

LibQUAL+ Survey Analysis of Comments re: Information Services Desk / Library West Commons Summer 2003

>> FACULTY / STUDENT COMMENTS:

Some of the comments were:

- *"People working at the front desk of the main floor are extremely helpful and nice. I wish it was the same for people working on the other floors."*
- *"There needs to be more experts appointed at all times near the media computers' area to help out students with things like scanners and other programs that they are not very conversant with."*
- *"I enjoy the library, the only thing I think would make it better would be more of what's on LWC."*

>> LIBRARY'S RESPONSE:

Staff: Georgia Tech Library staff members strive to provide the best, most efficient service possible, and all users of the Library should expect to be treated with respect and dignity. Regrettably, errors in judgment occur from time to time, and staff members are as susceptible as anyone to the occasional bad day. However, our desire is that our customers receive consistent, valuable service throughout the Library building.

Multimedia Assistance: Multimedia Specialists are on duty in the Library from 8am—midnight, Monday—Thursday; 8am—6pm on Friday; noon—6pm on Saturday; and noon—midnight on Sunday. A schedule is posted at the entrance to the Multimedia Center and users may make appointments with individual specialists. During the hours that specialists are not on duty (midnight—8am, Sunday—Thursday), basic questions can be answered at the Information Services Desk adjacent to the Multimedia Center.

More spaces like LWC: Plans are in hand, but awaiting funding, to renovate the Library's 2nd floor West Building as an expansion of the Library West Commons. This area will feature group study and collaborative workspaces and rooms, a Writing Center, and will seat approximately 240 students. We hope to begin the renovation of the 2nd floor West Spring 2004 and open in Fall 2004. Subsequent renovation will likely target the 3rd and 4th floors of the West Building. The goal will be to create superior accommodations for individual study and research, a kind of "scholar's sanctuary."