VU LEARNING COMMONS

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VICTORIA UNIVERSITY | A NEW SCHOOL OF THOUGHT

VU LEARNING COMMONS

- BACKGROUND
    - Climate
    - Gen Y considerations
    - Technologies

- VU LEARNING COMMONS
    - Service concepts
    - Staffing mix

CLIMATE

COMMON FACTORS

- Physical facility
    - "Death-of-place" or libraries has not happened as quickly as predicted
    - Social aspect of learning
        - Informal learning
        - "Kinaesthetic stimulation of co-creation" or in person interaction
- Deregulation of education sector
    - Increasing competitiveness
    - Declining market
    - From monastery to marketplace (demand-driven; students as paying customers)

CLIMATE

COMMON FACTORS cont'd

- Teaching practices
    - From teacher-centred to learner-centred, active learning
    - Redesigning curriculum and learning spaces
    - PBL, group work, project work that requires out-of-class participation

GEN Y

GEN Y values

- Fast (how fast can you do it)
- Ease-of-use (how simple can you make it)
- Availability
- Time-saving – one-stop convenience
- Reliability
- Currency
- Cost
- Visual learners – hands-on
- "Google, not libraries" – staff & students more likely to use web/free resources that library resources

OCLC *Perceptions of libraries* 2006

GEN Y CONT'D

GEN Y (take-away) 1979+	TRADITIONAL (home-cooked meal)
Easy	Hard work
Fast	Nutritious
Consistent	Requires planning
24/7 (almost)	Creates mess
Freebies (entertainment)	Slow

Moyra McAllister "Gen Y" *Incite* October 2006 p. 16

GEN Y CONT'D

GEN Y cont'd

- Future of service
    - Recruit for attitude
    - Net contraction in birth rate – below workplace needs
    - Review policies for restrictiveness
    - What can't do @ home
    - Biggest influence is parents ("breakfast for parents" @ Uni Rochester)

TECHNOLOGIES

- Gen Y = natives; Gen X = immigrants
- Social networking & web 2.0
  - Relating horizontally (friends) not vertically
  - About services not systems – useful services that meet student needs
  - Eg. Second Life – using such tools to enhance & support learning experiences
  - Learning is social – don't restrict the software that encourages social interaction

TECHNOLOGIES

- Infrastructure
  - Providing individual access to technology at huge resource cost
  - Argument for BYO: "the contents of their computer represents their developing thoughts, concepts and expertise"
  - Social & mobile learning
- Online resources
  - Sophisticated and complex with direct links to related resources – opportunity to access related information
- Learning is principle
  - Limited lifespan of technology – the space will outlive the technology

LEARNING COMMONS @ VU

LEARNING COMMONS

- Is an institutional response to that change

- Welcoming, technology-rich, peopled support

- Students are voting with their feet

  - 60% increase in CF traffic (visits)

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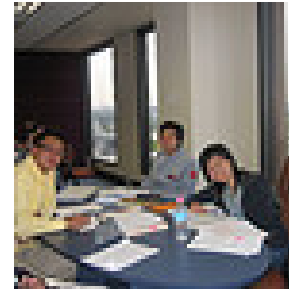
- SERVICE CONCEPTS
    - *A "seamless/barrier less environment" where students feel "an ownership so they feel comfortable and confident in the space drawing on expertise if needed".*
    - Student spaces: sit, slouch, sleep
    - IT, Library, Teaching & Learning staff co-located in single, convenient, welcoming environment

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- SERVICE CONCEPTS
    - Minimise the boundaries – between inside & out, between study & social
    - What learners get when they come in is an amenity to work in, in groups – working & learning together in the same place
    - With help in the background, that keeps learning on track, at point-of-need
    - Perception = cool

LEARNING COMMONS @ VU

- SERVICE CONCEPTS
  - Collaboration
  - Not just integrated desk but integrated service
  - Effective cross-referral, cross-training, cross-skilling
    - Embedded and direct support (visible & invisible)

LEARNING COMMONS CONT'D

- STAFFING MIX
  - Help via "staged system" from clearly identifiable "rovers" in amongst the users to professional staff in "space where private consultations can occur unseen", drop in teaching labs, central information desk
  - Rovers
    - peer to peer
    - IT, Library, Learning & Language support
    - first tier

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Photograhy: Tina.T

BORROW & RETURN
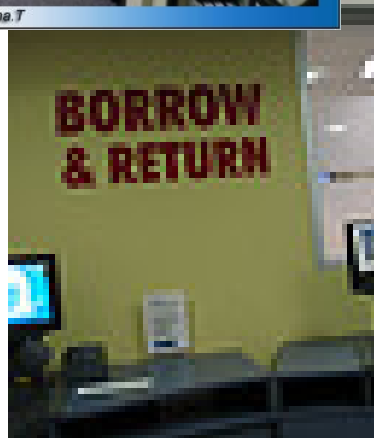
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