LIBRARY PLANNING STUDY

Duke
UNIVERSITY

RESEARCH COMMONS | BOSTOCK LIBRARY

report . *23 February 2013*

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section *description*

- *introduction: pursuing a vision | prepared by Duke University Libraries*
- *scope description and statement of recommendations | prepared by Shepley Bulfinch*

Introduction: Background and Vision

When Provost Peter Lange formed the Perkins Library Renovation Committee in 2000, he charged it to *"think creatively about the nature of library services and facilities needed at Duke over the next fifteen to twenty years and make recommendations regarding the design and function of Perkins Library."* With substantial input from the university community, the committee developed a vision statement and identified principles that guided the construction of Bostock Library and the von der Heyden Pavilion and the renovation of all six floors of Perkins. One of the key principles was that the library must be flexible so that the usage of space can readily change over time.

With this statement the Provost, the committee, and the community recognized that the role of a research library is now far more dynamic than it was in the 20th century. Consequently the success of the work that went into constructing Bostock Library and renovating Perkins Library would be judged not only by the project's immediate impact but also by whether the university capitalized on the flexibility of these buildings to adapt them to emerging user needs. While print collections continue to grow, digital resources are expanding much more rapidly; library services have evolved to include consultation and training regarding data management, data visualization, and digital scholarship more broadly; and both faculty and students are increasingly conducting research projects in the context of interdisciplinary and transdisciplinary collaborations.

In light of the acceleration of these trends since Bostock Library opened in 2005 and the renovation of the 1968 Perkins building was completed in 2008, the Duke University Libraries formed a Research Commons Exploratory Committee in late 2011 to investigate the possibility of creating a physical and virtual space to support the needs of research projects of the type mentioned above. Committee members interviewed key stakeholders for research project work at Duke, visited the University of Virginia Scholars' Lab and the Research Commons at Emory University, and spoke with staff from similar operations at New York University, University of Illinois, University of Washington, and Columbia University. In its January 2012 report the committee recommended organizational changes and service developments that the Libraries began to implement over the spring and summer.

The committee also recommended the creation of a physical commons in the Libraries where faculty and students working on digital scholarship projects can obtain expert assistance from a wide range of resources in one location. On August 21, 2012, the Libraries convened a Visioning Workshop attended by university administrators, faculty, students, and librarians and facilitated by Shepley Bulfinch. The workshop participants confirmed the need for library services and spaces that function as a Research Commons and identified the themes or characteristics of such services and spaces. A summary of the workshop's output is provided in Section 3 of this report.

Following up on the workshop, the Libraries appointed a space study team to work with Shepley Bulfinch in assessing the feasibility and developing the conceptual design for a Research Commons in the Perkins and Bostock library complex. After defining the planning agenda and guiding principles, the team and Shepley consultants drafted a space program for the Research Commons along with use cases to enhance understanding of space needs. They examined possible locations for the Research Commons and selected the first floor of Bostock Library as the optimal site. Throughout this process ideas and documents were shared with the Library Council and the Libraries' student advisory boards for feedback. The work culminated in a conceptual design for a Research Commons to enhance and support faculty and student research, especially research that is interdisciplinary in nature, conducted in the context of on-going group projects, and utilizes tools and techniques of digital scholarship.

This report, therefore, builds on principles that have guided the Duke University Libraries since 2000. It reflects the vision of a flexible library facility that responds to research needs at Duke as they emerge and evolve.

The full text of the committee's findings and recommendations can be viewed at:

https://sakai.duke.edu/access/content/group/c2abc20f-f2e8-40e2-aee3-f909270bd3b9/Duke%20Libraries/Research%20Commons%20Exploratory%20Committee%20Report.pdf

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January 2013

Report of a Concept Study for a new Research Commons located in Perkins/Bostock Library

EXECUTIVE SUMMARY

The following is a report of a concept study for the renovation of a major public space in the Perkins/Bostock Library Complex into a Research Commons. The charge for this study is to identify the vision, guiding principles, critical program components, location, character and preliminary layout of the Research Commons.

We engaged in an initial large group workshop with a broad range of participants from across the University and then in a series of workshops with a library team appointed by the library administration. Through that process Shepley Bulfinch has identified a program of spaces which include:

1. "Open Research Commons": An open, collaborative work area that provides access to tools and technology for undergraduate and graduate student research.
2. "Assignable & Grabbable Project Spaces" : A variety of project work rooms, some of which can be assigned to research teams for longer periods of time.
3. "Forum/Flexible Workshops" : A series of flexible spaces that would facilitate instruction on research tools and techniques as well as provide a space for presentations and workshops.
4. "Expanded Data/GIS" : An expanded space that gives the growing data visualization and GIS programs (currently housed on the second floor of Perkins '68) room to expand. The new dedicated space will also increase the visibility on campus of this growing program.
5. "Faculty/Graduate Social Space": A new extended hour lounge for faculty and graduate students with a select food and beverage offering and a variety of seating.

Through these workshops we also engaged with the Library to look at their overall portfolio of spaces and determine an appropriate location for the Research Commons. Both the 2nd floor of Perkins '68 and the lower floor of Bostock were considered but the proposed design is located on the first floor of Bostock. This location was selected for its visibility on campus, lack of current identity and its proximity to the resources available in the LINK and new MPS Studio.

The scope of this proposal includes renovation of the first floor of Bostock and new furniture and finishes as well as renovations to existing mechanical, electrical and tel/data systems to support the additional technology. A rough order of magnitude cost narrative has been provided but further study is required to assess the conceptual design for code issues, identify the changes required to building systems in greater detail, and reduce contingencies associated with these uncertainties.

Program Overview

A. Open Research Commons

Design includes flexible table and lounge seating and work-walls (both mobile and fixed) to provide researchers informal meeting areas. Technology as described in the Use Cases would enhance this work area. Proximity to the entrance and the exterior glazing will animate and draw people in to the space as well as provide the space with ample natural light.

B. Assignable & Grabbable Project Spaces

The Research Commons would provide students and faculty researchers access to both tools and project rooms. Some of these rooms will be 'grabbable' on a day to day basis, including several small 2-4 person 'nooks' and 4-6 person project rooms, while other rooms could be assigned to select research teams for longer periods of time, including a large collaborative project room. Rooms are intended to include table seating and storage components.

C. Forum/Flexible Workshops

As research becomes more data-driven and technology enabled, there is an increased need for the Library to provide digital tools and training. Three new flexible "Workshops," separated by moveable partitions, would allow the Library to host a variety of presentation/workshop-type events. These semi-enclosed rooms will include technology as described in the Use Cases as well as furniture that can be re-configured for lecture, workshop, and seminar style groups.

E. Expanded Data/GIS

An increased number of research projects are requiring access to data visualization and support for advanced software. Co-locating the Data/GIS within the Research Commons allows researches access to a greater range of technology and collaborative space and affords an opportunity for users working with large datasets to more easily access the presentation, exhibit spaces and project rooms housed within the Commons.

F. Faculty/Graduate Social Space

It is a goal of the Research Commons to encourage serendipitous collaboration. Inclusion of a social space that is intended for the exclusive use of Faculty and Graduate Students and their guests provides a place for Researchers and Project Groups to break away from their work or meet during off hours. The space will include lounge seating, storage/lockers, computer stations, a kitchenette, café seating and a small meeting room.

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Recommendations:

In conclusion, the Library set out to engage a broad community of researchers across campus to develop a vision for a vibrant new space that would promote research and collaboration. This new Research Commons would empower faculty and student researchers by providing grabbable people, space and tools while also enriching the kinds of serendipitous collaboration that are often the seeds of great research.

After reviewing several possible sites within the Perkins Library Complex, the first floor of Bostock was selected as the recommended location for the future Research Commons. Program requirements that were established during project definition exercises and workshops have been further defined and integrated into the following study.

The conceptual design has been shared with members of Duke's broader research community, including key faculty stakeholders, many of whom participated in the initial workshop. Their enthusiastic response reflected strong support for the location, components, and design presented in this report. They also encouraged considering the possibility of incorporating outdoor seating and additional direct connections to the exterior, especially within the social space.

It is Shepley Bulfinch's recommendation that these opportunities and other planning possibilities should be further explored during a Schematic Design phase.

- *prepared August 2012*

Duke Libraries Visioning Workshop

Tuesday, August 21st | Fuqua Faculty Hall | 8:00am - 4:30pm

Background

With the construction of Bostock Library and the renovation of Perkins, the Duke Libraries have become a ***vibrant center of intellectual life*** on campus. To remain vital and vibrant as modes of research and learning evolve, these libraries must also ***evolve***. On August 21 the Duke Libraries convened a diverse group of library staff, faculty and students to participate in a day-long workshop which explored emerging needs and developed a ***new vision*** for the next stage of library services and facilities.

Workshop

During this day-long workshop, the group went through a series of exercises in both large group sessions and small breakout sessions charged with forecasting the future of research and scholarship at Duke and the role of the Libraries as research partners. Following an afternoon "prototyping" session, the group synthesized the day's discussions and identified themes to help guide a planning process this fall.

Agenda

8:00 – 8:30 Breakfast & Introductions

8:30 – 9:50 Large Group Session – Lightning Round

Look into your crystal ball…considering interdisciplinarity, globalization, MOOCs, digital scholarship, the pace of change, etc., describe key aspects of the research and learning environment at Duke five years from now…

10:00 – 12:10 Small Group Sessions – Exploring Themes

1 – Transdisciplinary collaborations

2 – The future of digital scholarship

3 – Successful learning / research communities

4 – Possible range of support / services / partnerships

5 – "Wicked problems"

12:10 – 12:30 Share Small Group Findings

12:30 – 1:50 Lunch / Presentation / Discussion

What are we learning from others?

2:00 – 2:45 Small Group Session – Prototyping

Using the materials provided at each table, compose a model of an effective research / learning environment incorporating the themes / findings from the earlier exercises…

2:45 – 3:20 Share Prototypes

3:30 – 4:30 Synthesis, Priorities, Next Steps

Themes

1. Take Risks

- Provide a broad range of spaces, services and materials as catalysts for innovation
- Foster a community for experimentation through leadership and partnership
- Observe researcher behavior; identify new directions; reinforce and expand services to support them
- Utilize pilots to determine what services are needed and how to make them successful

2. Create Complementary Physical and Online Library Experiences

- Increase consistency between the Libraries' physical and online environments, making each an extension of the other
- Facilitate the serendipity of browsing and unplanned interactions both online and physically
- Pursue an additive culture rather than a replacement culture

3. Host Interdisciplinary and Transdisciplinary Collaborations

- Utilize physical and virtual library spaces for creating knowledge and connecting communities
- Make resources (space, people, equipment) more "grabbable"—i.e., visible and available when needed without advance planning
- Provide reliably available space and resources for longer-term research initiatives

4. Expand Role of Library Staff as Partners, Scholars and Teachers

- Encourage simultaneous engagement with faculty and students working together to create and disseminate new knowledge
- Develop appropriate workforce with the right skills
- Create and implement plans for sustainability as programs become operationalized

5. Celebrate Intellectual Life and Discovery

- Provide a neutral social space such as a pub for informal scholarly discussions
- Recognize and honor researchers' accomplishments frequently
- Facilitate discussions, workshops, and other events that advance digital scholarship

6. Make Research Visible

- Provide physical and virtual exhibition spaces, including flatscreens and whiteboards, for researchers to display their work
- Make work of the library staff more visible
- Highlight the process, not just the end product

Participant List

Aaron Welborn
Aisha Harvey
Amy Campbell
Ann Elsner
Ashley Jackson
Bob Byrd
Caroline Bruzelius
Daniel Griffin
David Bell
David Pavelich
Deborah Jakubs
Ed Gomes
Eric Haggstrom
Heidi Madden
Henry Greenside
Ian Baucom
Jean Ferguson
Jim Tuttle
Joe Rondinelli
Joel Herndon
John Little
Kathy Franz
Laurie Patton
Liz Milewicz
Lynne O'Brien
Mallory Newton
Mary Caton Lingold
Michael Finigan
Michael Peper
Molly Tamarkin
Naomi Nelson
Paolo Mangiafico
Rhyne King
Robert Korstad
Ron Djuren
Samhi Noone
Sara DiNoto
Sara Seten Berghausen
Tom Hadzor
Tom Kearns
Tom Nechyba
Victoria Szabo

Next Steps

The libraries will facilitate an inclusive planning process this fall to explore the themes from this workshop in more detail.

- *guiding principles and planning agenda*
- *precedent images*
- *planning diagrams*

GUIDING PRINCIPLES . v.2

01.
Expand the role of the **Library as partners, scholars and teachers**. Reinforce that the Library is the place to go first; the center of intellectual life at Duke

02.
Reflect and advance the distinctive character of learning and research at Duke University

03.
Create an environment (physical and virtual) that encourages researchers to **take risks** and acts as a catalyst for innovation

04.
Celebrate intellectual life and discovery by **showcasing research**, both complete and ongoing

05.
Foster discovery, serendipity and inter/trans-disciplinary collaboration

06.
Be an environment with a 'wow' factor, spaces that are **beautiful and inspiring**

07.
Have a **visible presence** on campus, maintain exterior views and natural light

08.
Provide a **resource rich** environment with "grab-able" people, spaces and tools

09.
Maintain flexibility for future changes and continued **experimentation**

10.
Work within the previous library master plan

PLANNING AGENDA . v.3

ACADEMIC | RESEARCH

Variety of flexible spaces ranging in size
Natural light, visibility

Forum Space
- Flexible space that can be open or closed off depending on use
- Ability to capture and communicate
- Provide a space where people can take risks
- Possible programming:
  - Presentations by guest speakers (like Visualization Fridays (LSRC) or Wednesdays at the Center)
  - Informal panel discussions
  - Research oriented workshops
  - 'Open mike' research nights

Work/Teach Spaces
- Flexible "rooms" that can be used for training, instruction, and informal discussions
- Work spaces for individuals and groups that are grab-able for different lengths of time (hour, day, month, etc)
- Tools for seamless transition from individual work to group work to presentation to digital collaboration
- Layering of technology components - specialty over baseline/common (similar to Link)
- Teleconference spaces

Research Visualization
- Megascreen / Mega Work Wall
- Display large format research / materials / data visualization

SOCIAL | COMMUNITY

To bring scholarly community serendipitously together
Success of von der Hayden : light, AMBIENCE, transitory space

Faculty & Graduate Social Space
- Pub/coffee bar/wine bar type environment
- Foster serendipity, discovery and informal collaboration
- Create a strong faculty community
- Ability to be productive in the space
- Reserved space(s) for graduate students (for office hours, etc.)

General Social Spaces
- Celebrate intellectual achievements
- Showcase research (in progress and completed)

SUPPORT | LIBRARY TEAM

Grab-able People
Touchdown points for many departments

Registration / Check-In system

Camp Fire / Sunken Living Room / Salon
- Capability to be in contact with people in other parts of campus
- Facilitate collaboration and collaborative projects

Physical "hotelling"
- Fixed workstations for librarians and support staff "on duty"

Virtual "hotelling"
- Digital totem / triage to access librarians (or researchers?) at other parts of the University.

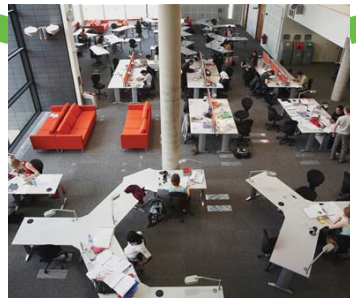
Support within Reach
- Bring together Library and Technology services
- Decentralized Service Point(s)
- Consultant on duty, mobile
- Touchdown points with big screens
- Ability to work with students on their own laptops
- Update Power and tel/data to support the above
- Programming Curation

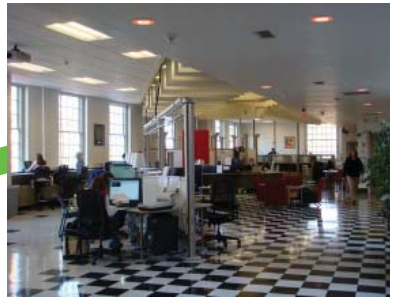
Spacious - Blend of spaces

Mix of furniture options

OPEN WORK SPACES

Variety of Work Surfaces





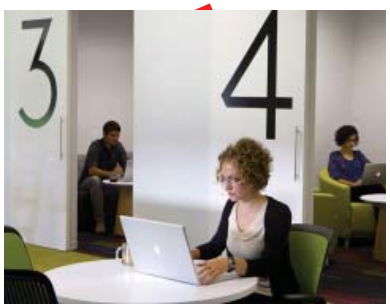
Presentation / Work

OPEN COLLABORATION SPACES

Semi-Private/Cozy ‘Nooks’

Natural Light / Views

CLOSED WORK SPACES



Clear, Assignable Spaces

Open/Flexible

Soft edges to space

Character

SOCIAL

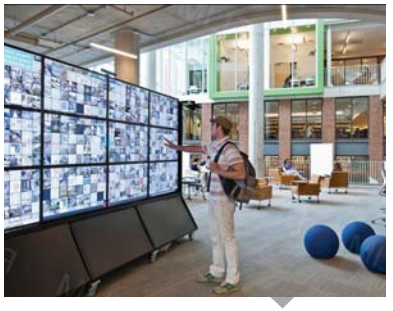
Exhibit

Informal Boundaries

FORUM

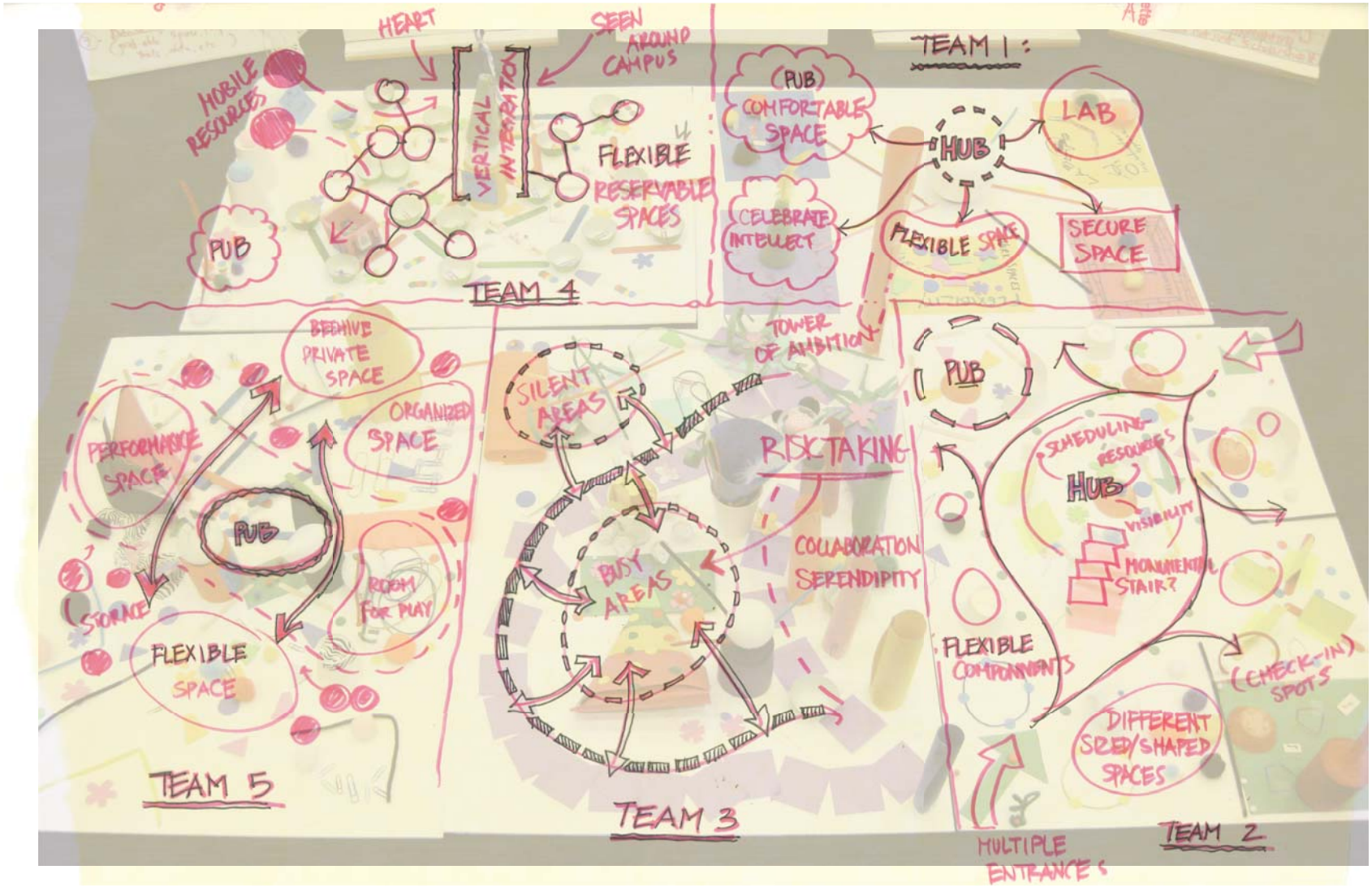
Chaotic / Filled with work

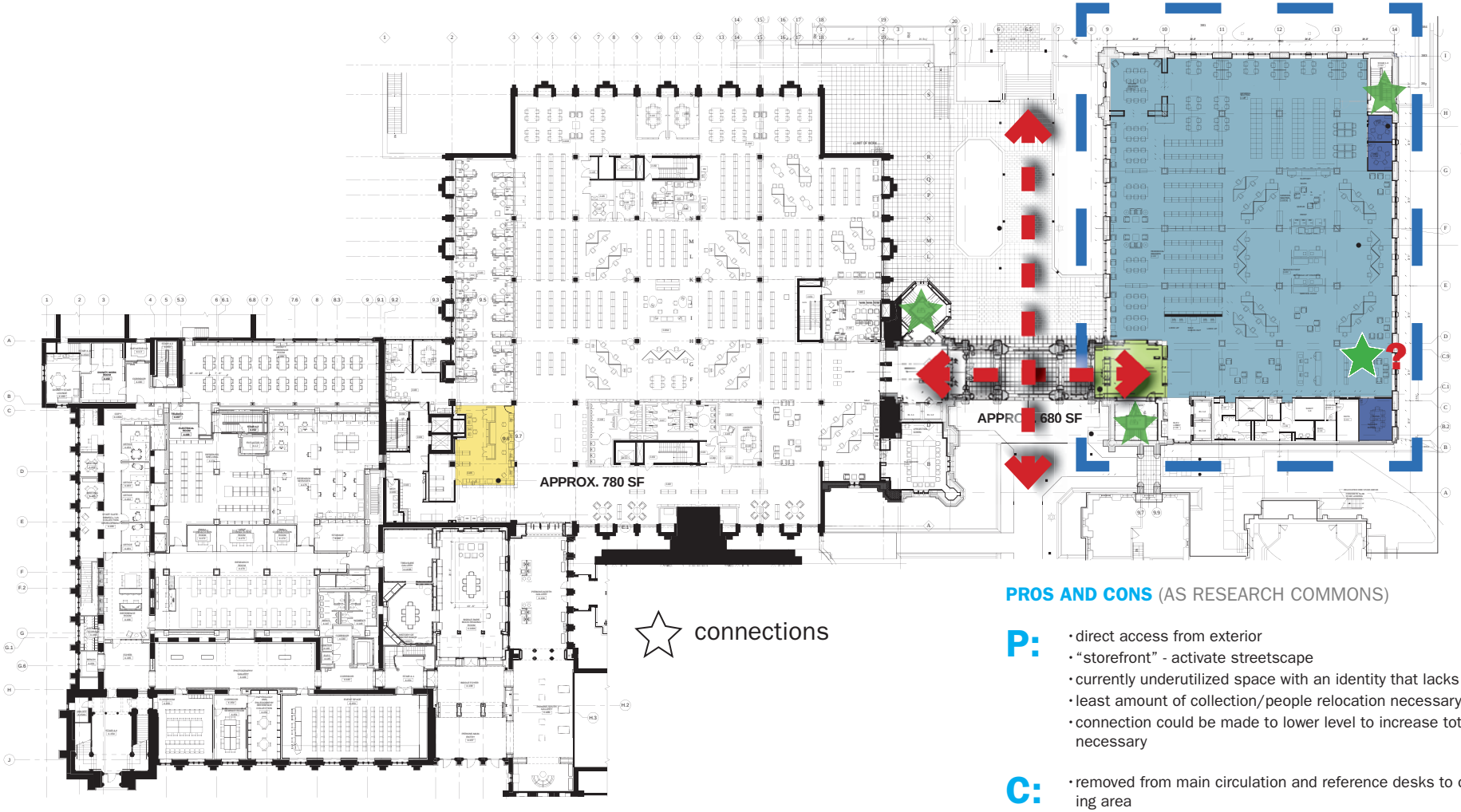
Digital Presentation & Mega Work Walls



TECHNOLOGY

Display of Work


HEART
SEEN AROUND CAMPUS
MOBILE RESOURCES
VERTICAL INTERACTION
FLEXIBLE RESERVABLE SPACES
PUB
TEAM 4
(PUB) COMFORTABLE SPACE
TEAM 1:
HUB
LAB
CELEBRATE INTELLECT
FLEXIBLE SPACE
SECURE SPACE
TOWER OF AMBITION
BEEHIVE PRIVATE SPACE
ORGANIZED SPACE
PERFORMANCE SPACE
PUB
STORAGE
FLEXIBLE SPACE
ROOM FOR PLAY
TEAM 5
SILENT AREAS
BUSY AREAS
RISK TAKING
COLLABORATION SERENDIPITY
TEAM 3
PUB
SCHEDULING RESOURCES
HUB
VISIBILITY
MONUMENTAL STAIR?
FLEXIBLE COMPONENTS
(CHECK-IN) SPOTS
DIFFERENT SIZED/SHAPED SPACES
MULTIPLE ENTRANCES
TEAM 2



PROS AND CONS (AS RESEARCH COMMONS)

P:

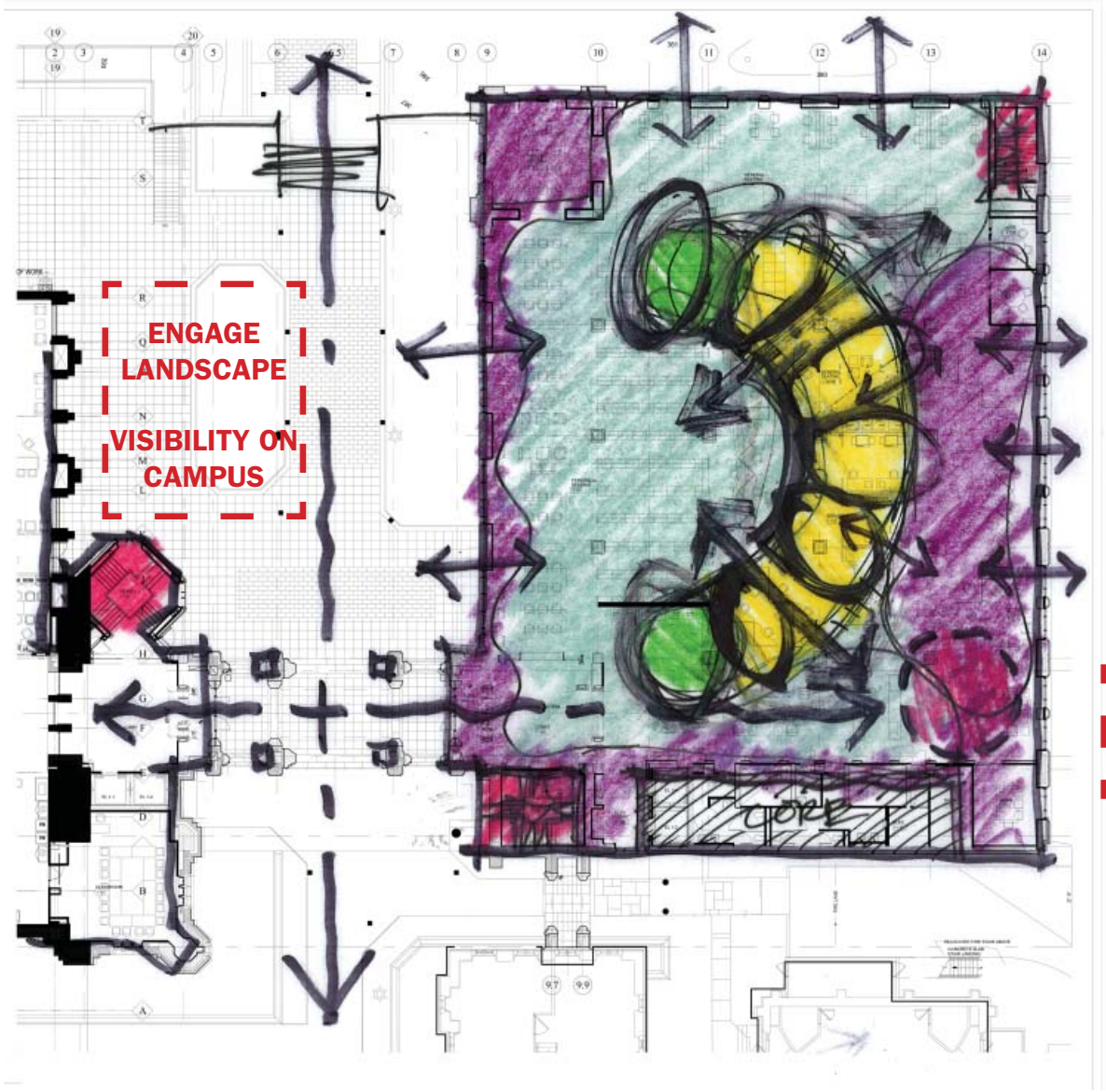
- direct access from exterior
- "storefront" - activate streetscape
- currently underutilized space with an identity that lacks clarity
- least amount of collection/people relocation necessary
- connection could be made to lower level to increase total ASF if necessary

C:

- removed from main circulation and reference desks to open seating area

**If this area is selected, attention needs to be paid to maintaining welcoming public face, assigned/exclusive program pieces at entrance are not desirable*

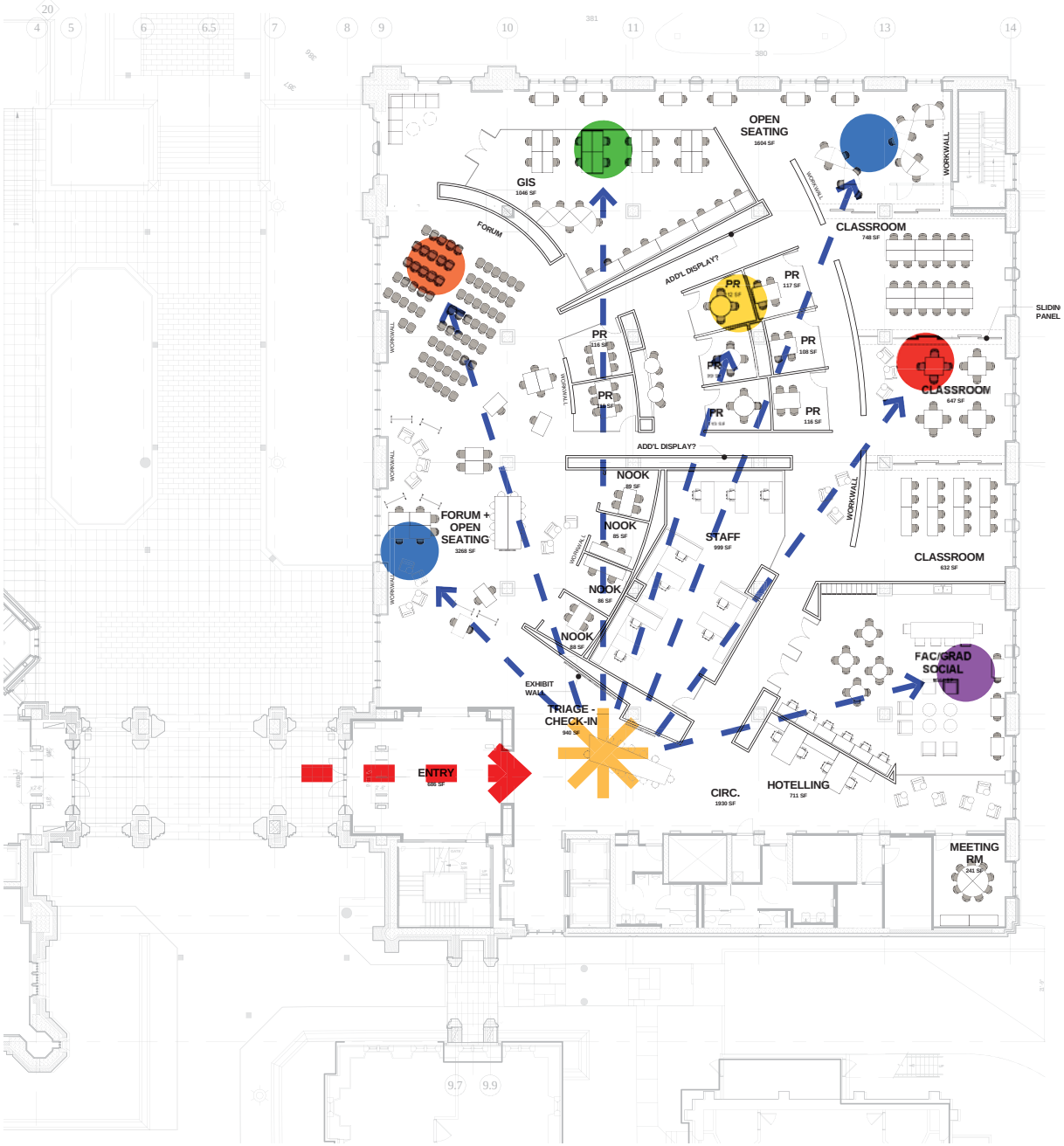
A.



LEGEND FOR "PIECES OF THE PIE"

- ACADEMIC | RESEARCH . OPEN
- ACADEMIC | RESEARCH . CLOSED
- SOCIAL | COMMUNITY . TOTAL
- SUPPORT | LIBRARY TEAM . TOTAL

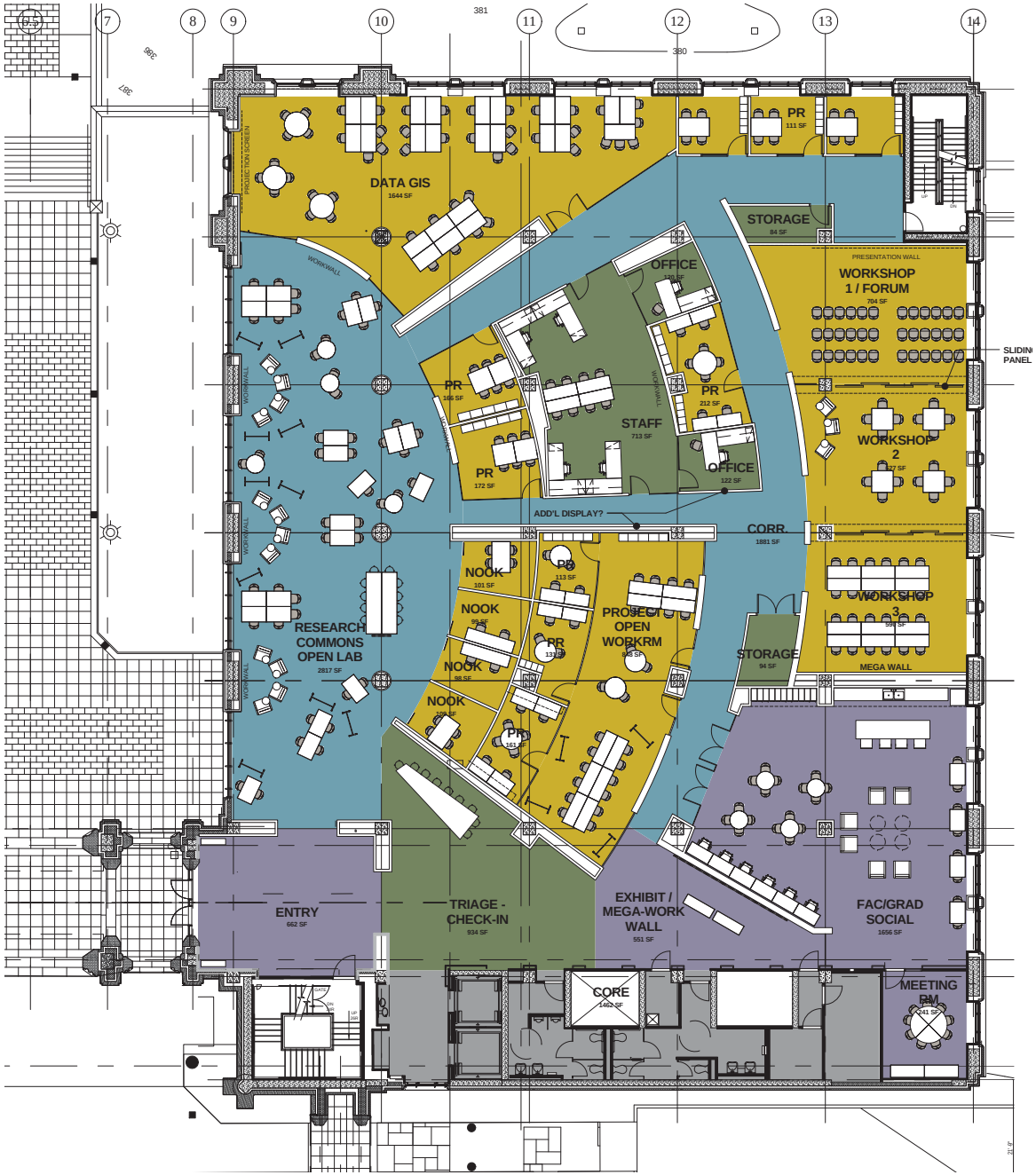
03. planning diagrams. FIRST FLOOR BOSTOCK - CONCEPTUAL PROGRAM DIAGRAM



03. planning diagrams. FIRST FLOOR BOSTOCK - DECISION MOMENTS

03. planning diagrams. FIRST FLOOR BOSTOCK - DESIGN CHARACTER

- *plan - bostock first floor*
- *program*
- *use cases | prepared by Duke University Libraries*



LEGEND FOR "PIECES OF THE PIE"

ACADEMIC | RESEARCH
. OPEN

ACADEMIC | RESEARCH .
CLOSED

SOCIAL | COMMUNITY .
TOTAL

SUPPORT | LIBRARY TEAM
. TOTAL

04. research commons plan. FIRST FLOOR BOSTOCK

		PROPOSED						
	Space Name	# ROOMS	# STAFF	# STUDY SEATS / ROOM	TOTAL SEATS	ASF	Total ASF	Notes
RESEARCH COMMONS								
1.00	**ACADEMIC | RESEARCH**							
	OPEN / FLEXIBLE							
1.01	**Workshop / Forum Space**						**2,321**	
a	**Workshop 1**	*1*		*36*	**36**	*704*		
b	**Workshop 2**	*1*		*19*	**19**	*627*		
c	**Workshop 3**	*1*		*24*	**24**	*990*		
1.03	**Research Commons Open Lab**						**2,817**	
a	**Table Seating**	*1*		*54*	**54**			
b	**Soft Seating**	*1*		*12*	**12**			
1.04	**Consultation "Rooms"**							
a	**Nook - Type 1**	*2*		*4*	**8**	*100*	**200**	
b	**Nook - Type 2**	*2*		*2*	**4**	*100*	**200**	
	Total Open				***157***		***5,538***	
	CLOSED							
1.05	**Project Rms - 6p**	*2*		*6*	**12**	*150*	**300**	
1.06	**Project Rms - 8p**	*2*		*8*	**16**	*175*	**350**	
1.06	**Project Rms - 4p**	*5*		*4*	**20**	*100*	**500**	
1.07	**Project Open Workroom**	*1*		*24*	**24**	*848*	**848**	
1.08	**GIS**	*1*		*36*	**36**	*1,644*	**1,644**	
	Total Closed				***108***		***3,642***	
	Total ACADEMIC | Research				**265**		**9,180**	
2.00	**SOCIAL | COMMUNITY**							
	PUBLIC SOCIAL SPACE							
2.01	**Lobbies**						**662**	
a.	**Lobby / Main Entry**							
2.02	**General Social Space**							
a.	**Exhibits / Display/ Megascreen / MegaWork Wall**	*1*		*15*	**15**		**551**	
	Total Public				***15***		***1,213***	

		PROPOSED						
	Space Name	# ROOMS	# STAFF	# STUDY SEATS / ROOM	TOTAL SEATS	ASF	Total ASF	Notes
	ASSIGNED SOCIAL SPACE							
2.03	**Faculty / Grad Social Space**						**1,656**	
a	**café/ pub svc. Point**	1		4	**4**			
b	**Table seating**	1		24	**24**			
c	**Computer Stations**	1		6	**6**			
d	**Soft Seating**	1		6	**6**			
e	**Lockable Storage**							
	Total Assigned				***40***		***1,656***	
	Total SOCIAL | COMMUNITY				**55**		**2,869**	
	SUPPORT | LIBRARY TEAM							
5.00	**SUPPORT**							
5.01	**Staff Space**							
a	**Open Workspace**	1	4		**4**	713	**713**	
b	**Office**	2	1		**2**	120	**240**	
5.02	**Digital Totem Pole**						**0**	
5.03	**Touch Down Svc. Point(s)**						**0**	
5.04	**Student Services "Triage"**	1	9				**934**	
5.05	**Storage**	2				85	**170**	
	Total Support Space						**2,057**	
	TOTAL RESEARCH COMMONS ASF:						**14,106**	
	TOTAL RESEARCH COMMONS GSF: (MULTIPLIER : 1.2)						**17,000**	*Note:* Storage, Entry/Lobby and Exhibit Spaces included in ASF. GSF does not include existing toilet rooms, elevators, stairs, mechanical, service and other spaces not included in renovation

Forum / Workshop Space

Instruction in use of Libraries electronic resources

SCENARIO: Instruction sessions led by librarians teaching a tool or how to use the web site. Generally 12 to 40 students who either bring their laptops or use computers in the classroom. Librarian uses projector while students follow along.

WHO: 12 - 40 graduate or undergraduate students, all disciplines

WHEN: morning or afternoon

STRUCTURED: Projected instruction slides and Libraries web site visible to all attendees, desktop or laptop computers mostly using web resources facing individuals

INFORMAL: Individuals working at computers and referring occasionally to projected tutorial or presentation slides

Data/GIS Workshops

SCENARIO: Workshops for 3 to 30 people showing researchers how to conduct research using numeric or text data, digital maps, and/or data visualization. Some guest speakers showcasing research methodologies and new data tools. Students use computers in the classroom or their own machines and follow along while instructor projects on a screen. The students often don't have the software on their own computers as it is new or higher end.

WHO: 3 - 30 graduate or undergraduate students, all disciplines

WHEN: morning or afternoon

STRUCTURED: Projected instruction slides, desktop or laptop computers loaded with non-standard technology

INFORMAL: Individuals working at computers on their own

Presentations & Workshops for the Text to Data Series

SCENARIO: Several attendees of a presentation on NVivo (a qualitative analysis software program available for free download to Duke users) were interested in working further with the program, but weren't yet ready to commit to using this software with their data (it would take a while to set it up on their computer, and to load their data sets, and to code). A workshop space adjacent to the presentation space would allow easy movement from hearing about a tool to trying it out on one's own, with the workshop presenter on hand to answer questions.

WHO: 8 - 25 faculty, students (graduate or undergraduate), librarians from Duke and other Triangle Universities

WHEN: afternoon or evening

STRUCTURED: Chairs facing presentation & speaker, then attendees move to computers loaded with software to practice

INFORMAL: Individuals working at computers and referring occasionally to projected tutorial or presentation slides

Forum / Workshop Space

RCR Workshops

SCENARIO: Invited speaker, faculty member or librarian presenting information on the responsible conduct of research. Workshops are required for graduate students and are generally lectures.
WHO: 12 - 125 graduate students sitting in seats
WHEN: morning or afternoon, sometimes with lunch
STRUCTURED: Chairs facing presentation & speaker
INFORMAL: Students may gather in small groups to discuss topic being presented, or move to lab to practice

Digital Research

High-end technology (i.e., not capable of being run on typical desktop/laptop or through wi-fi connection; tools not available for most consumers, like high-end scanning technology)
Non-standard technology (often "new" technology, but may also be technology that doesn't have a wide enough audience to be loaded on public access machines; e.g., MS Office is standard; Oxygen XML editing SW is non-standard)

Digital Scanning & OCT Stations (scanning printed materials for text analysis)

SCENARIO: Graduate student is creating digital scans of survey data from microfiche, using a microfiche scanner. She then opens those images in Adobe Acrobat Pro in order to generate OCR, and then loads those files into a text analysis software program in order to code and track patterns in the data.
WHO: 1 - 2 faculty or graduate students
WHEN: morning, afternoon, or evening
STRUCTURED: Consultation and demonstration with RC staff for a short period of time (10-30 mins)
INFORMAL: Individual(s) "hotel" to create/gather and manage data

Software Testing Stations

SCENARIO: Demonstration computer station loaded with different qualitative text analysis software (e.g., Atlas.ti, NVivo, MaxQDA) and test datasets, for trying out and assessing value before purchasing/downloading for use on own computer. User's own data cannot be stored locally; the computers are intended for demonstration and practice purposes.
WHO: 1 - 3 faculty, students (graduate or undergraduate), librarians
WHEN: morning, afternoon, or evening
STRUCTURED: Consultation and demonstration with an RC staff member regarding +/- for using different software, standing or sitting for a short period of time (10-30 mins) at a work station
INFORMAL: Individual(s) visit and explore

Digital Research

Library Tools Station for demonstration an usability studies

SCENARIO: The Digital Collections Implementation Team has developed and released a new finding aid interface, and wants to both promote this new way to access digital collections and gather feedback on how to improve the interface. Visitors to the Library Tools station can explore the finding aid digital collections on the workstation, participate in a short survey of how they can use the collection, or participate in a brief (5-minute) guided study with a librarian.

WHO: 1 - 2 faculty, students (graduate or undergraduate), librarians

WHEN: morning, afternoon, or evening

STRUCTURED: Librarian standing next to computer engages individuals passing by, asking them to participate in a usability study

INFORMAL: Computer could revert to public image outside of testing periods for use by researchers

Mega Wall

SCENARIO: Providing adequate space for displaying and working with data visualization (Visualization Coordinator will be providing further detail on MegaWall and other visualization tools by mid-week)

WHO: researchers across the disciplines

WHEN: while the Commons is open

STRUCTURED: Could be scheduled for presentations/instruction

INFORMAL: Yes

Staff Space

Staff use their office spaces generally Monday through Friday from 9am to 5pm. Outside of these hours, these spaces are currently locked to secure computers and other staff possessions. These spaces are also currently accessible only to other staff although it would be desirable for them to be accessible to everyone as long as staff possessions could be secured.

Office Space

SCENARIO: Closed door work space with floor to ceiling walls

WHO: 2 managers

WHEN: generally Monday through Friday from 9am to 5pm but can vary depending on position

STRUCTURED: Individual work space with room for meetings of 2-4 people including direct reports

INFORMAL: None

Staff Space

Cube Space

SCENARIO: Open or partitioned work space
WHO: 3 - 5 staff members
WHEN: generally Monday through Friday from 9am to 5pm but can vary depending on position
STRUCTURED: Individual work space with space for computer, monitor, keyboard, storage, such as filing cabinets, and place for personal posessions - coding for work in the information commons- stress on quiet, personal space
INFORMAL: May be used as hoteling space if not in use by a staff member

Hoteling Space

SCENARIO: Staff workspace
WHO: 1 - 5 staff members
WHEN: generally Monday through Friday from 9am to 5pm but can vary
STRUCTURED: Staff member needing workspace in the Research Commons who normally sits elsewhere. Could include staff from East Campus, Smith Building or staff within Perkins who are working extensively with a project located in the Research Commons. Should include desk, power, and access to phone
INFORMAL: Could be used by students outside of hoteling hours for individual workspace

Triage Point

SCENARIO: Check in point for Research Commons
WHO: 1 - 2 staff members
WHEN: generally Monday through Friday from 9am to 5pm but may vary depending on researcher use of the space
STRUCTURED: Staffed point for check in and scheduling for project rooms, first level research interview to determine which resources are needed, scheduling and meet up with subject matter experts, logistical management for workshops or other programs, answering directional and general questions from users including basic technology questions
INFORMAL: Meet up point for researchers. Extra seating could be used for individual researchers as work space, especially outside of staffed hours

Project Rooms

Assigned

SCENARIO: Floor to ceiling walls with door
WHO: 2 - 10 project team members
WHEN: generally Monday through Friday from 9am to 5pm but may vary depending on researcher use of the space
STRUCTURED: Assigned room for members of a project team to meet and work on their project. Space should include whiteboards or other collaborative tools. Some space should have visual displays such as a projector or flat panel display and laptop hookup. Project team members will store their materials in lockable storage areas either in this project room or nearby.
INFORMAL: If project team materials can be secured, assigned project rooms may be available for use by researchers outside of regular business hours.

Grabbable

SCENARIO: Floor to ceiling walls with door
WHO: 2 - 8 project team members
WHEN: generally Monday through Friday from 9am to 5pm but may vary depending on researcher use of the space
STRUCTURED: Unassigned space for use by groups of researchers either on a first come, first served basis or through immediate assignment at the Triage Point. Some space should have visual displays such as a projector or flat panel display and laptop hookup.
INFORMAL: If assigned by Triage Point or online system, may be open to any researchers outside of these hours.

Staff Meeting Rooms

SCENARIO: Closed door space with floor to ceiling walls
WHO: 2 - 20 people
WHEN: generally Monday through Friday from 9am to 5pm
STRUCTURED: Space for staff meetings, project meetings with projector, conference phone, and ability to hook up a laptop. Generally small groups meeting for one hour to discuss a project while looking at a document or web site projected on the wall.
INFORMAL: Space for staff in cubicles to make a private phone call.

Project Rooms

Consultation Spaces

SCENARIO:	Closed door space with floor to ceiling walls
WHO:	1 staff member and 1 student
WHEN:	generally Monday through Friday from 9am to 5pm but can vary
STRUCTURED:	Library staff member meeting with student to help them find sources for their research project, consult on a technology related project, consult on copyright or other fair use questions
INFORMAL:	Could be used by students for projects, meeting and studying

Data/GIS Lab

SCENARIO:	Primary consultation point for research computing questions using data and data visualization in the library. Workstations designed for team based work for at least three people or consultations with library staff. Flex spaces available for small group presentations with displays for representing work. Several marker boards available for planning projects. Some lockable storage for digital collections and technology items. Some exhibit space available for showcasing Duke researchers work.
WHO:	faculty, graduate or undergraduate students, all disciplines
WHEN:	morning or afternoon
STRUCTURED:	Varied usage lab, projects space, instruction space
INFORMAL:	Individuals working at computers on their own

Exhibit

SCENARIO:	Large display wall and seating area
WHO:	faculty, graduate or undergraduate students, all disciplines
WHEN:	all times the Research Commons is open
STRUCTURED:	For use in displaying products of research such as posters from a symposium or winners of visualization contest. Could also be used for advertising events in the Research Commons or in the Library.
INFORMAL:	None

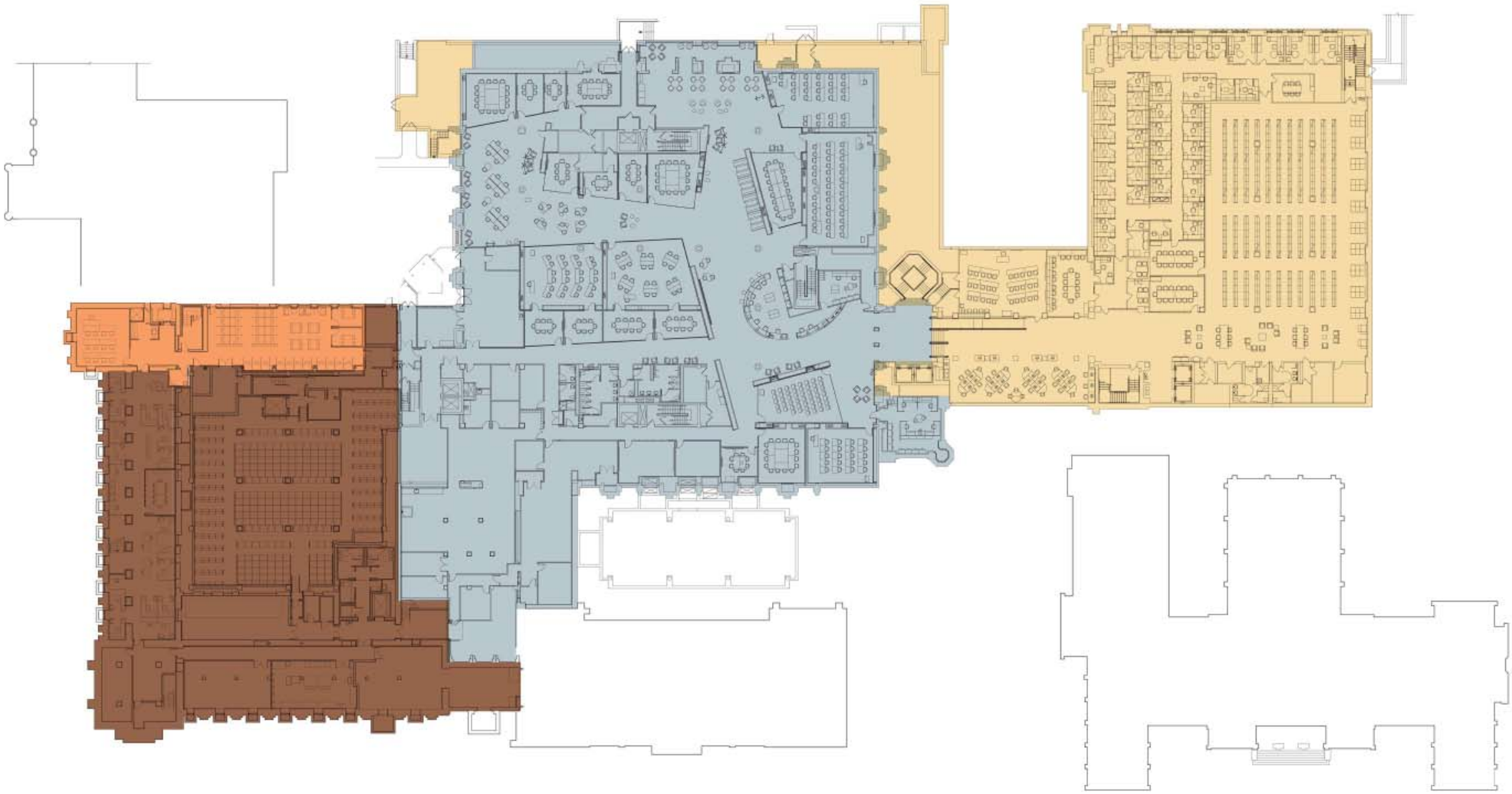
- *prepared by Shepley Bulfinch*

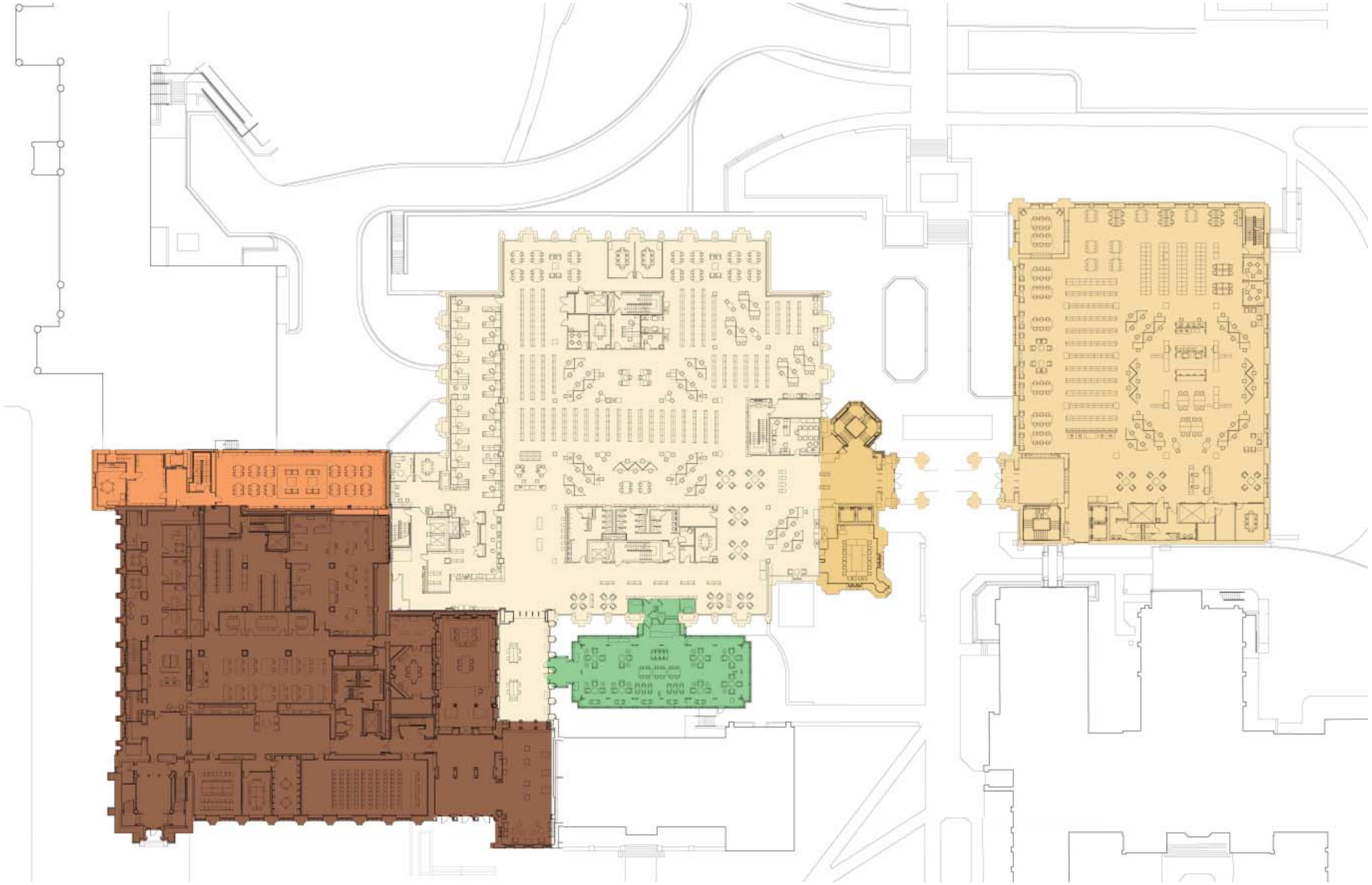
Research Commons - Cost Narrative

A rough order of magnitude cost exercise was performed at the completion of this study. Depending on the scope of work, the project cost could be in the range of $4,000,000 to $6,500,000. This was based on the early conceptual plans and sketches as well as the project vision, goals, and program of the Research Commons.

Shepley Bulfinch recommends a schematic design phase with schematic cost estimate as an appropriate next step.

- *full complex floor plans | lower level 1, first, second, third*





appendix A. existing plans . FIRST FLOOR