Executive Summary

The focus groups were held at 12 different times over a 3-week period. As a result, 4 of the groups consisted of one individual. This allowed in-depth one-on-one conversations about the library website. All sessions were held in GL 280. The 4 posters of USF, BYU, Chicago, and NCSU were pinned to the wall.

The session consisted of the following:

- Short demographic survey
- Poster discussion
- General discussion of what belongs on a library website
- FIU Library website mark-up
- FIU Library website discussion

There were a number of reoccurring themes throughout the focus groups. Below are the highlights:

What students liked about FIU Libraries -

- We received many kudos on our chat service from multiple sessions!
- Tabs across the top
- Off-Campus Access
- Search Box but needs to be larger with a clearer explanation of what you are searching.
- Like the information in footer, hours, library information, contact us, and other libraries. “Contact us should include email address and mailing address too.”
- Like the picture in the background. Offsets the writing and words. But thought the pictures needed to be updated.
- A few appreciated the colors but many felt they were dull and needed to be brightened.

What is noticed on current library website - When asked where their eye was drawn to when first looking at the website, the answers included (in rank order):

1. Search box / picture
2. Chat
3. Off-campus access
4. All of the links
5. Blue bar – home, catalog, research tools “which is what they teach you how to use first.”

What to Change - The conversations took many different directions depending on the size and members of the group. However, there were a few central themes. A student’s succinct opinion does a good job of expressing one, “From a business point of view – the links are like products. I would put the ones that are used more on top and take the others away and embed them.”
Overall the groups felt that the current website was dated and although there were some really good things about it (off-campus, chat, top drop-downs, search) they felt it is time for an update.

Every group mentioned that the hours should be visible and that they loved how NCSU listed the availability of rooms, laptops, and tablets.

Every group noted the use of icons on the posters especially USF but also BYU and the few on Chicago.
Details are below.

- **Increase Search Box Size** – Repeatedly it was mentioned that the search box should be bigger. Groups referred to the posters and the larger search box on USF. A few students thought that the tabs in the search box should be more explicitly defined again referring to the explanation on USF. The option to limit your search to peer-reviewed articles on USF was noted.

- **Too Much Text – Use Icons** - Every single focus group mentioned the overwhelming amount of text in the middle of the page. After reviewing the posters, many students referred back to USF and repeatedly said “use icons like USF.” A few of the groups suggested that the long lists of bullets should be embedded with a drop-down menu.

- **Quick Links** – Keep them with why we come to the library website. Get rid of the stuff we don’t use. (When asked what was needed, it included off-campus, chat, group study room reservations, hours, database links, research tools).

- **Unique @FIU** – The groups felt that Unique @FIU did not belong on the library homepage. To quote one student, “It is not relevant.” Regarding the Unique @FIU only one of the 38 student participants thought we needed to keep the link to Special Collections & University Archives. And only one student thought we should keep the link to Electronic Theses and Dissertations. The rest of the content was crossed off by **ALL** of the students. One group pointed to USF and said put Unique @FIU in a tab like USF does for Special Collections.

- **Popular Content** – Students didn’t realize this was generated content. I didn’t tell them until after the session. A few groups felt that duplicity of links was a waste of space. Specifically, they mentioned the 2 links to the catalog, 2 links to hours, and multiple links to room reservations.

- **Drop-Down Menu** – Not one group noticed it or mentioned it.

- **News & Highlights** – A few groups thought the News & Highlights on our page and the other pages was current news. When they realized it was library information, one student said, “I will NEVER EVER use that.” 😊

The groups thought our news & highlights section needed to be spiced up but not as extreme as Chicago. “If you are going to keep the news and highlights, use images but not as many as Chicago.” They suggested using 1 or 2 images only. They also referred to NCSU and said, use an image and date like NCSU does for its events. “List 1 or 2 things only; no way I will go through 1 out of 194 events.”
• **Footer** - Include the email address in the Contact Us section.

**Hours** - There was a lot of discussion about hours. Some comments below:
- Make it similar to USF was heard multiple times.
- Hours should be plastered on there.
- On the banner like NCSU.
- State them instead of making me click.
- Not noticeable at the bottom of the page.

• **Pictures & Icons** - Regarding images, participants felt that they should be used strategically. “Too many images takes you away from why you came to the site”. However, there was a consensus that the page should incorporate more icons and less text.

They felt the current pictures needed to be updated and more vibrant. A number of students commented that the current pictures do not include people and that the library looks a lot different than the pictures on the site.

Every group also mentioned the need to use icons. Every group noted the icons on USF and many noted the use of icons on the sides of BYU. The one thing students liked about Chicago was the Find Spaces section which uses icons.

• **Colors** - Regarding the color scheme, a few students felt that the colors were dull. Most understood that the colors were FIU colors and a few mentioned that is one thing they liked about the website. However, a fair number mentioned that the colors were outdated and should be brighter.

• **Remove Duplicate Information** - Students felt removing the duplication of information could help clean up the page. They were referring to Popular Content (I refrained from explaining what Popular Content was until the end of the session as to not sway the conversation).

**Library Lingo** – Confusing Terminology included:

- Unique @FIU and all of the links
  - Thought dPanther was a typo.
  - Institutional Repository
- Course Reserves
- Find It @FIU (Citation Linker)
- Find a Subject Liaison - most had no clue what liaison meant.

Suggestions for Find a Subject Liaison included:
- Remove subject call it library liaison. (Although most students didn’t know what liaison meant)
• Specialists
• Library Specialists
• Library Subject Expert
• Departmental Library Expert
• Major Library Expert
• Stuck? Find a specialist/librarian in your field
• Not sure but put in bright color need help with research ask any of our librarians that are educated/have a degree in.
• Find your librarian
• Find a specific librarian
• FIU library experts – include an explanation
• Subject expert
• Subject specialist
• Ask the expert
• Find the expert
• Subject Master

Suggestions for Find it @FIU (Citation Linker) included: (Of the 38 students only 3 could define what it was. One student knew what it was from using it with Google Scholar, another student figured what it was from the name, and another clearly defined it. Most of the rest guessed it was a citation generator.)
• What would be found in our library
• Journal article search (When I explained that students will think they are searching for articles, they agreed that this would be confusing)
• Find an article by citation?
• Want to copy and paste a citation and it looks for the article in the library for you. By the name she figured it out. She was happy to find it and will now use it.
• Would change the name but not sure to what
• Reference at FIU / definitely not find it @FIU.
Overwhelmingly this was the favorite. Students liked the icons and felt that the layout was clean and easy to follow. Comments included:

- concise, not overcrowded, clear & simple
- icons make it visually appealing
- aesthetically pleasing, user-friendly
- like the visibility of the hours
- Search box descriptions make it easy to understand what you are searching.
  - Ability to limit to scholarly peer-reviewed articles is great.
BYU and NCSU tied as the 2nd favorite website. Students really liked the sides of BYU. They liked the simple text with the icons mentioning that it looked like Spotify.

Many pointed out easy accessibility of getting help (i.e. chat).

A number of students liked the colors, others didn’t. Some commented that they thought it was too dark (it printed out darker than it actually is).

Other comments included:

- Announcements in the banner is a great idea. This is important information (Christmas break hours).
- How to get help is more easily visible on this site than on USF.
- Looks like a school project.
In every session the students raved about the visibility to see if there is a study room, laptop, and tablet available. This is why this tied for 2nd place as their favorite.

A few students mentioned that it was simple and plain. They felt that FIU and Chicago should model the News & Highlights section after NCSU. “The news and events is out of the way.” They also commented that FIU Libraries should model how NCSU uses a calendar style of events.

A few students felt that the image on the right-hand side was an actual advertisement. One student said it looked like CNN. Another student felt something was missing but was unable to pinpoint what.

Some students noticed the library hours in the banner but a few did not and said, “The library hours are missing.” Students felt that it was better to list all of the hours not just for the day.

They thought the search box should be centered and larger (one student said, “We are used to Google.”)
This was the least favorite website. Students thought it was overwhelming and crowded and “almost complicated”. One student stated, “It needs a better balance between news and the search bar”. Another student felt it was old-fashioned (many students referred to our site as old-fashioned or outdated too).

They mentioned that Ask a Librarian was kind of hidden.

When they figured out the pictures were news and announcements about the library (and not the world) they commented it was wasted space. They thought 2 news items would be better than 4 and the 4 led to too much information. However, they also referred back to the images when talking about our news and highlights. They said, use 1 or 2 pictures like Chicago but not as many.

The simplicity of the search bar was mentioned.

A few students mentioned they liked the Find Spaces section (again, it has icons).
Demographics
The strength of the focus groups at GL is that the students range of research experience was wide. The answers were across the spectrum from every day to never on the question “How frequently do you visit the FIU Libraries website (library.fiu.edu)?”

Interestingly all of the participants use a laptop to do research. None of them use a desktop and 4 use a mobile device. All of the students stated that they are comfortable or very comfortable researching online. When asked what they do online, 32 checked research online and 10 checked do library research. Of the students, 25 had attended a library instruction session. An interesting follow-up study would be to look for correlations between confidence in researching online and library instruction attendance.

Thirty-six of the participants were between the ages of 18 and 25 and two were between 26 and 30. Thirty students transferred to FIU and only three live on campus.

One of the major weaknesses of the study is that the majority of the students were from a discipline in Business, 34 out of 38 students. Due to time constraints, the study focuses on undergraduate students only. With more time, it would be interesting to do a persona of the Business transfer, Global Initiatives students.

Demographic Data

1. What is your major?
2 Psychology
12 International Business
1 English
1 Biology
8 International Business & Marketing
4 Finance & Marketing
4 Finance and International Business
1 Communication Arts
4 Marketing
1 International Relations
2. What is your affiliation with FIU?
3 - 1\textsuperscript{st} year
1 - 2\textsuperscript{nd} year
5 - 3\textsuperscript{rd} year
28 - 4\textsuperscript{th} year
1 - 5\textsuperscript{th} year
6\textsuperscript{th} year
Graduate Student
Faculty
Staff
Other ____________________________________________
3. What is your age group?
   **36- 18-25**
   **2 - 26-30**
   31-35
   36-40
   41-45
   46-50
   50+

4. Are you a transfer student?
   30 - Yes
   8 - No

   If yes, where did you transfer from?
   18 = DR
   1 - Skema, France
   1 - UCF to MDC to FIU
   3 - Colombia

5. Do you live on or off campus?
   3 - On Campus
   35 - Off Campus

6. Do you have a computer at home?
   38 - Yes
   No

7. How often are you online?
   2 - Every day
      10 - 1-3 hours
      21 - 4-7 hours
      7 - 8-11 hours
   Every 2-3 days
   Once a week
   Every 2 weeks
   Once a month
8. What do you do online? (circle all that apply.)
32 - Research (Google Scholar, library website, etc.)
36 - Social Media (Twitter, Facebook, etc.)
38 - E-mail
38 - Blackboard
34 - Online Shopping (Amazon, eBay, etc.)
30 - Share/View Pictures (Flickr, Instagram, Pinterest, etc.)
32 - Watch Movies/TV (Netflix, Hulu, Amazon Prime, etc.)
14 - Use/Edit Wikis (Wikipedia, etc.)
29 - Music (Pandora, Spotify, downloading, etc.)
18 - Instant Communication (Google Chat, Skype, AIM, etc.)
10 - Library Research
2 - Self-Directed Learning (MOOCS)
31 - Share/View Videos (YouTube, Vimeo, Vine, etc.)
12 - Blog (WordPress, LiveJournal, etc.)
5 - Gaming
2 Other – edit media

9. How comfortable are you searching for information online?
20 - Very comfortable
18 - Comfortable
Uncomfortable
Very uncomfortable

10. How frequently do you visit the FIU Libraries website (library.fiu.edu)?
2 - Every day
2 - Multiple times a week
4 - Once a week
9 - Multiple times a month
8 - Once a month
3 - Once a semester
9 – Rarely - only if required by professor.
1 - Never

![Visit Library Website Chart]

11. Where do you do your library research? (circle all that apply.)
9 - On Campus – in the library
12 - On Campus – outside the library
32 - Off Campus
4 - I never do library research.

12. What do you use to do your library research?
Desktop
38 - Laptop
4 - Mobile device (i.e. phone, tablet, etc.)
Other

I don’t do library research
13. When you visit library.fiu.edu, are you able to find the information you need?
3 - Always
22 - Usually
11 - Sometimes
2 - Rarely
Never

14. For what do you use the FIU Libraries website (library.fiu.edu)? (circle all that apply.)
5 - To find tutorials or use the research guides (libguides.fiu.edu)
4 - To request items from the other FIU Library locations.
37 - To do research.
10 - To reserve a group study room.
2 - To find videos or music recordings.
5 - To renew books/materials.
6 - To find course reserves materials.
5 - To find the library hours.
3 - To find contact information for the library or librarians.
29 - To find books (print or e-books).
1 - To use the chat service.
1 - To use the FAQ’s.
20 - To find journal articles.
2 - To request times from other libraries (Interlibrary Loan or U Borrow).
0 - To use the Unique @ FIU digital collections (for example the Digital Library of the Caribbean or the Everglades Digital Library).

Other
15. Have you attended a library instruction session before (or has a librarian presented in your class before)?
25 - Yes
11 - No
2 - Not Sure
If yes, how many times?
12 = Once
2 = 2 times
2 = 3 times
POSTERS – USF, BYU, Chicago, and NCSU

What do you like about each of these sites?

What don’t you like about each site?

Which one do you like best? Why?

**USF** - [http://www.lib.usf.edu/](http://www.lib.usf.edu/)

**BYU** - [https://lib.byu.edu/](https://lib.byu.edu/)

**University of Chicago** - [https://www.lib.uchicago.edu/](https://www.lib.uchicago.edu/)
USF – Overwhelmingly this was the favorite website. Students liked the icons and felt that the layout was clean and easy to follow. Comments included:

- concise, not overcrowded
- icons make it visually appealing
- aesthetically pleasing, user-friendly
- like the colors
- like the visibility of the hours
- clear and simple
- Search box descriptions make it easy to understand what you are searching.
• Ability to limit to scholarly peer-reviewed articles is great.

• Social media visibility

One student was not as keen as most of the others. He felt it was outdated compared to NCSU and BYU. However, he did like the icons.

BYU – BYU and NCSU tied as the 2nd favorite website. Students really liked the sides of this website. They liked the simple text with the icons mentioning that it looked like Spotify.

Many pointed out easy accessibility of getting help (i.e. chat). There was a lot of positive feedback about our chat service!

A number of students liked the colors, others didn’t. Some commented that they thought it was too dark (it printed out darker than it actually is). However many also commented that it was easier on the eyes.

Other comments included:

• Announcements in the banner is a great idea. This is important information (Christmas break hours).
• How to get help is more easily visible on this site than on USF.
• Looks like a school project.

NCSU- In almost every session the students raved about the visibility to see if there is a study room, laptop, and tablet available. This is why this tied for 2nd place as their favorite.

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They thought the search box should be centered and larger (one student said, “We are used to Google.”)

University of Chicago – This was the least favorite website. Students thought it was overwhelming and crowded and “almost complicated”. One student stated, “It needs a better
balance between news and the search bar”. Another student felt it was old-fashioned (many students referred to our site as old-fashioned or outdated).

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The simplicity of the search bar was mentioned.

A few students mentioned they liked the Find Spaces section (again, it has icons).

**What do you think a library website needs to have on its top page? What kind of information? What kind of images?**

Not surprisingly participants felt that the library website needs to have a search box, copy what NCSU does in availability of laptops, study rooms etc. chat and help options, hours, and contact information.

The majority of students referred back to NCSU and the option to see what is available to borrow, use, etc. and thought that the library website should incorporate icons like USF.

Regarding images, participants felt that they should be used strategically. “Too many images takes you away from why you came to the site”. However, there seemed to be a consensus that the page should incorporate more icons and less text.

One student made the general statement that the website, “Needs to be more creative than what we have.”

The answers varied but some reoccurring themes included:

- Search bar/box with options for articles and books
- Search box should be big to access the materials
- Reserving rooms – like NCSU what’s available
- Hours
- Research help (left-hand side of USF)
- Research tools – access articles quickly - not have to dig around
- Actionable things, search box, book a room tablet, laptop, chat
- Icons can work but only if you integrate USF icons into BYU.
- Contact information and available hours.
- Hours, chat icon, databases link
• Tutorials how to use / How to get help
• Categories most important ones on the top page like USF
• Shortcuts to get to the databases

Interesting comments included:

• Not too many images – takes you away from why you came here
• 1 article of the day / month / news portion but not overwhelming
• “If the website looks inviting and interface is good, then I will stay at website”
• Library pages should be clean. Usually go there to look for something specific. Hours, borrow a book, do research.
• Quick links, unique at FIU, Popular Content line should be smaller and not take so much space
• Needs to be more creative than what we have.
• Icons are better than text.

Regarding Images:

• Appealing to have color and images. Nice to look at. But not too many. A picture of the day. Images on campus, artwork.
• Images to attract users might be nice.
• Prefer videos over images to capture my attention.
• Images or figures – live images screenshots about important news (my note – there was a bit of confusion that the news and highlights was actual world news).

PRINTOUT OF LIBRARY WEBSITE

Circle/highlight what you use. Cross off what isn’t needed. Use sticky notes to make/add comments.
Top things highlighted/circled include:
• Top tabs (in rank order)
  1. Research Tools
  2. Catalog
  3. Using the Library
  4. About Us
  5. Home
• Off-campus access
• Chat
• Search Box section - Most circled the entire section including the renewals link).

Under Quick Links (in rank order):
1. NEW! Group Study Room Reservations
2. Borrow from other Libraries
3. Find it @FIU (CitationLinker) (even though they could not define it)
4. How do I?
5. Citations & Plagiarism
6. Library Accounts
7. Subject & Research Guides
8. ResearchHOW
9. Find a Subject Liaison (1 student...)

Unique @FIU
One student thought we needed to keep the link to Special Collections & University Archives. Another student thought we should keep the link to Electronic theses and dissertations. The rest of the content in this area was crossed off by ALL of the students.

Under Popular Content (in rank order)
1. Library Hours
2. Research Tools
3. Room Reservations & Calendars
4. Study Room Information
5. Using the Library
6. *Staff Directory
7. *Directions to the library
8. *Catalog
9. *MMC Campus
10. *BBC Campus
* all tied with 2 circles.

Footer (in rank order):
1. This Week’s Hours
2. Contact Us
3. Library Information
4. Libraries

**Cross off what isn’t needed.**
The majority of students (minus 3) crossed off Unique @FIU. News & Highlights was not a popular item either with the majority crossing it off. Under POPULAR CONTENT the number one thing crossed out was Staff Directory.

**Comments**
- Chat = GOOD / Chat is super important
- Search =GOOD
- Use a more appealing font.
- When you search for books, there could be reviews/rankings
- Images are good but needs to include HL (BBC student)
- Introduction video / Include videos or tutorials
- Put the most important information (room reservations...) in the middle and put the less important in a more discrete place.
- Library hours are not easy to find. Should be up on page.
- Should be an easy way to access the databases from the main page.
- A lot of not important information is on the homepage
- Use icons to make it more appealing
- Social media should be bigger to give more relevance
- Color brown should be brighter to transmit positive vibes.
- Library accounts – is it about my account? If yes, then should say log in.
- Take Unique @FIU off the homepage.
- Make footer simple/merge things.
- Having so many categories listed together makes it more complicated and vague – make hours, room reservations more visible
- Display research tools simpler instead of making students dig in to find what they need
- Dislike the bright green chat color but like where it is positioned.

**News & Highlights:**
- Should not have that much space on front page.
- A lot of words but no eye-catching picture.
- Shouldn’t take up too much space
- I would never read library news
- 1 out of 193 is overwhelming
- Make this more relevant or smaller
- Use images or passing screenshots
LIBRARY WEBSITE DISCUSSION
What is your overall impression of the website?
When you first look at the site, where is your eye drawn to first?
What do you like?
What should be changed?
What do you use?
What wording is not clear? What wording would you use?

The conversations took many different directions depending on the size of the group and members of the group. However, there was a central theme and one student’s succinct opinion does a good job of expressing it, “From a business point of view – the links are like products. I would put the ones that are used more on top and take the others away and put them under one link.”

Some of the ideas included:
• Middle section is overwhelming
• Like the picture in the background but perhaps update it with people.
• Picture offsets all of the text somewhat.
• Put the quick links and popular content into 1 – much of the information is duplicated (I didn’t explain what Popular Content was until after the session).
• If you are going to keep the news and highlights, use images but not as many as Chicago.
• Hours should be higher up
• All of the links are overwhelming
• Links need a description.
• Antiquated needs to be updated.
• Badly laid out.
• Old-fashioned

When asked where their eye is drawn to when first looking at the website, the answers included (in rank order):
1. Search box / picture
2. Chat
3. Off-campus access
4. All of the links
5. Blue bar – home, catalog, research tools “which is what they teach you how to use first.”

Things students liked included:
• the search bar right in the middle.
• How it is easy to navigate. Everything is laid out for you under Research Tools
• Top half before links is good, looks nice, and clear and the drop-down boxes at the top are good. Maybe add something to the sides like BYU.
• Difference in color = chat see it instantly. That is really good.
• Above the links looks professional and search bar is easy to use.
• Like the image, something we can relate to.
• Use of the FIU colors.
• Like the information in footer, hours, library information, contact us, and other libraries. “Contact us should include email address and mailing address too.”
• Like the picture in the background. Offsets the writing and words. Lots of options in the middle is overwhelming

Suggestions for change included:
• Layout – too blocky
• Use icons, decrease text
• Model after the USF and NCSU. Like the search box and icons on USF and the photos on NCSU.
• OK. I like it but I feel like it could be more visually appearing. Like maybe the picture change it to something else - students using the library. People and what people do in the building. Enter the library and how it looks.
• More color but not as dark as BYU (the poster is actually a lot darker than the actual website)
• Hours should be up on the banner like NCSU.
• Embed the long list of bullets with a drop-down menu
• Unique at FIU – don’t think it should be on library homepage
• Quick links to what you need (when asked what was needed, it included off-campus, chat, group study room reservations, hours, database links, research tools).
• News and highlights is too much. Should be some. One or 2 only. Use an image and date (like NCSU). No way you will go through 1 out of 194 events.
• Library hours - state them instead of making me click. Not noticeable at the bottom of the page. Make it similar to BYU.
• Confusing, too many words, if we implemented an icon directory that would be more helpful, people don’t like to read.
• Hours should be plastered on there.
• Instead of having to click – scroll over with a bubble to describe/define what is there.
• Search engine should be larger like in the posters. Posters search box grabs better attention.
• Get rid of links and use icons.
• Group study room info. at the top
• News and highlights – look at stats and if not used, then use the space for something else.
• Too many words – can’t see the most important things.
• Put unique at FIU at the bottom by the news.
• Bigger search box and get rid of some of the links.
• Don’t like the news and highlights – thought it was current news
• Library hours need to go higher on the page.
• Get rid of duplications –
  o room reservations x 2
- Hours on top right and again on the bottom
- Rotating picture – mentioned by multiple students
- Put people in the pictures.
- Make it simpler to find what I am looking forward. Won’t read all of the text.
- Old fashioned websites have the links underlined – new websites do not have the underlining
- Make the search box larger

The majority of students did not know what the following terms meant. I asked them what they thought the terms meant and then asked them to click on the link:
- Find a subject liaison - most had no clue what liaison meant.
- Thought dPanther was a typo. 😊
- Institutional Repository
- Citation Linker
- Course Reserves

Suggestions for the terms were limited.
Find a Subject Liaison ideas included:
- Remove subject call it library liaison. (Although most students didn’t know what liaison meant)
- Specialists
- Library Specialists
- Library Subject Expert
- Departmental Library Expert
- Major Library Expert
- Stuck? Find a specialist/librarian in your field
- Not sure but put in bright color need help with research ask any of our librarians that are educated/have a degree in.
- Find your librarian
- Find a specific librarian
- FIU library experts – include an explanation
- subject expert
- subject specialist
- Ask the expert
- Find the expert
- Subject Master

Find it @FIU (Citation Linker) suggestions included: (Of the 38 students only 3 could define what it was. One student knew what it was from using it with Google Scholar, another student figured what it was from the name, and another clearly defined it. Most of the rest guessed it was a citation generator.)
• What would be found in our library
• Journal article search (When I explained that students will think they are searching for articles, they agreed that this would be confusing)
• Find an article by citation?
• Want to copy and paste a citation and it looks for the article in the library for you. By the name she figured it out. She was happy to find it and will now use it.
• Would change the name but not sure to what
• Reference at FIU / definitely not find it @fiu.

Interesting comments:
• When I 1st started using the library I wasn’t sure what to use Research Start or A-Z List but a library instruction session taught us.
• Rethink what the student will find valuable – too much info.
• Digital repository – what is that? Scholarship, explained what it was and then she said, “word it to say something like “preserve your research”.
• Nap pods in the library. Sell a pillow for $1. Cleanliness would be important, steamer to keep them clean.
• Library gets cold, renting out blankets? Perhaps sell airplane type blankets for a $1 or $2.
• News and highlights - what is this section? Are they talking about outside news, campus? Library? Highlights? What is that? Would never ever use this.
• If someone has never had a library instruction session, they would be lost on this site. Maybe have a note, 1st times users click here and highlight somehow.
• Unique at FIU is so distracting.
• I searched the databases 2 weeks ago and now I can’t remember where to get to them. It is not intuitive.
• Like USF a lot better. Don’t know how to find information on our site but USF seems much easier.
• Put Quick Links in FAQs
• Every assignment I have that requires me to use the library, I have to watch the tutorials to learn how to do it again.
  o Asked how many assignments she has had. At least 5.