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Information Commons Issues and Trends: Voices From the Frontline

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“INFORMATION COMMONS ISSUES AND TRENDS: VOICES FROM THE FRONTLINE”

**Panel Program, April 12, 2003, 10:30 A.M.—12:00 Noon
Charlotte Convention Center**

Program Web Site: library.uncc.edu/infocommons

**Colorado State Univ., Emory Univ., Univ. of Arizona, Univ. of NC Charlotte,
Univ. of So. California, Elon University (NC), Brookdale Community College (NJ)**

Summary: Increase your understanding of Information Commons (IC) concepts, models, planning, implementation and assessment. Hear from IC leaders regarding models that their libraries are developing, evolutionary processes their ICs have undergone, challenges and successes in the past years, and what the future holds. Interact with panelists and audience members and get your questions answered.

Univ. of NC Charlotte



J. Murrey Atkins

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1. **Allison Cowgill**, Coordinator of Information & Reference Services
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Program Outline

I. Introduction – purpose/outcomes

- Increased clarity of IC concepts, definitions, problems, and possible solutions
- Better understanding of IC planning, implementation, assessment issues, rationales and effectiveness of various IC service models
- Assist Library administrators in planning for minor or major changes in IC service models
- Assist Librarians in planning for participation in changing service models
- Assist Library administrators and librarians in planning new or remodeled facilities

II. PowerPoint – ICs of Panelists

For each institution briefly mention:

- IC model developed
- Evolutionary process
- Challenges and successes
- Future

III. Issues

#1: Information Commons: Types and Common Elements

- a. Common components, services and resources
- b. Spectrum of institutions – types and scale of size
- c. What's on the desktop? – usable, useful and appropriate to Library's mission
- d. Some specific questions:
 - What are some historical IC models?
 - How does each model reflect integrated or discrete service provision?
 - Is there a “best formula” for a dynamic Information Commons?

#2: Information Commons: Rationale for the I.C. model

- a. Reasons, rational for Integrated ICs
- b. Advantages to patron – instructional technology into library, building institutional contacts, etc.
- c. Supportive of student learning
- d. Advantages accruing to Library
- e. Some specific questions:
 - Are ICs impacting bibliographic instruction?
 - Are ICs the solution to the “deserted library” problem?

Program Outline

(Continued)



#3: Planning, Implementation, Fine-tuning

- a. Spaces
- b. Staff (professional, paraprofessional, student)
- c. Management
- d. Resources
- e. Do's and Don't's – challenges and rewards
- f. Some specific questions:
 - Does effective IC service delivery require a “hybrid” support staff or does the pace of technological changes instead require increased staff specialization?

#4: Challenges – Tragedies and Resolutions

- a. Resources depletion
- b. Obsolescence & replacement of technologies – institutions commitment to state-of-the-art resources
- c. Resistance
- d. Chauvinism
- e. Dealing with success – future implications (Steve Gilbert – TLTR)
- f. Specific questions:
 - What is the future of the IC?
 - How might IC models evolve in the coming decade?

IV. **Questions** – directly from audience (mike) or submitted to Barbara Tierney

Selected Bibliography



Information Commons Selected Bibliography

by

**Donald Beagle, Library Director
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David Murray's (Brookdale Community College, New Jersey) excellent website, with an extended list of articles:

http://www.brookdale.cc.nj.us/library/infocommons/ic_home.html

Michael Miller. "Anticipating the Future: The University of Michigan's Media Union." *Library HiTech* 16:1 (1998) p. 91.

Carol Ann Hughes. "Facework: A New Role for the Next Generation of Library-Based Information Technology Centers." *Library Hi Tech* 16:3-4 (1998) p. 27.

Donald Beagle. "Conceptualizing an Information Commons," *Journal of Academic Librarianship*. 25:2 (March 1999) p. 82.

Martin Halbert. "Lessons from the Information Commons Frontier," *Journal of Academic Librarianship*. 25:2 (March 1999) p. 90.

Allison Cowgill, Joan Beam, and Lindsey Wess. "Implementing an Information Commons in a University Library" *Journal of Academic Librarianship*. 27:6 (Nov. 2001) p. 432.

Russell Bailey & Barbara Tierney. "Information Commons Redux: Concept, Evolution, and Transcending the Tragedy of the Commons." *Journal of Academic Librarianship* 28:5 (Sept. 2002) p.277.

Donald Beagle. "Extending the Information Commons: From Instructional Testbed to Internet2" *Journal of Academic Librarianship*. 28:5 (Sept 2002) p. 287.

Jennifer Church, Jason Vaughan, Wendy Starkweather and Katherine Rankin. "The Information Commons at Lied Library(UNLV)" *Library Hi Tech*. 20:1 (2002) p.58.

Charlotte Crockett, Sarah McDaniel, and Melanie Remy. "Integrating Services in the Information Commons - Toward a Holistic Library and Computing Environment," *Library Administration and Management*, 16:4 (Fall 2002) p. 181.

