

Stakeholders Summit Summary

LIBRARY MATERIALS

Think about your perfect library collection. What materials would it have?

- Rare books & manuscripts,
- Digital collections of everything printed before 1800s
- Maps, periodicals
- Electronic access to every journal with complete runs
- Genealogy collection

Suggestions/Comments:

1. Alabama books needs to be more accessible (put them in regular stacks)
2. Expand holdings in manuscript
3. Fill in gaps
4. Most commented they rarely run into problems finding what they needed
5. Never a long wait in acquiring books once orders are placed
6. Suggested similar service for E-Reserve reminder to apply to other services to remind faculty to submit list of books/journals needed beginning of each semester
7. Some are frustrated by database/journals cut off dates in coverage - noted could be finances that is preventing the library from purchasing complete runs of electronic journals
8. ILL needs to be streamlined

When you need to find information, under what circumstances do you use Goggle and under what circumstances do you use the Library's web page or resources?

- Most commented that they use goggle for general searches more as a filter to narrow searches or for unnecessary information.
- Most love the library web page and use it for specific searches related to disciplines.

How clear is it to you that an internet resource is available because the Library pays for it, as opposed to being freely available on the internet?

- This question was asked of two groups:
 - They commented that if they access through library web page they know the library pays for it but if goggled them there is no way of knowing its paid for by the library.
 - It's not obvious that the library pays for these internet resources - suggested the library should alert people to the fact that AU owns it.

BOOKS

Describe how our book collection fulfills your needs.

Is our library your main source of books?

Does our library have the books you need?

Suggestions that the library offer a "Day in Library on the Holdings" to get patrons more familiar with our collections.

- We need to fill all our Standing order gaps
- We also need to consider using the Campus enrollment data as a survey for our collections.

- e.g. Dept. of Criminology has grown from 50 students to 450 students, therefore disciplines are changing tremendously so we need to modify how we buy books by considering campus enrollment.

How much are you using books for your research?

- Most said they use our books several times per week and are very pleased with our services. They do use the request online to purchase books but some did say they use ILL mostly.

JOURNALS

Describe how our journal collection fits your needs

- Most noted they are glad more and more journals are becoming electronics. However, they do experience problems with photocopies (copycat)
- Some would like to know the costs of electronic journals.
- Some have a feeling of losing control especially when electronic access is turned off.
- Convenient generation - if not online they don't come to the library, issue of packing, time
- Generally, more use electronics than paper
- Concern/frustration that we are replacing new journals by cutting off other journals - not a good way. we must review this process.

DATABASES AND INDEXES

- Some not too familiar with using them
- Cataloging record confusing
- Frustrating to get articles needed
- Some like it very much - fulfil index needs
- Some noted OVID has too many keyword searches
- Suggestions to have training/ways to teach how to use indexes/databases

VIDEOS/DVDs AND OTHER NON-BOOK MATERIALS

- these are shelved. Needs to renovate the layouts
- Newspapers on films are complicated to find
- We need back files to all newspapers
- Some use Movies/DVDs for personal use and not for teaching
- We must be obligated to KEEP ALL STATE (ALABAMA) NEWSPAPERS and have complete run

Building/Physical Spaces

Think about your perfect library space. What would you change or rearrange here to make that reality?

- More Group Space – group study rooms with doors & sound insulation
- Presentation Practice Room(s) –
 - presentation technology & white board
 - video-recording and view-back capabilities
- Meeting rooms for committee meetings during the day
 - It's a "good central location" for university committee members
 - Rooms could double as student group rooms
- Modern Auditorium
 - Mini auditorium for 100 or less

- Journals section for all bound journals (rather than locating by LC call)
- Comfortable “laptop ready” chairs
- Dedicated directional computers (catalog and directions only)
- Anti-theft measures
 - Lockers
 - Security staff
- Hotlines to the Reference Desk (for 3rd and 4th floors)
- Coffee Bar on 2nd floor (entrance area)
- Make the library more navigable
 - Better signage, clearer and more comprehensive.
 - Color coding
 - Logical, properly oriented maps
 - “google maps for the library collection”
- Writing Studios (of the LSU model)
 - A suite of rooms dedicated for helping with writing projects
 - Tutors
 - Lab
 - Collaboration workspace
 - At LSU, these studios are organized and housed at the Schools, not the Library.
 - Lillian Bridwell-Bowles (LSU Faculty involved in this project)
- Special Collections
 - Presentation/conference area could be better organized
 - Be able to darken room for slides

What do you like most about the Building?

- Inviting
- Well-lit
- Clean
- Refuge from noisier study environments
 - Homes, dorms, apartments
- User friendly
- Modern
- Special Collections
 - A great study space
 - Presentation area could stand improving

What do you like least about the building? (How would you change it?)

- Auditorium (dark, cramped, underutilized)
 - Renovate and modernize the technology
- Location of the DRL
 - Move OIT somewhere else
 - Move DRL to the Mell Street entrance
- Electrical outlets for laptops
- Study carrels underutilized (very few ever seem to get any use)
 - Let academic departments assign carrels

- Have a good number of “1-2 week checkout” carrels
- Floor numbering
 - Change G-4 into 1-5
- College Street Entrance Unused
 - Put a circulation point there
 - Crosswalk to conference center
- Signage
 - More clear signage, especially to DRL, MMM, Newspapers
 - Get rid of paper signage and look more professional
 - Directions to Current issues (not well marked right now)
- More delivery technology and assistance (make the building irrelevant, as the information is what we need)
- Illogical shelving orientation
 - Reorient to take into account rounded building

What floor do you use the most? and Why?

Respondents uniformly noted that they used the floor that was relevant to their field of study.

(Recorder’s note: very little time was spent on this question)

What floor do you use the least? And Why

- Mell Street Entrance
 - 1st floor entrance is the most useful
 - Mell entrance area is underutilized and not inviting
 - Administrative areas take up valuable real estate
 - Put the DRL there

(Recorder’s note: very little time was spent on this question. Most comments here have been moved from the ‘like the least’ topic.)

What kind of furniture and arrangement best fits your needs?

- Laptop ready chairs (comfortable, power supply, tray)
- Tables in journal area
 - Good for group studies
 - Good for spreading out materials
 - (some tables need maintenance – wobbly)
- Study carrel space
 - Great for research projects
 - Security of personal effects
- Group study rooms:
 - Collaboration without distraction
 - Somewhat secure

How would you arrange the computer banks?

- Individual directional computers scattered throughout stacks
- Our setup is much better than huge “commons” area for computers
 - Banks on each floor saves patron time

- Less back-and-forth
- More individual catalog computers in the stacks (no login needed)
 - Scattering better than centralizing

What are you doing with your students that the library might support? Group projects, multimedia presentations (practice space)

- Practice presentation rooms (see “perfect library” discussion)
 - Collaborative project rooms
 - Overhead screen functions
 - Full office/multimedia software suites
 - Smart board
 - Audiovisual recording and playback capability
- Small and large multimedia rooms
 - Classroom sized: It would be good to be able to teach a class at the Library, especially when class will be doing research
 - Small sized: group projects

Technology

How would you rate the library’s level of technology?

NOTE: Group 4 immediately began making comments about library technology and continued in a free flowing manner:

- Don’t know much about library
- Scanned documents are helpful
- Does library scan documents?
- Can you make a fiche to electronic copy?
- infinitely superior to libraries of 20 years ago
- over all 84 out of 100 : Microform machinery outdated
- Availability of information : can access remotely, library has most of the information I need or can get it quickly
- Library has adapted pretty well to change, Emory. UNC and Duke do better.
- Library has more technology than I knew.
- “I’ve spent time on the websites of other libraries and have never found another better than ours. Others are clunky and don’t work well.”
- Continually amazed at what I find.
- Like the fact that I am not kicked off when I access remotely.
- When I’m taken from a database to another site/window getting back to where I started is cumbersome.
- AUBIECat terminals in the stacks need to be replaced.
- Do you have electronic reserves? Need to add more staff to ensure that materials can be processed when faculty need them to be processed. Need a way to set-up and submit e-reserve without coming to the library.
- Upgrade AUBIECat terminals in stacks.
- Need to have better access/compatibility for Macs users.
- DRL has good equipment for production of materials.
- Like Internet café – it’s always busy.
- Carrels need to have good wireless access.
- Need more spots to plug in on each floor.

- Need faster computers at the computer banks on in the stacks – much too slow.
- Photocopiers need to be able to duplex and to reduce. How about copiers that let you copy as PDF and email.
- Is there a list of the documents that are in Special Collections & Archives available on the web?
- Lack some journals.
- ILL time lag is a problem.
- Need to have an area with technology set aside to practice group presentations.
- It would be good to have tutors/teachers available to assist with preparing and giving presentations, like LSU's writing studio.
- Need to have one or two people available to assist with ENDNOTE – it's a wonderful tool but people need help.
- More communication between IMG and the library; combine IMG's technology with the library's.

What improvements would you suggest?

- ECHO db is wonderful; need to catch up and add things unique to specific subject fields. i.e. history (online Adams Bibliography)
- Databases need to offer choice of html or PDF.
- Would like the library to me notify of new titles in my field and whether or not the library has it.
- BI labs are excellent; need to make sure that all faculty and GTAs know of the BI opportunities. Labs have a huge amount of technology that can assist teaching. Library needs to sit down with faculty and departments and acquaint them with what is available.
- Library needs to set up a place for a meeting room, with technology, where people can meet.
- What about audio books?
- Need more AUBIECat terminals.
- What about searching AUBIECat on cell phones?
- Seek faculty input into technology changes before making the changes; i.e. ILL services.
- Need to be able to print out selected field from AUBIECat record not the entire record. It would be ideal to save the records, sort them and have them print in call number order.
- Article databases – if you follow link to another window it can be difficult to get back to your starting point and when you do you've lost your search. This is very discouraging.

DRL

- 1 not familiar
- Superb – have used (printing CAD drawings)
- Haven't used but like that it's included in the tours by librarians – makes it accessible
- A faculty member reports that his students have used and they seem very impressed. RBD has better equipment that is available in the college.
- Will definitely use.
- Need to offer help with web-based data collection.
- Learned that you can schedule the use of equipment – need to advertise this option.
- Most not familiar with the DRL.
- Better developed here than at a lot of other libraries.
- Excellent assistance.
- Needs to be advertised – emails throughout the semester as well as print sent to faculty offices.
- Biggio Center should include library information, including information about the DRL, in their publications for faculty.

- Create a list or flyer of library services for faculty.

Website

- Don't like that it takes 2 or 3 click to get to the actual databases – they should be more accessible
- Need to be able to log in without using 20+ssn+0
- Interface for ILL needs to be improved
- There's so much there that it is confusing and unwieldy; can be difficult to use.
- Bread crumbing might be helpful
- Need better way to locate information on the library itself and the staff. Need directory link that take you right to a directory list.
- Wish that the library had the Amazon-like ability to track areas of interest and receive notification when things are added that match those areas.
- Look into Ajax – a mouse-over link that shows what you're going to get (general information) before actually linking there.
- Fine
- Seems to be ok.
- Databases not easy to find.
- Databases aren't listed under the titles by which people know them. Need to indicate which databases have primary sources and which have articles.
- Listing databases by subject can be confusing; some of the history databases are used by English faculty and students.
- Academic faculty should be consulted in establishing subject lists of databases
- Front page is very static – needs to be more dynamic – more interactive – rolling
- Needs to contain updates for faculty and students
- It's a very user friendly design.
- 95% of the time I go straight to AUBIECat
- Finding databases can be difficult – I bookmark the databases I use so that I can go right to them.
- AUBIECat times out too quickly. I've often moving between AUBIECat and something else and I don't like that AUBIECat has kicked me about after only a few minutes. I'd like at least 20-30 minutes before it times out.

Digital Collections

- In the first group none have really looked
- Group 2: 1 familiar, 5 not familiar
- Hit or miss use
- More likely to use UGA's digital collections.
- Encourage continued development of collections.