

2004 LibQUAL+ Survey Analysis of Comments re: Information Services / Library West Commons (LWC)

I. Library West Commons

>> FACULTY / STUDENT COMMENTS:

- *"I am very satisfied with recent improvements the library has made, in particular the addition of the Library West Commons area."*
- *"In the Library West computer cluster where the media computers are, some of the scanners already have deep scratch marks on their surface and create smudges on photographs when scanned. Cleaning doesn't remove the smudges on the electronic image after scanning either. The slide scanner malfunctions and scratches the negatives even when operated by the IT personnel. What happened to those reliable little HP film scanners that were so easy to use?"*
- *"The tech people are very helpful. They should allow you to check out lap tops like they allow you to check out books."*

>> LIBRARY'S RESPONSE:

We strive to make the Library West Commons (LWC) the best and most useful spot on campus for Georgia Tech students, staff, and faculty. When the LWC opened in August 2002, half of the equipment in the Multimedia Workshop was from the defunct Multimedia Center in the Rich Building. As the equipment has worn out, it has been replaced as often as possible. The damaged scanners are part of the equipment that has been replaced. As new funds are available, most of the hardware and peripherals in the Multimedia Workshop will be refreshed. We also hope to offer laptop checkout at some point in the future.

II. Chat Reference

>> FACULTY / STUDENT COMMENTS:

- *"At one point, I attempted to acquire help from the library staff by using the feature 'chat with a librarian.' The librarian seemed to completely misunderstand my questions and ended the conversation abruptly by giving me a phone number which I could call for additional help. I realize that the librarian may have just been busy with other tasks and patrons, but my attempt to seek aid left me feeling less capable than before and significantly decreased my level of confidence in the library and library staff."*

>> LIBRARY'S RESPONSE:

The Library recently converted to a new electronic email and chat software called QuestionPoint. At the time of implementation, we experienced some problems with the software that would occasionally cause it to disconnect or work improperly. The Information Services Desk is the only location in the Library connected to QuestionPoint, and occasionally it is necessary for us to refer patrons to other Library departments when questions can be answered more appropriately there.

III. Printing

>> FACULTY / STUDENT COMMENTS:

- *"Not enough quota for printing. Lecture slides can be printed 6 per page and it still costs 6 copies worth even though only one page was used. That's unacceptable."*

>> LIBRARY'S RESPONSE:

Currently, OIT gives students 50 free pages per week for "just in time" printing in the computer labs. Quotas are reset to 50 each Sunday evening. Any sheets left over from the previous week do not roll over. This equates to 800 free pages per semester. For large print files, or in case the weekly quota has been used, OIT offers Central PS as an alternative. There are no limits for print files sent to Central PS and students are never charged for printing. Since this is an off site location, prints are sent to the Rich Building several times a day, Monday through Friday. There is no weekend service available. OIT is currently exploring the possibility of providing a pay for print option as well.