

How Students use the Services available from Lindenwood Universities Library

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Abstract – Student Assessment Scholars took on the Library Services stakeholder proposal. Their goal was to find how students use the service available from Lindenwood Universities Library. Through evidence, it was found that students have a positive sentiment towards the Lindenwood’s Library Services. That the Students want longer hours, better marketing, and find one of the best services being the building itself. Lindenwood Universities Library Services are similar to the other schools in the athletic conference. Lindenwood University houses a Maker Lab, Career Services, and technology rentals like the other universities, but Lindenwood students were not aware of them. Overall, students were happy with the libraries services and wanted their ability to use the services to be extended. The LARC is currently open 78 hours a week and the average of the other school’s library hours is 92. To compete with other schools in the athletic conference and increase students use and satisfaction of Library Services, they should first work towards extending their hours.

Keywords: Library Services, Data Analytics, Institutional Assessment

I. INTRODUCTION

A. *Lindenwood University Library*

In St. Charles, Missouri you will find the home to Lindenwood University (LU). A four-year liberal arts college that is the home to several national titled collegiate sports teams. Lindenwood University has one major library, which is the Library Academic Resource Center (LARC). However, the LARC was not the first major library on campus. The library was first in Sibley Hall, then moved to Roemer Hall, then to Butler Library, and then to the LARC in 2017. “Lindenwood Library serves as an academic and cultural hub, providing a one-stop-shop for students in their research careers at Lindenwood University.” (1) The library consists of 4 floors, Mary E. Ambler Archives, and thousands of books, eBooks, journals, audio-visual materials, and games. The library is also the home to classrooms, study areas, Starbucks, Media and Gaming Lab, Foreign Language Lab, Writing Center, Student Academic Support and First Year Programs, Veteran’s Affairs, Center for Engaged Learning, Title IX Office, Theater, Strategy and Innovation Center, Provost Office, Executive Office Suite, Information Technology Offices. The LARC was built to improve the educational experience for Lindenwood University and its community. The library staff continue to strive through the process of Annual Reports. A message from the dean in the 2018 Library Annual Report says, “A key component to success in our new home was to gain an understanding of how users engage with their new surroundings. Through astute observation and diligent tracking of data on how the space is used, librarians have developed new and creative approaches to services, instruction, programming, technology, space management, outreach, and resource selection” (2).

B. *Student Assessment Scholars*

Student Assessment Scholars are Lindenwood Students who work as interns within the Academic Affairs. Lindenwood University stakeholders - any academic, co-curricular, or administration unit related to the university - submit project requests that the student Assessment Scholars go through and choose from to complete during their internship. The internship strives to allow the students to develop qualitative research skills and carry out research to address the clients' issues and questions through small research studies. This is carried out through focus groups with other Lindenwood University Students. At the end of the process, the client(s) will receive an insight report with the findings from the research.

C. Objective

Student Assessment Scholars in the Fall of 2021 chose to work with the Library Services project request. Library Services was seeking to, "see how students use the services available from our department," and wanted, "to know what they know about our services, if the services are filling their needs, and how we might improve student satisfaction with our services." (Appendix A). To carry out the stake holders wants Student Assessment Scholars planned to set up focus groups in the Spring of 2022 that would find the areas that Library Services needed to be better marketed, added, or were already successful (Appendix A).

RELATED WORK/REFERENCES

A. Lindenwood Library Services

The LARC consists of 4 floors, 17 classrooms, 3 computer labs, 6 individual study rooms, 3 group study rooms, study areas, Mary E. Ambler Archives, and thousands of books, eBooks, journals, audio-visual materials, and games. The library is also the home to Starbucks, Media and Gaming Lab, Foreign Language Lab, Writing Center, Student Academic Support and First Year Programs, Veteran's Affairs, Center for Engaged Learning, Title IX Office, Theater, Strategy and Innovation Center, Provost Office, Executive Office Suite, Information Technology Offices. Additionally, Lindenwood has access to several databases and technological rentals for students, faculty, and staff. The LARC hours of operation are Monday – Thursday 8 am to 10 am, Friday 8 am to 5 pm, Saturday 10 am to 3 pm, and Sunday 2 pm to 10 pm. Making a total of 78 hours of operation at the Lindenwood Universities Library (1).

B. Other Schools in Ohio Valley Conference

Fall 2022, Lindenwood University will become a NCAA Division 1 athletics program in the Ohio Valley West Conference. As the athletics of Lindenwood University grow so should the academic resources. There are 6 other institutions within the Ohio Valley West Conference and upon looking at their website and contacting them to gather what Library Services set these schools apart this is what was found.

Felix G. Woodward Library at Austin Peay University Library Services include checkouts, interlibrary loans, research and instruction, tutorials and how-to guides, computers and laptops printing, group study rooms, and more. The how-to guides included links to how-to cite your sources using different writing formats, avoid plagiarism, Boolean operations, evaluate websites, and more. Their hours of operation are

Monday-Thursday 7 am to 12 am, Friday 7 am to 6 pm, Saturday 9 am to 5 pm, and Sunday 1 pm – 12 am. Making a total of 98 hours of operation during a traditional school week (3).

Booth Library at Eastern Illinois University Library Services include checkouts, archives, research guides, test prep and careers, student innovations, 13 study rooms, and more. Eastern Illinois University has research engagement and scholarship librarians that students can use to get specific aid with research techniques and strategies, create tutorials and teach classes on information literacy, and provide research consultations. Booth Library Building is open Monday – Thursday 8 am to 12 pm, Friday 8 am to 5 pm, Saturday 9 am to 5 pm, and Sunday 12 pm to 12 am. Their Research Support and Center for Student Innovation have separate hours. Making a total of 93 hours of operation during a traditional school week for the Library Building. (4)

Murray State University has 2 Libraries the Forrest C. Pogue Special Collections Library that contains the archives and genealogy records. Then there is the Waterfield Library that has 10 study rooms, 2 computer labs, rentals, a writing center, oral communications center, and the library Maker Space. The library makerspace offers 3D printing, 3D scanning, Virtual Reality, laser cutting, latex printing, photography, and more. This is a great space for students to use their creativity for academic projects or personal use. The Waterfield Library is open Monday – Thursday 7 am to 12 am, Friday 7 am to 6 pm, Saturday 10 am to 4 pm, and Sunday 1 pm to 12 am. Making a total of 96 hours of operation at the Waterfield Library (5).

LoveJoy Library at Southern Illinois University – Edwardsville also has a Maker Lab with a 3D printer, scanner, button maker, greenscreen, mug, heat-press, laminator, virtual reality, and more. They additionally have book rentals, research sources, study areas, and private study rooms. At Lovejoy Library the hours are Monday – Thursday 8 am to 10 am, Friday 8 am to 7 pm, Saturday 11 am to 7 pm, and Sunday 11 am to 10 pm. Making a total of 86 hours of operation at the Lovejoy Library (6).

Kent Library at Southeast Missouri University has a multimedia center with videos, editing software, greenscreens, 3 production rooms, and multiple 3D printers. Additionally, Kent Library has research guides, articles, databases, over 9 study rooms, a 100 person computer lab, and archives that include regional history and a rare book room. The Kent Library at Southeast Missouri University hours are Monday – Thursday 7:30 am to 11 pm, Friday 7:30 am to 6 pm, Saturday 12 pm to 5 pm, and Sunday 1 pm to 11 pm. Making a total of 87.5 hours of operation at the Ken Library (7)

Paul Meek Library at the University of Tennessee Martin has 16 study rooms, a writing center, a media center, study areas with different volume levels, interlibrary loans, textbook reserves, and lots of activities. Two events going on during the Spring of 2022 include the Research Series and the Spring Workshops. “The UT Martin Research Series highlights the research of campus faculty, staff, and students. The events, co-sponsored by the Division of Academic Affairs and the UT Martin Libraries.” The hours of

operation at Paul Meek Library are Monday – Thursday 7:30 am to 12 am, Friday 7:30 am to 6 pm, Saturday 12 pm to 5 pm, and Sunday 2 pm to 12 am. Making a total of 91.5 hours of operation at the Paul Meek Library (8)

II. METHODS

A. Met with rep from LS

November 3rd, 2021, Student Assessment Scholars met with Nancy Messina who is the Manager of Reference Services and the representative of the Library Services Stakeholder. Student Assessment Scholars had this meeting to confirm the proposal and make sure that the goals and needs of the Library Services will be met. Nancy informed them that Library Services wanted to hear the students' voices and wanted to know what the library services are meeting and not meeting the needs of the students. She recommended we use the sample questions provided on the stakeholder application but welcomed to change any if needed.

B. Focus Group

To find how students use the library services available from the library it was best to use in-person focus groups. During the focus group the moderator, observer, and notetaker roles were planned to be split evenly between all three researchers. Data collection will be in the form of taking notes, a video recording, and automatic transcription. The recruitment plan was to hand out fliers to current Lindenwood University students during tabling in the Spellman Dining Hall. During tabling, it was recruited that if the students participated, they would receive free Lindenwood Swag as compensation for participation. The fliers had a QR code on them that was linked to a Qualtrics survey that asked for the student's name, school email address, and which of the following 4 focus groups they would be able to attend. From there it was shown that three of the four focus groups times that were offered were going to be attended by the students. The following week, reminder emails were sent out, and focus group one was conducted for 45 minutes with a total of 5 students. The other two focus groups that were planned for later in the week had to be canceled due to a snowstorm. A rescheduling email was sent out for the ability to attend a focus group the following week. The next week the final focus group was held for 30 minutes, and three students attended.

During the focus groups, an ethical consideration was first said to let students know that the data will be de-identified first thing to not include their names or any personal information and all students were made aware the focus group was going to be recorded. Additionally if at any point they could leave or not answer any question if they felt uncomfortable. During the focus groups, the researchers asked questions from Appendix B, took notes, and observed. Despite the agreeing to all equally moderate, take notes, and observe. There was a lack of moderating from the other two researchers resulting in an expected amount of moderation from Leader 1. Lastly, Microsoft Teams was used to record and transcribe the data, as a source to review.

C. Personal Review

After both of the focus groups were conducted a review was done by the researchers individually. Then a review of the data was done by watching the recording and completing the

transcription. After the review of the recording, notes were taken on the responses, emotions, and suggestions made by the students. After the review of the transcription it was apparent that Microsoft Teams was not able to pick up the words accurately, because of this the transcription was updated, deidentified it, and sent it to the other researchers. It was noticed after initial Data Analysis that because the transcription is a conversation it made it difficult to understand what topics were being talked about since it was only through reference not spoken specifically. To fix this the conversation was reviewed and topics were added in a fourth column that corresponded to what Library Service was being talked about. In addition introduction, off topic, and question were added to the list of topics due to their inability to fall under a library service. The transcription is shown in Appendix C.

D. Data Analysis

The de-identified dataset was of the transcription from two focus groups. To make it easier for data analysis the transcription was put into a Microsoft Excel file. The file included the date of the focus group, the speaker, the text, and then a topic was added to each set of text. Due to the program being used inability to know slang all “yeah” were manually switched to “yes”. This file was then converted into a comma-separated values file and examined in R Studio using downloaded packages (Appendix C).

The first question analyzed was what topic and words were most prevalent in the focus groups? This was done by first removing the topic “Introduction” using the method filter from the “tidyverse” package. With the new data frame, each set of text was broken up into words using the `unnest_tokens` method from “tidytext”. This was done to make a more accurate result of how often a topic was talked about rather than being by mention of top and it was what made it possible to determine what words were most important. With the new data frame now with only one word per row a count and visualization were done to establish topics were most important, and this is shown in figure 1. The data frame used to establish the top topics still needs to be altered to establish what words were most important. The stop words - transitional words such as and, the, or so - were removed from the data set using the package “tidytext”. This new data frame that includes only nonstop words with only one word per row had a count and visualization function done to create Figure 2.

The second question analyzed was what sentiment is attached to each topic? A sentiment describes what emotions are attached to the word. For example, the word “love” has the two sentiments joy and positive. This shows that some words may be counted twice and not all words will have a sentiment such as “and” or “yes”. Using the “tidytext” package there was a union performed between the dataset used in Figure 1 and the RC Emotion Lexicon - a list of English words and their sentimental associations which include anger, fear, anticipation, trust, surprise, sadness, joy, disgust, negative, and positive. This union resulted in 785 different sentiments found across all topics. From there a count of the number of sentiment words spoken about each topic was run and visualized (Figure 3 and 4).

The third question analyzed was what sentiments were attached to the top topics? To do this a filter was applied to the data frame including the sentiments that only looked at the top 3 topics found from the analysis of the first question (Figure 3)

III. RESULTS

A. Background

Two focus groups were conducted one on February 1st, 2022, from 11:00-11:45 am and a second on February 16th, 2022, from 1:00 – 1:30 pm. The first focus group consisted of 5 students and the second with 3 students. The students were from all of Lindenwood Universities colleges except the College of Education and Human Services. All students were undergraduate upperclassmen except for one graduate student. The questions asked during the focus group can be found in Appendix B and the Transcription in Appendix C.

B. Personal Review of Video Recording

Introduction

During the introduction, the leader introduced the research question, an ethical consideration statement, and had all the members go around saying their name, grade, major, and second least favorite color. All three leaders/researchers are undergraduates from the College of Science, Technology, and Health, two of which are student workers, and the fourth leader is a full-time employee at Lindenwood University and the Student Assessment Scholar Advisor. In the first focus group, there were five students: Student 1 is an undergraduate student worker from the College of Science, Technology, and Health, Student 2 is an undergraduate student from the College of Arts and Humanities, Student 3 is an undergraduate student from the College of Arts and Humanities, Student 4 is an undergraduate student from the College of Science, Technology and Health, and Student 5 is a student worker from the College of Business and Entrepreneurship. In the second focus group, there were 3 students: Student 6 is an undergraduate student worker in the College of Arts and Humanities, Student 7 is a graduate student worker in the College of Business and Entrepreneurship, and Student 8 is an undergraduate student worker in the College of Business and Entrepreneurship.

In conclusion means that the focus groups consisted of three leaders from the College of Science, Technology, and Health, two leaders who are student workers. Then two students from the College of Science, Technology, and Health, three students from the College of Arts and Humanities, three students from the College of Business and Entrepreneurship, and 0 students from the College of Education and Human Services. Seven of the students are undergraduate and there is one graduate student. Lastly, five of the students were student workers, and three of those five work in the LARC.

Please name as many library services as you have experienced or are aware of

The leaders then went to the whiteboard and asked the students to name as many library services that they were aware of. The first focus group listed these in order VR/Gaming Room, IT, SASS, Checking out Books, Printing, Meetings, Classes, Starbucks, Computer Labs, Study Areas,

Relaxation, and Starbucks Lounge. Additionally throughout the rest of the focus group they mentioned noticing the Dad Jokes, career services, and theater room.

The second focus group listed these in order Books, Starbucks, Databases, Printing, Tutoring/SASS, Writing Center, Gaming Center, Study Rooms, Honors Lab, Archives, IT desk, Translators, and get a Student ID. Additionally throughout the rest of the focus group they mentioned handshake, career services, dress for success, study abroad, and noticing the dad jokes.

The facilities/library services that are in the LARC that were not mentioned throughout both focus groups were: Veteran's Affairs, Center for Engaged Learning, Title IX Office, Strategy and Innovation Center, Provost Office, and Executive Office Suite.

How often do use library services? How do you use the building? How does Library services help you be successful in your educational and professional life?

Focus group one had a variety of answer regarding how often they use the library services. Answers included 2-3 times a week, never, Starbucks every day, and only for meetings. Their main reasons they used the library were for a place to study, Starbucks, meetings, to print, and to play games. Their focus group was not aware of the professional development and/or career services available through the library.

Focus group two all said they used it every day. They used it everyday as a student worker since they all work in the LARC and additionally use the facility to study, print, get Starbucks, and use the databases. They were also not aware of the Career Services office in the building but were aware of some of the professional development opportunities such as career day and dress for success. They also mentioned that they do not use the gaming room and the writing center.

What is one thing that you would like to see from the library services department? I would use the services more if ___?

Focus group one talked a lot about how they wanted to see more hours. Especially on the weekends everyone agreed with what Student 1 said when asked what times do, they wish the library was open, "Probably later during the week 'cause it's kind of like I get most I try to get my work done on the weekends," (Student 1, Appendix C). They also wished that there were more independent study rooms. They found that it was difficult to find one that was empty and would like it if there was a way, they could have some privacy in the study room. They suggested that the theater room should offer movies multiple times throughout the week and that students should be able to rent out the theater, opposed to just organizations. One of the student workers works from Residential Life at Lindenwood University and was hoping that Residential Life and Library Services could collaborate and have all educational events original done in the library's location it was unsuitable for them to use. They mentioned that due to the fact they are in Young for classes and in the dining halls otherwise that they tend to use the tables in chairs in there to study.

Focus group two spent a lot of the time talking about marketing. After asking this question the first response was from Student 7 who said, "I don't know. I mean, not that anything needs to be

added. But there is like a lot of this stuff, I don't know that we have,” (Student 7, Appendix C) They mentioned how they recommended or wished that the UNIV courses which are required by first semester undergraduate Freshman made the students visit Career Services, submit a resume, find certain offices or places on campus, learn how to use handshake and linked in, and get tutored in the SASS department. They also mentioned that to market to upperclassmen Library Services should look into better signage for where the offices are located and grow their social media by asking other Lindenwood University accounts to post the Library Services posts. Also, they said that as student workers who work in the building they still do not know where half the services are in the LARC. It was mentioned that they wished that the hours were longer, specifically on Saturdays.

Any service from previous high school or colleges that you wish we offered?

During focus group one, Student 3 mentioned how at his high school they would have puzzles on the tables. That they enjoyed adding pieces to the puzzles before class or using as a break from studying. Student 2 mentioned that when touring another undergraduate university they had weekly fun events on a specific day of the week. They said it made it seem as if the university had a lot of school spirit. Student 5 wished that there was a photography room where they could take photos and set up backdrops. Student 4 mentioned that if the tables on the bottom floor (known as the grove) were at an appropriate height or larger he would be more likely to study here. That there is a lot of designated study areas that he doesn't like to use because of the furniture that occupies that particular area. When mentioning some ideas from the leaders all the students loved the idea of the library being open 24 hours a week. This is something seen by other schools and the students suggested that it doesn't need to be staffed, “Yes, just the ability to just be here [in the LARC] is like a service and of itself,” (Student 3, Appendix C). Lastly, it was asked if they would like designated areas of specific noise levels and they all disagreed or felt that it wasn't needed.

During the second focus group, Student 6 wished to have the full Adobe Suite available for all students on their personal computers. This was suggested based on an internship they had at the University of Nebraska – Lincoln where they learned of this. They said it would be extremely useful for her major and her job. When mentioning some ideas from the leaders the students all agreed that the library should be open during finals week for 24 hours and added that it would be great if it was also during midterms. They also felt that there was no need for designated areas of specific noise levels. Lastly, they all wanted more independent study rooms and felt that it would be useful if some could be reserved.

What do you often consider the best thing about the library services department?

Overall focus group one did not use the library that often. Their most used library services reflected what they believed are the best library services. To restate: The main reasons they used the library were for a place to study, Starbucks, meetings, to print, and to play games.

The second focus group also had what services they use the most reflected in what they believed are the best library services. This was primarily printing and online research databases.

How do you contact the library services: Instagram, Facebook, LU website?

Focus group one agreed that they mainly look around campus when looking at what services the library offers. They currently did not follow any of the library services social media accounts but do check the LU website for information.

Focus group two also looked around campus when looking at what services the library offers. Additionally they look sometimes look at the library services Facebook and Instagram pages.

How/Where do you research for books or research articles; do you use the libraries search engines? Do you rent books or use eBooks for research? If you do, which do you prefer?

Both focus groups use the databases and check out books for classes. Focus group two said that they use the databases almost every day for class.

Please describe your experiences with library staff

Focus group one said that they really have had little to no interaction with the library staff. Student 1 did mention how when using the Group Study Rooms they were not able to use the monitor and had asked for help at the front help desk and they were unable to figure it out.

Focus group two said that they had only had positive interactions with the library staff.

Other Notes

During focus group 2 the students were all very attentive and involved, however, that was not the case for the first focus group. During the first focus group Student 5 looked at her watch several times, there was an interruption when a phone call came through the Microsoft Teams we were recording on, and Student 2 showed up about 15 minutes late and then asked at the end if we were ever going to talk about food services. This tells us that they may have thought that this was the food services focus group that was held later in the week.

C. What words and topics were most important?

Figure 1 it shows the visual representation of what topics were most important using all the words from the focus groups besides those with the topic Introduction. The results showed that between both focus groups the top three were Hours, Marketing, and Building. Hours was the most prevalent topic with it being talked about almost twice as much as Marketing. The first focus group's top three topics were Hours, Building, and Studying. The second focus group's top three results were UNIV (University Courses given to First Year Freshman), Hours, and Marketing (Figure 1). Figure 2 shows what words were most important and is from a data frame that doesn't include stop words or any text form with the topic introduction. Figure 2 shows that the top three words were library, services, and study. This does reflect the goal of the project but also shows that studying was an important part of the discussions and a service that they use the library for (Figure 2). Due to the lack of understanding from just the count of words the topics were used as a primary indicator of the analysis.

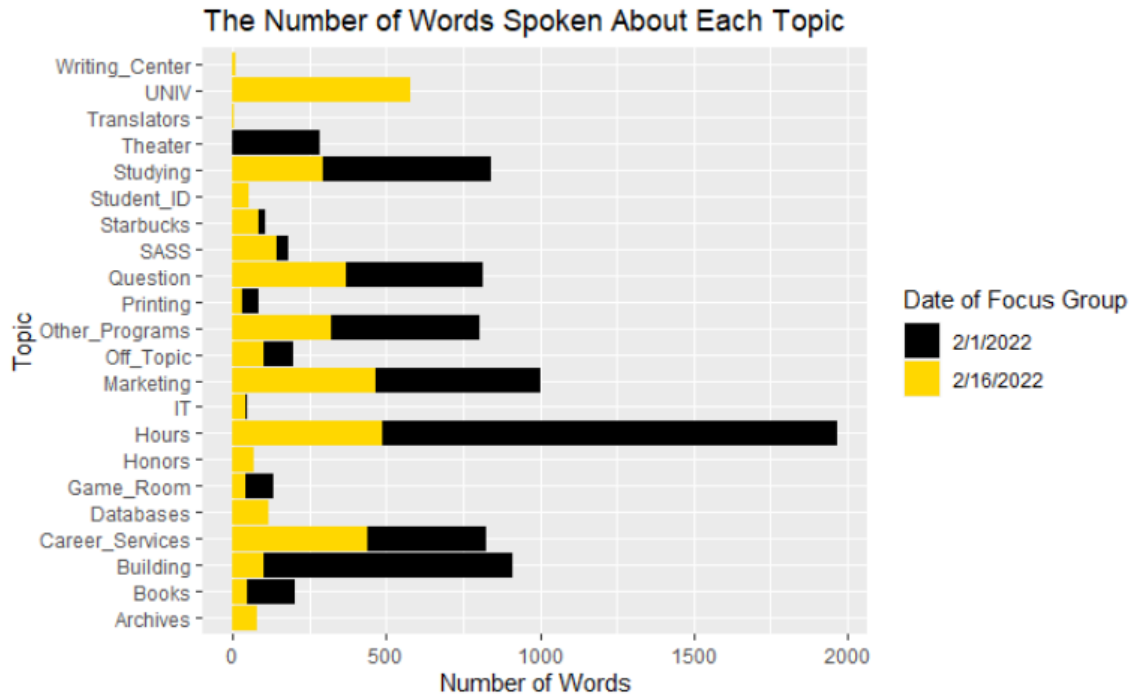


Figure 1: A plot of the count of the number of words that was spoken about a particular topic and then it was categorized by the date of the focus group. This showed that the overall top topics spoken about during the focus groups were Hours, Marketing, and Building.

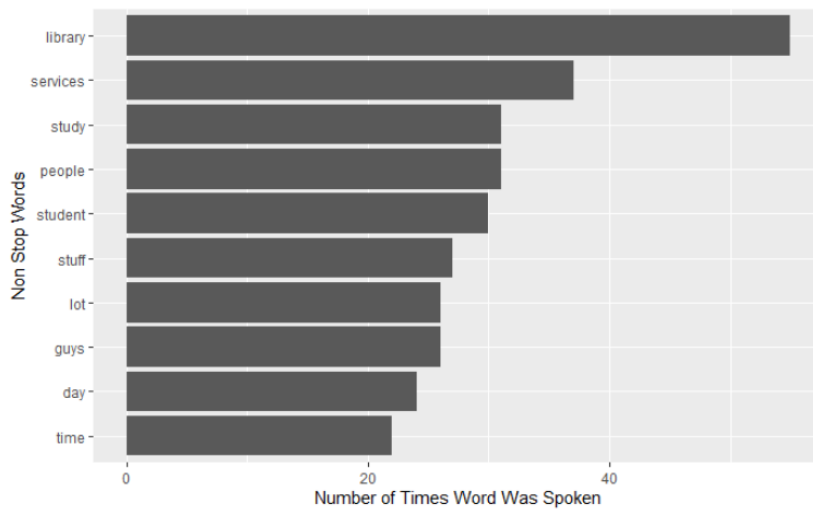


Figure 2: A plot of the count of non-stop words that was spoken during both focus groups. This showed that the focus groups primarily mention library, services, and studying.

C. What sentiment is attached with each topic?

Figure 3 and 4 you will see the same graph but categorized differently. In Figure 3 you will see the characterization to include a color separation of all sentiments and in Figure 4 the sentiments are separated into more positive sentiments - anticipation, joy, positive, surprise, and trust - shown in gold and more negative sentiments - anger, disgust, fear, negative, and sadness - shown in black.

Due to the difficulty to visually see the sentiment amount in Figure 3, Figure 4 will be used for initial analysis and Figure 3 will be used in question 3. Figure 4 shows that the Library Services tend to have a more positive sentiment attached to them. That during the focus group, most topics have over 50 percent positive sentiments. Topics that had over 50 percent in negative sentiments had some of the least sentimental words talked about that subject. These topics included Starbucks and printing which were both 40 percent positive sentiments and 60 percent negative sentiments. When looking at the words that were attached to the topic Starbucks it showed wait (anticipation, negative), time (anticipation), and embarrassing (negative and count equals 2). However, upon looking at the Transcription B. This is the response from Student 6 regarding the question, how often do you use Library Services, Student 6, “Yes. I would also say every day, especially the Starbucks. Uh, the Starbucks barista actually knows my name, which is kind of embarrassing,” and Leader 1 says, “or isn't accomplishment,” and Student 6 replies, “No, it's embarrassing. Because I know none, none of those people like from class or from like events. They just know because I get the same order every day and they're like, hey, student 6 and I was like what.,” (Appendix C). Out of context, it can be shown that Starbucks should have a negative sentiment attached however in context it shows that Starbucks is used every day by Student 6 and that Starbucks has great customer service since they remembered the student's name. This example shows that the sentiments attached to a topic are not the most reliable due to the repetition of a word and that the sentiments are not using the context of the conversation.

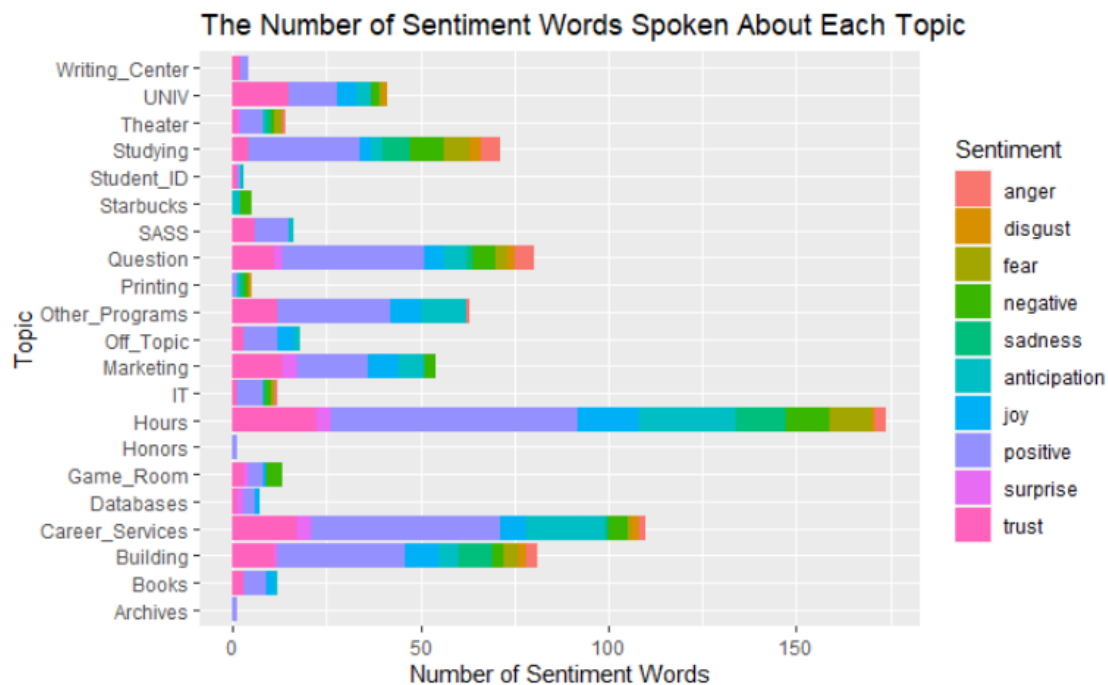


Figure 3: A plot of the number of sentiment words for each topic that were then characterized by each sentiment. This shows the make up of each topic and that for Hours the words were mostly positive.

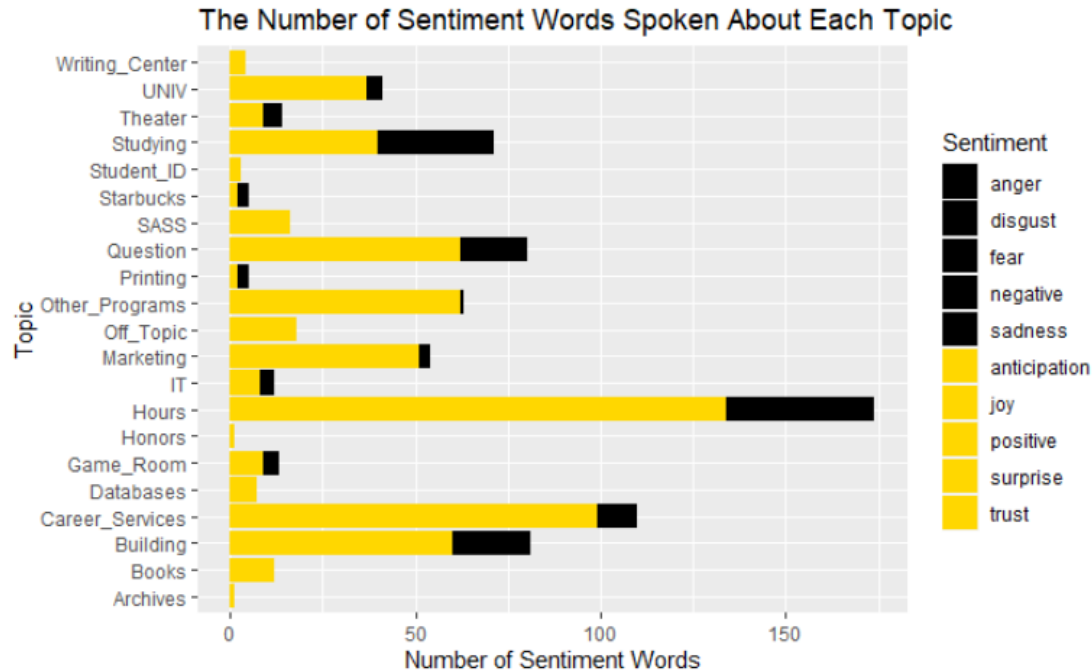


Figure 4: The plot shows the number of sentiment words for each topic and was characterized by the sentiment of whether they were more negative (anger, disgust, fear, negative, sadness) or more positive (anticipation, joy, positive, surprise, and trust). Overall this showed that all the topics were more positive except for Starbucks and Printing.

D. What sentiment is attached with top topic?

From part B it was found that the top 3 overall topics were Hours, Marketing, and Building. In Figure 3 you can see the spread of all the sentiments attached to these 3 topics. First when analyzing the Hours. It shows the top sentiment is positive followed by anticipation and trust. There was a total of 66 positive sentiment words which included helpful, excellent, study, quiet, attention, and pretty. Then when analyzing the topic Marketing it showed the top sentiments are positive, trust, and joy. There was a total of 19 positive sentiment words which included proper, create, helpful, share, and offer. Then when analyzing the topic Building. It shows the top sentiment is positive followed by, trust, then joy, and sadness are tied. There was a total of 34 positive sentiment words which included love, helpful, pretty, balance, and library.

IV. DISCUSSION

A. Findings

Through evidence, it was found that students have a positive sentiment towards Lindenwood's Library Services. That the Students want longer hours, better marketing, and find one of the best services being the building itself. Lindenwood Universities Library Services are similar to the other schools in the athletic conference. Lindenwood University houses a Maker Space, Career Services, and technology rentals like the other universities, but Lindenwood students were not aware of them. Overall, students were happy with the library's services and wanted their ability to use the services to be extended. The LARC is currently open 78 hours a week and the average

of the other school's library hours is 92. To compete with other schools in the athletic conference and increase students use and satisfaction of Library Services, they should first work towards extending their hours.

B. Short Term Proposals for Library Services

Based on student suggestions throughout the focus group here are some short term proposals for Library Services:

Hours – Students said one of the greatest services in the building itself and that they wanted the facility to be open longer. This was highly requested during midterm and finals week. Students also felt that longer hours on the weekends specifically would be appreciated. Some suggestions would be that extended hours would only be offered to Lindenwood University students and none of the offices would be open. Students could enter using their Lindenwood Student I.D. and public safety could keep eyes on the building during non-traditional hours. This will also help Lindenwood compete with other schools in the athletic conference.

Marketing – Students overall felt there should be better marketing. They mentioned how they all know and read the dad jokes sign because it is right next to the elevator, and they just stand there waiting. If there could be a poster board or flyers put next to or within the elevator that could increase marketing. Additionally all the students use social media but do not follow the social media accounts. One way to increase followers suggested by the second focus group would be to collaborate with other Lindenwood University social media accounts. Additionally, it would be a good idea to use them following one of the social medias as a entrance “fee” for an event or for LU swag. Students did report that the monitors were infective due to the fact that they didn't want to watch it scroll through each slide.

Study Rooms – Besides the hours the students felt that the hours that there weren't enough study rooms. The second focus group liked the idea of having some of the independent study rooms reservable. This would be an easy addition to an already implemented system. Additionally during the first focus group students said that they had not be able to use the monitors in the group study rooms. If there could be a sign similar stating who to call if the monitor isn't working or having a library staff confirm that they are working every morning, then that would eliminate that problem.

Theater – In the first focus group students said they really liked the theater and wished that movies were offered more often and had multiple showings. Additionally they wished that the movie theater could be rented out by not just organizations but students as well.

Puzzles on Tables – This can easily done by the media and gaming lab. Having them set out 2 or 3 puzzles on the tables in the grove where students could sit and add a couple of the pieces in between class periods or as a studying break.

C. Long Term Proposals for Library Services

Based on student suggestions throughout the focus group here are some long term proposals for Library Services:

Study Rooms – Students requested more study rooms. If it is too difficult to increase this in the LARC without construction maybe it could be implemented in other buildings across campus. Building this may be popular in would be Student Athlete Center, Spellman, Young Hall, and Harmon Hall. Additionally there are dozens of study rooms still in Butler Library. That facility would be a better location for students and would provide the additional facilities students are wanting.

Marketing – To help promote marketing focus group 2 suggested implementing this in the UNIV courses. Two students lead the conversation and were really passionate about the importance of Freshman being aware of all the facilities and services Lindenwood has to offer. There suggestions included having the students visit and use the tutoring department, submitting a resume through Career Services, learning how to use handshake, checking out a book through the library, and more. Working with First Year Programs would be a great opportunity to have incoming students learn about the services the library has to offer.

Tables – In focus group one students made it very clear that one major reason for them not studying in the LARC is due to its lack of tables to spread out their work on. They wished that there were larger tables that were off the ground. If new tables cannot be bought there are existing tables from Lindenwood University Belleville campus stored in Butler Library.

Renting – Students from the first focus group thought it would be helpful for there major and hobbies to have camera equipment or instruments that they could rent out. Since the library already has some equipment that can be rented, they recommend that it should be marketed more and if there are other places to rent equipment such as the Maker Space or J. Sheidegger Center then that should be marketed as well. Also one student really wanted a space where they could photography.

Printing – Students used printing several times a week according to the focus groups. So much so that they wished out of convenience that there were printers in the dorms.

Events – In the first focus group students wanted to see more educational events at the library. They felt that having educational learning style in the events run by students was not effective and would rather attend events in the library that were taught by professionals. Students also suggested constant fun events. Such as every week on Fridays there will be puzzles or board games set out to play.

Adobe Suite – Student 6 really wanted the ability to download Adobe Suite to her personal computer. The Leaders asked if they would be okay with a computer lab that offered Adobe on all computers. They said that would be okay but would prefer on her personal computer. After checking with the library it was found that students already have access to adobe through computer labs in the library. Working on promoting this would be one way to resolve this but also working on a way to have students request to have the adobe suite on there personal computers would be another great alternative.

D. Limitations

Throughout the research final weeks, there were a lot of limitations that were not able to be avoided. Including a snowstorm that resulted in canceling two focus groups for a rescheduling of only one focus group. One of the researchers (Leader 3) was not available to attend the first focus group due to health concerns. Some limitations include lack of diversity, method of data analysis, and bias from researchers. There were 0 underclassmen, 1 student athlete, 0 students from the College of Education and Human Services. The transcription was inaccurate due to masks being worn during the focus group and the transcription was only edited by one researcher. The bias from the researchers is presented because they are Lindenwood Undergraduates themselves. Leader 1 moderating majority of the focus group results in that researcher bias to be most prevalent.

V. CONCLUSIONS

In conclusion Students use the services at Lindenwood Universities Library in various of different ways. Students across different academic colleges use the library from never to everyday. Students have a positive sentiment towards the Lindenwood's Library Services. That the Students want longer hours, better marketing, and find one of the best services being the building itself. Lindenwood Universities Library Services are similar to the other schools in the athletic conference. Lindenwood University houses a Maker Lab, Career Services, and technology rentals like the other universities, but Lindenwood students were not aware of them. Overall, students were happy with the libraries services and wanted their ability to use the services to be extended. Through both short term and the long term proposals students will increase the frequency of using the Lindenwood Universities Libraries.

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Appendix A

<p>LINDENWOOD UNIVERSITY</p> <p>OFFICE OF INSTITUTIONAL EFFECTIVENESS</p> <hr/> <p>STUDENT ASSESSMENT SCHOLARS STAKEHOLDER APPLICATION</p> <p>The Student Assessment Scholars internship provides an opportunity for Lindenwood stakeholders to gain student insight into Assessment related inquiry. The scholars investigate stakeholder proposal/inquiry through focus group studies and offer recommendations to faculty, staff, and administrators based on their findings.</p> <p>PERSONAL INFORMATION:</p> <p>Last Name <u>Messina</u> First Name <u>Nancy</u></p> <p>Academic School/Unit <u>Library Services</u></p> <p>Phone <u>636-949-4842</u> Lindenwood Email: <u>nmessina</u> @lindenwood.edu</p> <p>DETAILS:</p> <p>Description of Inquiry (please be specific) :</p> <div style="border: 1px solid black; padding: 5px;"> <p>We would like to see how students use the services available from our department. We want to know what they know about our services, if the services are filling their needs, and how we might improve student satisfaction with our services. I have attached some sample questions to help show some of the areas we would like to study.</p> </div> <p>What is desired goal upon completion :</p> <div style="border: 1px solid black; padding: 5px;"> <p>The goal of having focus groups is to find areas that we need to market further, discover the services that are successful, and develop additional services to better support the needs of our students.</p> </div> <p>Additional information you would like to provide surrounding topic :</p> <div style="border: 1px solid black; height: 50px; width: 100%;"></div> <p>Who does this topic affect? <u>students and library staff</u></p>
<p>For Student Assessment Scholars to complete:</p> <p>Stakeholder completed application : <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Date received application: _____</p>

Appendix B

Library Services Questions

- Please name as many library services as you have experienced or are aware of

- How often do use library services?
How do you use the building?
How does Library services help you be successful in your educational and professional life?

- What is one thing that you would like to see from the library services department?
I would use the services more if ___?
Any service from previous highschool or college that you wish we offered?

- What do you often consider the best thing about the library services department?

- How do you contact the library services: Instagram, Facebook, LU website?

- How/Where do you research for books or research articles, do you use the libraries search engines?
Do you rent books or use ebooks for research?
If you do, which do you prefer?

- Please describe your experiences with library staff

Appendix C

Transcript

date	focus_group	speaker	text	topic
2/16/2022		L1	Alright, so we're going to do a focus group over library services and basically this is Anonymous and we will delete your guys names later and just put you guys as student 1 and Student 2. You don't have to answer any of our questions if you don't want to.	Introduction
2/16/2022		L3	Yes, that's pretty much it.	Introduction
2/16/2022		L1	First we will just go around and say your name, your major and your second least favorite color. So my name is Leader 1 and I major in data science and minor mathematics and then my second least favorite color is lime green.	Introduction
2/16/2022		L3	I'm Leader 3. I'm a double major in psychology and sociology. And then my second least favorite color is orange.	Introduction
2/16/2022		L4	Hi, I am Leader 4. I work here. My second least favorite color is Brown.	Introduction
2/16/2022		L2	My name is Leader 2. I major in sociology and my second favorite second least favorite is probably a highlight orange or something like that.	Introduction
2/16/2022		S6	Hi, my name is Student 6. I'm up BFA stage manager with a minor in digital marketing and nonprofit administration. My second least favorite color would also happen to be highlight or like orange.	Introduction
2/16/2022		S7	My name is Student 7, currently doing my MBA with emphasis in sport management and my second least favorite color is dead grass green.	Introduction
2/16/2022		S8	I am Student 8 I am majoring in business administration with an emphasis in finance and marketing. My second least favorite color would be. Yellow. Yes, like, Yes, yellow.	Introduction
2/16/2022		L1	Alright, so first thing we're going to do is list any, any and all library services that you can think of that we currently have. And then Leader 2 is going to write them on board. So just blurt them amount	Question
2/16/2022		S6	books	Books

2/16/2022	L1	There you go	Off_Topic
2/16/2022	S7	Like within this library?	Off_Topic
2/16/2022	L1	Yes.	Off_Topic
2/16/2022	S7	Oh, Starbucks	Starbucks
2/16/2022	S8	The database so like Morningstar, those kind of like	Databases
2/16/2022	L3	Oh Yes	Databases
2/16/2022	L1	Yes, Yes.	Databases
2/16/2022	S6	Printing like you can print here.	Printing
2/16/2022	S7	Tutoring.	SASS
2/16/2022	L1	Yes, your jobs	SASS
2/16/2022	S7	There are translators	Translators
2/16/2022	S8	writing center.	Writing_Center
2/16/2022	S6	Student Academic Support Services office	SASS
2/16/2022	S7	Games.	Game_Room
2/16/2022	S6	Oh Yes, we do have a games center.	Game_Room
2/16/2022	S6	Individual study rooms and group study rooms.	Studying
2/16/2022	S7	Those are nice	Game_Room
2/16/2022	S6	Those are nice. What is in that basement? Like it is for super smart people. It is like the honors student something	Honors
2/16/2022	S8	The history	Archives
2/16/2022	L4	Both of those. Archives and the honors.	Archives
2/16/2022	L3	Honors Learning	Honors
2/16/2022	S6	Yes, I just know that the honors have, like, a specific, like area in there. You go to and why not?	Honors
2/16/2022	S6	Big window. Like the windows can change. They have the tent screen but that is not really a library service.	Building
2/16/2022	S6	Oh the digital help center.	IT
2/16/2022	L1	The Information technology desk	IT
2/16/2022	S6	Yes. So if you have any questions you can be like, yo, how do I do this?	IT
2/16/2022	S7	You can get your student ID here, right? Yes.	Student_ID
2/16/2022	L1	What is that under?	Student_ID
2/16/2022	S6	I think it is just under student ID And a lot of students have been coming up to the student academic support services to get their student ID, but we keep telling him we don't do that.	Student_ID
2/16/2022	L1	Alright then we can go ahead and go on into a questions. If you think of anymore, we can always write him up there. So how often do	Question

		you use library services? And you can like categorize it if you want.	
2/16/2022	S7	Every day. I do. I mean, I work in one of the offices.	SASS
2/16/2022	S7	I used the books every day.	Books
2/16/2022	S7	I print things every day.	Printing
2/16/2022	S7	I get Starbucks almost every day.	Starbucks
2/16/2022	S6	Yes. I would also say every day, especially the Starbucks. Uh, the Starbucks barista actually knows my name, which is kind of embarrassing,	Starbucks
2/16/2022	L1	or isn't accomplishment	Off_Topic
2/16/2022	S6	No, it's embarrassing. Because I know none, none of those people like from class or from like events. They just know because I get the same order every day and they're like, hey, student 6 and I was like what.	Starbucks
2/16/2022	S8	I would say Printing. Yes. I print a lot of things here. I work here too so.	Printing
2/16/2022	S7	The information technology desk. It's actually crazy how often they need to be talked to.	IT
2/16/2022	S6	Just the books, like when I had a huge research project, I like checked out like 10 bucks for it. So I use the books quite often.	Books
2/16/2022	L1	Do you use any of those like not very often?	Question
2/16/2022	S7	Games.	Game_Room
2/16/2022	S6	Oh, I used it for an event I hosted. I'd say the honors lab mostly 'cause. I'm not a honors student, Yes	Honors
2/16/2022	S7	Yes the gaming center is the only one I don't use.	Game_Room
2/16/2022	S7	oh, and the writing center.	Writing_Center
2/16/2022	S6	I forget that's a thing.	Game_Room
2/16/2022	S7	Me too	Game_Room
2/16/2022	S8	Yes. Now they're here. The 2nd floor, right	Game_Room
2/16/2022	L1	Yep.	Game_Room
2/16/2022	L3	Do you guys go down to the archives?	Archives
2/16/2022	S7	I have a couple times.	Archives
2/16/2022	S8	No, I have been there like once	Archives
2/16/2022	L3	Yes, I have been there twice I think	Archives
2/16/2022	S6	The only reason why I know about it is 'cause me and my boss went on a walk around the LARC 'cause we were in really long meetings and so we needed breaks so went on a walk together.	Archives

2/16/2022	L1	How would you say that? Like the library services help you in your like education or like professional life as or getting to your professional life? So let's start with education. How would you say it's has helped in your educational journey?	Question
2/16/2022	S8	I would say tutors I used to go to tutoring a lot when I was in freshman. That helped me a lot.	SASS
2/16/2022	S8	And books. Well books, I've never used books from the library	Books
2/16/2022	S7	The databases are the biggest thing for me	Databases
2/16/2022	S8	Right!	Databases
2/16/2022	S7	Especially like a business degree. You do a lot of research papers	Databases
2/16/2022	S8	that's true.	Databases
2/16/2022	S7	Like I use a lot of the lot of the databases, Morningstar Edko every year,	Databases
2/16/2022	S8	Right! especially for like finance those things we need like specific information specific numbers, Yes.	Databases
2/16/2022	S6	See, I guess I just haven't really branched out of theater classes 'cause I I only haven't used the database for one class, and that was conversation two.	Databases
2/16/2022	S7	Oh, I'm used it probably every semester multiple times	Databases
2/16/2022	S8	Yes.	Databases
2/16/2022	S6	I guess theater you really don't have to do that?	Databases
2/16/2022	L1	Uhm, for theater, do you use really use anything in the library for your major?	Question
2/16/2022	S6	No. Most likely. Yes. No, not really, because a lot of our classes are like acting more like hands on stuff. So like, I'm taking two classes, drafting and costume construction. And both of those are like drawing and selling and stuff like that.	Building
2/16/2022	S6	So like, the libraries are really helpful for those classes. Same thing with dance and acting classes.	Building
2/16/2022	S6	But we go to Starbucks every day. Theater people drink lots of Starbucks.	Starbucks
2/16/2022	L1	Most of your stuff would be in?	Off_Topic
2/16/2022	S6	J Shi. And the makerspace. Those are the two places that most of our stuff doesn't do.	Off_Topic

2/16/2022	L1	Do You do much studying in here as a student.	Question
2/16/2022	S6	As a student, no. As a student worker who spends 20 hours here, absolutely.	Studying
2/16/2022	L1	Same with you guys, so.	Studying
2/16/2022	S7	Yes and no, I mean like. I have a dog at home and she's a lot of work, so when she's bothering me and I just come here to study rather than have her be at a distraction at home. So Yes,	Studying
2/16/2022	S6	I actually come here every Sunday for 8 hours to do homework as well. As my one day to do homework, and I save it for one day.	Studying
2/16/2022	S8	I mean I just do that whenever it's finals week or today or like midterms otherwise. Well, now I do homework when I have no one scheduled at work.	Studying
2/16/2022	S7	Professionally, we all work in this building. Yes, so...	Building
2/16/2022	S6	We love it	Building
2/16/2022	S7	We're here every day	Building
2/16/2022	S6	all day everyday.	Building
2/16/2022	S7	I like it like I'm obviously doing business and I'm an assistant, so it's. It's nice you get. So everyone is very personable, and I think that's huge in a business, not just work but being people. So I have enjoyed that, and I think that helps a lot and professional lives.	SASS
2/16/2022	L1	So how does what you're doing right now, like help with what you want to do in the future.	Question
2/16/2022	S6	I want to own my own business. I can't own the Student Academic Support offices. Ask Christy for her job.	SASS
2/16/2022	L1	Have you ever used like career services or anything like that too?	Question
2/16/2022	S7	I've gone to like career fairs. I haven't really used to career services. And the handshake database. Yes, use that.	Career_Services
2/16/2022	S8	Yes, I didn't know those were things.	Career_Services
2/16/2022	L1	Yes, just the same building the same... Right next door or two doors down 2 doors down is career services.	Career_Services
2/16/2022	S6	Well, I know they do the like clothing 'cause like you can	Career_Services
2/16/2022	L4	dress for success	Career_Services
2/16/2022	S8	I was gonna mention that	Career_Services

2/16/2022	S7	they had, like, racks downstairs last semester.	Career_Services
2/16/2022	S8	But they moved, right? They Were before, whenever where the writing center is right now, right?	Career_Services
2/16/2022	L4	I believe so, yes. And they just moved, a door down. They needed more room. They also house like study abroad. Anything like that if you need a resume to look, you know, looked at any of that sort of stuff.	Career_Services
2/16/2022	L4	So therefore you can just show up and say help me and they're like, OK Oh Yes.	Career_Services
2/16/2022	S8	I didn't know that.	Career_Services
2/16/2022	S6	Like for theater majors, the career services aren't used as much Because our resumes and our internships are so specific.	Career_Services
2/16/2022	S6	and we are told point blank, we can only talk to the other people about theater resumes 'cause like I talked to someone else at my job and was like, hey, will you look over my resume? I then went to my advisor, and she was like, this is awful. Who approved this? I was like, OK, well.	Career_Services
2/16/2022	S8	Is there like I couldn't make services in Harman Hall too? I remember when I did my rest of my freshman year and they helped me like a normal.	Career_Services
2/16/2022	L4	So in each at each college, there's also a specific career strategist. OK. So that one just is housed in Harman Hall. So she has office hours over there aswell. So it can be closer to the student.	Career_Services
2/16/2022	S8	Yes, that's what I use instead of like coming here.	Career_Services
2/16/2022	L4	Yes. So you are still using career services	Career_Services
2/16/2022	L1	As a student What is one thing that you see the library department needing? What is one thing that you want to see from them? Or what is one thing that you see as student workers the students needing?	Question
2/16/2022	S7	Good question	Marketing
2/16/2022	S7	I don't know. I mean, not that anything needs to be added. But there is like a lot of this stuff, I don't know that we have.	Marketing
2/16/2022	S7	So just like marketing or making it more. Known to everyone, I guess 'cause if you ask the question. Hey, can I use this? And	Marketing

		obviously you're going to know, but if you don't ask questions, you're never going to know. So just a way to Bring that to light, students.	
2/16/2022	L1	do you find that very often were like students will be like I never knew we even had Student Academic Support Services Tutors.	SASS
2/16/2022	S6	Yes.	SASS
2/16/2022	S7	Yes.	SASS
2/16/2022	S8	Yes, but I feel that starts whenever you're like a freshman. 'cause. When I was a freshman. Like my professors you really need to go to the, like it's part of, like, your assignment.	UNIV
2/16/2022	S8	But now I know they don't do that. So probably like, freshmen now don't know about, like, tutoring or that kind of stuff because probably their professors are just, like, not letting them know.	UNIV
2/16/2022	S8	Like, just like giving them the option to you guys	UNIV
2/16/2022	S7	I started at Lindenwood, but at the Belleville campus. And my freshman year this, four years ago, we had to do student. Freshman orientation class and there's only eight weeks long.	UNIV
2/16/2022	S7	But you? You have to take your resume to the career services so that they could work on it. You have to do you have to do tutors for a day so you know where they were. You had to like do specific things that you knew or all the resources were at school.	UNIV
2/16/2022	S8	Like I did that here though like in my freshman year like my first semester, I have my resume, my cover letter	UNIV
2/16/2022	L1	in your UNIV course?	UNIV
2/16/2022	S8	in my freshman class. Yes, it's. Yes	UNIV
2/16/2022	S7	And also the freshman that are the freshman that are my team now. She's	UNIV
2/16/2022	L1	what team Are you on?	UNIV
2/16/2022	S7	ice hockey. They are in a freshman class, but it's dog walking. They walk dogs twice a week	UNIV
2/16/2022	S6	Oh my gosh. Can I be in in that class?	UNIV
2/16/2022	S7	Well, their teacher volunteers at a dog shelter and they go	UNIV
2/16/2022	L4	Whats the name of the teacher? Kevin?	UNIV

2/16/2022	S7	I don't know probably Kevin. And they go and walk dogs so	UNIV
2/16/2022	L1	So you guys would say like 'cause, at least I know I didn't get that. So that would be interesting or I didn't walk dogs either, but I would say that would be something that you guys found very important that you would like.	UNIV
2/16/2022	S8	Oh Yes, I feel like that was very helpful for me at least. But I know friends or like sophomores that don't have their resumes yet. And they're like, Yes, like, what should I do? Like, can you help me?	UNIV
2/16/2022	S8	And I'm like. I can help you, but like the school actually helped me because that was like an assignment for me to like have my resume ready.	UNIV
2/16/2022	S8	And actually that was amazing because since then I was like able to use like handshake 'cause I used handshake when I was like sophomore, whatever to my like, internships. So that helped me a lot. And then you just like keep getting better with your resume and just like	UNIV
2/16/2022	L1	And just keep adding to it	UNIV
2/16/2022	S8	I mean, right. Yes	UNIV
2/16/2022	S7	Or even especially like business majors like we are adding a LinkedIn account like a lot of people don't even have a Linked in account or know what LinkedIn is	UNIV
2/16/2022	S6	It's my new favorite business, social media	UNIV
2/16/2022	S7	Only thing is though when you look at someone's profile, it sends them a notification	UNIV
2/16/2022	S6	But here's the thing. Like when I interviewed search places, I find their LinkedIn and then I stalk their LinkedIn and then I gather information about them But then that's when you go to the interview and they're like, hey, you stalked me.	UNIV
2/16/2022	S6	But then, sometimes the person who you're interviewing is like I stalked you as well. And then there's like a mutual like, wow, you were just as weird as I am. 'cause that happened, but it was beautiful	UNIV
2/16/2022	L1	Is there anything you would see that so that you would say the library needs?	Question

2/16/2022	S6	I wouldn't say that the library needs it's more Lindenwood. I did an internship at the Lancaster Event Center, which is in Lincoln Nebraska at the University in Lincoln. It's called University of the Nebraska Lincoln.	Other_Programs
2/16/2022	S6	They provide Adobe for all students or free. We don't get that. That, and I wish we did 'cause like. Part of my job at the student academic Support Services Office is up to grade a podcast called the SAS Cast Podcast.	Other_Programs
2/16/2022	L1	Yes, I've seen that, yes. I haven't listened, but I did see the advertising for it, so Yes.	Other_Programs
2/16/2022	S6	I created that on canva. It would have been a better flyer if I would have created on Adobe, but it's so expensive and I wish Lindenwood would have gotten us. Yes, 'cause	Other_Programs
2/16/2022	L4	I believe all their computers that they have, you can use Adobe on those computers.	Other_Programs
2/16/2022	S6	We tried. 'cause like we're having to get like special permissions or just it is and has to be downloaded to a specific computer	Other_Programs
2/16/2022	L4	So what maybe having like a whole computer lab on the 1st floor that has everything. Adobe photo on the whole Adobe Suite, Photoshop, all of that and there would that drive you to use the library services more.	Other_Programs
2/16/2022	L4	If we had the Adobe suite for free here on campus that you just com and use the computer lab to use it, Yes, it would be better if we could, at least for major.	Other_Programs
2/16/2022	S6	Yes, it would be better if we could have, like, our own account 'cause like, put it on our computers and new stuff. Like that 'cause, that's what University of Nebraska Lincon does is they just say, here's your account. Kind of like how we have canva account.	Other_Programs
2/16/2022	L4	The only problem is there a bigger university when we are. Yes.	Other_Programs
2/16/2022	L1	So for starters, it might be a good idea or good thing to start with that lab.	Other_Programs
2/16/2022	L1	So we kind of done this already, but I want you to fill in the blank. So I would use the library services more if blank.	Question
2/16/2022	S7	Like I said, probably as a student. Like I knew more about it. Like the career services like so I came in, I came here my junior year. So a year	Career_Services

		and a half ago I didn't even know that the career services was in this building. I just have used the one in harmon hall.	
2/16/2022	S7	So Yes, I just knew more. I mean, I work in this building and I don't know half of those things that are in this building. So if I knew more about it, then I'd want to use more of it.	Career_Services
2/16/2022	S7	Yes, especially now that I'm in my masters literally in a year, I'll be in real life. Doing as much as I can to prepare is essential.	Career_Services
2/16/2022	L3	What way like? Can you think of any way that the library could properly promote what they have that would be attractive to you.	Question
2/16/2022	S7	That is hard because I am also a commuter, so I'm not on campus all the time, so it can't be like advertising like in Evans because I'm never in evans, right. So that's also hard brainstorming thing. So I don't know.	Marketing
2/16/2022	L1	Do you look like, do you follow any of the social medias?	Question
2/16/2022	S7	I was going to say I feel like social media is for me the only way to know what's going on campus. 'cause I'm normally not Like at Evans or like Spellman, if I'm in the LARC, it's just like Social media	Marketing
2/16/2022	L4	How about proper signage?	Marketing
2/16/2022	S7	Yes	Marketing
2/16/2022	L4	where like we have bigger signs, or if there were more signs telling me what was there rather than just room numbers, right? Yes	Marketing
2/16/2022	S7	Like, list the resources that are available	Marketing
2/16/2022	S6	Also say 'cause like we get we have the weekly roars.	Marketing
2/16/2022	L4	How many of you actually like read those?	Marketing
2/16/2022	S7	I don't know.	Marketing
2/16/2022	S8	I don't like for example.	Marketing
2/16/2022	L4	It is a very small percent	Marketing
2/16/2022	S6	So that's not surprising.	Marketing
2/16/2022	S8	Yes that's really good because you actually know what's going on. I just have no interest on it, but Yes,	Marketing
2/16/2022	S6	I think social media will be the best bet, 'cause the amount of accounts that are associated with Lindenwood, and if you specifically message each program and say, hey, share this to	Marketing

		support your program. So like, Lindenwood theater has an account.	
2/16/2022	S6	Lindenwood Arts Humanities has an account. Student Academic Support Services office has an account.	Marketing
2/16/2022	S6	If You specifically create social media, advertisement, and message, all the accounts Say hey, we want to help your students share this so more people know about it, and that's a way to market it.	Marketing
2/16/2022	L1	Do you notice the dad jokes every week?	Marketing
2/16/2022	S8	Yes.	Marketing
2/16/2022	S7	Yes.	Marketing
2/16/2022	S6	Yes. They're funny.	Marketing
2/16/2022	L1	That is my thought, that sign is just a silly sign, you know? I mean, it's just a white board. Like if someone looks at that every week. Then maybe we need to have a sign like that that's for Library Services. There's a gaming lounge on the 2nd floor, right.	Marketing
2/16/2022	S6	There's also an elevator right there. And so and the elevator is so freaking slow so that you can either look at your phone or look at around you. And I always notice the sign when I am at the elevator. Yes, 'cause, it's a slow elevator.	Marketing
2/16/2022	S7	That's true.	Marketing
2/16/2022	S6	It takes forever.	Marketing
2/16/2022	L1	So now I'm going to like a little bit of Bias and just say some ideas that we've talked about that I think would be good and just kind of say if you think it's good, bad or silly.	Question
2/16/2022	L1	So one thing would be during finals week having the library open 24 hours.	Hours
2/16/2022	S7	Oh yes,	Hours
2/16/2022	S6	yes.	Hours
2/16/2022	L1	And during that 24 hours, would you? Would you be OK if, it was like only a security guard was in here?	Hours
2/16/2022	S8	Yes	Hours
2/16/2022	S6	Yes	Hours
2/16/2022	S7	Yes, we're all adults. That shouldn't be a problem.	Hours
2/16/2022	S6	We need a place to study and it's like super helpful like that in our room 'cause. Then we associate working in our sleeping environmen	Hours

2/16/2022	S8	Specially finals or midterms. I feel everyone wants to be in the LARC just because they want to study, you know	Hours
2/16/2022	S7	some people don't even study for their exam until it's the night before. So then the library closes at 9:00 PM. You're like, OK, I'll just Go game. Right	Hours
2/16/2022	S8	So you're like in the middle of it. And they're like, you need to leave. Yes.	Hours
2/16/2022	L1	How do you feel about the other current working hours?	Hours
2/16/2022	S6	I wish it was open longer on Saturdays. Yes, 'cause, it's only open like in the middle of the afternoon on Saturdays. And then from like 2 to 10 on Sundays, which is helpful. 'cause I'm able to, like, cram my homework on Sundays.	Hours
2/16/2022	S8	I feel like the library should be the one of the buildings. That's like most of the time, open. Yes, because it to go for, like, business like our, it's science for everything.	Hours
2/16/2022	S8	So if they just want to study or just like a book or whatever, the libraries open though, if that makes sense and not just like having a schedule for like Saturday and Sunday.	Hours
2/16/2022	S8	Or rather, have the whole day open and you wouldn't need Starbucks. And we don't need that kind of thing, right? Probably, yes. A few people working at the desk or like the books time. But Yes, the library specially.	Hours
2/16/2022	L1	Uhm, how do you guys feel about putting like signs in different areas that save the noise level that it would be excellent designating first forward to being loud, 2nd floor being medium and top floor being quiet or something of that sort.	Hours
2/16/2022	S7	Uh, yes, but the odds are people following that, I don't know, because I always want to hang out. Like I want to study with my friends. But at the same time, most of my friends don't understand that I can talk to you for 10 minutes. But after those 10 minutes, I need to prove this and they'll talk for 15 minutes and then annoys me. So the odds of Them actually listening to that, I don't know.	Hours
2/16/2022	S6	A lot of people like not just as a place to study, but also as a place to like, have meetings or	Hours

		talk about things. And so by having like a hey, this is where you should go. No ones really gonna pay attention. I feel like 'cause they are not quiet at all in the LARC.	
2/16/2022	S7	It just depends. Yes.	Hours
2/16/2022	L1	An idea we had. Was potentially making some of the independent study rooms making them. Sign up like kinda like the group, so rooms, but not all of them. Do you think that would be a good idea? Like, would you utilize this sign up?	Studying
2/16/2022	S7	Yes. Like I hate when I'm like, OK, I'm going to go do an individual study room and then I walk up there and all of them are full, right? Yes. I hate that. So, Yes, it would be beneficial.	Studying
2/16/2022	L4	Do you think we need more?	Studying
2/16/2022	S7	There's only like let's say 3,	Studying
2/16/2022	S6	there's six, Yes.	Studying
2/16/2022	L4	If Library services put more group study rooms or single study rooms and saying major buildings like young or harmon and things like that. Would you use those as well?	Studying
2/16/2022	S6	Yes,	Studying
2/16/2022	S8	yes,	Studying
2/16/2022	S7	Yes, most of my classes are in Harmon, so if I could just stay there rather than driving here, just being not able to have an individual room.	Studying
2/16/2022	S8	Yes, that would be awesome. Yes.	Studying
2/16/2022	L1	So is there any other ones? That you can think of leader 2 or leader 3 that we haven't talked about	Question
2/16/2022	L2	I think for the most part you covered, Yes.	Off_Topic
2/16/2022	L3	Yes	Off_Topic
2/16/2022	L1	Yes, you guys have anything else you thought of?	Off_Topic
2/16/2022	S7	I don't.	Off_Topic
2/16/2022	L1	Alright then	Off_Topic
2/16/2022	S7	I glad that You guys are focusing on this stuff.	Off_Topic
2/16/2022	L1	It's honestly it's been Fun 'cause one we've learned about library services we didn't know about, and then two, we've gotten some good feedback, so hopefully we will see what they take from it.	Off_Topic

2/1/2022	L1	First thing to do is I'm just going to hop over to the White Board and I want you to just chat about. Well, I guess we'll do it ice breaker first, so everyone go around. I'll start, let's do our name. Our major and our second least favorite color question.	Introduction
2/1/2022	S3	If this is anonymous. Why are we going around saying our names?	Introduction
2/1/2022	L1	Well, I'll delete it from the report that we give it to the library services.	Introduction
2/1/2022	L2	When we give it to the Library Services all the participants won't be named?	Introduction
2/1/2022	L1	Yes, that's correct. So, we're not going to say. Leader 1 says she hates the library, right? Yes, like well, just say there's a student who picks a library.	Introduction
2/1/2022	L2	Such a good question though.	Introduction
2/1/2022	L1	So my name is Leader 1, I'm a data science major. And my second least favorite color of answer, this question before and I always forget my answer, but I think it's like, uh, Yes, it's lime green. It's my second least favorite color. Go ahead.	Introduction
2/1/2022	S1	I'm Student 1. I'm majoring in chemistry and my second least favorite color is probably like orange.	Introduction
2/1/2022	L1	Like a like, a bright orange or?	Introduction
2/1/2022	S1	like that sharpie marker Expo.	Introduction
2/1/2022	S3	I'm Student 3 my major in history and my second least favorite color is probably a pinkish red.	Introduction
2/1/2022	S4	I'm Student 4 and call me Student 4 for short. My major is in computer science. And I have absolutely no idea what colors second least favorite color. What's your least favorite? See, that's the problem. I can't, I I can't even. I don't even feel like this color. I don't you like every color I guess,	Introduction
2/1/2022	L1	just such a optimistic, joyful person.	Introduction
2/1/2022	S4	I mean, I guess for me 'cause like I see like each color has a purpose. Let's see.	Introduction
2/1/2022	L1	Oh, we're getting philosophical. What color do you dislike wearing?	Introduction
2/1/2022	S4	So it's a lot of colors that don't work, but it's not a choice, it's more. Just 'cause like I tend to	Introduction

		cycle between like 3 shirts consistently, just 'cause it's easy.	
2/1/2022	L2	I can I am Leader 2. I major in sociology. Maybe? It sounds like what he said. Is this the highlighter orange Yes myself.	Introduction
2/1/2022	S5	I am Student 5, I double major. My first major is business with an emphasis in entrepreneurship and management and my second major exercise science. And I guess my least favorite color. Secondly, secondly, favorite color I guess would be this color like the burnt orange. Yes, I guess.	Introduction
2/1/2022	L1	So I will not use Orange Expo marker or maybe I will. So we're going to 1st like just list. Like every library services that you can think of that's in this library. So just like shout it out.	Question
2/1/2022	S3	The VR headset.	Game_Room
2/1/2022	S5	That's a thing?	Game_Room
2/1/2022	S3	Yes. Yes, it's a gaming room.	Game_Room
2/1/2022	S1	Students services or like the I forgot their name's.	SASS
2/1/2022	L1	Student Academic Support Services.	SASS
2/1/2022	S3	Library. You can come and check out books.	Books
2/1/2022	S4	There's the Information Technology desk.	IT
2/1/2022	L1	You can even go like simple like what is the library useful for?	Question
2/1/2022	S1	computers and printing.	Printing
2/1/2022	S4	Rooms available for meetings.	Studying
2/1/2022	S1	The classrooms, I don't know.	Studying
2/1/2022	L1	That's right.	Studying
2/1/2022	S4	Yes, Starbucks.	Starbucks
2/1/2022	S3	Wait time, I'm always so longer.	Starbucks
2/1/2022	S4	Starbucks.	Starbucks
2/1/2022	L1	Thank you.	Starbucks
2/1/2022	S4	Open quiet space available for getting work done.	Studying
2/1/2022	L1	Yes, so places to study.	Studying
2/1/2022	S3	So Bing bag chairs in the gaming lounge upstairs.	Game_Room
2/1/2022	L1	Ah Yes, I guess. We'll just put that gaming lounge.	Game_Room
2/1/2022	S4	I guess you could also say like relaxation and recreation.	Building

2/1/2022	S3	Yes there is a nice view from the third floor. Architecture and precooled.	Building
2/1/2022	L1	I just wrote down the view. Anything else maybe that you personally that isn't up here that you would use. I don't know, I'm just trying.	Building
2/1/2022	S5	There is that the room I think it's on this floor. It smells like good it's like it right above Starbucks and it smells	Studying
2/1/2022	L1	Starbucks Lounge	Studying
2/1/2022	S5	Yes	Studying
2/1/2022	L1	I like how you described it	Off_Topic
2/1/2022	S5	I don't know it's called.	Off_Topic
2/1/2022	L1	And then Yes, we'll just stick with that.	Off_Topic
2/1/2022	L2	How often do you all use the library services and they could be anything that's up there or not up there.	Question
2/1/2022	S1	Maybe like two or three times a week to just come for homework.	Studying
2/1/2022	S1	Well I go to Starbucks like every day so.	Starbucks
2/1/2022	L2	So like Every day and then we tried two or three times a week.	Building
2/1/2022	L1	Would you say it's a manly thing that you were doing here is print?	Printing
2/1/2022	S1	Yes, just 'cause like I used to be here all the time but know I am kind of sick of it.	Printing
2/1/2022	L1	Just used it for studying, is that we used to do?	Studying
2/1/2022	S1	Yes they used to be here like more than I was in my room my first semester. My first year, Yes.	Building
2/1/2022	S4	Well, Yes, for me. This past year I've only used the library. For one of my students groups, we do meetings every week in the theater room. Yes, we make use of that space for meetings.	Theater
2/1/2022	S4	Other than that, I don't really use the library pretty much for anything. It's mostly because I commute and the library is not quite on the path to and from the classes that I go to, so I I just don't come. It's more just I have other places that I tend to get stuff done.	Building
2/1/2022	L1	Do you like, do you? Where do you usually go to?	Question
2/1/2022	S4	Like so many things, so Yes, normally in Spellman or young.	Building

2/1/2022	L1	Do you just like go to the second floor area. Or something like that.	Building
2/1/2022	S4	So Yes, the 4th floor of Spellman. Yes, I mean, Yes, I mean, I kind of like balance between areas, but Yes, and it's not so much like I'm choosing against the library. It's more just convenient. Those are in my path and I have a 2 hour window between classes. Then when that's done I'm either going home or I have to go to work or somewhere. So personally, I'd like to be able to relax in the library more, but as of right now, it's just. It's not, not just not quite on my path and then also considering really it would be the space used for the relaxing and getting work done since that's something I can easily do somewhere else that's actually on my path. There's not a whole lot of incentive for me to come here specifically. Yes, but you know, that's just me. As of right now freshman year, I was definitely here all the time. But then again, I also had a lot of classes here as well, so.	Building
2/1/2022	L1	Did you live on campus freshman year.	Introduction
2/1/2022	S4	No I did not. Yes, I'm just a couple miles away down the bogey Bogey Club hills.	Introduction
2/1/2022	L1	Cool. Alright, how about you Student 3.	Introduction
2/1/2022	S3	Uh, I don't really use it that much to be honest anymore. Other than just like being here for class	Building
2/1/2022	S3	and studying	Studying
2/1/2022	S3	and used a lot more freshman year when I had to print a lot more stuff	Printing
2/1/2022	S3	and I was really into the VR and stuff, but not as much these days other than just when I need to be here. I haven't played any games.	Game_Room
2/1/2022	S5	I don't come here. And there's no comments, but Yes, and I checked out books before, but Yes that is it. Yes, I'm not ever here, but I get all my work done it at the recreation center.	Books
2/1/2022	S4	So then I guess I don't know. I mean I am a junior when you're using this sophomore, junior.	Introduction
2/1/2022	S5	Sophomore	Introduction
2/1/2022	S1	Junior	Introduction
2/1/2022	S3	Junior	Introduction
2/1/2022	L1	So do you guys live off campus?	Introduction

2/1/2022	S4	I commute	Introduction
2/1/2022	S1	On campus	Introduction
2/1/2022	S3	I live on campus	Introduction
2/1/2022	S4	OK, so it also kind of sounds a bit like. Just add to your survey thing, like as students get older, some of their needs, simple, change and evolve in such a way that the library doesn't quite fill that in.	Building
2/1/2022	L1	What would you say like? I would use this at the library had it like if there's something that comes to your brain like you were kind of saying, like if it was closer to my class 'cause I would use it this semester. Yes, you know. Like obviously I can't pick up the building, but like. Yes. What would be something like? I wish we had this at the library. Like how student 4 was saying that I wish the library was more convenient. However, I can't pick up and move the building so what would be something that you wish the library has?	Question
2/1/2022	S3	So it's more of a like those independent study rooms 'cause they're always busy and I can never find open one. But just like just more empty quiet spaces for studying,	Studying
2/1/2022	L1	would you like, so our independent study rooms currently don't, as far as my knowledge you can't like book them out, but we can with our group study rooms. Would you like that? Where like you could sign up for a time to make sure you have that open? Or do you just like the flexibility?	Studying
2/1/2022	S3	I like the flexibility to be honest?	Studying
2/1/2022	L1	How about you guys? Would you agree with that? Like more independent study rooms?	Studying
2/1/2022	S5	When I was lost and I was like going around like the whole upstairs area. I see people like in like their Little rooms and it's like what is this and I was like but that would be kind of cool just being there. But then I feel like people will be staring it too since it's like it's kind of see out.	Studying
2/1/2022	L1	Yes, some maybe some privacy Yes.	Studying
2/1/2022	S5	Yes	Studying
2/1/2022	S4	Personally, I've never used the study rooms before, so. Yes, I think for me something that I've noticed is something like somewhere like	Studying

		Spellman. It has a lot of like tables that are available and there's a lot of seating areas like in the in the lobby area downstairs, but not as many tables.	
2/1/2022	L1	Do you like the bigger tables?	Studying
2/1/2022	S4	Sort of like the big table so it's room for me and for anyone else who needs it. They and others like most likely if I'm working down Spellman, I mean the library I am going to have to use my lap and a tabletop. Tabletops are more relaxing and easier to get stuff done.	Studying
2/1/2022	L1	Do you like the size of this table, like the singular or do you want like to of them?	Studying
2/1/2022	S4	Yes just like a minimum size?	Studying
2/1/2022	S5	Yes, that's the desks that they have downstairs are just like super small. We can't fit like your laptop and papers on it.	Studying
2/1/2022	S4	It's just like there's bigger ones that are like down here on the ground.	Studying
2/1/2022	S5	Yes, exactly.	Studying
2/1/2022	L1	What about you?	Studying
2/1/2022	S1	So you kind of what they said.	Studying
2/1/2022	L1	Hello, no worries. Uh, so we're just kind of a fyi when we do our like report on this it's going to be anonymous so though, even if you say your name we'll take it out later. And then what we've done so far is we listed out all the library services that we have. Anymore that you can think of let us know and then Yes, what's your name?	Introduction
2/1/2022	S2	I am Student 2.	Introduction
2/1/2022	L1	Nice to meet you, I'm Leader 1 and then this is Leader 2. Yes of course. So Yes, we're right now talking about Library Services. The question is I would use library services more if they had blank, so we were talking about if they had independent study rooms, more of them. If they had more desks like on the bottom floor we don't have any desks that are raised and that are like bigger. I think that was our main ideas.	Introduction
2/1/2022	S1	Well, unless you have something talk about the Independent study room then I like have another point, but I don't want to move on issue.	Studying
2/1/2022	S2	I wanna keep listening.	Off_Topic

2/1/2022	S1	So it's not necessarily like a want like a physical like something to give me, but it's more just like extended hours 'cause I feel like every semester I did hear that libraries closed earlier.	Hours
2/1/2022	S4	I agree. It is closing earlier and earlier and it will be five o'clock and it's already closed. Never notice other things have been closing relatively early, exclusive started just say hey we want to go to this help. No we can't.	Hours
2/1/2022	S1	Like Yes, like I know Starbucks, which is something that's more of a dining thing and they close at 5 which sucks. But I know like my first semester, my first year here all is from I was in here from like 8:00 AM till like 12:00 AM pretty much Yes like I would go from class come right back here then got to class and come right back here, classwork back here and now it's not really even an option like I know they still open like 8. I'm pretty sure seven but they close like Yes I don't Fridays at 5. Yes, and then Saturdays they are open from like 1:50 or something so it's just I don't know. I was talking to my friend about this a couple days ago. It's just like it doesn't make sense. How at 10 we've beat stop becoming students are on the weekends were only students for certain hours.	Hours
2/1/2022	L1	Yes, guys would you say you would like more hours? Like obviously, overall we would like more hours. Would you say more on like the weekends? Is that more time that you would like or just like later everyday? Or like what time I'm like thinking on the weekends. For me, I'm usually always later. I don't like. Yes, you know, what would you say?	Hours
2/1/2022	S1	Probably later during the week 'cause it's kind of like I get most I try to get my work done on the weekends, but I know I other obligations throughout the day. Monday through Friday. So that way during the evenings Monday through Friday, it would be nice to have some work and go study. Usually study in my room. But then there's like times where it does make sense to come study here, 'cause I'll be more	Hours

		quiet. But you know they have like a cut off, you know, Yes?	
2/1/2022	S4	<p>Yes, I agree with week days or I think kind of just days in general, but especially weekdays like I could see like on the weekend closing a little earlier like Especially like sundays or something but. Yes, I think I tried arranging a meeting with someone we're going to do here, but then we found out like oh it closes like 5 or something. I don't remember what the time was exactly but I remember like by the time we're going to have meeting it was going to be closed. So we're like, OK, well, let's just do Spellman anyways. 'cause they had to stay open for dinner for people. And that was just kind of inconvenient to find out, like, oh, we also close pretty early too. I was also thinking with that I totally get it if, like the library closes at certain times, so that like. Workers, like people who are working in the building, don't have to work so late at the same time, at least for like student employees. I think it could help them out as well to keep it open longer 'cause they know for myself. I am not employed on campus, but I have found myself in work times like busy for the bulk of the day, but it'd be really nice to be able to start to shift late in the afternoon and work late into the evening. So then, like for someone in a similar situation, works here in the library if they're not available until like 3 in the library closes, it looks 7. They probably aren't getting as many hours that they might want to get. Like for those students it would be nicer for them to have that, just more available time to work.</p>	Hours
2/1/2022	S5	<p>I know for the Recreation center, we just extended hours from 6:00 AM to 9:00 PM and that was like kind of thing for us because we were trying to find a lot of people who do want to work the late shift. 'cause me personally I don't want to work the late shift 'cause I already opened. So, but we just extended them I guess. I guess still trying to be safe with like the code and stuff, but he was really pushing for it so I understand like where you're coming from. Having it open later. I feel like they're</p>	Hours

		getting. That's my thought. I don't know if that's a bulk opinion of like oh, if only I could work later.	
2/1/2022	S4	Because I got it totally, get it those people. I also don't want to work that late in the day. So I think that there are probably people who do not work. So they can do whatever they do during the day.	Hours
2/1/2022	L1	Student 2 you seem passionate about more hours.	Hours
2/1/2022	S2	Hello, I'm a commuter student and I work full time, so most of my time like when I'm not at work, I'm trying to come straight to school like do all my homework 'cause I'm not trying to go home until I finish my homework so. If I am getting off at 7 then taking a nap then I need to find some place to do my homework. I have been netting to come here and use the computers. The other day I tried to stay late to do homework but the library was already closed. So I just had to go to a friends room.	Hours
2/1/2022	L1	Sorry we are using our advisors account so I don't know who that is.	Off_Topic
2/1/2022	L2	Were there any services? Maybe they'll high school at it, or add another university that you like that you would like to see at Lindenwood.	Question
2/1/2022	S3	I'm not sure if this is a service, but at my high school. We had like puzzles in the library just on tables, and that would be fun.	Other_Programs
2/1/2022	L1	Did you ever have like or even like events? So I could did your school do like board game nights with the puzzles? Or is it just kind of always there?	Other_Programs
2/1/2022	S3	It was always there in the morning before class started I would go and just put a few pieces in.	Other_Programs
2/1/2022	S2	I went on a few college tours and something I remember is like every Wednesday. It was basically like everybody dressed up and it was like not a field day. But I forgot exactly what the day was called, but everybody dressed up their findings. It was king of like a tailgate.	Other_Programs
2/1/2022	L1	Was that in the library just around campus?	Other_Programs
2/1/2022	S2	It was literally like around campus. A couple schools were doing. It was cool because everyone was dressed up. So like it was like, really cool like professional.	Other_Programs

2/1/2022	L1	Would you say more like? Community like things that do together.	Other_Programs
2/1/2022	S2	We should do more stuff together	Other_Programs
2/1/2022	L1	Do you have any, like the example she just gave. Does anyone else have any things that might be fun, but you would actually attend? Or do? Like, Yes, I think the puzzle is just kind of a fun thing. I would do it so they were just out and you should like added a piece.	Other_Programs
2/1/2022	S3	Yes, they're just on tables in the library and people just like putting together.	Other_Programs
2/1/2022	S5	I feel like they should be more movie nights.	Theater
2/1/2022	S3	Yes we used to have a lot of movie nights?	Theater
2/1/2022	S4	Yes I feel like we used to have a lot? Did we stop because of covid? Got it, I remember seeing a lot of stuff like when I was a freshman they'd be like this weekend we're playing this movie in the theater room or whatever. Like I haven't. I haven't seen any yet since then.	Theater
2/1/2022	S2	It was Suicide Squad, like for a whole month of November. But it was literally during our times of like our meetings and how are you supposed to go to the movies meeting, if your getting out practice is trying to go take a shower.	Theater
2/1/2022	S4	So maybe like multiple times.	Theater
2/1/2022	S2	Oh Yes, and the skate nights. Those were fun. Is that something that we can do on campus?	Other_Programs
2/1/2022	L2	Student involvement does that sometimes. Usually at the end of the semester. They did that last semester.	Other_Programs
2/1/2022	L1	So I'm going to add some bias with some ideas and I kind of want to say like see if you guys would be interested in this. Some other schools have where you can rent out equipment like cameras or something like that. Would that be something you guys would be interested in?	Question
2/1/2022	S4	I was just gonna say I could see that being held very helpful. I think for me, as far as my needs are the pretty satisfied but I can also see like having camera equipment or other schools for students to be able to use. Especially like for students who are like at this project that I need to do. I don't have thing that I need to do like camera or whatever. I need this for talking big project done. Being able to come to the library	Other_Programs

		in like rent it out for awhile would also be very nice for that kind of person.	
2/1/2022	S3	I remember I, I think in J Shi if you're in a video production or like film class, you can rent out cameras and tripods and stuff there. So I'm not sure how much redundancy we want with that	Other_Programs
2/1/2022	L1	or just at least not letting students know that that's an option.	Other_Programs
2/1/2022	S2	I was in band for like 2 years and my high school let us borrow instruments. However, I know that there were instruments that were never returned so there definitely should be a cut off for when items should be returned.	Other_Programs
2/1/2022	L1	Another idea would be I know in schools during finals week they have their library services open 24 hours. Would you guys like that like? I mean I personally want to come at 2:00 AM but like would you guys like? It should be only 24 hours.	Hours
2/1/2022	S2	Yes, I would be in the library at 2 am. How you doing?	Hours
2/1/2022	S3	Yes, if it is possible to staff it I would like that. Just have to put it into consideration that people have to be working those hours	Hours
2/1/2022	S2	cause finals last year last semester. Yes, they had to kick me out. They kept talking off the lights.	Hours
2/1/2022	L1	If there was something that maybe even we'll talk about, maybe we don't need someone at the front desk helping check out books, but maybe we just see the security guard, you know, Yes?	Hours
2/1/2022	S2	Yes.	Hours
2/1/2022	S3	Yes I like that idea	Hours
2/1/2022	S4	But even if they do have people working for me, I like to work because I can get my homework done. So if those people do stay up late and they don't have all their hours and they want to come in and do their homework while they're getting paid, I feel like that might like help them if they weren't able to get all their hours during the week, or if they need to make up hours and didn't get all their homework done and stuff like that.	Hours

2/1/2022	S4	Yes Yes, I could see like keeping the library open essentially all day doesn't necessarily mean like all services stay open like it helped. Might be closed during midnight, but there's still some supervision here so that people can come and get work done and over.	Hours
2/1/2022	S3	Yes, just the ability to just be here is like a service and of itself. 'cause right study areas with laptop chargers and stuff and just being a place like this is.	Hours
2/1/2022	S1	Cool, I'm just gonna say we're gonna bring that up like one of the colleges like Toured initially I think it was towards the end of the semester like final. Not exactly finals week but towards that area they open up their library. Only had two libraries but the one of them they opened up for 24 hours through that time period and it wasn't staffed necessarily the whole time. But it's just like whenever I was going with their admission Tour, they're like, yea. So and during this time this is open 24 hours for your needs. There's not staffed, but you know, it's open. And I would hope that you wouldn't necessarily need stuff. Maybe the security guard would. It will be kind of just common respected enough to just do it.	Hours
2/1/2022	L1	I'm just brain storming with you guys. But you know how we have the new ID scanners. Like if you use your ID to get into your guy's dorm like maybe it's locked for outside people, obviously. But if we open up the door with ID.	Hours
2/1/2022	S2	Yes	Hours
2/1/2022	S4	Yes	Hours
2/1/2022	S3	Yes at a certain time its closed to the public.	Hours
2/1/2022	L1	Yes, Do you have any other ideas? Maybe?	Off_Topic
2/1/2022	S5	Maybe a Photography room?	Building
2/1/2022	L1	I am not sure if we have on But that would be good to know if we had one, Yes.	Building
2/1/2022	S2	Maybe we can have some professional development or assemblies to help you with your skills.	Career_Services
2/1/2022	L2	Some professional development. We do have a career services.	Career_Services
2/1/2022	L1	How would you guys like? We really don't have designated floors, for example like our bottom floor isn't known as the loud floor and	Building

		this floor. Is not known as the quiet floor we do like. Do you like how we're just kind of all kind of quiet or would you like there to be like top floor and you can speak as long as you want? Would you like signs that say Please keep this area quiet and this area you can talk as loud as you want.	
2/1/2022	S2	To be honest. I don't really care for that. Or don't think its needed	Building
2/1/2022	L1	Yes, so like we could make the top floor the loud one. Would you guys utilize a space that is louder?	Building
2/1/2022	S3	I feel like we don't have designated areas. It's like loud like areas like both like on the bottom floor like by the windows was like people talking and stuff. And of course Starbucks upstairs by the balcony and stuff. Also notice a quiet space is like over there on this floor with the study room. Study areas and like downstairs. So sorry just kinda like unwritten Yes Yes.	Building
2/1/2022	L1	What do you think are some of the like best services like would you say all those up there or your favorite?	Question
2/1/2022	S2	I mean, the game lounge is my favorite room. We should definitely have Lindenwood access to all the lounges. I don't know to access the TV in the group study rooms.	Game_Room
2/1/2022	L1	Have you guys ever used a group study rooms?	Studying
2/1/2022	S3	Yes, I've tried. I've also tried using it up there and I havn't had one successful time using the TV?	Studying
2/1/2022	S2	And they made a whole commotion and I tried to like ask somebody for help like they literally brought the entire staff in there and they couldn't get it working	Studying
2/1/2022	L1	So just making sure those are working 'cause you guys would like to utilize them right?	Studying
2/1/2022	S1	Yes	Studying
2/1/2022	S2	Yes	Studying
2/1/2022	S3	Yes	Studying
2/1/2022	S4	Yes	Studying
2/1/2022	S5	Yes	Studying
2/1/2022	L1	How about you? What's your favorite like? Things like you said you don't really use?	Question

2/1/2022	S5	I don't really use anything just like checking out books.	Books
2/1/2022	S5	Yes and I am going to start going ot student academic support services	SASS
2/1/2022	S2	I have also used that I liked working with my tutor.	SASS
2/1/2022	L1	How do you guys look up the library or look up if we have a gaming lounge like do you guys use Instagram? Do you guys look at the website Facebook?	Question
2/1/2022	S4	Actually I think for me I would try looking around campus personally and I know there's. This thing is let's say, like hey, we have a gaming lounge here in the library, but I think there's also kind of some things like that. Kind of says we'd have it doesn't really. Uh, it doesn't, really. Yes, it doesn't feel like it emphasizes it, and I feel like it doesn't make it clear as to where it is	Marketing
2/1/2022	L1	more marketing.	Marketing
2/1/2022	S4	Yes, I think just more on campus marketing would be very helpful like this services here this service is there and this is the room you can find it. Like 'cause we don't even we didn't put up the writing service the center. Yes, so that wasn't the first thing that came to our head.	Marketing
2/1/2022	S4	I think also maybe just something that's like in the lobby downstairs, 'cause like that's where you're entering something that's kind of big. They can also point you in the right direction, at least something that'll like. Here's the bulk of the things on this ward. Here's some things they've group further out. You could try like, like I don't know. I kind of walking. I guess that asks someone for this, like hey, we're gonna find this room or whatever specifically, but I like having some kind of sound like welcome to the library. Here's what we offer, and here's where it is. Might also be helpful, yes.	Marketing
2/1/2022	S2	All TV's I mean like come into the elevated yes downstairs, but it literally only say like the room numbers and then the pictures of the campus. That's not right now. Please take pictures of the actual classroom. Put the	Marketing

		classroom name like right there or something like that would be a great place to put marketing.	
2/1/2022	S4	The problem with the TV is is like it's circles through so many images and only each image only is there for so long that you might be looking for like a specific thing. And by the time you're walking past the TV it's either just Showing it once then notice it's gone or you're sitting there waiting and he's still them. So you'd see. Try looking somewhere else so I think something like just like a board or something just like this just is.	Marketing
2/1/2022	L1	Need something like this is the library services board!	Marketing
2/1/2022	S4	Kind of like the dad jokes downstairs like this.	Marketing
2/1/2022	S3	Like the tack boards that people could post onto right?	Marketing
2/1/2022	S3	Also, this is unrelated, but I think it would be cool if we could reserve the theater just our own, because that would be cool if I could get that, just watch YouTube videos on the big screen.	Theater
2/1/2022	S4	Like a student can reserve it for their personal use or just use it if its not reserved.	Theater
2/1/2022	S5	Like how you could rent out like the AMC's for like \$100 or something like that. So Yes, I guess something like that, Yes?	Theater
2/1/2022	S4	All your friends are options for like the like, more and more groups. Last November we watched the Chronicles of Narnia. Yes, I wonder if it's just for groups or if you could do it individually. Organizations you can do individually.	Theater
2/1/2022	L2	Yes just organization can do that right now. How do you all use print or research? How sorry how do you all use print or E books for research to use either? Like, do you guys do any you said you check out books? Yes, did you like that experience or is it just like normal? It's just like.	Question
2/1/2022	S3	Uh, means within the website, Yes?	Books
2/1/2022	S4	But there Yes couple times for class being like English classes and stuff. I didn't really do it for anything else. OK, Yes.	Books
2/1/2022	S2	I just get sent the link.	Books

2/1/2022	S4	I had to look up a book once and freshman year for history class, so I don't really use up. I mean at this point it's more because I don't need what it offers that makes it like like I'm. I'm able to get by with Googling or using the resources that my teacher provides for the kinds of classes then taking right now, Yes.	Books
2/1/2022	L1	Do you know how many, like good or bad experiences with library staff? I know you mentioned that they didn't figure out the TV in the group study room.	Question
2/1/2022	S1	basically no interaction, so Yes.	Building
2/1/2022	L1	Alright, anything else you guys want to say? Any other input that we didn't really mentioned?	Off_Topic
2/1/2022	S2	Did we talk about food food? Are we just talking about?	Off_Topic
2/1/2022	L1	This is only about Library Services	Off_Topic
2/1/2022	S5	Do you think photography right? I mean it's quiet. I mean I, I have never been to that. The place you're talking about. I've never been to the performance building like performance.	Building
2/1/2022	S4	I wonder I could see some of those are services like there's specialized there, but they're also available here. 'cause like they say, it's another thing like perhaps of all the buildings it's the most out of the way for any student lately. Like you're probably leaving campus if it's on your path,	Marketing
2/1/2022	L1	would you want like just like a green screen or like one of those where you have like the hold down with like the different backgrounds or Yes?	Building
2/1/2022	S5	I would like to have somewhere I could like bring people to take photos quickly. You know, because I don't like. Bringing out some places like really expensive and really annoying and I figured like it would be cool if they had a place where I could just do it real quick and I wouldn't have to like. Very good here. Yes, and like, especially if most people that I photographed go here too. It's like. I don't care 'cause I really beautiful out there. We should be able to step inside. And like the lens that like you were saying right now, like the cameras and stuff, if you could run	Building

		Outlander, feel like that would be so cool. Yes, Yes.	
2/1/2022	L1	Is there anything for your majors that you guys would want? Like I mean, for computer science, you kind of already have.	Question
2/1/2022	S4	My laptop and I got this based on it. Yes I'm basically covered so Yes, but.	Off_Topic
2/1/2022	S5	I mean, it would be cool if they could bring in. People, Yes like bring in like business people or like like guest speaker. I guess career day. Yes Yes but like individual though.	Career_Services
2/1/2022	S2	maybe just other different perspective on the events style stuff. I do agree that I think the Lord could be a great place to do more of the professional development stuff. So like I'm, I work for Rez life and whether or not I agree with it, this they kind of changed the way we had to do events and it's more of like we are doing these educational type events. But I just feel like I don't necessarily have the expertise to teach my Peter how to budget or how to have a healthy relationship, or how to go through XY&Z if I'm the same age as them. And I'm a chemistry major at all. I don't know how to make an Excel. Why do now? But I don't know how to make an Excel spreadsheet for budgeting. I feel like that's something more that should be offered in the LARC from a professional versus a student, and I know you guys aren't for Rez life. This is more just like something I know that's kind of like. I don't necessarily agree with, it's just kind of like. I wish if it was offered here more, maybe Rez life would be like. OK, maybe you don't necessarily need to do events that are evolved around these educational people. More fun. Yes? 'cause that's not right now. Fun events don't count for us. We have to do these educational type events, which like don't really make sense.	Career_Services
2/1/2022	L2	Were you aware of your career services? Department that they have here.	Career_Services
2/1/2022	S1	Kinda or like where study abroad is	Career_Services
2/1/2022	L1	Wait, wait exactly is that they will help you create a resume if you touch points, help you find jobs in the market that you want to be	Career_Services

		great. And I believe even even access it after you graduate. That they can help you find a job	
2/1/2022	S2	I did not know they had all this stuff in here, Yes?	Career_Services
2/1/2022	S4	Like the market like the marketing thing would help a lot with that. Like there's some things that I know are kind of here, but there's also just so much though, like I either don't know where they exist or I guess the library has it. For I know it's there, but I don't know a lot about it because I've never really gone to try it out. And Yes.	Marketing