



# Focus Group Analysis

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ONE LOYOLA LIBRARY TASK FORCE

# Space: Productivity

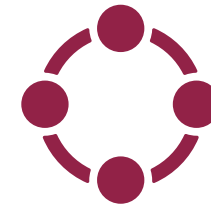
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Productivity means staying for prolonged periods and achieving a task.



Environmental conditions have a big impact on the way spaces are perceived.



Different spaces support different needs. Many types of spaces should be available, and accessible, but separate from one another.

# Space: Collaboration

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Location of collaborative spaces are important to both desirability and function.

Environmental conditions have an impact on ability to collaborate effectively.

Technology is as important to collaboration as space.

## Spaces: Preferred Spaces

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Space use is congruent with specific user needs.

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Features and facilitating services can enhance perception and use.

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We often have help driving traffic to the libraries.

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The unclear delineation between HSL and Lakeside Libraries can be confusing and/or disruptive to use.

# Spaces: Behavioral Drivers

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Physical/print materials are still important to patrons, and patrons associate space with physical materials.



The library is a resource center for students, staff, and faculty.



Attending the library is often associated with seeking isolation and privacy.

# Spaces: Suggested Improvements

Designating spaces within library facilities is a high priority for both usability and satisfaction with spaces.

While the Information Commons is often referred to as beautiful, other library spaces are severely lacking in quality aesthetics and services.

There are several changes that can be made to create an inviting atmosphere.

General changes can improve the user experience.

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What did you learn  
from these insights?

2

How might these  
findings influence our  
next research steps?

3

How might these  
findings influence the  
task force's work?

Discussion:

# Materials: Types Used

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Researchers often prefer electronic and physical materials, with the specific research needs influencing their preferences.



The Health Sciences Campus and Lakeside Campuses barriers are disruptive to scholarship, teaching, and learning.



Professional library support is needed at all stages of the research process.



Physical materials play a specific role in teaching, learning, and research.



Electronic materials serve distinct purposes for patrons but have unique limitations.



Patrons have many identified areas for improvement.

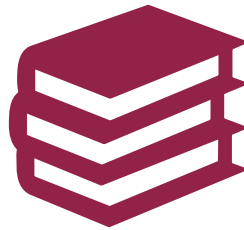


# Materials: Purpose

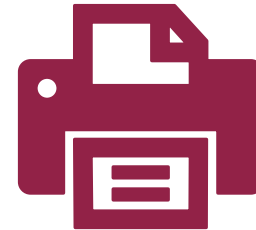
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A patron's library experiences shape their opinion about equitable access to library resources.



Librarian support is needed for collections.



There are unique preferences for both print and electronic materials.

# Materials: Non-Library Resources

Free and/or paid commercial websites play a big role in information acquisition and the research process.

Interlibrary loan and Librarians are essential for research and information acquisition, but there is room for improvement in collection services.

Researchers discover resources through other researchers.

# Materials: Solving Research Problems

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WHEN RESEARCHERS ENCOUNTER PROBLEMS, THEY MIGHT STOP THEIR RESEARCH.



COMMERCIAL OPTIONS AND OUTSIDE SOURCES SUPPLEMENT THE INFORMATION GAP.



THE LIBRARY IS A TRUSTED ENTITY AND FREQUENTLY USED SOURCE TO SOLVE INFORMATION GAPS.



# Materials: Discovering New Resources

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Commercial resources and external sources are often credited for helping researchers discover new materials.

The library or library resources play an important role in the discovery of new materials.

# Materials: Improvements

Improving the scope and/or volume of the collection will be helpful to researchers.

Improve the user experience both online and in-person.

Create new opportunities for collaboration, research, and training.

## Services: “Service” means people

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Some respondents reported having strong relationships with their subject librarians and regard them as collaborators.

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The presence of librarians is impactful, and multi-modal access is important.

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The types of skills taught by librarian are vital to academic and scholarly success.

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Dedicated librarians for specific programs are valuable, but additional disciplinary specialists are desired.

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Faculty report directing their students to the librarians on many occasions, demonstrating the professional level skills available from the employees

# Services: Ongoing training throughout lifecycle

Librarian lead instruction is seen as an important service.

Training is needed for new researchers, refresher courses, upskilling expert level researchers, and filling in knowledge gaps for students that need formal training outside of their courses.

Librarians create instruction and instructional guides on subject/disciplinary topics that help with academic and scholarly success such as trainings, tutorials, LibGuides, Sakai modules, etc.

Researchers are (more) comfortable asking for help after meeting librarians in instructional settings (finding items, research help, presenting at classes, etc.).

More “mandated” or integrated instruction would benefit many areas of the university curriculum.

# Services: On-demand access to services and help are important.

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Many services at the library are facilitated by professional staff, but the perception of the end user is an automated, disintermediated, or an immediate access service.

24-hour library access is important.

Digital media services are not a part of the library but are often found in library spaces.



# Services: Improvements

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New/additional subject matter experts

Communication can be confusing

Policies can be confusing/hard to find

Unified web experience and passwords

Improved PR

Better space for students and community

Improved subscription access and website navigation

Increasing visibility of library locations

Additional trainings/courses/workshops

Decrease number of intermediated processes for e-materials

Libraries are understaffed and overworked



# Unmet Expectations

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Improving the collection to meet 21<sup>st</sup> century research needs.

Access to library spaces, materials, and services should be expanded.

Increased instruction

Improved and increased technology

Suggested improvements to library spaces

Integrating the library into the campus experience

# Future of academics, scholarship, and research

As our world evolves, research skills need to evolve along with it.

Career preparedness plays a vital role in student learning and employee development.

Changes to disciplines and campus require new or adapted services.