

FAMU Libraries

Spring 2011 Universal Library Survey Commentd and Library Resolutions to Customer Perceived Needs

Comments	Resolutions
The third floor is the best place to study.	Comment appreciated and shared with all units.
A need to have a lot more GIS handy books information	Approximately 154 GIS titles are currently available. These titles can be located through the library catalog, http://famucatalog.fcla.edu/ , by conducting a subject search or anywhere search using the term GIS or geographical information service or the call number G70.2 or G70.212. Users are encouraged to request specific titles through the online purchase recommendation form, http://www.famu.edu/library/CDPurchase0710.pdf or at any service desk.
Another printer so people who are printing are not inconvenienced by people photocopying.	under study
Architecture library NEEDS color printing.	under study
Be able to acess Youtube.	corrected
Coleman is always open when I need to attend the library.	Comment appreciated and shared with all units.
Coleman Library needs to extend hours of operation.	Done
Color copy please.	Under study.
I enjoy the library.	comment appreciated.
Excellent work. Please place more computers in Jazzman Café.	No space. Sorry.
Extended hours(i.e. beyond 12 am, success takes hard work, long hours, and lots of caffeine!)	Done
Free printing again.	Not feasible at this time
Google Chrome on computers.	In process
Great.	Comment appreciated.
Great library; just needs to gain the lost books back.	Lost books are replaced as appropriate.
Hi all! Place a direct library link on (famucatalog) home page.	EIT designs the FAMU home page. Have made the request.
I attend FSU but I love this library.	Comment appreciated and shared with all units.
I have been very please with the information literacy workshops my undergraduate classes have been required to attend.	Comment appreciated and shared with all units.
I just want to thank everyone because I always get good help from the front desk and everyone is kind an loving.	comment appreciated.
I like that I can checkout laptops but I wish there were more fiction books.	Please ask a librarian for help. We have plenty.
I love the coleman library staff. They are very helpful and I truly believe they care about the needs of the students!	Comment appreciated and shared with all units.
I suggest that the library be open 24 hours during times like final exam week and registration.	Preparing to put in place fall 2012
I use Facebook to communicate with classmates about school work.	Site may be restricted in Scholars areas, Periodicals and in AAC areas.
I wish it stayed open longer.	done
I would like more/longer hours of the library.	done
I would like to see more computers + more study "private" rooms open	Saturated with computer and no physical space for more study rooms.

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I would love it if the Journalism Library had weekend hours, even if limited to just Saturdays.	Comment under study.
If a person is unfamiliar with how to use the library catalog then it is not as resourceful.	Comment under study.
Increase hours + ability to print	Done: Done
It doesn't need to be extremely quiet, but on other floors there does need to be a certain noise level, especially amongst employees. One employee on the 2nd floor is never professional and always loud.	Comment appreciated and will be addressed.
It is very cold in Coleman Library <- in reference to question #2	Corrected
It is way too hot on the 2nd floor computer area! Other areas of the library are fine.	Corrected
Its's Great!	Comment appreciated.
Its real cold sometimes. Need a more efficient printing system.	Not sure what the issue is here with printing.
J school students/assistant are helpful, especially the guy Jeremy.	Comment appreciated and shared with all units.
Jeremy is a magnificent student assistant.	Comment appreciated and shared with all units.
Jessica is doing a fine job!	Comment appreciated and shared with all units.
J-school library needs to have longer hours within the days of Mon-Thurs. (Software) Needs to be updated . (Quiet study) Sometimes the employees can be rude.	Staff investigated issues noted, found no problems, spoke with Librarian and believes it to be computers in the JRC Lab, located in conjunction with the library. Users don't know that lab is not associated with the JRC Library.
Keep Mr. Perrotte Here.	Comment appreciated and shared with all units.
Keep up the good work.	Comment appreciated and shared with all units.
Keep up the great worrk Librarians. I truly appreciate being that I am a full time student.	Comment appreciated and shared with all units.
Later evening hours.	Done
Let us access Youtube.	Resolved
Let us use Youtube.	Resolved
Library hours should be extended.	Done
Library should stay open longer on weekdays.	Done
Longer hours.	Done
Longer hours on Saturday.	Done
Longer hours to stay open.	Done
Longer hours would make the library perfect.	Done
Longer hours, especially during times like finals week; some of us have goals that require extended (quiet) study time. Overall I am satisfied.	Done
Longer library hours for coleman library.	Done
Longer open hours especially on Friday & Saturday. More knowledgeable people.	Done
Lose the food!!!	Giving this study. Watch for annoucements
Love Jscool!	Comment appreciated and shared with all units.

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Love this library. They are great people (Architecture Library)	Comment appreciated and shared with all units.
Make 24/7	Pilot during exam time fall 2011
Money isn't the issue, but improper maintenance.	comment appreciated. Under study.
More leisure books & music/dvds for students to use.	Measures are underway to display and promote currently held leisure reading materials. Users are encouraged to request specific titles through the online purchase recommendation form, http://www.famu.edu/library/CDPurchase0710.pdf , or at any service desk.
More programs should be available on the computers in the library.	SPSS inow available; Photoshop CS5 installed in Sch2, JRC and ARC - copies of Photoshop forthcoming with new deployment of computers in all group study rooms, 2nd-3rd floor.
More hole punchers.	done
Most of the time its too cold.	Corrected
Need Adobe flash player on all computers!!	done
Need more computers in the architecture library	18 new Dell Optiplex 380 desktop computers;(4GB, 22in flat monitors) have been purchased and installed.
Need to upgrade software!	ARC library acquired a copy of Photoshop CS5 software at the scanning station; Google Chrome will be deployed with new computer replacements.
Not enough light in the quiet section. Science research library needs longer hours.	will investigate lighting. Hours extended.
Perhaps change "somewhat agree" to "neither agree or disagree"	Under advisement.
Place cushions on library seats.	more soft seating provided.
Please increase hours, why can't we open 24/7 like FSU?	hours extended.
Printing should be free. To attend a university that does not provide students with free printing services is upserd.	Not feasible at this time
Science library is great but Coleman rules aren't enforced-way too much talking/cell phone.	Comment appreciated and shared with all units.
Science research staff is great. They have assisted me many timesand were of great help. I would like to see their hours of operation extended!	Comment appreciated and shared with all units.
Softer chairs.	more soft seating provided.
Software needs to be upgraded.	Software on library computers is upgraded according to campus standards and site license acquisition. If special or additional software is needed we make every effort to meet the demand.
Software updates please. i.e. Office updates, more network permission.	Software on library computers is upgraded according to campus standards and site license acquisition. If special or additional software is needed we make every effort to meet the demand. Not sure what type of network permission to allow here.
Sometimes cold. Need newer books. I heart FAMU LIBRARY.	More recent titles may be electronic rather than print.
Staff is great!!!! Coleman	Comment appreciated and shared with all units.
Staff is very helpful and very enthused. The one place on campus where staff doesn't have an attitude.	Comment appreciated and shared with all units.

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System lady Mrs. Crayton is a great helper.	comment appreciated.
The 2nd floor is most times very noisy with students phones ringing and people talking. That situation should be addressed. Thanks.	Comment appreciated and shared with all units.
The circulation staf is very friendly and is always willing to help me with whatever concerns I may have.	Comment appreciated.
The computers run very slow at times and there aren't enough computers for the amount of students on campus. It is also very hot on the older side of Coleman and some of the staff are very rude.	Comment under study.
The hours of operation should be longer.	Resolved
The hours should go back or at least be extended so that my peers and I don't have to go to FSU library anymore, where 9 times our of 10 is uncomfortable.	Resolved
The J School Library staff is friendly and hard working. They're always helpful.	Comment appreciated and shared with all units.
The Journalism Library does not have a machine to put money on your account to print. It is an inconvenience for me to walk over to the library to put money on my card.	Issue has been resolved. A print kiosk is now available in all branch libraries.
The librarians can sometimes be too loud & noisy.	Comment appreciated and shared with all units.
The library as a whole has SIGNIFICANTLY improved since I was a freshman. I'm a now a senior.	Comment appreciated and shared with all units.
The library computers are too slow and freeze quite often (Science Research)	18 new computers were installed on the 4th floor FY 2010/2011.
The library needs to be open past midnight.	done
The library personnel are knowledgeable & helpful. The other students do tend to socialize excessively at time but I'm an older student so that may have something to do with being annoyed.	Comment appreciated and shared with all units.
The library staff was great. Excellent Help! Thanks.	Comment appreciated and shared with all units.
The science research hours are short, needs longer hours of operation. Software is always an issue. Always technical issues. Correct those errors and this area will be perfect.	Hours extended; 18 new computers were installed on the 4th floor FY 2010/2011. Installations of Google chrome and paint.net are forthcoming on computers in SRC.
The SJG Library should be open over weekends or at least close at a later time...computers need to have Adobe flash player.	Under study. Software issue is corrected.
The staff early in the morning on the second floor is great I love their personalities and how they love to help people. Morning staff heart.	Comment appreciated and shared with all units.
The staff is always available to help assist when needed; greatly appreciated.	Comment appreciated and shared with all units.
The staff makes me feel that the library is a warm & inviting place for me to go and study. Continue the good work that is already being done!!	Comment appreciated and shared with all units.
The staff were really nice and very helpful!!	Comment appreciated

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The student environment can sometimes be noisy. Like the hours, especially Saturdays I can sleep in and still have ample study time. Keep up the good work.	Comment appreciated and shared with all units.
Third floor is great! Looking to do more research. Programs for younger students to come and explore the research collections would be expensive! Dedicate a day every month or so for college students and professors to lead groups of midrange students in library activities! Thank you.	Comment appreciated and shared with all units.
Tiger Swan was very helpful at the help desk.	Comment appreciated.
Too cold.	Corrected
Upgrade the computers so that we can watch video from a mass storage drive. Longer hours. 8pm is nt enough. 8am is not early enough.	For security reasons users are not permitted to install mass storage devices on library computers; if there is a need for such, we ask that users contact the Librarian and discuss their need(s); Systems will determine use/access as appropriate.
Very enjoyable place to sit down and study & gathering thoughts w/o any interruptions.	Comment appreciated
Way too loud. That's a huge problem w/ this library. Especially the back computer area. (Quiet area) is too loud!	Check back now.
We need more outlets for computers (personal laptops).	Acknowledged. Solution under study.
When I was unable to find a book on the shelf the circulation staff was helpful in helping me to locate the book.	Comment appreciated
Why would you give this survey on the Sun. after Spring Break? Graduate students need more space dedicated to their special needs and more resources.	Comment appreciated and shared with all units. Upgrades made for collaborative study on the second floor of Coleman.
Wireless connection is very weak on my personal laptop. Several of my peers have the same problem. This is @ Coleman and Engineering college library.	Per EIT wireless connections in Coleman Library are to be upgraded in the future. Discussions and report have been sent to EIT, W Dunwoody for the purpose of upgrading wireless access in the Coleman Library. The Engineering College Library is under development at this time.
Without Mrs. Woody and CiCi, I would be lost!	Comment appreciated
Youtube in the study lounges please.	Corrected