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Andrews University

LONGER HOURS AND A COMPUTER LAB :
JWL SURVEYS CAMPUS OPINION

As part of a strategic planning exercise, James White Library recently conducted surveys to find out what people think about the library and its services. The first survey, conducted in December, targeted students, faculty and staff across the campus, whether or not they actually used the library's services. Slightly more than 300 responses were received. A second survey in February sought data from people who were actually using library facilities and services. This survey yielded approximately 400 responses.

Although there was overall satisfaction with the library's collections and services, the surveys revealed a few sore points. There was major criticism of library hours. One third of campus-wide respondents complained that the library was not open when they needed it, while more than half in the second survey wanted longer hours. Seventy-three individuals wrote specific comments about hours. "Overall, the only real complaint I have is that the library is not open long enough," wrote an undergraduate student. "Please extend library hours!" appealed another.

Earlier opening on Sundays was the most frequent plea, but many also requested extended evening hours until midnight, Saturday night openings during winter months, and earlier opening on weekdays. One senior wrote, "The new Sundays hours are inadequate. If the library was to open at 9 a.m., students would NOT have to waste all Sunday mornings waiting for a place to study!" From a graduate student: "If the library could budget for extended hours on weekdays and possibly Saturday nights, I believe more students will have an interest in studying here."

Library decor and environment for study also came in for a large share of darts. "The place needs a face-lift. It's very dreary looking", commented an English major. "Some improvements in interior decoration could raise the environmental morale of the library," wrote another. Many complained that the library was not conducive to study, and blamed uncomfortable chairs, bad lighting, and poor temperature control. Typical responses from the 74 comments on decor and facilities: "The place is not conducive to study - it feels rigid." "Chairs and tables are extremely basic. Invest in making it more attractive and less drab." "Study from home is more comfortable." "My friends do not consider it a popular place to study." Library restroom facilities (or lack of them on the main floor) also received a barrage of criticism.

At the top of the list for added library facilities was provision of a computer lab. Overall, nearly 50% of those surveyed wanted a computer lab. Among seniors and master's degree students, that percentage rose to over 60%. Apparently students like a "one-stop shopping" environment where they can do their research and prepare their paper at one place.

Other popular choices for new services included a library café (a la Barnes and Noble) - probably combined with a student lounge - and more group study areas. Graduate students especially would enjoy a meditation space within the library, and doctoral students pled for more closed carrels.

Responses from the surveys are being analyzed so that the library's Strategic Planning Task Force can use the data in

setting directions and goals for James White Library in the years ahead. The committee would like to thank everyone who participated in the surveys.

LIBRARY PEOPLE

Dan Drazen, editor of the *SDA Periodical Index*, has had a book manuscript accepted by the Review and Herald. Entitled *One Small Light*, it is a novel based on the story of the boy Samuel growing up in the temple at Shiloh. It is listed for publication in the spring of 2002.

Linda Mack, Music Librarian and pianist, teamed up with Julie Penner, soprano, to present "Blythe Owen: One Woman's Century in Music, illustrated by a Selection of Her Art Songs" at the Athena 2001 Festival and Competition held March 1 at Murray State University, Kentucky. Mack is currently working on an Owen biography/catalog of works.

Josip Mocnik, director of the Multimedia Center, has been invited to present a paper on preservation and access issues of digital material at the forthcoming conference in Detroit of the Michigan Association for Computer-related technology Users in Learning (MACUL).

Sabrina Pusey, Instruction Librarian, presented a talk entitled "Information Literacy at Andrews University: A Vision" at a James White Library Colloquium on January 31. Sabrina has participated in a national workshop on information literacy, and is actively involved in this area with the Michigan Library Association.

Keith Clouten, library director, will present a paper at the national conference of the Association of College and Research Libraries (ACRL) in Denver, March 15-18. His paper, previewed as a "hot pick" in *Library Journal*, is entitled, "Removing Walls of Distrust".

WHAT"S NEW AT JWL ?

The library's Instruction Lab just got better, with the installation of "classroom control" software that allows interaction and dialogue between the "instructor" and "student" computer stations. The NetOp School program includes features such as demonstration broadcast from any station to the others in the classroom, chat, remote control of student stations, and a blank out command useful for lectures between demonstrations. The classroom has also installed Mimeo which "converts" a regular whiteboard into a virtual electronic whiteboard.

The Multimedia Center has upgraded its Microform Reader/Printer to enable users to send scanned microfilm and microfiche images via email. This saves the user time at the machine, since he or she can complete the research at home and save money at the same time, since it is no longer necessary to print the images at the machine. The enhancement will also help distance education students who can email their requests to the library and receive the microform images as email attachments.

JWL has purchased and will soon be installing electronic-reserve software provided by Docutek. The system requires a dedicated server which is currently on order. Once implemented, the program will virtually eliminate print photocopies from the reserve system, and will permit faculty to email or possibly fax material directly from their offices to the e-reserve system. The program comes with a mechanism for copyright clearance. E-reserves will be especially important for classes which include off-campus students.

The Multimedia Center now has DVD's and a new DVD player. Come and check them out or stay to watch your favorite educational movie.

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