Executive Summary from the 2005 LIBQUAL Survey

Access to web pages
- Off-campus access has been a problem.
- Need better access for Distance Education students.
- Like having wireless access.

Building
- Library is dreary, uninviting, and outdated.
- Need parking that is close by.
- Coffee shop is nice.
- Building is cold.
- Need more copy machines.
- Multiple mentions about the mold.
- Copy machines are bad.
- Study rooms and carrel areas need to be comfortable, well-lit, secure.
- Better signage and handouts about how the library is organized.
- Need longer weekend hours.
- Comments about mold.

Catalog
- Films catalog has been continually crashing and no one cares.
- Multiple comments about having personal accounts to match what RCPL has.
- Catalog feels very outdated and is difficult to use.
- USCAN doesn’t tell you if the material you find is actually available in the library.

Collections
- Improve electronic journals.
- Behind the times in access to electronic books. Other USC campuses are doing much better.
- I like the browsing section.
- Provide a periodical reading room.
- Multiple comments that were really asking “why isn’t everything I want online?”
- Expand your resources.
- Positive comments on the selection of databases and journals.

Interlibrary Loan
- Multiple comments about the helpfulness of the staff.
- ILL is not the answer for Distance Education students.

MISC.
• Great staff, decent facilities, horribly underfunded when it comes to on-line access to science journals.
• Multiple comments to renew books electronically at the end of each semester.
• Consider daily/weekly faculty book deliveries or at least a copy service.
• Overall, the library devotes too much time and effort to nonproductive bureaucracy.
• TDNet is very frustrating to use.
• Need more computers on all levels.
• Why do we have a bag check if everything has the magnetic tag?
• Online is less friendly and has fewer resources. The layout is confusing. I’ll use RCPL.
• Should not have to pay for printing.

Staff
• Put all public services staff together, like technical services, so you would have more space for library collections and it would create a team environment.
• Employees are very friendly and helpful.
• Much of the library staff isolates itself from the public and is patronizing and nonresponsive when they do deal with users.
• I avoid Government Documents due to difficulties I had working with the staff.
• Reference staff..or “faculty”..are neither helpful, knowledgeable nor courteous.
• I have found the reference librarians especially helpful.
• Need people on all the floors to help out.

Survey
• Not well designed. Consult with experts to make sure you will get useful feedback.
• Long and repetitive.

Business Library
• Longer hours.
• Faculty staff has exceeded my expectations. Staff at the front desk are more focused on internet games or email. Training the staff would help.
• Enforce a cell phone policy in quiet area
• The resources are VERY out-of-date.

Math Library
• Don’t drop paper journal subscriptions for electronic only. However electronic access and search capability is also valuable.
• Don’t move collections offsite.
• Display recent arrivals in the Library.