

Assessing the Perspectives and Library Experiences of Hispanic and Latin@ Patrons at an Academic Library

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Background: Latin@ College Students

Hispanic and Latin@ students represent a growing segment of higher education in the United States. As of Fall 2020, more than 2,000 Hispanic students are enrolled at UNCG (roughly 10% of total enrollment). The goal of this research project is to assess the effectiveness of library resources and services to this patron group. The process will ultimately result in recommendations to library administration regarding possible improvements that can be made in order to encourage students to take advantage of all resources available to them via the University Libraries.

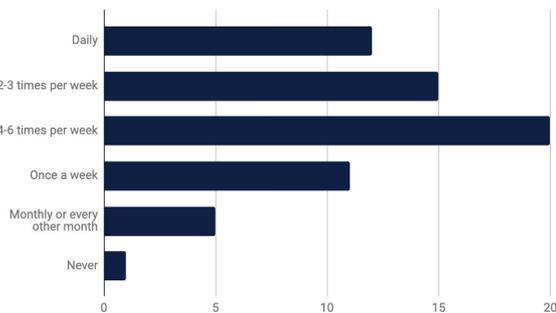
Methodology & Design

An IRB approved Qualtrics Survey was designed to assess the library perspectives and experiences using 15 multiple choice questions, 5 short answer questions, and 1 likert scale question. Recruitment included poster design and dissemination (print and digital), targeted emails to related student groups, and utilizing connections through a committee that supports Latin@ students, to which both researcher's serve as members.

The Use of Latin@

Opinions on this issue differ, but for our purposes we're using "Latin@" instead of Latino or Latina or Latinx. It's pronounced "Latin-ow." This decision was made in consultation with the Director and Assistant Director of the Office of Intercultural Engagement at UNCG.

How often do you visit the libraries on UNCG's campus?



Do you feel comfortable using the library?
Why or why not?

"Yes, my success in the classroom is due to my ability to use the resources in the library."

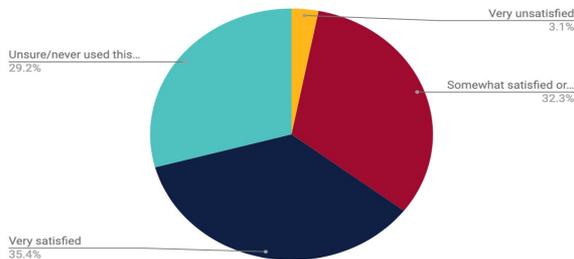
"Neutral - I go to Jackson to study but not for much else."

"No, because I feel like I am not in a space where I feel comfortable."

Key Statistics

Number of respondents: **67**
Percentage of first-generation students: **63.3%**
Students who have had information literacy instruction in their classes: **78.3%**

How would you rate your experiences with library research assistance services?



Discussion & Future Directions

Early results show that while many students express feeling confident using the campus libraries, many have had moments of discomfort and confusion. Because of the COVID-19 pandemic, this research has been temporarily paused. When the University resumes "normal" operations, we hope to duplicate this study and add a focus group component.

Contact Information

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Bibliography

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