Active Listening Leads to Action: Communication and Partners in the Learning Commons

Bridget Farrell, Auburn University

Our Partners

- Miller Writing Center
- Study Partners
- OIT Help Desk
- The Study ER
- Caribou Coffee
- The Student PC Shop
- International Scholars’ English Center

Listening: Survey and Interviews

- "Providing services in the library increases partner's visibility on campus"
- "Providing services in the library increases partner's visibility to campus administration"
- "Who can use partners' services?"
- "How do partners market their services?"

Action Items

- Partners’ Liaison
  - Added partners to listserv
  - Invited partners to participate in library’s marketing efforts
  - Conducts library orientations

Web Portal for Partners and Library

- Library’s room policies
- Library’s emergency procedures
- Library contact information
- Partners’ websites
- Partners’ contact information
- Partners’ policies
- Partners’ hours
- Partners’ locations