



MARDIGIAN
LIBRARY

Library Master Planning

Task Force Report
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The world that the Mardigian Library was born into was a different era. When the Library opened in 1980, no women served on the Supreme Court, the Internet was not yet commercialized, and the Cold War's final chapters were taking the form of a chilling arms race. Personal technology was in its infancy, mobile phones were rare and weighed a couple pounds, a desktop printer cost over \$700, and the newest storage data was a 5-inch floppy disk that held an amazing 140 KB of data. The world and technology have evolved dramatically over the last three decades.

In 2013, the Library houses many resources for the campus: multimedia class space, curriculum aligned print collections, computer labs, a variety of media services, the Berkowitz Art Gallery, Voice/Vision Holocaust Survivor Oral History Archive, a faculty lounge, the campus archive, and a coffee shop. Changes in furnishings, infrastructure, and services have been implemented in response to student needs. The Library added 24-7 hours to support final exams, installed electrical outlets to temporarily satisfy the growing need for power supply, purchased moveable white boards, upholstered seating, and added computing and printing capabilities. Even with these accommodations, the continuing feedback from students indicates a gap still exists between their needs and what the Library currently provides.

As the campus evolves, and learning styles, pedagogy, and student needs change, the Library must undergo a renaissance in space, technologies, and services, all for the purpose of helping UM-Dearborn students succeed.

With the endorsement of the Provost's Office, a cross-functional campus-wide task force was established in September 2012 to gather input and to recommend the key elements essential to ensure that the Mardigian Library remains a valued partner in the academic mission and Metropolitan Vision of the University of Michigan-Dearborn. Although the primary focus of the team was the physical space within the Mardigian Library building, discussions of collections, staffing roles, technology, and services were also important considerations of the task force.

Team Charter

Building on a review of best practices from other university campuses, a review of the literature, and input from campus constituencies, the team was asked to develop recommendations for review, approval.

Team Membership

Connors, Lisbeth -- ITS
DeFauw, Danielle -- SOE
Elhelou, Sarah -- Student Government
Klein, Barbara -- COB
Knight, James -- CECS
Kriigel, Barbara -- MLIB
Leach, Diane -- MLIB

Logan, Elaine -- Chair, Library Director
Marks, Joseph - Berkowitz Gallery
Marra, Tiffany -- MPortfolio
Metz, Ray -- Office of the Chancellor
Pepin, Kathleen -- Facilities Planning
Pouliot, Sarah -- EMSL/Alumni
Willard-Traub, Margaret -- CASL

Activities Summary

The needs assessment review for the Mardigian Library's future began in September 2012.

Activities of the team included the following:

- Touring existing spaces within the library to identify strengths and weaknesses of current building use and configuration
- Discussing team perceptions of the various roles academic libraries can play on a campus
- Reviewing team experiences and expectations of library facilities and services (current and on other campuses)
- Reviewing the literature on the challenges facing academic libraries and the changes being implemented to meet these challenges
- Meeting with governing faculty from each of the colleges to discuss key concepts of the changes in academic libraries and receive feedback
- Meeting with key faculty involved with inter-disciplinary research and innovative pedagogies
- Meeting with EMSL to discuss impact of housing on the future of the library
- Meeting with Vision 2020 Student Success team to discuss the library as a hub for academic support services
- Meeting with student government and surveying students on collaborative work and study preferences
- Gathering an archive of photographs of remodeled library spaces and active learning classrooms at other institutions
- Attending conference and vendor sessions
- Reviewing best practices at other campuses through the literature review, webinars, and site visits.

Basic Assumptions

As part of its early discussions, the team identified a list of guiding principles or basic assumptions for the future of the Mardigian Library:

- Partner with other campus constituencies to create spaces to maximize support for student academic success, building on successful pilot with the Writing Center
- Maximize existing building
- Provide comfortable, flexible, visually appealing furnishings
- Include open, closed, semi-closed, noisy and quiet, solitary, and active collaborative learning environments
- Upgrade the technology, technology, technology, electricity, electricity, electricity
- Provide better access to food
- Provide 24/7 anytime/anywhere access to resources and services to meet students' expectations.

Vision Statement

The team developed the following vision statement to describe their aspirations for the future of the Mardigian Library.

The Mardigian Library will be an essential part of the UM-Dearborn experience; a gathering place for learners, a campus hub for academic success and inter-disciplinary collaboration, and a catalyst for integrated learning and community engagement.

In the library, students will:

- ***Thrive in an environment that was designed just for them—flexible spaces, comfortable furnishings, the latest technologies and information resources, and the right services***
- ***Extend their learning beyond the classroom, making connections to develop vital 21st century skills—creativity, collaboration, communications, and critical thinking***
- ***Build connections and gain confidence as they interact with faculty, staff, community partners, and peer counselors to achieve higher levels of academic success***
- ***Examine new ideas, question old assumptions, and create new solutions.***

Key Elements of the “new” Mardigian Library

To remain an essential part of the UM-Dearborn learning experience and exhibit the Dearborn Difference, the library must find the right mix of technology, services, and space usage to create a robust learning environment that inspires collaboration, discovery, critical thinking, and creativity. The Task Force gathered input from all parts of the campus community about how the library can change to better support student success.

Academic libraries all over the world are experiencing renaissance. They are transforming from places where tomes of antiquity gather dust to being the heart of the campus, where students seek knowledge resources, collaborative space and technology, individual and group study areas, and a place to socialize. The Mardigian Library is particularly fortunate to have both the opportunity and the flexibility within the building to re-imagine its part in student success at UM-Dearborn.

Below is a listing of key elements to be considered as part of the “new” Mardigian Library. These elements were repeated often throughout our campus-wide conversations and will provide the basis on which future services, spaces, and technology decisions will be made. The ultimate goal is to ensure that the library has a positive and measurable impact on student success and will be equipped to serve UM-Dearborn students “where they are” for decades to come.

Learning Spaces

- Active learning classrooms with interactive technologies and lecture capture capabilities
- Conference/seminar rooms for classes and meetings
- Serious silent study
- Serious group study
- Group study rooms of different capacities
- Dedicated space for graduate students
- 24 hour access to secured areas

Collaboration Spaces

- Gathering spaces
- Café with both food service and vending options available all hours the library is open
- Event and exhibit spaces
- Dedicated space for graduate students
- Art Gallery/exhibit space
- Faculty lounge and collaboration spaces to support instructional technology, pedagogy, and assessment

Collections

- Continue One University (1U) partnership with Ann Arbor and Flint campuses to maximize access to online resources
- Balance collections between print, media, and online resources
- Improve ease of access to use of online resources for off campus users

Technology

- Vastly improved wireless and electrical infrastructure
- “Open lab” with access to computers, software, and network connections to support all programs/majors
- Technology-enabled collaboration spaces to facilitate information sharing, content creation, and connections
- Equipment to “lend” such as cameras, digital recorders, tablets, and laptops
- Resources and building accessible to those with disabilities

Digital Presence

- Utilize web-based and mobile technologies to provide interactive access to information resources, services, and academic success support
- Online information literacy instruction
- Works as seamlessly outside the building/campus as it does on site

Academic Success

- Learning Commons—hub for student academic success support, “genius bar” approach where student peer coaches, staff, and faculty provide individual and group assistance, supplemental instruction
- Staffing model aligned with Colleges/programs and functioning as partners with instructional faculty in helping students meet information literacy, integrative-learning, and critical thinking learning outcomes
- Support for international students/faculty
- Testing center

Staff Spaces

- Efficient, ergonomic, team oriented
- Key staff more visible/accessible
- Director’s office more visible/accessible
- Adequate storage for equipment and supplies
- Flexible to accommodate future changes

Infrastructure

- Art integrated into the design of spaces
- Color used to distinguish spaces and provide warm, inviting atmosphere
- Different lighting options to fit different uses of space and individual preferences

- Solutions to manage and minimize sound levels in the building
- Improved wireless and direct network access
- Upgraded electrical capacity
- “Green” solutions integrated whenever possible
- Flexibility of building retained for future re-configurations
- Additional entrance on University Center side of building
- Outdoor spaces better utilized to extend interior changes
- Improved HVAC to resolve inconsistencies

Recommendations

It is the recommendation of the Library Master Planning Task Force that the University of Michigan-Dearborn commit the resources necessary to pursue the vision of the future of the Mardigian Library outlined in this report. We recognize that this is a major initiative that will need to be implemented in phases as resources are available, so special care must be taken to ensure that each phase of the project builds toward this shared vision of the future, resulting in a cohesive design of spaces, services, and technologies.

Initial action steps for 2013-14 include:

- Engaging architectural design firm to determine feasibility and costs of renovating the library building based on these key concepts
- Completing major wireless upgrade
- Actively pursuing development of “digital branch”
- Reorganizing library faculty into an embedded librarian model where subject specialists align with the Colleges/programs
- Expanding support for graduate students and graduate programs and pilot graduate study area
- Introducing delivery services and exploring “outpost” options at Fairlane Center
- Extending library hours to 2 a.m. Sunday-Thursday
- Implementing single sign-on solution for access to electronic resources
- Creating four group study rooms
- Building on existing partnership with the Writing Center, explore strategic partnerships with other campus organizations providing academic support for students
- Exploring fund raising strategies