



**National Seminar on Electronic Resources in Malaysia  
20th-21st December 2010  
Penang Bayview Beach Resort**

***Space matters in an online world: some  
developments at Deakin University Library***

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Organised by:  
Universiti Malaysia Perlis and Malaysian Online Resources Consortium  
with strong support from Persatuan Pustakawan Malaysia Wilayah Utara









## Does space matter?

- Overview of Deakin University and Library strategy
- Students' learning space preferences
- How spaces and facilities support e-resource access at Deakin University Library
- Some challenges for ongoing space development



## Hands up, please if...

- You've visited Australia...?



## Hands up, please if...

- You've visited Australia...?
  - You've visited Victoria, Australia...?



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- You've visited Australia...?
  - You've visited Victoria, Australia...?
    - You've visited Deakin University, Victoria, Australia...?





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- You've visited Australia...?
  - You've visited Victoria, Australia...?
    - You've visited Deakin University, Victoria, Australia...?
- Today: Library Tour



## Deakin University

- Deakin University, one of 39 universities in Australia
- Named after Alfred Deakin, who was Prime Minister of Australia three times between 1903 and 1910.
- Four campuses in Victoria plus an online 'campus'
- Began in 1977 - 2,500 students all distance education
- In 2010 - 34,000 enrolled students and 2,600 staff

## Melbourne Campus at Burwood Library





**Geelong Campus at  
Waurn Ponds**



**Geelong Waterfront  
Campus Library**



**Warrnambool  
Campus**



## Deakin University students

- **> 9,000 study off campus**
- **> 6,000 are international students from >100 different countries**
- **35% study part time**
- 72% are undergraduates
- 59% are female
- 65% are aged between 20 and 30
- 22% study at regional campuses in Geelong and Warrnambool.



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Easy2Access  
e-resources  
~~ very important ~~



# Deakin University Institutes and Research Centres

## Science, Health, Education, Arts

- Institute for **Technology Research Innovation** (ITRI)
- **Alfred Deakin** Research Institute (ADRI)
- Centre for **Memory, Imagination and Invention** (CMII)
- Centre for **Mental Health and Wellbeing** Research
- Centre for **Physical Activity and Nutrition** Research (C-PAN)
- Centre for Research in **Educational Futures & Innovation** (CREFI)
- Centre for **Sustainable & Responsible Organisations** (CSaRO)
- **Clinical Care, Quality and Risk Management** (CCQRM) Group
- Centre for **Integrative Ecology**
- **Molecular and Medical Research** Group (MMRG)
- **Population Health**
- Centre for **Biotechnology, Chemistry and Systems Biology**



## Deakin University Library : 3 key pillars

E-resource Access  
and Discovery



Library Spaces  
supporting a  
vibrant learning  
environment



Personalised  
Student-Academic-  
Researcher-  
Centred Support







## Pillar 1: E-resource Access and Discovery

### Collection strategies:

- Focused growth in resources to support Deakin's research priorities
- Dramatic growth in e-book collection:
  - First time in 2010, \$Funds spent on e-books = \$Funds spent on print books

### Access and Discovery strategies:

- Library catalogue includes e-book holdings
  - e-book information included in print book record wherever possible
- Considering options for a web-scale "discovery" service with unified index

### Promotion strategies:

- input to purchasing decisions
- awareness of the wealth of e-resources available
- usage and thereby value to learning, teaching and research



## Pillar 1: E-resource Access and Discovery

Collection strategies:

- Focus on acquiring resources to support Deakin's research priorities
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Access and Discovery strategies:

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- usage and thereby value to learning, teaching and research

**Many resources  
invested in Pillar 1...  
benefits realisation  
is vital**



## Pillar 2: Library Spaces supporting a vibrant learning environment

Physical space demands:

- Student and researcher population is growing
- Increased use of laptops/handhelds requires power and space!!!
- Students' group assessments and learning require
  - Collaborative spaces
  - Presentation practice spaces
  - Discussion and review spaces

**More space for people**



## **Pillar 2: Library spaces supporting a vibrant learning environment**

Our message to Deakin students :

**your library. your space**

Brown (2005): students need spaces able to support diverse learning preferences

Adapted from Table 2 in Malcolm Brown, "Learning Spaces," chapter 12 of *Educating the Net Generation*, ed. Diana G. Oblinger and James L. Oblinger (Boulder, Colo.: EDUCAUSE, 2005), e-book, available at <http://www.educause.edu/LearningSpaces/6072>.

NET GEN TRAIT	LEARNING THEORY PRINCIPLES	LEARNING SPACE APPLICATION	IT APPLICATION
GROUP ACTIVITY ORIENTED	Collaborative, Supportive	<b>SMALL GROUP WORK SPACES</b>	Screen sharing, virtual whiteboards
GOAL ORIENTED, ACHIEVEMENT	Metacognition, formative assess.	<b>ACCESS TO ASSISTANCE</b>	E-learning, online quizzes
MULTITASKERS	Active	<b>TABLE SPACE</b>	Wireless
EXPERIMENTAL, TRIAL & ERROR	Multiple learning paths	<b>INTEGRATED FACILITIES (lab)</b>	Applications for analysis & research
HEAVY RELIANCE ON NETWORKS	Multiple learning resources	<b>IT INTEGRATED INTO SPACES</b>	Learning space functions supported

Continued, over

NET GEN TRAIT	LEARNING THEORY PRINCIPLES	LEARNING SPACE APPLICATION	IT APPLICATION
PRAGMATIC & INDUCTIVE	Encouraging discovery	<b>ACCESS TO PRIMARY RESOURCES &amp; IT / INTEGRATED FACILITIES (lab)</b>	Applications for analysis & research  Presentation applications
ETHNICALLY DIVERSE	Engagement of preconceptions	<b>ACCESSIBLE FACILITIES</b>	Accessible online resources
VISUAL	Group aspects of learners, importance of culture	<b>SHARED SCREENS (LCD), PRINTING</b>	Image databases, presentation applications
INTERACTIVE	Compelling & challenging material	<b>WORKGROUP FACILITATION, ACCESS TO EXPERTS</b>	Variety of resources, "no one size fits all"

Adapted from Table 2 in Malcolm Brown, "Learning Spaces," chapter 12 of *Educating the Net Generation*, ed. Diana G. Oblinger and James L. Oblinger (Boulder, Colo.: EDUCAUSE, 2005), e-book, available at <http://www.educause.edu/LearningSpaces/6072>.



## **Pillar 2: your library, *your space***

Vibrant, next-generation spaces in libraries at Burwood, Geelong and Warrnambool

- Provide an array of technology-rich learning and social spaces away from the classroom
- Provide quiet, reflective, thinking spaces
- Enrich student experience, encouraging them to stay on campus



## Pillar 2: Deakin space allocation

**40%**

**40 %**

**20%**

**People : Collection : Admin**





## **Pillar 2: Deakin space allocation**

- **Small group work spaces**
- **Access to assistance**
- **Table space**
- **Access to primary resources and IT/integrated facilities (lab)**
- **Accessible facilities**
- **Shared screens (LCD), Printing**
- **Workgroup facilitation, access to experts**



## Pillar 2: Deakin space allocation

- **Small group work spaces**







## Pillar 2: Deakin space allocation

- Small group work spaces
- **Access to assistance**

Inquiries & Loans







## Pillar 2: Deakin space allocation

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- Access to assistance
- **Table space**











## Pillar 2: Deakin space allocation

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- **Access to primary resources and IT/integrated facilities (lab)**













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- **Workgroup facilitation, access to experts**













## **Pillar 3: Personalised student- academic-researcher-centred support**

In libraries, and via phone, email, IM, Facebook, Twitter:

- experienced and well-trained Frontline Services staff
- Liaison Librarians, Teaching and Learning Librarians, Research Librarians providing high-level expertise and assistance



## **Pillar 3: Personalised student- academic-researcher-centred support**

Also, reaching out in libraries:

- Student rovers providing peer-to-peer assistance
- Supporting students transitioning to university life and Australian culture
- Part of the University's 'students at risk' program

Your library. Your space.



*I'm here to help*

DEAKIN UNIVERSITY

**LIBRARY**

The difference is Deakin University

Help > in person, instant messaging,  
email, phone and online

[www.deakin.edu.au/library](http://www.deakin.edu.au/library)



## **Pillar 3: Personalised student- academic-researcher-centred support**

Outreach to academics, researchers, higher degree students:

- Librarian in Residence
- Peer mentoring programs
- Customised assistance and training programs





## Some challenges for ongoing space development

### 1. How can we future-proof large building investments?

- Communication and information technologies
- Future ‘information world’
- Student and staff preferences and behaviours

*“the most effective improvements to learning spaces are likely to be those that are simple, flexible and that involve cycles of incremental change and evaluation”. James (2007)*



## Some challenges for ongoing space development

### 2. What facilities do we provide?

- Wireless power
- Mobile - tablet - ???
- Augmented reality

*disruptive technologies that may underperform today, relative to what users in the market demand, may be fully performance-competitive in the same market tomorrow*  
Christensen ( 2000)



## Rate of change:

- In late June, Apple announced that it had sold 3 million iPads in the first 80 days of availability.
- Apple is selling approximately 1.1 million iPads per month, putting it on a pace to sell almost **10 million** tablets by year's end.

Keizer (2010)

- Samsung has sold 1 million Galaxy Tabs (android-based 7 inch touchscreen) in the first 2 months of availability (Oct/Nov 2010)

Hamblen (2010)



## Some challenges for ongoing space development

### 3. What evidence is there to inform our decisions?

- Horizon Report (annual, USA)
- ECAR Study of Undergraduate students and Information Technology (annual, USA)
- Malcolm Brown
- Local research to clarify and confirm

*... in many instances, the information required to make large and decisive investments in the face of disruptive technolog(ies) simply does not exist.*

*(Christensen, 2000)*



## Some challenges for ongoing space development

### 4. How do we know when we've been successful?

- Utilisation statistics (2010)

Gatecount at Burwood:

2008 – 2009 ... up 16.3%

2008 – 2010 ... up 30.0%

Peak day – record breakers

2008 – 6,203

2009 – 7,890 ... up 27.2% on 2008

2010 – 10,148 ... up 63.6% on 2008

Students who attend campus 2-4 times a week: 58.8%

Students who come into the library 2-4 times a week: 47.7%

Students who access the Library online 2-4 times/wk: 48.6%



## Some challenges for ongoing space development

### 4. How do we know when we've been successful?

- University funding streams  
Additional library refurbishments projects announced: 2011, 2012
- User feedback - never enough computers, but also...

*@laneworks: Have to get into @deakinlibrary early tomorrow morning to get a good position. Refurb has made it the place to hang*

*Mum! You should come and see our new library... it's so cool  
(mobile conversation, overheard!!)*





# Space m a t t e r s in an online world...





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**We look forward to welcoming you  
to Deakin University Library!**

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# Library

emerging technologies and applications

self-paced interactive learning tutorials

library and information resources integrated into DSO

attractive new generation learning spaces

collaborative curriculum support to enhance course quality

dynamic support and assistance services

student engagement

computers and extensive wireless access

building research capacity

engaged in learning

extensive opening hours

developing information skills

breaking down barriers for new students

collaborative learning

liaison librarians

Rovers' peer-support program

e-resources accessible any time



