

Open Forum Report

The open forum discussion centered on the following areas of focus: curricular support, library as space, and marketing/outreach. There was also time for open ended feedback. Constituents present at the forum made the following statements:

Curricular Support

What library services do you currently use to support your learning, teaching/research?

Different constituents started using printing, DISCOVERe, Tech Lending, study rooms, databases, Special Collections, and OneSearch.

What collection do you want to see more on? (for example more electronic journals/books, course related materials, leisure readings, etc.)

They stated they'd like more databases, more ethnic studies journals, more laptops to borrow, and projects that highlight specific subject areas like the Orlando Project that explores digital tools to access feminist literature.

What barriers are most frustrating for you when you're doing research?

They mentioned that it is difficult to figure out how or where to begin with the various navigational tools available. More space for group collaborations in the library. Also suggested expanding the length to use the study rooms for their independent research.

Video tutorials on how to access and learn more about the current library resources would be helpful. Targeting tours for first year students was also suggested. They suggested expanding ILL services, although they are satisfied with current service.

Library as Space.

While the size of general book collections is decreasing, what kind of spaces do you want to see? (Like more group study and/or quiet areas already in the library? Or do you envision something different?)

Constituents stated that library tenants need more space and computer labs.

The need for more and larger study rooms, and overall support on how to reserve them. They also want more access to group study spaces and media viewing/presentation rooms.

Where do you spend most time in the library?

Spent most of their time in the lower level in the Learning Center and on the second level in the surrounding area by Starbucks on the North wing.

Final thoughts or suggestions for the physical space?

Suggested more computers for students (printing) to use on the first floor instead of the physical collections. Stated that noise spills into the quiet study areas in the library which impact their study.

Marketing/Outreach

How can we get information about library services out to the campus community?

Suggested a student centered library newsletter where information/updates are bundled together.

Want the library to be present at campus wide events (boothing, passing out brochures), especially now that there is a large group of students that haven't stepped foot in the campus overall.

Partnering with other departments/schools to relay information and targeted social media presence (i.e., library resources for social work students, latest news on ILL, etc).

Which social media platform do you use to stay informed about library updates?

Mentioned using Instagram and Twitter and not interacting with Facebook. Mentioned that the library should create content that is new an/or different.

Anything else you would like to add that relates to marketing and outreach?

Library can relay information to different groups/organizations on campus to better reach students.

Open-Ended Feedback

What do you wish the Madden Library could offer that would make a difference in your studies, research/teaching?

Mentioned confusion on accessing electronic resources and how to find full text articles via urls, doi.

Need for kid friendly space for students with parental duties. Also offering after hours lockers.