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The Incremental Development of an Information Commons [SENYLRC Information Commons 2.0, May 7 2009]

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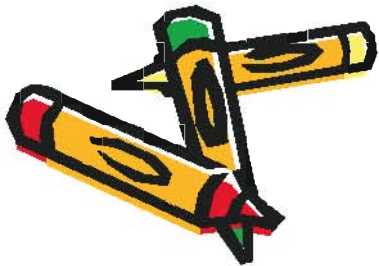
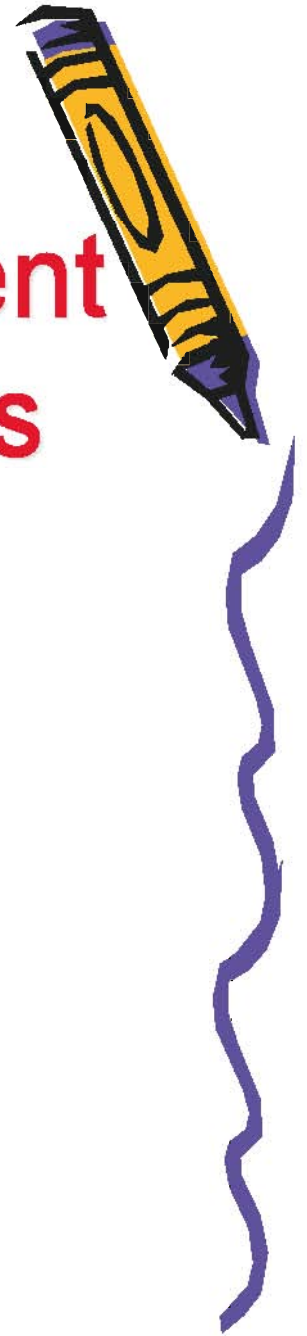
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The Incremental Development of an Information Commons

or

Making Do with What You Have

By Randall Ericson
Hamilton College



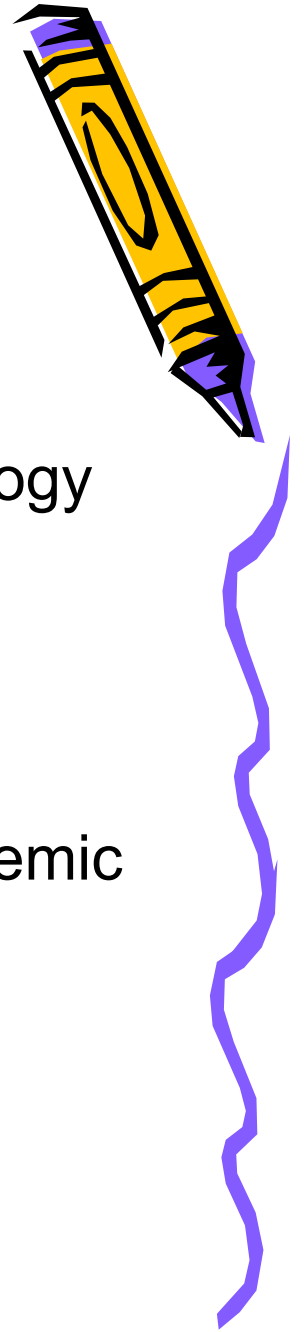
Collaboration with Information Technology Services

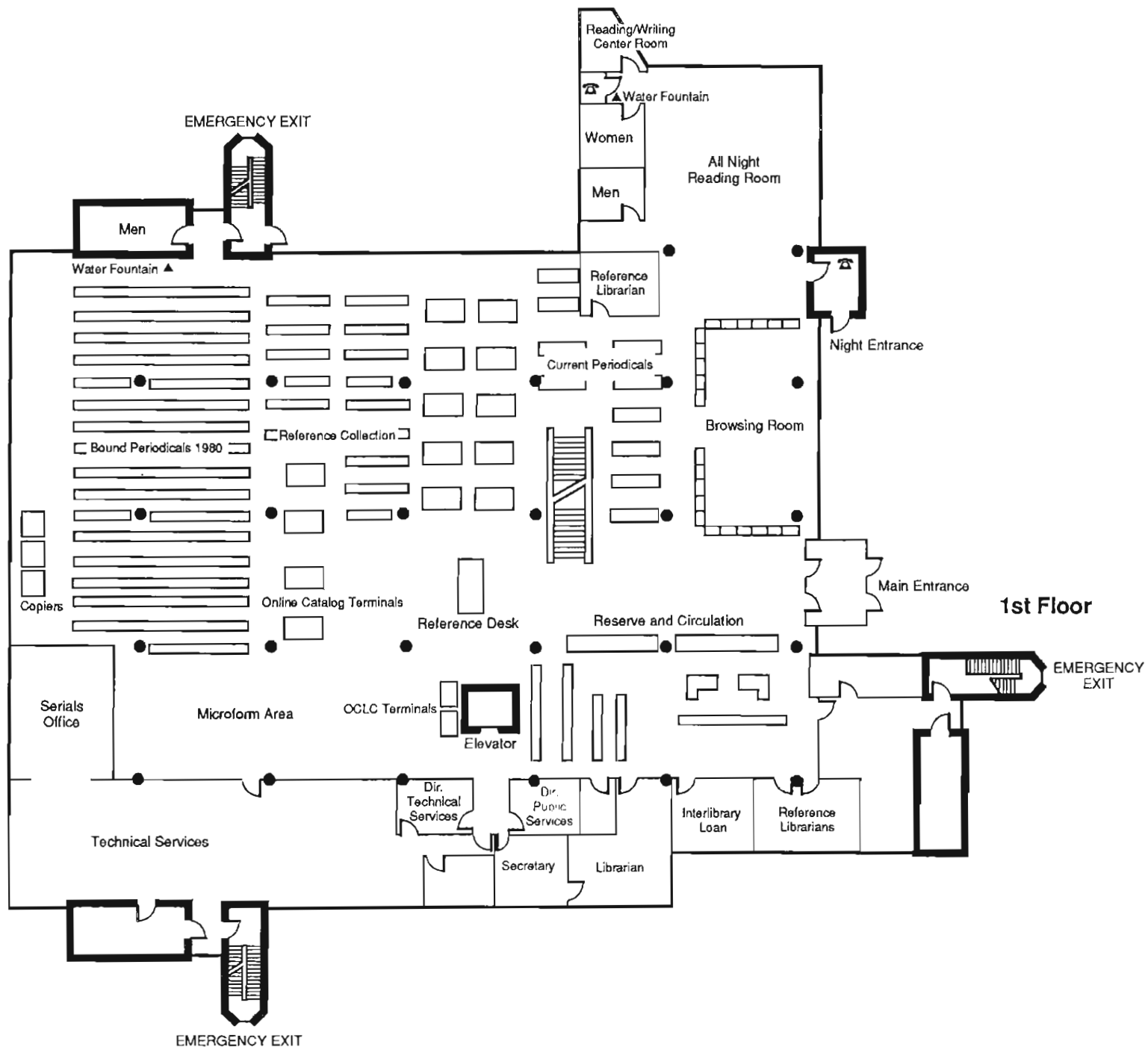
- Co-located in Burke Library
- Regular casual contact between Library and ITS staffs
- Committed to working together to provide the best integrated service we can to our students and faculty



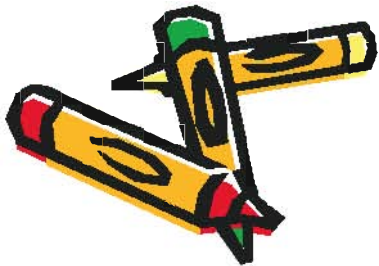
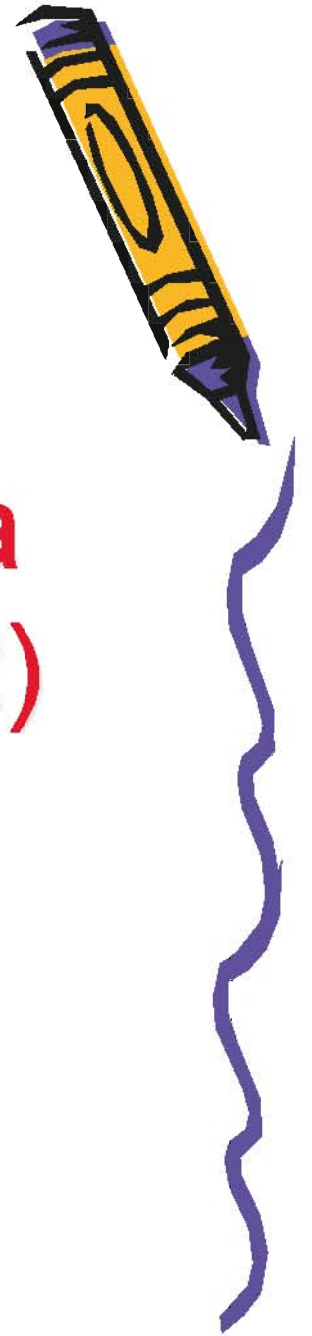
HILLgroup

- **H**amilton **I**nformation & **L**earning **L**iaisons
- Collaboration of the Library, Instructional Technology Services and the Oral Communication Center.
- Goal is to support faculty in the identification, selection, and use of technologies and content applicable to their teaching or research needs
- Form a project team to provide coordinated academic support
- <http://www.hamilton.edu/academics/hillgroup/>





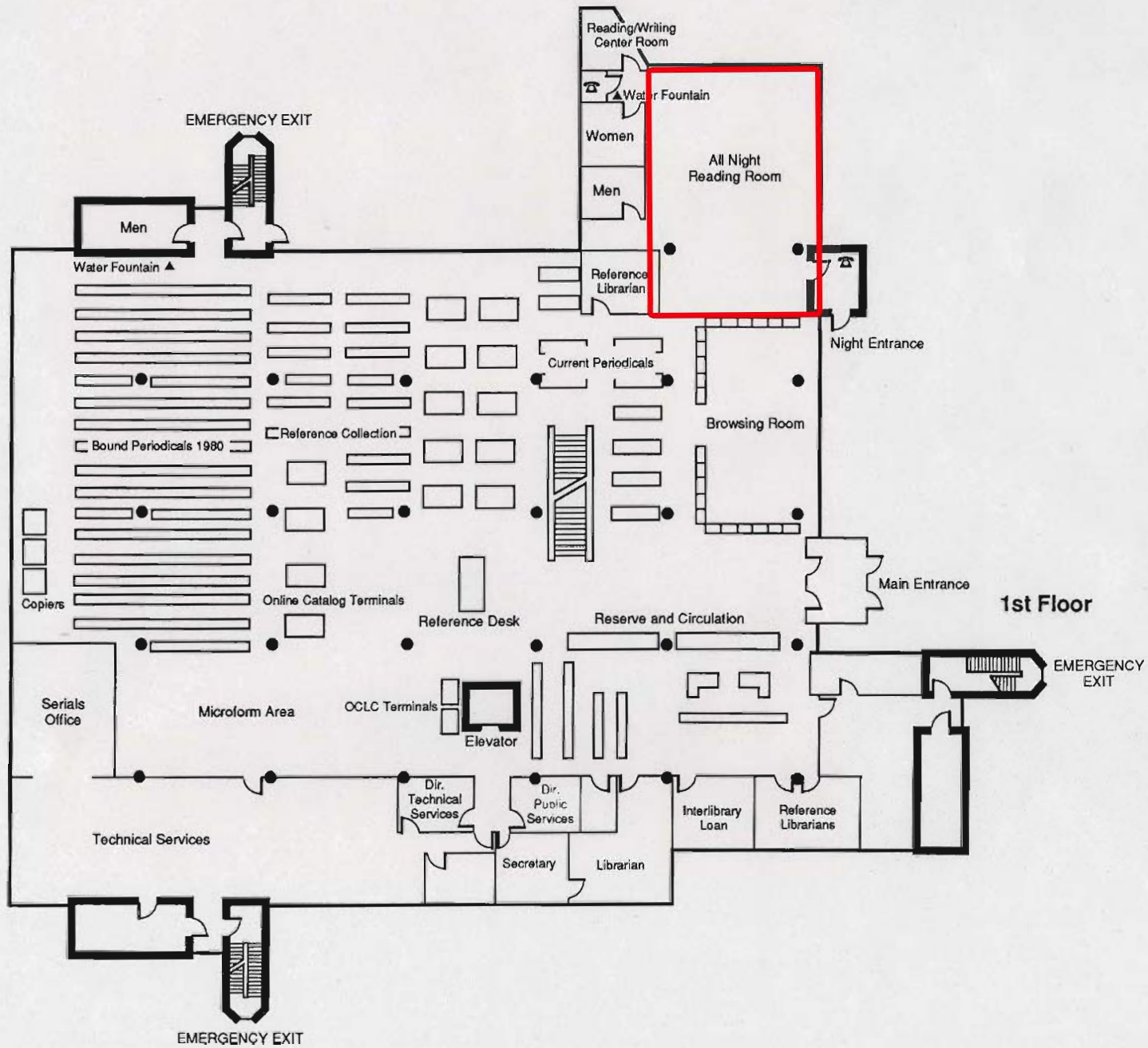
Creation of the Multimedia Presentation Center (2002)



Process for establishing MPC

- Growing demand for large format poster presentations
- Growing demand for video and audio editing
- Library contributed space and one professional position
- ITS added student and intern staffing and supervision
- ITS had the daily responsibility
- Coordinated planning and goal-setting





Purpose of the MPC

The MPC is equipped to support a wide variety of multimedia-enhanced presentation formats including:

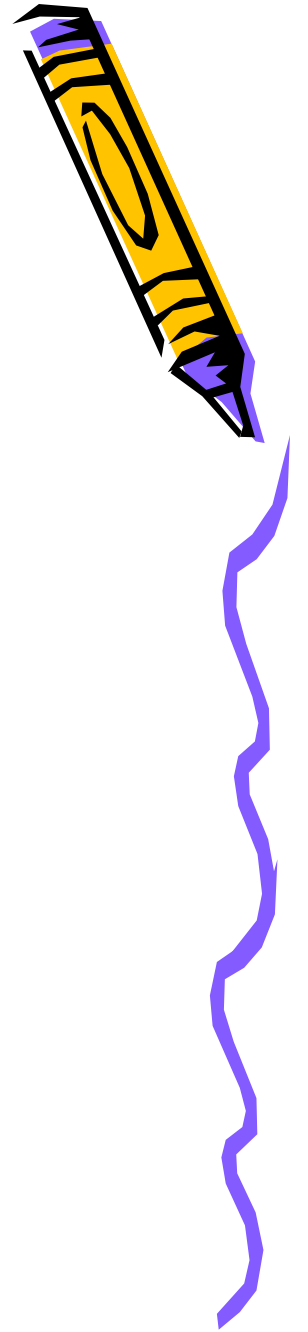
- Large format, photo-quality printing
- Medium format color laser printing
- Web content with audio, video and animation
- PowerPoint with audio and video
- CD and DVD



Purpose of the MPC, cont.

Using material from a variety of sources including:

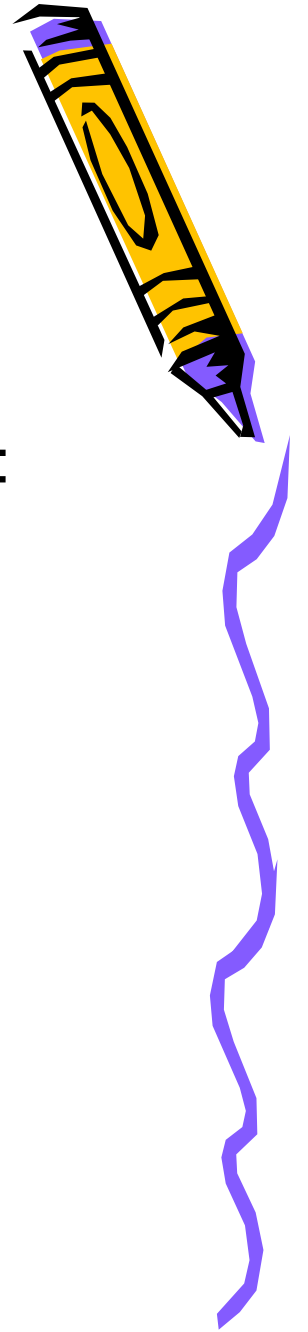
- Text and graphics
- Audio
- Video
- Multimedia Libraries



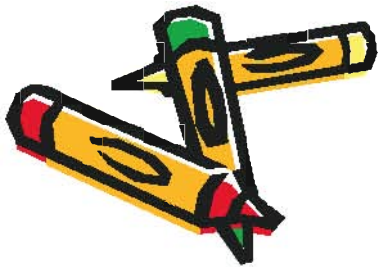
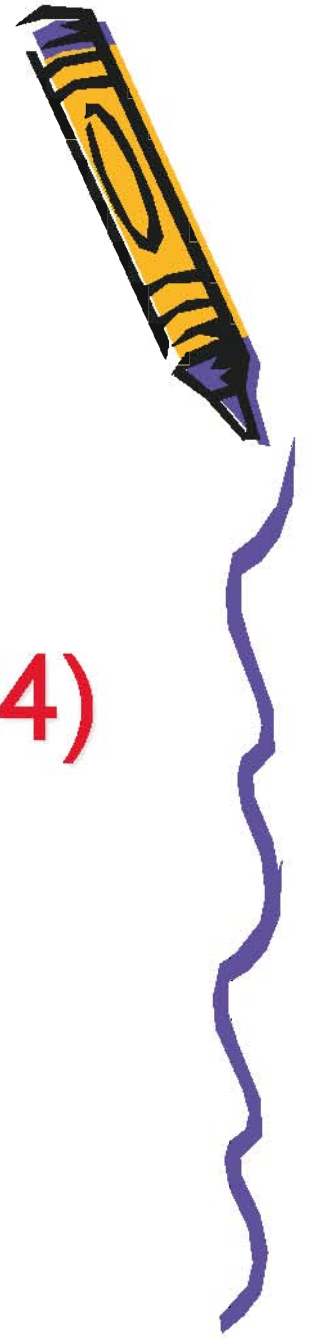
Purpose of the MPC, cont.

To produce multimedia presentations suitable for:

- Seminars
- Conferences
- Demonstrations
- Web Delivery

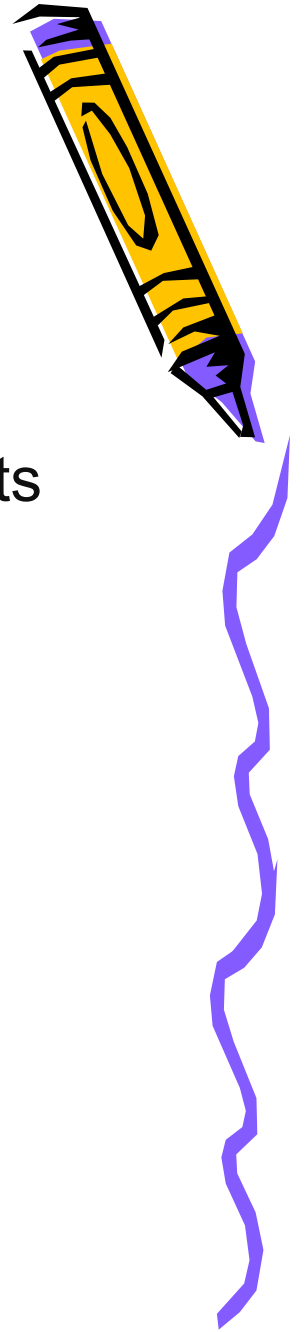
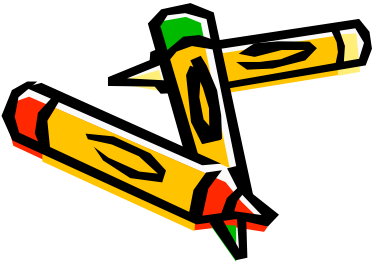


The Creation of the Information Commons (2004)



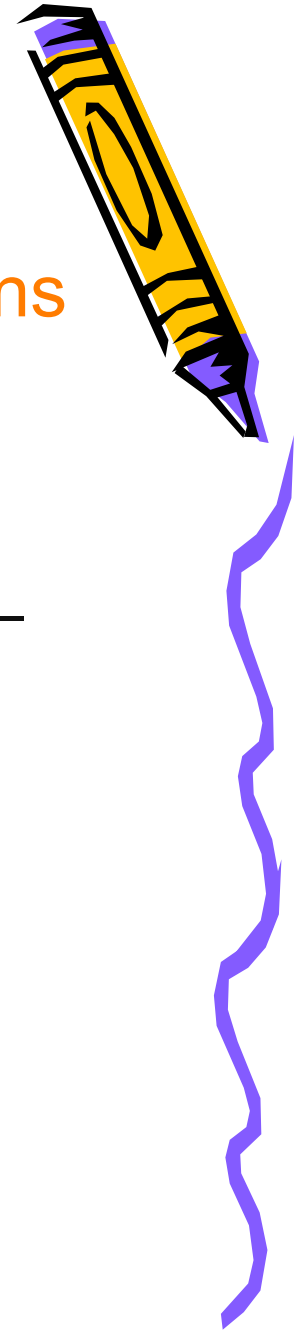
Reasons for an Information Commons

- Provide the same coordinated service to students as we did to faculty via the HILLgroup
- Eliminate referrals



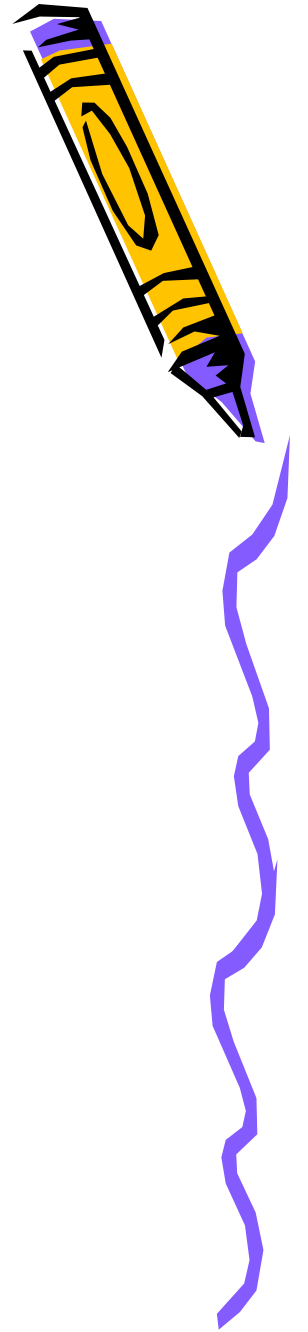
Assumptions for the Information Commons

- Shared desk
- Professional staff
- Provide collaborative response when needed –
ON THE SPOT
- Learn from each other



Process followed in Establishing the Information Commons

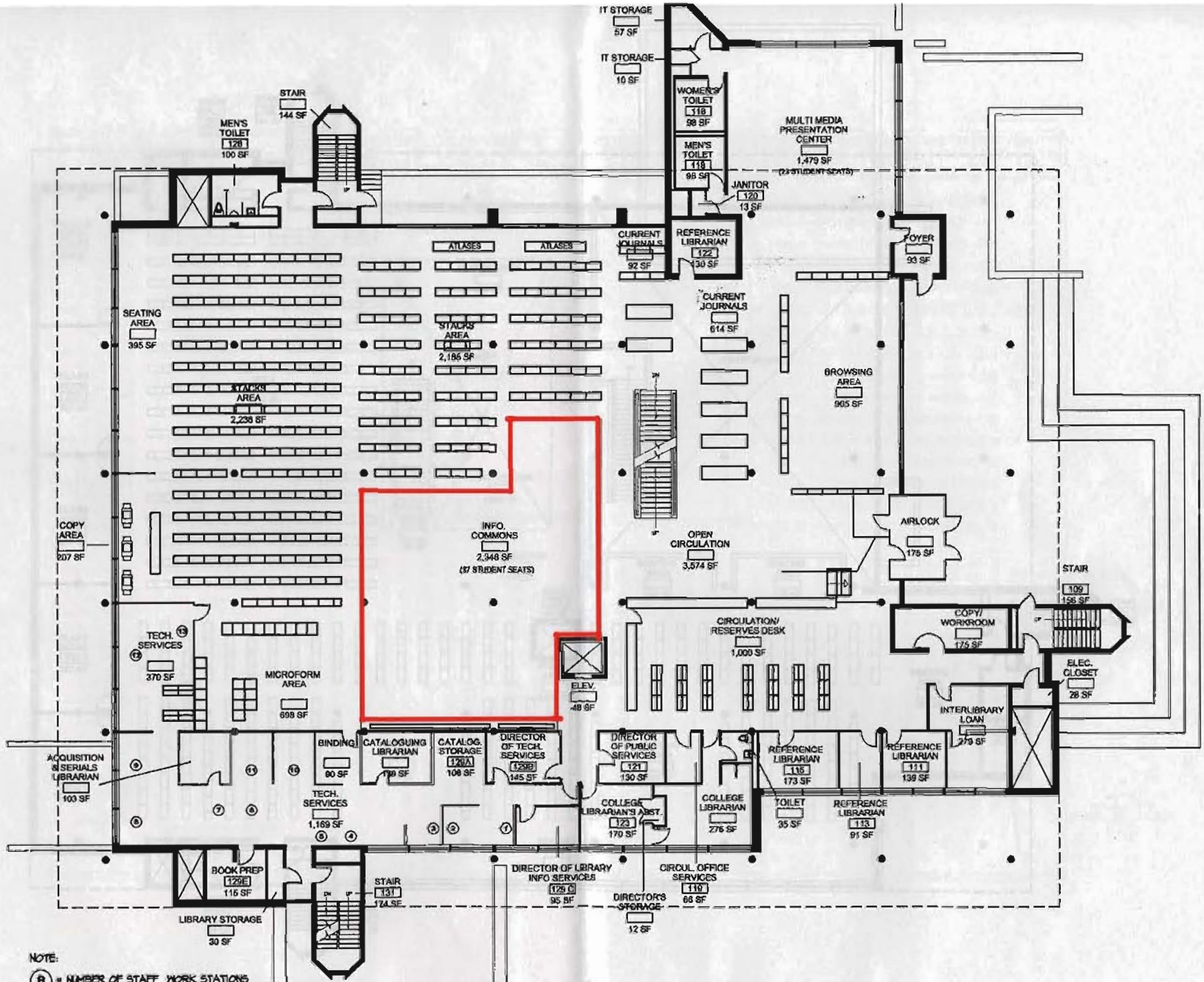
- VP for Information Technology and College Librarian established the goals
- Staff worked out the process and details
- Several retreats with an outside consultant
- Hard work to reach agreement



Difficult areas to work out

- Different models of staffing service desk
 - present at desk vs. by appointment
 - professional staff vs. highly trained students
- Different models of service
 - Go extra mile vs. train person to do it himself
 - wait for faculty invitation vs. seeking out faculty and proposing how we could work together
- Speed
- Single focus vs. multi-tasking





NOTE:
 (B) = NUMBER OF STAFF WORK STATIONS

Information Commons

Information Commons
Hours of Operation
Monday - Friday
10:00 AM - 5:00 PM
Saturday
10:00 AM - 4:00 PM
Sunday
12:00 PM - 4:00 PM

Welcome to the
Information Commons











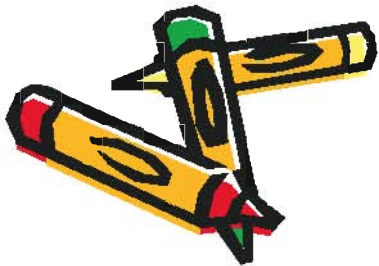
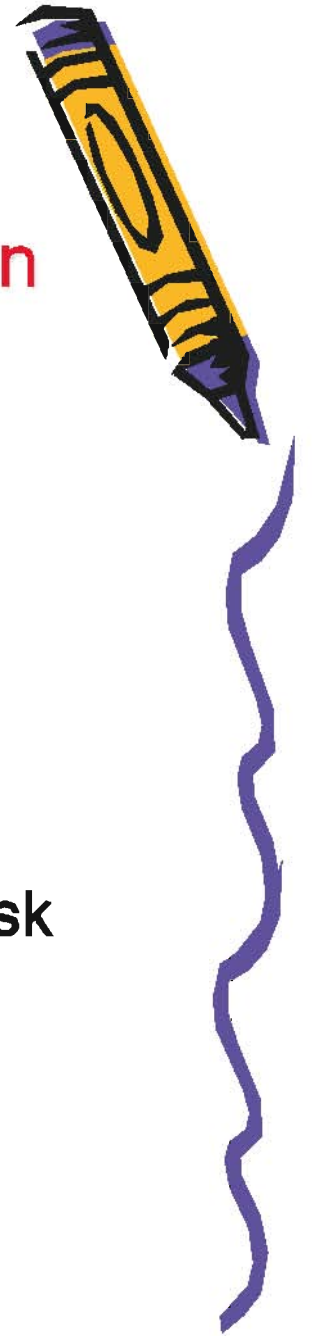




The Merger of the Multimedia Presentation Center with the Information Commons (2006)

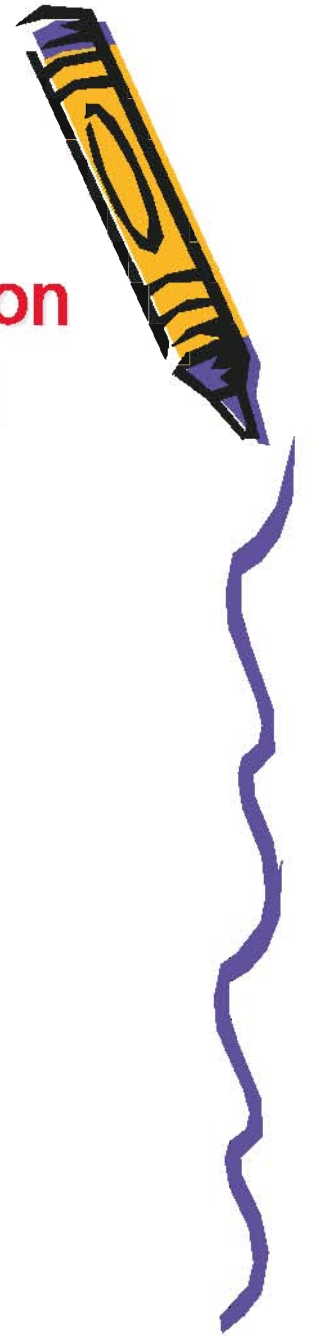
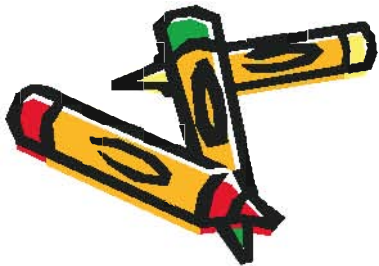
Rationale:

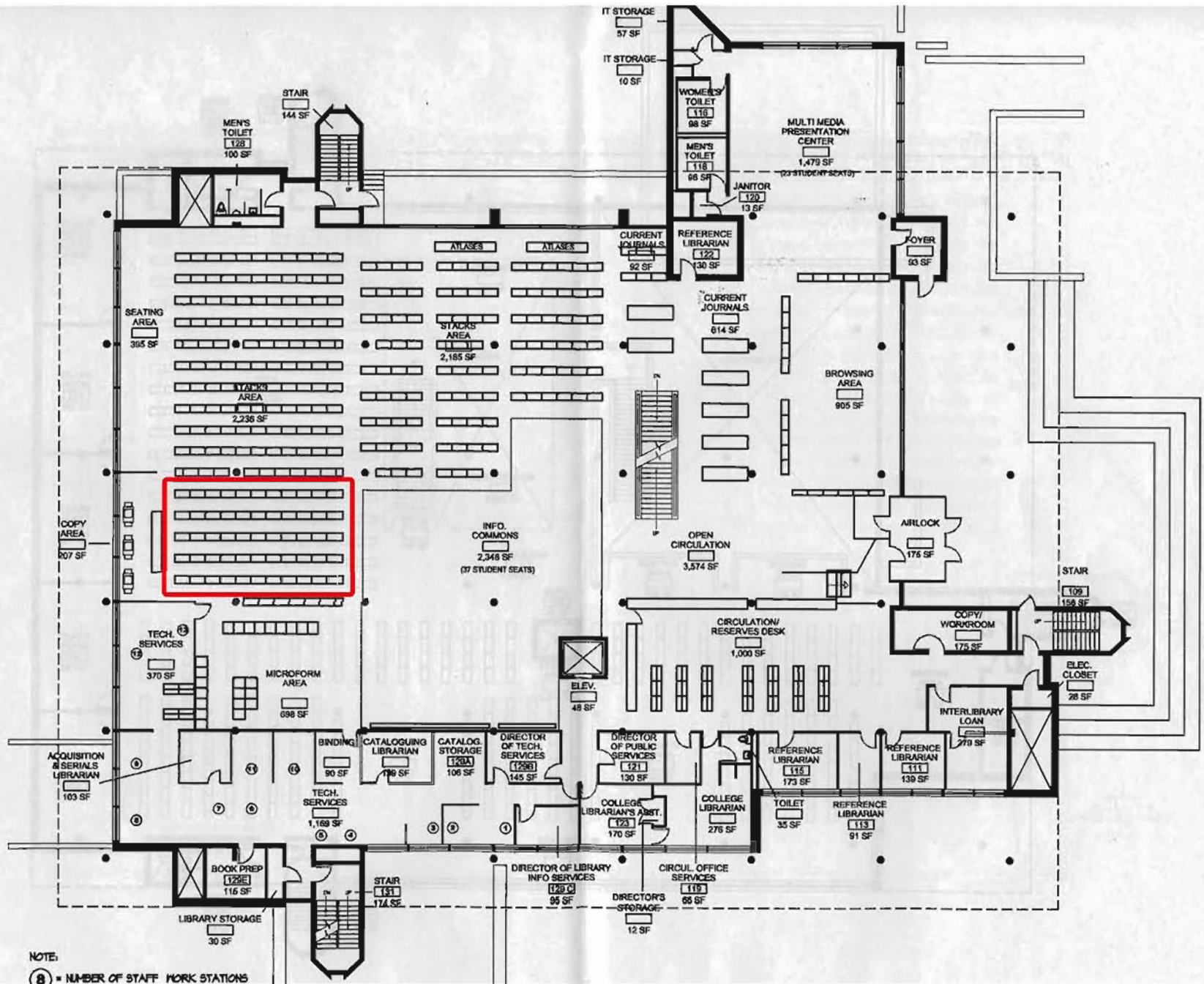
- Wanted one service point rather than separate ones of IC and MPC
- Neither Library nor ITS could staff two desks
- Enhance collaboration by staff at the service desk



The Merger of the Multimedia Presentation Center with the Information Commons (2006)

Step 1: Moving bound journals from
1990-1999 to basement compact
shelving





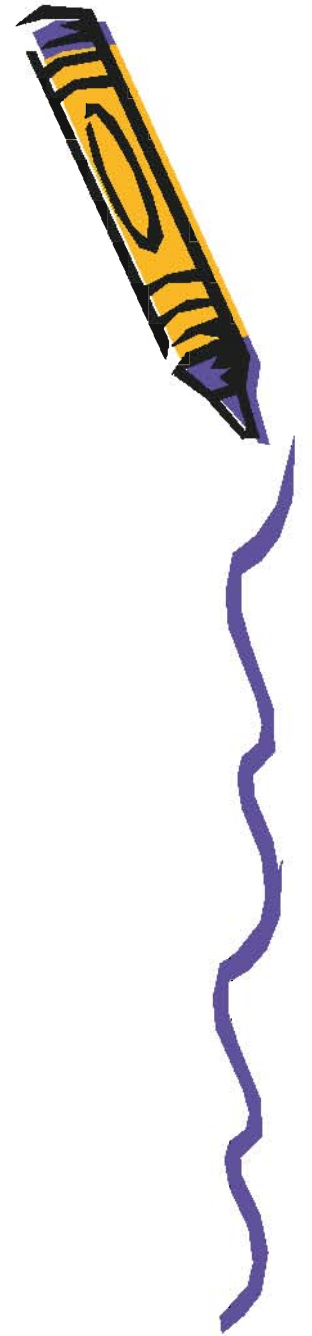
NOTE:
 (8) = NUMBER OF STAFF WORK STATIONS





The Merger of the Multimedia Presentation Center with the Information Commons

Step 2: Moving computers



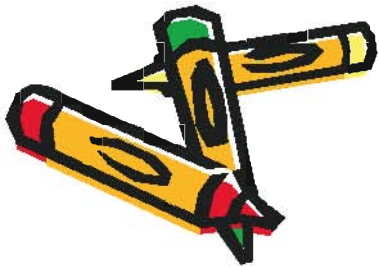
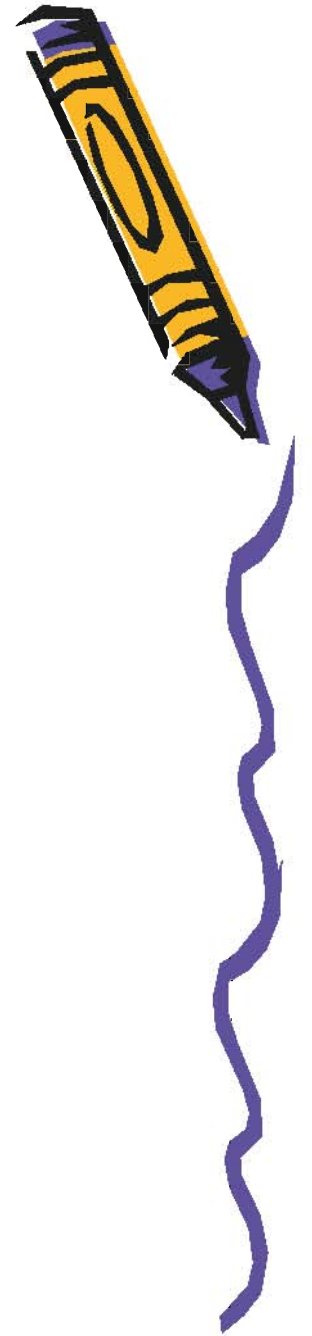


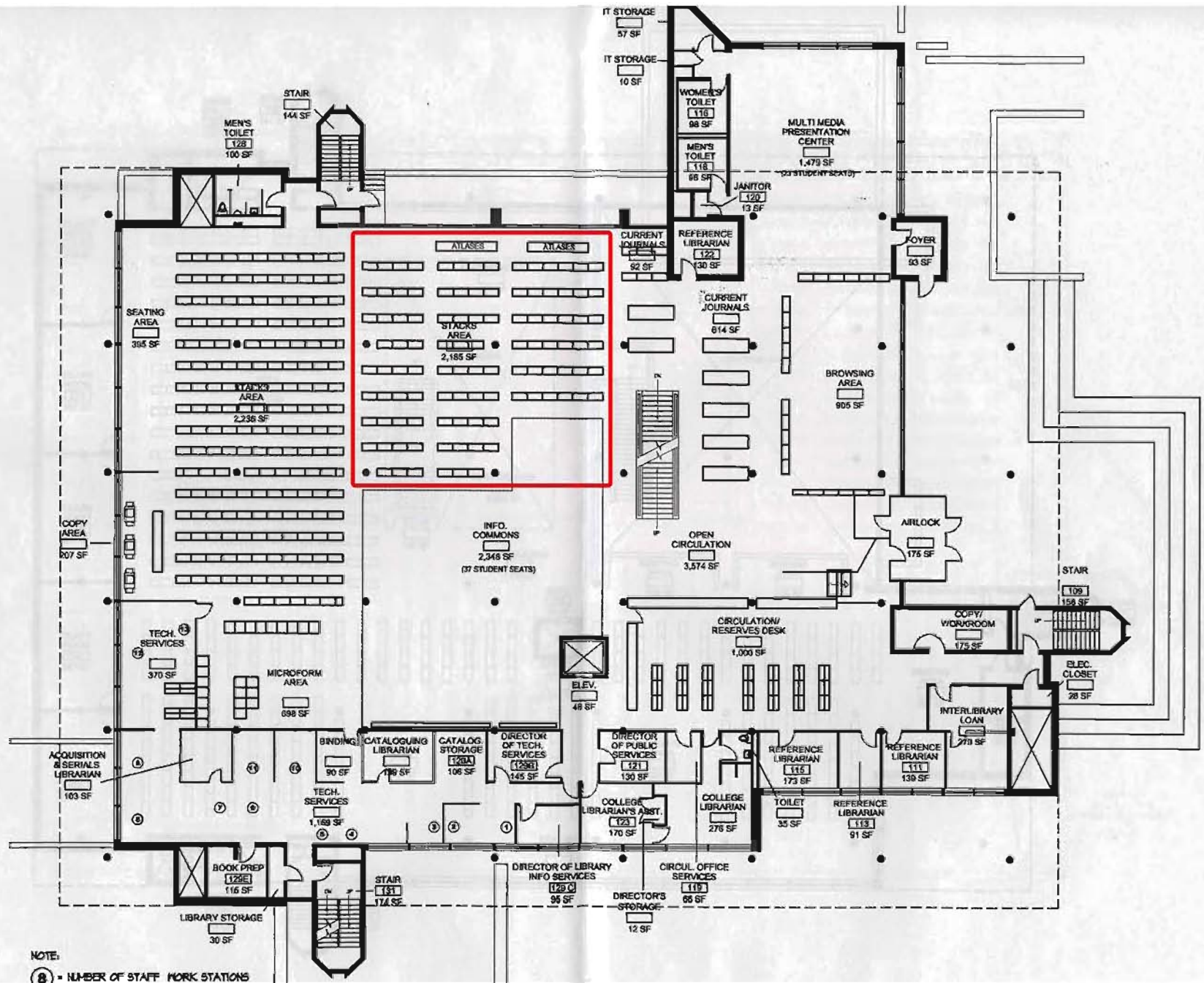




The Merger of the Multimedia Presentation Center with the Information Commons

Step 3: Moving the reference
collection





NOTE:
 (8) = NUMBER OF STAFF WORK STATIONS





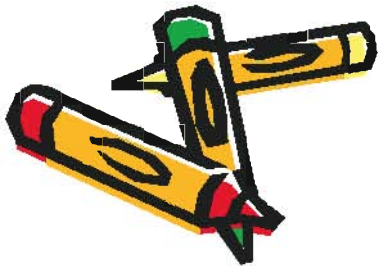
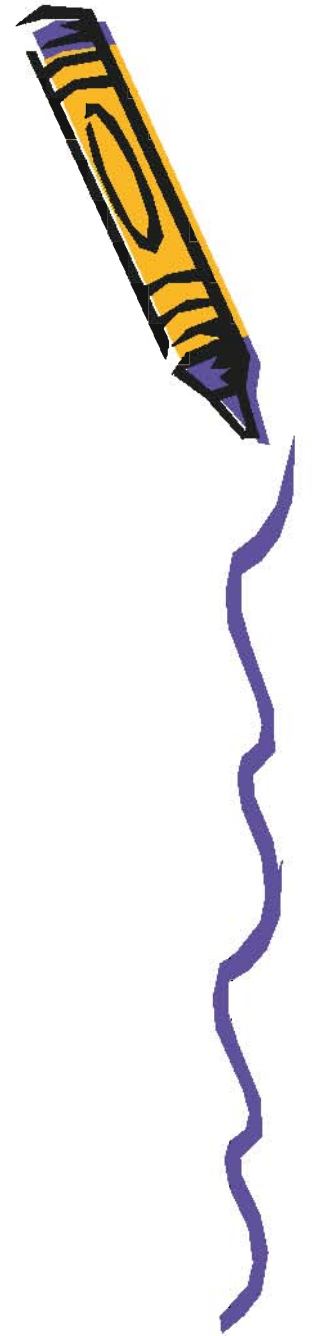


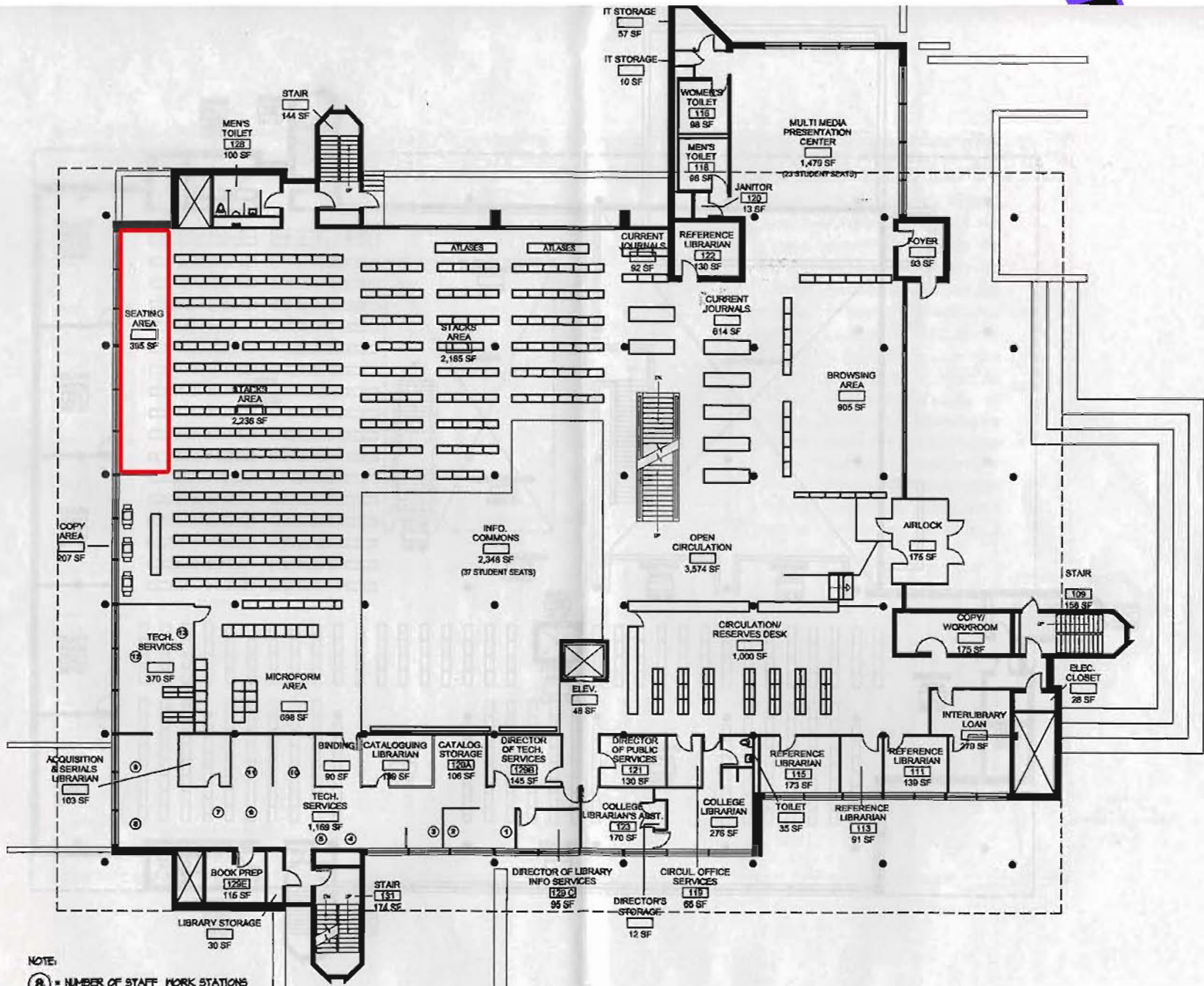




The Merger of the Multimedia Presentation Center with the Information Commons

Step 4: Add group studies





NOTE:
 = NUMBER OF STAFF WORK STATIONS



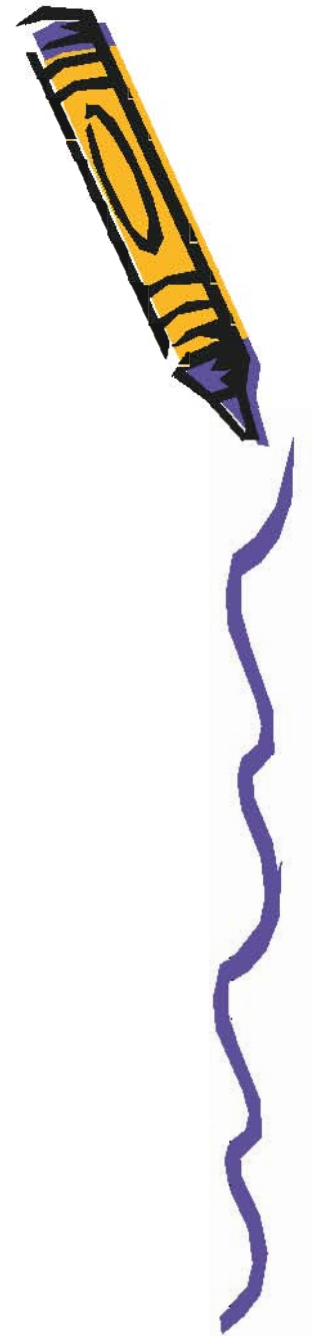
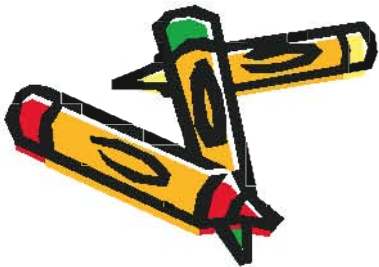






The Merger of the Multimedia Presentation Center with the Information Commons

Step 4: Moving the MPC





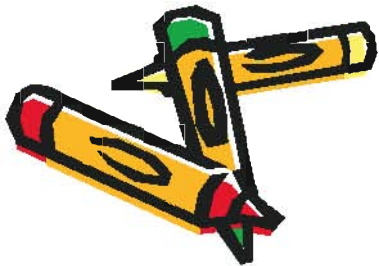
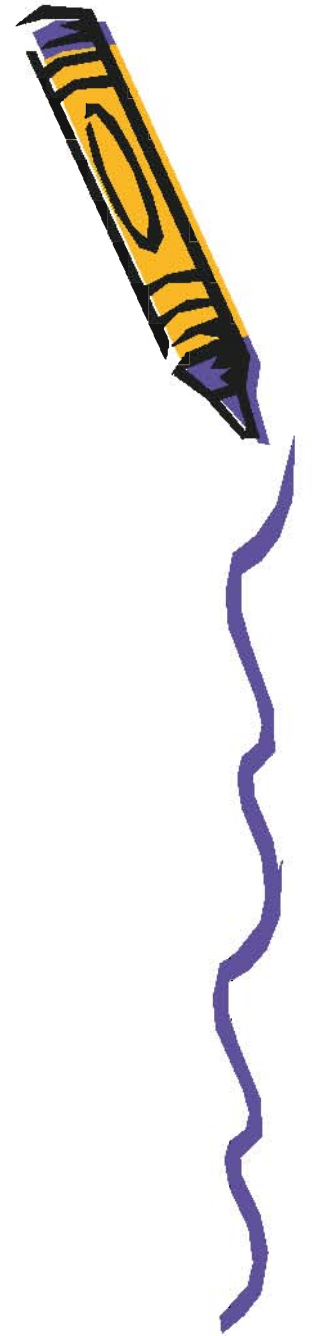


Information Commons



The Merger of the Multimedia Presentation Center with the Information Commons

Step 4: The Finished Product









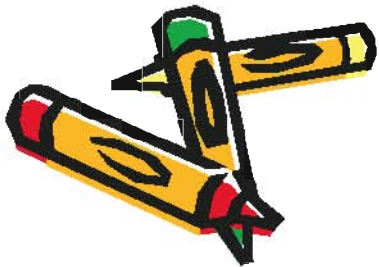
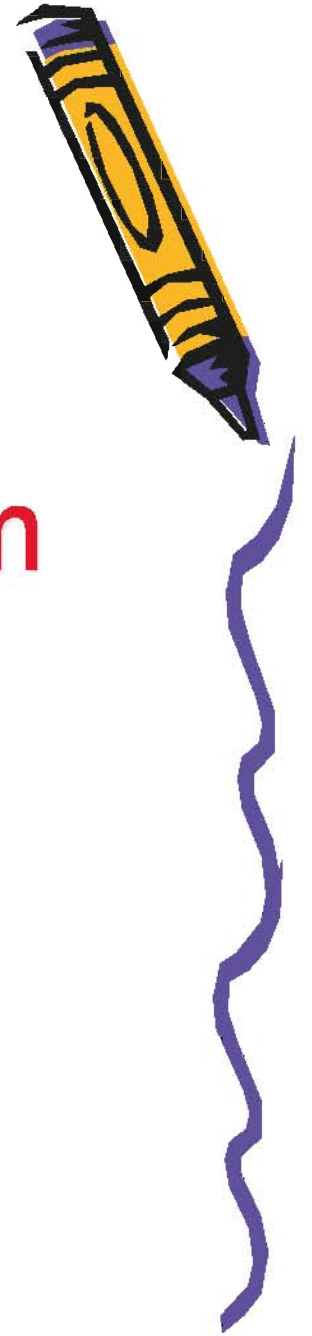








Add Instruction Classroom (2008)













Lessons Learned

- The process is never finished
- Integrating new staff
- Collaboration is hard work
- There must be commitment at all levels
- Revisit and re-evaluate

