Homework-3: Ethnography
Sugandha Kher

My report includes most visited building of the northeastern, the Snell Library. (Hypothetically) Northeastern just hired me to make the Snell Library more efficient and friendly. So, I sat for a few hours in the Snell observing students and their concerns.

Here were some of the concerns of some people after interviewing them for a while.

- A Spring 2018 student who just joined Northeastern from Computer Science background and had ordered a new laptop was struggling to get some system that she could take home. She was working on the university system for some time but then she wanted to do the rest of the work from home and for that needed a system that she could take home. So, she went to the front desk in Snell and asked for a Windows system, since she had a hands-on on a Windows system. But the library staff member told her that they just gave away the last Windows system they had, just a few moments ago and unless another person does not submit another system, they did not have any spare one.

- Another girl who had a Mac system, her charger wasn't working so instead of directly buying a new one, she wanted to give a shot since she urgently had to submit her homework. She came to the front desk to ask for the Mac charger. Unfortunately for her as well, the Mac chargers were over and she had to stay in Library and switch over to the University systems to submit her homework.

The above two problems were related to the equipment available for checkout at Northeastern Snell Library.

One more person I interviewed had some other issue but was related to the Snell itself.

- One of the guy had just come from outside to meet his team members to discuss on some project. Outside temperature was freezing so he finally relaxed when he entered the Library. Unfortunately, he just realized after getting the text from his group members that instead of Snell Library they were meeting at Snell engineering Center for the meeting. He did not want to go back again in the freezing cold, so he started looking for the underground tunnel system. Unfortunately, again there is no system available in the Northeastern online system that shows which buildings are connected by the tunnel. And even when there is some reddit post, that have some student post about the building connected through the tunnel, there is no actual map for the tunnel system. Also, once we are inside the tunnel, the inside maps are really confusing and take up a lot of time in case someone lost a way or missed a lane.

The above issue was related to a proper underground tunnel map system.
These were some issues in the Snell library that if got a chance I would like to work upon.
For the first two issues, I checked online, there is a Northeastern site that lets us know what equipment are available for the checkout.:

https://www.northeastern.edu/its/services/tech-support/classrooms/equipment-checkout/
These include:

Item	Replacement Cost	Daily Late Fee
Camcorders	$500	$5
CoLab Kits (VGA and HDMI cable, TV remote)	$50	$5
DMC Kits (VGA and HDMI cable, TV remote)	$50	$5
Hover Cams	$500	$5
iLocks	$500	$5
iPhone 4 to VGA (30-pin)	$50	$5
iPhone 5+ (Lightning) to VGA	$50	$5
Laptop Bags	$50	$5
Laptops (Windows and Mac)	$1,500	$20
Mac Chargers – MagSafe 2 (new)	$100	$5
Mac Chargers – MagSafe (old)	$100	$5
Mac Ethernet Adapters	$50	$5
Mac HDMI Adapters	$50	$5
Mac VGA Adapters	$50	$5
PC Chargers	$100	$5
Portable PA	$1,000	$20
Projectors	$1,000	$20
Tripod Stands	$100	$5
USB Microphone	$50	$5
USB Presenters	$50	$5
USB Superdrive	$500	$5
USB-C Digital AV Multiport Adapter	$100	$5
Voice Recorder	$100	$5
Wacom Tablet	$100	$5

Although, they have what equipment are there on the website, it does not let us know, which among these things are actually available for the checkout.

One of the things I thought was to include in the Northeastern website, the checkout corner where people can actually find out whether the apparatus they are looking for is available for

checkout or not. How many total items are available and among the total, how many have been already checked out.

This way, students can actually see that if the total available items are less than the required number, they could may be raise a concern to the respective authority to increase the number of items that are most needed by the students.

So, the new database would look like this:

Item	Replacement Cost	Daily Late Fee	Total Available	Available Now
Camcorders	$500	$5		
CoLab Kits (VGA and HDMI cable, TV remote)	$50	$5		
DMC Kits (VGA and HDMI cable, TV remote)	$50	$5		
Hover Cams	$500	$5		
iLocks	$500	$5		
iPhone 4 to VGA (30-pin)	$50	$5		
iPhone 5+ (Lightning) to VGA	$50	$5		
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Portable PA	$1,000	$20		
Projectors	$1,000	$20		
Tripod Stands	$100	$5		
USB Microphone	$50	$5		

Another issue that students at Northeastern face during rainy season or in winters during freezing days is the underground connectivity. There is no actual map available online that shows which building are connected and what is the actual way in the tunnel. So, if a student is lost in the tunnel, unless some other student does not help her, the student can have real difficulty in finding the way back. If a proper online system is available for the tunnel system as well, it would be such a help for students who do not want to walk outside at extreme temperatures.

Following is the Northeastern University map available:

https://www.northeastern.edu/campusmap/map/

Just like the Northeastern Map that includes the connectivity of all the buildings of the Northeastern, if there is an online map available for the tunnel as well, that would make the lives of students easy.

If given a chance there is high possibility of reducing the students concerns about the issues in Snell if some of these issues are worked upon.