

Information/Learning Commons: a model of integrated service.  
CAVAL Reference Interest Group Forum - Friday 5th August, 2005

**Information/Learning Commons at Deakin University Library  
– Quick summary**

**Where we are at ...**

Deakin has no formal information or learning commons at the moment. We do have a largish number of workstations (146 total – combination of 34 stand up, 26 sit down, 47 lab, 18 wireless laptops, 21 Internet café) in the Melbourne campus library, and smaller numbers in the other campus libraries.

In the cases of Melbourne and Geelong, there is a combination of Library workstations and Information Technology Services Division (ITSD) laboratory profile machines.

Current issues in this environment:

- Staff numbers and knowledge at larger sites – information librarians service queries
- Login profiles/security/licence issues
- Printer difficulties and communication with ITSD
- Differing requirements of library and general workstations

**Where we are heading...**

We are very interested in expanding the number of workstations and services associated with them in the Library. The Information Commons concept is one we aim to explore and bid for funding to put in place. This would be a joint proposal between the Library and Deakin's Information Technology Services Division (ITSD). ITSD are the one's who'd provide the configuration and technical support on the installed machines, and would be responsible for the 3 yearly turn over of machines to ensure current technology.

We are going ahead with pre-planning anyway pending a final decision on the level of University support. Outcome will have to be scalable.

**Why we are doing this...**

Why is a very good question, with several valid answers:

- Library is moving to electronic journals and online resources
- University use of online teaching and learning environment
- Students tend to prefer the library to PC lab environment
- We want to ensure the Library is a destination for students (more an issue at smaller campuses perhaps) with innovative spaces

- We believe we can still add value to the use of workstations and online resources – library resources, the web, and other uses. Lab type queries would be a new area and we'd look to work with ITSD help staff as well.

### **How we are going about it...**

Putting up funding bids for an expanded range of services and workstations. Discussing options with other areas of the University. Awaiting bid outcomes for 2006.

### **What's worked and what hasn't...**

Little too early for us.

### **Broader issues:**

Collection is actively moving from print to e-Journals – this will free up space and an ideal use of some of that space would be workstations.

We'd like to meet increasing demands for networked group study rooms/areas, and the flexibility of wireless networked laptops.

Walk in users – difficult to accommodate in our technical/networked environment. Licences largely allow, but only offered at Melbourne campus currently.

Deakin has a comprehensive document delivery service between campuses for books and photocopies – e access is blunting demand for journal article copies.

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