Jim Stomberg

Research process

ANT 285 Ethnography

Fall 2009

Dr. Gina Hunter

Subject: #13 literature Review #2

Topic: My Research Project

Author: Jim Stomberg Date: October 12, 2009 1:48 PM

Academic Libraries in a Digital Age
John V. Lombardi (The Center at the University of Florida)
2000

In this article Mr. Lombardi discuses the evolution of libraries and how it is affecting how the Students and the public use libraries. Within this article he covers several points on how the library is changing. He tells a story about a librarian of a University asking for the expansions and renovation of the library to accommodate more people. The Librarian goes to the president of the University and talks to him about the needs of the library. The conversation comes down to cost and it is going to be 80 million dollars. He asks her how much of the book collection is being used and she tells him 1/3 so the president tells her that they will put the other 2/3's of the collection that isn't being used in storage. When people want the books they will get them for them. It all comes down to what is being used and spending money on new classrooms or expanding a library that isn't being used that much. Throughout the article he gives examples of Universities that are following this trend.

He also talks about how people are reading books and articles online more often then going to the library to sort through the collection to find what they need. Convenience and living in a high pass society fuels this concept of e-books. A quote from an interview with a student "I don't need the library, it's too big, too complicated, and anyway, everything worth having is on the internet." This is a common response that he got from students.

The conclusion of this article doesn't think that libraries will become obsolete, but they will change with time. More money will be put into digitalizing books and software and programmers for the libraries but the concept of the library will still exist as a place to study, gather, learn, and house historic sheet music, and other historic writings.

This article was helpful to see how other colleges view libraries and how the digital age is changing them. This will be helpful as a comparison to the conclusion of our groups study. I am very interested to see if the results will be the same or different.

Subject: #5 Revised Research Question/ Research Plan

Topic: My Research Project

Author: Jim Stomberg Date: September 17, 2009 8:39 PM

I met with my group after Monday night's class and we talked about how we were going to go about taking on this project. Our group is larger and we talked about splitting the group up and answering different questions about aspects of our project in two different groups. After talking about it, we decided to stay in one group because we thought it would make a better paper and we are going to have a final paper that will be twice as long. I believe that we are going to stick to the original research question and we didn’t need to revise the questions. We started to talk about the strategy as far as how we were going to collect data. We are going to plan to observe the library at
different times of the day and different days of the week to see how the library is being utilized. We also talked about getting in contact with the library staff manager or appropriate personnel to let them know what we are doing, and ask permission to talk to staff and other people in the library to see how they experience its’ services and what they might like to see change, etc. We also plan to meet with Jim Sauls and talk about what he found in his research and the best way to go about discussing and working on this topic. Overall, I think that we have a good group and I am looking forward to getting down some data, and collaborating with my group.

Subject: Journal entry #2
Topic: My Research Project
Author: Jim Stomberg
Date: September 10, 2009 9:00 AM

My research project is how should the library adapt to learning in the digital age, and how can librarians best help students conduct research? What interests me most about this topic is how the digital age is progressing so fast and the effects that it has on libraries. I find this interesting because when writing my thesis last semester I found myself at home surfing the web finding books online, rather then in the library, cataloging for books. Even when I did go to the library the first place I went to find a book was a computer to type in my subject of interest and I was informed about related books and where to find them.

When I was in grade school and even some parts of high school, the only way to find a book was to look through cataloging drawers with little note cards to find a something in the library. So I find it interesting because I have noticed such a big change over the last 15 years in how libraries are used and would like to find out other peoples views and how this change affects how people see and use the library. E-books is another phenomena that has emerged. I found many books needed for my research online using e-books, and then going to find the copy of the paper book in the library.

So some of my questions I would like to answer from this project are:
1. How has the library changed for students over the course of their education?
2. How are libraries used with students at ISU today?
3. How can libraries be more effective and useful for students?

I think that many of my observations in my education will coincide with others at ISU. I think that the age of the student will have an effect on how much change they have experienced. I also think that I will find that the library is more of a place to get away from the noise of the outside campus to study other then a place to just find books. For my last question, I feel that the library would be even more attractive to students if there were more options for students to access books online through the university that are not available in hard copy for free. I also feel that if there were more updated areas for students to meet and study in, and more computer equipment and updated imagining/ audio-video equipment would be great as well.

Subject: #6 an interview
Topic: My Research Project
Author: Jim Stomberg
Date: September 21, 2009 3:23 PM

My interview was with a 25 year old female that graduated Illinois State University in August 2009 with a major in Anthropology.

1.) Q. How did you use Milner Library when you attended ISU?
A. I used it for research topics for papers, I also used the computers for e-mailing people, and in my free time I used it to surf the web and used sites like Facebook.

2.) Q. How many hours a week do you think you used Milner Library?
A. I didn’t use the library that much. I would probably say at the most, 4hrs a week. I used the Milner web site often though to find what I needed.

3.) Q. What would make the library more appealing to you?
A. More computers in the front of the library for easier access. I think having more lounging areas would be nice for studying. I don’t like sitting at the wooden tables, it just isn’t comfortable and
makes it hard to concentrate for me.

4.) Q. What time of the day did you usually go to the library?
A. Mostly in the afternoon or whenever my classes allowed. I didn't like to come back to school after I left it.

5.) Q. When do you think you used the library the most in your college career at ISU?
A. I would have to say at the end because as I progressed, the papers that I had to write got more intensive and more research was required, especially when I had to write my thesis.

6.) Q. What is your favorite aspect of Milner Library?
A. I like how helpful people are at Milner and I also like the vast collections of books that they have. I like the fact that if there is a book that they don't have, you can get it on loan from another library.

7.) Q. Do you find it hard to locate books at Milner?
A. No, I think the fact that there are different floors with different subjects and areas make it easier.

8.) Q. How do you search for books that you are trying to find?
A. I use the computers at Milner or sometimes I look it up at home on the Milner site and then go and find the book, and that's why I don't have to spend a lot of time looking for books.

9.) Q. Did you know that you can get the catalog number sent to your phone using text? If so did you use this function?
A. Yes I knew about it but I didn't use it I just wrote it down on paper then when to find the book.

10.) Q. Did you study more at the library or at home when you were in school?
A. I studied at home most of the time. I found the library to be distracting at times because people are fidgeting and talking to one another. The only time I really used the library to study was if I was meeting with a group or if I was already at school and had time to kill.

From this interview I learned many things that might be improved upon at ISU's library for this student in particular and those whom feel that studying at home is easier than the library. Although this student found many things helpful about Milner Library itself, she also used its services online. It seems that because of convenience, for her anyway, she chose to access Milner online more often than going into the library itself because she could access many things online that were helpful to her classes. At times, when she needed a hard copy of a book, she did use the library's services and felt that staff members were great. Overall, I think that it may be a growing trend for students to use the library but use aspects of it that are online through databases and searching for books and then sometimes they can be accessed online or through a loan via Milner. That is not necessarily a bad thing, that many students are opting to use more online services, but just a factor that Milner and other libraries will have to continue to offer and expand upon in order to serve those students. For those students, also that like to study at home versus in a more crowded setting perhaps, at the library, it makes sense that a larger and possibly more comfortable and lounge-like area might be appreciated too.
Text a librarian:
Text call numbers:
Laptop checkout:

Research:
Milner searches (books):
Online journal searches:
Interlibrary Loan:

7. Would you prefer reading online or real books?
8. Have you used the ipod tour of the library?

SPACE
1. Demographics: Major, minor, year in school, how many years you have been at ISU,
2. Do you prefer to study at the library or at home?
3. When you come to the library, what is your favorite place to sit?
4. Do you prefer enclosed study areas or open spaces?
5. What are Milner’s strengths?
6. “ weaknesses?
7. What would be present in your dream library?
8. Are there any other places on campus that you study besides the library?

Subject: #13 Literature Review #1
Topic: My Research Project
Author: Jim Stomberg
Date: October 12, 2009 10:57 AM

Buildings, Books, and Bytes: Libraries and Communities in the Digital Age
Published by the Benton Foundation
1996

This article was very interesting to me because it is similar to the ethnographic study our group is doing. This study was done in 1996 and to see how people were thinking only 13 years ago about the direction libraries are headed in the digital age. This study wasn’t confined to only university libraries but to all libraries. University of Illinois Urbana was included in this study. The main focus was to see what directions libraries are going to take due to the digital age and advancement of technology. This study concluded that the majority of people think that libraries are going to be obsolete in 30 years, and viewed as museums. Many “Library Leaders” envisioned a digital library without walls. Some “leaders” still think that libraries will have a continuing role as a library building such as meting spaces, more of a civic integrator and a locus of community information on health, education, government, and other local services, and also a place that people with no access to computers or the web can go to get access to these services for free. They asked people if they would rather pay $20 in taxes to keep libraries active or pay $20 to buy a personal disk that would give them access to everything a library has from their personal CPU at home. The majority said they would rather have the personal disk. Families with children and “information have not’s” or people with out computers or access to technology said that libraries should till be a public service. Within this article they discuss both sides and at the end of the article he posts their field notes and interviews.

I found this article very helpful in going forward with my project because it gave me some ideas to run by my group about interviewing and surveying. I am interested to see how our project in 2009 compares with a similar study in 1996. With reading this article and knowing how things are in the present day, some of the changes they this study projected came to be true.

Subject: #12 Dipping into the archives
Topic: My Research Project
Author: Jim Stomberg
Date: October 19, 2009 1:44 PM
I found an article in the Milner Library archives called, *A Tribute to Perseverance, The Construction of Milner Library at Illinois State University*. This article was written by Morag Boyd who worked in the Bibliographic Services Division for Milner Library, Illinois State University. I found this relevant to my project because to understand how Milner Library is used today, you need to know when, why, and how it was established in the first place. This article has a good historical overview of the plans to build Milner, how much it costs, and the struggles Illinois State University had during the construction. Within this article it also has pictures of different stages of the construction that gives the reader a visual timeline of the construction of Milner Library. I found this work to be very interesting to learn more about the history of Milner Library and I think incorporating some history into our project will benefit it. Especially in order to understand how people use Milner library and how technology has changed how it functions in the present day.

**Subject:** Journal entry #15 Outline  
**Topic:** My Research Project  
**Author:** Jim Stomberg  
**Date:** November 2, 2009 12:58 PM

Outline  
I. Thesis statement  
A. What is the purpose of this ethnography?  
B. Methodologies  
C. Past Research/discussion of research we have found  
D. What we intend to find in this study

II. Historical overview  
A. When/why The library was built  
B. Why it was expanded  
C. The digital age: what it did to research and studying at ISU, what it did to Milner’s space

III. Data: Students  
A. Interviews  
B. Surveys  
C. Observations / inside settings/ mapping  
D. Personal point of views and experiences  
E. Photos

IV. Data: Staff  
A. Interviews  
B. Personal point of views and experiences

V. Discussion  
A. Food, coffee, coffee shops and the role they play  
B. Library: quiet? Loud?

VI. Analysis of data  
A. What did we learn from all the data collected?  
B. What needs to be changed if anything?

VII. Conclusion  
A. What did we learn from the study?  
B. Was the original intention of the study correct?  
C. How do our results compare to past research?  
D. Limitations/implications for future research.

**Subject:** #14 More Data  
**Topic:** My Research Project  
**Author:** Jim Stomberg  
**Date:** November 2, 2009 1:08 PM
1. Are you 18 years or older?
   Yes
   No

2. Please let us know the following about you:
   Major:

   Year in School:

   # of Years Attending ISU:

   Living Arrangement (On or Off Campus):

3. Do you own a personal:
   Computer
   Printer
   Both

4. How often will you come to the Library specifically to use technology (EX: a computer, printer, copier, etc)?
   All of the time
   Most of the time
   Some of the time
   None of the time

5. From the following list please indicate:
   Do you use it? How Often? Are you satisfied with it?
   Text/E-mail/Instant Message a Librarian:

   Laptop Checkout:

   Ipod Checkout:

   Course Reserve Checkout:

6. Do you feel the library is keeping up to date technologically?
   Yes
   Needs Improvement
   Not at all

7. Do you prefer reading material online or having the physical copy?
   Online
   Physical copy

8. Is it easier or harder for you to find credible sources now that most information is online?
   Easier
9. Will you use Milner's online resources when researching for a class assignment?
Always Sometimes Never
Milner book searches: Will you use Milner’s online resources when researching for a class assignment? Milner book searches: Always Sometimes Never
Milner journal searches: Always Sometimes Never
Interlibrary Loan: Always Sometimes Never

10. Would you like to see a coffee venue in the library?
Are there any other suggestions you have that would improve your experience at the library?

Subject: Journal #11 Visual Data  Topic: My Research Project  
Author: Jim Stomberg  Date: October 26, 2009 3:07 PM

I took pictures of people studying in the library, study spaces in Milner Library, a picture of a "No food or drink" sign in Milner library; I also got a picture of people studying in groups in the Cage II, and pictures of people studying with books and computers at the Coffee House. I found all these pictures relevant to our project because we are trying to observe how spaces in the library are being used and if they are not being used at Milner, where some people might possibly study and why. I think it is very important to document where people are sitting, what spaces are available and how they are used. To better understand why students are using other facilities besides the library is important to our study because we can better understand what type of study atmosphere is the most desirable for students and how Milner can better accommodate students’ needs. I agree with the O'Reilly reading we had this week that it is sometimes harder to interpret a picture then your own words. I also think that it is important to have pictures because it can put what you are trying to explain in words in perspective for the reader. 
When taking on this project I thought it was going to be an easy task and I would just snap a couple pictures and be done with it. I found that it wasn’t that easy to find pictures that would make sense and be relevant to the study. I also felt a little strange taking pictures of people that I didn’t know and felt as if I were intruding on the personal space of the students. It is easy to sit and write about what you see but to stand up and take a picture of a room full of people makes it personal.

Subject: Intro Draft 1  Topic: My Research Project  
Author: Jim Stomberg  Date: November 9, 2009 2:22 PM

this is the into to our ethnography
Attachments: Ethnography Draft 1.docx; 

Subject: Draft One intro  Topic: My Research Project  
Author: Jim Stomberg  Date: November 9, 2009 2:26 PM

Intro Draft

It is the first day of classes for a freshman male at Illinois State University. He is walking around campus trying to familiarize himself with where everything is, and walks into the front doors of Milner Library to take a look around. Walking around Milner, he sees that they have study rooms but no one is using them, as well as a “no food and drink sign” on the wall but sees four people that are eating and drinking at the tables that they are studying at. He is a little confused because
he is not sure how to locate books that he is interested in, so decides to sit down at one of the computers and explore Milner Library’s website to see what is available to him. After about an hour of investigating the site, he finds out that he has access to several online journals and e-books online. He also finds out that he can get call numbers and talk to a librarian using text messaging and instant messaging as well. After doing his own self-investigation he decided to talk to a librarian and asks for a tour of the library. She hands him an ipod and explains how it works. The ipod gives him a virtual tour and explains where everything is. This is all very new for him because he came form a small town with a small library that isn’t as technologically advanced. After he was done with the library he decided to look around campus and to see what else Illinois State Campus had to offer. He found a coffee shop called the Cage II and found that students were also using this space to socialize and study, along with other places such as the eateries in the upper level of the Bone Student Center and other coffee shops off campus. The student is now a senior and throughout his college career he chose not to do his studying at Milner Library but he did most of his studying at coffee shops and at home. The only time that he ever spent time at Milner was if he had to check out a book, or had time to kill and got on the computers for personal usage, but felt a different environment was more conducive for his studying habits.

In this ethnography we are going to be analyzing how Milner library is used. For the first part of our study we are going to be exploring how students are using the space inside Milner Library and if it meets the needs of students. We are also going to be examining other spaces around campus that are being used for students to study and why they are using these areas instead of using Milner Library. For the second part of our ethnography, we will be looking at how the digital age is changing how the library is being used, and if it changes the role of the library. We are conducting this ethnography because the use of Milner Library and libraries in general are changing. We would like to find out what is causing these changes and how libraries can better adjust to accommodate the students’ needs. We are also interested in why people are using other spaces besides the library to study, and what types of areas are appealing to study in other environments.

We intend to find that advancements in technology and access to the library from the internet plays a major role in how students use Milner library today. We also expect to find that food and drink affect where people are studying. The appeal of a coffee house in which to study is becoming more popular for reading and studying overall it seems. Possibly, it is that that people feel that they need some kind of stimulus like food and or coffee to concentrate on there studies.
the university. My first suggestion concerns the Milner library, I believe that with all the research that I have done, allowing food and drink in the Library or putting a coffee shop in could attract more students. I know that student bring food and drink now and the rule isn’t harshly enforced I believe that it is still a deterrent for some students. I also think that rearranging Milner so that their are specified group spaces and quiet spaces and enforce rules in these areas so that students that need silence can get it, and students that need to have group work and talk freely can do so without disturbing other students. Again I know that these spaces exist I believe they need to be rearranged and rules need to be enforced in these spaces. Another suggestion is making the Library more user friendly would help bring more students to Milner. My experience using the online journals can sometimes be confusing and hard to locate. I think that simplifying Milner’s site could let more people access the resources needed for research projects or locating the digital archive.

I know some of these changes would take time and sometimes to costly to implement, but I think that making some of these changes would positively affect the university by bring more students into Milner Library. I also think that I could improve student’s grades if they can effectively use the library and be able to access all the resources available. This ethnographic study that I am doing with my group has taught me several things about the university. I have never been a big user of Milner Library I only went to get books that I needed for research and did most of my studying form home. I never realized or even thought about why I didn’t utilize the library more until I started asking other people why they use/don’t use Milner, and found some of my reasons are the same. I never realized so much goes into running a library and I am glad that I know more and hope our study can help better Milner in the future.

Subject: #14 Data
Topic: My Research Project
Author: Jim Stomberg
Date: November 16, 2009 1:53 PM

Observation #1
Date: Tuesday October 6th
Time: 2:15-3:15pm
Place: Coffee House
I am doing this observation because it is an alternative study environment outside Milner Library.
- I am sitting in the back of the room by the window so that I have a good view of the room.
- There are 12 people sitting at the tables
  • 2 females look to be studying together one has a laptop open and is typing, the other has a book and is writing in a notebook by hand. Both have some sort of beverage in front of them. The female of the laptop has food
  • 1 female is at a table by herself, she has her headphones in she appears to be reading something on her laptop and has a drink.
  • 1 female sitting by herself has a laptop open but appears to be writing in a notebook.
  • 4 people are sitting at a table they all have books out and are talking to one another. 2 have drinks or food. It looks like they are studying or doing some sort of group project.
  • The rest of the people in the room do not seem to be studying here but are just hear for coffee and or food.
I did this observation for an hour and only two people came in to eat and only one person that wasn’t studying left studying left. The rest of the people are still studying or talking to one another. I found it interesting that the majority of the people that were at the Coffee House were studying, and the majority had either food or drink at the table with them.

Subject: #18 Final Products
Topic: My Research Project
Author: Jim Stomberg
Date: December 4, 2009 8:46 PM

This is the finished paper enjoy :)
Attachments: Ethnography_of_Milner_Library_Send.doc;

Topic: My Research Project
Subject: Power point for Library project
Author: Jim Stomberg  Date: December 4, 2009 10:20 PM

this is the power point for our Library project I didn't know if you wanted us to post it so i did it anyway so that you would have it.
Attachments: Milner Ethnography send.pptx;

Subject: #1 Analysis of a University Text  Topic: My Research Project
Author: Jim Stomberg  Date: December 7, 2009 1:50 PM

This was in the Defalt topics journal.

The First text I analyzed was a syllabus for Philosophy 112 class. This syllabus is a little different than others that I have received throughout my college career. The first two lines are very familiar, he gives the instructors information and the course name. Then it brakes off into a course description. Most of my syllabi that I have received have this but this is very descriptive it gives definitions for term that will be used in this class and is basically a study guide for the first exam. I found this a little odd but effective. After the course description/study guide he informs his students if extra help is needed to feel free to ask and says "no question is a dumb question". He stresses how important it is to keep up with the homework in this class to succeed and at the end of his statement he let everyone that they have been warned. The next section tells grading scales and then make-up policy. I found this syllabus to be interesting because it had such a personal feel and not only do you get a feel of how the class is going to be, you kind of get a feel of the personality of your instructor.

The second syllabus that I analyzed was one for Key Concepts in Anthropology. This syllabus is one that I am more used to. It gives a good course description, grading scale, and an outline of all the homework that will be given throughout the course and the dates that they are due on. I think that this type of syllabus is effective in letting you know what the expectations of the course will be but it is a little impersonal and you don't really get a feel of your instructors’ personality.

Subject: #4 an observation  Topic: My Research Project
Author: Jim Stomberg  Date: December 7, 2009 1:43 PM

Date: Thursday Oct. 8th  
Time: 2:30pm-3:30pm  
Place: Fusion Brew

Fusion Brew is a Tea/Coffee shop. This coffee shop is a popular shop to study, play board games, or just enjoy the coffee and tea available amongst Illinois State students. Fusion Brew is located in Junction place off of Main Street and is close by to campus and dorms. It is a smaller building so the sitting space is limited.
- 9 tables (all occupied)
- 2 tables people are playing board games (both have drinks)
- 2 tables occupied by single studiers both have lab tops and text books (both have drinks)
- 1 table has a group of 4 people two have lab tops other two have notebooks look to be studying in a group (3 females 1 male) (all but one female has a drink)
- 1 table three males have text books and notebooks on the table talking about how hard the test is going to be. (comparing notes) (all have drinks)
- 1 table with two people male and female drinking tea (don't appear to be studying)
- 1 table with three people all females drinking and eating hummus (don't appear to be studying)

The tables that appeared to be studying stayed the entire hour that I was observing the two of the tables that were not studying and didn’t have a lap top stayed about 40 min and then left.