

LibQual 2011 Comments Classified and Summarized

1,042 valid returns; 339 (almost 1/3) wrote comments

Selected Comments

Faculty comments:

"Messiah's Library was one of the deciding factors for my coming here, and it continues to be a strong element of attracting faculty positions here. The Library has been and remains one of Messiah's chief strengths. The Library is the heart of Messiah education."

Students:

"I LIKE THE LIBRARY, THE END!"

"I love the way the library has been making changes recently, the coffee bar and the group study area, etc. It's nice to see new things happening and to have a way to say what we, as students, want to see in our library."

"I love the retro chic library! It's my favorite spot on campus to study!"

"I think the library is one of the best parts about Messiah College. Even without the new refreshments area being added, it is an excellent place to read, gather information, work on projects, and many other things. The wealth of information and resources provided is greater than I could ever use."

"The library is a great environment for me to get away from the world and focus on my studies. I especially like that they provide games and snacks during finals week. Also, they're opening up a coffee shop so I love the library even more!"

"I love the library and it's the best place on campus to study and will always be my favorite spot to study or do work 😊"

Faculty alum: *"The skills your employees taught me came in handy after graduation in a post-bachelors program!"*

Campus Staff:

"Staff are always extremely helpful and go out of their way to find resources or solutions. Possibly the most friendly and extra-mile type of staff on campus, and that's on a pretty friendly service-oriented campus"

"As a graduate and a staff member, I think the Murray Library is exceptional."

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Total amount of comments: 339

General Comments about the Library

Summary:

72 comments; all but one, positive – 27 comments about the library included the word “love.”

Representative comments:

- You guys do an AWESOME JOB!
- The library is great because it is **open to change and wants to help students!**
- I love the library!
- On the whole, great job Murray Library! You're great, and keep getting better!
- I've taught at several different institutions, and **everything about Murray Library is thoughtful and intentional**—making it very easy and enjoyable to access information etc.
- Great 😊 I love the library! / I love the Messiah library
- I really appreciate the **relaxed policy on snacks, and the games available during finals.**
- The library rocks! / I love the library, **I can really get some work done there.**
- I used the library a lot last semester when writing my senior seminar paper. It was a huge help. Thanks so much!
- I love the library! Both the physical space and most of all the fabulous staff!
- The library at Messiah College is great ... Thanks for being **a hidden gem** at Messiah College!
- The library is my **favorite place on campus**, and I feel that it meets my needs and more.
- Keep up the good work 😊
- The library is very **welcoming and really helps me to focus.**
- I think the library and its service has **greatly improved since last year.**
- I think our library is **well-equipped and well-serviced.**
- The **space improvements this year make the library more user friendly.** (faculty)
- The negative comment: I feel that the library hinders learning rather than fostering it.

About the Staff (General)

Summary: 43 favorable comments (rank order)

- Helpful (the word “helpful” was used 43 times)
- Appreciation/“great job,” etc.
- Friendly/caring/courteous
- A few specific comments.

Representative comments (Staff, General)

- The service of the library staff is way above expectations.
- It's nice to see a person when you walk in and know that they can help you.
- I feel as if I can confidently go and talk to the staff if I have any questions or need help
- Murray Library has always been **one of my first resources for research papers because the friendliness of the staff...**

- We are very blessed to have such an amazing staff of people that serve us so well from the library. They bend themselves backwards to help. NO COMPLAINTS!
- The services [at] Murray Library are by far the best out of any library I have been to. People are so willing to go out of their way to help you find a resource you need.
- The evening and weekend librarians and the student volunteers are exceptionally helpful and knowledgeable to the community users. They should be highly commended for **their one-on-one personal treatment of the community users**.
- The checkout people always engage me in conversation, and when I can't find books, the library staff has always been able to find them or show me other resources that can help me.
- Our library does a fantastic job **caring for student needs and helping with research problems!**
- I am almost always surprised by how much the library staff goes out of their way to help with whatever crazy project I bring to them. They are very **professional as well as caring** (faculty member)
- The library staff has been an invaluable resource for me and my students during my tenure at Messiah. They are very intent on providing needed resources; I consistently call upon their services for help. (Faculty/fine arts)
- I am blessed by the folks in Murray. ... I am always telling my students how blessed they are to have the folks at Murray caring about their education (faculty/education)
- ... excellent at **getting resources** ... including **ILL and new acquisitions**, etc.
- The staff is wonderful and I have appreciated their willingness to **purchase the resources necessary to my teaching and research**. Thank you!!!
- I love the library, especially the **grace in terms of fines!**

About the Staff (Librarians)

Summary: 27 comments, rank order:

- Helpful (18 comments)
- Specific liaison librarians mentioned with appreciation (6)
- General appreciation
- IM, texting

Representative comments (Librarians)

- All of the librarians are always so **willing to help me with any questions I might have**. A big thanks to all of them ☺ for doing such a nice job!
- I love the reference librarians, they are very helpful.
- Seems like they are **always willing to help and teach**.
- I often need help when looking for research paper sources, and I appreciate immediate suggestions AND **instruction on how to better use the library** to find such resources on my own.
- The online IM system is great! And helpful.
- I'm so glad that they **text and instant message** very convenient.
- I really appreciate the help of the reference librarian **online and in the library**.

- I appreciate how the library is trying to make their services more accessible to students and faculty. I am the **visit coordinator**, so I tell prospective students all the different ways they could access information and library assistance. They are always surprised they can **text a librarian!**
- The reference librarians are great. They go beyond what is required and are always eager to help. (Faculty English)
- I have always enjoyed asking the librarians questions because they are very helpful and nice.
- I learned to use CINAHL, PubMed, etc., from the librarians 😊
- I have the benefit of comparing MC's librarians to those of E-town. ... much more helpful and sensitive to faculty needs than the staff at E-town, so I feel blessed. (Faculty/English)
- I appreciate the way the library staff **listens to the voices of its users**, but also helps the community understand what a library could/should be used for at a college. This is a careful balance and I'm glad they effectively manage. (faculty/Pol. Sci)
- I like best the service of the librarians who are themselves in an ongoing way pursuing professional excellence—those who attend conferences, present papers, and lead workshops for faculty for example.
- I love that they have an **AIM name and I can reach them at anytime.**
- **Having an assigned "representative"** is very helpful in getting our needs met. (faculty)

Hours

Summary: 18 asked for longer hours (ranked by frequency):

- extended hours in general
- weekends – later hours
- Later on week nights – 1 AM ; 2 AM
- open earlier on Sunday
- open earlier on Sat.
- summer: open one weekend day or additional week night
- add Saturday reference coverage

Representative Comments (Hours)

- It'd be great if the library could be **open at 12 on Sundays, 9 on Saturdays, and [until] 1am** the rest of the week. There is no place on campus that I work better and it is frustrating to "kill" 2 hours on **Sunday** waiting to start my work ... / Many students ... wish it was open earlier [on Sundays].
- I wish the library was open **more hours on the weekend.**
- I wish it would be open **24 hrs especially on Friday and Saturday nights.**
- I would love to see **extended hours ... [for] media services**, if that is possible.
- When we were **open until 2 am** during finals week, it was VERY well received. Students leave the library at midnight to go to the union to study and then are kicked out of there at 1 am. It would be nice if they could stay in one location.
- I also enjoy the **extended hours over finals**

Facilities, Furniture, etc.

17 comments – most are negative regarding seating

Representative comments:

- **Chairs with better posture** would be nice.
- If the **chairs were more comfortable** and there was food/drinks I would probably be there more often.
- **More lighting/more inviting seating**
- The tables and **desks at the library are ... too high** for me and that is extremely fatiguing for me as I have many hours of work I must do. Also, **some of the chairs downstairs have absolutely no padding in the seat cushions**—it feels like you're falling into a hole when you sit down ...
- I would study more in the library, if I felt more comfortable.
- The library can be a good place to do work but it needs updating. **New furniture and carpet.**
- I don't enjoy doing work there because the **environment is out of date and rigid.**
- The library needs better and **more facilities for studying and work.** The environment is pretty suffocating.
- The one **suggestion I** would make for the library is to **continue to add a feeling of casual study space.** The bean bags are a nice start, but a warm, inviting environment kind of like Starbucks with warm paint colors on the wall, nice lighting, and big comfy couches would be nice for people ... who are not able to get work done sitting at a cubicle under fluorescent lighting.
- Bean bags are an awesome study aid. / Enjoyed the new bean bag chairs!
- How do you guys feel about a couch?
- I would love better facilities but I do have my office It would be different if I was a student. (faculty)

Study space (see also Group Study areas below):

Summary: 27 comments; 24 are positive; 2 wished for more private space; 1 comment about being crowded

Representative comments:

- Overall, I feel as if the library promotes a **great environment for studying.**
- I think that the library is great and does a **wonderful job of providing a quiet place to study**
- I enjoy going to the library because it is a **great environment to get work done.** Every time I go to the library **I can focus and stay on task.** / ... relax and study at the same time.
- I really like the study areas next to big windows downstairs.
- I enjoy the **different types of study spaces....** The downstairs is perfect to use when you really need to be solitary and get work done

- I **love the atmosphere** in our library. It's a great place to study.
- The premise is **aesthetically pleasing, quiet, and conducive to studying**.
- Although there are a nice amount of desks to use in the library, it can still get pretty crowded.
- I think **smaller seating sections for maybe one or two people would be nice**. Then if a larger group is studying they can just move the furniture around.
- There is an overall atmosphere of studying, but the library could do with a **few more nooks and crannies to study in**.
- There are **not many private study areas**. I don't usually study there because I feel too out in the open.

Group Study Areas

Summary:

15 comments

- 6 complained about removing group space from the glass rooms on the lower level
- 6 noted that group space where talking is allowed is needed
- Variations on the above.

Representative comments:

- You can come here to do **group projects where the distractions are minimal**.
- I wish you brought back the glass group rooms instead of having them be reserved study sections. There is **no place for groups to work in** an area that isn't interrupting anyone and that can block out noises.
- A **majority of my classes require group work** and there are not a lot of places on campus for a group to work in a quiet environment while being able to talk quietly amongst themselves. There are so many single cubicles open throughout the library...
- I wish there were **more/better places to meet as a group to discuss research projects** and work on them in a way that will not disturb others while we are in the library.
- It would be good if the library could **better facilitate group research**. Groups can meet in the classrooms to do projects, but when we are all researching, it would be more productive to meet in the library and have a space to discuss, without disturbing others.
- The **focus is changing from individual ... to group projects** and students need a place to meet.
- It is hard to do group work in the library. Finding space for everyone is limited and discussing can be difficult since we can only whisper.
- Especially with Messiah having visitation hours groups need a place to work without having to worry about how loud their talking [is]. Also those rooms shouldn't be used for storage.

Noise/Quiet:

Summary: 11 comments; 9 wished for enforcement of quiet area; 1 appreciates how quiet the library is; 1 says it's too quiet.

- There needs to be an area where people can talk, but they really **need to more strictly enforce the silent floor rules** for those of us who are there to study and not to socialize.
- I really **appreciate how quiet the library is**. It's about the only place on campus I go to focus and actually get work done.
- I find the library to be easy to use, I just don't study there often because it is **too quiet for me**.
- I've been hearing that a lot of renovations are going to be underway, which is exciting, but I **really hope that a truly quiet area** will be maintained, as it is one of the few places on campus that is quiet and where I **can feel safe** studying at night.
- Please don't make it noisy on the top ... sound will travel down. ... [suggests constructing noise barrier].

Resources

Summary: 43 comments (some with more than one point)

- General appreciation for library resources (15)
- Wish for more full text online (10)
- Appreciate all of the online sources we have (10)
- Outdated books (5)

Representative Comments:

- The library is a great place for the sources I need, plus profs enjoy hard sources as opposed to the internet.
- The library ... has a wide variety of resources to help you no matter what your major is.
- ... provision of online databases is phenomenal. / The **online databases are useful for research**.
- I **hardly put any thought into not trusting the sources I use from the library**.
- Messiah has a **large collection for a school of its size**. The **online resources (online full-texts of journals) are very useful**.
- I work for nutrition and dietetics and was a student at Messiah. **Application and accessibility of the library accommodations have been amazing**.
- We have a small library ... so we can't offer as much as larger schools, but I think **the resources are high above expectations considering the size...**
- Would like **more of electronic journal articles available without interlibrary loan step** (grad student)
- **Engineering Village** -- complaints about lack of linkage to fulltext. (3)
- It is essential for our department to have good resources. (faculty/Psych)
- I would like to **see more scholarly journal articles available** through Ebscohost. ... I do not have time to wait for interlibrary loan.
- It would be nice to have **more electronic resources**.

- Many of the books seem outdated, and often I have to request many contemporary books from other libraries. [art & computer books specified in 2 such comments]
- I believe that they are **woefully underfunded in terms of keeping up with cutting edge technology and having a top-flight collection of materials**—think Dickinson or Franklin and Marshall. I think the library’s funding should immediately be increased by 25%. (faculty)
- **Electronic versions of things would be so much easier.** Books are great, but the space and searching time that they take, in my opinion, could be much better used. The world is turning electronic, and I believe the library should follow suit.
- There are smaller, less selective colleges (e.g., Peirce College) that have better access to electronic resources than we do (e.g., a higher level of Business Source than “premier.”) (faculty/management & business)

Website, catalog, databases, etc.

Summary: 10 comments – 2 appreciative; 2 suggestions; 6 complaints about user friendliness of interfaces

Representative comments:

- I am ... **thankful for the library webpage** which provides access to databases. This makes the process of researching much faster.
- The only thing I wish could be better designed and developed is the **website and catalog system**.
- It might be nice not only to have a list of the databases you can search but also **give the user a list of what databases are best** for each major or area of research. [NOTE: the library has both options; these pages have by far the most “hits” on our website.]
- The **online resources could use more explanation/information** to make the sources user friendly. Unless you know exactly what you need and where you need to get it, the online resources are not easy to utilize.
- I am always impressed by the **ease of access** both physically and electronically.

Suggestions:

Summary: 22 comments. Bigger computer lab/more (up-do-date) computers (4); color copier; more outlets; requests for specific types of resources (Spanish, art, fiction, music); other

- I think **more student input** should be available. I believe that is getting better based on recent years, however, it could still use improvement.
- It would be nice if the library had **more computers** available. It is frustrating when a class is using the downstairs lab and the computers upstairs are all being used. (4 similar comments)
- Please continue to make **tables available with outlet access** (need room to spread out and power my computer).
- A **color copier** would be nice.
- **Ordering and processing of new material** and shelving of returned material could be more efficient.

- I really appreciate the library's **artist books** collection, but I wish there was **better access** to them! Having them all digitized would be amazing. / I wish there were **more art related books**.
- I wish the **equipment were a bit better**, and certain library policies bug me... **the wonky reserve request form in McSquare** (which never seems to work well with my browser)...
- I think you should put up some sort of **guide to help people understand the organizing system of the magazine section**, as it is different from the organization of books.
- I would like to see more art works and small installations in the library by the students at Messiah.
- I would like to see some **more modern music for organ or piano stuff** in the music listening room.
- 3 requested **more fiction** and a better way to locate fiction.
- ...you [don't] have commonly read Christian books such as Crazy Love and Radical on our shelves. ... The library should seek to go beyond academia and also **be available for leisure reading, especially when it comes to spirituality and leisure reading**.
- It would be nice if the **writing center was IN the library**—more people would use it and it would be more readily available.

Miscellaneous – 10 comments

- **I like the fact that you are polling everyone.** I think it is important to stay up-to-date and competitive to what our student needs are. (staff)
- I liked how it was accommodating during **finals week with the extra hours** and eventually a coffee area.
- **The information we learn in FYS is helpful.**
- **Thank you for considering the students' opinions** about these topics as well as asking how late the library should be open during finals week.
- I love the **juvenile section** of the library!
- I love the book sale opportunities.
- I have been pleased to have friends and colleagues who have caught the vision of **artists' books** and have helped to build this important collection. This work has been delightfully collaborative and entered into very enthusiastically—a very bright spot of my tenure as Professor of Art and Design.
- I know they work to stay efficient and streamlined, but I **think technological advances move more quickly than the staff is able** (through no fault of theirs). (faculty/music)
- I love the **book sale** opportunities

Miscellaneous complaints

7 comments; 3 about moving current periodicals to periodicals stacks

- I liked it when the new **journals** were more accessible. Now it's hard to tell students to browse the various journals in their specialties. Learning is made more difficult in the present

arrangement. (3 similar comments referencing moving of current periodicals to periodical stacks))

- ...**policies** complained about: having to return library books at the end of the semester; ...not being able to renew ILL books after they are due. (faculty)
- My only complaint is **how cold the library sometimes is**. During the winter I find myself wearing my hat and jacket while studying. However, I understand the high ceilings make the room difficult to heat.
- I have ... found that **sometimes the electrical outlets at the desks do not work**. So I always have to search for a desk that is by a wall and thus has another electrical outlet to charge my laptop.
- **Lack of current books** on bipolar depressions. [Referenced counseling grad program.]

Academic Technology Services/DVDS

Summary

15 comments (rank order):

- Requests/complaints about not being able to physically browse the DVD collection
- Better system for online browsing of DVDs
- Allow check out and return at upstairs desk
- Longer hours
- See also, "Suggestions" above re: requests for more computers.

Representative Comments (ATS/DVDS)

- Will it ever come to be that there will be a **browse-able DVD/Media library??** That would be wonderful! ... Why do you keep the movies away in the back room?
- I would like to see the videos in a space in which they are **easier to browse**. I do not like them hidden away in Media Services! It is more difficult to browse movies in the database ... (Grad student)
- Suggestion: **Create a browsable database for all media**, specifically digital and video media.
- The media center needs to **update to entirely dvd's** and start getting things on **blue-ray**. It also needs to have a **better way to find the dvd's that Messiah has**.
- I do not understand why there cannot be a **link where you could see what new arrivals** [dvds] [Note: we have this option on the library website]
- Only complaint is how much the **price is for when a movie is overdue....we're poor ... students**
- Policy bugs me: **separation of the media library from main circulation** [faculty]
- I wish Media Services were **more integrated with Circulation (pick up/return in the same place)**
- Can we please get an **employee at ATS on weekends?** I'm so befuddled why we can't borrow movies on weekends! And **borrowing them for a week** (unless on hold) would be excellent too, especially ... if you are watching a TV show with multiple episodes.
- Lew Gladfelter is clearly committed to superior customer service satisfaction. He is an asset to the College
- I am pleased with video technology services.

- **Media Services seems less funded/resourced** that other part of the library—quality staff, but less-than-great electronic systems.
- I would love to see a **quick/large scanner** available that would automatically e-mail the documents. ... much easier than the small scanners found everywhere.

Coffee Bar [survey completed prior to opening of coffee bar]

36 comments about the coffee bar; most were positive; a few expressed concern about potential noise

Representative comments

- I like the café approach (very cool—like some of our local bookstores!) and I think that will be a wonderful way to encourage a community atmosphere and draw students (and employees!) ...
- They're opening up a coffee shop so I love the library even more!
- I'm ... very excited about the new coffee bar! It's such a great idea **instead of having to trudge back to Lottie or the Union.**
- [Coffee bar] will definitely keep me in the library longer.
- ...a very good idea—I'm excited. I am a little nervous about the noise level which might be generated by the shop. Is it possible to enclose it with sound proofing?
- My biggest complaint was that there was no place to get a snack or a drink inside the library. So, I am very excited about the coffee bar...hopefully it will have drinks and snacks.
- Why does there need to be a coffee shop? It's a library not a mall.