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# At Albertsons Library, User-Centered is More than a Trendy Phrase

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## At Albertsons Library, user-centered is more than a trendy phrase

By Peggy S. Cooper, Associate Dean, Albertsons Library, Boise State University, Boise, Idaho, USA

At Albertsons Library being user-centered is at the heart of our decision-making. We focus our collective staff energy on what our users want and need. How do we know? We ask them. In focus groups, in LibQual surveys, at the reference desk, and in course evaluations — we ask, we listen and we act on their requests.

### A new suite of services

We added a suite of services, including patron-driven acquisitions, a strong and integrated campus liaison program, and an institutional repository (ScholarWorks), where faculty profiles are ready when new faculty members arrive on campus. Library staff design personal research “libraries” —

Processes in Acquisitions and Interlibrary Loan were combined for on-demand ordering of faculty requests, with an expectation of having those materials delivered to the faculty office within three days. When students identified library access to textbooks as an extremely high priority, we initiated a pilot reserve textbooks program. It was no surprise that the textbook service was heavily used and highly praised. Other new resources and services are:

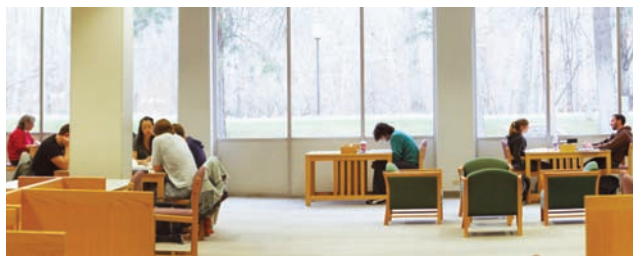
- E-books, e-books and more e-books
- Mobile website
- Use of QR (quick response) codes
- LibGuides
- Campus delivery service
- On-shelf holds
- Laptops, netbooks, and iPads for student checkout

### Let it shine

The first floor was refashioned to add study space and take advantage of the gorgeous view of the Boise River. Floor-to-ceiling stacks were removed, and the majority of the reference materials were integrated

into the main collection.

This new space is a magnet for students. Of course, the first floor Starbucks might also be an incentive.



First floor of Albertsons Library.

web pages for key researchers and individual faculty members with links to resources they identify as important to their research and teaching, as well as contact details for their library liaisons.



Peggy S. Cooper

Albertsons Library celebrates all Boise State University authors who publish that year at an annual Faculty Author Reception. The campus community is invited to recognize the scholarly contributions made by university authors. The library compiles and maintains an online list of each year's publications.

### Happy customers

Have we been successful? We think so, and so do our faculty and students. Listen to what they have to say at <http://tinyurl.com/4xoemtt> or check out these comments from our 2010 LibQual survey:

*"This library simply rocks!!!"*

— Faculty, Psychology

*"Overall, the library is fantastic! Couldn't ask for more!"*

— Undergraduate, Communication

*"The library always has what I need."*

— Undergraduate, Early Childhood Education

*"The library staff is, frankly, heroic in its efforts to help researchers here."*

— Faculty, Communication

*"Our librarians are superb, [they] have created the best library in the United States at Boise State!!!"*

— Faculty, Social Work **LC**

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## Research university publication reports: SciVerse Scopus makes it easier

By Mazni Md Yusof, Senior Librarian, Universiti Kebangsaan Malaysia, Selangor Darul Ehsan, Malaysia

By supporting university administration with reports and data needed to achieve institutional goals, the library can position itself with those key decision makers as a vital resource and engaged member of the team. These kinds of initiatives can ensure the library has a voice at the table, and a case for the budget to carry out its activities.

In 2006, Universiti Kebangsaan Malaysia (UKM) was awarded Research University status by the Malaysian Ministry of Higher Education. Universities in Malaysia that achieve this status receive additional funding for research activities. For UKM to maintain its Research University status, our researchers need to publish more articles in top tier journals — this is one of the most important criteria assessed by the Research University audit team.



Mazni Md Yusof

Researchers are not the only members of the university who need to respond to the Research University challenges. In aligning ourselves with the Research University needs, the library is introducing new services to researchers and university management in support of the publications' monitoring process.

UKM needs data to monitor the overall number of publications by university authors and at an individual faculty level. Who are the prolific authors? How many publications did they produce? Where did they publish and were they cited? These are questions librarians can answer using a citation analysis database such as SciVerse Scopus. Together with local databases, we can transform data into useful reports.

At UKM Library, we produce reports on publication performance, research group performance, and individual researcher

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