

**Claremont Focus Group Findings
December 6, 2004**

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

STS: 1
Women's Studies: 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

Health/Medicine area
Videos

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 Menu--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