The Student Library Advisory Board: Collaborating to Improve the User Experience

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NISO Discovery to Delivery Forum
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Student Advisory Council: Initial and Current

8 – 10 student members. Each student member nominates his or her successor. The Council is co-facilitated by Library and OIT administrators. The Council's agenda complements the work of the Library administration and its partners to create outstanding learning spaces, services and resources. The Council assists with capturing, evaluating and interpreting the feedback, opinions and wisdom of GT students regarding Library improvements. Long-term, critical thinking about essential issues related to student learning outcomes.

17 members
Recruitment
Board Appointment by Library
Vetting Process
Council Facilitated by Library

Student Advisory Board 2010

Board Selection
Diversity
Representation
Attendance
Participation

Evolving “User-Driven”: Physical Spaces -> Digital Spaces

2 West: Before and After
e-Resource Usability “In Vivo”

See video file
(1 website_review-H.264 – Webcasting.mov)

Web Usability and Design

See video files:
• 2  Heather-H.264 – Webcasting.mov
• 3  Jeremy and Cari-H.264 – Webcasting.mov
• 4  Alvin-H.264 – Webcasting.mov

Advocacy

“There are a lot of times when you’re doing work and next thing you know it’s 4 a.m. Having the Library open at all hours during the week is a definite benefit in terms of helping me to get my work done, understand the material and prepare for tests. The Library is one of the most versatile places on campus for helping the student learn and understand information.”
– Jeremy Feaster

“The Library is one of my favorite places on campus and ideal for studying alone or in groups. The transformation of 2 West has made it more inviting, whereas before you felt like you were in a sterile lab… the space attracts you here, rather than driving you away. In the Library, it’s like you’re studying ‘at home’ but you’re studying with friends and with resources, but without the distractions at home. It’s like you’re at an ‘at home study.’”
– Adam Weiss

“One of the greatest reasons for the success of the library’s East Commons is the amount of student feedback that went into it. We’re definitely moving in the right direction for the library in terms of its catering to student needs.”
– Kaitlyn Frazier

“The Library is more than a place, it’s continuous access to the information I need where I need it.”
– Mitch Keller

Return on Investment

“I think that the thing I find the most helpful about the library is its convenience and hours. It provides a place for students located all over campus to meet up and study or work on group projects.”
– Undergraduate, 2nd Year (Mechanical Engineering)

“I often use the electronic resources, which I find very helpful.”
– Masters (Electrical and Computer Engineering)

“This library has great resources and hours of operation work well for me.”
– Masters (Electrical and Computer Engineering)

“In my five years on campus, I have found that the Library is truly oriented toward LISTENING to students and ACTIVELY trying to serve us.”
– Undergraduate, 5th year (Industrial Design)

“I’m at the Library Multimedia Studio everyday – it’s my second home. I love the Flip cameras that are available for check out.”
– Undergraduate, 4th year (Industrial Design)

“The library is a great place to study and focus on my schoolwork.”
– Undergraduate, 2nd Year (Chemical and Biomolecular Engineering)
Best Practices

Active Participation
• Advocacy
• Feedback and Usability
Investment and ROI
Recruitment Process
Agenda Setting
Interdepartmental Involvement
Social Media and Communication

Thank you NISO!

Helpful Reading: