

Architecture

FACULTY / STUDENT COMMENT:

- *“The library staff, both at the arch library and at the main library, are great (very attentive and helpful), but the resources for the architecture program is not very helpful in general. There aren’t enough copies of cornerstone books, and I’ve lost count of how many times I’ve had to go to Emory to find what I was looking for. Our architecture collection is simply not diverse enough in breath and depth. I realize that the purchase of more books is costly, but perhaps take a look at Emory’s collection or ask the architecture students for more input on this if you want to find out which books are crucial and if you choose to pursue this area of improvement. Thanks!”*

LIBRARY’S RESPONSE:

The Architecture Library strives to provide the latest books in architecture and related fields to meet the instruction and research needs of the College of Architecture’s academic programs. Since we are a state-funded institution our book budget will vary each year. We do not have the resources to purchase multiple copies and it is therefore library policy to purchase only one copy of a book. However, professors can request that a popular book be placed on Library Reserve so all students will have access to the book.

You can help us identify specific areas of the architecture collection which may be deficient. Recommendations for book purchases are always welcome. The Architecture Library website has an online form “Request A Purchase” at <http://www.library.gatech.edu/architect/>

Security

FACULTY / STUDENT COMMENT:

- *“Pleased overall, the only people that have ever been rude are the security staff (and not for any deserved reason).”*

LIBRARY’S RESPONSE:

Apologies are extended to those adversely affected by security staff. As we are assured, not all members of security staff are rude to those they interact with daily. Security staff members strive to present a record of excellence to their customers, and those they interact with daily. We will continue to attempt to serve you better, and reverse your opinion of us.

FACULTY / STUDENT COMMENT:

- *“I really wasn’t able to answer the questions about the employees of the library, because the only ones I really interact with are the security people. They are awesome and always friendly, but as for everyone else, I am really only there at night so I do not see anyone who would be able to help me otherwise.”*

LIBRARY’S RESPONSE:

The security staff appreciates your comment of being “awesome and always friendly” in assisting you! Our goal is to continue to better serve you and those with whom you interact. The Library offers a safe and comfortable study environment for our users, and in

part, Security's responsibility is to enforce the environment. We do have information and technology assistance during overnight hours at the 1st floor West Information Services desk.

Software/Hardware

FACULTY / STUDENT COMMENT:

- *"Need more computers, especially quick use."*

LIBRARY'S RESPONSE:

The September 2007 Tech Fee Proposal for the Library West Commons refreshment has been approved. In this Proposal, the Library and the Office of Information Technology recommended additional workstations for quick walk-up use. We expect installation of ten new computers for quick walk-up use (i.e. checking emails, printing class notes, etc.) to be installed in late spring 2008. The scanners in the LWC Productivity Cluster were relocated to the iMac computers in Summer 2007. The change was implemented to more evenly distribute the resources in the LWC (i.e., the scanners and PC's are typically high in demand, and the iMac's are typically underutilized).

FACULTY / STUDENT COMMENT:

- *"More printers and flexibility with printing."*

LIBRARY'S RESPONSE:

The September 2007 Tech Fee Proposal for the Library West Commons refreshment has been approved. In this Proposal, the Library and Office and Information Technology recommended additional high speed black-and-white laser printers for the Library West Commons, which will be installed in late spring 2008. In August 2007, the Office of Information Technology introduced a new print management system that allows users with sufficient VPU's to print multiple copies of a file.

FACULTY / STUDENT COMMENT:

- *"Some of the catalog search computers on various floors don't work well. It would be nice, too, if they would allow better access to other libraries' catalogs, so that if I can't find it in the library at Tech, I don't have to go downstairs to search for it elsewhere."*

LIBRARY'S RESPONSE:

Library Desktop & Collaboration Services has flagged each catalog search computer's hardware (currently using older, recycled computers) and software to be upgraded during this fiscal year [FY2008].

Circulation and Reserves

FACULTY / STUDENT COMMENT:

- *"I would love to see the automated e-mails be a bit more user specific. For example, I got an e-mail notice about a book being due that said please return, renew in person, or renew online by a specific date. On that date, while off campus I went to renew online and was told that it was a book that could only be renewed in person. The original e-mail should have said that so I could have planned to be near the library!"*

LIBRARY'S RESPONSE:

We're sorry to report that due to limits of our current technology, the Library cannot resolve this problem. Because of these technological constraints, it's necessary to gear our notices to a broader audience with relatively generic messages. However, we do periodically review these messages for improvements and needed changes.

FACULTY / STUDENT COMMENT:

- *"Excessive fines for books that are recalled and couple of dates late!!!!"*

LIBRARY'S RESPONSE:

The Library charges \$2.50 per day for overdue recalled items in order to ensure the timely return of items needed by others. High fines such as these do facilitate prompt return of most items.

FACULTY / STUDENT COMMENT:

- *"I also think there must be books drop off boxes (for returns) on the way to the library, for example in the student center, so that students and others don't have to walk all the way to the library from their departments."*

LIBRARY'S RESPONSE:

The Library isn't able to institute this recommended change due to logistical problems including security and maintenance. Security of the returned items in remote locations is particularly difficult.

FACULTY / STUDENT COMMENT:

- *"I wish Gil Express books could always be renewed and/or kept out longer."*

LIBRARY'S RESPONSE:

GIL Express is statewide cooperative effort that involves 35 University System of Georgia's institutions. Policies are set to provide broad and fair access to items. For more policy information, please go to the GIL website at: <http://gil.usg.edu> .

FACULTY / STUDENT COMMENT:

- *"I have been very impressed with the rapid service on putting things on reserve including items that have to be purchased."*

LIBRARY'S RESPONSE:

Thank you. The Library is aware of how important it is for students and faculty to have the materials they need for their classes. We appreciate your compliments and will continue to aspire to provide the services, resources, facilities, etc. to meet your needs.

FACULTY / STUDENT COMMENT:

- *"I am in general content with library services, however most of the books I am looking for area always checked out. If I recall them, somebody else recall them a couple of days after I got them."*

LIBRARY'S RESPONSE:

The Library uses a recall system to ensure equal access to the Library's collection. We honor a 21-day guarantee with an item for each borrower, and therefore you shouldn't

receive an immediate recall. Due to limited resources, some popular items are continuously being recalled. Other alternatives are to order items using the GIL Universal Catalog: <http://giluc.usg.edu> or Interlibrary Loan: <https://illiad.library.gatech.edu/logon.html>.

FACULTY / STUDENT COMMENT:

- *“Also, I’m concerned that the library’s intellectual property policy (an area in which I am well informed) is unnecessarily cautious and restrictive with regard to reserve materials and such. I’d like to see the library stand up for fair use rather than bow to the guidelines suggested by the publishers and bookstores. At one point, I was told by a library staff member that such guidelines are a matter of law, which they quite clearly are not.”*

LIBRARY’S RESPONSE:

The Library consults a number of sources including other libraries, industry guidelines and Board of Regents policy guidelines in determining its policies regarding reserve materials. Library staff seek a balance between promoting fair use of materials while also preserving intellectual property rights.

Interlibrary Loan

FACULTY / STUDENT COMMENT:

- *“Please keep the interlibrary loan for both book and article in journal for free.”*

LIBRARY’S RESPONSE:

After a one-year pilot project, the Library administration decided to continue subsidizing Interlibrary Loan for book loans and article copies up to \$25.00 per item, an amount that usually covers the entire cost.

FACULTY / STUDENT COMMENT:

- *“Services are excellent EXCEPT for available journal articles in my field....”*

LIBRARY’S RESPONSE:

Due to heavy demand from our users, the Library has purchased a subscription to **Marine Ecology Progress Series**. We now have the full text available electronically for the entire run of the journal.

Each year, for any given title, we are able to request up to 5 articles published within the past 5 years. For the 6th and subsequent articles, we must pay the publisher’s copyright fee. If the copyright fee plus the cost of obtaining the article through Interlibrary Loan does not exceed \$25.00 (the amount which the Library will subsidize for each ILL request), we will go ahead and order the article and absorb all costs. If the amount would exceed \$25.00, we will contact the requester about absorbing the additional costs. In some cases, we are able to purchase a particular issue from the publisher, or borrow an issue or volume from another library for a short loan. The Library examines Interlibrary Loan article request data as a factor in making decisions on new journals to acquire.

FACULTY / STUDENT COMMENT:

- *“I requested an urgent book through ILLiad...”*

LIBRARY’S RESPONSE:

Without more information on your specific request, we are unable to explain what happened. However, please feel free to contact the department head, Katharine Calhoun, at calhoun@gatech.edu about this or any questions or concerns you might have about Interlibrary Loan service.

FACULTY / STUDENT COMMENT:

- *"I requested a book through interlibrary loan this semester and never received a reply."*

LIBRARY'S RESPONSE:

You should have received an automated ILLiad email to your GT email account indicating that your request was 1) successfully filled, 2) unable to be provided for a specific reason, or 3) cancelled for a specific reason. Feel free to contact the department head, Katharine Calhoun, at calhoun@gatech.edu with any questions or concerns you might have.

FACULTY / STUDENT COMMENT:

- *"Book delivery service would be nice..."*

LIBRARY'S RESPONSE:

The Library already has a book and article delivery service – LENDS – for current GT faculty, staff, and distance learners. This is a free service, and both LENDS requests and Interlibrary Loan requests are made using the ILLiad online system. Please go to <http://www.library.gatech.edu/services/lends.php> for further information. We are not able to provide a delivery service to students at this time due to cost constraints.

Library Collections and Electronic Resources

As in 2003 and 2004, the greatest number of comments received deal with issues related to library collections and electronic resources. Types of comments were remarkably consistent, falling into the same general categories as previous survey results. It is interesting to note that while the general categories remained the same, the number of responses per category has shifted.

I. Electronic access to resources, primarily e-journals

FACULTY / STUDENT COMMENTS:

While we received a few comments requesting additional online journals, the comments were fewer than in past years and there was greater interest in online access to older articles.

- *"Would like to see more journals available electronically"*
- *"I live off campus, so I mostly use the library website to search for electronic journals. Most of them are available electronically, but it would be very helpful if more of them were."*
- *"It would be better if we can access on line to older journals."*
- *"Electronic copies of older journal articles would be very useful."*

LIBRARY'S RESPONSE:

The fact that we received far fewer comments regarding electronic access than in the previous two surveys indicates that we are making significant progress in this area. That said, the continuing migration from print to electronic remains a high priority for the Library. In addition to electronic journals, we are also beginning to purchase electronic books and reference materials.

Most journal publishers are either planning to or have digitized the back years of their journals and offer them for sale to libraries. Journal back file collections are one-time purchases. Our priority is to spend our budget on current resources however when additional funds can be identified, we do purchase these collections. This past June we were able to purchase the journal back file collections listed below.

- 10 Elsevier ScienceDirect subject back file collections
- AIAA Journal (1963-1996) back file
- Journal of Fluid Mechanics back file
- Additions to the Wiley Polymer and IOP back files previously purchased

II. Improving comprehensiveness of collections

FACULTY / STUDENT COMMENTS:

By far, the majority of the comments received this year related specifically to the comprehensiveness of the Library's collections and while we did receive a couple of positive comments . . .

- *"The recent addition of full Nature and Science e-journals has been a life-saver! Many many thanks for that."*

. . . the vast majority of the comments addressed weaknesses in our collection.

- *"The library needs to improve a lot on availability of information and books. By far I have seen MUCH better libraries as far as content of information in other smaller universities. It is a big disappointment!"*
- *"Services are excellent EXCEPT for available journal articles in my field."*
- *"More journals in my field (Facility Management) are needed but unfunded."*
- *"Could do with a much greater range of periodicals; particularly those accessible through JSTOR."*
- *"Quite often, I find that books and/or journals I need for my research, especially those which are considered quite standard in our discipline, are not available in the library."*
- *"your online and print holdings in the area of biology are awful."*
- *"there are quite a few medical journals not in the GT e-journal list."*
- *"the library lacks the journals, books and resources in my field (literature/women's studies/humanities in general)"*
- *"need more access to social science journals"*

- *“I would like more electronic journal coverage, especially in the sciences. The major journals are fairly well covered, but some areas are lacking.”*

LIBRARY’S RESPONSE:

The Library is experiencing a flat Acquisitions budget. During the past 6 to 8 years, costs for library resources have increased on average 8-10% per year and our budget increases have not been sufficient to cover this inflation. To address this issue, journal review projects were conducted in 1990, 1993 and 1996 which resulted in cancellations in 1990 and 1993. We are in the planning process for another collection review in 2008. While the Library’s purchasing power has been declining, Georgia Tech enrollment has increased, new academic programs have been added and current academic programs have grown and expanded. The Library has simply not received additional funds to support these new and expanded academic programs.

That said, no longer can any library aspire to own everything that students, faculty and researchers require. The library offers a number of services to provide our users with access to resources which we do not own. Examples of these services include the following.

- Interlibrary loan and document delivery: <https://illiad.library.gatech.edu/logon.html>
- GIL Express to borrow books from other USG institutions: <https://giluc.usg.edu/>
- Consortia agreements for licensing electronic resources that provide access to resources to which GT does not subscribe.

If/when we do receive additional funds, we will review Interlibrary loan data to help us identify resources to purchase.

III. Why the paucity of fiction and popular reading materials?

FACULTY / STUDENT COMMENTS:

- *“I would also like a bigger fiction and recreational reading section. This has been somewhat addressed with the popular fiction section, but I would like very much to see it expanded.”*

LIBRARY’S RESPONSE:

This is the only comment received this year regarding the lack of fiction and popular reading materials. It appears that expanding our popular reading materials and making the collection more visible has been positively received by the GT Community. We plan to continue working on our fiction materials and have plans to weed and refresh our fiction collection located on 4 West as funds can be identified.

IV. Providing textbooks for classes and 2nd copies of books.

FACULTY / STUDENT COMMENTS:

- *“The library needs to maintain more copies of prescribed texts, as these can be fairly expensive, and not all students can afford to buy every single one.”*
- *“I wish the library had more copies of the textbooks used in class, so that one could reference these books on campus or use them in the library.”*
- *The library seems to have a limited collection of textbooks.”*

LIBRARY’S RESPONSE:

It is the Library's general policy not to purchase textbooks. As noted above, the Library's budget is not sufficient to support the current research needs of our faculty let alone to purchase expensive textbooks. In the event that we own a copy of a textbook, we suggest that you request that your professor have the copy placed on reserve. We are also happy to place faculty copies of textbooks on reserve.

It is also the library's policy to only purchase a single copy of any resource. Our one copy policy is based both on budgetary considerations and space constraints. Our budget cannot support duplicate copies and our book stacks are virtually full.

Survey Instrument

FACULTY / STUDENT COMMENTS:

- *"A lot of questions in this survey were repetitive."*
- *"Survey is way too complicated. Nine options time three per question."*
- *"The survey questions are vague, long and tedious. Many are difficult to respond."*

LIBRARY'S RESPONSE:

The LibQUAL+ Survey questions were formulated following rigorous statistical analysis and testing conducted over several years. The statistical basis for item selection is documented in peer-reviewed articles published in a wide range of journals. Additional information about the LibQUAL+ Survey and methodology can be found at: <http://www.libqual.org/>.

The appearance of redundancy is intentional. Questions may seem redundant to survey takers but when evaluating the results, there should be some consistency as to how they answered those clusters of similar questions vs. randomly selecting responses throughout the survey.

General Comments

FACULTY / STUDENT COMMENTS:

We received over 30 positive comments about the Library in general, such as:

- *"The library has improved a great deal in the last 5 years but still has a ways to go. Thanks!"*
- *"I feel honest to say that GT Library has made a real difference in my education experience at Georgia Tech so far. I can not imagine life at Tech without our library! It is such an ideal getaway from the TVs, video games, and other fanfares on the West campus. My biggest complain is that we don't have a library on the West side, and the dormitory condition on the East is rather disappointing. Nevertheless, many of my friends and myself are willing to take the 30 min walk roundtrip almost every night to spend a couple of hours reading in the library. So great job! Here is my heartiest thank to all the librarians, staff members, and everyone else in the GT community whose work made all these possible!"*

- *“I always enjoy my time at the library (other than the studying part) and find everyone there very helpful.”*
- *“I give the library an A* (*non-curved).”*
- *“Of all the service organizations at GT - the library is by far the best. The library is a real asset to the campus and everyone should be proud of it. If only we could get the library to manage the parking office. . . .”*
- *“. . . . There was no way I could have completed my masters as efficiently without the support of the library facilities and staff. The individual assistance in tracking down obscure/rare references was (and is) vital to my research. Keep up the great work.”*
- *“I REALLY APPRECIATE THE LIBRARY AND ITS EMPLOYEES. IT FUNCTIONS WELL AND SUPERBLY.”*
- *“One of the things that I appreciate most about the library is its desire for good customer service. I’ve asked various librarians a number of ‘stupid questions’ and have always been pleased to get an answer from them.”*

We received 6 negative comments about the Library in general, such as:

- *“the library at tech is great. The staff could be more helpful though. I don’t always feel comfortable about approaching them.”*
- *“There have been a number of occasions when I required individual help and the skills were not available, for example making use of a large dataset such as the census. Other times if the individual with the skills needed was not there . . ., then I would have to wait until the person is back in the office.”*

LIBRARY’S RESPONSE:

We appreciate your compliments and will continue to aspire to provide the staff, services, facilities, hours, study areas, etc. that you need, within our budgetary constraints. We also will continue to do everything we can do to mitigate the challenges you face using the library. We attempt to cross-train our employees and are sorry that we cannot always have individuals available with the specialties/skills that you need.

Physical Environment & Facilities [Comments]

FACULTY / STUDENT COMMENT:

- *“The East Commons is amazing, but the Jazzman’s is really expensive. We need coffee, hot tea, and hot vending machine food after 11pm!!!”*

LIBRARY’S RESPONSE:

Jazzman’s Café and the vending machines are operated by campus dining services rather than the Library. We have shared student concerns with campus dining and have been able to extend the Café hours somewhat including 24 hour access during finals.

FACULTY / STUDENT COMMENT:

- *“I love the new Library East Commons! The only improvements it needs are additional plug-in pulleys for laptops, etc., especially on the side closer to Jazzman’s. Need more space and more computers.”*

LIBRARY’S RESPONSE:

We have added several power pulleys in the East Commons recently. In addition to making the wireless network as robust as possible, we are also looking into adding more power connections and wired dataports throughout the Library. In our summer/fall 2008 refresh of the computers in the West Commons, we will replace one section of five sit-down terminals with 11 walk up terminals for students interested in quick checks of emails, printing documents, etc.

FACULTY / STUDENT COMMENT:

- *“The library building needs renovation to make it a more attractive place for study. Facilities are run-down and out-of-date. The chairs on the upper floors are not comfortable for long hours of studying. It would be great if they are replaced. Library needs more open space for groups - gets REALLY packed at nights and it’s hard to find tables. The bathrooms are disgusting/smell horrible. The 3rd floor cubicles are getting real abused and look horrible. East Commons is awesome, let’s see some more of that!”*

LIBRARY’S RESPONSE:

The Library recently completed a programming exercise with an architectural firm to update the utilization of Library space. We hope that this will lead to a comprehensive renovation of the Library in the near future. Such a renovation will lead to increased student study space, more collaborative/group study areas, updated technology and furnishings, and more a robust utility infrastructure (lighting, restrooms, etc.)

FACULTY / STUDENT COMMENT:

- *“I agree with the improvements concerning first floor and resources center, but don’t you think the priority should go to more defined group working and individual spaces?”*

LIBRARY’S RESPONSE:

In general, the West Commons is more closely designed for individual study and the East Commons is designed to promote collaborative activities. We have placed signage and provided multiple chairs at workstations in the LEC and, for the most part, provided one chair per terminal in the LWC. We try not to be too prescriptive though in how students define the spaces realizing that one student can quickly become involved in a group project and that the dynamics of the spaces can vary significantly throughout the day. We hope to continue to add more renovated space throughout the Library that will take some of the burden off of these spaces and provide greater opportunities for individual and group study areas.

Interface & Website (including catalog, remote access, etc.)

FACULTY / STUDENT COMMENT:

- *“My only comments on the library in general would be regarding the e-journals: 1) the alphabetically listing is cumbersome to navigate - maybe if you started typing a few letters it would jump down to that position on the page.*

LIBRARY’S RESPONSE:

If you select **ejournals** from our home page, you can access this feature using journal title search box. Typing in the exact title or words in the title should make retrieval of ejournals easier for you.

FACULTY / STUDENT COMMENTS:

- *“Also the library catalogue search is frustrating to use. You have to go through too many links to find the kind of search tool you need.”*
- *“The library website search for books and journals must be improved and “simplified.”*
- *“The catalog search on the library webpage is very unreliable. It seems to lack intelligence in searching related documents the way search engine like google does. Other than that, the library is great.”*
- *“I think the catalog search webpages need to be revamped; for some reason, I find it hard to find specific articles, even when I know the library has them, or when I have the exact reference.”*

LIBRARY’S RESPONSE:

We are aware of the shortcomings of the library catalog interface. We are testing a new application called VUfind that will provide more intuitive searching. Currently, from the search box on our web page, you can type in a few words to search items in our catalog along with databases, ejournals, SMARTech and our web pages.

FACULTY / STUDENT COMMENT:

- *“The resource research page is obtuse. Even when one designates what type of source one is looking for “book” “journal” “newspaper” etc, if you click anything else it seems to take you” out of this search. I've had a hard time doing research for my non-technical subjects.*

LIBRARY’S RESPONSE:

The Library is committed to improving the search and discovery experience on our web site. Some improvements have been made subsequent to this survey and we will continue to pursue further enhancements.

FACULTY / STUDENT COMMENT:

- *“The one library service that would be very helpful to me, but which is lacking, is the ability to access the ISI Web of Science via Endnote from home. I can do it from the office but not from home, which ties me to the office and makes it very difficult to telecommute.”*

LIBRARY’S RESPONSE:

In this case, you are attempting to make a direct connection through EndNote to ISI. This is not possible because of the Library’s proxy server and because our authentication into databases is via IP address and not log-ins. The alternative is to search ISI as you

normally would, mark the records you need to bring to EndNote, and do a Direct Export into EndNote. It is fast, easy, and allows for the full functionality in searching ISI. The Library offers regular classes on using EndNote; see: <http://www.library.gatech.edu/calendar/libclasses.php>.

FACULTY / STUDENT COMMENTS:

- *“Would like to see a better web page for the library. As of now it is not that easy to navigate. A site map would be of great help (something similar to what they have on the OIT website http://www.oit.gatech.edu/home/site_map.cfm). Using the search engine to search for the books and journals can be improved. Primarily the way it reads the search string. Many search engine allow for quotation marks to specify an exact search. Also regular expression uses * and not ? to specify any word string. ? is usually limited to one character. Would be nice if there was a page that told me which journals are accessible through different databases.”*

LIBRARY’S RESPONSE:

The Library launched a new website in May 2007. The new website added a more robust searching feature and improved the overall design and navigation of the website as a whole. The new website is based on extensive user research received through formal usability testing. We are working on improving our Catalog, Database and eJournals search by implementing two new products, VUfind and Metalib. We hope to have these applications launched by Summer 2008.

FACULTY STUDENT COMMENT:

- *“The website design is not clear to guide the user to GIL and Galileo”*

LIBRARY’S RESPONSE:

The new Library website provides a link to GIL and GALILEO on the “search & find” page. The links also appears in the “search & find” navigation, which is part of all of the “search & find” pages.