Vision Meets Reality

The Leeward Community College Learning Commons Three Years On

Wayde Oshiro, Head Librarian
Junie Hayashi, Public Services Librarian
Keahiahi Long, Hawaii Pacific Resources Librarian
Carina Chernisky, Public Services Specialist
- What is a Learning Commons?
- The History of the Leeward CC Learning Commons
- Vision Realized--The Student Experience
- Successes, Challenges, and the Future of our Learning Commons
- Discussion
-What is a Learning Commons?
-The History of the Leeward CC Learning Commons
-Vision Realized--The Student Experience
-Successes, Challenges, and the Future of our Learning Commons
-Discussion
What is a Learning Commons?

A place where technology and other resources are situated to optimize knowledge creation and self-directed learning.

“maintains the traditional reference and research elements of the classic library”

“implements and supports new technologies and services in a larger, seamlessly integrated environment”

Beagle’s Commons Model

**Physical Commons**
- Hardware, furniture, spaces, and traditional collections

**Virtual Commons**
- Digital library collections, online learning tools, website, etc.

**Cultural Commons**
- Workshops, library instruction, tutoring, events, etc.
Seamless Integration of Resources and Services

- Technology
- Physical and digital collections
- Spaces designed for different user needs
- Academic services
-What is a Learning Commons?
-The History of the Leeward CC Learning Commons
-Vision Realized--The Student Experience
-Successes, Challenges, and the Future of our Learning Commons
-Discussion
The Leeward CC Learning Commons

History

The Original Vision

✓ Pre-2008: Original plan was to include a coffee shop in the Library
  ✓ Driven by the Head Librarian until 2006
✓ 2008: Led by Academic Services
  ✓ Incorporate the Learning Resource Center
The Leeward CC Learning Commons

History

The Guiding Principles

✓ Learning Commons, not a student lounge

✓ One-stop shop for academic services
  ✓ Library
  ✓ LRC - includes the Writing Center and KI Office (Disabilities)
  ✓ Help Desk

✓ Technology resources
  ✓ Computers, printers, laptops, wifi, group study rooms with projector/TV

✓ Open, flexible spaces with comfortable seating
The Leeward CC Learning Commons
The Construction
The Leeward CC Learning Commons
Opening in Fall 2012
-What is a Learning Commons?
-The History of the Leeward CC Learning Commons
-Vision Realized--The Student Experience
-Successes, Challenges, and the Future of our Learning Commons
-Discussion
The Leeward CC Learning Commons
Vision Realized

✓ Library once occupied 2 floors
  ✓ The entire 3rd floor is Library space
  ✓ Shared partners on the second floor: Writing Center & Learning Resource Center
    ✓ KiMOBEAN, an independent vendor, has space inside near the 2nd floor entrance

✓ 2nd floor space: the Library manages the “computer lab”, two group study rooms, and a large room
The Leeward CC Learning Commons

Student Experience

✓ Atmosphere
✓ Collaborative Learning (Modular Furniture)
✓ Social
  ✓ Groups talking
  ✓ Music and noise from KiMOBEAN
The Leeward CC Learning Commons
The Evolving Room

✓ 2012-2013: Circulation Office

✓ Pros

✓ Major presence on the 2nd floor
✓ Easily address any problems

✓ Cons

✓ Students would accidentally walk in, not realizing that it served as an office
✓ The space was incredibly large for 3 bodies
The Leeward CC Learning Commons

The Evolving Room

✓ Fall 2013: Reference, Research, and Reading Room (RRR)

✓ Pros
   ✓ A room dedicated to reference services
   ✓ A multi-use room that could be used for events, classes, programming
   ✓ BOOKS on the 2nd (renovated) floor!

✓ Cons
   ✓ Far from the bulk of the Library’s collection
   ✓ Bouncing students between floors
   ✓ Decreased interaction with students
Kapunawai: The Hawai‘i-Pacific Resource Room

Statement of Purpose

In recognition of the unique contribution of Hawai‘i's peoples and cultures to the Leeward Community College community, the Hawai‘i-Pacific Resource Room will support student success by facilitating access to prominent Hawai‘i-Pacific resources, both print and digital, within a multi-functional space that promotes Hawaiian perspectives in all areas of study.
Kapunawai: Objectives

1. House part of the Hawai‘i Pacific Collection
   - Entirety of the HP Reference collection (473 titles)
   - 10% of the HP circulation collection (776 titles)

2. Provide reference and instruction
   - Materials that are highly relevant to assignments are immediately available for use by students

3. Facilitate activities & events
   - Not limited to HP-related groups or topics
   - Loina (guiding principles) and ‘ōlelo no‘eau
   - Showcase of student and professional HP-related work

4. Create a Hawaiian place of learning within the Library
Kapunawai:
The Hawaiʻi-Pacific Resource Room

YIKES!
An unexpected proposal from Leeward CC administration.

Do It!
Let’s bring our vision to life to show the campus exactly how meaningful this space can be! We’ll deal with changes if and when they come.
- What is a Learning Commons?
- The History of the Leeward CC Learning Commons
- Vision Realized--The Student Experience
- Successes, Challenges, and the Future of our Learning Commons
- Discussion
Successes
Partnerships & Programming

Kapunawai: Central Hub for Activities

> Workshops, presentations, meetings. User groups include:
  > Hawaiian Studies Dept.
  > Center of Disability Studies
  > STEM Club
  > Sustainability Committee
  > Writer’s Guild
  > Mental Health Hawai‘i
> Held two instruction classes for PACS 108

Review session during “Finals Countdown”
Successes
Partnerships & Programming

Nā Keiki Puni Moʻolelo

> Partners
  > AAT Program
  > Theatre
  > Halau & Hawn. Studies
  > Community--Waiʻanae El. & Kamaile Acad.

> Promote libraries, reading, art, and college!
> Invite different schools each year
Successes
Partnerships & Programming

Finals Countdown

> Partners
  > Learning Resource Center
  > Writing Center

> Participants
  > Mental Health America
  > Financial Aid Dept.
  > Faculty across the campus!!
  > Students

> Provide extra support to students to prepare for Finals Week
Successes
Partnerships & Programming

Ka ‘Ohana O Kalaupapa

> Partners
  > Administration
  > Halau

> Exhibit remained up over the summer and speeches were planned to complement it
  > Speakers--Kap.CC History Professor, Manoa Department of Native Health

> Community impact!

---

Presented by Professor Collette Higgins
QUEEN KAPI'OLANI'S VISIT TO KALAUPAPA IN 1884

Monday, 5/27/13, 12:30 pm
Longueville CC Library

"A Source of Light, Consent and Never-Failing" an exhibit exploring the role of the Native Church in educating Hawaiian children.
Showing at Leeward CC Library 6/17/13-9/20/13
Successes

Partnerships & Programming

SEED LIBRARY

Partners
- Leeward CC Living Lab
- Hawai‘i Horticulture & Nutrition Class
- Sustainability Committee

Maintain the SEED Library w/regular Seed Parties
- Take, Grow, Share!
✓ Traffic up by 31%
✓ Circulation increases by 25%
✓ Overall student FTE declined by 2%
High User Satisfaction

✓ Satisfaction with the Library is high

“The staff are helpful, the technology is relatively current, and I have the option to purchase food without having to leave the building.”

<table>
<thead>
<tr>
<th>12-1)</th>
<th>I usually find enough books to meet my course needs</th>
<th>2012-13</th>
<th>2013-14</th>
<th>2014-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-2)</td>
<td>I get enough articles from the library databases to meet my class needs</td>
<td>73.0%</td>
<td>90.3%</td>
<td>89.1%</td>
</tr>
<tr>
<td>12-3)</td>
<td>The library staff guide me to resources I can use</td>
<td>71.0%</td>
<td>99.2%</td>
<td>100.0%</td>
</tr>
<tr>
<td>12-4)</td>
<td>The library’s instruction sessions have increased my ability to do research and use library resources</td>
<td>95.0%</td>
<td>97.6%</td>
<td>100.0%</td>
</tr>
<tr>
<td>12-5)</td>
<td>The library website is useful</td>
<td>88.0%</td>
<td>96.0%</td>
<td>97.8%</td>
</tr>
<tr>
<td>12-6)</td>
<td>I feel comfortable being in the library</td>
<td>95.0%</td>
<td>97.3%</td>
<td>94.7%</td>
</tr>
<tr>
<td>12-7)</td>
<td>The computer resources in the library contribute to my success at the College</td>
<td>69.0%</td>
<td>N/A</td>
<td>98.9%</td>
</tr>
</tbody>
</table>
I like knowing that there are so many tools that you can utilize such as the LRC, Writing Center, etc.

Accessible, lots of sitting areas to study, lots of computers to use

I love studying and using the computers to do my assignments and researching. I also like to visit the Kimobean to buy some refreshing coffee, blueberry muffins, and have breakfast there. I love reading the magazines and books there.

I love the fact that leeward cc library gives me the choice to eat and study at the same time.

Study areas. But 2nd floors study areas is usually not quiet.
Challenges

Overcrowding

- Total seating both floors = 248; 2nd floor = 77 seats
- >75% capacity, or 180+ users during peak hours
- Typically 70-80 (highest 114) on 2nd floor = 100% capacity
Challenges:

Serious Incidents on the Rise

- Official report of incidents in the LC involving campus security
- Harassment, sexual harassment, stalking, and assaults have increased significantly since 2014

<table>
<thead>
<tr>
<th>Incident Classification</th>
<th>Pre-Renovation</th>
<th>Post-Renovation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Incidents</td>
<td>Percent of Total</td>
</tr>
<tr>
<td>SCF or ICF</td>
<td>5</td>
<td>55.6%</td>
</tr>
<tr>
<td>Misc. Pub.</td>
<td>2</td>
<td>22.2%</td>
</tr>
<tr>
<td>Against Person(s) or Property</td>
<td>2</td>
<td>22.2%</td>
</tr>
<tr>
<td>Total # of Official Incidents</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Change</th>
<th>Incidents</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>8</td>
<td>88.9%</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>20.0%</td>
</tr>
<tr>
<td></td>
<td>-1</td>
<td>-50.0%</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>400.0%</td>
</tr>
</tbody>
</table>
Challenges

The New Student Lounge?

✓ The LC as a social space
✓ Disruptive behaviors are increasing
✓ Seeking advice and support from the campus
✓ An issue with the design, overcrowding, or students?

“If the rules for the library could be provided, then that could be more helpful to understand the “do’s” and the “don’t’s” because it doesn’t seem to be posted anywhere inside.”
Challenges

Serious Incidents & Disruptive Behavior

Meeting with VC, Dean, and heads of Campus Security, Facilities, and IT resulted in a six-point action plan

Action Plan

1. Install user authentication on public access computers
2. Improved directional, functional, and behavioral signage
3. Safety awareness briefings for Library Staff
4. Campus security foot patrols for the 2nd and 3rd floors
5. Safety and health-related equipment e.g. security cameras and panic alarms
6. Noise mitigation in cafe operated by outside vendor
Spring 2015 Library User Survey

There are inadequate study areas during peak times.

The study areas are kinda crowded right now. I use the KI offices to find a quiet place to study. I am fortunate enough to have that option, but I think that a lot of students end up elsewhere.

People need to be educated about keeping their noise to a minimum when using the computers downstairs. On several occasions, there were students blasting music on their headphones. It was hard to concentrate.

Remind students to NOT be so loud and horseplay in the library
A hallmark of the LC concept model is seamless integration of services and technology from multiple academic units.
Challenges

Who’s in Charge?

✓ Original vision called for shared governance with a new LC coordinator

✓ End results:
  ✓ Library staff continue to manage the operations in the “shared space”
  ✓ Partners are empowered to have a say in the running of the space without any of the actual responsibilities of ownership

✓ Recently, the Dean of Academic Services was given the title, “Director of Learning Commons”
...to the future...

- We will continue to develop the roles we play on-campus, both with our space and through partnerships/programming.

- Though we actually LOST space, we are no longer limited to our physical location as we are actively moving beyond and making connections outside of our assigned space.

Our reach is greater than it has ever been.
What is a Learning Commons?
The History of the Leeward CC Learning Commons
Vision Realized--The Student Experience
Successes, Challenges, and the Future of our Learning Commons
Discussion
- Are you thinking of converting into a Learning Commons?
- If you are part of a Learning Commons, what are some challenges and/or successes that you’ve experienced?
- If you are part of a Learning Commons, what is your relationship with your LC partners?

Questions?!