

**Learning Commons
Memo of Understanding**

Zach S. Henderson Library and Information Technology Services
August 2008 [established]
February 2009 [revised]

Mission

The library's slogan, "Empower the Learner", expresses its continuing mission of supporting the educational goals and priorities of the university community.

Goals and Objectives

In order to facilitate the creation of a Learning Commons, the following principles guided the planning for the reconfiguration of the existing Zach S. Henderson Library building and the addition:

- A Place for Active Learning • A Place Designed to Put Users First • An Adaptable Place • A Functional Place • A Borderless, Integrated, Efficient Place • A Place Where Noise is Managed • A Safe and Secure Place

Therefore, the Learning Commons (LC) will be a dynamic and active feature of the Library's efforts to meet the needs of the university community. In a collaborative effort with the Information Technology Services (ITS) Help Desk staff, the Information Services (ISD) and Systems Departments of Zach S. Henderson Library will

- Provide access to traditional library services, high-touch - general information, library catalog access, and reference services
- Provide a high-technology-rich environment (e.g., high-tech networks, public access machines of various types as needed)
- Provide resources (hardware, software, support) for what was formerly a "computer lab" plus various specialty computer labs (e.g., scanning lab, multi-media lab, etc.) integrated in terms of space, desks, staff, training, services, and resources into the traditional library services
- Provide the "full range" of productivity software (e.g., MSOffice, SPSS/SAS, ArcView, Maple, Adobe Acrobat, Photoshop, OmniPage, Illustrator, Premiere, etc.)
- Provide flexible and adaptable spaces for collaborative learning and work
- Provide patrons the tools and assistance to (1) search & retrieve, (2) process and interpret, (3) create and construct knowledge, and (4) package, present and produce
- Provide services and goals clearly and explicitly aligned strategically with the institution-wide vision and mission, creating a dynamic and active partner in the broad educational enterprise
- Include traditional (high-touch) and technology rich (high-tech) resources
- May offer some or all of the following (not an exhaustive list):

- Faculty development center, such as CET
- Integration of “library” into a course management
- Centers for Writing, Learning Support (tutorials), special programs (e.g., Honors), learning communities, career counseling
- Many collaborative work spaces of greatly varied types, sizes and adjustability
- Greater emphasis on the far end of the continuum, e.g., creation and construction of knowledge in Institutional Repository and Open Archives type activities
- Faculty “shared offices”, collaborative spaces in library
- May include such less-traditional library functions and activities as exhibitions, readings, performances (music, dance, theater, etc.), gaming, lectures, dances, panel discussion, institution-wide fora on important / current / controversial topics, etc.

Organization, Governance, and Service

The *Learning Commons Director & ISD Department Head* will provide administrative policies and procedures for the Learning Commons. Policies and procedures may include but are not limited to:

- Primary management/administrative oversight of the Learning Commons will be provided by the Learning Commons Director while the oversight of the ITS Help Desk will be provided by the ITS Help Desk Manager. Each manager/director will coordinate services and scheduling for their respective areas of responsibility.
- Staff for each area will report to the appropriate manager/director.
 - *Information Specialist II* and *Learning Commons Assistants* – report to the Learning Commons Director.
 - *ITS Technicians* - report to the ITS Help Desk Manager.
- Hiring practices and procedures will follow the guidelines specified by the Department of Human Resources. However, each manager/director will be responsible for hiring his/her own staff.
 - Student assistants will be hired through the Student Employment Center.
 - Staff will be hired based on job postings listed on the Human Resources web site.
- Regular open conversations will be a critical component to the success of the Learning Commons and ITS Help Desk.

- *Information Services Department* – The Learning Commons Director will provide weekly updates to ISD regarding the Commons. At this time, department members may share suggestions or concerns regarding services, staffing, training, and resources.
- *Learning Commons Advisory Council* – The Learning Commons & ITS Help Desk staff (including the Learning Commons Director and ITS Help Desk Manager) servicing the Learning Commons will meet quarterly to discuss the day to day operations of the Commons as well as policies and procedures that may affect services offered. This may include staffing and training. This will also include an annual review of the Memo of Understanding as well as open communication via an electronic discussion board. Council members will consist of the Learning Commons Director, ITS Help Desk Manager, ISD, Access Services, and Systems Department Heads, designee from Learning Commons’ staff, designee from Systems’ staff, the Vice President for Information Technology Services (ex-officio), and the University Librarian & Dean of the Library (ex-officio).
- *Learning Commons Users Council* – The council will meet quarterly to discuss the effectiveness and efficiency of the services/resources provided to the university community. Council members will consist of two faculty/staff members, and two students, ITS Help Desk Manager, and the Learning Commons Director.
- *VP for Information Technology Services & Dean of Library & University Librarian*– Final agreement regarding established and/or new collaborative partnerships for the Learning Commons will rest with the University Librarian & Dean of the Library and the Vice President of Information Technology.

Responsibilities

Information Services Department – ISD faculty, staff, and student assistants will provide front line service in the Learning Commons and other public computer areas throughout the library. Library users needing assistance may receive help with research (online catalog, GALILEO, government documents or other research resources) as well as computer software and hardware. Whenever a librarian or student assistant is not available to assist with public services the Information Specialist II may be called upon to help. Additionally, the Learning Commons Assistants may be asked to assist the ITS Help Desk staff reset passwords for MyGeorgiaSouthern.edu, Wings, or WebCT.

Additionally, ISD will conduct or sponsor workshops (both research and software related) at various times throughout each Fall and Spring semester in order to ensure library users are equipped with skills needed for the completion of assignments and projects.

Systems Department & Information Technology Services - The following table outlines specific responsibilities for the Systems Department and ITS.

Examples: List is not exhaustive

I.T. Services	I.S.D	Systems	Access
	LPTOne <ul style="list-style-type: none"> ▪ Basic/General Issues <ul style="list-style-type: none"> ○ No I.D. prompt ○ Restarting Client 	LPTOne <ul style="list-style-type: none"> ▪ Major Issues 	Media Equipment <ul style="list-style-type: none"> ▪ Laptops, digital cameras, video recorders checkout
WINGS	GALILEO, online catalog, print resources, electronic resources	ARC Issues	Media Equipment <ul style="list-style-type: none"> ▪ Demonstrate how to operate digital cameras, video recorders
Student Email		Library Faculty/Staff Computing Issues	Refilling paper after midnight
WebCT (Including printing issues)		Voyager Issues (that are not related to Internet connectivity issues)	
MyGeorgiaSouthern		Library Servers	
Personal Computer Issues <ul style="list-style-type: none"> ▪ Wireless ▪ Software installation/questions ▪ Basic hardware questions 	Public Computer Issues <ul style="list-style-type: none"> ▪ Software support/instruction <ul style="list-style-type: none"> ○ How to use software with media equipment ▪ Hardware support/instruction (i.e. scanners) 	Public Computer Issues <ul style="list-style-type: none"> ▪ Hardware/software maintenance, repair, replacement, imaging 	
Assigned IT Technicians will work with ISD in the Learning Commons (see ISD column for details)	Printers <ul style="list-style-type: none"> ▪ Minor issues ▪ Minor jams ▪ Toner replacement ▪ Refilling paper 	Printers <ul style="list-style-type: none"> ▪ Major issues ▪ Major jams ▪ Toner replacement 	

Establishment of New Partnerships

In an effort to meet the stated goals and objectives of the Learning Commons, the existing partners may identify potential partners who may help “empower the learner” by assisting the Learning Commons’ personnel with the continuing support of the university’s educational goals. Evolving partnerships may be identified to determine if additional assistance, resources, and services are needed to effectively support student learning in the Commons. Identification may include public relations, staff training, space, customer service, and other relevant criteria.

Resources

All library equipment (e.g., furniture, computers, printers, etc) moved into the Learning Commons or other allocated library space will remain the property of the library. All equipment moved into allocated library space from the Marvin Pittman Administration Building for the ITS Help Desk will remain the property of the ITS Help Desk.

In the event that the collaborative partnership between the Learning Commons’ staff and ITS Help Desk staff is ceased, any equipment purchased by the library for the Learning Commons will remain in the Commons. Likewise, any equipment purchased by the ITS Help Desk staff will remain with the ITS Help Desk staff.

Existing operating budgets will continue to be separate and maintained by each unit. Equipment needed for the Learning Commons or other public areas located throughout the library will be requested by submitting a proposal for Student Technology Funds.

Communications

Announcements featuring the collaboration between the Library and ITS will be coordinated and publicized by both. The campus community will be notified by web pages and blogs regarding any new services, resources, and/or partnerships formed to increase the successfulness of the Learning Commons and/or ITS Help Desk. All public comments, reactions and questions sent to the Library’s “Suggestion” page will be reviewed and responded to by all relevant parties. Comments, reactions, and questions collected by other means will also be reviewed as well.

Evaluation and Assessment

Selective assessment and evaluative methods will be identified and used in order to measure whether identified learning outcomes for the Learning Commons have been met. Results will be used to determine whether resources and/or services will need to be added, removed, revised, or updated.

Review of Memo of Understanding

The MOU will be reviewed annually by the Learning Commons Advisory Council. Any changes to the MOU will be discussed and agreed upon by the Council before taking effect.

MOU Final Agreement

I have read this Memo of Understanding. I agree to (1) the creation of a collaborative partnership between the library and ITS and (2) understand the explanation of the partnership as described in this MOU.

Library Dean _____
VP of ITS _____
ISD Head _____
Systems Head _____
Access Head _____
LC Director _____
ITS HDesk Manager _____