

Responses to comments made in the LibQUAL Survey

During Fall semester 2006 the EGC Library sponsored a library survey called LibQUAL. The survey consisted of about 40 questions and at the end participants could make comments about library services. The library staff wants to thank everyone who took the time to complete the survey and especially to those who included comments at the end. Most of the comments were positive and complimentary of library personnel and services and we certainly appreciate those comments. Below are the Library's responses to negative comments and thoughtful suggestions included on the survey. The comments were exported from an excel file exactly as the participants wrote them.

Comment #1:

User Group: Student Discipline: Health Sciences Age: 23 - 30 Sex: Female: The library needs to be open all day on Sundays for study purposes.

Response:

The library used to be open 14 or 15 Sundays each semester but, as more information has become available online, students have quit coming to the library on the weekend. This factor, along with having a small staff, required that we cut the Sundays in half. Now we are open 8 Sundays. The hours we are open on Sunday are 1:30 – 4:30. Again, few students use the library on Sunday and with a small staff, we cannot support longer hours at this time. Your comment will be shared with college staff.

Comment #2:

User Group: Student Discipline: Applied Technologies & Trades: Age: 18 - 22 Sex: Female: I believe they can have a clock in the Library or maybe outside somewhere in the front part of the Library. Other than that, great job. And I love the study rooms.

Response:

There is and has always been a large clock in the front of the library above the circulation counter. There are two clocks in the Reference collection: a large one in the computer area and a smaller one in the 'walk-through' area. There is only one clock in the 'stacks' area. We will consider adding additional clocks in that area.

Comment #3:

User Group: Student Discipline: Performing & Fine Arts Age: 18 - 22 Sex: Female: Faculty could be a little more open to help. They tend to just sit in the office and not see if anyone needs them.

Response:

We used to walk around and ask students if they needed help but found that students didn't like for us to approach them, especially since many are viewing FaceBook and MySpace. Any student who needs help should ask any of us.

Comment #4:

User Group: Student Discipline: Health Sciences Age: 18 - 22 Sex: Female: Overall, the library is helpful when needing to do research on a topic for class. But, for studing reasons I would not recomend the library.

Response:

We assume this comment is about the noise in the Library. The noise level has been reduced!!

Comment #5:

User Group: Student Discipline: Education Age: 23 - 30 Sex: Male: **(1)** We need more comfortable chairs for the computers. **(2)** Also a better way of showing you how to use the Gallieo system.

Response:

(1) These chairs were 'test-driven' by staff and a few students when the Library was being built and all were happy with them. We can't buy new chairs at this time. **(2)** There are 3 ways to learn the GALILEO system: (1) Attend the Library session during Student Success; (2) go to the library webpage (not GALILEO) and click on the link "Library Instruction," then "GALILEO and GIL;" (3) ask a library staff member.

Comment #6:

User Group: Student Discipline: General Studies Age: 23 - 30 Sex: Male: I find that the galileo system is a bit complicated and busy. I would like a simpler, easier to use system. I will say that the staff is courteous and the library is my favorite place on campus.

Response:

GALILEO is here to stay. It is a system that is used in all 35 institutions in the University System of Georgia as well as in public libraries, technical college libraries, and many private college libraries. It has received many awards from various educational associations, and colleges across the country visit Georgia because they want to 'copy' this system. It would benefit you to learn to use this system since it is so prevalent in Georgia. See the response to comment number 5 about how to learn to use GALILEO.

Comment #7:

User Group: Student Discipline: Engineering / Computer Science Age: 23 - 30 Sex: Male: I would like to see the library open on Saturdays rather than Sundays, because I think it would be more ideal for students, because I personally have a Sunday off from work to even come to the school, plus church and everything else.

Response:

The library has always had Sunday hours. A few years ago we switched to Saturdays during the Spring semester. Fewer students came on Saturday than on Sunday and many complained because they preferred the Sunday hours. As enrollment increases the library staff will need to increase and maybe we will be able to offer Saturday hours.

Comment #8:

User Group: Student Discipline: Education Age: 18 - 22 Sex: Male: May have been cutting edge two years ago, but outdated now.

Response:

We can't tell from this comment if you are referring to GALILEO, library computers, or lab computers. The response to comment # 6 explains GALILEO'S worthiness so GALILEO is here to stay. It is a system that is used in all 35 institutions in the University System of Georgia as well as in public libraries, technical college libraries, and many private college libraries. It has received many awards from various educational associations, and colleges across the country visit Georgia because they want to 'copy' this system.

The director of computer services supplied the following information about the computers: The 50 personal computers located in the large computer lab (J-542) adjacent to the library are installed with Microsoft's Windows XP Professional operating system and Microsoft's Office Suite (Microsoft Office 2003 Professional). Each of these computers has 512MB of memory and a Pentium 4 processor. Plans are to increase the memory in 2007. The two HP printers available for student use in this lab are also of the latest in technology - each printer has the capability of printing up to 45 pages per minute. Also, a HP color laser scanner is available in the lab for students to utilize.

The 18 personal computers located in the library have Windows XP Professional operating system installed and memory has been increased from 256MB to 1 GB during Spring Semester 2007. Additionally, flat panel LCD monitors are installed at these PCs. Because the PCs located in the library are designated for use with GALILEO and other USG online resources, these PCs do not have the Microsoft Office Suite installed. Students needing to create documents, PowerPoint files, etc, are encouraged to utilize the PCs located in the large computer lab adjacent to the library. For printing in the library, two new HP high-speed printers are available.

Additionally, wireless Internet access is available in the library, computer lab, and throughout the campus buildings. The wireless network is available to students wishing to connect their personally-owned laptops to the Internet.

The link below is to the EGC Computer Center/Services website which contains information and descriptions of computer services available at EGC. Notice the fourth link labeled 'Campus Computer and Network Usage Policy.' (<http://www.ega.edu/computercenter/ITPolicy/>)

Comment #9:

User Group: Student Discipline: General Studies Age: 18 - 22 Sex: Female: I feel that the students that work in the library should have more responsibility. All I ever see them doing is looking on myspace, talking on the cell phone, and laughing at people as they enter the library.

Response:

Your comment was shown to the student workers who indicated that they were not using MySpace or FaceBook, and the only one who has a cell phone has agreed to limit its use in the future. They were unaware that they appeared to be laughing at people as they entered the Library. We have asked them to be more 'conscious' of their behavior in the future.

Comment #10:

User Group: Student Discipline: Science / Math Age: 23 - 30 Sex: Female: The library is very noisy. I thought the whole library was supposed to be quiet. It is a know fact on campus that the library is not a place to have quiet study time unless you lock yourself in one of the group study rooms.

Response:

As mentioned above in Response to Number 4, the noise level has been reduced!

Comment # 11

User Group: Student Discipline: Other Age: 18 - 22 Sex: Male: That Ipod would be a great thanksgiving gift. ;) The Library is doing a great job. I have never had a problem that i didnt get help for from the staff. The only problem that i see is that sometimes the library gets too noisy but once the new student center is built i believe that it will solve that problem because it will give students a place to hang out.

Response:

We agree that students need a student center and it is on its way to being completed. In the meantime, the noise level has been reduced.

Comment #12:

User Group: Student Discipline: Undecided Age: 18 - 22 Sex: Male Comment: I really like our library! It sets a comfortable atmosphere for all students. My only problem is that i don't know how to take complete advantage of our great resources.

Response:

See response to number 5. We are here to help you so please ask.