LIBQUAL 2003 Executive Summary

Access to web pages
- Need more access to material the library has.
- Several would like clearer instructions for setting up proxy.
- Several had difficulty connecting with electronic resources even after getting help.
- Proxy access to electronic indexes and journals is a life saver.
- Make off-campus access easier.

Building
- Multiple comments about the outdated unappealing look of the library.
- Respectable but could be improved.
- I do not think the coffee shop is appropriate. / Like the coffee shop. It should be open more.
- Multiple comments from handicapped patrons having trouble getting to and into the library.
- Several mentioned the mold and mildew problems making them sick.
- Need more parking spaces for library users.
- Hours need to be extended.
- Elevators are nerve-wracking.
- 3rd floor is dirty and neglected.
- Need more comfortable seating.
- Layout is confusing. More maps. / TC is very easy to navigate.
- It’s always freezing.
- More quiet study space. It’s too loud.
- We have an exceptional library. My concern is the SECURITY of the patrons and the in-house literature.
- Need color photocopy machine. Photocopiers on all floors.

Catalog
- USCAN is not user friendly.
- I often do not find books on the shelves that USCAN says are not checked out.
- Need a true web-based catalog, a campus document delivery system.

Collections
- Several mentioned needing to increase electronic journals in order to complete their work and to be able to compete with other universities.
- Several comments about how the library had cut the journals they needed.
- Always having to ILL international journals we don’t have.
- Paper journals have been cancelled and older ones in storage. I now use other friendlier libraries.
- Great electronic access.
- Books are old. Kinds of reference are not broad enough.
- We should have a subscription to the ebooks the other campuses have.
Interlibrary Loan
- Want items delivered to desk top but it doesn’t happen.
- It’s hard to find the ILL link on the TC homepage.
- Impressed by staff at ILL. They are quick and courteous
- The service is decreasing in effectiveness.
- ILL takes too long.

MISC.
- Improve handicap entrance – long wait to open door, steep, wet.
- Like having resources for people with disabilities in computer lab.
- Cannot understand our online systems; even after having one-on-one help with a librarian. Provide subject specific database listings. It’s set up for librarians to use not regular people.
- Faculty need information regarding web access, availability of new purchases and put “how to” on the web.
- Service to pull books for faculty so we could come by just to pick up.
- Why is there no one on each floor to answer questions?
- More computers on all floors.
- Need online user accounts.
- Need more emergency plans (what to do in case of earthquake).
- Computers are limited in what you can do. (no variety of software on them).
- Why check students’ bags if equipment is already installed?
- Several mentioned they can’t find the items in the library but USCAN says we have it.
- Library needs paint, wooden shelving to make it look sophisticated and studious – bring it back to a historical college’s main library.
- Staff shouldn’t be asking for users’ Social Security number.
- Libraries are their own worst enemy. We should operate as a business.
- The staff is great, the resources and facilities could be upgraded.

Staff
- Staff is helpful. / Staff is not helpful.
- Need Ref. staff that know what they’re doing.
- Music students don’t speak English.
- Ref. graduate students are clueless.
- Most staff are good but the few who don’t should be either “motivated” to do better or made to leave.

Survey
- Several people comments that they did not understand the survey and thought it was badly done.

Web pages
- Are not well designed.
- Haven’t seen information on how to access online resources or what we have.
- How do I start doing research?
Business Library
- Electronic resources are useful, especially from home.
- Staff is very helpful.
- Bad lighting and furniture.
- Open longer hours.
- Weed out unvaluable information and use money saved to buy valuable information.
- Copy machines don’t work.
- Conscientious staff but the student workers just make me feel like I’m a burden.
- Could use some couches and pillows to make a better learning environment when I spend so much time here.

Film Library
- Is excellent, especially the staff!!!

Math Library
- MathSciNet is fantastic.
- Use as place to study.

Music Library
- I am VERY pleased with the services provided.
- Need longer open hours.

SOCAR Library
- Pay more attention to the manuscript collections, same for staffing.
- Need these research collections to be open more hours.
- No written help available on computers if you’ve never used them before. The library is not about maintaining the resources, but about getting people and resources together.