



# The Kate Edger Information Commons:

Integrated collaborative learning environment  
The University of Auckland, New Zealand

Brian Flaherty  
with thanks to Hester Mountifield

# The University of Auckland

Established in 1883

Largest in New Zealand

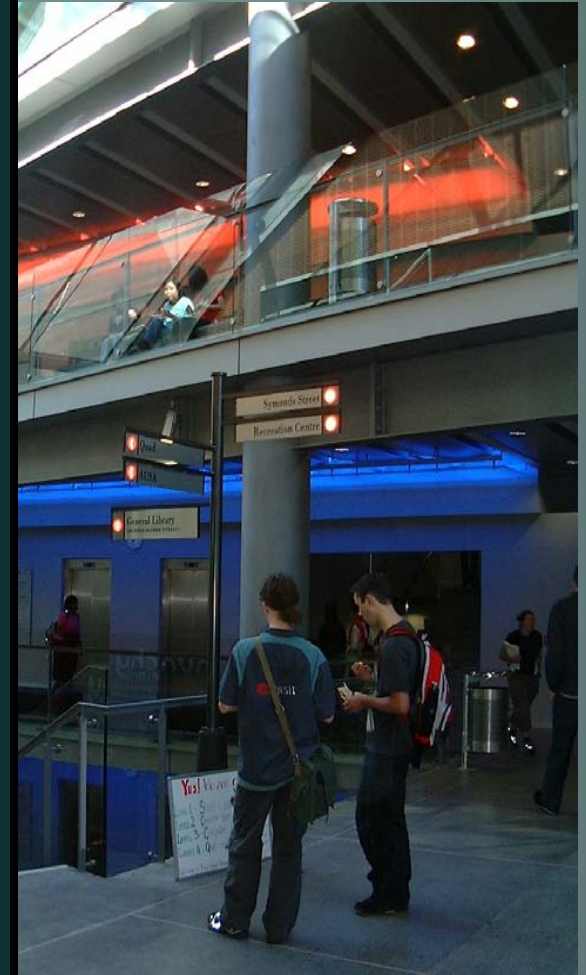
Four campuses

City Campus in Auckland  
CBD

35,000 Students – 2005

14,213 Students – 1990

1700 Faculty



# Eight Faculties:

Arts

Business & Economics

Creative Arts & Industries

Engineering

Law

Medical & Health Sciences

Science

Theology

Summer School: Jan - Feb

Semester One: Mar – Jun

Semester Two: end Jul - Nov





# Our diverse student body

## Ethnicity:

European – 41.7%

Asian – 34.4%

Maori – 5.5%

Pacific Islander – 6.2%

## Language:

EAL – 43%

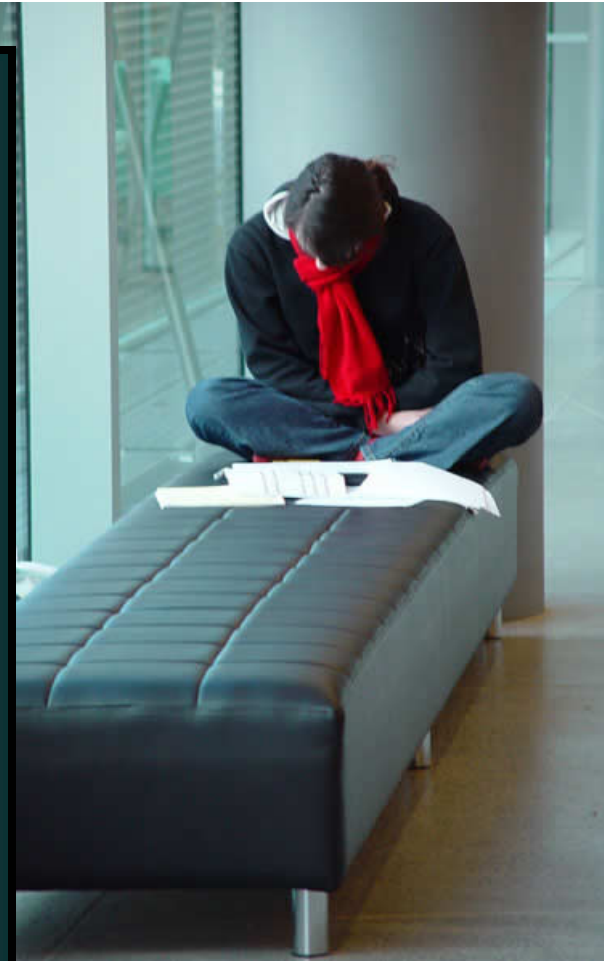
Undergraduates – 77%

Postgraduates – 33%

International students – 15%

Domestic students – 75%

Engaged in paid work – 49%



**Diverse learning needs, styles and levels of preparation**

# University of Auckland Library

## 12 Subject Libraries

### City Campus:

General Library (Arts, Science, B&E)

Architecture

Audio-Visual

Engineering

Fine Arts

Law

Music

Grafton Campus: Medical

Tamaki Campus Library

Epsom Campus: Education

North Shore Campus Library

Leigh Marine Library

## 4 Information Commons

### City Campus:

Kate Edger IC

Te Hukatai (Maori)

Grafton IC – Medical School

Epsom IC – Education Faculty

## Central Services

Biblio Centre

Digital Services

Document Delivery

Learning Services

Lending

# Key Drivers

Urgent need to improve student amenities and support services

Lack of adequate and flexible study space

Widespread use of IT in Higher Education

Expectations of the Net generation

Strategic realignment of University Library services and resources

Coherent approach to IT and information literacy

Academic Audit

UoA Academic Plan

Graduate Attributes

University Library's vision for enhanced services to the University community







Kate Edger was the first woman graduate of the University of New Zealand, gaining a BA in Mathematics in 1877.

She was the first woman in the British Empire to earn a BA.

## Information Commons

Learning Services,  
Teaching spaces, Quiet  
study space.

Student Learning Centre,  
Teaching spaces, Quiet  
Computer space.

I.C. HelpDesk, Teaching  
space, Group Computer  
space.

High Demand Collection,  
ELSAC.

Group study & Discussion  
space, Computer space.

4

3

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## Student Commons

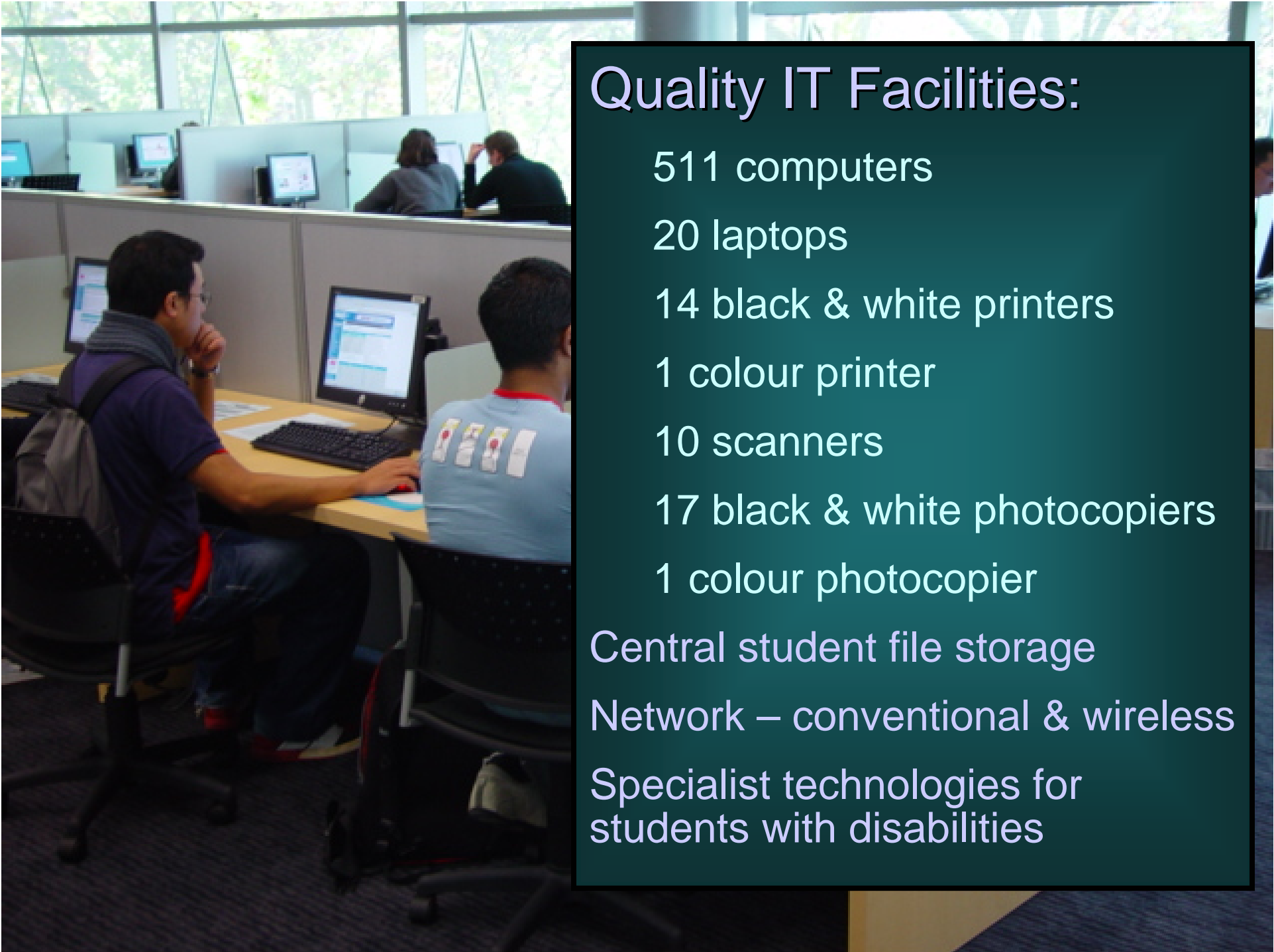
Postgraduate Lounge,  
International Student  
Centre.

Health and Counselling.  
Accommodation Centre.

AUSA offices. Café,  
Travel Agent, Copy  
Centre, Mini-market.

Pharmacy, Bank  
Bookshop

Bookshop



## Quality IT Facilities:

511 computers

20 laptops

14 black & white printers

1 colour printer

10 scanners

17 black & white photocopiers

1 colour photocopier

Central student file storage

Network – conventional & wireless

Specialist technologies for students with disabilities



Dell OptiPlex SX260  
Ultra Small Form Factor

# Software & Network

- Everything reasonably well locked down. Able to re-image overnight as required.
- Standard productivity tools Microsoft Office 2003, Multiple Media Players IE etc & other site licensed software (e.g. EndNote)
- The InfoCommons is NOT a specialist lab. The primary focus is on general purpose computing
- One soft objective was to offload Faculty labs allowing faculties to concentrate resources on their needs.
- Gbs Backbone from Edge to Data Center with 100mbs to the Desktop
- Student Storage
  - 250MB storage provided per student (not all use it). Backed up frequently

A photograph of a study area with several red armchairs. In the foreground, a student is sitting on a red chair, looking down at a book. In the background, other students are visible, some sitting and some standing. The room has large windows and a modern, open-plan design.

## Accommodating Learning Styles:

270 group study seats

161 quiet study seats

217 casual seats

Flexible study spaces for group and individual work

Electronic learning environment for language skills development

# Computing

Quiet  
Computing

Group  
Computing

**Individual**  
*Independent*

**Group**  
*Collaboration*

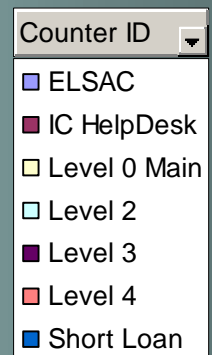
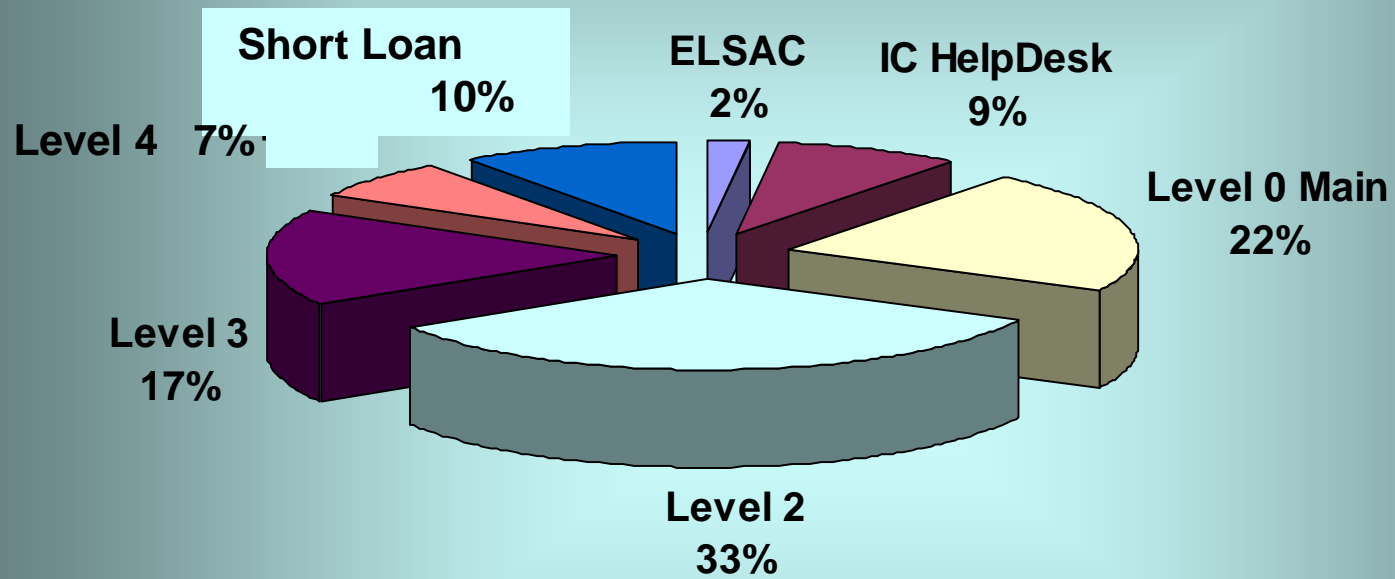
Quiet study  
Wireless  
Laptops

Large tables  
Wireless  
Laptops

**Techno-lite**







Group work levels most popular



## Skills Development:

4 Electronic classrooms

2 Seminar rooms with dividers

Key focus on IT and information literacy skills development

Courses in computer, information and learning skills in flexible teaching spaces

Individualised instruction in consultation spaces

Several layers of instruction in print and electronic format

ELSAC – English language skills development

## Improved Support:

Integrated support service delivered by multi-skilled staff

Assistance in the location, retrieval, evaluation and use of information

Assistance in the capture, storage, manipulation, articulation and transfer of information

Specialist support in English language skills development

Collaboration between learning support providers

Clear system of referral of queries and problems



University Library

Learning Services  
Department

IT Directorate

Electronic Campus  
HelpDesk

Common goal:

Proactive integrated learning support service

I.C. Help Service

## I.C. Help Service

Cross-functional  
and multi-skilled  
environment

Consists of two  
components

### I.C. HelpDesk

Walk-in support

Open consultation space

NetAccount sales

### I.C. Consultants

First tier roaming support

Basic troubleshooting



# I.C. HelpDesk



**Walk-in support &  
Consultation  
space**



**I.C.  
Consultants**  
**First tier roaming  
support**  
**Basic  
troubleshooting**



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Cooler  
place on  
campus

Learning  
& social  
hub

Not big  
enough

More of  
everything  
wanted



# *Social*

Recreational spaces

Community building

Social learning

Models modern work environments

Retail & food



## Opening hours

Weekdays: 7am - midnight

Weekends: 8am - 10pm

Extended weekend hours during exams

Levels 3 & 4 closed during Summer Break

Building design allows for 24/7 opening  
of high use areas

# University Library

## Learning Services Department

### Information Skills

Information Literacy skills

### ELSAC

Language skills

### I.C. Help Service

IT & information skills

Foundation Studies  
Continuing Education  
Liaison & information skills

### Common goal:

Proactive & integrated:

- Learning support service
- IT, information literacy & language skills development

# Success

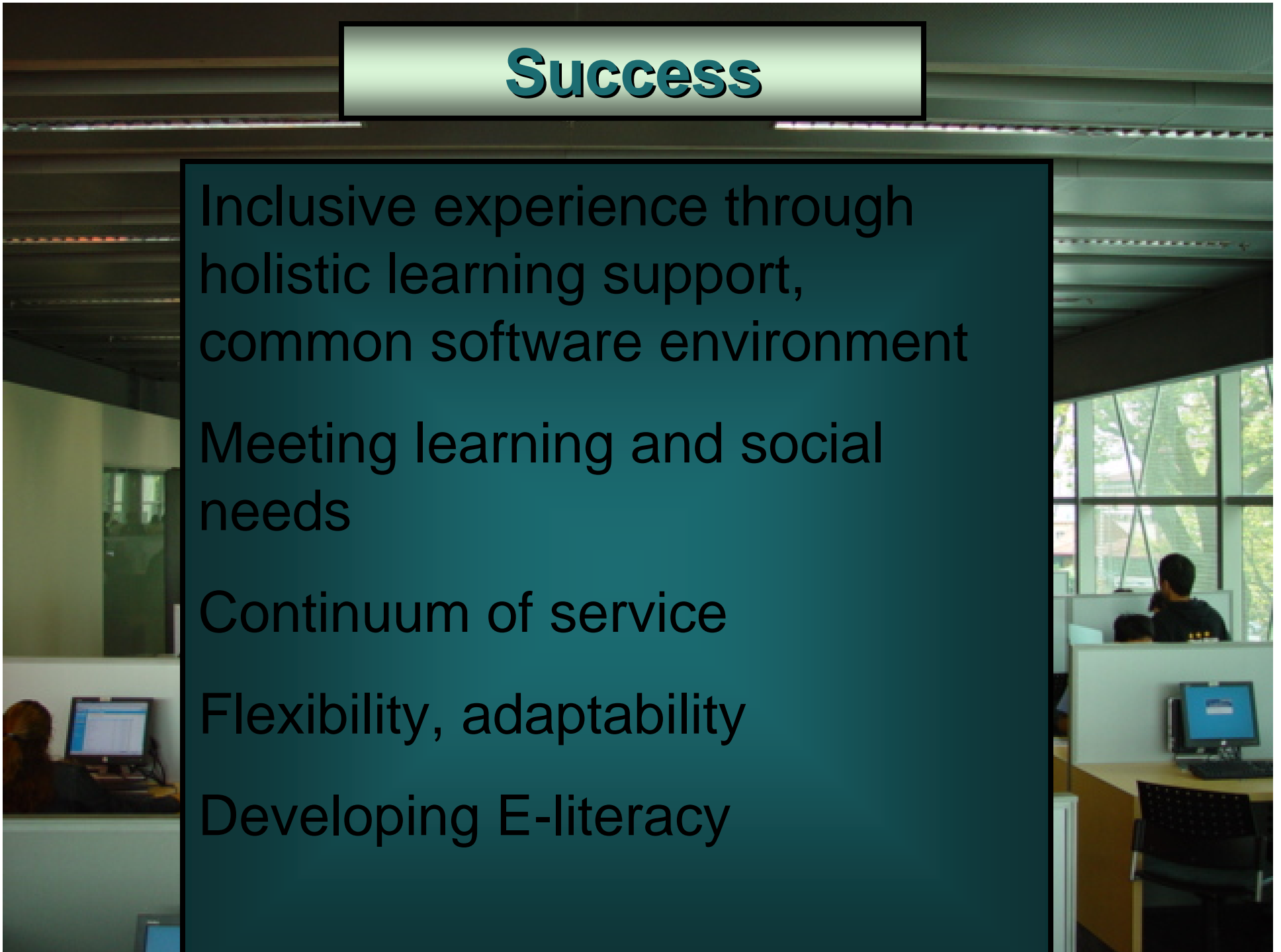
Inclusive experience through holistic learning support, common software environment

Meeting learning and social needs

Continuum of service

Flexibility, adaptability

Developing E-literacy



## www.information-commons.auckland.ac.nz/

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### News

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[Can't find a computer - book computers on Level 0](#) 5/26/2004

The booking system is only for computers on Level 0 at this stage. The computers are available for b [...] [more](#)

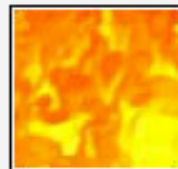
### Locations



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### Can't find a computer - book computers on Level 0

The booking system is only for computers on Level 0 at this stage. The computers are available for booking from 10am to 6pm. They are free for all at the other times. You may book up to 4 hours per we [...]

[view](#)

### Resources

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