Putting It All Together

Library Anthropologist studies behaviors to impact library decisions and services

Studying people is what she does. And when it comes to the library, if it means interviewing students, watching behaviors and making comparisons of how students do their work, Donna Lanclos is going to want to work with you. What do students do and how can the library better serve them? is often a question that Lanclos asks herself when she sets out on a mission to build relationships with library departments and with the campus community.

Since 2009, when former Library Director Stanley Wilder hired Lanclos to take on the library’s ethnography project, Lanclos has been partnering with library staff to meet the needs of library users. “My job is to learn about our patrons, how they do their work. We use the findings to help the library make decisions about space, digital information and ways that the library can better connect to students,” says Lanclos, Associate Professor for Anthropological Research. She says, “One of my first projects involved working with facilities to help design the ground floor study space for students. Stanley asked me to explore how our students do the work that they do by looking at traffic patterns, student behaviors, how they utilize the furniture and how they use the library space. During this study we learned that many students work in groups, so we knew there was a need for more collaborative learning spaces.”

This on-going project of studying behaviors opens the door to collaborations across the library. Lanclos has worked with several units of the library such as Digital Initiatives and...
A recent remodeling project has brightened up the space as well as the climate at Atkins’ only branch library. In a space that faculty and students claim as their own, the change was long overdue, as noted by former Arts and Architecture Librarian, Lareese Hall. Hall saw the potential of what a splash of color and new flooring in the space could do and her vision is making a difference in the space, as a little tender loving care never fails to disappoint.

Tucked away on the second floor of the Storrs Architecture Building, the Charles C. Hight Architecture Library is unique. Catering its services to students admitted to the College of Arts and Architecture, this branch differs from Atkins by its holdings and its users. Library of Congress NA Architecture titles are housed in this location as well as the fifth year Architecture projects. In addition to monographs, the Architecture Library also has audio visual equipment available for check out. The equipment (digital cameras, digital video cameras, TV/VCRs, tripods and more) is only available to Arts and Architecture students.

“The changes to the library makes the space feel fresher and more visually interesting,” says Renee Moorefield, Architecture Desk Supervisor. Before last summer, when the project took place, the space was very bland. Lareese pushed for the new carpet and the accent colors on a few walls and she was planning to look into more ways to decorate the space such as adding more artwork,” says Moorefield.

Providing a cozy, quiet space, the library offers much more than a pretty place to study or to browse items in the collection, it’s how the space feels that draws in its users. “The atmosphere is different from Atkins Library. I really like the space in the Architecture Library. There is more natural light that comes in and the students and faculty who use the library seem to show a sense of ownership to this space,” says Sara DeWaay, Arts and Architecture Librarian.

Claiming the space is exactly what the College of Architecture has done. On occasion, the College offers events featuring guest speakers for its Brunch Symposums. By transforming the space outside the doors of the Architecture Library, students and faculty gather for a lecture-style presentation or an hour long talk and discussion.

The College of Architecture isn’t alone when it comes to customizing the space. Sara is already considering changes and making improvements to the library space,
Dawn Schmitz Appointed Interim Head of Special Collections

“I’m really excited about working with staff in all areas of special collections: we have 12 talented staff members performing a wide variety of tasks ranging from technical services to public services to outreach to collection development.

It’s important that we don’t miss opportunities to acquire materials during this interim period. You never know whether priceless historical documentation will end up in a dumpster or deleted from someone’s hard drive if you don’t return a phone call or make a proactive move to contact potential donors.”

--Dawn

Together, continued from page 1

Collections Access and Outreach Services, and she would like to develop additional projects. “It’s challenging to connect with all library staff. There is always someone else to talk to. I’m always thinking about what I can do to partner with other staff,” says Lanclos.

In addition to working with library staff, Lanclos reaches out to faculty by taking her anthropologist skills to the classrooms where she hopes to connect these students to the library. It’s all about observations and looking for ways to help with student success. She does this by collecting data which includes structured interviews and usability testing.

“One project involved a comparison study where I looked at classroom assignments for the English department and the Dance department. I focused on what it was like for students to do research on the different subjects. For these two classes, the English instructor assigned a project with very little guidelines, allowing the students to have more control over the assignment. The Dance instructor assigned a project that was very structured with guidelines and instructions.” According to Lanclos, identifying these two learning approaches welcomes opportunities to show how the library’s resources may be able to help instructors deal with various types of student learning styles.

Lanclos’ research expands even further as she partners with colleagues outside the UNC Charlotte community. With the Visitors and Residents project, Lanclos works with OCLC and University of Oxford to study what motivates engagement with digital information. She

See Together on page 5
Getting to Know Atkins Library

Notable Names

Brad Arnold

I am the Stacks Supervisor. I have worked for Atkins for twenty-five years.
I am originally from Madison, WI, Naperville IL, and Laurinburg, NC.
In my free time, I like to read, drink tea, and hang out with my wife and kids.
Many people don’t know that I was a radio DJ for two years in the late 70’s, I hold a Master’s of Music degree and that I am the Music Director at my church. I perform on guitar and lute and I studied Viola Di Gamba for a year. Also, if you look very hard you can find some of my poetry in our collection.
Regarding the last book I read... I tend to read 3 or 4 books at a time. The last one I finished was *Orthodox Prayer Life* by Matthew the Poor. I’m currently trying to work my way through *Gravity’s Rainbow* by Thomas Pynchon and *War of the Worlds* by H.G. Wells.
When I was younger, I wanted to be a writer and a folksinger.
If I had three wishes they would be to wish that everyone in the world had enough food, shelter and medical care, stop worrying about food, shelter and medical care, and that my kids will grow up happy and healthy.

Lula Hart

I am the Business Services Specialist.
I have worked in the Library since December 2004, I have been on campus since 1991, working in various divisions (Student Affairs, Business Affairs and now Academic Affairs). I am also a 2008 Alum of UNC Charlotte.
I am originally from Pickens, SC, near Greenville, SC. I moved to NC shortly after Hugo hit Charlotte. When I arrived, trees and power lines were still down.
In my free time, I like to read, play with my shih tzu and cruise various places whenever I find the time.
Many people don’t know that I was a foster parent for eight kids during my early 30s and that I also played Tournament Softball until I was 25 years old.
The last book I read was *Let It Go* by T.D. Jakes. The last movie I saw was *Tusk*.
When I was younger, I wanted to be a lawyer.
If I had three wishes they would be to be fifteen years old again, to travel, and world peace.

Pamela Mason

I am the Reference and Instruction Associate.
I have worked for Atkins for one year.
I am originally from Clemmons, NC.
In my free time I like to watch Korean dramas or sci-fi shows.
Many people don’t know that I can say the alphabet backwards.
The last book I read was *Earth Awakens* by Orson Scott Card. The last movie I saw was *Tusk*.
When I was younger, I wanted to be a lawyer.
If I had three wishes they would be to be fifteen years old again, to travel, and world peace.

Maggie Ngo

I am the Web Designer. I have worked at Atkins for four years and counting! I am originally from Charlotte, NC.
In my free time, I like to travel, try new restaurants and eat delicious food, workout at the gym, and cook. Many people don’t know that English is not my first language. Cantonese is my native language. I didn’t start learning English until kindergarten—it wasn’t easy but here I am!
The last movie I saw was *Oculus*. I love horror movies!
When I was younger, I wanted to be a Crime Scene Forensic Analyst and I still think it’s a cool job.
If I had three wishes, they would be to win the lottery, health and happiness to my family and friends, and a long life so I can enjoy all the good things in this world!
September
3 Shelly Hypes
11 Crystal Perry
11 Helen Kilgore
14 Dan Fansler
14 Suzanne Penninger
27 Maggie Ngo
28 Maria Kraft
30 Betty Ladner
27 Abby Moore

October
2 BJ DeLisle
4 Mark Reynolds
6 Annette Boston
8 Alison Bradley
10 Dawn Schmitz
21 Brad Spry
24 Susan Pardue

Test Your Knowledge
Answers:
- Dean W. Colvard 1966-1978
- 75
- 1973

ATKINS at WORK

Abby Moore, Research & Information Services

BJ DeLisle, Collections Access & Outreach Services

Debbie Myers, Digital Initiatives

Charles continued from page 2

especially for instruction. “I would like to have mobile furniture in the library. It's great to offer all these resources to students, but it is difficult to hold classes here. I'm looking at ways to make the space more user friendly,” says DeWaay.

Charles C. Hight Architecture Library

Hours
Monday-Thursday 8:00am–10:00pm
Friday 8:00am-5:30pm
Saturday 12:00pm-5:00pm
Sunday 12:00pm-10:00pm

Together continued from page 3

interviewed undergraduate students from UNC Charlotte as well as area high school students to find answers to the question. This project, which began in 2010, takes her out of the country.

“I've been lucky enough to travel to London for this project. The first time I went for research in libraries was in 2011. I got to go back for research this past Spring 2014, all of March, and I am going this month, October, for follow-ups. I’ll make another trip again next March, for speaking engagements as well as research follow-ups and some workshops,” says Lanclos.

For more information about Donna’s projects, as well as some of the findings of her work, visit the following:

http://www.donnalanclos.com/?page_id=174
http://www.donnalanclos.com/?p=10