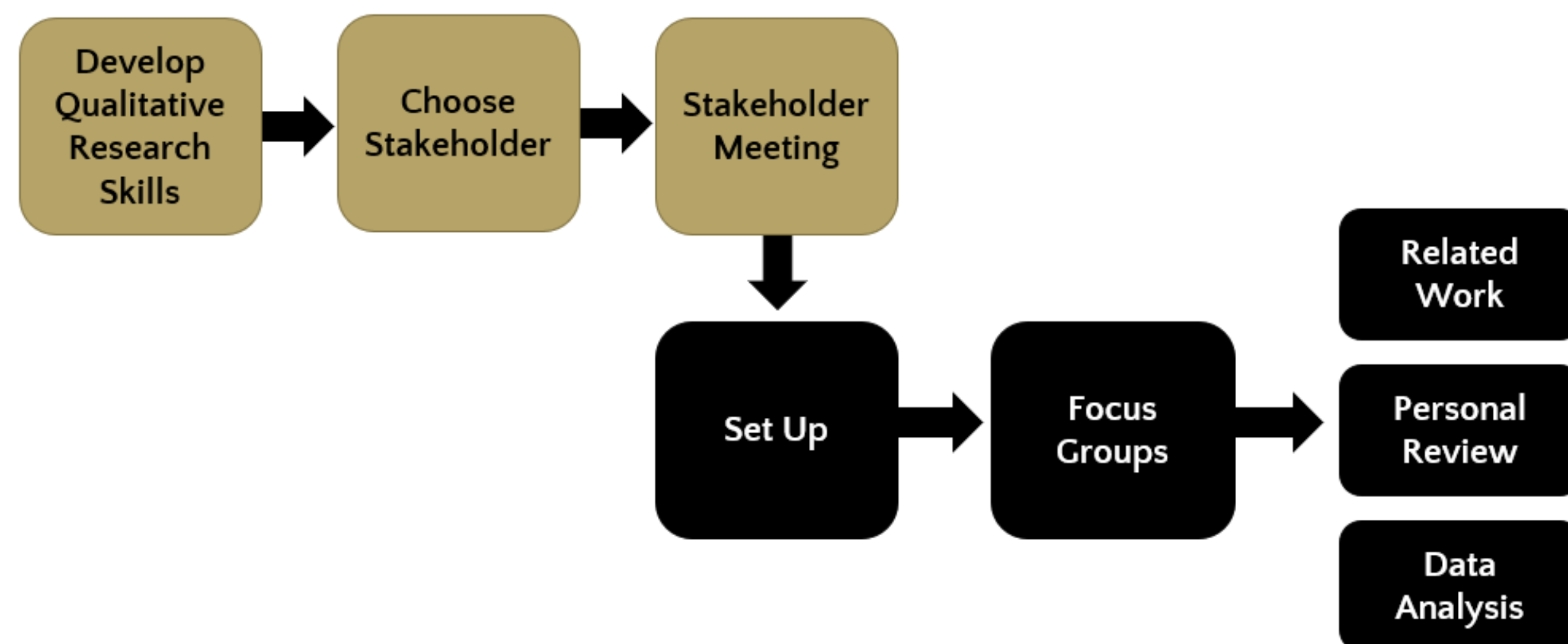


# How Students use the Services available from Lindenwood University's Library Services

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## Introduction



## Student Assessment Scholars

- Lindenwood Students who work as interns within Academic Affairs
- Take proposals from Lindenwood University stakeholders
- Internship allows the students to develop qualitative research skills and carry out research to address the stakeholders' issues and questions through focus groups

## Stakeholder - Library Services

- Library Services is housed in the Lindenwood University's Library Academic Resource Center (LARC)
- Library Services include

Journals	Rentals
Books	Study Rooms
eBooks	University Archives
Games	Audio-Visual Materials

- The library is also the home to

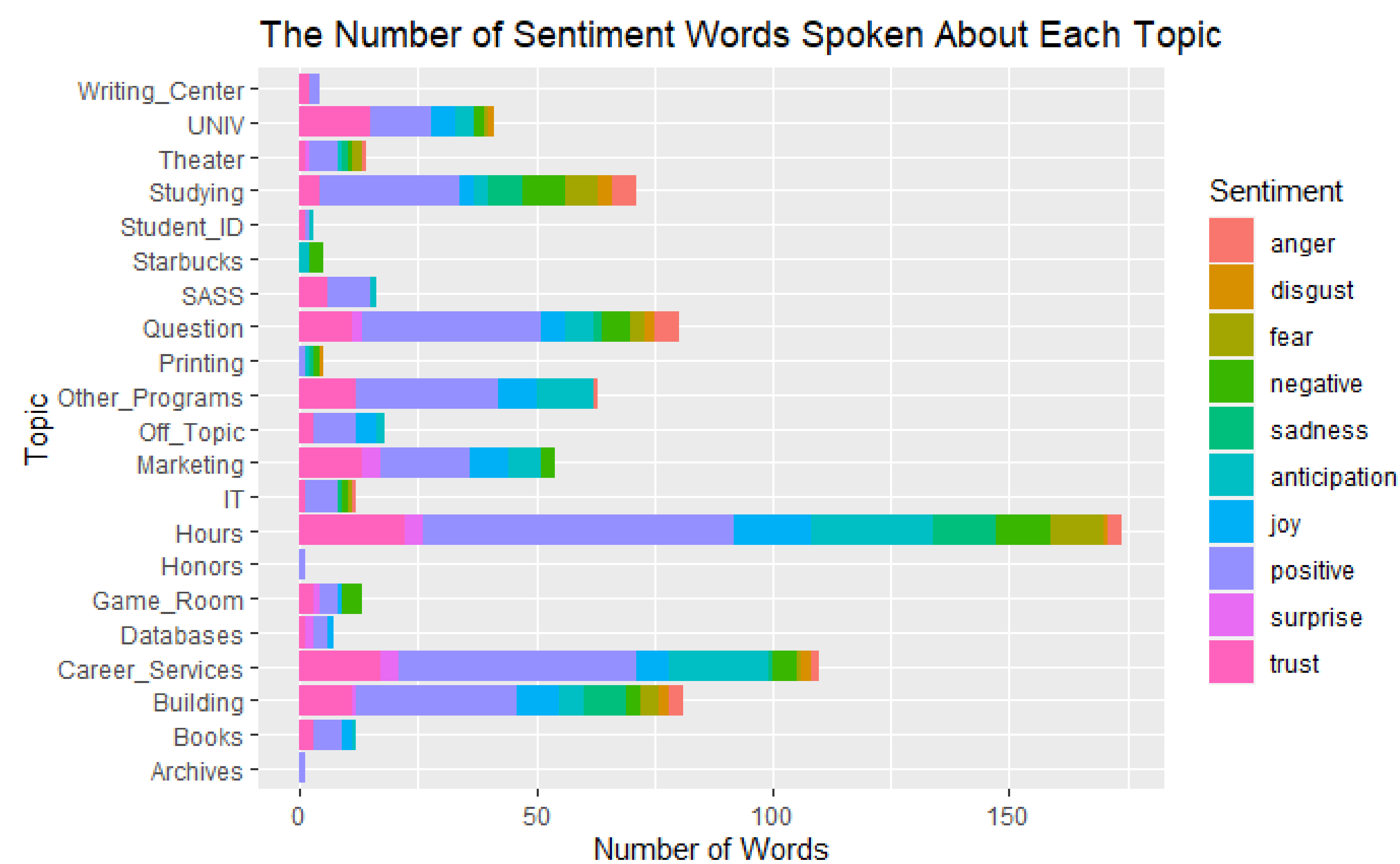
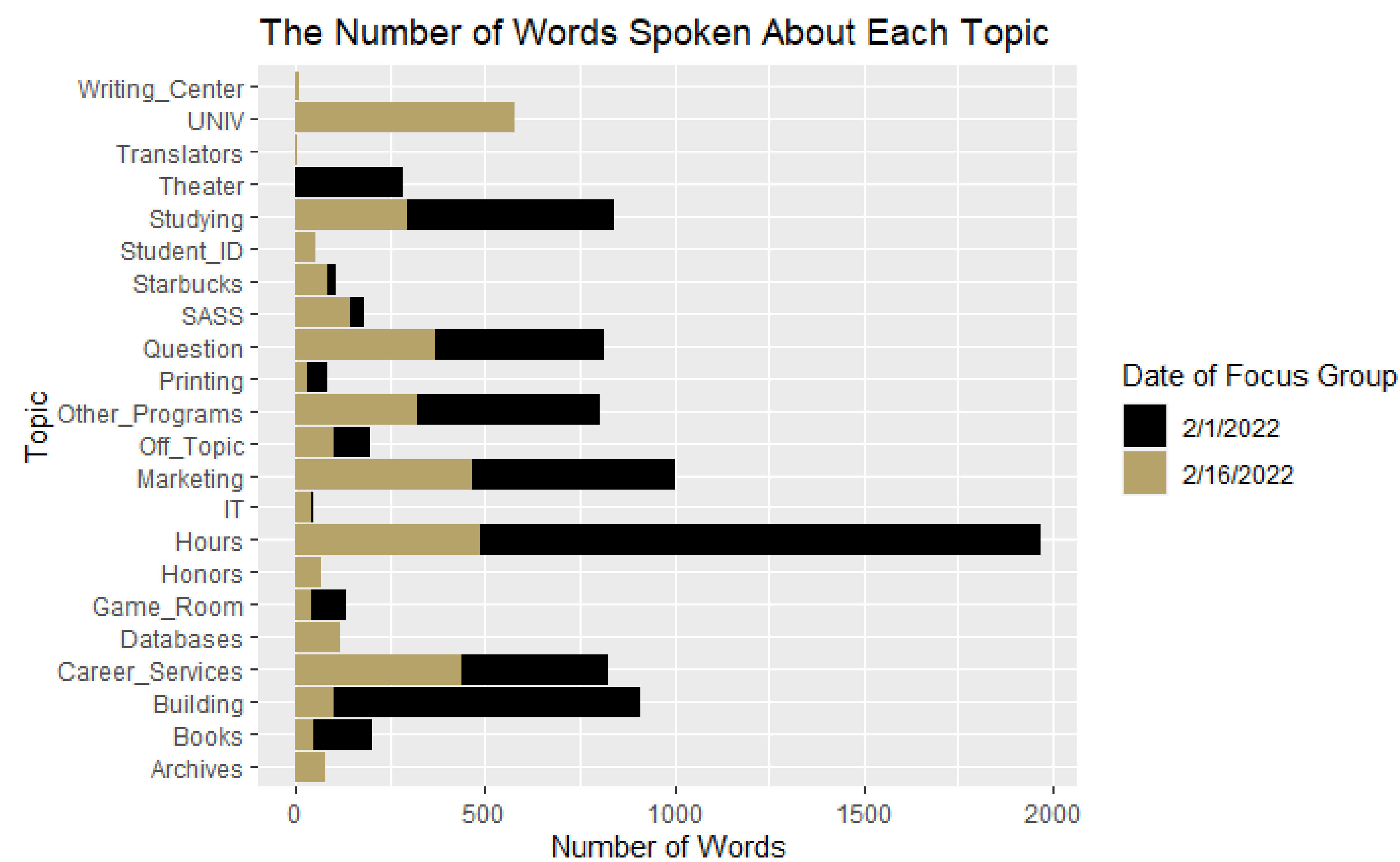
Classrooms	Media & Gaming Lab
Title IX Office	Foreign Language Lab
Theater	First Year Programs
Writing Center	Center for Engaged Learning
Provost Office	Student Academic Support Services
Veteran's Affairs	Executive Office Suite
Starbucks	Strategy & Innovation Center
Study Areas	Information Technology Offices

## Objective

- What students know about Library Services
- If the services are filling student's needs
- How to improve student satisfaction with their services

## Results

### Data Analysis



## Methodology

### Literature Reviews

- Fall 2022, Lindenwood University will become a NCAA Division 1 athletics program in the Ohio Valley West Conference
- There are 6 other institutions within the Ohio Valley West Conference
- Each school was contacted and researched to gather information and compare their library services to those at Lindenwood



### Focus Groups

- In-person focus groups
- Recruitment was completed through handing out fliers in the Spellman Dining Hall
- Participants received LU gear as compensation for participation

### Data Collection

- Data collection from Microsoft Team video recording and automated transcription of focus groups
- Personal review was done on video recording
- Transcription was deidentified, edited, and then analyzed in RStudio

## Conclusion

### Findings

- Students have a positive sentiment towards LU's Library Services and wanted the hours of service to be extended
- Students want longer hours, better marketing, and find the building itself to be one of the best services
- Students are not aware of all services offered
- The LARC is currently open 78 hours a week and the average of OVC West school's library hours is 92

### Limitations

- Focus group cancellations due to a snowstorm
- Researcher Bias
- Lack of Diversity
- Transcription Inaccuracy