

CQUniversity

Library and Study Space

Standard Designs Catalogue

Approved Version 1.2 Updated 21/08/2017

IMPORTANT: This document is not a technical specification for the purposes of tender/quotation – instead, the *Detailed Specification* documents for the applicable standard design must be used.

VERSION HISTORY

| Version No | Issue Date | Nature of Amendment | By |
|-------------------|-------------------|---|--------------------------------|
| 0.1 | April 2016 | Initial draft | Anita Brown |
| 0.2 – 0.6 | August 2016 | Development and inclusion of sample floor plans | Anita Brown |
| 0.07 | 27 August 2016 | Consultation draft | Shaune Sinclair Anita Brown |
| 1.0 | 16 September 2016 | V 1.0 for approval (VCAC) | Anita Brown |
| 1.0 | 11 March 2017 | Approved | Shaune Sinclair |
| 1.1 | 5 April 2017 | Additional staff area specifications | Anita Brown |
| 1.2 | 21 August 2017 | Add safety and security provisions (staff duress alarm; student call point) | Anita Brown |



Contents

| | |
|---|----|
| 1. Strategic drivers and objectives | 4 |
| 2. General Library and Study Space Design Principles..... | 4 |
| 3. Standards by Campus Size | 6 |
| 3.1 Small Campus Library and Study Space | 6 |
| 3.2 Medium Campus Library and Study Space..... | 10 |
| 3.3 Large Campus Library and Study Space | 14 |
| 4. Recommended furnishings and fittings | 18 |
| 4.1 Service Points | 18 |
| 4.2 Video kiosk booths and consultation rooms..... | 19 |
| 4.3 Library shelving and book storage..... | 20 |
| 4.4 Group study rooms and booths..... | 21 |
| 4.5 Library study spaces | 22 |
| 4.6 Self-service zones | 23 |

1. Strategic drivers and objectives

A central, safe, comfortable place to study, access library resources, and obtain IT and study-related support.

Contemporary library spaces at CQUniversity will be developed to deliver high quality, accessible and supportive study environments for all students. The desired model is that libraries will be fully integrated study, resource and support hubs. Key drivers for this vision include:

- **Physical book collections are being replaced with electronic resources**
Physical space is not prioritised for book collections, but for an increased range of informal and formal collaborative study spaces;
- **Service models are transitioning to increased self-service and online help**
A large 'service counter' is no longer relevant;
- **Students should be able to access study-related help in one location**
Where possible, study-related help (i.e. Library, IT and ALSU) should be accessible from the same location
- **Students desire extended access to study and collaboration spaces**
Libraries should be centrally located and adjacent to other facilities including collaborative learning spaces, toilets and food services.

2. General Library and Study Space Design Principles

There is high potential for libraries to become "signature spaces", particularly if located in high visibility and high traffic positions. A considered design and fit-out will enhance both student experience and the University's image. The following general principles apply to all new developments, refurbishments and upgrades.

Design delivers a contemporary, comfortable space

- Welcoming and flexible spaces with a mix of natural and artificial light
- Functional spaces may be defined via contrasting floor treatments; furniture; and partitioning
- A range of noise levels can be accommodated ie collaborative discussion areas, quiet individual and group study spaces
- Single entrance/exit controlled by library security alarm gates
- Book collection located in visible but not high-value real estate location
- High visibility around space with the impression of privacy
- Full disability access to all areas

Design accommodates integrated service functions

- Service point for Library, IT and specialist assistance
- Private consultation spaces with videoconference

Design facilitates self-service where possible

- Self-service zone incorporating video kiosk, self-check machine, copying services (MFDs/printers), lockable book collection
- Digital signage (as per CQUniversity AV standards)
- Way-finding is logical and clear
- Appropriate signage

Design facilitates study and collaboration

- Open individual and group study spaces, including designated 'quiet zones'
- Group study rooms
- Wireless access (as per CQUniversity Wireless Access Standard)
- Some PCs for student use
- All seats with easy access to power points/USB charging points for student devices
- Desk/bench spaces for students to use their own devices

Location and design facilitates extended hours access

- Ability to 'lock off' book collection
- After-hours access to toilets
- After-hours access to refreshments and/or kitchen facility (kitchenette/vending machines)
- Security and safety considerations (as per CQUniversity Standards)

Staff space conducive to effective operations of library service model

- Ergonomic workspaces suited to a mix of sit/stand activities
- Office space suitable for online consultation/Librarian online team operations
- Custom joinery for service counters must incorporate modesty panels and be of standard desk height and minimum of 800mm wide

Adjacencies

- Adjacent to collaborative learning spaces and computer labs where possible (to increase access to computers/study space when not booked for classes)
- Adjacent to café/kitchenette (however, physical separation and noise control are essential)
- Adjacent to any student social area/s (however, physical separation and noise control are essential)
- Adjacent to student reception / student administration desk

Note: For clarity: where practical, the student reception/student administration/student experience team will not be located in the same space as the Library/Study Space. This is to reduce traffic and noise associated with reception/administration, and will help to ensure that the focus of activity in the Library/Study Space remains study.

3. Standards by Campus Size

3.1 Small Campus Library and Study Space

| | |
|--|---|
| Typical determinants: EFTSL < 200 Floorspace ~230m ² | Current application: Perth, Cairns, Townsville, Emerald |
|--|---|

Description:

The small campus Library is designed for a start-up or developing campus where:

- **Access to support is via self-service and limited in-person assistance**
Small campus libraries may be operated unstaffed or by one staff member who may undertake a mix of Library and IT related duties. The staff member may not be on duty across the full span of business hours.
- **Space must facilitate collaborative study and social learning. This is not an area for recreational and social activities. Design must facilitate:**
 - *enclosed group study spaces;*
 - *group workspace for quiet discussion;*
 - *individual study spaces*
- **A small print textbook collection is provided for in-library use only**
Students will self-serve and return items to the shelves after use. Students who wish to borrow print items do so via a Distance Collection postal service.
- **Computers for student use incorporated into open space not enclosed room**
- **Informal and formal study areas are accessible across extended hours**

General space requirements:

Located in a high visibility area, adjacent to but not part of high traffic area

Welcoming and flexible space with a mix of natural and artificial light

Spaces may be defined via contrasting floor treatments; furniture; and partitioning

A range of noise levels can be accommodated, amenity for study is a priority

A single entrance/exit controlled by library security alarm gates

High visibility around space with limited defined nooks/booths

Easy access to a kitchenette/food vending machines (including after-hours)

Easy access to toilets/drinking fountain (including after-hours)

May be located adjacent to collaborative learning spaces and/or computer labs

Full disability access to all areas

Service requirements:

Video kiosk service point for Library and IT assistance

May include a small service point if staffing is allocated

Private consultation space with videoconference – incorporated in group study room

Self-service zone incorporating video kiosk, telephone (internal calls), copying services (MFD with copy and scanning functions), lockable book collection

Digital signage (as per CQUniversity AV standards)



Functional requirements:

A minimum of 5 linear metres of book storage accommodated in a lockable storage unit.

A minimum of 6 computers available either on benches and/or table clusters

A minimum of 1 enclosed small group study space (per *Learning Spaces and Meeting Rooms Standard Group Room 5.5*). This space will include a video kiosk unit to allow for private consultations

Provision of study booths

High availability of GPOs for BYODs

Access to USB charging

Wireless access (as per CQUniversity Wireless Access Standard)

Access control entry (after hours) and security CCTV

Entrance door configuration conducive to effective operation of door counter and library security gate

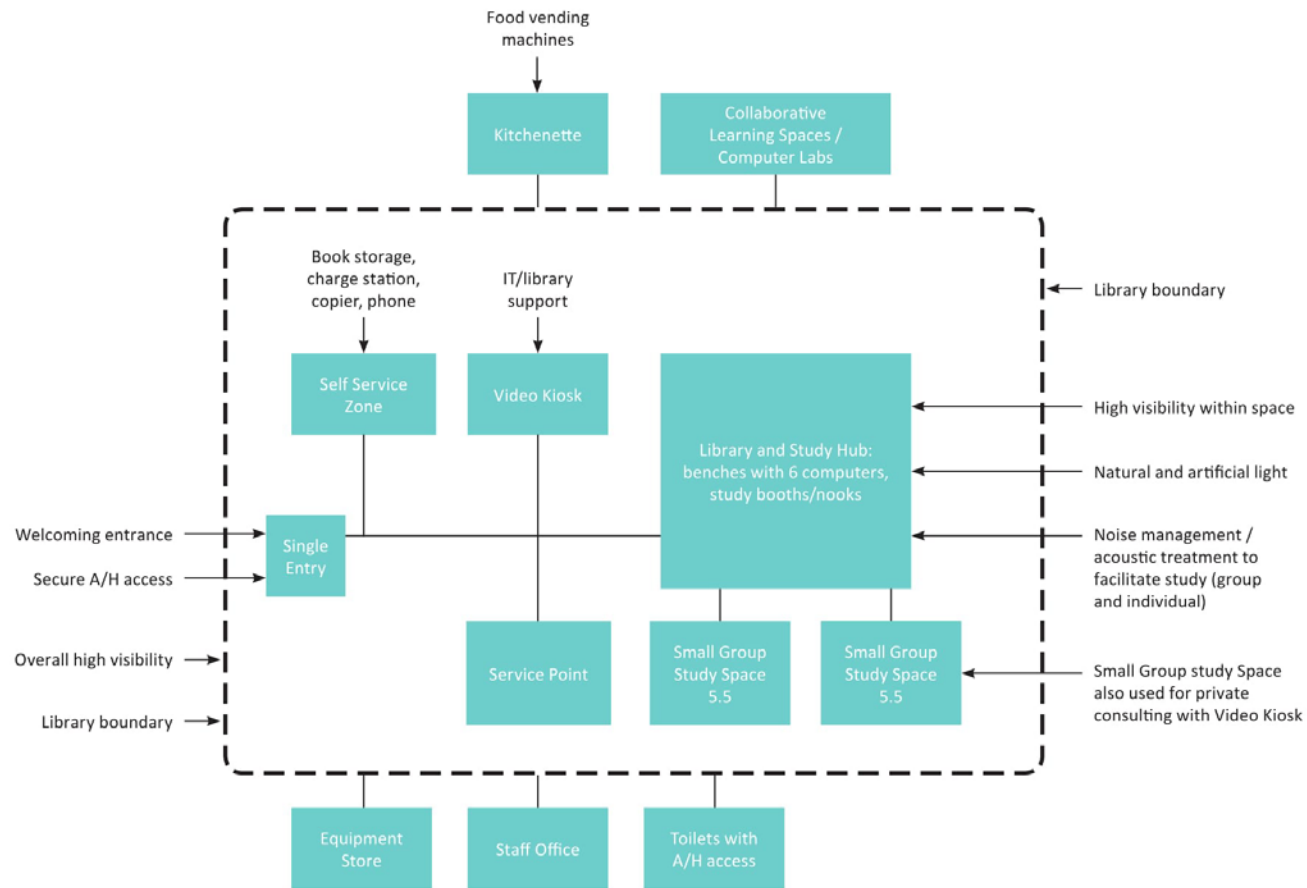
Provision of student call point (duress; emergency)

Related spaces:

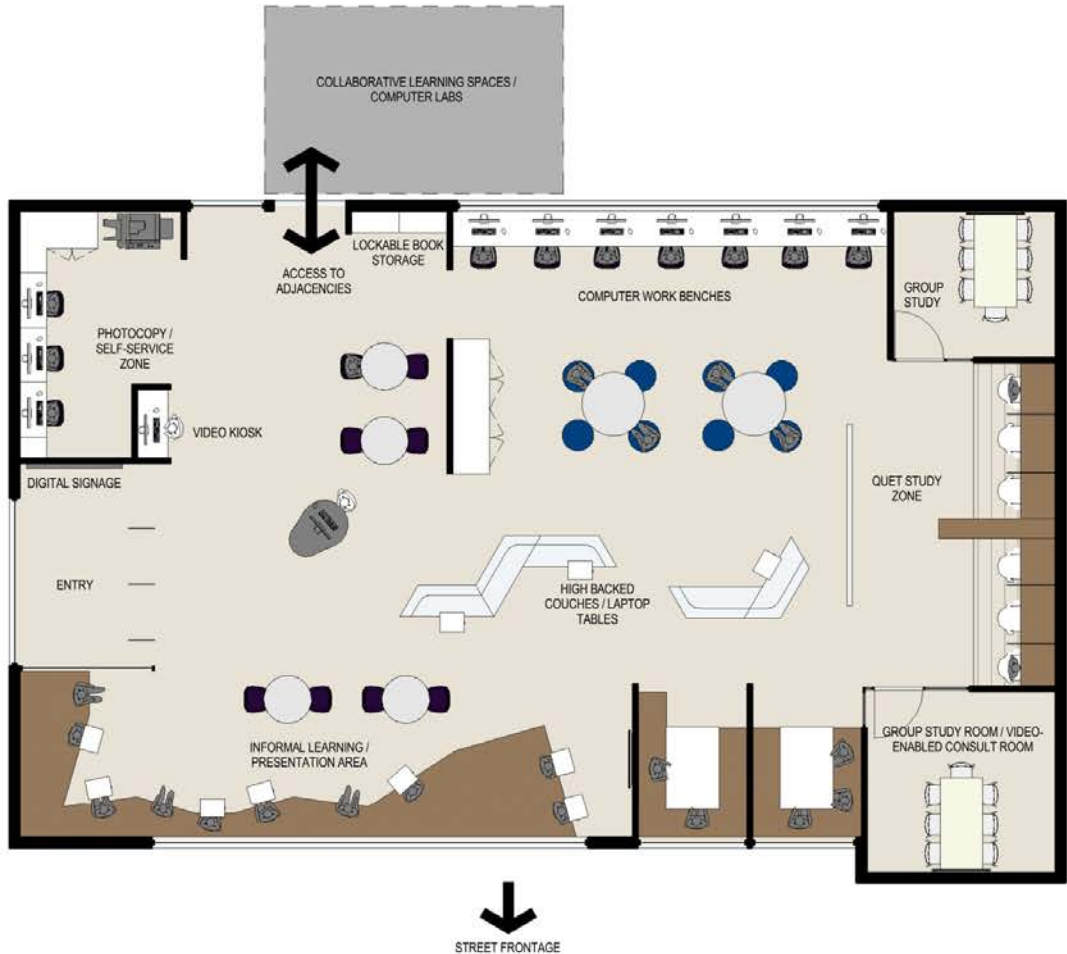
Equipment store (primarily for IT equipment)

Office with PC/Phone/Workbench

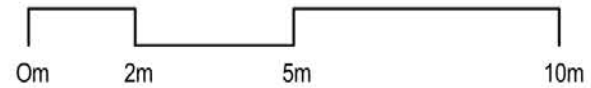
Small Library and Study Space Diagrammatic Layout



Diagrammatic Layout: A summary of **key functions** within the main Library/Study Space ('Library Boundary'), and **key spatial relationships** (spaces that should be adjacent to the main Library/Study Space space)



SMALL LIBRARY AND STUDY SPACE
 EXAMPLE PLAN - APPROX. 250m²



3.2 Medium Campus Library and Study Space

| | |
|---|--|
| Typical determinants: EFTSL < 1,000 Floorspace ~600 m ² | Current application: Brisbane, Melbourne, Sydney, Mackay City, Mackay Ooralea, Gladstone Marina |
|---|--|

Description:

The medium campus Library is designed for an established campus where:

- **Access to support is via self-service and in-person assistance**
Medium campus libraries will generally be operated by a team of staff under the direction of a Campus Library Manager.
- **Space must facilitate collaborative study and social learning. This is not an area for recreational and social activities. Design must facilitate:**
 - *enclosed group study spaces;*
 - *group workspace for quiet discussion;*
 - *individual study spaces*
- **A medium print collection is provided and consists predominantly of prescribed textbooks**
Students will self-serve using the self-check machine. The print collection can be secured to facilitated after-hours access to the Library space.
- **Computers for student use incorporated into open space not enclosed room**
- **Informal and formal study areas are accessible across extended hours**

General space requirements:

Located in a central, high traffic area of the campus

Welcoming and flexible space with a mix of natural and artificial light

Spaces may be defined via contrasting floor treatments; furniture; and partitioning

A range of noise levels can be accommodated

A single entrance/exit controlled by library security alarm gates

Medium visibility around space with some defined nooks/booths

Easy access to a kitchenette/food vending machines (including after-hours)

Easy access to toilets/drinking fountain (including after-hours)

May be located adjacent to collaborative learning spaces and/or computer labs

Full disability access to all areas

Service requirements:

Single service point for Library and IT assistance, maybe immediately adjacent to workroom/open plan staff area. Custom joinery for service counters must incorporate modesty panels, be of standard desk height and minimum of 800mm wide.

Staff area must be conducive to effective operations of library service model and include ergonomic workspace suited to a mix of sit/stand activities; provision of office space suitable for online consultation/Librarian online team operations.

Private consultation space with videoconference (may be incorporated in group study)

Self-service zone incorporating video kiosk, telephone (internal calls), copying services (MFD with copy and scanning functions), self-check machine, workbench for collation etc. This area may be adjacent to lockable book collection. Student lockers may be located in this area.

Digital signage (as per CQUniversity AV standards)

An in-library book return chute/facility. This may be a stand-alone unit or may be incorporated into a staff workroom. There must also be a separate after-hours return facility.

Functional requirements:

A minimum of 20 linear metres of library shelving, located in a defined area that can be secured

A minimum of 16 computers available either on benches and/or table clusters

A minimum of 6 enclosed small group study space (per *Learning Spaces and Meeting Rooms Standard Group Room 5.5*)

A minimum of 6 study booths

High availability of GPOs for BYODs

Access to USB charging

Wireless access (as per CQUniversity Wireless Access Standard)

Access control entry (after hours) and security CCTV

Student lockers

Entrance door configuration conducive to effective operation of door counter and library security gate

Provision of fixed/personal staff duress alarm and student call point (duress; emergency)

Related spaces:

Equipment store (primarily for IT equipment) - adjacent

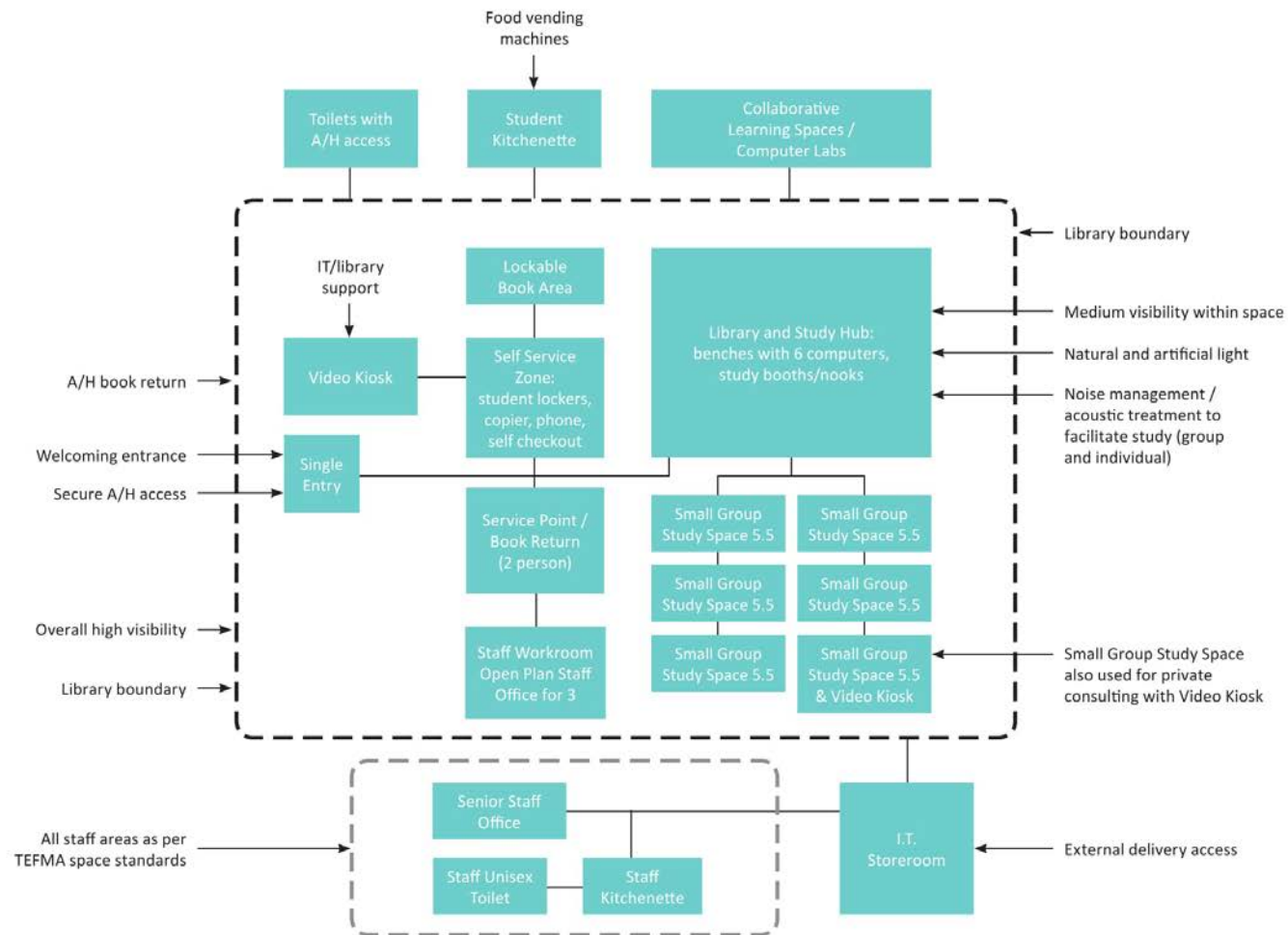
Open plan staff office (accommodates 3)

Office/s for senior staff

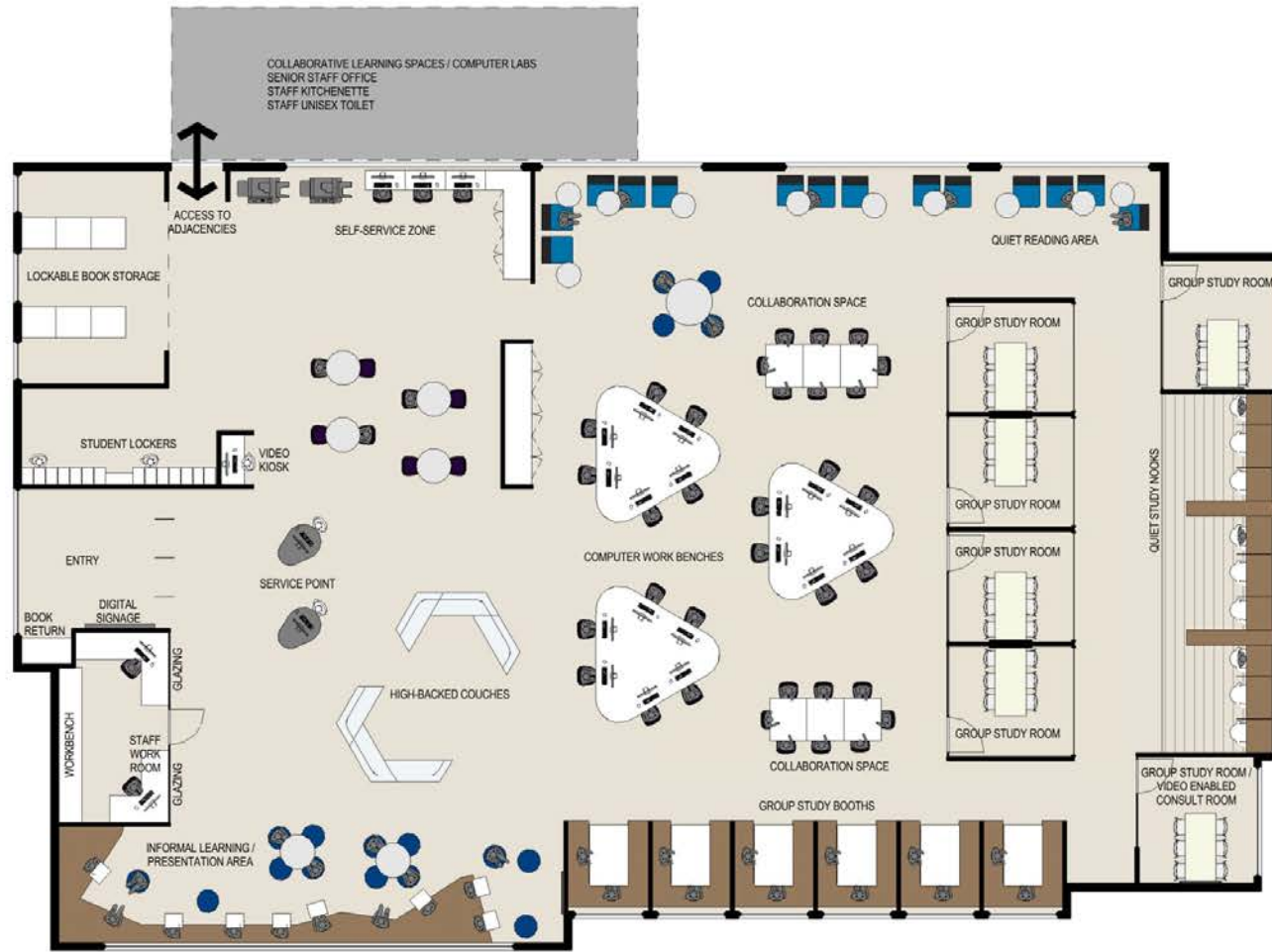
Staff workroom

Staff kitchenette/unisex toilet

Medium Library and Study Space Diagrammatic Layout



Diagrammatic Layout: A summary of **key functions** within the main Library/Study Space space ('Library Boundary'), and **key spatial relationships** (spaces that should be adjacent to the main Library/Study Space space)



MEDIUM LIBRARY AND STUDY SPACE
 EXAMPLE PLAN - APPROX. 600m²

3.3 Large Campus Library and Study Space

| | |
|---|--|
| Typical determinants: EFTSL > 1,000 Sizing ~1,200 m ² | Current application: Bundaberg Rockhampton North (NB for typical Library spaces only; other services and provisions located in this building) |
|---|--|

Description:

The large campus Library is designed for an established campus where:

- **Access to support is via self-service and in-person assistance**
Large campus libraries will generally be operated by a team of staff under the direction of a Campus Library Manager. Other senior staff and functional areas such as Academic Learning Centre, Student Support Services may be co-located.
- **Library must facilitate collaborative study and social learning. This is not an area for recreational and social activities. Design must facilitate:**
 - *enclosed group study spaces;*
 - *group workspace for quiet discussion;*
 - *individual study spaces*
- **A large print collection is provided and consists of prescribed textbooks and supplementary items**
Students will self-serve using the self-check machine. The print collection can be secured to facilitated after-hours access to the Library space.
- **Informal and formal study areas are accessible across extended hours**

General space requirements:

Located in a central, high traffic area of the campus

Welcoming and flexible space with a mix of natural and artificial light

Spaces may be defined via contrasting floor treatments; furniture; and partitioning

A range of noise levels can be accommodated

A single entrance/exit controlled by library security alarm gates

Medium visibility around space with some defined nooks/booths

Incorporates or is immediately adjacent to a café/food services provider

Easy student access to a kitchenette/food vending machines (including after-hours)

Easy access to toilets/drinking fountain (including after-hours)

May incorporate collaborative learning spaces and/or computer labs

Full disability access to all areas

Service requirements:

Two-person service point for Library and IT assistance. Custom joinery for service counters must incorporate modesty panels, be of standard desk height and minimum of 800mm wide.

Staff area must be conducive to effective operations of library service model and include ergonomic workspace suited to a mix of sit/stand activities; provision of office space suitable for online consultation/Librarian online team operations.

Private consultation spaces, some with videoconference

Self-service zone incorporating video kiosk, telephone (internal calls), copying services (MFD with copy and scanning functions), self-check machine, workbench for collation etc

Digital signage (as per CQUniversity AV standards)

An in-library book return chute/facility. This may be a stand-alone unit or may be incorporated into a staff workroom. There must also be a separate after-hours return facility.

Functional requirements:

A minimum of 100 linear metres of library shelving, located in a defined area that can be secured

A minimum of 25 computers available either on benches and/or table clusters

A minimum of 8 enclosed small group study space (per *Learning Spaces and Meeting Rooms Standard Group Room 5.5*)

A minimum of 10 study booths

High availability of GPOs for BYODs

Access to USB charging

Wireless access (as per CQUniversity Wireless Access Standard)

Access control entry (after hours) and security CCTV

Student lockers

Entrance door configuration conducive to effective operation of door counter and library security gate

Provision of fixed/personal staff duress alarm and student call point (duress; emergency)

Related spaces:

Equipment store (primarily for IT equipment)

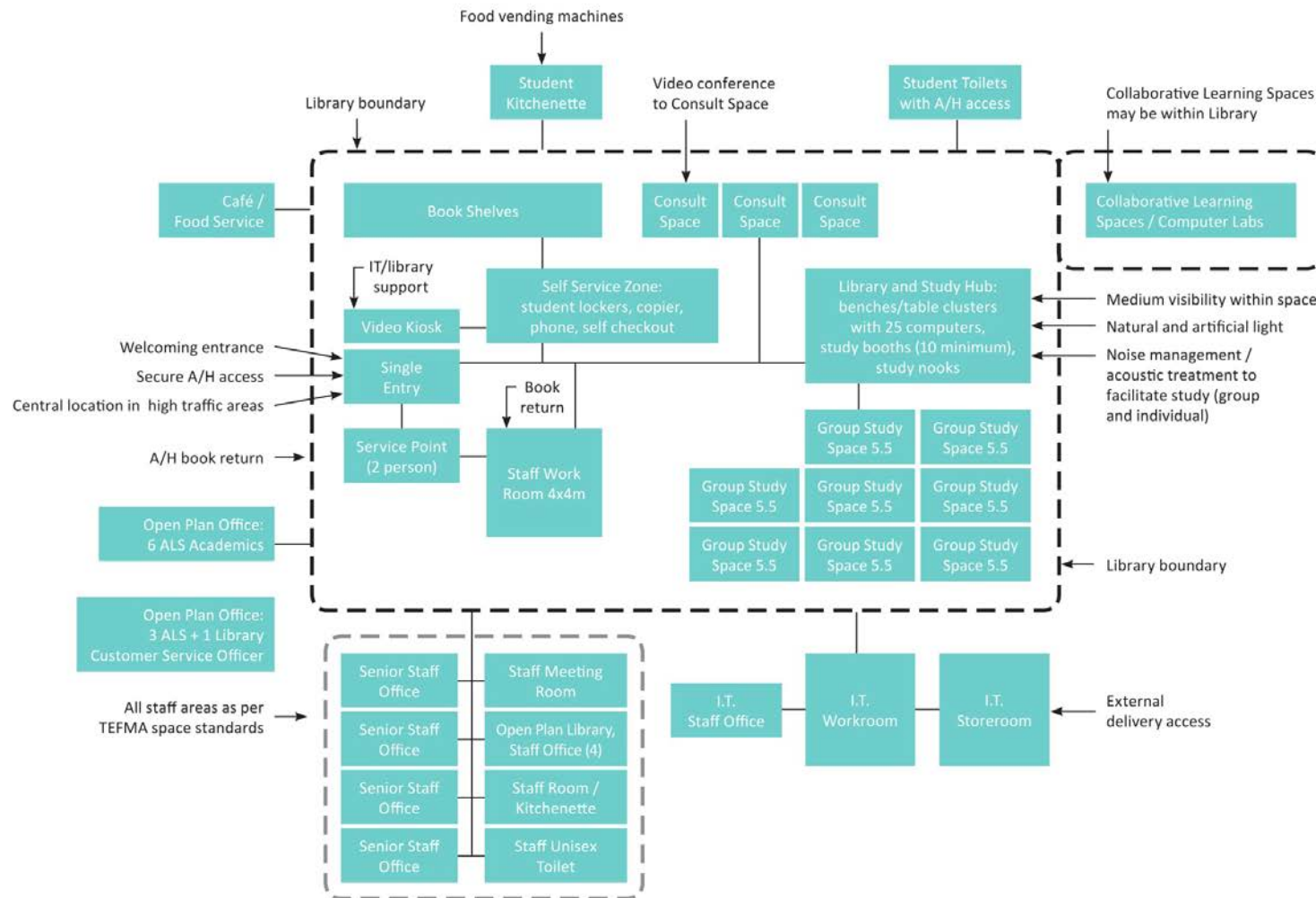
Open plan staff office

Office/s for senior staff

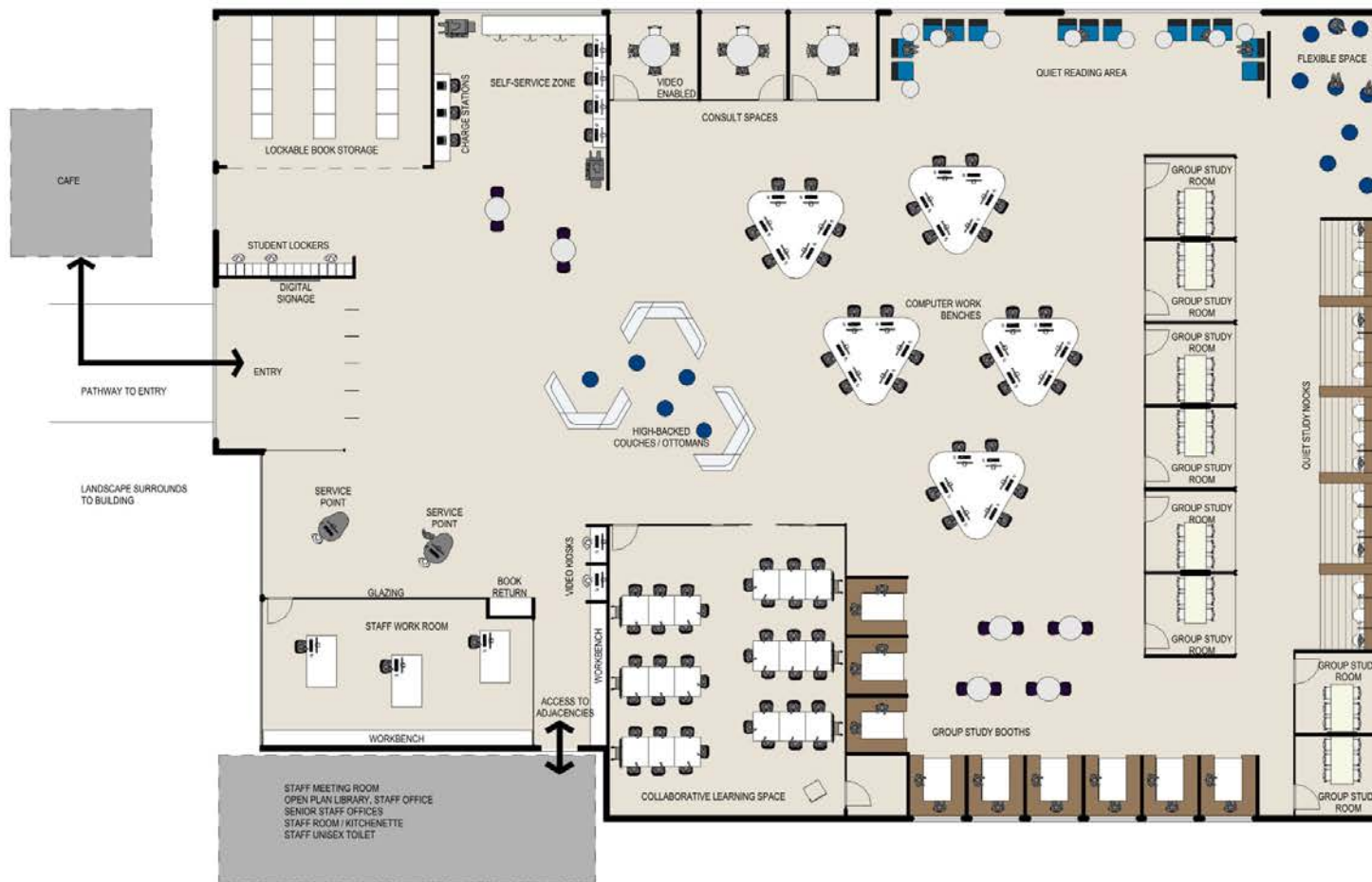
Staff workroom

Staff kitchenette/single sex toilets

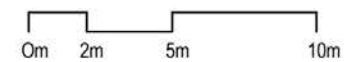
Large Library and Study Space Diagrammatic Layout



Diagrammatic Layout: A summary of **key functions** within the main Library/Study Space space ('Library Boundary'), and **key spatial relationships** (spaces that should be adjacent to the main Library/Study Space space)



LARGE LIBRARY AND STUDY HUB
 EXAMPLE PLAN - APPROX. 1200m²



4. Recommended furnishings and fittings

4.1 Service Points

Service point concepts:

The Service point is a focal area and should be readily discoverable upon entering the space without the need for signage. Service point furniture facilitates side-by-side interactions, and creates an 'open flow' rather than a barrier between client and staff. Desk height ideally facilitates seated or standing transactions. Service model similar is to a concierge approach, with most transactions occurring under 10 minutes, may include an online demonstration. Referral to video kiosk where more specialist advice is required.

Single and double service points for libraries

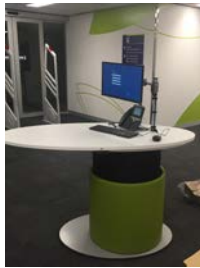


<http://www.instinctfurniture.com.au/product/yakety-yak-2400-island/>



<http://www.instinctfurniture.com.au/product/yakety-yak-oval-1600-help-desk/>

Service pod – CQUniversity Perth



Service point where there is a requirement to incorporate administrative activities (small/medium library with no provision for adjacent workroom)



<http://bcilibraries.com/tag/modern-library-reference-desks/>



CQUniversity Brisbane

4.2 Video kiosk booths and consultation rooms

Video kiosks are an essential enabler of the service model enabling students to connect directly with support service staff located on other campuses. Video kiosks should be easily accessible during extended hours (eg TASAC is staffed until 9.00 pm term time). Video kiosks may be an 'open booth' style or located in a consultation/small group study room. Video kiosk provision must adhere to *Learning Spaces and Meeting Rooms Standard Video Service Kiosk 5.24*.



Instinct Furniture, Ask Me Round 1000mm (custom screen)
<http://www.instinctfurniture.com.au/product/ask-me-round-1000-issues-help-room/>



Zenith BuzziBooth
<http://www.zenithinteriors.com/au/product/buzzi Booth-targa>



Video kiosk units – Mackay (left) and Sydney (right) Libraries



4.3 Library shelving and book storage

Lockable cupboards or alcoves fitted with a roller door are required for small library spaces. Medium and large libraries require standard library shelving (RAECO). The shelving space must be able to be secured to facilitate extended hours.

Lockable book storage for small campus



<https://www.planex.com.au/product/virtu-tambour-door-cabinet>



Mackay City Library

Perforated shutter doors to secure book collections



Sliding door to secure book collections



<http://www.airportdoors.com.au/gallerySD002.htm>

4.4 Group study rooms and booths

All libraries should incorporate a mix of fully enclosed group study rooms and study booths. Group study rooms must adhere to *Learning Spaces and Meeting Rooms Standard Group Room 5.5* and will contain a fixed large LCD screen with PC. These rooms seat 4-6 and are fully enclosed. A glass wall fronting into the library is preferred. Study booth spaces may be created via stud walls, furniture, or a mix of both. LCD and PC equipment is optional in booth spaces. High backed furniture/wall is essential to create an impression of privacy in a study booth.

Study booths – CQUniversity Mackay City Library



Study booths – CQUniversity Perth Library



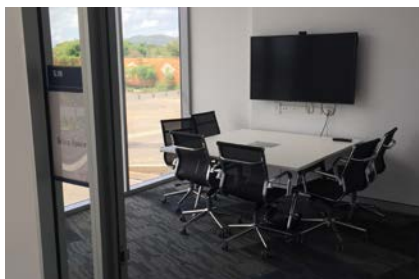
Study booths – CQUniversity Brisbane Library



Group study rooms – CQUniversity Brisbane Library



Group study room – CQUniversity Townsville Library



4.5 Library study spaces

All libraries should incorporate a mix of formal and informal furniture and spaces designed to facilitate both individual and collaborate learning in a relaxed and comfortable environment. Where possible, good use should be made of natural lighting and outside aspects.



Individual study spaces

<http://demcointeriors.co.uk/workstations-tables>



Casual/informal seating

<http://scu.edu.au/library/index.php/152>

CQUniversity Perth Library



NikNak Ottoman

<http://www.specfurn.com.au/products/niknak-ottoman/>



Study tables for group work, with easy access to power/usb charging

<http://www.rgu.ac.uk/staff-and-current-students/library/services-and-facilities/georgina-scott-sutherland-learning-centre/study-areas/>

4.6 Self-service zones

Self-service zones are to be easily located in an area of the library where there is tolerance for noise. Depending on library size, the self-service zone may incorporate digital signage, video kiosk, telephone (internal calls), copying services (MFD with copy and scanning functions), self-check machine, workbench and supplies (ie staplers, hole-punches etc) for collation.

Self-service zone Mackay Ooralea Campus

