Undergraduate Focus Group – Webster – April 23, 2015

How do you use the Library?

- Printing – really good prices and convenient: close by to class
- Subject librarian
- ILL
- Study space – but bad lighting
- Course reserves – consult past textbook to refresh memory
- Course books – borrow rather than buy
- Workshops very helpful
- Consult librarian: they are awesome and helpful
- Group study rooms before renovations; it was quiet but now noisier, more groups, more people.
- In between class pit stop
- Books for courses, online check book call number
- Digital course reserve

What else could the library be doing to support your success?

- Lighting
- Chairs not ergonomic for short people
- Lots of resources, didn't know about and was too shy to reach out
- Confusing when you walk in – who, of all those people, is the librarian?
- Physical design of space
- Blue zone doesn't work
- After 2pm it is loud
- Not enough social spaces so it spills into library study areas
- people using the computer stations to check Facebook
- shrinking student space
- culture of space not defined enough: Humanities tends to need quiet while social sciences does a lot of work in groups
- plug out space when studying for a long time – break room

What do you see as future trends for students?

- Every discipline is different and needs work spaces that support this
- Digital group project spaces – plug in and work collectively (many computers into one work zone)
- Tension between disciplinary hubs – JMSB, ENCS, SCI, HUM, SocSci all have different needs -- spaces need to respect these work cultures (see the different kinds of spaces at the Biblio Nat); Variety of spaces
- Culture clash

- An even higher reliance on digital
- Screens effect on body, eyes – perhaps some standing stations
- Different kinds of desks: like drafting tables (see the different kinds of desks at the Biblio Nat)
- Better chairs (Like the chairs in the room today!)
- Footstools
- Individual lamps on the desks
- Better coverage at the circulation desk: understaffed results in a traffic jam