LIBQUAL 2004 Executive Summary

Access to web pages
- Better electronic access from off-campus. Need help after 5:00.
- Databases don’t work here the same way they do at other universities.
- Appreciate the wireless connection but it needs to be stronger throughout the library.

Building
- Library needs repair and updating.
- Fix the carrels to make a more comfortable learning environment.
- Need comfortable seating.
- More copy machines.
- More areas for group study activities.
- Need for close parking.
- Library is too loud, need quiet spaces.
- Multiple mentions of “Get rid of the mold”.
- Worry about safety in stack levels on nights and weekends.
- Need more study space and computers and plugs.
- Lower floors are scary to study on - Cold and creepy.
- Let undergraduates use individual study rooms.
- Need longer hours.

Collections
- File journals by title, not call number.
- Excellent resources but more publications would be helpful and make them available online.
- More electronic journals.
- Seeing a reduction in purchase of new academic books and subacademic quality of material in browsing and new books.
- Need better worldcat access. It’s basic.
- All the books are old. No pleasure reading books.
- Need to keep books in the library, not in storage. It makes doing research too slow and difficult.

Interlibrary Loan
- Services to Distance Ed. students has deteriorated lately. Don’t make our students use ILL at their “home libraries.”
- Good service.
- Let us ILL books when our copy is checked out.
- Multiple mentions of ILL is less helpful. What happened?

MISC.
• Library is not user friendly. Need a tutorial for the library to help us find things and get started.
• Top-down organizational culture has kept the library mediocre by failing to reward innovation.
• Multiple entries that TDNet is not liked.
• Several comments about understanding that we have fiscal limits that keep us from moving forward on many things.
• The staff is good, machines are terrible.
• Would like to be able to track Annex requests electronically.
• I need to be notified about new resources and trained in their use.
• Multiple mentions of being offended that on a daily basis I have to have my bags searched. Where’s the building of trust?
• Want material grouped by subject on one floor (psychology).
• Distance Ed. Students has had good results using the online databases, journals, and catalog.
• USCAN needs updating. Problems with USCAN says it’s available but it’s not on shelf.
• Annex accessibility is poor.
• Problem with management of the stacks.
• Printing on one floor and having to go to another to pick it up is BAD.

Staff
• Excellent staff but no fiscal resources to make the library better.
• Get rid of some of the dead wood staff.
• Speed of reshelving is superior.
• TCL staff is head and shoulders above the folks at the business library.
• I don’t mind sullen librarians – but only if they know what they’re talking about…
• Some of the people at the circulation desk are snotty.
• Computer room is not run well. Gambrell is much better.
• Ref staff treated me disrespectfully. I ended up having to solve my own problem.
• Treat alumni better with more privileges.

Survey
• Why did I have to identify my gender. Will you develop gender specific directions? Doubtful.
• Multiple mentioned survey was extremely confusing and redundant.

Web pages
• Need resource guide for individual subjects and classes.
• The page on locating what journals are available is frustrating and not very user friendly.

Business Library
• Request all books related to business/organizations at Springs library rather than some at Cooper. Full time staff is great but student help is not good.
• Quality of Ref. service varies.
• Need longer hours. Staff can be difficult to deal with.

SOCAR Library
• Staff becomes irritable with procrastinators like myself. Don’t lecture me on waiting until the last minute. I’m scared to ask them to bring out more material.