LibQUAL+ Survey Comments and Our Responses

During the 2008 LibQUAL+ survey, the Case libraries received 215 comments ranging from remarks on how well the libraries are serving constituents to dissatisfaction about not having access to specific materials. Many comments cross several service dimensions and some express both praise and dissatisfaction. Comments illustrate the challenges involved in serving populations with varying perceptions and needs. For the most part, comments support the survey's quantitative data. If you have questions or comments, please send them to exa2@case.edu.

Thanks for your comments and your support!

Themes
We matched the comments that we received with the following themes.

1. Library as place—comments about physical space as a place for independent and group study and learning.
2. Information Control—comments about print materials, electronic resources, the library website, and ease of access to information.
3. Affect of Service—comments about customer service provided by library employees.

Library as Place

Here's What you said	Here's Our Response
The group study rooms are often used by individual students rather than [groups] for group projects. As it is an important resource, it would be helpful to have some sort of way of allowing group use over individual use of these rooms.	If only one individual is occupying a group study room, a group has the right to ask the individual for use of the room. We'll make sure the *Group Study* signs stay in the rooms as a reminder to individuals.
i love using KSL. I think the fact that it is 24/7 makes it much better than other universities' libraries … It's also the best study space on campus by far. Big fan.	We're happy to be able to provide 24/7 building access. It is a *costly* service so please encourage your friends to enjoy it so our data reflects continuing/expanding use! Thank you for your complimentary remarks.
Need more group study rooms.	To support the research and curricular needs of the University and to help Case remain competitive in the scholarly community, KSL must maintain research level collections. This means that book and other print-based collections need space to grow. We constantly review options for space and hope that more will become available in the future for collaborative efforts. In the meantime, please enjoy one of the many study spaces that we do provide.

Here's What you said	Here's Our Response
Too much noise in 3rd floor study room.	The 3rd floor reading room has always been a **designated** *quie*t space. At the university level, we expect people to be considerate of others. We'll help by placing signs on the doors and in other strategic locations to remind people that it is a *Quiet Room*.
I wish there were more quiet spaces to read and study. Often, when I'm in the 3rd floor reading room, people come and go through the fire alarm door. Recently, I think because of renovations, the door has been CONSTANTLY opening and shutting, resulting in an ear-piercing, sustained beeping, over and over again. This is very disruptive and bothersome. Also, when I'm studying anywhere else, the noise from the elevator and people mulling about can be annoying. There really aren't enough extra quiet spaces, aside from the random desks around the 3rd floor stacks (and again, the beeping noise is annoying there...). The college at my undergraduate institution designated its basement as an 'extremely quiet area.' No talking, headphones, cell phones allowed. I'd suggest such an area be created at KSL, perhaps somewhere in the basement... this would be WONDERFUL and appreciated by many people, myself included.	As you surmised, this was an unusual situation caused by a roof repair project. The repair has been completed. The third floor reading room *is* a designated quiet space and we will post better signage advising people of this. Regarding noise in other locations, when we moved into KSL in 1996, we lowered the volume on the elevator bells to the acceptable ADA standards for safety. The moveable shelving units also have to meet federal standards for sound alerts. And people do make some noise as they try to locate books on shelves, etc. Perhaps *earbuds* (no music) might help block normal building sounds. Also, some users have found the journal collection in the Lower Level to be more suitable for quiet study since it is behind closed doors, has minimal traffic, and is not a large space. KSL has 900 seats on 4 floors so that a variety of activity can meet all needs. If problems continue, send us a note at Askalibrarian@case.edu.
Intensive weekend students need extended library and copy services on Saturdays and Sundays - both early morning and late evening - perhaps an access card would help.	The hours that the Harris Library at MSASS maintains for Intensive Weekends have been decided through analyzing usage statistics and staffing levels needed to maintain services. We encourage patrons who need additional library services outside of our regular operating hours to take advantage of the Kelvin Smith Library's 24/7 card access availability which is open to all Case students during the Fall and Spring semesters.
"In the silent room upstairs, all food or noisy items should be banned. It is very disruptive to read there when someone is ruffling through a bag of potato chips or crunching loudly."	We apologize for the annoyance. We do ask people to eat appropriate foods in appropriate areas but not everyone cooperates. The 3rd floor room has always been a designated *Quiet Room* and we will remind people of this by placing some additional signs in strategic locations.
KEEP 24 HOURS AT ALL COSTS. *Please fix outlets located at study tables for computers.*	We're glad you like it and hope you encourage others to use it so we can keep the usage statistics high. Most electrical connectivity is the responsibility of ITS, but it does help if you let us know which table is not working. ITS needs to know exactly where the issue is so they can address it efficiently.
Thank you for remaining open all night. More than once have I stayed until the morning to work on papers and projects.	Happy we were able to be there for you. We appreciate that you took the time to mention it.

Here's What you said	Here's Our Response
It's really nice! I love the reading room on the third floor!	Thank you!
The 24 hour access to the library is excellent. The study rooms are also quite adequate.	Thank you! **We appreciate the many compliments about 24/7 and our study and work spaces.**

Information Control

Here's What you said	Here's Our Response
Ohio Link is the best thing since sliced bread. *The current online journal research format is a bit confusing.*	We agree! OhioLINK is a wonderful resource. Case is one of the 6 founding members of the OhioLINK consortium, now 88 members strong. We would be happy to review search features with you. Please make an appointment with one of our Subject Specialists, or stop by the reference desk for a 'quick tour 'around the catalog and homepage or anything else you need!
The overall service is good. However, we need to access more online electronic journal (s).	The Case libraries provide online access to over 60,000 scholarly journals. As you might imagine, funding these subscriptions is a major challenge. Each year the price of access increases along with the demand by Case users for access to more and more online content. At the same time, the libraries must continue to purchase books and reference materials so that Case can remain competitive with other universities. We will continue to do our best to meet your information needs by using a variety of tools and services including Interlibrary Loan. Thanks for your support.
I am always amazed at the resources we have available to us especially on-line. The journal collection is amazing	Thank you!
Your system of asking for the student number and a PIN to renew books online is overly redundant. as a student, you can access financial aid (read: control thousands upon thousands of dollars) with only a password, but you need the same password to acquire your student number,and then a library-specific one that no one remembers. this makes no sense."	The Case libraries catalog is not Case software, and some proprietary 3rd party vendors do not interact with enterprise systems…but a recent enhancement in Spring 2009 has made it possible for the Case libraries' system to read the Case network credentials. Now you just sign on to your library account Case library account with your **Case network ID/password.** PINs are still **valuable,** however, especially when you are off campus and need to connect to OhioLINK Resources— http://library.case.edu/ksl/services/libraryservices/borrowing/pin.html
Too much clutter on Website	KSL recently used undergraduate, graduate, staff, and faculty focus groups to help us identify areas for improvement. We have begun the process of implementing these changes. Please send suggestions here.

Here's What you said	Here's Our Response
The library facilities are wonderful, intuitive, and easy to access. The collection does seem a little dated, and the online catalog is extremely hard to navigate. The online journals are very comprehensive; the journal search is the one function of the website I enjoy using.	The public catalog was recently updated. We hope that this helps. If not, please send us a comment here. If you have book titles that you would like to suggest please send us recommendations at: Purchase Request Thanks, our eJournal Portal provides convenient, centralized access to over 60,000 titles.
You have extensive information available for students to access, however, I feel as though many students don't know most of them exist. I would like to attend a workshop or event that can explain all of the options we have available. A researcher described the libraries research tools in one of my Sages classes and I was blown away by how much you have available. If someone could explain to me (and my peers) the options again, I would be better able to utilize these tools. I realize that much of this information is available online on the library websites or through the librarians themselves, but a streamlined, large-scale event would help me see all of the available options much more easily.	Thank you. We are always looking for ways to advertize our services and resources. We offer classes through CaseLearns and one of our Subject Specialists is always happy to assist with learning and training opportunities. Librarians can also come to your class to show the best features in a 'quick tour around the catalog' or the library homepage, or other useful pages–if you think it would be useful, mention it to your instructor. Or make an appointment with one of the Subject Specialists for some one-to-one help. Finally, we've developed some Research Guides for specific subjects.
Something should be done with the way plays are cataloged. Plays in books are on the shelves and stapled plays are in the play section, but it can be confusing to try to find them if you're not sure what it is. Something about the description should say where to find the book or play.	The plays are really play *scripts*, with stage directions, director's notes, etc., so they are not like the books. They are usually read in different ways, too. We are trying to move them to the same floor as the books, and are exploring adding "2nd floor" and "3rd floor" to the catalog location information so you'll know exactly where to go to find them.
I am blown away by the online help service as well as the facility to renew books online. I think the way the library is maintained and the disposition of the staff makes KSL a very suitable space for learning.	Thank you! We appreciate your support.
"… if there is a means for obtaining digital copies of particular articles which the university does not have subscription rights to access (for example, issues in journals falling before supported subscription, or unsupported journals), this method is difficult to locate (I don't know about it :)). If such a method does not exist, perhaps there's a way to implement it.	All Case libraries provide a service--for scholarly research purposes--called Interlibrary Loan. At KSL this service is available to students, faculty, and staff of the College of Arts and Sciences, the Case School of Engineering, the Weatherhead School of Management, and Case central administrative offices. KSL has many library partners around the world, and if the libraries don't have it online or in a print version, we'll get it for you via the *ILLiad Interlibrary Loan link* on the main page of the Case Catalog—http://catalog.case.edu.
I've found library tutorials on how to use research databases and online journals (especially the HCL resources) extremely	Thank you.

Here's What you said	Here's Our Response
helpful.	
Something that might be nice, but would certainly seem hard to do, would be to allow users to rent mice/keyboard/monitors from the Freedman Center. Many students now are opting for small form laptops which are very mobile, but make it difficult to manage multiple documents on screen, make it difficult to navigate using mobile-mouse solutions like track pads and Thinkpad 'nipple mice'.	The Freedman Center (FC) will start lending mice early in the fall semester. The FC does lend keyboards but currently only for foreign language encoding purposes, so we will add "regular" USB keyboards. We will also investigate the possibility of lending monitors; i.e., to lend a monitor you must lend power cables, USB cables, and monitor stands, and there could be power issues that would damage equipment; monitors could be dropped, etc. Thank you for the suggestion.
Can't find tools to help me do research.	Our goal is to make research tools more intuitive on the KSL website, and if you check **Research Tools**, http://library.case.edu/ksl/researchtools/index.html, from the first column on the left side of the page, you'll find links to the Case Catalog, the eJournal Portal, Research Databases, eBooks, Newspapers, and more. You can also find similar links from the Case Catalog page, as well. For assistance please contact one of our Subject Specialists.
Wish there was a first time user's guide.	We're happy to get you started! Research Guides are useful when you're just beginning a project. We're also thinking of compiling a *Getting Started* page that targets essential information. In the meantime, stop by the reference desk and ask for a 5-minute getting started conversation, or ask us for one at Askalibrarian@case.edu Also, look for CaseLearns classes on how to navigate resources. Thanks for the suggestion.
please make the printing within certain quota FREE for MSASS students; or at least adjust the printing price cheaper. KSL printing is 5 cent per page; Weatherhead is free printing within 2500 pages per semester, over that limit 5 cent per page; our MSASS is 10 cent per page!!!!!!!!	At MSASS, we pride ourselves on keeping student costs as low as possible by maintaining low overhead costs. For this reason, the Harris Library charges by usage rather than subsidizing a print quota. Across campus, printing ranges from 5-15 cents per page depending on a variety of factors including volume of printing and budgetary considerations. At this time, MSASS charges 10 cents per page for both printing and photocopying. If factors change, then we will happily consider lowering this price.
I appreciate being able to access electronic resources from off campus VERY much! Your online databases are very good and OhioLink is wonderful. Please keep offering these services to off campus students!	Thank you! Our goal is to provide convenient access to library collections and services both virtually and physically.
I find it discouraging when I go to the library and the libraians are speaking loudly, this does not promote an envirnment conducive to my learning…	We apologize. Our work areas do tend to get noisy as we address a variety of information and service needs in a variety of ways (e.g., telephone, live-chat, in-person, etc.). We will work very hard on managing noise in our work areas.

Here's What you said	Here's Our Response
I don't feel I understand anything that's going on in the library, except how to use the computers; however, I don't understand the library website, although I've heard it provides great links to articles useful for studying.	We'd **love** to help. Please take one of our CaseLearns classes or feel free to contact one of our Subject Specialists. Also, one of our librarian-prepared Research Guides can be useful when you're just beginning a project. And, of course, we are always happy to answer questions at Askalibrarian@case.edu or at the Reference Desk.
At an institute of higher learning, like ours here at Case Western Reserve University, I desired serivce is the highest. If we are to be "the most powerful learning environemnt" we need the proper support and tools to do that, and the libraries have the potential to be that support and provide the proper tools to make our goals a reality.	We agree completely and will keep striving to not just meet expectations but to exceed them. Thank you.

Affect of Service

Here's what you said	Here's Our response
I love the library. You do a great job at supplying the needs for thousands of students!	Thank you. We appreciate your enthusiasm and your support!
I would like more help concerning logging in to my individual account - for instance if I forgot my pin #, etc....	We no longer require PINs. You may logon to your Case library account with your Case network ID/password.
Also, maybe for graduate school get on their distribution emails in a small section on what services they offer for the week or month that we could find valuable --- we tend to forget/get to busy to look...	Thanks for the suggestion. We do communicate with the schools and publish our activities in Case Daily.
I feel that the librarians at Kulas are fantastic at their jobs and are exceptionally helpful.	Thank you.
Overall, I find the current library services to be well-suited to student needs and drastic changes are not necessary.	Thank you.
I have submitted requests for specific items for the library to purchase but am never informed of the decision as to whether or not to buy these items.	We value your recommendations. Purchase requests are handled in a variety of methods. When you submit requests, please include your email address and a brief statement asking to be notified of decisions. You may also send purchase requests directly to a Subject Specialist who will be happy

Here's what you said	Here's Our response
	to keep you updated.
My guess is that libraries are faced with many tough decisions given the rapid rate of change in information these days. My own library experience tends to be use of preferred electronic resources, IE those that one cannot access without subscription (IE S&P Reports). Continue that trend, focusing on organizing databases and directing users to what they need electronically. Additionally, although this may fall under the realm of ITS, making stronger strides with regards to web-conferencing, etc., may be a good way to interact with the Case community. Finally, the Friedman Center is also great for it's equipment use (for me specifically the really fast scanner). *Stay dynamic! (Undergrad)*	Thanks for your insight and your encouragement!
It would be more comfortable if the book-returning service a little bit more convinient	We will place better signage for the book drop inside KSL.
Awesome website, courteous and efficient staff. Overall, the library is the best part of this University.	Thank you!
One of the things that makes me appreciate KSL so much is that although any organization will have a very difficult time catering to all its user's needs/desires, KSL still tries to do so. Please continue to be this proactive with constantly reforming how you see what a library should be, and how you see KSL best fitting into the environment here at CWRU.	Thanks for your insight and your support!

Thank you for all your comments and suggestions.