



Collaborative Services in the Anderson Academic Commons at the University of Denver

Designing Libraries

Calgary

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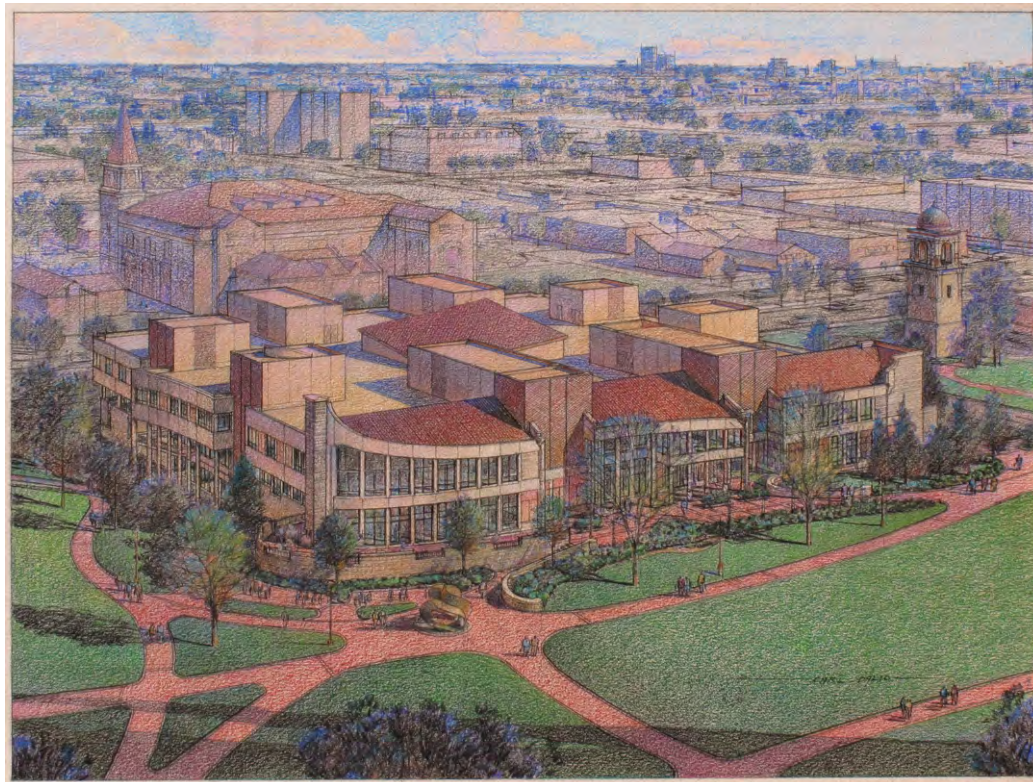
@MLevCla

Penrose Library in 2011

- Overcrowded stacks
- Not enough seating
- Inadequate power
- Leaks
- Asbestos
- A vibrant main level
- Four important services
 - University Technology Services (UTS) help desk
 - Writing Center
 - Office of Teaching and Learning
 - Math tutorial center

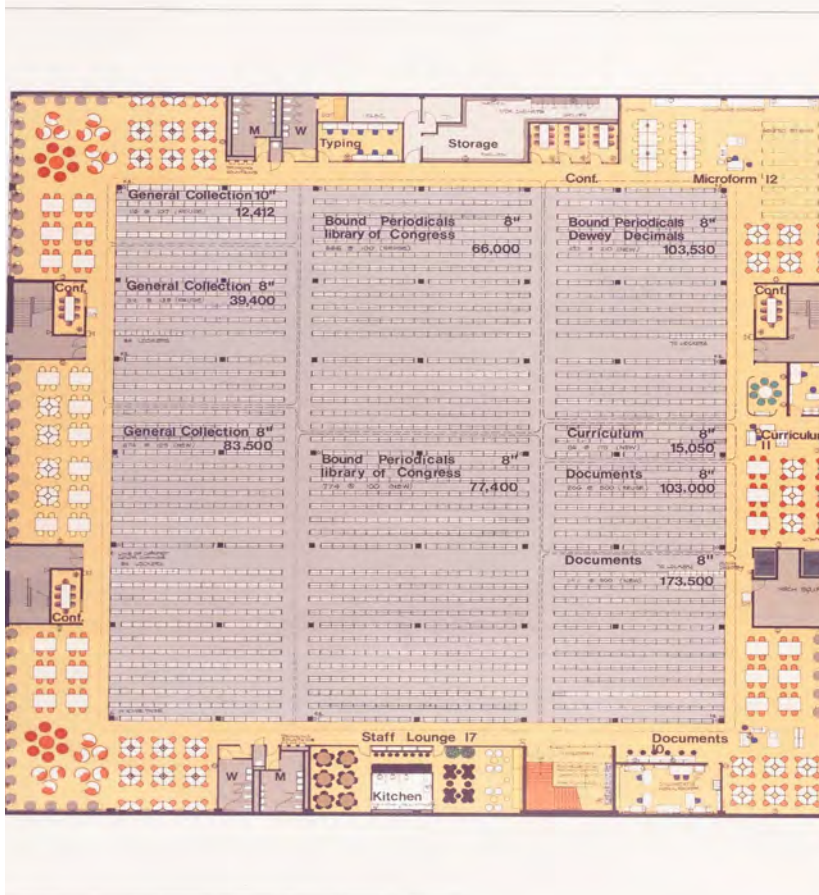
Anderson Academic Commons - 2013

- Balancing seating and collections
- Collaborative academic support for students



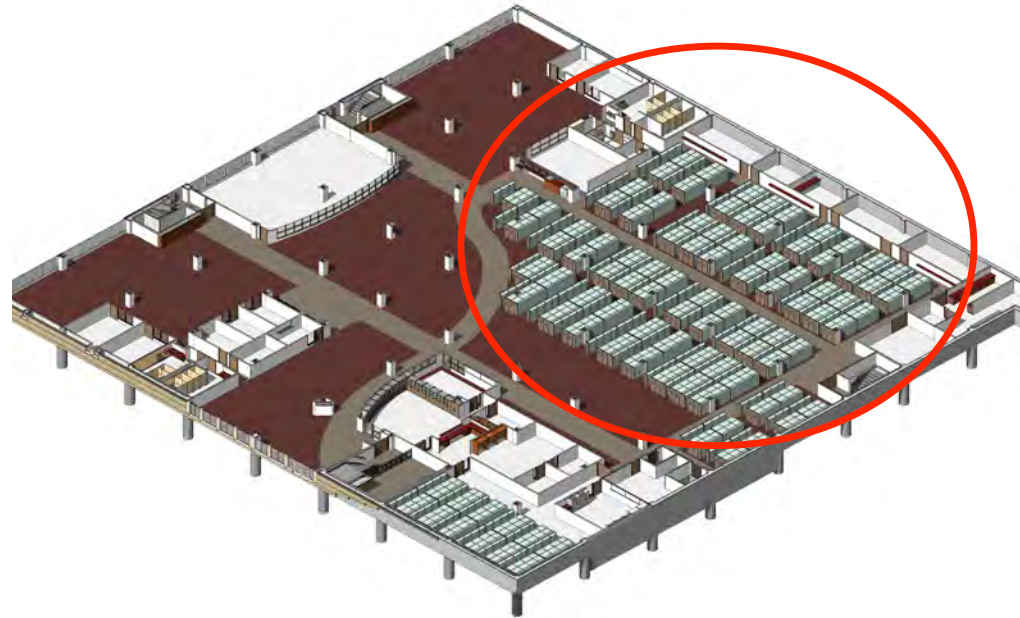
Penrose Library

1972



Anderson Academic Commons

2013



Service Points in Penrose Library

- Research Center
- Lending Desk
- Special Collections

- UTS Help Desk
- Office of Teaching and Learning
- Writing Center
- Math Center
- ~~Quick Copy~~

Anderson Academic Commons Services

Opening
(March 2013)

Research Center

Lending Desk

Special Collections

Math Center

UTS Help Desk

Digital Media Center

Writing Center

Office of Teaching and Learning

Fall 2013

Trial of Science & Engineering tutoring

Fall 2014

Science & Engineering Center

Summer 2015

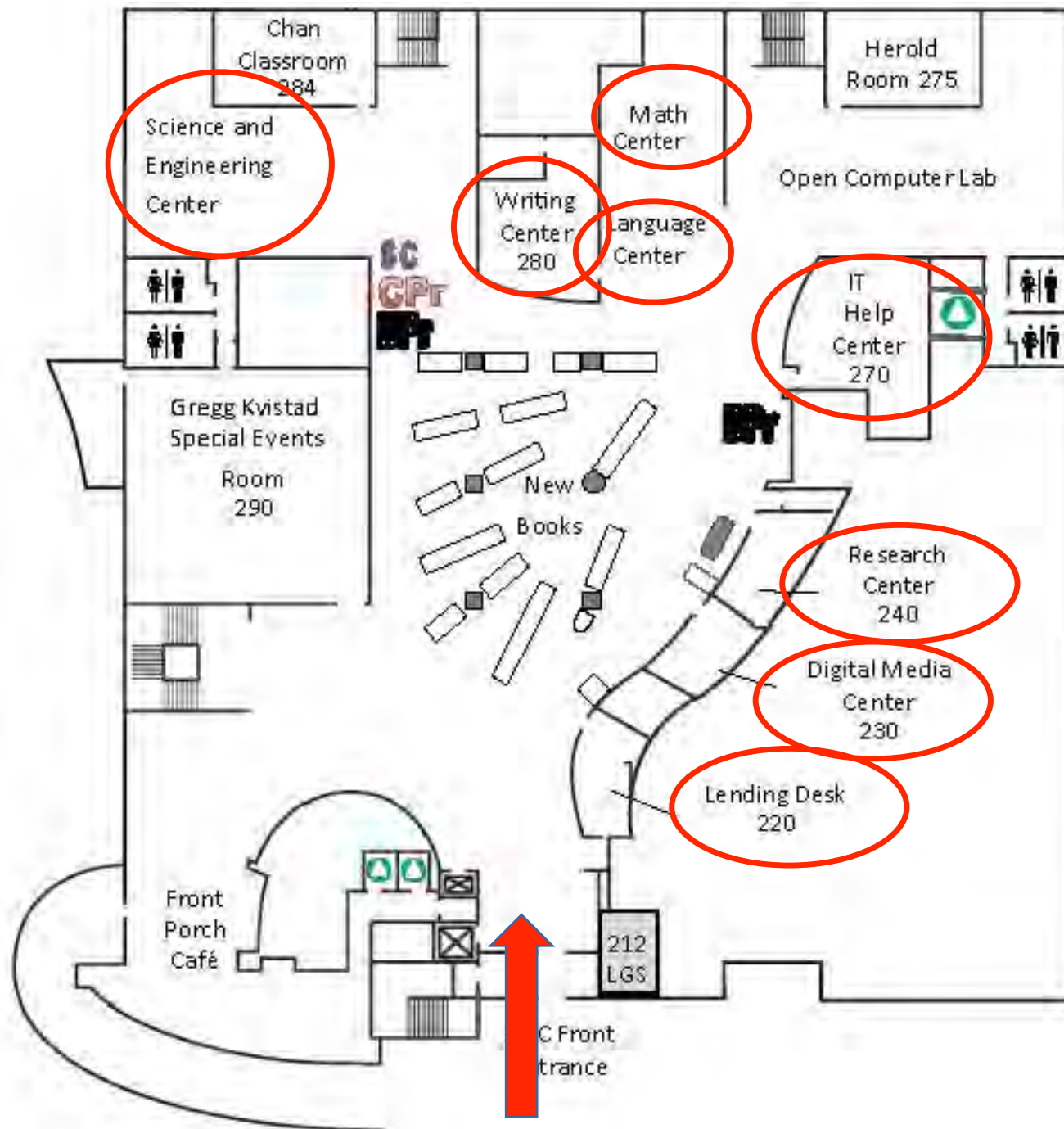
Center for World Languages & Culture

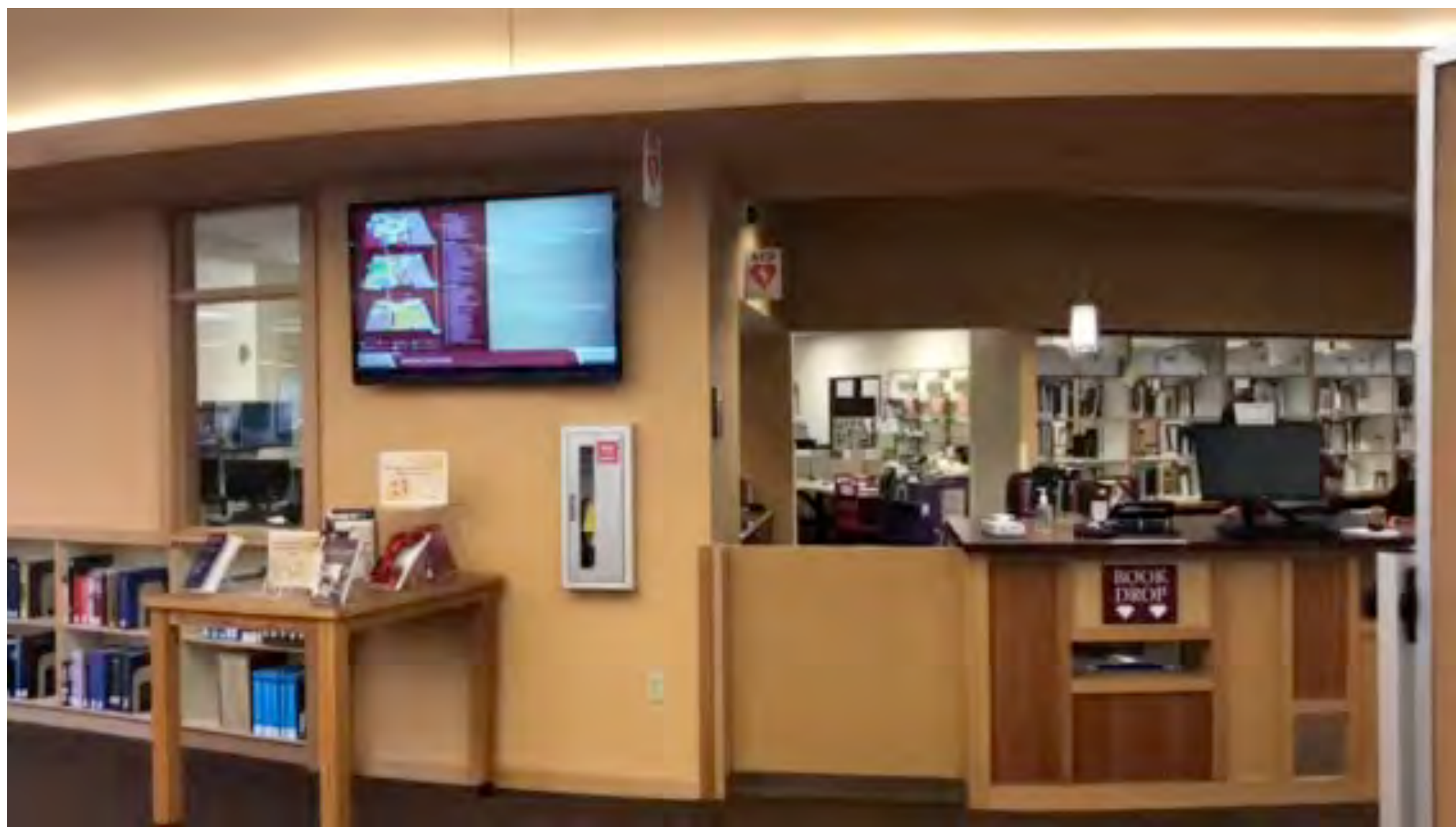
Spring 2018

Video Creation Studio

PENROSE LIBRARY MAIN LEVEL







Who gets to be in the building?

- We have
 - welcomed partners from the beginning
 - developed a clear understanding about which types of partners make sense
 - have written that into our strategic plan
 - have been willing to add new partners
- Because of this, we can say “no” when the fit isn’t right

What works well

- One building for many student services
- Easy sight lines = easy referrals
- Flexible use of space
 - Tutorial spaces flex to become study spaces
- Partner meetings
- Shared events

Collaboration

- AAC Services meetings 2-3 times a year
- Shared orientation sessions
- Cross-train students to learn what other centers do
- Co-host events to promote services
 - Student Open House with food, prizes, games
 - Faculty Resource Reception with food and wine
- Research and Writing Centers co-host Research Retreats for doctoral students
- Research and Writing Centers participate in OTL's course design institute for faculty
- Scavenger hunt with clues and stops at each center

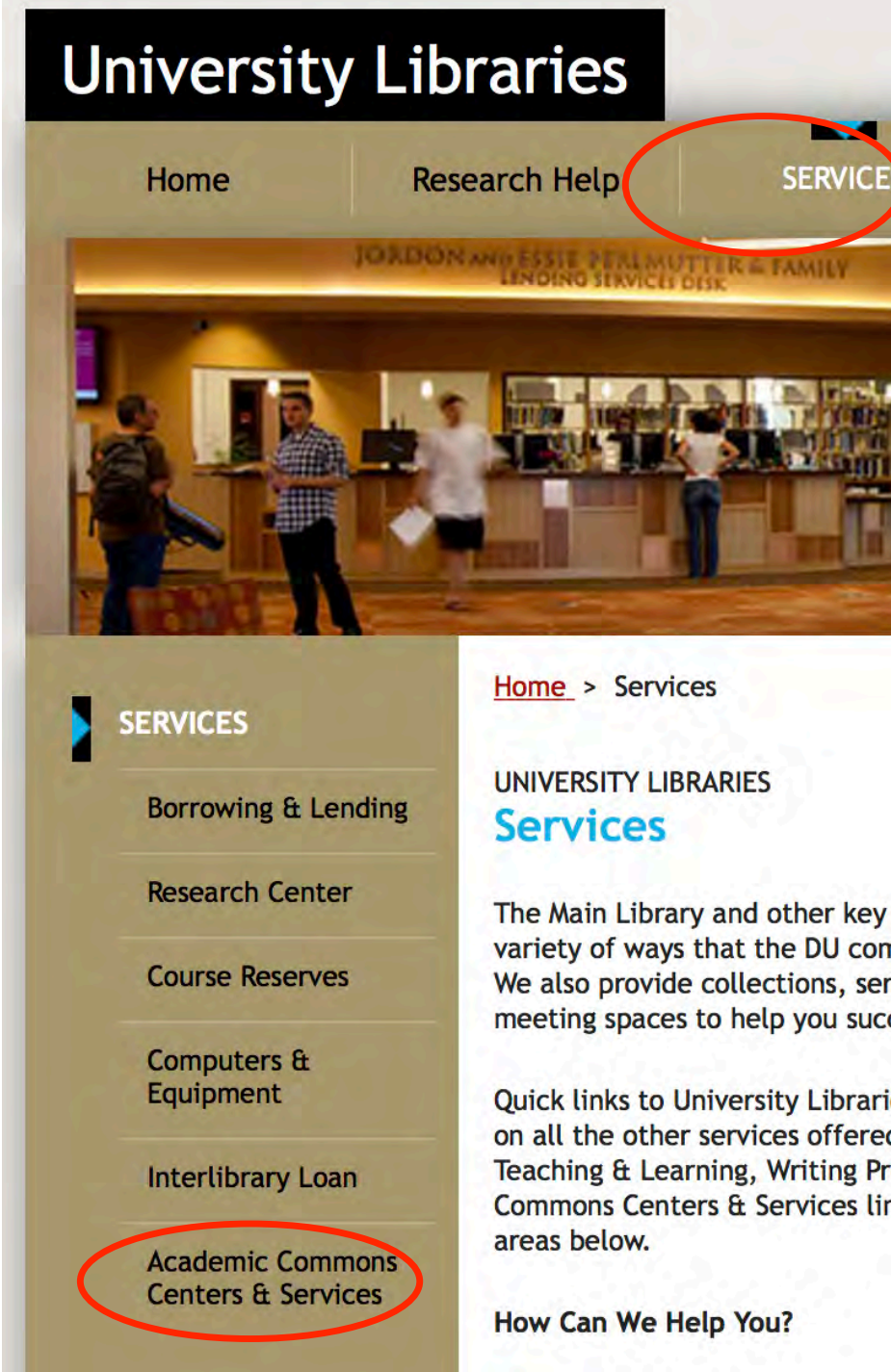
What doesn't work as well

- (Initially) not all had the same service ethos
- When someone drops the ball the library gets blamed
- To many of the librarians, it is still “our” building and “they” are in “our” space
 - “tenants” vs “partners”
- Hard to coordinate assessment and analytics

A Deeper Issue

It is hard to truly integrate services

- Separate service points
- On the web site, what is the right balance between University Libraries and Anderson Academic Commons?

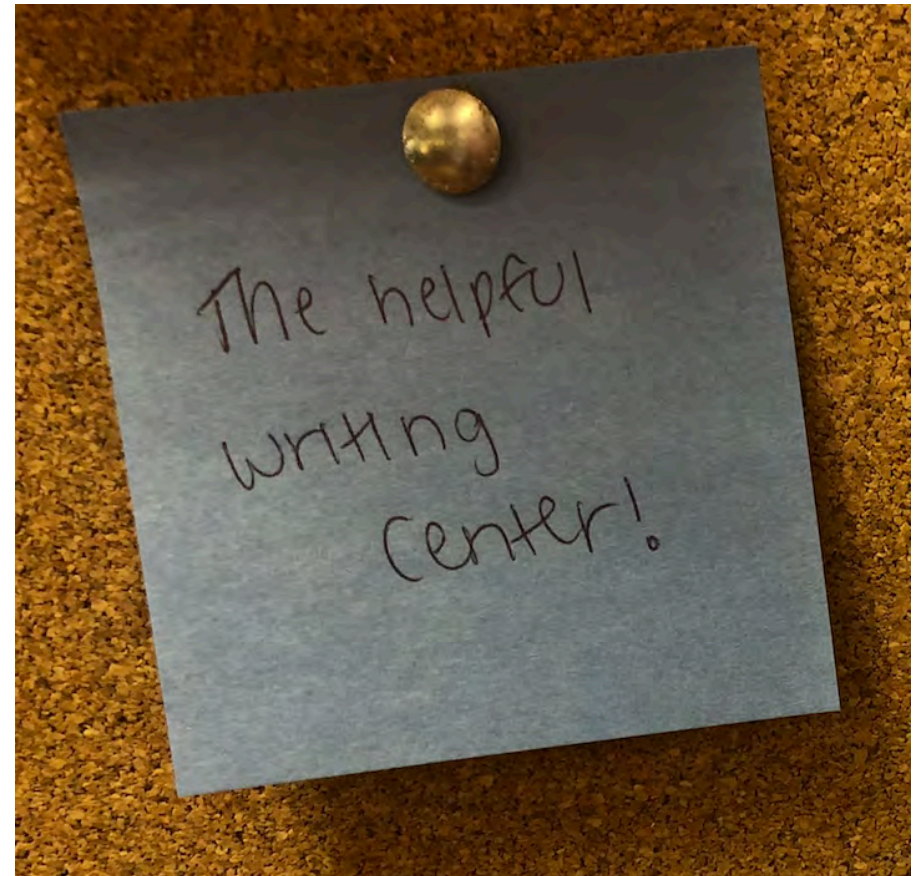
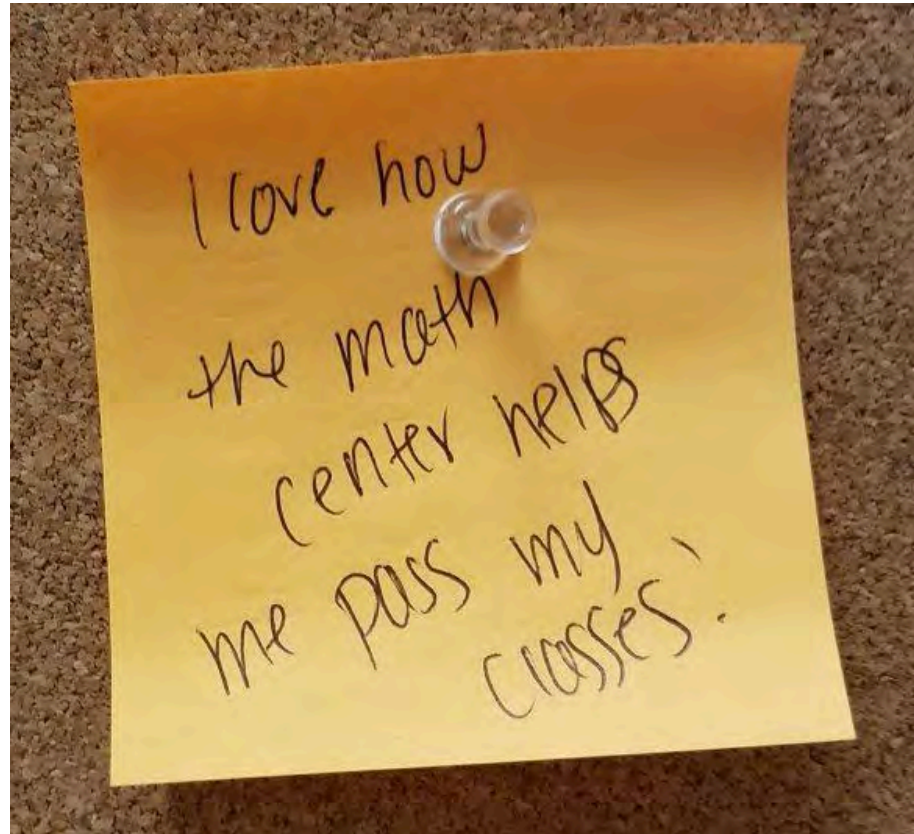


“The Writing Center has absolutely benefitted from being part of the vibrant academic space of a commons. For students--and for staff and faculty--writing is visibly part of the work of studying, reading, and researching. For us, our place in the AAC also helps us to sustain connections.

Since being in the AAC, we have worked more closely with the library staff, the Research Center, and the Languages Center, and ***these collaborations have helped more students and faculty to appreciate that research and writing and speaking and information-seeking are all part of the same work.***”

– Juli Parrish, Writing Center Director

What do you love most about the AAC?



Questions

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