Executive Summary from the 2006 LIBQUAL Survey Comments

Access to web pages
- Access sometimes doesn’t work.
- Don’t know how to set up my computer and can’t find instructions.

Building
- Need serious redecoration and refurnishing into comfortable seating.
- Concerns about lack of cleaning, mold, and security.
- Need study rooms for individuals as well as groups to use.
- Enforce rules about noise.
- Need parking.
- Need longer hours.
- Need more copy machines.

Catalog
- Need a web interface.
- Need to add a “my account” option.

Collections
- Provide more online journals.
- The collection doesn’t have what I want.

Interlibrary Loan
- Multiple positive comments but some negative comments.

MISC.
- Questions about what should be in the Annex and problems with retrieving items from the Annex.
- Shelve journals alphabetically and put in a current journal section.
- Need more Library outreach to every dept. and the community.
- Need a document copying service.
- Multiple comments about more training in the use of the library.
- Multiple positive comments about being in the library and the services we provide.

Staff
- Multiple positive comments about the staff.

Survey
- Multiple negative comments about the survey being poorly designed and the repetitious questions.