

Responses to 2009 LibQual Survey October 2010

REQUEST/COMMENT	RESPONSE
Difficult to find things in the catalog	PURCHASED NEW CATALOG SYSTEM (ILS)
Noise problems/enforcement of policy	FLOORS HAVE BEEN REDESIGNATED; NEW SIGNAGE WILL SOON BE IN PLACE
Expand food/drink offerings at library café	NEW MENU ITEMS HAVE BEEN ADDED
More individual study areas	TEN SMALL ROOMS REPURPOSED FOR STUDY
More computers	MORE COMPUTERS HAVE BEEN ADDED TO THE SECOND FLOOR COMPUTER CLUSTER; MORE WILL SOON BE ADDED IN THE BASEMENT LEVEL
Better library webpage	WEB COMMITTEE FORMED; NEW WEB DESIGN IN THE NEAR FUTURE (WILL HAVE USER INPUT)
Library could be more eye appealing	WE ARE ADDING MORE ARTWORK; WE HAVE HAD FURNITURE REUPHOLSTERED AND DESKS RESURFACED; WE ARE WORKING ON OTHER WAYS TO MAKE THE LIBRARY MORE AESTHETICALLY PLEASING
Public computers are not clean	NOW HAVE REGULARLY SCHEDULED CLEANING OF ALL PUBLIC COMPUTERS
More places for group study	GROUP STUDY NOW ALLOWED ON TWO ADDITIONAL FLOORS
Have the library on the ISU homepage	WE HAVE REQUESTED THIS
More help for Distance Education students	WE HAVE ADDED WRITING CENTER SERVICES FOR DISTANCE EDUCATION STUDENTS; WE HAVE REFERENCE ASSISTANCE ONE LATE EVENING EACH WEEK; WE OFFER OUR “WELCOME BACK TO CAMPUS” EVENT, EXTRAVAGANZA, TO DISTANCE EDUCATION STUDENTS; MOST ELECTRONIC RESOURCES ARE AVAILABLE 24/7
Computers not always available	WE ARE ADDING MORE COMPUTERS; WE ARE WORKING ON WAYS TO LET USERS EASILY KNOW WHICH COMPUTERS ARE AVAILABLE