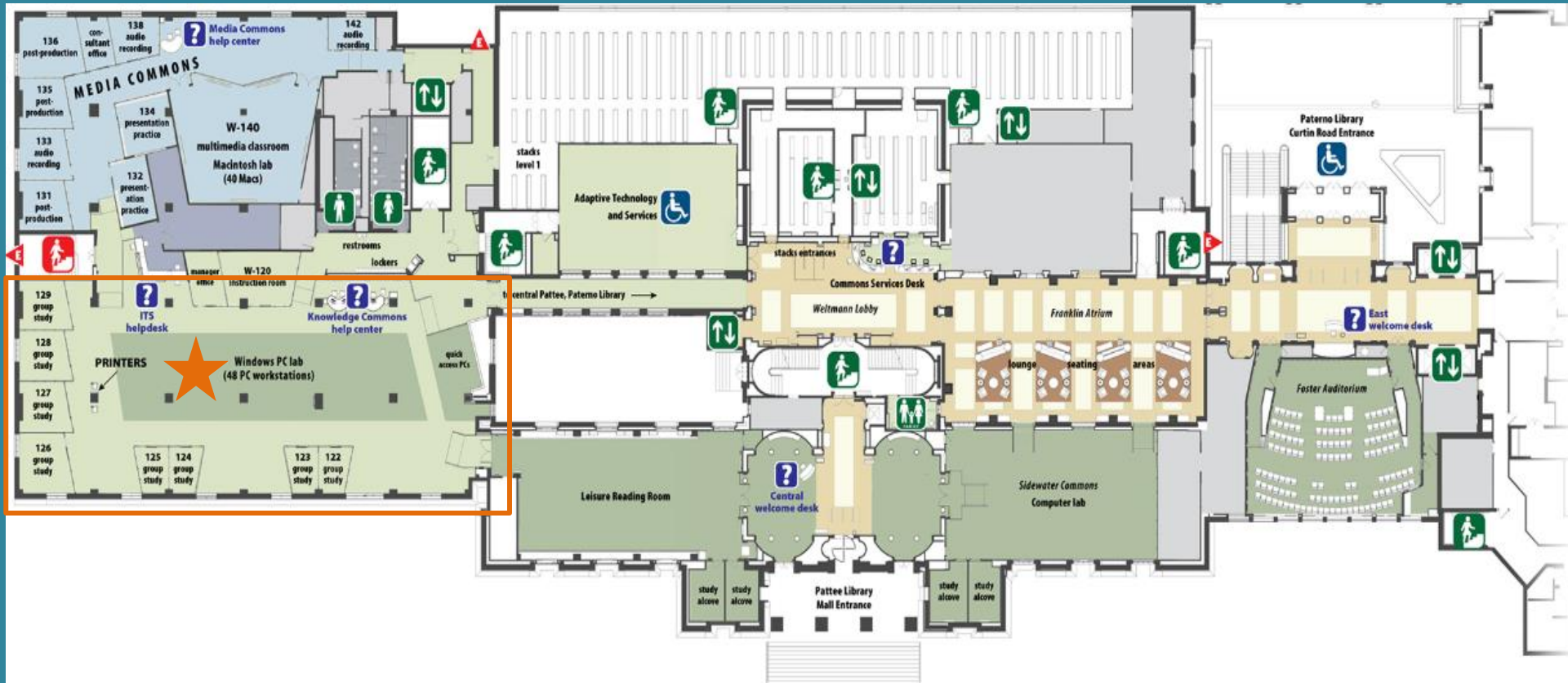


Environmental Audit: Knowledge Commons, Pattee Library

Hilary Chubb and Jordan Jozwik



“Knowledge commons are not computer labs, nor are they study halls-- they offer far more value to students”

(Knowledge Commons).

Guide

to the Libraries



PENNSTATE


13|14



Penn State University Libraries (change library)

Welcome! [Library Accounts](#) | [Renew Books](#)

Today's Hours: Knowledge Commons: 10:00 am - Midnight

Site Search

Go

TOMBROS AND McWHIRTER KNOWLEDGE COMMONS

Explore the Knowledge Commons
 Services & Support
[IT Service Desk](#)
[IT Lab Consultants](#)
[Media Commons](#)

CONTACT

1st Floor West Pattee Library

814-863-4547

[Knowledge Commons Email](#)

[Facebook](#)

[Twitter](#)

Ask Joe!



Send Joe an email
jaf23@psu.edu

Knowledge Commons Staff
 Directory



Knowledge Commons

Popular Research Guides

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Research Basics: A Guide
 Dissertations & Theses
 Today's Headline News

eBooks
 Online Reference Shelf
 Quick Facts & Measures

Citation and Writing Guides
 News & Newspaper Sources
 Encyclopedias

Computer Availability



Windows
 (PCs)

57 of 63

Group Study Rooms

Commons Rooms Available Now

- W101A - Leisure Reading
- W101B - Leisure Reading
- W102A - Sidewater Commons
- W122 - Knowledge Commons
- W127 - Knowledge Commons

Keep in Touch

Find us on Facebook



Knowledge
 Commons at
 Pattee/Paterno

Like 99



Joseph Fennewald,
Head of the KC

Knowledge Commons Report January 2012 – May 2013

The Knowledge Commons' vision is to be one of the most student-centered learning spaces on the University Park campus. Its design takes into consideration how students study and what resources and services they need to succeed.

The Knowledge Commons consists of the first floor, west of the Curtin Road entrance. Joe Fennewald, Head of the Knowledge Commons, oversees the day and evening services at the three Welcome Desks (East and Central on the first floor, West on the lower level), Study Commons, and the Knowledge Commons (first floor, West). Ann Snowman, Head of Access Services, oversees these areas overnight (after midnight) as well as the Commons Services Desk and Adaptive Technology and Services. Franklin Hall is the Library Supervisor for the overnight hours. He was the recipient of the 2013 Margaret Knell Spangler Oliver Librarians Award for outstanding service.

Since its opening the Library expanded areas available to students 24 hours a day, most days of the week. (From Fall 2008 to Spring 2011, only the West entrance and first floor of West 2400 were open 24/5.) During the academic year, the Knowledge Commons typically opens at 10:00 a.m., Sunday, and remains open until midnight, Friday. It opens again on Saturday from 10:00 a.m. – midnight.

Total Number of Hours of Operation

Spring 2012	2,404
Summer 2012	1,116
Fall 2012	2,584
Spring 2013	2,417

Since the opening of the Knowledge Commons in January 2012, the 2400 and the 2400A Libraries has seen record number of visitors. 2,125,175 people entered the Library during the 2012 – 2013 academic year. (During building renovations in 2011 – 2012 the number of visitors dropped.)

Library Gate Count (Combined entrances)

Year	Fall Semester	Spring Semester	Total Gate Count
2008 – 2009	922,047	856,515	1,778,562
2009 – 2010	969,451	1,021,776	1,991,227
2010 – 2011	1,021,892	1,000,867	2,022,759
2011 – 2012	991,522	919,909	1,911,431
2012 – 2013	1,098,052	1,027,143	2,125,175

Approximately 2 percent of all visitors ask a question of the person sitting at the three entrances.

Welcome Desks Interactions

Contact Type	Spring 2012	Summer 2012	Fall 2012	Spring 2013
In-person	15,508	7,170	25,262	15,289
Telephone	25	25	27	9
Online (IM, Ask, Email)	15	5	15	19
Library Help	0	1	5	15
Grand Total	15,548	7,197	25,309	15,330

Requests for direction make up most of the questions at the entrances (55 – 66 percent). Directional questions vary. They are either specific to the Library (location of computers, classrooms, or offices) to the campus (parking, places to eat) or to the community (Joe Fennewald's burial site).

Observations

8-9 AM

4-5 PM

1-2 PM

8-9 PM

Interviews

Physical Environment

- Quick Access Service Area
- Living Room Areas
- Windows PC Lab
- Group Study Rooms



Observation



Website



Peak Hours



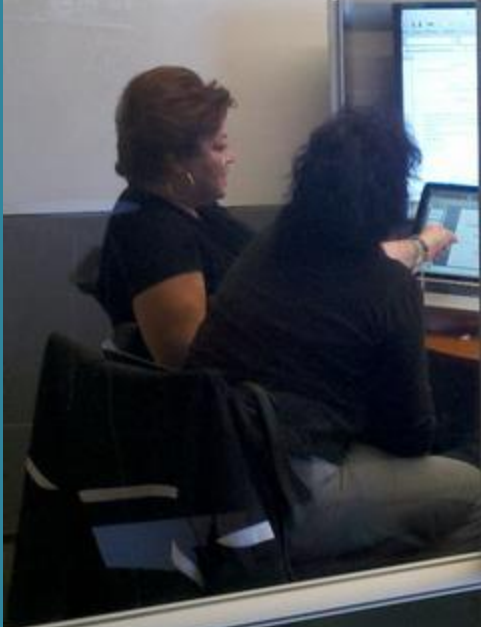
Off- Peak Hours

Peak Hours



Off- Peak Hours





Human Aggregate

- Determining the human aggregate
 - Commons usage data
 - Observation of visible characteristics
- Characteristics
 - Visually identifiable characteristics
 - Identifying clothing or belongings
 - Purpose of their visit
- Congruence
 - Who is not present in the space?



**Barbara I. Dewey
Dean, University
Libraries and
Scholarly Communications**

Nicole Hendrix
Development

Mairéad Martin
Digital Library
Technologies

Patrick Alexander
Director, Penn State Press

Cynthia Robinson
Director, Penn State Hershey,
Health Sciences Library

Steve Hinckley
Director, Dickinson School of
Law Library

Jack Sulzer
Senior Associate Dean for
Undergraduate
and Learning Services

Mike Furlough
Associate Dean for Research
and Scholarly Communications

Lisa German
Associate Dean for
Collections, Information &
Access Services

Kimlyn Patishnock
Senior Director of
Administrative &
Financial Services

Robert Harris
Manager of
Human Resources

Commonwealth Campus
Libraries
Information Commons (CCL)
Knowledge Commons (UP)
Library Learning Services
Media and Technology
Support Services (MTSS)
World Campus

Content Stewardship
Copyright
Digital Curation
Digitization and Preservation
Grant Processing
Publishing (ODSP)
Research Commons
Scholarly Communications Services
Special Collections

Access Services
Cataloging/Metadata Services
Collection Development
Information Technologies
Reference, Collections, and
Research (UP Subject Libraries)
Serials and Acquisitions Services

Assessment
Business Office
Facilities
Financial Officer
Public Relations and Marketing

Commonwealth Campus Libraries:
Abington Harrisburg
Altoona Hazleton
Beaver Lehigh Valley
Berks Mont Alto
Brandywine New Kensington
DuBois Schuylkill
Erie Shenango
Fayette Wilkes-Barre
Great Valley Worthington Scranton
Greater Allegheny York

UP Subject Libraries:
Architecture
Arts & Humanities
Business
Earth & Mineral Sciences
Education & Behavioral Sciences
(PaCFTB)
Engineering
Life Sciences
Maps
News and Microforms
Physical & Mathematical Sciences
Social Sciences

“The knowledge commons
will...facilitate information
discovery, collaborative
learning, and knowledge
building with a focus on
undergraduates”

(Knowledge Commons: About)

Constructed Environment

- Reputation of the environment
- Purpose of the space vs. actually use
- Consider the constructed environment of a library

Computer Availability



Windows
(PCs)

51 of 63



Apple
(Macs)

47 of 50



