Demographics

-Total Participants: 22

-Gender:
  Females: 13
  Males: 9

-Affiliation:
  Claremont Graduate University: 10
  Claremont McKenna: 2
  Claremont University Consortium: 1
  Harvey Mudd: 1
  Keck Graduate Institute: 1
  Pitzer: 2
  Pomona: 4
  Scripps: 1

-Standing:
  Faculty: 5
  Freshman: 2
  Sophomore: 1
  Junior: 2
  Senior: 1
  Graduate: 10
  Post-graduate: 1

-Area of Specialization:
  Anthropology: 1
  Biology: 1
  Biotechnology: 1
  Evaluation/Applied Methods: 1
  Evaluation/Organizational Behavior: 1
  Higher Education: 1
  History: 1
  Humanities/Cultural Studies: 1
  International Relations: 1
  Illustrated Storytelling: 1
  Literature: 1
  Media Studies/Mathematics: 1
  MBA: 1
  Organizational Behavior: 1
  Political Science: 2
  Psychology: 2
  Religious Studies: 1
  SBOS: 1
-Live on Campus:
  Yes: 7
  No: 15

-If you live off campus, how long does it take you to get to the Claremont Colleges?
  No answer: 2
  0-5 minutes: 1
  5-10 minutes: 7
  11-30 minutes: 5

-Do you own a computer?
  Yes: 21
  No: 1

-If “no” do you have access to a computer?
  N/A: 21
  Yes: 1

Focus Group Questions: Major Themes

What do you think about the entrance to the Honnold/Mudd building? What is good, bad, or needs improvement?

Good:
  Look:
    The library glitters at night
    The lighting is nice

Bad:
  Entrance:
    Difficult to find
    No entrance to Honnold side
    Lobby is boring, oppressive
    Confusing
    Inconvenient
    Unfriendly/uninviting
    Ugly
    Wasted space
    Turnstiles are a barrier

  Design/Look:
    Unfriendly/uninviting
    Institutional
    Floor signage is confusing
    Desks labels can be clearer

-Accessibility:
No accessible parking
Unclear path at night
Book return not very accessible/visible

Purpose/Direction:
- No Services in lobby
- No direction
- Counterintuitive

Use of ID Card:
- Barrier

Needs Improvement:
:- Entrance:
  - Handles on handicap doors
  - More Spectacular
  - More than one entrance
  - Person in lobby to welcome you
  - Signs
  - Move Turnstiles in lobby
  - One door at the entrance instead of two
  - Close off Bridge and create large entrance
  - Art
  - Larger Library sign on top of bridge

:- Design/Look:
  - More outside study areas
  - There should be large (brass) letters on the building
  - A theme of the month
  - Grand staircase and lions

:- Use of ID Card:
  - Hard to remember my card
  - Don’t think we should have to use the card

Once here what is the first thing you usually do when you enter?
:- Find Individuals:
  - Find my group – classmates

:- Find a location:
  - Find a study place
  - Try to find a quiet place

If you need help at the library, do you find the help easily? Are you helped by a library staff member, or electronically (both or neither)? Who do you ask if you need research help? Do you receive the help you need?
:- Information Desk
:- Librarians
:- Electronic:
  - Online Services/Journals
  - Website
  - Inter Library
Email reference

-Other:
  Maps

-Positive:
  Librarians help promptly

-Can Improve:
  Many possible location of items
  Expand GIS
  Books move around
  Old materials difficult to obtain

Do you receive help promptly?
-Positive:
  Experience with staff very positive
  Love databases – good search
  Use copy center a lot
  Use newspapers
  Like study rooms
  Like research center

Can you identify staff members easily? If not, what would make them more identifiable? If staff were easier to identify, would you be more likely to ask them for help (if needed)?
-Positive:
  Staff are identifiable by the props they are using
  Calling by name sets up a relationship

-Can Improve:
  Nametags would be helpful
  Student staff don’t know answers

What kind of assistance would you find most helpful? Staff at a desk?
-Yes:
  Reference desk
  Reference staff
  Librarians

-Can Improve:
  3rd and 4th floor old computers
  Better Maps
  Location information could be added to blais – “if you are here – go here”
  Better wireless
  Clearer labeling

Staff in the stacks?
-Yes:
  If people were available on each floor all the time
  The shelver has helped me in the past
Staff who would go with you to help you find materials?
-Yes:
  Like staff going with you
  They already do this
  If shelvers had a way of getting information

Information kiosks?
-Yes:
  Telephone in kiosk might be helpful
-No:
  Unnecessary

Roving staff?
-Yes:
  I still get lost
  Would maximize my efficiency
  Lots of times I would have liked being approached
-No:
  Would be intrusive
  Don’t like people watching me
  Maybe not the best use of funds
  Better to have staff at central area/location
  Keep library staff in one central area

Are there any bad locations in the library?
-Locating Items/Signs
  Labeling is not clear
  Constant shifting – annoying

-Design:
  Multi-tier stacks
  This is by far the most complicated library I have ever used
  Disjointed

-Can Improve:
  Orientation to library
  Ongoing library tours
  Computers on different floors

-Locations that need improvement
  Re-shelving area
  Government Documents
  K’s
  Microform
  History section
  Basement organized oddly
  Multi-tier stacks
  Microfiche/film
What is your opinion of the Libraries web site? (Show them a visual of the homepage) Do you find resources and links easily or with difficulty?

-Good:  
One of the better college websites that I have used (from a web designer)  
User friendly

-Bad:  
Not intuitive  
Cluttered

-Can Improve:  
When you are off campus, the back button bumps you off  
Keep Main Menus--all other menus could be collapsed  
Customize access to website

The libraries are considering placing a “Do you need help” button on the website – where should it be placed so that it will be most visible?
-Location:  
The upper right third  
Top right  
Center (top or bottom)  
Set apart (to stand out)

-Color/Image:  
A flashing button might be annoying  
Cool blue would be inviting  
Should be red – blue blends in

The libraries are considering purchasing software that would install a “call button” on each public library computer. When activated (by you) a reference desk staff person would come to you. Would this be helpful/useful? Why or why not? Would you use it?
-Good/Would use it:  
Some people’s first experience with a computer is in the library  
Needed a lot of help  
Anything that allows students to be more efficient  
Would work well with a FAQ section

-No/Would not use it:  
It would be like an airplane  
It is not necessary  
Doesn’t seem all that efficient  
Staff is willing and excited to help students

Do the computers in the libraries have all of the programs/software that you need to complete your work? If not, what are they lacking?
-Yes:
Very time efficient
GIS
Remote services like e-journals
Databases, Link+, ILL

-Can Add:
  Search all the databases at one time, called Academic Search Premier
  More titles

**Would you be interested in checking out laptops from the library for short-term use within the library? Have you ever used the Libraries resources remotely?**
-Yes:
  Easier to take notes
  Good at busy end of year

-No:
  Lots of people bring their own
  Too expensive, money can be used for books or journals

-Maybe, Depends on:
  Battery life would have to be 4+ hours
  Need excellent wireless throughout the whole library

**Have you ever used an online/chat help desk to get assistance? Have you ever used the libraries online/chat service? If not, did you know it existed? Would you use it? If yes, what did you think of it? Have you ever used the libraries reference email service?**
-No:
  Need to Learn IM
  I still use phone
  Never used online help, just called, tired of email
  Hate phones, use email

**What services would make your research easier?**
- Services:
  Special Collections open more than 2 nights a week
  Not enough access to other library’s catalogues

Can Improve:
  Journals and books are hard to locate online
  Just bought Bookware, it searches all libraries’ sites for you
  Get articles using token method

**Is there somewhere on your campus where some sort of library information kiosk and/or book drop would be helpful?**

**Information Kiosk:**
-Yes:
  Helpful when Library is far

-No:
  Waste of resources

**Book Drop:**
-Yes:
  Book drop would be good, especially on KGI, but the turnaround has to be quick
  Have asked for 15 years
  Very helpful

**Do you use the libraries copy and printing services? What service would you like the copy center to offer? What hours?**

-**Services:**
  - Quicker copy machines
  - Make pricing more competitive
  - New microfilm
  - Digitize microfilm!

-**Location:**
  - Should be more visible
  - Didn’t know there was a copy center

-**Hours:**
  - Could be open more
  - Later hours

**Any other comments?**

-**Positive:**
  - Appreciate evolution over time
  - E-reserves

-**Negative:**
  - Noisy
  - Cold
  - Needs to be more inviting
  - If ordered on LINK+ twice, we should buy it
  - Worry about staff working without burnout
  - Old furniture and art

-**Can Improve:**
  - Food—even if only certain places
  - Tables outdoors
  - Wireless access outdoors
  - Need clearer labels on the doors
  - Need better layout