

After Assessment: Response of the University Libraries

The LibQUAL+ survey was conducted spring 2006. It helped us to evaluate library spaces, resources and customer service. The libraries received the survey analysis and organized town hall meetings to share findings and receive feedback from undergraduates, graduates, faculty and staff. Finally, on July 10, 2006 we shared survey findings and townhall discussions with library faculty and staff. Listed below are approaches that the libraries have already taken, or will take to address concerns raised in the LibQUAL + 2006 survey and townhall meetings.

Library as Place

Continue to support the 3rd floor as Quiet Floor.

Increase signage

Ensure that shelf signage is accurate

Provide more ergonomic and collaborative furnishings for public workstations

Develop the Library Commons to enable increased collaboration

Access to Resources

Better market how to access resources

Better market what resources we have and those we can make access to (ILL)

Acquire within budgetary constraints the resources that we need but do not have

Continue to cross train staff as a means of providing more seamless access to services

Continue to be represented at campus functions as a means of publicizing resources

Revise and maintain the libraries' website.

Provide Virtual Private Network (VPN) capability to better enable remote access to non-web based library databases

Upgrade services to include access to more productivity software

Provide access to various means of electronic storage devices

Provide improved electronic access to periodical holdings

Keep computer equipment in good working order

Make laptops more accessible for library loan

Increase the number of public computer workstations

Provide increased self-help documents via online tutorials

Create a tracking system for missing and lost materials

Make processed materials available to customers faster

Use online ordering to make new materials available to the customer faster

Customer Service

Provide regular access to customer training for library personnel

Continue to monitor survey results and monthly statistics to gauge customer perception

Practice the ABC's of Customer Service (Attitudes, Behaviors and Connections)

Be more sensitive to customer needs.