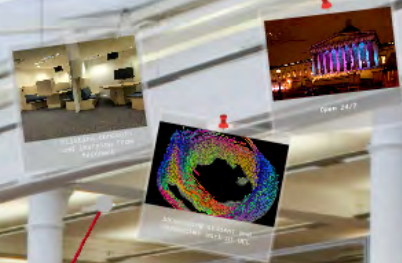


ISD Help
Staff & Student IT related enquiries
UCL

What do students ask for?
What are the most common requests for help from students?
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What are the most common requests for help from students?

What are we doing about this?
What are we doing about this?
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Conclusion

Engaging with students on developing learning spaces takes time and can be challenging. It is a process which should begin long before a space is built and continues while the Hub is open and in use. However the rewards are significant:

- More fit-for-purpose facilities
- Enhanced sense of ownership and responsibility
- Continuous improvement as needs evolve

Ben Meunier

Library Open Forum
27/02/14

Engaging with students to make successful Hubs

What do students ask for?

What do students ask for?
- More study space (both individual and group)
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What are Hubs?

What are Hubs?
- Learning centres that enable UCL students and staff to interact and to access resources and services.
- At the heart of each academic faculty, they provide support services and facilities to enhance life on campus.

Why does engagement matter?
Hubs are successful as the base for a lot of activity.
It is important that each community feels that their hub meets their needs.

Conclusion

Engaging with students on developing learning spaces takes time and can be challenging.

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Engaging with students to make successful Hubs

What are Hubs?

- Learning centres that enable UCL students and staff to interact and to access UCL resources and services
- At the heart of each School or Faculty, they provide support services and facilities to enhance life on campus.



Why does engagement matter?

Hubs are designed to be the base for a UCL community.

It is important that each community feels that their Hub meets their needs.



does engagement matter?

Hubs are designed to be the base for a UCL community.

It is important that each community feels that their Hub meets their needs.

How UCL is listening to the student voice(s)

- Committee structures
- Surveys
- Discussions with Sabbatical Officers
- Workshops
- Pilot spaces:
 - Learning Laboratory (Science Library ground floor)
 - Cruciform Pilot
- Feedback in library sites

What do students ask for?

Quiet study space (with and without computers) is important and more space is needed. Study space should be comfortable and pleasant to be in.

Group space is also important and there should be more collaborative work areas.

Study space should be available 24/7

Natural light and good lighting are essential

There should be some catering provision available at any time there are students on campus. This includes water fountains.

[sources: Library site surveys, Library Services/ISD survey 2013]



What are we doing about this?

A number of new additional study spaces have opened in the past 3 years: Research Grid, Graduate Hub, JBR, JBS Haldane Hub, Royal Free Hub.

There is more on the way: Cruciform Hub, Bartlett Hub in summer 2014.

These incorporate elements of individual workspace and group working areas. Design for all new Hubs also places strong emphasis on environmental conditions.

Library Services are increasing opening hours towards 24-hour year-round for multiple sites.

Water fountains, vending machines or kitchenettes are incorporated



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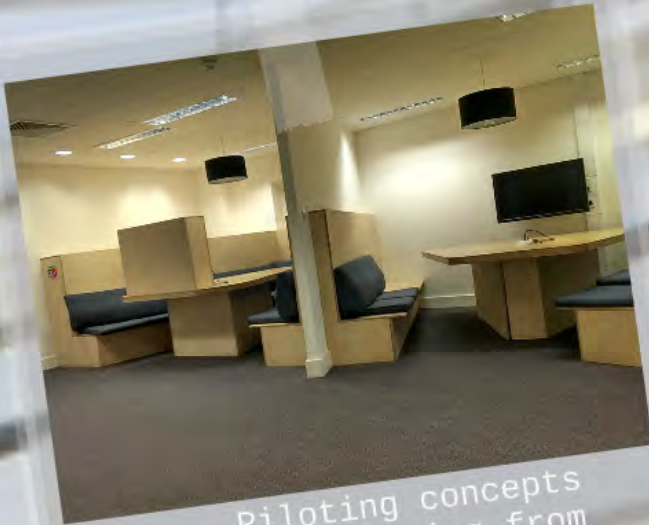
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*Hub: space
designed for the
learning community
at UCL*

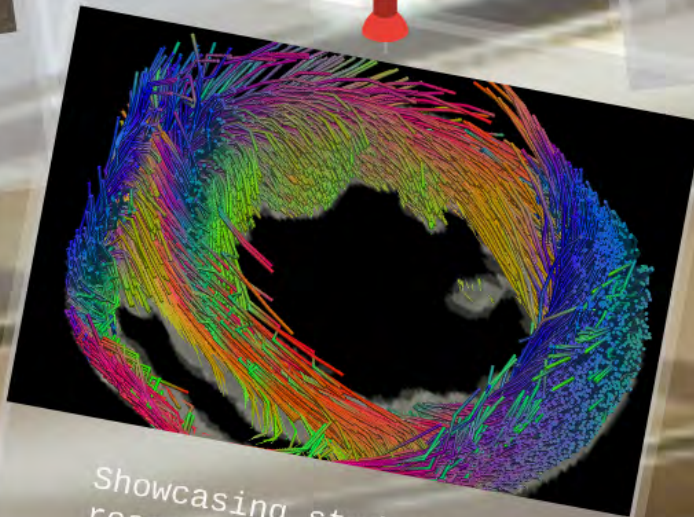
- Students are excellent indicators of what they need to be effective learners
- Teaching staff and Professional Services colleagues can also contribute innovative ideas based on best practice
- Hubs aim to bring together disparate elements of UCL: people (research and students) and collections (Special Collections and research outputs)



Piloting concepts
and learning from
feedback



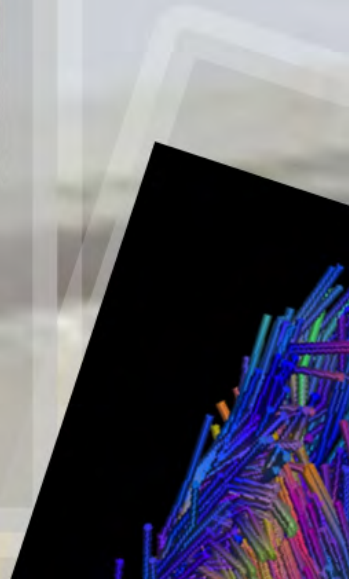
Open 24/7

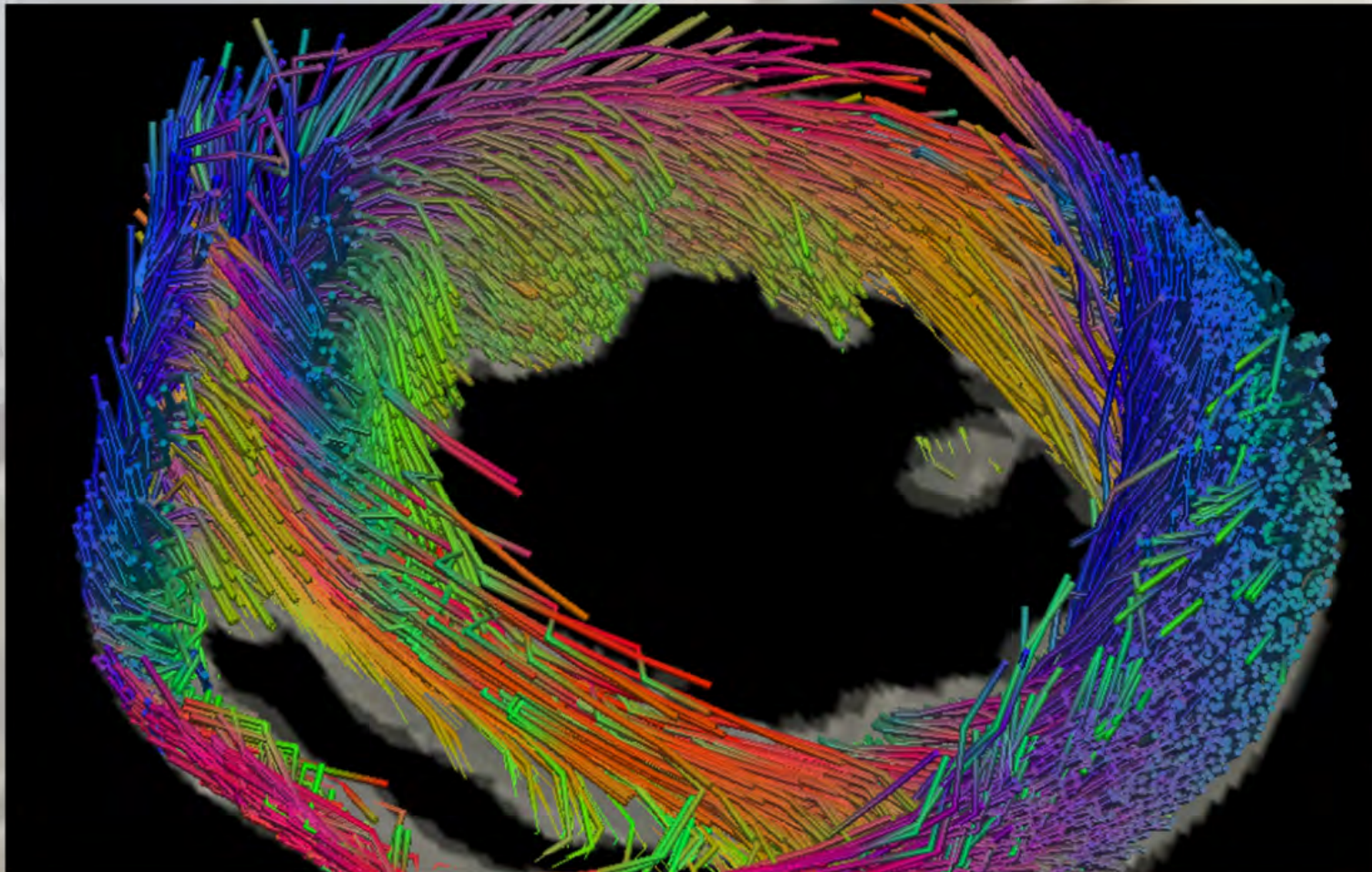


Showcasing student and
researcher work at UCL



Piloting concepts
and learning from
feedback





Showcasing student and
researcher work at UCL



Open 24/7

Managing Hubs

- Library Services have developed a roadmap for managing Hubs with colleagues from Professional Services (Estates, ISD) and the Bartlett
- Library Service Assistants provide 24-hour service to support students and pro-actively report maintenance or IT-related issues

Successes to date

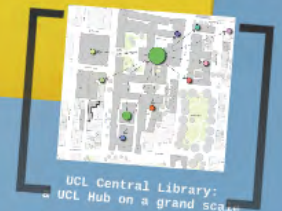
Feedback on facilities and services via the Library Services social media

Use of Library Service Assistants' email is increasing
lib-services@ucl.ac.uk



Challenges

- Students are busy: it can be difficult to reach large numbers for detailed surveys
- Time constraints on many building projects mean that there is only limited time for consultation
- What might help engage students in the consultation process?
- How can we foster a sense of community in each Hub at UCL?



UCL Central Library:
UCL Hub on a grand scale

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What do students ask for?

What do students ask for?
2014 study space survey and student feedback to inform design and development of the new library space.
2014 study space survey and student feedback to inform design and development of the new library space.
Study space should be available 24/7
Natural light and good lighting are essential.
There should be some catering provision available at all times.
There are students on campus that include water fountains.
Services: library staff services, library services/1st floor staff.

What are we doing about this?

A number of key additional study spaces have opened in the past 2 years: Research Hub, Student Hub, Hub, 1st Floor Hub, Royal Free Hub.
There is more on the way: Creative Hub, 1st Floor Hub in Summer 2014.
These incorporate elements of individual workshops are given working areas. Design for all new hubs take place taking account of environmental conditions.
Library services are incorporating opening hours (around 24-hour year round for multiple sites).
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Hubs are successful or not based on how well they are used.
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Engaging with students to make successful Hubs