

LIBRARY UPDATE

10/16/2007

YOUR IDEAS

LIBRARY HOURS INCREASED

QUIET STUDY SPACE
-PLANNED, SPRING 2008

NOISE

CELL PHONE POLICY
-IMPLEMENTED FALL 2007

ACOUSTICAL CEILING TREATMENT
-IN PROGRESS

BUILDING REPAIR & AESTHETICS

ROOF REPAIR
-IN PROGRESS

NEW LIBRARY BANNERS
GRACE ENTRANCE

EXPAND STUDENT-STAFF TRAINING
-ONGOING

INCREASE FACULTY/STAFF COMMUNICATION
-ONGOING

MORE LIB. RESOURCES CONTINUOUSLY REVIEWED BY LIBRARIANS

COMPUTERS

NOW ON TOP FLOOR WITH MORE ROOM TO WORK EVERYWHERE

YOUR FAVORITES

- Helpful Staff
- Chat Reference
- Top floor quiet rooms
- Aerie Cafe

LIBRARY FOLLOWS THROUGH ON USER FEEDBACK

At Drake Library, user feedback is very important to us. Suggestions and comments are welcome any time, whether offered in person, via e-mail, using our comment cards (located near the Circulation Desk), or via the Web from our library homepage - <http://www.brockport.edu/library/suggestion>

The LibQUAL+® survey is one of the ways libraries nationwide measure service quality. Drake Library conducted LibQUAL+® in 2003, and again in April 2007.

Thanks to the high level of participation from all our users, we now have a wealth of data available to evaluate our services.

400 personalized comments were received (up from 247 in 2003). Each of these helped confirm and clarify information not necessarily conveyed by the prepared survey questions.

Library staff set to work right away, discussing possible changes to library policies and activities. The suggestions in the left column are among those that we are working to implement.

In some cases, changes were made immediately. Beginning with the Fall 2007 semester the library is now open until 2 a.m. Sunday through Thursday, during the semester. Previously, extended hours did not start until mid-semester.

One obvious problem at the library was the poor condition of the roof. We are happy to report that new roof construction began in July 2007, and is progressing on schedule.



Much information has been collected, in terms of your perception of service quality at Drake. We are in the process of analyzing that data, as well as comparing it to our previous survey results.

Please stay tuned for more changes at Drake, made in response to your ideas.

LIBRARY HOOKS UP USERS WITH IPODS

To show appreciation for your time and effort the library offered prizes of Apple iPods and Easy Money.

Congratulations to all our prize winners!

Student Winners: Jamie Bergeron, Nicholas Cammilleri, Felicia Haye, Richard Miller, Laura Schiraldi, Lauren Tokash
Faculty/staff: Joan Spade

Contact us: 395-2760 <http://www.brockport.edu/library> IM:DRAKEREF
LibQUAL+® survey results are available at the Library Reserve Desk
For questions, or additional information, please contact Mary Jo Orzech, Interim Library Director, at morzech@brockport.edu or (585) 395-2140

YOUR VOICES

- 830 undergraduates
- 75 graduate students
- 71 faculty, 42 staff
- 1018 total
- 44% more respondents than in 2003
- 62% more comments than in 2003