

**you asked. we listened.**

## **Actions taken in response to your suggestions**

### **Thomas Cooper Library 2010**

*Thank you for your positive comments:*

TCL Rocks! Thanks

Concerning ILL/electronic requests...This is not a suggestion, so much as a pat on the back. You all are fast, and do a good job. Keep up the good work—

I really like the fifth level computer lab where there are large desks that have computers, giving the needed space to work in books and notebooks while working online.

Cooper's Corner: The ladies are always kind, courteous, and sweet, especially when all of the students have been studying very late.

I would like to congratulate TC library for the excellent renovation they have done over the last few months. I would also take an opportunity to thank the friendly and humble staff.

AWESOME help @ circulation desk!

Matt M was a huge help to me at the reference desk! He was patient and thorough and took an interest in my work.

#### ***ACTIONS 2010:***

Opened the new COOPER TECHNOLOGY LOUNGE.

You wanted to know where your .10 per page for printing goes and we let you know:

1. Replacement printers for the 10 high-volume printers in the public areas of Thomas Cooper Library and the Business Library. These must be replaced almost every year, sometimes twice a year.
2. Paper, toner, and replacement parts
3. Printer repairs
4. Managed printing software licenses for each printer
5. Yearly maintenance fees for licenses
6. Print release stations (consisting of a computer and a monitor at each printer)
7. Staff support costs

Added LOCKERS to the main level at your request. We are watching to see if and how they are used.

Added more TRASH CANS for Government Documents which opened 24/7 for the convenience of students.

Put out more WIPES for you to clean the desks specifically on Level 4.

Updated the summer hours on the Website when you caught us behind schedule.

Having lost several copies of *The Anarchist Cookbook*, we added a copy to Special Collections so all will have access to it in-house when alerted to the situation by you.

Tightened up the hand rail on the front stairs thanks to your letting us know about it.

Redesigned our EXIT GATE procedures.

Offered our apologies for the loss of the STUDY ROOMS for Fall 2010. They were finished at the end of the semester and will be open for Spring 2011. Stimulus funds were used to update and refurbish the rooms for student study groups. Because of the \$800,000 price tag on these rooms and our desire to keep the rooms attractive for future students, eating food and having open drinks in the rooms is no longer allowed. Covered drinks will be allowed. We also expect students to respect the investment in these cozy group study spaces by leaving the rooms clean and in order for the next group. The policy for using these rooms is:

Individual and group study rooms are available for study sessions.

1. These rooms must be checked out with a valid USC ID at the Circulation Desk.
2. To check out a group study room, at least two group members must be present at the time of check out; both must have valid USC ID.
3. These rooms are available on a first come/first served basis, and are available for USC students and faculty only.
4. Study room keys must be turned in 15 minutes before the Circulation Department closes.
5. Study room keys are library use only, check out for a maximum of four (4) hours and cannot be taken out of the building.
6. Food and open drinks are not allowed in these rooms; however, covered drinks are permitted.

Investigated several of your good suggestions and found out that:

Restaurant buzzers for alerting students to available study rooms are too expensive for us BUT texting you when one comes open does work! Thanks for that suggestion.

There are too many different types of calculators for us to maintain. Plus, the cost was prohibitive.

We can't afford to replace our public address system, but we are putting the signs stating the hours that users must have their USC IDs out earlier in the afternoon as you suggested.

Final Cut is too expensive for us to add to more machines, BUT if you need to use Final Cut, you do have priority for using the machines that already have it. Tell the lab assistant if you need to use it.

USC still does not have a site license for Dreamweaver, but we do have iWeb available on the Macs for basic website creation.

We added a recycling bin to the Mac Lab but it seems to have disappeared. We will ask for another one.

As always, we ordered BOOKS that you wanted, explained policies and resources, fixed PROBLEMS that you reported, sent your Cooper's Corner suggestions to SODEXHO, and reported CUSTODIAL issues to USC maintenance for you.

*Thank you for your thoughts. January 19, 2011*