The Transformation of the Webster Library at Concordia University (Montreal): 22 Study Environments, an Innovative Technology Program and a Strong Consultation Process

Guylaine Beaudry

Concordia University (Canada)
The Transformation of the Webster Library: 22 Study Environments, and Innovative Technology Program and a Strong Consultation Process

38th International Association of University Libraries (IATUL) Annual Conference – June 22nd, 2017
Dr. Guylaine Beaudry, University Librarian
Concordia University (Montréal)
- Montréal, a university city
- Concordia, founded in 1974 from the merger of Sir George Williams University and Loyola College
- *Concordia salus* (well being through harmony)
- Comprehensive urban university
- 46,000 students
Concordia Library includes 38 librarians and 67 support staff

We put student and faculty success at the center of our practice.
INSPIRING SUCCESS
CONCORDIA UNIVERSITY LIBRARY
STRATEGIC PLAN 2016/21
• From 16,000 to over 46,000 students
• Academic priority #1 for the University
• $36m
• From 1200 to 3200+ seats (+27% study space)
• Move of Collection Services
• Reduce footprint of collections
• Renovation + expansion
• 17,400 m² (187,000 sq ft)
• 4 construction phases in a 24/7 library
  • January 2015 to September 2017
• Consultation with users as an on-going process
Basic Human Needs

1. Physiological Needs (survival)
   - Air, Shelter, Water, Food
2. Safety and Security
3. Social Needs
   - Friends, Family
4. Esteem
   - Self-esteem, Confidence, Achievement
5. Self-actualization
   - Creativity, Problem solving, Authenticity, Spontaneity

WiFi
CONSULTATION STRATEGY
Hundreds are engaged across campus and attend information sessions to learn about the project.
Current State

Library space (Vanier & Webster) below MSLP: 31% by 38% (9,500 m² net)

Least space per student FTE than comparative Quebec Canadian university libraries

Space in Square Meters per Student FTE

UQAM U Lap U MTL U BND U Concordia U Montreal

Concordia 2013: 0.57 m² net/FTE

3 load expansion: 0.66 m² net/FTE

4 load expansion with Webster expansion: 0.71 m² net/FTE
Over 300 students participated in onsite furniture and technology consultations to boost engagement and a sense of project ownership.

New furniture selection for the Webster Library
Give us your two cents on what furniture you prefer

October 27, 2014 – November 14, 2014 (all day)

Furniture consultations have been extended until November 14!

Interested in helping us select new library furniture? Great, we’d love your input on what kind of tables and chairs you’d like to see in the renovated Webster Library. While completion of the Webster Library Transformation is a few years away, your feedback will help us create the type of library that answers your needs and those of your fellow students.

Please join us from October 27 to November 14 to let us know what you think of nearly 70 new furniture items on display on LB3 (third floor) of the Webster Library in the J.W. McConnell Building on the Sir George Williams Campus. Drop by anytime – the library is open 24/7.

You’ll have the opportunity to fill out a paper or online survey to rate different styles of chairs, individual and group study tables, individual and group workstations, benches and writing surfaces. We simply ask that you exercise a bit of care when testing the furniture as they’re on kind loan from our suppliers.

We look forward to seeing you!

Need more information? Read the bi-weekly Webster Library Transformation Blog for news and project updates.

Questions? Send your comments and feedback.
COMMUNICATION PLAN
À CONCORDIA,
NOUS INVENTONS LA
BIBLIOTHÈQUE DE DEMAIN
Window decals that enable the flow of natural light as well as stair decals in the library’s high-traffic stairwells communicate the project’s vision, deliverables, colourful renderings, as well as facts and figures.
Window decals that enable the flow of natural light as well as stair decals in the library’s high-traffic stairwells communicate the project’s vision, deliverables, colourful renderings, as well as facts and figures.
11 TYPES D'ENVIRONNEMENT DE TRAVAIL

+27%

REDEFINING SPACE, INCREASING
LEVELS OF NATURAL LIGHT,
MORE SPACE FOR SILENT STUDY,
EXPANDING PHYSICAL AND
TECHNOLOGICAL OPPORTUNITIES
FOR COLLABORATION.

21 km

CONCORDIA
Double-sided decals were installed on windows overlooking the library’s atrium to visually communicate project facts, figures and figures and share project renderings. All students who enter the library can view these highly colourful window decals.
Reusable vinyl signs communicate the project vision and encourage students to visit the project blog and library twitter page for updates and additional information. These reusable signs were installed on pieces of drywall that block access to areas under construction and will be reused at later project phases.
Colourful earplug dispensers are installed in the library to provide students with a means of minimizing noise they may experience.
The Webster Library Transformation blog kept students informed of project developments and helped engage them in furniture and technology consultations: [http://library.concordia.ca/webster-transformation/](http://library.concordia.ca/webster-transformation/)

Collaborative space

In the newly-renovated LB3 East section of the Webster Library, there is an area designated as a collaborative space. It's located beside the entrance in between the two large reading rooms. Many students are working on group projects or studying...

Continue Reading →

Seminar room

Primarily designed for graduate students' thesis defense, the Seminar Room will also host seminars, meetings, and formal functions of an academic nature. It has 48 seats, 23 around the table and 24 along the walls. It is also technologically equipped to...

Continue Reading →

Books A-G relocated on LB3

All of the Webster Library books with call numbers from A to G are now on the newly-renovated LB3 floor. This means that visitors can find books on these topics now on LB3 East: A - General works...

Continue Reading →

Zero-Noise Room

Students have struggled to find a completely quiet place to study at the Webster Library for years. Some of our students are quite sensitive to small distractions, including the sound of typing on a keyboard, sounds made by computers, or even...

Continue Reading →

Bright and inspiring new reading rooms now open on LB3

There are two brand new silent reading rooms on LB3 -- the first two of a total of nine to open. With sunny natural light, these rooms are sure to provide a stimulating and inspiring study space for Concordia students.

Help us design the future

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Newsletter #6 – May 11, 2015

**Before, During and After Series**

If you take a close look at the area indicated by the purple arrow in Photo no.2 of LB3-East, you will see the framing of a group study room. The rendering (Photo no. 3) on the next page provides a very good approximation of what the group study rooms located on LB3-East will look like once work is completed.

In effect, these rooms will offer students the opportunity to collaborate in a modern, pleasant environment and will be located close to the Atrium, thus benefitting from natural light. Students will be able to book rooms online and each space will be equipped to facilitate work with digital documents and collections (widescreens, computer connectors for PCs, Macs, tablets, and more.). The rooms will also include quality writing surfaces, Wi-Fi, sufficient electrical outlets for all team members, soundproofing, glass partitions to ensure the safety of students, and coat hooks.

Since methods of teaching and learning across disciplines increasingly encourage teamwork, the group study rooms will help students develop the valuable skills necessary for success in their future careers.
University news stories were published on a consistent basis on the Webster Library Transformation, alternative study spaces, project consultation opportunities and more to maintain positive sentiments about the libraries during the campus construction and continue to publicize opportunities to ensure academic success.
Coming soon: the Webster Library Transformation
December 10, 2014

Jackpot for researchers — from geospatial data to 500-year-old manuscripts
November 11, 2014

Concordia makes gains in Maclean’s rankings
October 30, 2014

High backs? Low backs? Red chairs? Yellow chairs?
October 27, 2014

3D search engines: now available at a computer near you
October 21, 2014

1,710,612 downloads and counting: how Concordia became a global leader in open access
October 19, 2014

A treasure trove of resources for every subject
September 29, 2014

Concordia students’ hidden advantage
September 8, 2014

5 awesome library services you didn’t know existed
August 20, 2014

The No. 1 thing Concordians want from the university’s libraries
April 22, 2014

Concordia appoints university librarian
April 17, 2014

A 21st-century vision for the Webster Library
April 8, 2014
Selfie social media boards encourage students to share their project pride in a fun and easy manner.
Selfie social media boards are produced in order to encourage students to share their project pride in a fun and easy manner.
Positive social media sentiments received across Twitter, Instagram and Facebook.

concordiauniversity CUstudents were welcomed to the newly reopened third floor of the #weblibrary today as part of Phase 1 of the Webster Library Transformation Project. Have you checked it out?

@latergram Concordia ConcordiaUniversity #CUjgw Library #Libraries #Studying #Montreal MTL #Repost @concordialibrary with @dropapp - • • Some of the first #CUStudents to visit the newly reopened 3rd floor of the #weblibrary @concordiauniversity #CUlibrary fromconcordia MTL Montreal mocha.bby @lemahal could've been us lol lemahal dirmocha bby oh lawd 😂 mr_gutx @history inthewindybtsomewhere 🤪

concordialibrary

Manny Chau @MannyChau 8m
@Concordia newly renovated third floor library is pretty freaking awesome.
Love the reading room!

Angelo Norcia @AngeloNorcia
The Concordia library has become the plays to be. Third floor renovations are lit
#GottiRight
Underground tunnel signage communicates the project’s Phase 1 deliverables are installed in high traffic tunnels linking our city’s metro/subway system to campus buildings, including the Webster Library.
I love WAM!!

The chairs are amazingly comfortable & promote good posture.

You are just too amazing,

I want my kids, and future kids of my kids to study here!!

I love coming to school now &
Best Practices in Communications and Marketing

Gold

Concordia University

Best Practices in Communications and Marketing for a campus library construction project at Concordia University

The District I Platinum Awards program annually honors those institutions and professionals who excel in the arena of advancement programs and educational communications. Your accomplishment in creative planning, production, and promotion of programs merits accolades and the admiration of your peers. It is with great pride that the Council for Advancement and Support of Education recognizes you achievement with this award.
22 types of study environment

INDIVIDUAL STUDY
1. Individual seat
2. Individual seat with computer
3. Carrel – 8-inch partitions
4. Carrel – 18-inches partitions
5. Standing desk
6. Grad reading room
7. Dissertation writers’ rooms
8. Zero-noise room

SOCIAL LEARNING ENVIRONMENT
1. Social learning – soft seating
2. Social learning – table and chairs
3. Social learning – high table and stools
4. Social learning – solo
5. Group study room
6. Presentation practice room
7. Grad students’ lounge
8. Journals & Magazines seating area

TEACHING, TECHNOLOGY & SERVICES
1. Consultation rooms
2. Classrooms
3. Multifunctional room
4. Technology sandbox
5. Visualisation studio
6. Seminar and thesis defence room
INDIVIDUAL STUDY
Bright new reading rooms
Enclosed reading rooms
Collections and natural light
Carrels – 8-inch and 18-inch partitions
Each floor has its own colour palette
1.5 to 3 electrical plugs per seat
Computers in the silent reading rooms
Standing workstations
Dissertation writers’ rooms
SOCIAL LEARNING ENVIRONMENT
Comfortable and inviting collaborative spaces for students
Collaborative spaces and book display
New group study rooms equipped with collaborative technology
Glass walls, writing surfaces and dual screens
Solo work in open space
Collaborative work spaces for staff
Consultation rooms for librarians and students
TEACHING, TECHNOLOGY AND SERVICES
24/7 Reserve Room and Holds
Questions? Ask Us!
New classrooms: flexible and equipped with collaborative technology
Seminar and thesis defense room
Staff lounge
TECHNOLOGY PROGRAM
Make the collection “audible”
Digital collections discovery
3D Printing
Technology sandbox
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