Marine Lab Library focus groups report

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Background[1]

In 2013, the User Experience Department conducted a university-wide library satisfaction survey.[2] In order to follow up on findings from this survey related to the Marine Lab Library, focus groups were requested by Janil Miller.

Two focus groups were conducted on November 14, 2014 at Duke Marine Lab library in Beaufort, NC: one with faculty and staff (five participants) and another with students and visiting researchers (eight participants). Each focus group was an hour long. Sessions were recorded but the recordings were deleted after reliable notes were taken. The focus groups were led by Michael Peper (Head, Natural Sciences and Engineering Section) and Joyce Chapman (Assessment Coordinator) took notes.

The goals of the focus groups were to determine how people typically use the library, how they would like to use the library in an ideal world, perspectives on the library's physical space, and community needs related to the collection, training, and software/technology.

Findings

How do you use the library?
- Faculty / staff
  - In general, faculty/staff do not use the library for anything other than as a space to teach in when nothing else is available, or to pick up books they've ILLed. Two faculty members also mentioned using the library to meet one-on-one with students if there were no free space elsewhere. One participant comes in to read the newspaper that the library provides, and one comes in to use the Macintosh computers upstairs occasionally. They do use the online resources from DUL and are very pleased with them. They are also extremely satisfied with Marine Lab Library staff and assistance they receive from staff. "In general, it's all fantastic. It's very rare I can't find something online via Duke. The proxy is fantastic. I can access everything off campus."
- Students: PhD and Masters

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[1] *For more information, please contact emily.daly@duke.edu*
[2] Prior to 2013 the libraries used LibQUAL as a university-wide satisfaction survey. In 2013, the libraries moved away from LibQUAL and developed an in-house survey.

- ○ In general, PhD and Masters students also do not use the library for activities other than teaching or to pick up ILLed books. Additional activities mentioned by PhD and Masters students include coming to use the Macintosh computers on the second floor of the library and occasionally using the printer. It would be ideal to be able to meet at the library with students, because many offices are shared so you can't meet one-on-one.
- Students: Undergraduate
  - ○ Undergraduates use the library quite a bit more than faculty, staff, PhD, or Masters students. Undergraduates come to the library frequently to study (the participating undergraduate said she studies there daily), as well as to print.

Why don't many students use the library?
- Physical space: The physical space is not nice, and it's not a nice space to study in. The library is a relic of the 1960s, with ancient furniture, poor lighting, and poorly designed space. There are no quiet spaces, group study rooms, or individual study spaces. The students all agree that they would prefer space with nooks and varied areas ("micro-habitats"), rather than a single enormous room.
- Furniture: the chairs are very uncomfortable. The tables are not nice, the sofas are extremely worn.
- Light: the lighting is poor. There's only one window in the entire library, on the first floor. There is no natural light on most of the first floor, and no windows or natural light at all on the second floor.
- Technology: the space isn't conducive to technology usage. "The plug situation is grim." There are very few plugs, and everyone who studies needs to use a laptop. The downstairs computers are old, and the printer is often broken. It's difficult to work with technology in the library.
- Noise: noise can be a problem because of the physical layout, which is a single room.
- Insects: there are a lot of insects in the library. "There are bugs everywhere."

How would you remake the library space if you could?
- ○ Students
  - ○ Eliminate most of the stacks (analyze the collection and remove materials that aren't used)
  - ○ Partition the first floor space into group study rooms as well as open study spaces that are flexible and varied. Moveable partitions. Micro-habitats. Open space as well as nooks.
  - ○ Provide telepresencing possibilities; there are not enough of these on campus and the students at the Marine Lab have particular need of them.

- Improve natural lighting: increase number of windows if possible. Allow natural light to penetrate as many areas as possible by using glass. Eliminate fluorescent lighting.
- Faculty/staff
  - The space needs to be comfortable for the students. They need to have areas where they can collaborate. Quiet space and group space.
  - The aesthetic is terrible. The facility makes us look bad on tours.
  - We should have soundproof space for really quiet work. Carrels are important as well.
  - Remove much of the stacks and turn that area into more usable space (everyone agrees). They believe the stacks border on non-function. However, course reserves are important to keep.
  - Lots of natural light, use of glass to let light through, but still have some soundproof spaces.
  - Create individual spaces but also community spaces.
  - A space with a screen or large TV where you could project and a group of people could watch something and discuss it.
  - Many whiteboards.

Question to faculty: if we focused the collection, what would you like to see?
- A focused collection would have to be historical. We have a lot of unique historical materials here, for example, the research conducted by folks working at the Marine Lab.

Janil does such a great job. She -- and we -- really deserve a great space.

Does the existing software/technology meet your needs (or the needs of your students)? What additional software/technology would you like to see in the library?
- Students
  - The computers downstairs are too old to meet our needs. No one uses them.
  - The printers are a serious problem. Then need to work all the time, they are one of very few printing options for most students on campus. Printers need to be new and functioning.
  - Software students would like to see available in the library:
    - Adobe Creative Suite (InDesign, Photoshop, Illustrator, Production Premiere for film editing)
    - Final Cut Pro for film editing
    - iBooks (requested by the undergraduate student)
  - Technology students would like to see in the library
    - Lendable headphones
    - External monitors
    - Wall screens (flat screens you could hook your computer to and project something for a group to view in a small room)

- Faculty/staff
  - There aren't enough electrical outlets (consensus from all faculty/staff). This is a serious problem.
  - The wireless Internet can be spotty. Not sure if the library is in charge of that.
  - We need strong computational resources somewhere on campus. Perhaps the library could provide this. For example, a rack server or blade server, something with serious computational horsepower.
  - Data visualization technology. Large wall screens, or a data visualization lab/area.

What additional training would you like to see?
- Students
  - It would be ideal for there to be some way for folks at the Marine Lab to participate remotely in trainings happening at the main Duke Libraries in Durham. The students don't feel connected to the main campus. They feel forgotten. They would like to be invited to trainings advertised for the main library, and be able to view them remotely, or have access to recorded versions if nothing else. "All these cool trainings happen on campus and there's not the extra step made to connect it to us. We're forgotten down here."
  - A writing workshop for undergraduates
  - Introduction to R, introduction to other programming, basics of statistics, etc.
- Faculty/staff
  - GIS
  - Data visualization
  - How to write a research paper
  - How to search the literature and how to find primary sources
  - General training in library resources
  - Faculty and staff also feel that students at the Marine Lab should be able to remotely participate in trainings offered at the main DUL.

Other:
- Both students and faculty requested some sort of book display. Students thought of a recreational shelf in the library with marine-based literature. For example, non-fiction books and documentary movies about the marine world. Many documentaries or other films are available through DocuSeek, however, for anything rare, Lilly library may have it but will not circ to the Marine Lab. The students at the Marine Lab see the inability to circ all library materials to the Marine Lab as an obstacle. Faculty thought of a thematic display, with a theme of the month and books that rotate.

If there were just one thing you would change, what would it be?

- Students
  - The water fountain. "It's absolutely disgusting!"
  - Update the library to fit with the times: technology, space, furniture, etc.
  - New furniture
  - A more welcoming space: the lighting and furniture, the carpet.
  - I would love to see more historical materials here. For example, a display with pictures and information about the Marine Lab history. Something that would make this a worthy stop on campus tours. Right now it's a stop on the tours, but it's an embarrassment.
  - Furniture: get those one person cubicles with a shelf at the top (carrels).
  - Modernization of space.
  - Make this library space more like the Durham library space. Have different types of seating and spaces. Micro-habitats, flexibility.
  - Lowest hanging fruit would be buying nicer furniture that is comfortable.
  - Physical access to all the books instead of just a few. What if instead of having two static shelves on a topic, we had a rotating collection of two shelves? We could bring in new books from the main library every so often and rotate others back.
- Faculty / staff
  - Space improvements. It's not usable in current form. Spaces for small group or individuals, rooms with projectors.
  - The layout and the aesthetics of the space.
  - If the computers had the types of advanced software that main DUL campus has, that would be really helpful. Adobe Creative Suite, Acrobat Pro, etc.
  - Modernizing the facility. What we have now is totally inequitable with main DUL: what students have here is not anything of the quality of with what students have on main campus. I just want the library facilities to be equitable for our students.
  - A coffee bar or a Keurig.

Appendix A

Detailed notes from student focus group
PhD: 4
Masters: 2
Undergrad: 1
Visiting researcher: 1

Spaces mentioned
- "Repass": Marguerite Kent Repass Ocean Conservation Center
- "Pilkey": Orrin Pilkey Laboratory

How do you typically use the library?

PhD student: this summer I taught a film-making class and used the upstairs macs. Some other classes do that too. Other than that, I come to pick up books. Don't sit and work. I have an office but I don't think that's why I don't work in the library; I've had other jobs where I had an office but always used the library to sit and do work. It's nice to change your environment, use the office in the morning and the library in the afternoon, for example. She wouldn't do that here because the building and space just aren't very nice. The chairs, tables, light. It's not as good as Duke's main library, which is the quality she would hope for since it's a Duke facility.

Light is very important. There's only one window here. The chairs aren't comfortable. Not like the ones in Durham. These feel like dining hall chairs. Here the seating is structured into lines, long static areas. At Perkins there are cubbies and pockets of spaces that are very nice to study in.

2nd PhD student: it's exactly the same for me. I come here to pick up books or to chat with Janil, only. The space is not conducive to the technology students and researchers have. I can't sit at one of those tables because there's no plug and I need to use a laptop. We also have iPads to check out, but there's nowhere to charge them.

I do sometimes come in to use the print station.

3rd PhD student: "The plug situation is grim." We want tables with plugs in them. Some of our classrooms have apple TVs, we can borrow those and use them here except there's no way or space to use those in the library, like a group study room.

This library is just one room. I feel like when I come in here and I talk to someone I shouldn't be talking. Everyone can hear me. If there were some micro-habitats it would be good. Folks could work on group projects (a number of other students enthusiastically agree with this: they want "micro-habitats" within the library like Perkins has).

4th PhD: if you compare any library on the main campus to this one, it's stuck in time. This library lives in the 1960s. Perhaps for practical purposes it's great: the books are great, you order things online, they come here, you pick them up. That whole process is excellently managed. But in terms of places to study or work on group projects you'd find somewhere else to do that on campus, not here. I'd like to see group study rooms. PhD students have their own offices (though these are shared and therefore not private) but the Masters students don't have any place like that to go.

5th PhD: I spend a lot of my time working on the computers upstairs (the "snazzy" Macs). I don't have an office. It's nice to come to one spot and have a table to spread out. But there are no windows upstairs at all. It's a cave. It's hard for people to want to be up there. I need to be up there because of the computers.

Undergraduate: I come here every day to study. I'd like better lighting, and more whiteboards. Better facilities in general would be really nice. The printer sometimes doesn't work and it can be a big problem for us (it was out for an entire week recently). A lot of undergrads use this area to study every day, unlike the graduate students. Corroborated by the others: it's all undergrads coming in here. There aren't many other spaces for them to study in. This undergrad comes here for group study as well, and says that undergrads come here all the time to use the Mac computers (not the PCs).

If you don't have an office, where do you work?
- Folks who work on campus: Common spaces in Pilkey and Repass. They have nice comfy chairs and round tables. Most people would do that rather than be here.
- Master's student: I mostly work at home. I would never actually do work at the library. "It's old and gross, and there are bugs *everywhere.*" I'd rather stay at home and work.

How would you re-make this space?
- Free up space by eliminating almost all of the stacks, which are unnecessary. Partition the lower part of the space into group study rooms. They don't have to be totally sound proof. We need some smaller rooms. Lots of glass. Modern. We want the natural light to go through the whole space. The rooms need to have doors.
- Masters students often need to telepresence with main Duke campus folks. There aren't a lot of group spaces you can telepresence in on campus that aren't taken up with other classes and things. There are some rooms in this building, but they are small, and dark, and there are bugs *everywhere* in the old rooms in the library that you might currently be able to use for this. The current telepresencing rooms are also static: you can't move anything around or configure.

- Mobility and flexibility is important. Like the Link in Perkins. Not static space. Furniture you can move and reconfigure. Michael: So that's a big limitation of partitioning this area into rooms like you all talked about earlier. A room with a temporary divider maybe? Everyone else says, no, you need soundproof small rooms in here, where the stacks are. Not temporary partitions.
- Someone highlights the lighting situation again. We need to change the fluorescent lights to something more natural.

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Do you do group or individual study here?
- Some say no, some say yes to group work. Their offices are shared so they bother others if they are going to meet with a student there. It would be ideal to be able to meet here with students. They would be doing both group and individual work here.

What software/technology would you all like to see in the library?
- Adobe Creative Suite Production Premier (film editing)
- Adobe Creative Suite InDesign, Photoshop, Illustrator
- Final Cut Pro
- Lendable headphones
- External monitors
- Wall screens (flat screens you can hook your computer to and project something) in a small room
- iBook (the undergrad)

Masters student: It would be nice to have a media lab. I used the media lab in the Link last year, there's none of that here. We need a computer with that kind of technology.

2nd Masters student: I need the different types of software too, I agree with you.

Technology problem: the computers are old. No one uses the PCs at all. The PCs are prominently placed in the entrance, which is now lost space because no one uses them except to print. There are a couple campus printers and the printer here breaks. It's also incredibly slow. Consensus: A lot of students use the printer here to print. It's important. The undergrad says she only knows of two printers on campus.

Someone: I would never use these PCs here. I might use the Macs upstairs.

If there were new fast computers, none of the PhDs would use them but the undergrads would, as would the visiting folks, and all the people here during the summer.

PhD student: I like to see books. Don't take all the books away! Then it will be like a student center instead of a library. Two PhD students say they use the books in the stacks all the time. The others don't use the stacks.

PhD student: I don't come to just browse usually, but I do come for books in the stacks and then I like to browse the shelves around that particular book. I can ILL anything I want from main campus but then I would miss the browsing. Other two PhDs agree, shelf browsing can be important.

Masters student: There are lots of books taking up space aren't that relevant. There's a books upstairs in Chinese, for example. Why?! No one is using those.

PhD students: Could the library analyze use of this collection and move materials that aren't used to free up space?

Is it possible to have a recreational section of the library with marine-based literature? For example, non-fiction books and documentary movies about the marine world. Leisure materials. Like Mission Blue, or End of the Line. Discussion amongst themselves: another student says you can get all that stuff through DocuSeek, which this student either forgot about or didn't know about. If we want rare documentaries you can't find them online though. Which brings up the question of why some of the small Duke libraries don't allow their stuff to be circed to the marine lab. They want to get hard-to-find audiovisual materials that Lilly has, but they aren't allowed to have the materials sent here.

They all like the idea of a "fun" book shelf. With marine non-fiction face-outward instead of spine out.

Visiting scholar: on the subject of browsing for books, there is work here in the stacks performed by people who were at the marine lab 100 years ago. I wouldn't find that if the stacks weren't here. That's important: the history of the marine lab and the work done here.

PhD student: Is there a way to incorporate Bill Kirby's books on the upstairs of lab 5 into the library? That's all foundational literature that would be really useful. We have professors here with a lot of personal research. We should have an archive! 2 or 3 other students agree. We need to preserve our professors' work so it doesn't disappear when they're gone.

Feedback on ILL:
- ILL is the best thing ever! Janil is fantastic at helping me track down obscure things. I don't like the library catalog search (2 PhDs agree). Explains that if she pastes in the title of an article it will come up with something else by them but

not that, even though they have it. Or it shows up 10th when it should be first in title search.

Occasionally has trouble getting to eresources. Joyce: what percent of the time? PhD student: for books it's 30% of the time. It will say it's available but the link doesn't work. Yes, two other PhDs agree. The main issue is with ebooks, more than articles.

Training?
- Is there a way for our students to participate in Perkins workshops from here? View remotely somehow, so we can work along. Or to record the lectures and have a library of tutorials we could use. We don't feel connected to main campus. We feel like we don't have access to the training opportunities and people forget about us.
    - Janil had talked about trying to get a writing workshop down here. Interested in stuff like Intro to R, programming, stats, etc.

Masters student: all these cool trainings happen on campus and there's not the extra step made to connect it to us. We're forgotten down here. Talks are never telepresenced down here.

If there were just one thing you would change, what would it be?
- Undergrad: something that really needs renovating is the water fountain! It's absolutely disgusting!
- Update the library to the times. Technology, space, chairs, etc.
- New furniture
- Physical access to all the books instead of just a few. What if instead of having two static shelves on a topic, we'd have a rotating collection of two shelves? Bring in new books from the main library every so often, rotate others back?
- PhD student: a google street view for the bookshelves (like Virtual Browse). It shows you what's next door to your book.
- A more welcoming space. Lighting and furniture, carpet. Love to see more historical materials here. Pictures, info about the marine lab history. Like a little display. Something that would make it be worth this being a stop on campus tours. Right now it's a stop but it's an embarrassment.
- Furniture: get those one person cubicles with a shelf at the top.
- A second to the modernization of space.
- Make this like the Durham space. Mix it up. Different types of seating and spacing.
- Lowest hanging fruit would be buying furniture folks don't mind sitting in for a couple hours

Appendix B

Detailed notes from faculty and staff focus group
Five faculty/staff, including the directory of undergraduate studies

Fac/staff 1: I don't use the space much. It's a virtual world these days. I use the library's online resources. It's fantastic! I have Janil, she gets me whatever I need. I come here to pick up the hard copies that I ordered. I have taught upstairs before, that's a nice teaching space (when it's quiet). Converting the library to spaces that people need and would actually come use would be great. The library really needs to be updated.

Fac/staff 2: I mostly use the library just to teach upstairs. I also sometimes use it to meet with students. I've worked closely with Janil to create a small library of materials related to my subject specialty. I meet with her in her office when I come to speak with her. I've never used the library to sit and work.

Fac/staff 3: Same for me, I come here to pick up materials. Over the past 15 years we've had some new buildings built: Repass and Pilkey. They are taking on the burden of providing the space for folks to gather in, not the library. Pilkey is the perfect study venue: it's got vistas on the water. Before those buildings, I think everyone used to come to the library because it was the only option.

Fac/staff 4: I might come to the library if there weren't any free meeting spaces anywhere else. The new buildings are a little noisy. It would be great if there were nice designated quiet spaces here. Or space for more working meetings. The library could provide a needed space on campus for that.

Fac/staff 5: During the semester we have 12-30 undergrads. In the summer we have 65-100 undergrads! Visiting the library space in the summer is very different than now. Personally, I don't use the library much. I do come to use the Macs occasionally, or to pick up books and talk to Janil. Sometimes she also comes in and reads the paper that the library provides, or for quiet hangout space. The library can be quite full in the summer. It's noisy and there are cords strung out all over the place. In the summer, students say they have trouble finding quiet spaces to work on campus. They're working 12 hour days, you know. When we see students in Repass and Pilkey, they are looking for a quiet place to study. This library should serve that but it isn't able to so they are being pushed to these other buildings as overflow.

Who was this? I teach in the library because it's the only convenient space, not because it's a great space. I also use the Macs. I've used the moveable whiteboards upstairs in the teaching area.

What about the technology?

- There aren't enough plugs (consensus from everyone). If you go to the Bryan Center they have charging stations for every device you could own. Why can't we have enough plugs here?
- Internet. We need faster wireless. It can be spotty on campus (not sure if it's spotty here in the library).
- There's a faculty member with a large data visualization wall in his room. At one point we talked about making a facility in the library here that would be like that, but it didn't happen so he moved forward with it on his own. Giant wall of widescreen plasmas. Maybe the library should have a public data visualization lab… don't duplicate the other data visualization space, but complement it.
- Computational resources and a rack server, or something with serious computational horsepower. The marine lab needs it. Rack server, blade server, etc. the library might not be the place for that, but we need it somewhere on campus.
- If the library isn't the storage place for physical information anymore, it's got to refocus itself on using that information both at a research level and a student level. This library needs better study areas, a data visualization area, etc.
- If it can't be delivered electronically, I won't read it. We need to embrace that in library spaces.
- Don't get rid of libraries though. Having the space and having Janil is incredibly important. She's the conduit to everything that's important! She's the facilitator between us and the information.
- It would be great to keep the "old" feeling of the library but modernize it: we need a library can still convey history but bridge with the new. Eresources. Space. Together.

What about the training?
- GIS training, data visualization. These would be good.
- We need to train students on how to do a research paper. Searching the literature. How to find primary sources.
- Reference management. Endnote. Janil is doing this. It's necessary to shift the burden off professors here.
- Making students aware of all the resources that are out there.
- It'd be good to have a better set up where people can get info from the main campus about training that's happening, and then participate in training at the same time as folks in Durham. Be videoed in, use webX software, etc.

The professors want us to consider: how can we make the library space very comfortable for the students, in order to get them to come here to study and collaborate? They want students studying together, coming together, instead of locked away individually in their dorm rooms. This is important to the professors: they want them to be together and interacting. They've been looking at the idea of the flipped

classroom here, recorded lectures that are watched for homework. They would love for the students to be doing that together and be able to interact while watching.

Fac/staff: I give lots of tours and the library is a stop on the tour. From an aesthetic standpoint, these facilities are terrible. We need to dress it up a bit. Right now the facility doesn't make us look good.

Fac/staff: We should have some space for really quiet work. Maybe make it soundproof even. Carrels are important. There's a lot of mowing, construction noise outside that is distracting. The library is a place to come as a refuge. Sound barriers are necessary.

How would you change this building if you could redesign it?
- Take out a lot of the stacks and turn that area into cooler, more usable space (everyone is fine with this idea). They don't use stacks ever. Stacks now border on non-function.
- Lots of glass, let light through, but still have soundproof spaces.
- Create some quiet space away from the entrance. Leave computers near front door.
- Create some individual spaces and also some community spaces.
- Shared office space is a problem on campus for PhD students and visiting researchers. Need somewhere else to go: individual study rooms.
- A space with a screen or large TV where you could project and a group of people could watch something and then discuss. Like for a group project.
- Whiteboards. We love big whiteboards.
- The big tables in the back are rarely fully occupied. Could this space be changed?

If we focused the collection, what would that focus it be?
- It would have to be historical. I don't want a hard copy of anything else here. We have a lot of interesting historical materials that aren't anywhere else, like research conducted by folks here.
- For me, I'd like little thematic sections displayed. Theme of the month. Facing towards you, with rotating books.

It's important for them to have their textbooks on reserve here. Most of the stacks can go, but anything related to classes, reserves, recommended material needs to be at the library.

In general, it's all fantastic. It's very rare I can't find something online via Duke. The proxy is fantastic. I can access everything off campus.

I really like the idea of being able to "check out" an electronic book fully. I want to look at it on my device, kindle, etc. That helps us a lot. It's kind of glitchy, what we've currently got. Would be nice if this could be improved.

If you could suggest one thing to change, what would it be?
- The space. We need better study spaces for students, for small group or individuals. We want tiny rooms with screen projectors. Space isn't usable now.
- The layout and the aesthetics of the space. Agrees with first person.
- If the computers had software that main campus has, that would be really helpful. Adobe Creative Suite, Acrobat Pro, etc.
- Modernizing facility. What we have now is totally inequitable: what students have here is not anything of the quality of with what students have on main campus. I just want the library facilities to be equitable for our students.
- A coffee bar or a keurig!

There's a really rich history on the island. Faculty that have been here. We have banks of old photos. It would be really cool to have some sort of statement about our history and the legacy of the marine lab. Janil's been preserving it. (All the faculty/staff love this idea). They want something like display cabinets with an exhibit.

Appendix C

Focus group script

Welcome, thank you for participating in the focus group, I'm Michael (Head, Natural Sciences and Engineering Section; Librarian for the Nicholas School of the Environment and Departments of Mathematics and Statistical Science), this is Joyce (Assessment Coordinator). Today we're hoping to learn more about how you all currently use the Marine Lab Library, what challenges you see around use of the space and services, and what kinds of changes you'd like to see to spaces and services.

I'm going to be moderating today's session and Joyce will take notes. We have a set of questions here that we're going to use to guide our discussion. As we're talking today, please remember that there are no right or wrong answers to any of these questions – we're not looking for specific answers, you aren't going to hurt our feelings if you discuss things that don't meet your needs at the library. If fact, we really want to know what challenges exist and how you think things could be improved, so we hope you all feel free to give your opinion, whether or not it's the same as others' opinions in the room.

We're going to be recording the session with a voice recorder, but only so that Joyce can go back later and take notes on anything she misses now. The recording will be deleted after that, and no one but Joyce will listen to it. Also, your participation in this focus group is anonymous, we aren't going to write up a report and quote you or anything.

A couple things before we get started –

1. Let me know if you don't understand a question that I ask – probably other people haven't as well.
2. You don't need to have an answer to every question.
3. We're going to give you all a piece of scratch paper and a pen. As we're talking feel free to write some things down if you don't want to say them out loud. We'll ask you to leave your papers in a pile when we're done and this will be your way to anonymously tell us anything you'd like to.

Last year we did a library wide survey and a number of the responses from folks whose main library was the Marine Lab pointed to desires for changes to the space. So we've got some questions about space.

1. How do you all typically use the library? What kinds of things do you come here to do? For example, to use the computers, to study, to meet up with groups, to pick up books?
   a. Do you come here to work collaboratively in groups or individually (why/why not)?
   b. Do you come here for quiet study or no (why/why not)?
   c. Do you use the computers (why/why not)?
2. Think about the physical space here at the library. What do you like? What would you change?
   a. Technology: computing, printing and other equipment, power outlets
   b. Furniture: seating, desks, tables, rooms
   c. Layout, rooms (group study room—there is or isn't one now?)
   d. Noise
   e. Other
3. How is the collection? Is it meeting your needs?
   a. Do you have issues getting the things you need? Books or e-journals?
4. What kinds of training would you like to see in the library (for example…?)
5. Do you feel like you have adequate software available in the library to meet your needs? What would you like to see that isn't here? How would you use it? What kinds of projects require it?
6. Library hours: how do the current library hours meet your needs? How about the staffed hours (when Janell is available)
7. *Something about the browsable collection?*
8. If you could suggest one thing to improve your experience in the Marine Lab Library, what would it be?

Conclusion

This has been very helpful! Thanks for taking the time out of your day to talk with us, we really appreciate it and it's helped us learn a lot.

Please leave your scratch paper up here facedown, so if anyone wanted to submit anonymous comments they can do so.