

Albin O. Kuhn Library & Gallery Student Learning Center Focus Group Study Executive Summary

It has been reported in several studies that library facilities and resources are a key factor in student recruitment and retention. A dynamic and user-centered library design is a vital component in faculty and student success. The Library is currently exploring opportunities to determine if the first floor of the library can be redeveloped to accommodate a new learning center design. Key players in the development and use of this area have been contacted. Undergraduate and graduate student focus groups have been conducted to get feedback from the primary users of this new facility.

The following chart summarizes the results of the focus groups with comments on feasibility for implementation:

Students Want	Library Response
Services	
24/7 open hours	If funding is provided for secure lockdown of off-limits areas and staffing provided for security and tech support, the first floor of the library could be designated 24X5 (no late hours on Fri. & Sat.)
Technology assistance – most necessary during all hours	OIT help desk staff provide support at common service desk in Student Learning Center alongside Reference staff and possibly LRC staff
Writing and Tutorial assistance	Also include staff assistance at common service desk; have consultation areas nearby
Research assistance	No increase in service hours without additional staff; after-hours online help will be expanded
	Note – no change in reporting lines are being proposed; we would be cooperative campus service partners located in a common area
Computing Resources	
Electrical and network outlets	Agree
Printing and scanning readily accessible, preferably free, and laptop printing	Library will not provide free printing, otherwise agree
Large screens for group work (and ability to connect a laptop)	Agree
Access to enough computers, including Macintosh	Agree
Quick service stations, especially for printing and looking up information	Agree
Presentation practice in rooms with PowerPoint	Agree
Better workspace configuration for students with disabilities in open area	Agree
Physical Design	
Large workspaces for both individual and group work (room to spread out)	Agree
Variety of spaces for different types of work activities	Agree
Flexible environment and comfortable seating options	Agree
Don't want a computer farm in the SLC (not configured like a lab)	Agree

Group rooms for both large and small groups with glass walls, possibly reservable, with whiteboards	Agree - reservation options will need further exploration
Compartmentalized workspaces with partitions or half-walls	Agree
Creature Comforts	
Food and drink	If additional cleaning service is provided to keep up with increased needs, library is willing to consider a change in policy to allow food and drink.
Designated real quiet space for private study separate from SLC	The upper floors of the library 3-6 will be designated as quiet study only. With funding, furnishings on the upper floors should be redesigned to discourage conversation and group interaction.
Artwork, colors, natural and individual lighting	Agree

We recommend the following actions to move this important project forward:

1. The Library will identify spaces that can be utilized for this project, including development of scale drawings, and any possible displacements of current uses of space on floors other than first floor.
2. Form Student Learning Center Steering Committee in late March, first meeting in April 2007
Purpose: Coordinate and oversee tasks and timeline
Members: Jessame Ferguson, May Chang (arriving in June), Theresa Davis (or Andrea Spratt), John Fritz, Ramona Arthur, and a student rep.(TBD) Ex Officio members will be informed about committee activities and invited to relevant meetings with attendance at their discretion; they are: Diane Lee, Tony Moreira, Patty Perillo, Joe Rexing, Jack Seuss, and Larry Wilt.
3. Steering Committee will form Task Groups
Purpose: Provide analysis of specific processes and functions, identify tasks and determine details, assemble a detailed timeline, and bring items that need decisions or cross-functional analysis to the Steering Committee. One member of the Steering Committee will be appointed to each Task Group.
Possible Task Groups:
 - Physical Resources Team – workspaces, user access, fixtures, furnishings, aesthetics, ADA compliance
 - Technical Resources Team – desktop design, software packages, online help, ADA support
 - Service Support Team – staffing patterns, referral plans, staff training, student instruction, service agreements
 - PR and Financial Resources Team – faculty relations, awareness projects, funding opportunities
4. An Open Forum will be held to keep the campus informed about SLC planning. Specific members of departments affected by plan and others who might have an interest will be invited. Also announced broadly to invite open attendance.