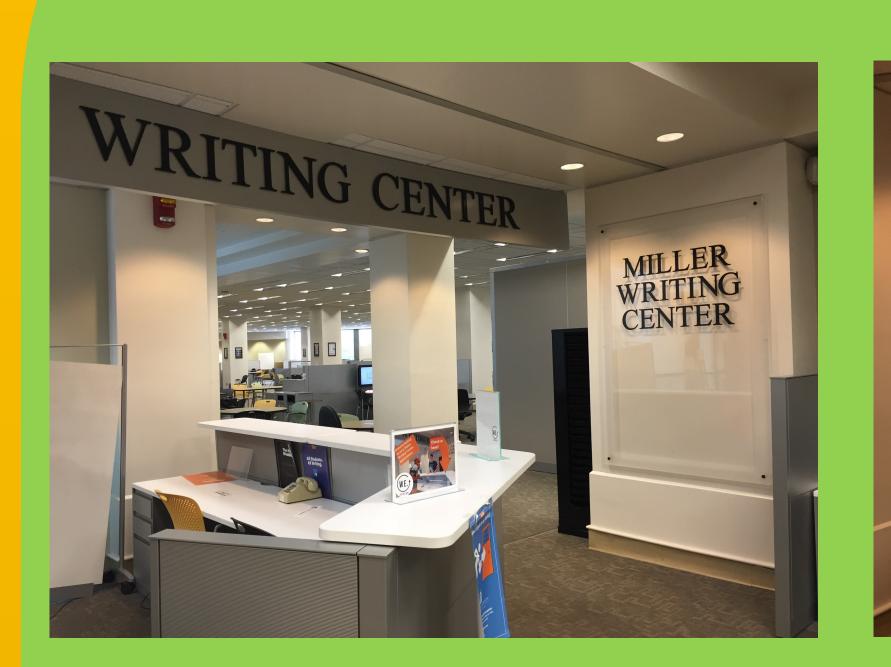
Active Listening Leads to Action:

Communication and Partners in the Learning Commons



Bridget Farrell, Auburn University

Our Partners



Miller Writing Center

Study Partners



OIT Help Desk



The Study ER



The Student PC Shop

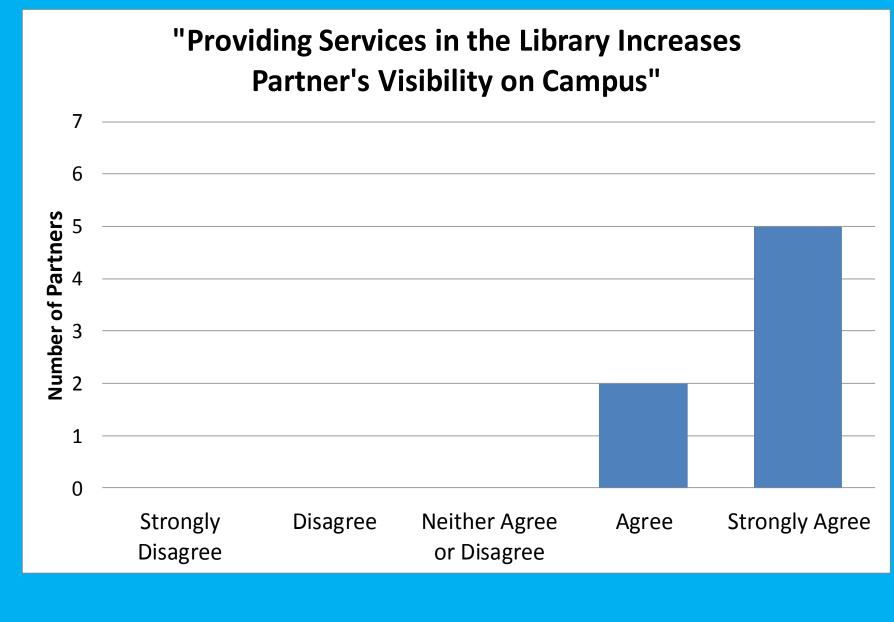


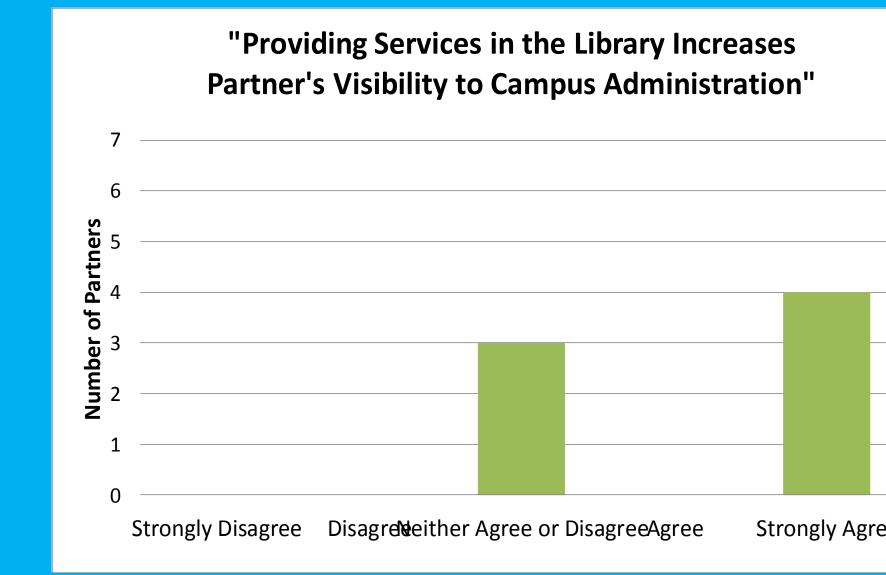
Caribou Coffee



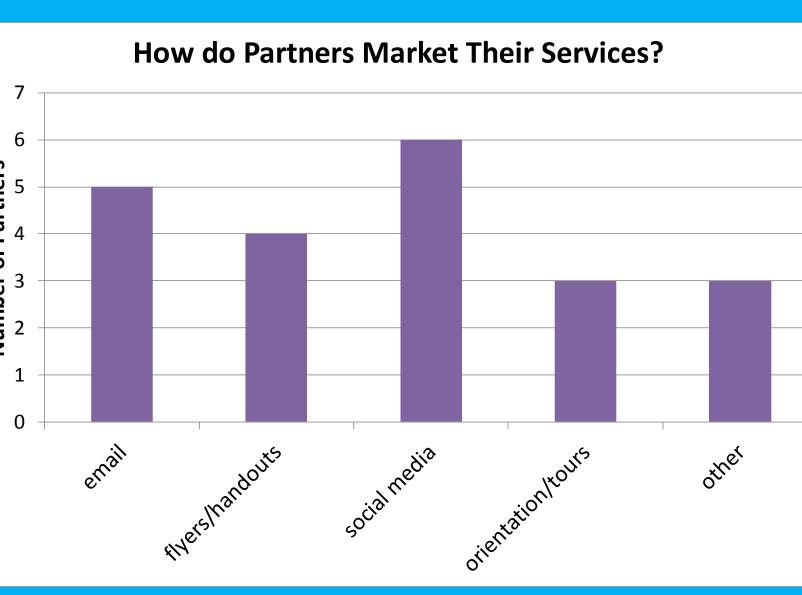
International Scholars'
English Center

Listening: Survey and Interviews









Hours:

"The reference desk didn't know we were closed on Valentine's Day. It fell on a Sunday, and they were like, 'What the heck are they doing' and they didn't know where we were."

Scheduling Rooms:

"I said hey can we reserve...the Learning Commons...I think theoretically you don't reserve the Learning Commons because it's always open...So when people want to hold things there, sure you can, but you don't get to stake it out because it's an open space."

"There's eight of them? Eight. That's freaking awesome. Ok. Who are they?"

"We sometimes work with [building and marketing people at the library] to put information on the digital displays here at the library on occasion and I'd love to utilize that more. We've been invited to do so, but it's a failure to provide information on our part."

Communication:

"If there's a general e-mail, an informational e-mail that goes out, I'd like to be included in that and that's not the case at this point."

"We could be on the signs, you know...we

could be part of your marketing program,

but I would think that might not be possible

because we're not part of the library."

Marketing:

Scheduling Rooms:

"It was a little tricky who to talk to about scheduling that and organizing that and I talked to the wrong people and pissed people off."

Emergency Procedures:

have to do."

Contact Person:

that would be helpful."

Other Partners:

"We called the police like we were sup-

posed to then there was follow-up after

that with that incident report that they

"I think if somebody communicated to me

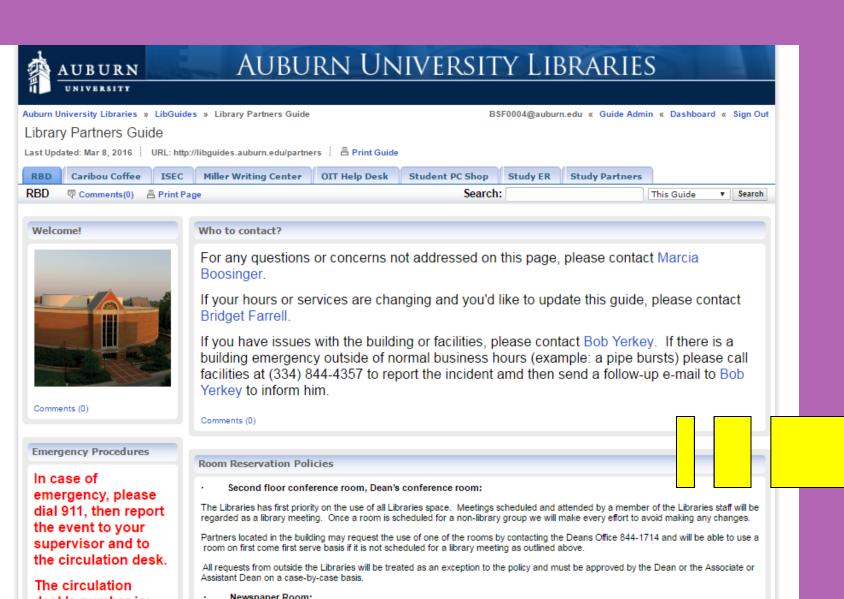
who people are and who to go to for what,

Action Items

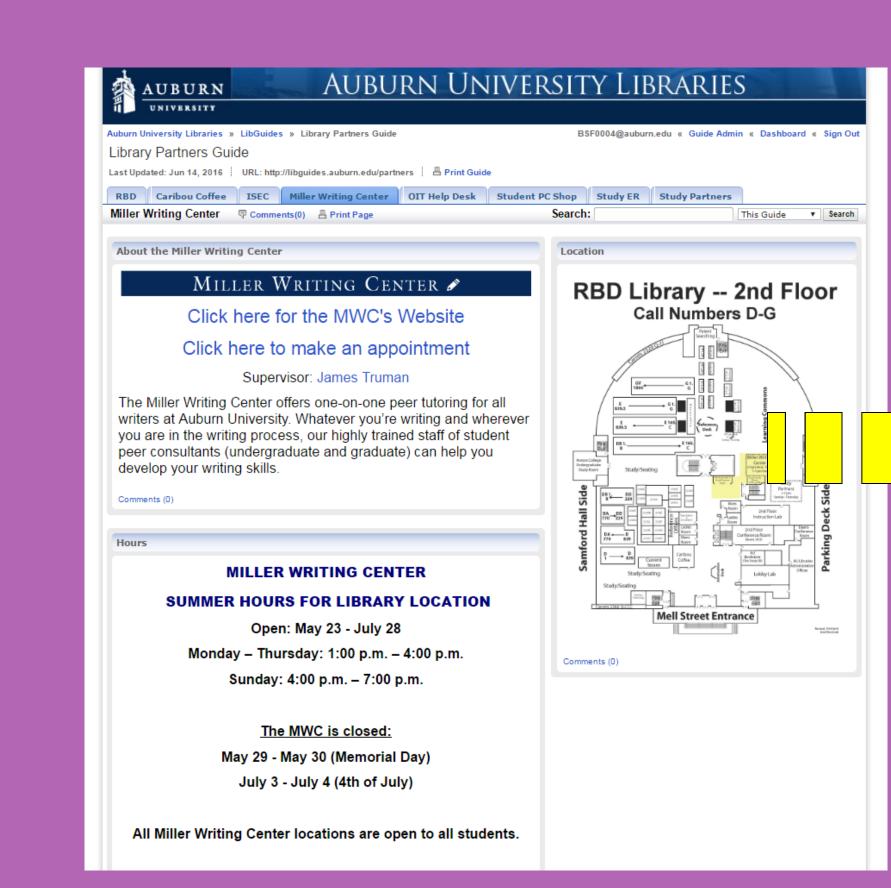


Partners' Liaison

- Added partners to listserv
- Invited partners to participate in Library's marketing efforts
- Conducts library orientations



Emergency Procedures In case of emergency, please dial 911, then report the event to your supervisor and to the circulation desk. All requests from outside the Libraries will be treated as an exception to the policy and must be approved by the Dear Assistant Dean on a case-by-case basis. Newspaper Room: This room is not available for any meetings. Exceptions can only be made by the Dean, the Associate Dean or the Asbe rarely granted and made on case- by-case basis. Instruction Coordinator. Any exceptions will be trarely granted and made by the Associate Dean for Public Services in Instruction Coordinator. Any exceptions will be trarely granted and made by the Associate Dean for Public Services. In general, it is expected the rooms will only be used for training that is enhanced by offering it in the 1. Auditorium: Except for occasional meetings scheduled by building partners approved by the Dean or the Associate Dean the audit scheduled for library events or those with which the Libraries are advertised partners. Any exceptions will be made by For all spaces and all users: The Libraries will make every effort to be of assistance but cannot be responsible for providing assistance with A/V or it cases, rooms should be returned to the condition they were in before the event.



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