

Student Library Advisory Committee Meeting Notes

November 10, 2017

Student Attendees: Alex Cuadrado, Anna Jastrzembki, Ati Akbari, Arlena McClenton, Aliya Bhatia, Brandon Harrington, Shyamoli Biyani, Noemy Santos, Andrew McLaren, Leyth Swidan, Ashley Chappo, Monique Harmon, Teresa Zhao, Chris Moser,

Library staff attendees: Anice Mills, Canidice Kail, Allison Morrow, Francie Mrkich, Ellie Ransom, Barbara Rockenbach, Kristina Williams, Breck Witte

Agenda:

- **Introductions – all**
- **Revisit issues from last meeting**
- **Library Web design worksheet and exercise**

Revisit issues from last meeting:

- A request for hot water access in all libraries – most cafes on campus will provide hot water for free if you bring your own cup. The libraries will also explore hot water dispenser in libraries.
- A recommendation that more plugs be installed where possible
- A request for technology free spaces or book only spaces in the libraries. Some students want to study without the distractions of technology, keyboard noises, etc.
- A suggestion that we explore more plants and seasonal lamps in the libraries. This suggestion was noted by Shyamoli, who is leading the efforts with the Design for America group looking at student wellbeing in the libraries.
- Complaints about the strength of wifi in certain rooms in the libraries. Breck Witte noted that we need to know the specific rooms and areas so we can work with CUIT. There is also a campus upgrade of wifi planned in the coming years.
- Website concerns
- Communication channels - Facebook is a clear choice among students. We will also explore using student communication channels to help get the word out about library collections and services.

Library Website design worksheet and exercise

Questionnaire about Libraries Site:

1. What are the top five things you do on the Columbia Libraries Site?
2. If you needed to find out the hours for Lehman Library today, how would you do that?
3. What other Columbia University sites do you use regularly?

4. What non-Columbia web site(s) do you use regularly? Is there something about the design of the site(s) that appeals to you?
5. What would you like to see on the library site that is not there?
6. If we created a survey of your peers about the libraries site, what should we ask them?

Homepage Paper Prototyping Design Exercise: Paired teams drew their ideal homepage on large-format paper and then shared the design with the group.

What we learned:

The top things you do on the Columbia Libraries Site:

Hours (13) & CLIO (12)

Followed by Locations/Maps, Research Information (tools, consultations, and Ask a Librarian), BorrowDirect, Locating Materials (Databases, Off-campus Resources, Etc.), and Printing Availability were the most popular. Course Reserves, Room Reservations, News & Events and Blog Posts, Feature Staff Stories, My Account, and learning about Internships also all got mentions.

The Hours search was split evenly between Google Search and Finding on the Website (7 each).

Other Columbia Sites You Use Regularly:

School- and Department-Specific Sites (13, including one FB site for a school), Courseworks (8), SSOL (3), Directory (3), Dining (2), Class Listing/Information (2), and one each for CLIO, Transportation, Housing, the Academic Calendar, and Manage My UNI.

Non-Columbia Sites Used Regularly:

New York Times (5), BuzzFeed (3), Google (8), Facebook (3) Wikipedia (2), and one each for Reddit, The New Yorker, Google Books, Twitter, NYC Playbook, and New America. The reasons were scrolling design, scrollable lists of news, colorful, organized to give maximum information, simple and clean with virtually no navigation and easy to use/search, lots of information organized with equal weight.

What you'd like to see on the Libraries site:

Advanced search, information about library spaces and what is housed in those spaces, fun facts, direct access to research tools, discovery feature for books and services, new arrivals, seat counter/density information, faculty publications, staff picks for books, café hours, open now (libs and cafes), prominent CLIO search, pictures of & information about study spaces, CLIO login, video & music highlights, collection highlights, images, printing & scanning.

Peer Survey:

What people like and don't like? What they use and how often? Why they use the site? What engages them or would engage them? How they would like the site to make them

feel? How it currently makes them feel? What would they like to see that's not there? What journal or literature search capabilities they need? What info do they want to see immediately? How often they use the site and how often do they visit the Libraries? Do you find the site easy to use?

Paper Prototyping of Ideal Homepage:

Themes from the drawings and discussion include:

- Search and Advanced Search – front and center and labeled CLIO
- Locations and Hours
- Visual elements and images, but with text too
- Highlighting what's going on, fun things, and fun facts
- Clear links to My Library Account
- Images for the Events listing
- Invitation to Explore spaces, collections, and more
- Ask A Librarian widget in more places
- Thematic arrangement around “I want to do ____”
- BorrowDirect – available right away
- New Books and New Arrivals, New Archival Collections, Staff Picks, Book & Collection Spotlights and Highlighting
- Distill and present the things that students use and want to go to...
- LIO Contact Info