LibQUAL+™ 2007: We Listened!

In fall 2007, the library administered LibQUAL+™, the library service quality survey. Over 1,000 GA State students, faculty, and staff completed the survey. For more information about the survey, visit the LibQUAL+™ site: http://www.libqual.org

The Library’s Response to Survey Comments
LibQUAL+™ allows survey respondents to provide open-ended comments. Four hundred sixty (460) survey respondents left comments expressing 932 views. These are examples of actions the library has taken during the past year based on comments that were repeated frequently.

- **The library isn’t open enough hours.** The library has expanded its hours and now is open from 7:30 AM - 8 PM on Friday and from 10 AM – 10 PM on Sunday--6 additional hours per week! Complete hours information is on the library website.

- **It is difficult to find materials in the library.** The library’s catalog, GIL, now includes library building and floor information in item records. When you find the book you want in GIL, the Location line gives the building and floor.

- **We should be able to reserve a group study room.** Beginning in mid-October 2008, a reservation system will be in place for selected group study rooms. Additional details will be available soon. [I will update this when the reservation system is in place.]

- **The library’s online resources are difficult to use.** The library is in the process of investigating changes to the library home page and the catalog to make them easier to navigate and use. The Learning Commons now offers online orientation sessions to help library users become familiar with the library’s website and the tools available. More information about the orientation sessions is on the library website. The library continues to develop online tutorials to enable users to work independently.

- **The library needs a coffee shop.** Check out Saxbys on Library North 1!

The Library’s Response to Survey Question Items
Below are examples of actions the library has taken based on some of the concerns expressed by survey takers.

- **Making electronic resources accessible from my home or office.** The library has worked to eliminate multiple username/password combinations that are required to login to library resources from off campus. Now, if you access any database from the library’s website, you can use your CampusID and password to login. See the Off-Campus Password and Login Information page for details.

- **Quiet space for individual activities.** The fifth floors of Library North and Library South are designated as quiet floors. These floors are for individual, silent study. If you find that patrons are not observing the silence, please ask for help at the Research Support Desk on Library North 2.
• **Employees who are consistently courteous and are dependable in handling users’ service problems.** The library has created and implemented a customer service policy for employees and has made a commitment to provide its employees with regular training on exceptional customer service.

• **Modern equipment that lets me easily access needed information.** The library has installed over 400 new computers on Library North 1, 2, 3, and 4, and on Library South 2. Additionally, three scanners are located on Library North 2.