

LibQUAL+ Survey Analysis of Comments re: General Comments Summer 2003

I. Library in General

>> FACULTY / STUDENT COMMENTS:

We received 9 positive general comments about the Library in general, such as:

- *“Great work, keep it up”*
- *“GT Library is one of the few resources worth it on this campus”*
- *“Thank you! The library has improved so much in the past two years and I can’t wait to see it grow more”*
- *“Library services have supported me to my high satisfaction over 11 years. Changes have been tried; most to my benefit.”*
- *“I am a frequent user of the library and I have never felt that it was inadequate or bad. It has always been a great place to study, relax, or do research of any sort. Great job!”*
- *“So far so good.”*

We receive two negative general comments which was:

- *“Although I think the library sufficiently meets the needs of most students on campus, this is not true for me.”*
- *“Good in general however there are certain things which need improvement.”*

II. Staff and Customer Service:

>> FACULTY / STUDENT COMMENTS:

We received 10 comments about staff and customer service, the majority of which were positive, such as:

- *“The library employees are an asset to GT. Their dedication to customer service shines far above that of other campus.”*
- *“On the whole the library provides satisfactory service.”*
- *“I think the employees of the library are doing a great job. They have always been very courteous and almost always have been able to answer my questions.”*
- *“When it comes to resources which are already available in the library, the staff is extremely helpful.”*

Two comments related to staff and customer service were negative as follows:

- *“Some of your student staffers need a lesson in basic courtesy.”*
- *“I feel that the employees could be more courteous and willing to help.”*

III. Facilities / Hours / Study Space

>> FACULTY / STUDENT COMMENTS:

We received 9 positive comments related to Facilities / Hours / Study Space, such as:

- *“24 hour library access is definitely a plus.”*
- *“I really haven't used the library much, but I can say that when I have it has been a pleasant atmosphere and an efficient system.”*
- *“The library provides an excellent place to study and get stuff done. It has really helped me this first year in school to become a better student.”*

The one negative comment in this area was:

- *“In another GT anachronism, you still do not allow the sacred conference proceedings to leave the library. Why not?”*

>> LIBRARY'S OVERALL RESPONSE:

We appreciate your compliments and will continue to aspire to provide the staff, services, facilities, hours, study areas, etc. that you need. We will continue to do everything we can to mitigate the challenges you face in using the library, through staff customer service training and by providing the services and resources you need within our budgetary limitations.