Our Dream: Developing a framework for the state-of-the-art Learning Commons at UNISA's Western Cape Region

Mdu Ncongwane
Branch Librarian: Cape Town

Library Technology Event 2012

Learning spaces in the 21st century need to foster discovery, innovation, and scholarship, not simply contain them. (Brown & Long, 2006)

My thoughts

- **Sense of place**

- **ODL in a developing country**

- **Unemployed youth**

- **When the economy goes south, education goes north**

- **Serving two *gods***

- ***Technology without humans***

- **Mill's Report on '*Space for student personal study*' *and the 'full-time' student***
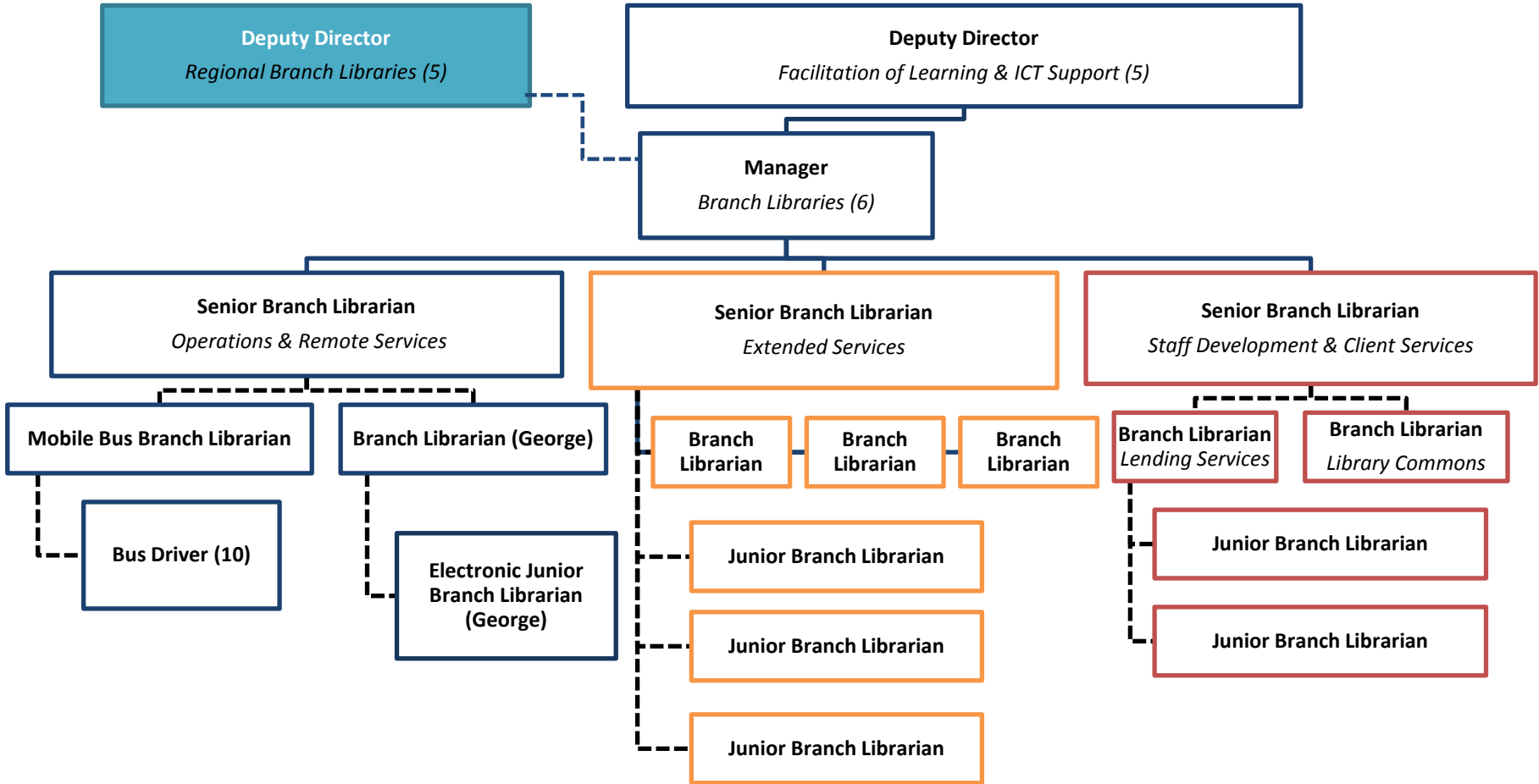
Parnell's article on ODL costing

- **Implicit reliance on students and external institutions**
- **Fraction of library resources and 'other advantages'**
- **On-campus versus off-campus pass rate**
- **Drop out rate higher in ODL: research needed**
- **ODL is a way to reduce the costs of academic programs**
- **Altruism and reciprocity in partnerships**
- **Partnerships are seldom considered or costed**
- **Devise alternatives to traditional reserve collections**

Important documents

- **Western Cape Regional Operational regional plan 2012**
  - *Positive student experience*
  - *Student success*
  - *Teaching effectiveness*
  - *Purposeful learning*
- **Mills Report**
  - *Prescribed reading redundant*
  - *Arrangement with other HE institutions*
  - *Mobile library versus public libraries' usage*

LIBRARY STRUCTURE 2015

Deputy Director
Regional Branch Libraries (5)

Deputy Director
Facilitation of Learning & ICT Support (5)

Manager
Branch Libraries (6)

Senior Branch Librarian
Operations & Remote Services

Senior Branch Librarian
Extended Services

Senior Branch Librarian
Staff Development & Client Services

Mobile Bus Branch Librarian

Branch Librarian (George)

Branch Librarian

Branch Librarian

Branch Librarian

Branch Librarian
Lending Services

Branch Librarian
Library Commons

Bus Driver (10)

Electronic Junior Branch Librarian (George)

Junior Branch Librarian

Junior Branch Librarian

Junior Branch Librarian

Junior Branch Librarian

Junior Branch Librarian

Prepared for UNISA Library - Cape Town branch
04 September 2012

Content

- **Purpose and context**
- **E-Library or Commons**
- **Lippincott's model**
- **Staffing requirements**
- **Resources & facilities**
- **Internet access**
- **Challenges**

AP SERIES
RT REEKS
WESTERN CAPE
SOUTH AFRICA PROVINCIAL MA
SUID-AFRIKA PROVINSIALE KA
SUID-AFRIKA PROVINSIALE KAART REEKS

STATISTIEKE

STATISTICS

Area / Capital / Highest Height
129 440 km²
Cape Town/Kaapstad
▲ 2325m
Oppervlakte
Hoofstad
Hoogste Hoogte

LEGEND

VERKLARING

International Boundary .... Internasionale Grens

Provincial Boundary .... Provinsiale Grens
National Freeway; National Route .... Nasionale Deurpad; Nasionale Pad
Arterial Route .... Hoofverkeerspad
Main Route .... Hoofpad
Secondary Route .... Sekondêre Pad
Railway .... Spoorweg

Perennial Water .... Standhoudende Wate
Non-perennial Water .... Nie Standhoudende Wate
Canal .... Kana
City; Town .... Stad; Do
Small Centre .... Klein Sentru
International Airport .... Internasionale Lughaw

Airport; Aerodrome .... Lughawe; Vliegveld
Toll Plaza .... Toll Plaza
Protected Area .... Beskermde Gebied
Magisterial District .... Landdrosdistrik
Local Municipality .... Plaaslike Munisipaliteit

SECOND EDITION TWEEDE UITGAWE
2001
1:800 000
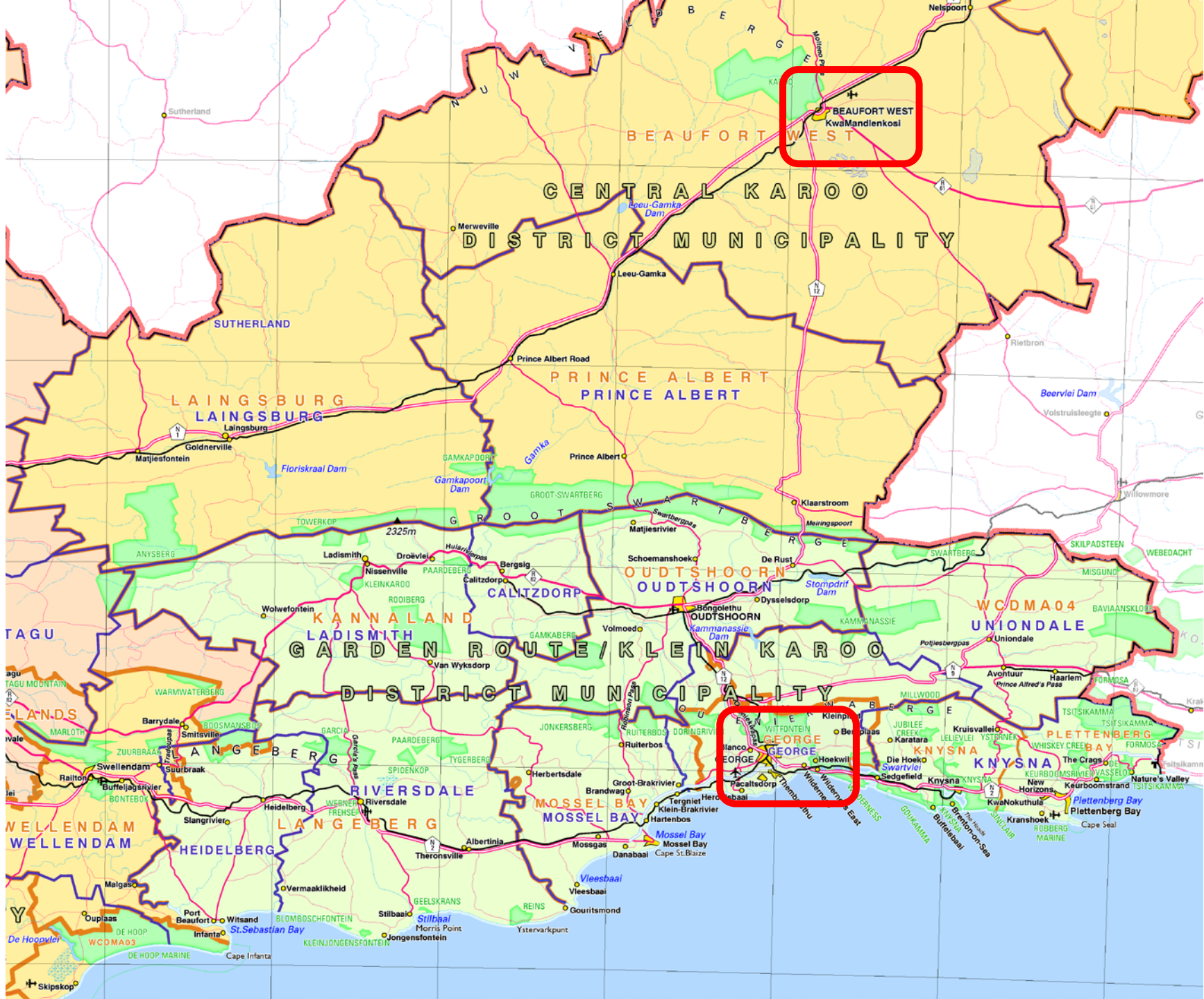
20 15 10 5 0   80
Kilometres

The delimitation of international and provincial boundaries on this map should not be considered as authoritative.
Die afbakening van die internasionale en provinsiale grense op hierdie kaart moet nie as gesaghebbend beskou word nie.

Lambert's Conformal Conic Projection.   Standard Parallels at 32°00'S and 33°30'S.

Published by the Chief Directorate: Surveys and Mapping, Private Bag x10,Mowbray.
Gepubliseer by die Hoofdirektoraat: Opmetings en Kartering, Privaatsak x10,Mowbray.

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verkreë goedkeuring nie.

WESTERN CAPE
Western Cape
Eastern Cape

NAMIBIA
BOTSWANA
ZIMBABWE
Northern Province

VREDENDAL
MATZIKAMA
VANRHYNSDORP

CEDERBERG
CLANWILLIAM
WEST COAST
BEAUFORT WEST
CENTRAL KAROO
DISTRICT MUNICIPALITY
MURRAYSBURG
DISTRICT MUNICIPALITY

PIKETBERG
BERGRIVIER
VREDENBURG
CERES
SUTHERLAND
WCDMA02

PRINCE ALBERT
HOPEFIELD
MOORREESBURG
SALDANHA BAY
BOLAND DISTRICT
WITZENBERG
LAINGSBURG
SWARTLAND
TULBAGH

MALMESBURY
PRINCE ALBERT
WCDMA04
UNIONDALE
MALMESBURY
BAVIAANSKLOOF
WORCESTER
OUDTSHOORN
MONTAGU
KANNALAND
LADISMITH
GARDEN ROUTE/KLEIN

DISTRICT MUNICIPALITY
SOMERSET WEST
THEEWATERSKLOOF
GEORGE
KNYSNA
CAPE TOWN METROPOLITAN AREA
CAPE TOWN
BREEDE RIVER
ROBERTSON

RIVERSDALE
MOSSEL BAY
MITCHELLS
OVERBERG DISTRICT
SWELLENDAM
HEIDELBERG
CAPE
MUNICIPALITY
HERMANUS
OVERSTRAND

BREDASDORP
FALSE BAY
SIMON'S TOWN

FALSE BAY

BEAUFORT WEST
KwaMandlenkosi

CENTRAL KAROO
DISTRICT MUNICIPALITY

Sutherland

BEAUFORT WEST

Nelspoort

Merweville

Leeu-Gamka Dam

Leeu-Gamka

SUTHERLAND

Rietbron

Prince Albert Road

PRINCE ALBERT
PRINCE ALBERT

Beervlei Dam

Volstruisleegte

LAINGSBURG
LAINGSBURG

Laingsburg

Goldnerville

Matjiesfontein

Floriskraal Dam

GAMKAPOORT

Gamkapoort Dam

Gamka

Prince Albert

Willowmore

GROOT-SWARTBERG

Klaarstroom

SWARTBERG

SKILPADSTEEN

WEBEDACHT

MISGUND

TOWERKOP

2325m

GROOT SWARTBERG

Swartbergpas

Meiringspoort

ANYSBERG

Ladismith

Droëvlei

Huisrivierpas

Bergsig

Matjiesrivier

Schoemanshoek

De Rust

NISSENVILLE

PAARDEBERG

Calitzdorp

OUDTSHOORN
OUDTSHOORN

Stompdrif Dam

KLEINKAROO

CALITZDORP

Bongolethu

OUDTSHOORN

Dysselsdorp

WCDMA04

UNIONDALE

Wolwefontein

ROOIBERG

KANNALAND

GAMKABERG

Volmoed

Kammanassie Dam

KAMMANASSIE

Uniondale

LADISMITH

Van Wyksdorp

BAVIAANSKLOOF

GARDEN ROUTE/KLEIN KAROO

Potjiesbergpas

Avontuur

Haarlem

DISTRICT MUNICIPALITY

Prince Alfred's Pass

FORMOSA

MONTAGU MOUNTAIN

WARMWATERBERG

MILLWOOD

N9

Barrydale

BOOSMANSBOS

Smitsville

GARCIA

Garcia's Pass

PAARDEBERG

JONKERSBERG

DORINGRIVIER

RUITERBOS

Kleinplaat

GEORGE

Ben Blaas

JUBILEE CREEK

Karatara

Kruisvallei

LELIEVLEI

YSTERNEK

TSITSIKAMMA

PLETTENBERG BAY

ZUURBRAAK

Swellendam

Suurbraak

SPIDENKOP

TYGERBERG

Herbertsdale

Ruiterbos

Blanco

GEORGE
GEORGE

Hoekwil

WITFONTEIN

Die Hoek

WHISKEY CREEK

KNYSNA
KNYSNA

The Crags

KEURBOOMSRIVIER

Nature's Valley

WELLENDAM
WELLENDAM

BONTEBOK

LANGEBERG

Railton

Heidelberg

RIVERSDALE

Riversdale

Groot-Brakrivier

Brandwag

Pacaltsdorp

Thembalethu

Wilderness

Wilderness East

Swartvlei

Sedgefield

Knysna

New Horizons

Keurboomstrand

Tsitsikamma

HEIDELBERG

LANGEBERG

Slangrivier

Albertinia

Tergniet

Klein-Brakrivier

Hartenbos

Herolds Bay

GOUKAMMA

KwaNokuthula

Plettenberg Bay

Kranshoek

ROBBERG MARINE

Cape Seal

Malgas

Oupiaas

Port Beaufort

Witsand

Theronsville

MOSSEL BAY
MOSSEL BAY

Danabaai

Mossgas

Mossel Bay
Mossel Bay

Cape St.Blaize

Vleesbaai
Vleesbaai

SINCLAIR

Plettenberg Bay

DE HOOP

Infanta

St.Sebastian Bay

Vermaaklikheid

Stilbaai
Stilbaai

Gouritsmond

BLOMBOSCHFONTEIN

GEELSKRANS

REINS

Morris Point

Ystervarkpunt

De Hoopvlei

WCDMA03

Cape Infanta

KLEINJONGENSFONTEIN

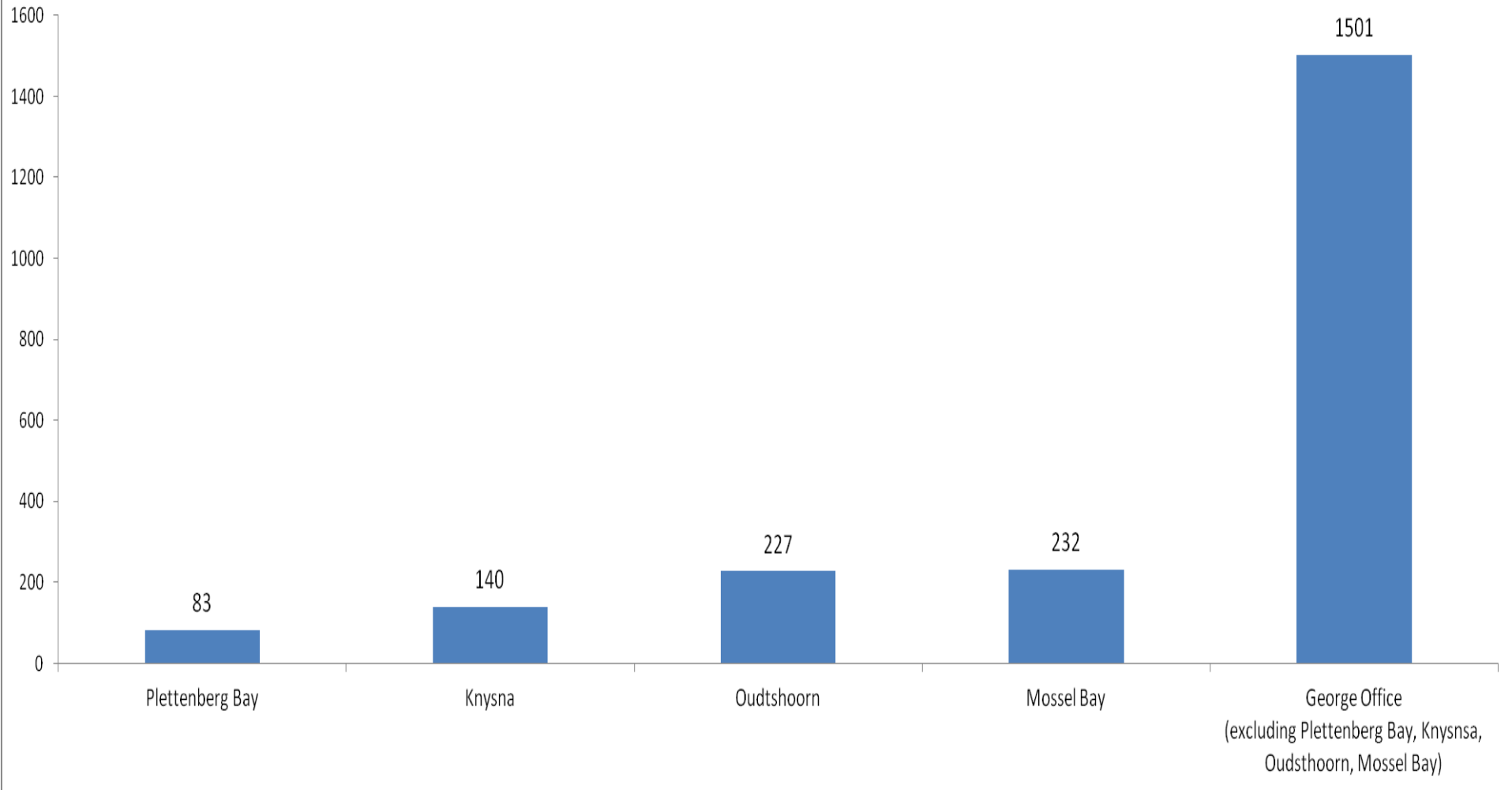Jongensfontein

De Hoop Marine

Skipskop

George and the surroundings

NUMBER OF STUDENTS

Total estimate of above 30 000 students

Dream the impossible – Go big or stay home!

"*Because of the ODL nature of Unisa, there are no boundaries*" (Focus, August 2012)

Spaces are themselves agents for change. Changed spaces will change practice. (JISC, 2007)

What is in the name?

- **Electronic Library**
- **Digital Library**
- **Library Commons**
- **Information Commons**
- **Knowledge Commons**
- **Cultural Commons**
- **Learning Commons**

Reasons

- **Signal to students in remote areas**
- **Competitiveness and welcoming environment**
- **Modular and multi-functional facility**
- **Optimal use of physical spaces**
- **Supplement the Mobile Bus**
- **Burden on public libraries**

Reasons

- **George a strategic growth point**
- **Equivalent on-campus services**
- **Guinea-pig for non-print collection**
- **Success rate**

Lippincott's model of evaluation

- **Extensiveness**
- **Efficiency**
- **Effectiveness**
- **Service quality**
- **Usefulness**
- *Equity*

Lippincott's model - modified

- *Positive student experience*

- *Student success*

- *Purposeful learning*

Resources & facilities

- **Laptops or thin-clients**
- **Newspaper Lounge**
- **Movable tables**
- **Individual carrels**
- **Printing facilities**
- **Training/seminar room/board room**
- **Quiet study area**
- **Group study/discussion areas**
- **RFID**
- **Electronic smart-glass**
- **Wi-Fi connectivity**

Staffing requirements

- **Branch Librarian**
- **Junior Branch Librarian**
  - *Strong IT skills*
  - *People skills*
  - *Willingness to serve*
  - *Unisa experience*
  - *Research methodology skills*
  - *Writing skills*

Internet Access & Supervision

- **Customised Internet**

- **Open Educational Resources (OER)**

- **Open Access Resources**

The Plan

FIRST FLOOR PLAN
SCALE 1:100

PROPOSED
LIBRARY
EXPANSION

Cape Town Campus
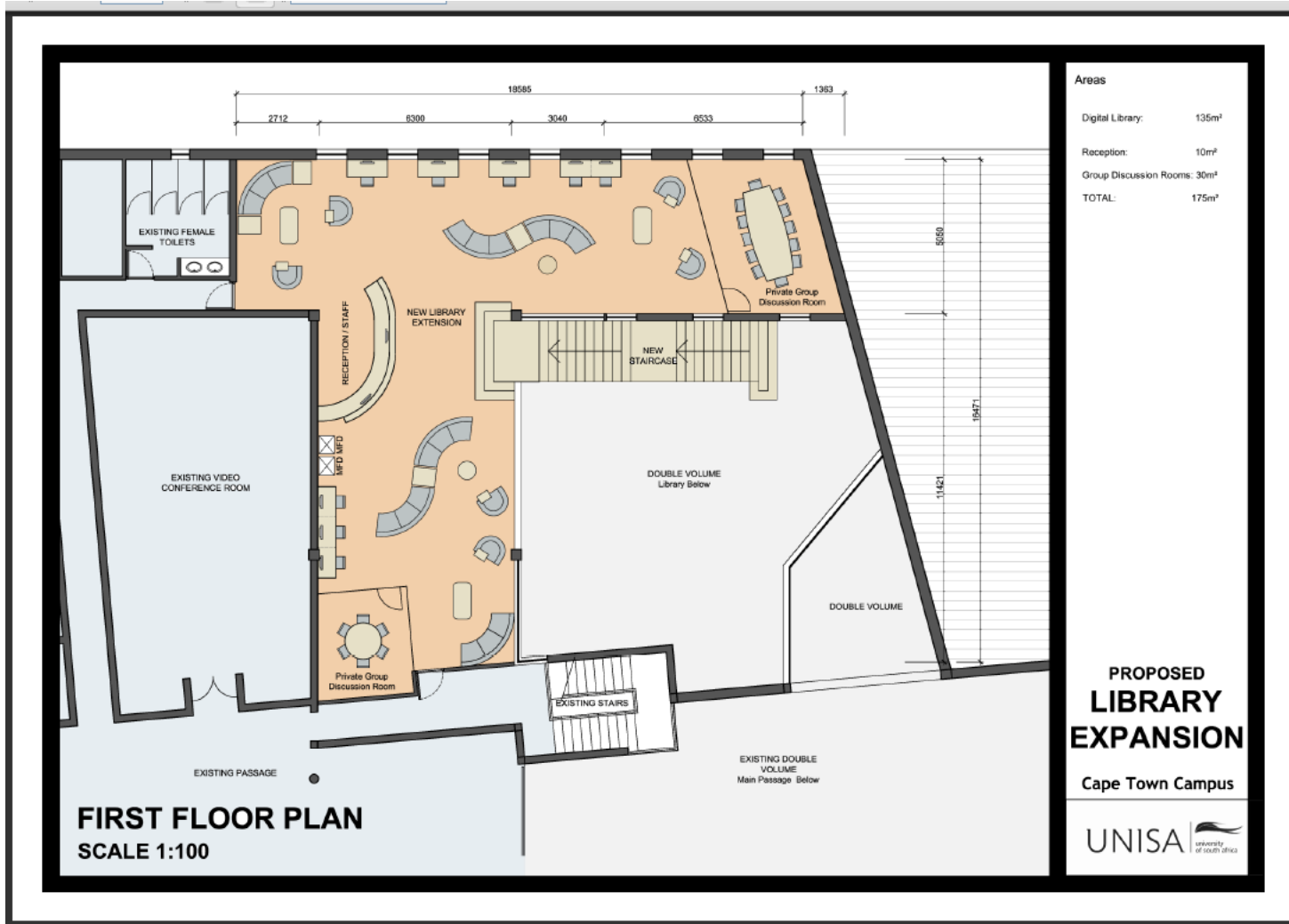
Planning and Implementation plans

- **Planning Committee**
- **Stakeholders**
- **Needs analysis**
- **Hybrid and phasing out**

Communication & Marketing

Challenges to the dream

- Marketing and educating about e-content
- Rented space in George
- New library in 2015 on the Parow campus
- Unavailability of prescribed books online
- Prescribed books versus reading widely
- Competent staff with technological expertise
- Internet access and supervision
- Technological support especially in George
- Ongoing software upgrades and purchases
- Loanable technology

Arniston 2011