Library Student Focus Group Session

April 19, 2018

Present:

Student Representatives – Ibreahal Jneidi, Yvette Rubio, Farida Alili, Daniel Oitau, Gaby Perez, Edgar Fabian, Sara Trujillo, Tony Yim.

Library Staff Representatives –Sabrina Sepulveda, Miguel Castro, Damon Nance

Damon welcomed everyone to the group and thanked them for taking time during their college hour to be in attendance.

Damon explained the reason for this group. This group is here to discuss the positive and negative opinions regarding the library. What you like as a student and what areas you feel the library can approve upon? Please feel free to express your opinions. This feedback will help the library with accreditation and data.

1. Think about the last time you had needed information. Did you use the library resources (either electronically or in person)?

   Gaby – Personally, she does not use the library.

   Edgar – He is tech savvy, so he relies on Google Scholarly to do the majority of his research work. If you are looking for something like say, the volume of a sphere he goes to Google for assistance. He does not use the library.

   Sara – Uses the library quite a bit. Her first year as a student here, she used the library quite often because she couldn't purchase the books. So she would come check out the reserve books. She does use the electronic database. When she has been in class some professors have shown students how to use Google Scholarly instead of the library's databases. She likes the fact that all of her previous research information is stored and she can reference back to those articles for other classes.

   Damon asked a follow-up question: Where do you use the library databases primarily?

   Edgar – He uses the database at home. Faculty does not seem to be familiar about the databases the library offers. They tend to refer their students to Google Scholarly.

Sara – Originally she was referred to the library when she was doing a psychology research paper. She asked the librarian and staff. The databases helps with the research and it is easy access from home.

Daniel- He learned by taking Library I. Originally he would use the databases on campus, but mostly at home. It really depends on where he is when doing his research paper, but primarily it's at home.

2. Do you feel comfortable asking the reference librarians for help? Do you ask them for help finding resources?

Daniel – Yes, he does feel comfortable. He had one of the librarians as his instructor for Library I.

Gaby – Doesn't go up because she feels she would be a bother.

Damon – That's why they are here, to help.

General comment: Most people don't notice the librarian.

Damon – How can we get the information out there?

Sara – If professors were more aware of what the library has to offer then they would relay the information to their students.

Gaby – She was not aware that there was librarian here. Can't really be seen.

Edgar – Students prefer to go to other students rather than faculty. They feel that their own peers are much more approachable. For example: an LRC writing tutor vs. a librarian. There should be a policy where volunteers or tutors are not answering questions that don't pertain to them, but instead redirect them to the library.

3. Do you use the online databases that the library subscribes to?

Gaby – Uses Google Scholarly some. Orientation helped some, but she did not paid much attention. The presentation wasn't very catching. Emphasis was too much. Maybe it was just her, but she feels like they should be shown the information and then move on. Wants to learn how to use and navigate it? She wants what is easier.

Damon – Library Class I, which is only a 2 month course. This course is available online or you can speak to a librarian.

Miguel – The Library Class I shows you how to use the databases. Guides you from start to finish. Helps you learn how to do citations for any class. And how to differentiate from credible sources and non-credible sources. Are the sources you found really scholarly?

Edgar – Faculty uses database, but feel that the sources are not great. He mentioned he was doing research for a psychology class. They agree that the sources are not great. That most of the references provided are old references and then they refer to other reference sources. And his psychology instructor agreed with him.

4. How satisfied are you with the library's book collection?

Daniel – He sees the library with only a few rows of books. Limited in the books that interest him. He prefers to go to Corona Public Library because it is a bigger library.

Damon – If we offered more books, would you check out books? Do you search for the books you are looking for? We are always adding new material.

Daniel – Yes, but not too many. Yes, he searches but doesn't always have luck finding the book he is searching for.

Edgar – His personnel opinion of the library is that most people come here to socialize and be on the computers. He stated that he feels that the library provides little reading material and most of the items are outdated. That's the impression he gets from the library because of how it appears. He uses the Corona Public Library or online. He expressed that the library is always loud and it is annoying for those who are trying to study. He doesn't get the library vibe compare to RCC's library. When you walk into the library at RCC all you see is books.

Gaby – Because this school is a tech heavy school. We need to incorporate ways of reaching out to students. She stated that it would be awesome to offer a library field trip day. Maybe during English classes. Dedicate a day to have those classes visit. Little library visits are good and enjoyable.

Damon – Asked about ebooks? Thoughts?

Edgar – Did not know we had ebooks, but loves books. He prefers an actual book over ebooks.

Sara – Never has borrowed books here. Loves books too. She has skimmed through magazines here in the library. She did have a communication research paper and she found some material that really help with her research, but at the same time she found that she was reading for pleasure. Different perspective, but really helpful.

Daniel- He likes physical books. He did learn from taking Library I class that the library offered ebooks. He did check it out, but ended not reading the ebook. He is not a fan of ebooks.

Gaby – Ebooks, free? Did not know that was available source.

Damon – The librarian will help you in getting the one. Walk up and say you want an ebook and they will help you.

5. How do you find out about what services the library provides?

Damon – He mentioned that it does not seem that many don't know of the resources available in the library.

Gaby – Sending out an email blast? Maybe but it might only reach a certain amount of students. It also depends on what the email says. Does it catch their attention?

Damon – If we send out an invitation to come to the library and find out about what we have available.

Daniel – He asked if we have social media accounts like Instagram or Snapchat. Social media would be another option to help reach out to students.

Edgar – Maybe if the information was provided on the syllabus of the classes. There is always other information listed on their syllabi why can't this be information to be provided. Foremost, professors and faculty need to be aware that this information/resources are available. Making flyers to help those students that need guidance. Having those flyers available downstairs outside the LRC. Setting up a corner in classrooms with information on where to go to get help. SI have pamphlets to hand out to students.

Sara – At the student center they have pamphlets where the students sign up. Students see them and ask questions and they are able to redirect them to the correct office.

Farida – Maybe flyers/pamphlets might be good for some, but not for others. We are college students and therefore we should be independent. As independent college students we should learn how to seek help.

Edgar – Students who are failing calculus are told that they can go get tutoring or supplemental instruction, but they forget because they are busy with other classes, stressed or just have too much stuff in their heads. If students receive something tangible then they have it in their hands and they can refer to it later. These students are failing, you can emphasis the flyer. And these are students that desperately need the help.

Damon – LRC did presentations to some classes in an effort to outreach their SI/tutoring program. What if we made presentations to classes? You tell them (students) what you learn and what we offer.

-Organize it to be more approachable

Gaby – Sometimes she has found out things by word of mouth when she has needed help. We shouldn't wait until the students come.

6. If you could make any changes or improvements to the library or its services, what would you suggest?

Damon – Damon stated the sky is the limit.

Edgar – In his opinion the library is too loud. It does not have a study environment. Students are playing games in the back of the library. Students need to be monitor more. The library does not promote a study environment, so he tends to leave the library to go somewhere quieter. Often times is at home.

Gaby – When you come to a place and you are expecting something different, but it is not what you want. Can I study? While there are people talking all around me. She feels disrespected. Those students are not quiet and are not being monitored. She decided to get out.

Sara – The library is the only space to really work in and study. This place is inviting and everyone has been very welcoming to her.

Edgar – Students are watching games or videos. Library is the only place to study on campus. Often times feels like we don't even have a location to study. Library is his last resort as a place to study. If there was a way to make the front area of the library the socializing location and the back area the study area. In his opinion it would make it better. He continues to emphasize to monitor! This place is losing people because of those other students, since this a place to study.

Gaby- Students should be told to be quite or stop.

Sara – The lounge area is open to everyone. We tell them something when we hear crazy words. We monitor the location. The student workers will go address them in a respectful manner to quiet down. If the warning is not respected, then we request on of staff members to address those issues with those students.

Edgar – In his opinion he sees that as a power struggle. Student workers should be given the right to correct students who are not behaving appropriately. If we rely on other adults, then the other students don't take student workers seriously. Norco Library has become everything to the students. They use it as a social space. We need a location for everything. A location to study, where we know we won't be interrupted or bothered. A location to socialize, where they are not bothering other students who are trying to study. Rules and regulations are required for spaces.

Sara – She would like to see the library be open later on Fridays or open on Saturdays. Students who have Saturday classes and would like to study don't have the library available to them. Those

students are paying student fees to be able to use facilities on campus, but unfortunately the library is one that not available to them.