

# Lessons Learned

Bill Garrity

<http://www.william-garrity.com>

# Case Study—Dana Biomedical Library



# Dana

- Some good features—
  - Good location
  - Lots of light
- But...

# Susan McMullen

<http://faculty.rwu.edu/smcullen>

## The Learning Commons Model Determining Best Practices for Design, Implementation, and Service Sabbatical Project 2007

Susan McMullen  
Professor  
Reference and Information Resources Librarian  
Roger Williams University

[Sabbatical Proposal](#)

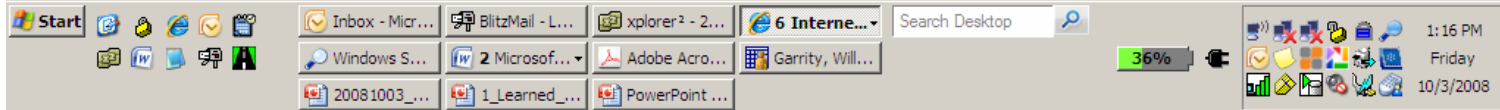
[Site Visits](#)

[Lessons Learned & Observations Information Best Practices](#)

[Final Report](#)

[Readings](#)

Personal Website of:  
Susan McMullen  
Professor/Reference and Information Resources Librarian  
Roger Williams University Library  
One Old Ferry Road  
Bristol, RI 02809  
[smcmullen@rwu.edu](mailto:smcmullen@rwu.edu)



The image shows a Windows XP desktop environment. The taskbar at the bottom contains the Start button, several application icons (Inbox, BlitzMail, Explorer, Internet Explorer, Windows Search, Microsoft Word, Adobe Acrobat, Garry, Will...), and a search box. The system tray on the right shows the battery level at 36%, the date and time (Friday, 10/3/2008, 1:16 PM), and various system icons.

# Born Digital

- Watch your kids!
- Faculty Co-Director John Palfrey and Faculty Fellow Urs Gasser of Harvard's [Berkman Center for Internet & Society](#) have [published](#) *Born Digital: Understanding the First Generation of Digital Natives* (Basic Books).

# Politics

- Have a vision
- Be polite, but forceful and persistent
- Don't be annoying
- Find credible champions—faculty, students
- Leaderships have multiple priorities and institutions strategies—align with those
- Call in favors
- Build syndicates, collaborations

# Take-Away Messages

(in no particular order)

- Concept of October Conference
- Plan, even if \$ not there yet
- Bail plan if isn't working (UNH)
- Don't spend too much on temp fixes
- Assessment, assessment, **ASSESSMENT!**

# Take-Aways, cont'd

- Why assess?
  - To get information
  - To be credible
  - Don't just ask students what they do—watch what they do



# Take-Aways, cont'd

- How to assess?
  - Ask specific questions
  - Post-Its (people are in the library)
  - Blog (people aren't in the library)
  - Town meetings
  - Library at night
  - What else?

# Take-Aways, cont'd

- Build the case
  - Inured—walk in with fresh eyes
  - Slide show
  - Video
  - Overlay plans
  - What else?

# Take-Aways, cont'd

- Flexibility
  - In furniture, space, services
  - Built ins
- Relax and let go—food, drink, commotion
- Visit a lot of places—not just libraries. Learn from others
  - Bookstores
  - Public libraries!
- Lots of light!

# Take-Aways, cont'd

- Displays on a stick
- Whiteboard on wheels
- Construction takes a long time
- Groups often smaller than you think
- Brainstorm! Even if you're not thinking you need a plan. Get a head start
- Know the key people

# Resources

- <http://www.anthro.com>

# Conclusion

- Meet the speakers
- Tour of Baker-Berry
- Presentations
- Evaluation (incentive)