



# **Meeting the Needs of Student Users in Academic Libraries: Reaching Across the Great Divide (Chandos Information Professional Series)**

*Michele Crump, LeiLani Freund*

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Meeting the Needs of Student Users in Academic Libraries surveys and evaluates the current practice of learning commons and research services within the academic library community in order to determine if these learning spaces are functioning as intended. To evaluate their findings, the authors examine the measurement tools that libraries have used to evaluate usage and satisfaction, including contemporary anthropological studies that provide a more detailed view of the student's approach to research. The book takes a candid look at these redesigns and asks if improvements have lived up to expectations of increased service and user satisfaction. Are librarians using these findings to inform the evolution and implementation of new service models, or have they simply put a new shade of lipstick on the pig?

- Takes an honest look at learning commons in academic libraries and discusses what is working and what is not
- Explores behind the statistics as to why users come to the library; does the librarians' concept of 'the library as place' match user perception?
- Looks at the anthropology of the user to gauge satisfaction with the services and space provided by the library via recent survey findings

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