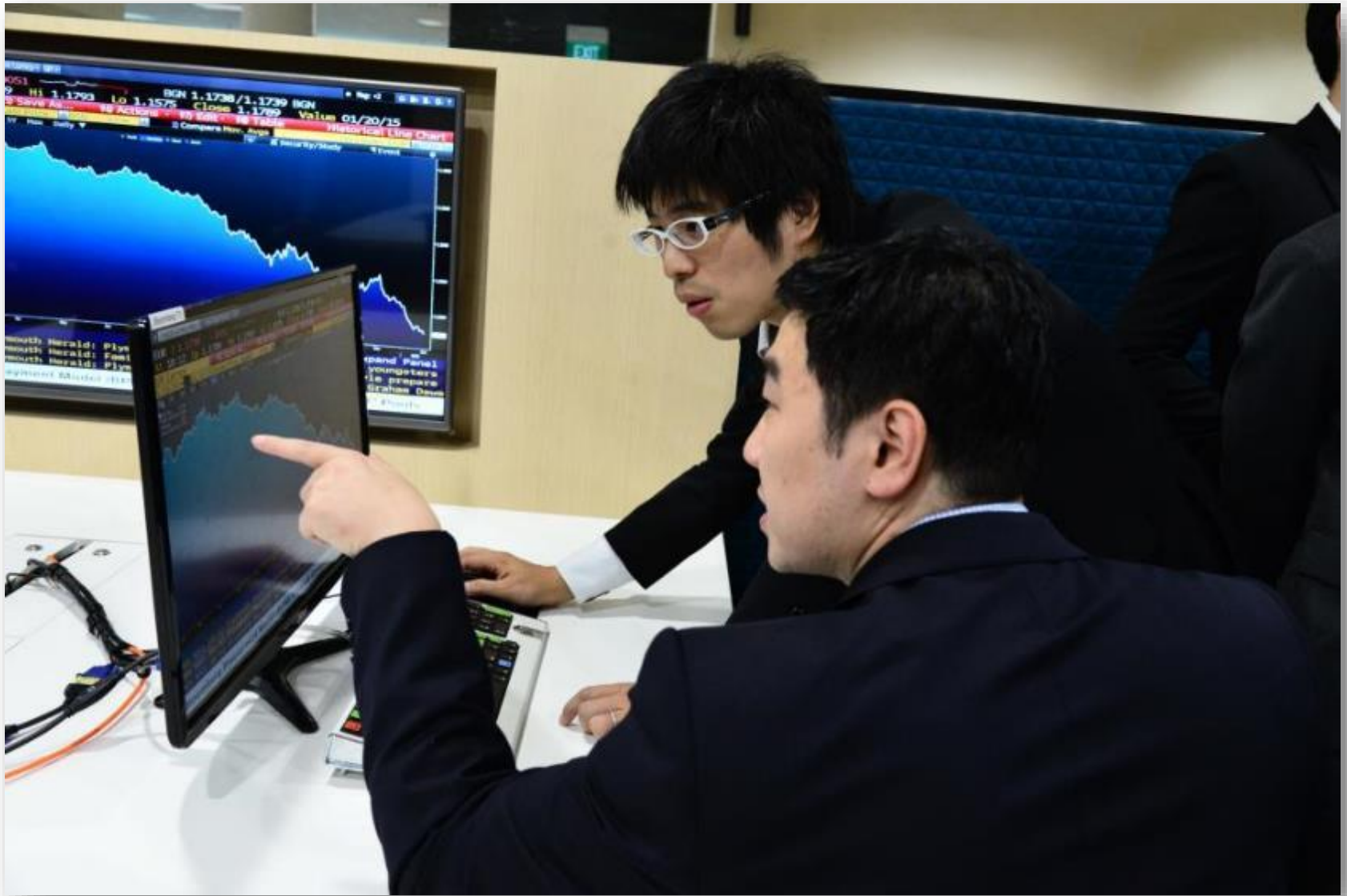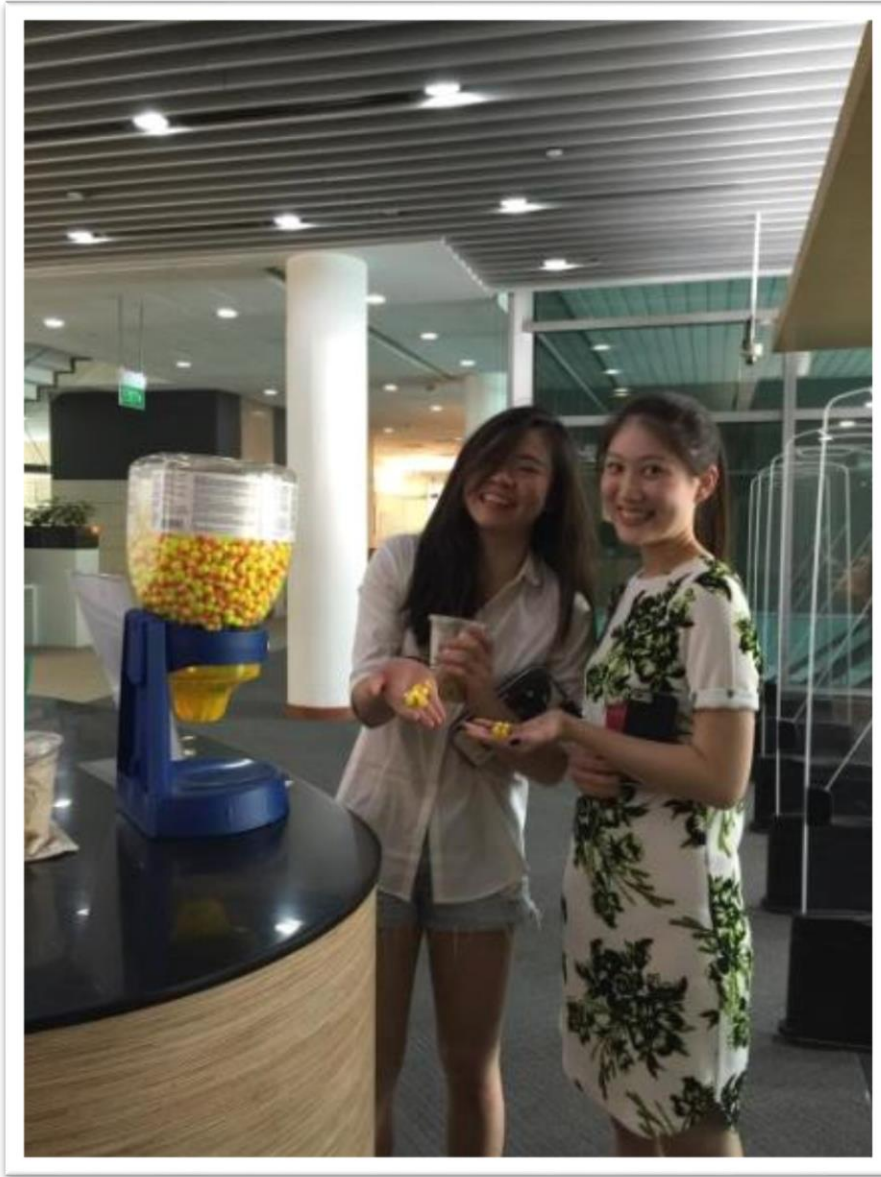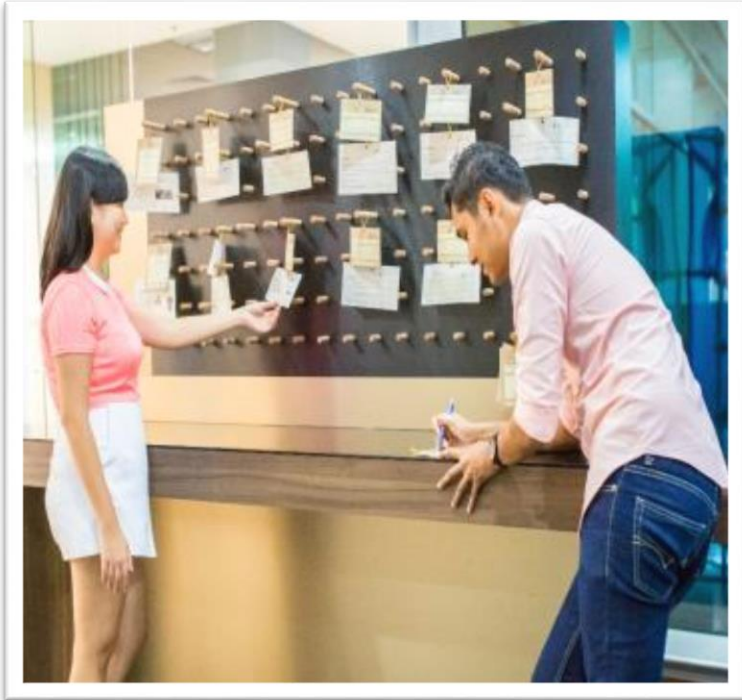
Summary

- 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

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

Fintan O'Toole

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