Plant City Focus Group
Conducted on April 26, 2004

Participants: 7 HCC student volunteer participants. The group consisted of both men and women of varying ages, academic backgrounds and areas of study.

Moderator: Alicia Ellison
Librarian HCC Ybor City Campus Library

The students were asked and responded to seven questions regarding their experiences’ searching for and locating information using both the physical HCC Plant City Campus library and the library’s web site. Following each question are the responses given to the moderator by the students.

1. **What are your greatest information needs?**
   - Research materials for ENC, Humanities, Science, Sociology – any of the Gordon Rule classes, especially books that can be checked-out.
     - Our teachers demand more book sources
     - Hard to find 3 books on the same subject
     - They need to have been published in the last 10 years
     - Have used lots of reference books, but still need more books that can be checked-out.
     - Perhaps institute short-term check-out of reference materials, so that students can take reference books to computer lab or success center (hard to write the paper when you can’t take the book with you to the computer where you’re typing).
   - Why do we need a student ID to use the databases in the library? In the public library, the computers are set up so that you can go right into the databases without having to log in.
   - Need new microfiche reader or printer, i.e. Journal of Abnormal Psychology going back 30 years is only available on microfiche. The print-outs are grainy and hard to read.
   - Lists of library resources available by subject area.
   - How many of the (print) magazines and journals to which we subscribe are actually read? Are there any opportunities for cost savings and reallocation of funds to purchase more books? For example, is the Journal of Abnormal Psychology on a database? If so, do we need the fiche subscription?
   - Need the entire *Literature in Perspective* series.
   - Survey the professors on what resources the library should have to help students complete their assignments.

2. **How do you usually find this information?**
   - Library web site, Google, book stacks, Questia, public library, journals.
   - Ask the librarian and learn about all the options available for sources of information.
• Ask professors, other students, outside people.
• Tampa General or any medical library (for nursing students).
• Ask my children/parents.
• Ask Alice at the Success Center.

3. What types of information do you have trouble finding?
• Literary criticism on John Donne!
• Literary criticism in general. Didn’t seem to have this problem at USF and UT.
• Information about cultures.
• Might be helpful if the librarian conducted orientation sessions – or at least part of them – in the computer lab. Hands-on practice on the computer during the session would be helpful. The Success Center media cart is available.
• Summaries/descriptions of the databases – what’s available on them.
• Confusing access to databases and hard-to-navigate library web site (Carlene: it was hard to get them to distinguish between “our” library web site and CCLA, so that they could identify what was confusing/hard – they just said that the “whole thing” is confusing/hard.
• Not a forgiving or user-friendly interface, e.g. you can’t save your password, and if you press the wrong key, you’re out!
• How to cite database articles.
• The class-related orientation sessions cover a lot. Carlene is very thorough. Need extra refreshers/”special topics” besides the class-related orientation sessions. These don’t necessarily have to be done by the librarian, but could be coordinated by the library, e.g.:
  • How to cite in MLA
  • How to cite in APA
  • Internet Research
  • Using Literature Resource Center
  • Have a tutor available when students to coincide when assignments are due, i.e. Dr. Freeman’s biography research assignment.
  • Academic Honesty – how to avoid plagiarism (maybe even just tip sheets or posters to put up in the Success Center, if you can’t do sessions).

4. How has the Plant City Campus Learning Resource Center helped you?
• It has helped, but there are not enough books – just the basics.
• Computers are slow.
• Does the library really not have what we need, or do we just not know how to find it?
• It’s hit-or-miss – sometimes you can find what you need on one topic, but not on another.
• Need a list of educational web sites that can be used for research (there supposedly is such a list on the library’s web site, but it’s hard to find – again, the library’s web site is confusing, hard to navigate).
• There are so many things that we need for our assignments here that we don’t have in this library.
• Computers are too slow.
• We have to do too much traveling back and forth between the library and the lab or Success Center – bring back the Word computers.
• Need more books!
• Need more space! Need a quiet study area. The tables are too close together. Makes it hard to concentrate. Brandon has good amount of space.

5. **What challenges have you encountered while using the Plant City LRC, including any of the following: the physical building, the materials/computers inside the building, the library services, or the resources available on the library’s web page?**
Fix the door – it slams and it’s startling.
Library web page hard to navigate, e.g. where are those educational web sites?
Is there no more card catalog?

6. **What types of services or resources would help fulfill your information needs?**
Already answered in previous questions.

7. **What types of library instruction would be most helpful?**
Already answered in previous question.