

Knowledge Common

Geoff Harder, Manager
University of Alberta Libraries

History

- Phase I (2000), II and 3
- Created as a joint initiative of:
 - Learning Services
 - Library
 - Computing and Network Services (AICT)
 - Students Union
 - FAR (Facilities and Research) funding.



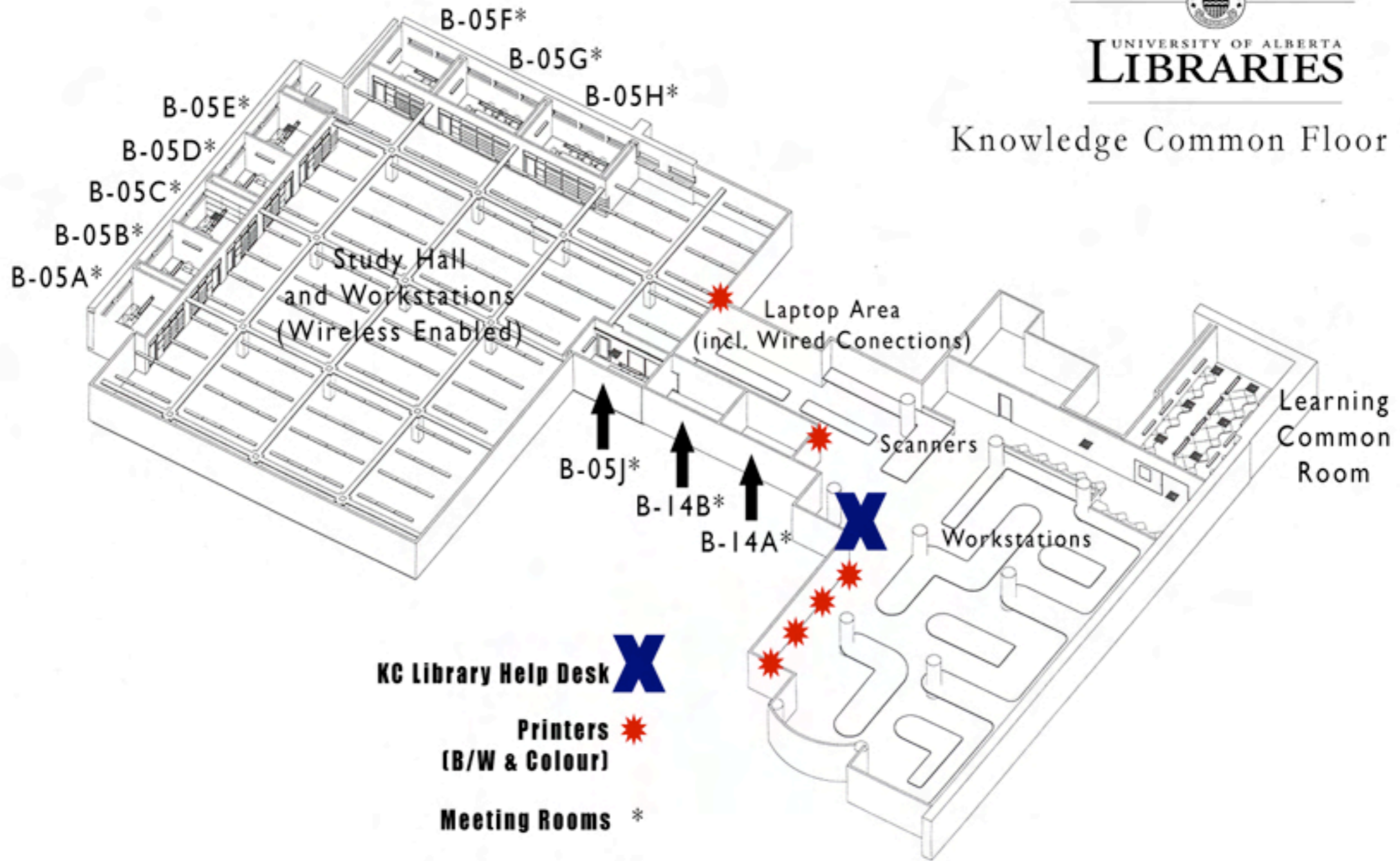
Who and what is the KC

- 200+ “loaded” workstations;
3 scanning media workstations.
- Fully wireless
- 11 meeting rooms
(online booking system)
- Laptop area/laptop lending
- 7 am - 2 am operation
- “Learning Common” classroom
- Library Help Desk with
7 day/week service (9am
- 10 pm hours during
term)
- ...And a whole lot of
good times!



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Knowledge Common Floor Plan

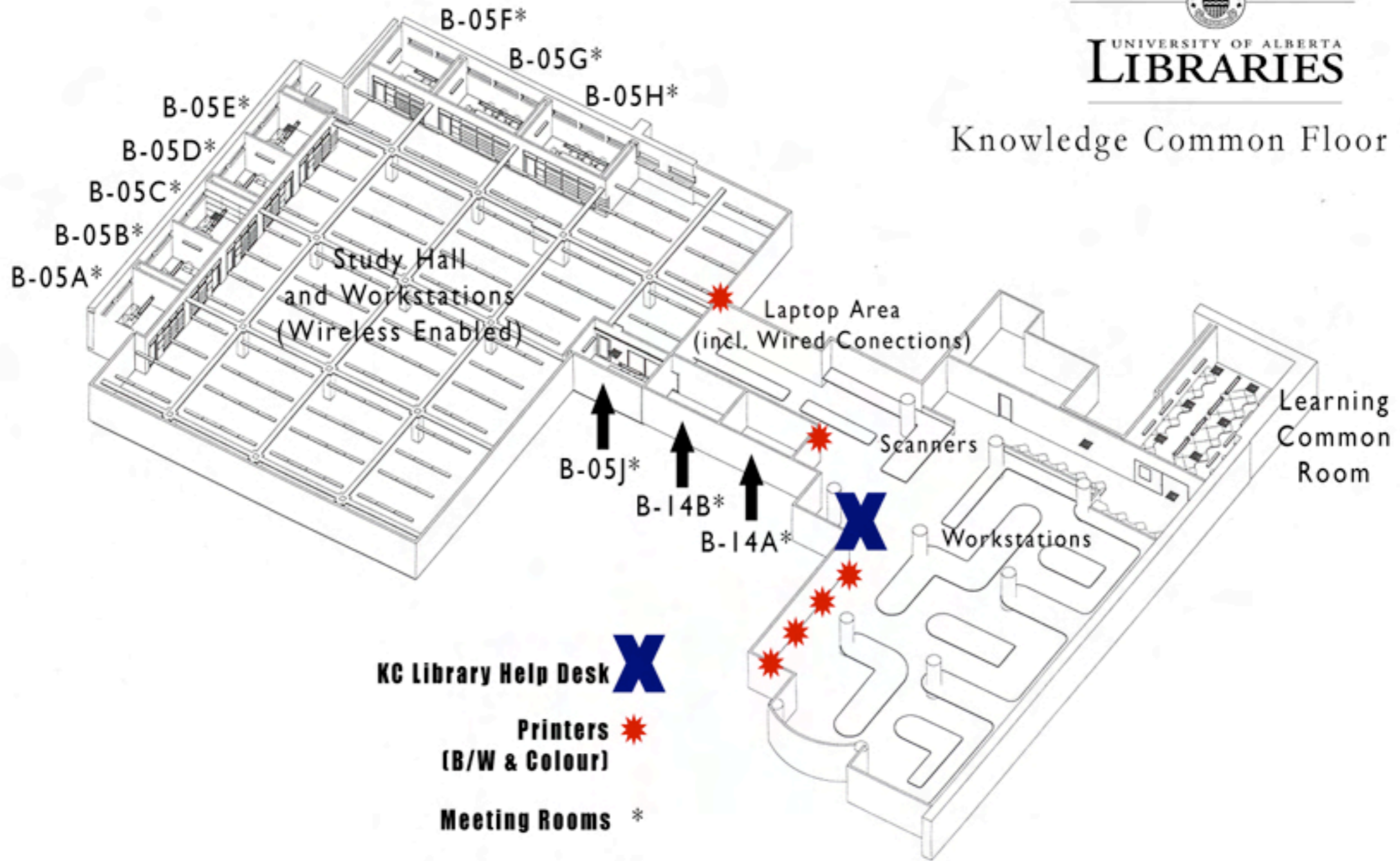


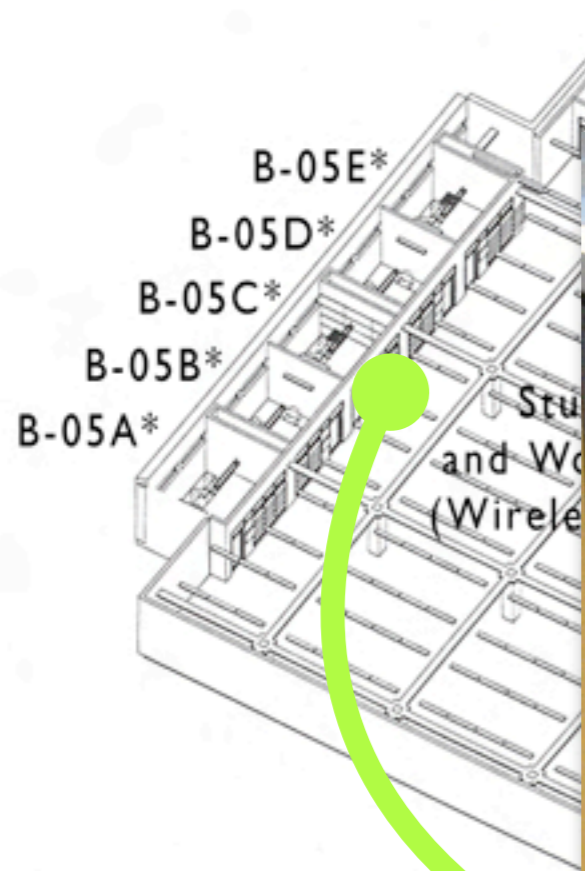




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Knowledge Common Floor Plan

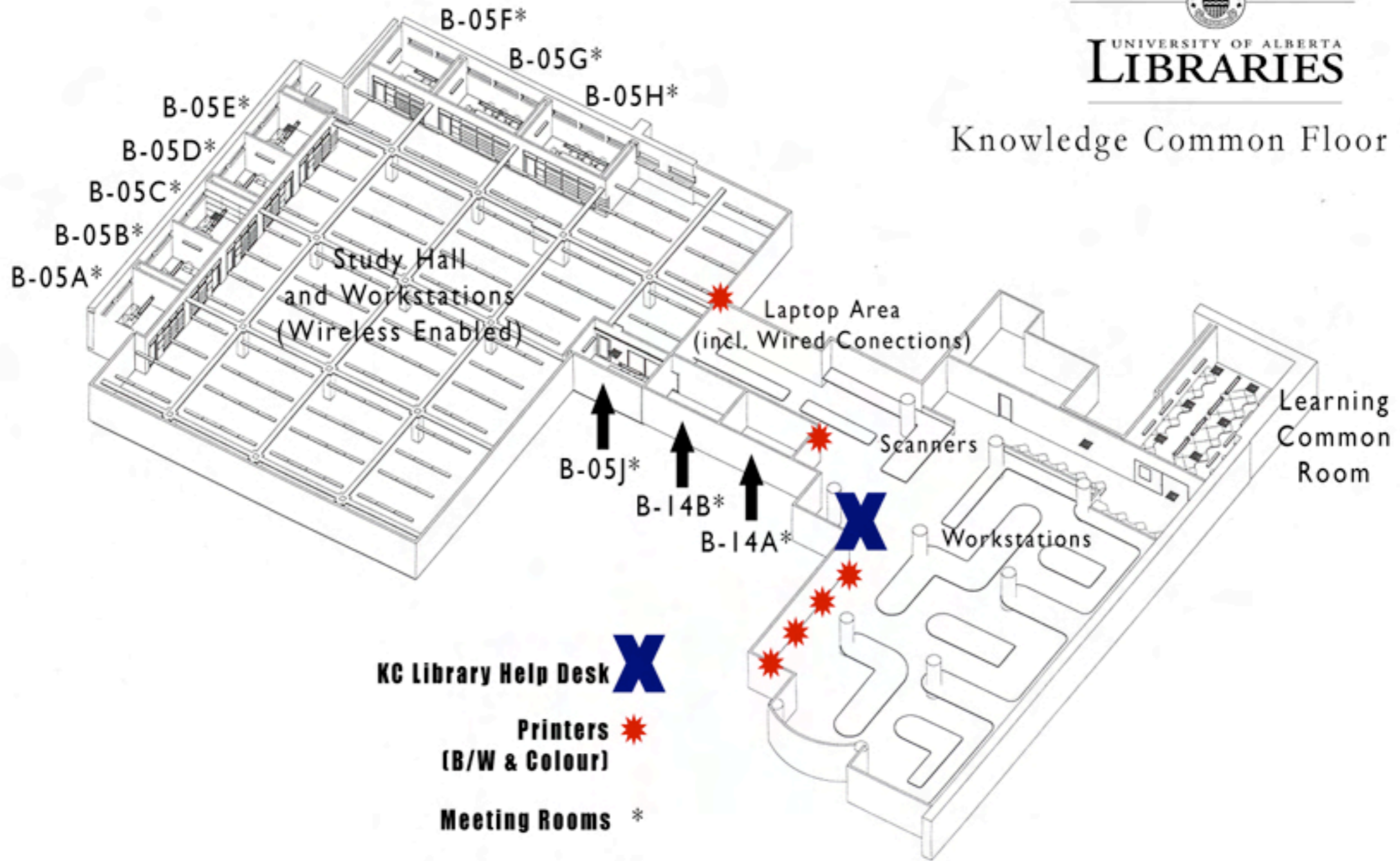






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Knowledge Common Floor Plan

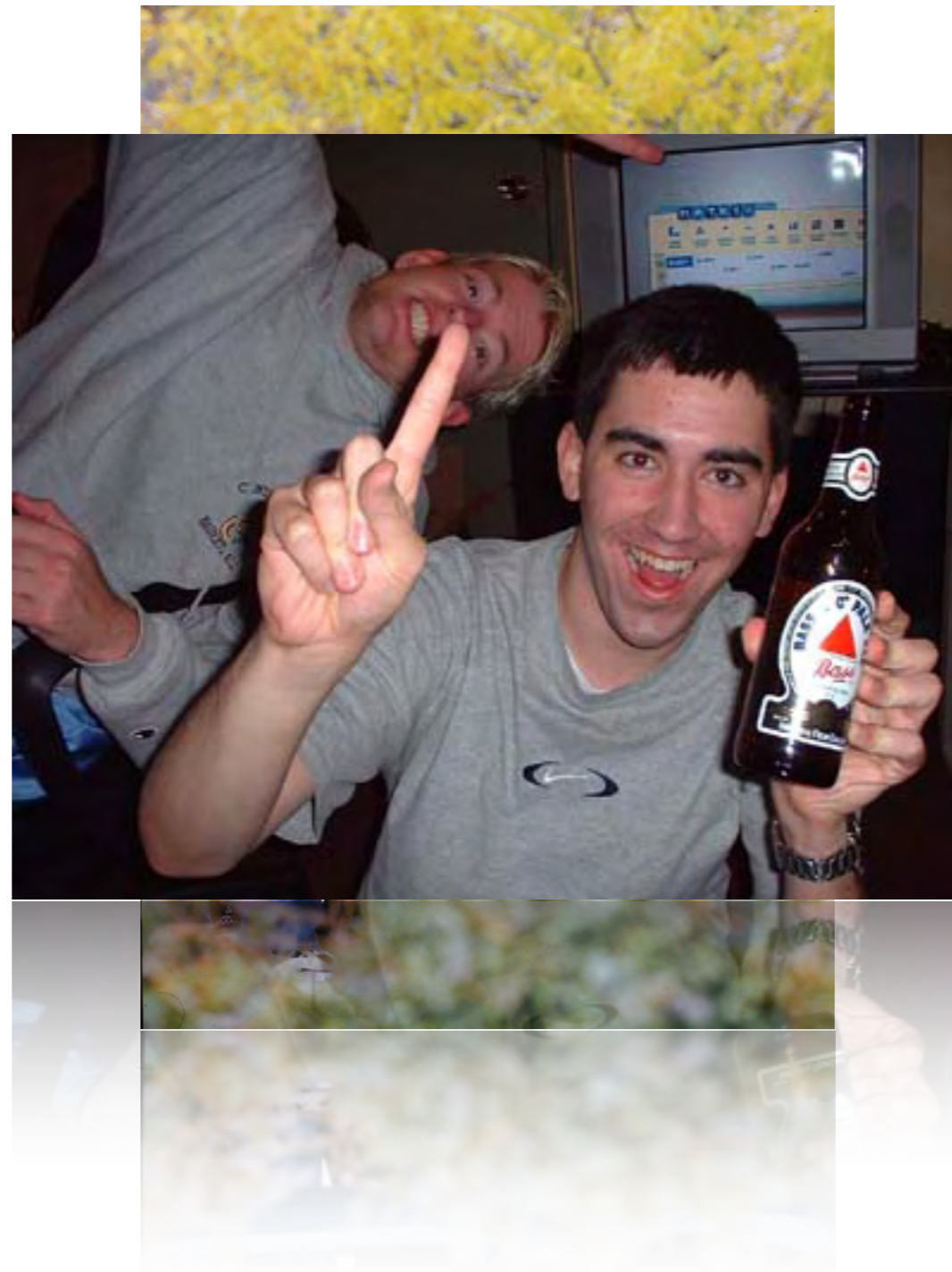








User-centred Service



User-centred Service

Assessment

- Online feedback
- Annual User Survey
- Don't forget the scary questions and be ready for their answers...

How users feel about your product or service

here is good
↓

here you're screwed
↙ ↓ ↘

here is good
↓

Assessment

Love

↑
Zone of
mediocrity

Hate

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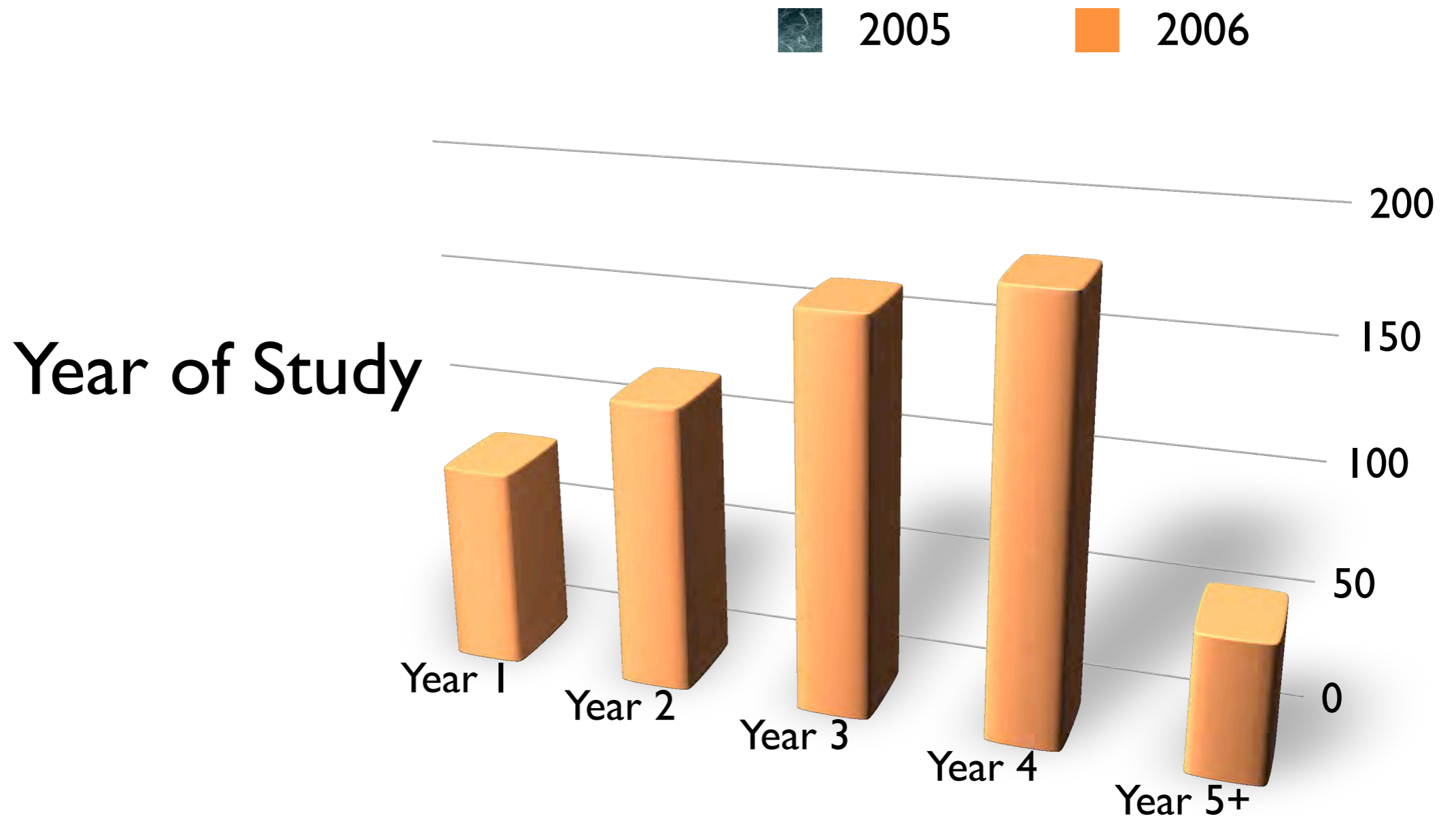
Love

↑
Zone of
mediocrity

Hate

- what sucks?
- what isn't working for you?
- what would work better for you?

Marketing issue?



Best Practice

Location, location, location.

Prime real estate?
Choose wisely.



KC Geography

PROS

- Central location
- Busy library
- Lots of space
- As many windows with natural light as possible

CONS

- “Lower level”
(aka basement)
- Old building - makes renos a nightmare

Best Practice

From a user's perspective:

“I want it all now,
please and thanks.”

Translation? The more software
and hardware options you can
provide, the happier I will be.



And the award for most popular print stop on campus goes to...

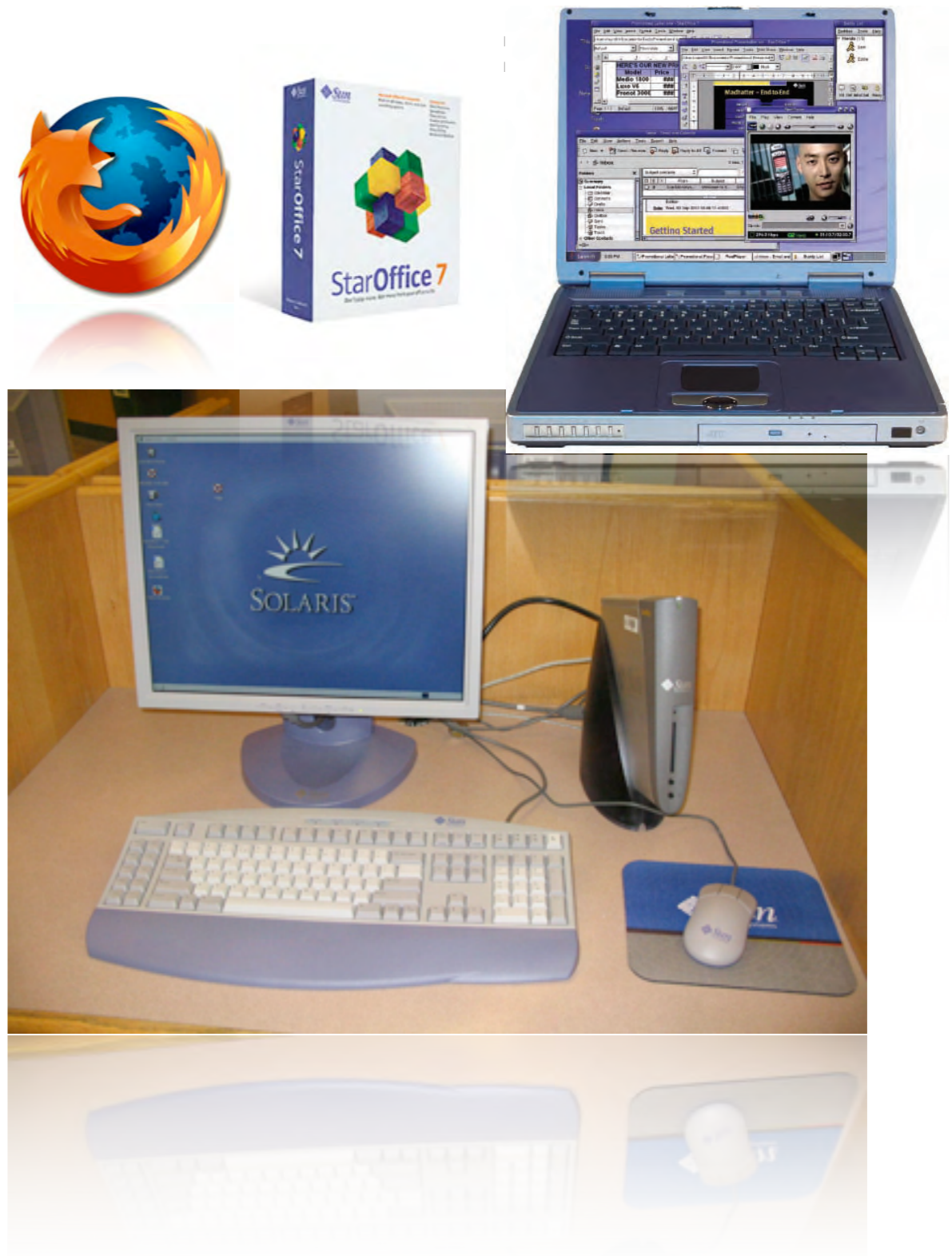
5 Black&White
1 Colour Laser

11 cents and 50 cents
a copy



Innovative Services

Wireless Laptop Lending
Linux Thin Client Stations
Firefox, Star Office



Productivity Stations



Design your space

Don't just build your space.

- Comfortable*
- Flexible
- Practical
- Pragmatic



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New Car Scent

- Paint the walls;
reupholster the
furniture; “comfortize”
the area
- Lighting - factory
fluorescent bad;
measuring lumens good
- Fixed budget?
Then polish the old.
- Would your library
make it onto HGTV?



Staff

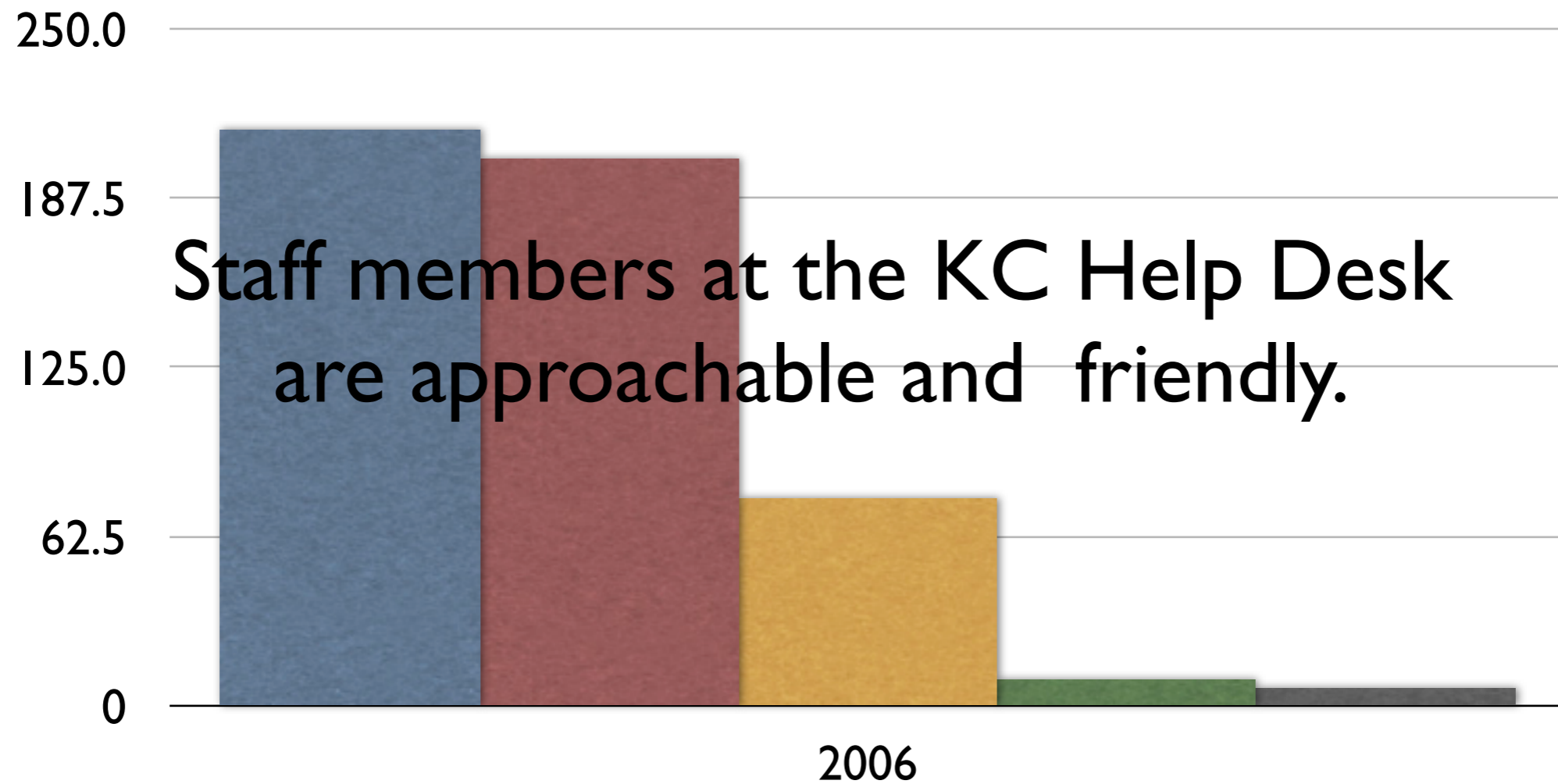
- 9 Associate Staff
- 7 SLIS students
- .5 Librarian Manager

Best Practice?

innovation + maintenance = Library 2.0!
time + staff + \$ + vision

People Power

■ Strongly Agree (5) ■ 4 ■ 3 ■ 2 ■ 1 (Strongly disagree)



People Power

Strongly Agree (5) 4 3 2 1 (Strongly disagree)
N/A(Never Used)



Knowledge Common (KC) staffBlog

2 more laptops to circulate

April 11th, 2006 by gharder @ 3:21 pm
Filed under [Uncategorized](#), [Laptop Lending](#) · [Edit](#)

Two additional laptops are available for circulation – these were previously being used by AICT for testing, but they're now ours for thee using. They have been barcoded and will now join the other laptops kept in the storage room.

[Permalink](#) [Comments](#)

CD Burners causing issues

April 11th, 2006 by gharder @ 3:13 pm
Filed under [Uncategorized](#), [KC Operational Procedures](#) · [Edit](#)

Lots of reports of CD burning not working on multiple stations. I've sent an email to Pierre asking for AICT to look into it.

[Permalink](#) [Comments](#)

Henry printer

April 11th, 2006 by marian @ 11:59 am
Filed under [Uncategorized](#), [Printing](#) · [Edit](#)

The Henry printer is producing a grinding/squealing sound. I have contacted the onecard office.

ML

WF

Blog Administration »

[Blog Login](#)
[Staff Blogging Instructions](#)

Schedules »

[Day Schedule – Fall 2005](#)
[Student Schedule – Fall 2005](#)
[Student Schedule Winter 2006](#)
[Winter 2006 Day Schedule](#)

Staff Links »

[CNS](#)
[IM Pilot Project Wiki](#)
[KC Emailer for Generic Messages](#)
[KC Manual](#)
[KC Room Booking](#)
[Reference Statistics Form](#)
[ScheduleSource Login](#)
[Staffnet](#)
[Submit CNS Trouble Report](#)
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Manual
Daily Operations
Schedules
Shortcuts
Links
Stats
Tools

Blogs + wikis = less email

In the Works

- Expand the laptop program
- Presentation Practice Room (Summer 2006)
- LCD Signage (Summer 2006)
- More software; better hardware
(better advertise the software we've got!)

