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Finding Common Ground at Plymouth State University [NERCOMP, June 5, 2007]

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Finding Common Ground at Plymouth State University

Elaine Allard
&
JoAnn Guilmett

PLYMOUTH STATE UNIVERSITY
New Hampshire

Plymouth State University

Plymouth State University

- Comprehensive, regional public university in the White Mountains of New Hampshire
- 4000 Undergraduates; 2000 Graduate
- Member institution of the University System of New Hampshire

Plymouth State University

The Lamson Learning Commons

- Process
- Service model
- Governance structure
- Lessons learned

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Prior to Summer 2004

- Traditional Library Services
- Traditional Help Desk/Call Center
- Classroom Technology/AV
- Academic Support Services
- Writing & Reading Center

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Setting the Stage – later in 2004

- Informal meetings -- Library & ITS
  - Campus Library 2.0
- Library director discusses with Provost
- Cabinet asks for feasibility study

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Feasibility Study – Winter 2005

- Literature search
- Site visit
- Meetings with Library & ITS
- Present findings to Cabinet

Plymouth State University

Project Charter – Spring 2005

- Joint meetings with Library & ITS
  - Led by President & Provost
- Project charter approved – March
- Planning team formed
  - 3 IT, 4 Library, 2 Faculty, Student

Project Continues – Summer 2005

Plymouth State University

- Meetings, Meetings, Meetings
- Site Visits
- Planning Team Retreat
- Collaboration with Architect
- Collaboration with Dining Services
- Collaboration with Academic Support Services and Writing Center

Process continues – Fall / Winter 2005/2006

- Learning Commons Manager moves to the Library half-time
- Meetings with Consultant to address change issues
- Construction plans finalized & out to bid

Plymouth State University

Transition begins – Spring 2006

- Learning Commons Manager develops service model
- Cross-training begins for professional staff (library and IT)
- Select Help Desk student workers transition to the Commons

Plymouth State University

Construction – Summer 2006

- Circulation area moved to temporary location
- Help Desk relocated to Library
- IT staff relocated to Library
- On-going training

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Grand Opening - Fall 2006

- Student staff arrive early for training & team building
- Soft opening with start of fall semester
- Ribbon cutting – Sept. 29, 2006
- Café opens

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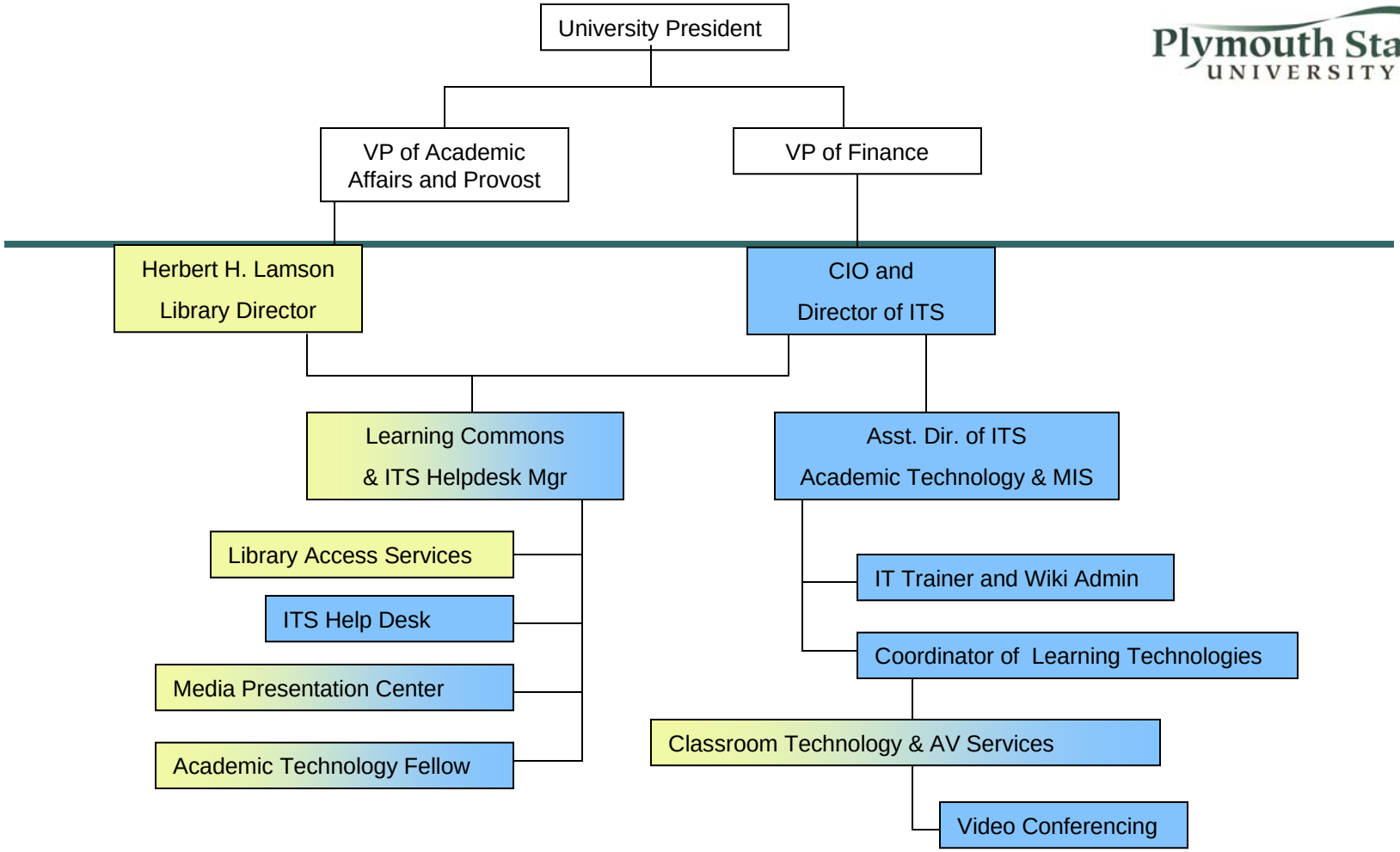
The Lamson Learning Commons

- Integrated library & IT ‘front line’ services in a central information desk
  - General Campus and Library information
  - Computer support (walk-up, online and telephone)
  - Call center
  - Book checkout and reserves
  - Multimedia equipment checkout
  - Laptop checkout
  - Access & support for multimedia presentation development
- Academic support services & WRC
- Commons Café



The Lamson Learning Commons

Plymouth State University – Plymouth, NH

Plymouth State University

Where Are We Now?

- Gates Counts
- Computer Logins
- Traffic Patterns
- Building Usage
- MPC Usage

Plymouth State University

Lessons Learned

- Executive sponsorship is key
- Decision-making structure is essential
  - Needs to be inclusive yet adhering to project schedule
  - Needs clear articulation
  - Consensus not appropriate for all decisions
- Project charter should be guidepost
- Students as consumers
- Don’t be afraid to challenge assumptions and stereotypes

CIRCULATION

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Temporary Quarters

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Information Desk

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Information Desk - Completed

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Walk-up support

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The Commons Cafe

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Call Center

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Multimedia Presentation Ctr

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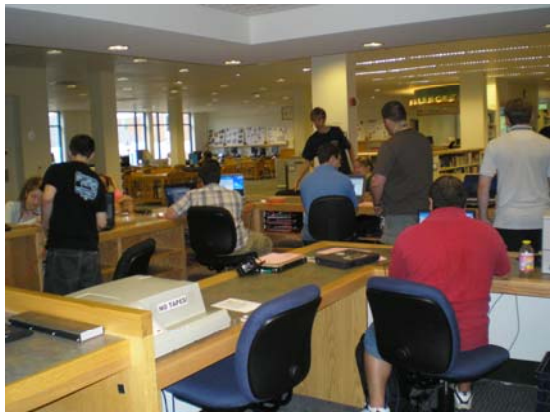
Opening Weekend