A student survey was conducted by the Library during March 2011. The student survey results have caused the library staff to evaluate many of our practices and procedures. We promise that positive changes will be coming in both the short and long term! A few items that we plan to address:

1. **Study rooms/study space** – First a bit of bad news: With the Hahn administrative building undergoing renovations beginning next fall, the Library is actually going to get a bit more crowded next year. Several offices from Hahn will be moving into the Library, meaning that for **next year only** there will actually be a bit less study space. However we do recognize that a desire for more group study rooms and study space was by far the #1 concern revealed in the survey. We will be opening an additional study room next year in the 2nd floor quiet area (via vacating a currently used office). We also plan to create a better system for reserving existing study spaces and will change policies to ensure that large study rooms are utilized to maximum efficiency. Longer term (fall 2012 when Hahn renovation is completed), we plan to look at ways to increase the number of study rooms in the building, possibly by better utilizing existing basement spaces and the AV preview room in the ITC.

2. **Open at 7am** – We are going to try this for the duration of Spring Semester, beginning Monday, April 11. While we can’t promise a permanent change yet we will consider an earlier opening time next fall if we get good usage this spring.

3. **Quiet Area** – Another concern for some was that finding a quiet place for individual study is sometimes difficult. We are going to increase signage to better advertise the 2nd floor quiet area, and will increase signage in this area so that quiet rules are better observed.

4. **More couches** – Check out the new leather couches near the Art Gallery! We have added new couches here and in the Periodicals/Reference room. We plan to continue to purchase new furniture in future years as we recognize that having a comfortable place to sit is very important.

5. **Computer viruses** – We recognize that it has been a problematic year, especially for viruses that infect flash drives. Network Services updates anti-virus signatures daily but it is difficult to stay ahead of this ever-evolving threat. Please do back up your files to your network drives (j drive) to help ensure that data will not be lost to viruses (or to a damaged or lost flash drive). Do ask us if you have any questions about how to do this!

6. **Better laptops/more computers** – We have the laptops on a regular replacement cycle and new units will replace old ones again in the future. Currently our laptops are all 3 years old or newer.

7. **Better research tools for finding materials in the Library** – We recognize that we offer a dizzying array of tools: our catalog, numerous periodical databases and online tools, journal finder, etc. We are going to continue to try to improve some of these tools, better advertise
what we do have, and continue to educate students about the options that are available to them. We do offer a 1 credit class titled “Database Review” that interested students might want to consider taking to improve their research skills. We also recognize that smart phones are likely to become a research tool for more students and are studying ways to effectively provide services via this platform.

8. **Better restrooms in the basement and 2nd floor** – We hope to completely gut and remodel these soon, creating modern restrooms similar to what we have on the 1st floor (these were remodeled in 2006). They aren’t on the list for this summer, but we’d like to get them done in the next 2-3 years.

9. **More electrical outlets** – Done! You may notice that many of the outlets around the building have been converted from 2-plug units to 6-plug units. Electricians are continuing to work on this conversion.

10. **More printers/quick print stations** – This is an ongoing concern. We went from 2 stations last year to 4 stations this year. We recognize that there are still lines during peak usage times and will look at ways to find space for additional print stations.

11. **More DVDs/Better selection of DVDs** – We do spend a small amount of money to purchase recreational movies and feature films, but by and large we depend on donations to stock popular titles (our primary purpose is to support instruction). So if you own some DVDs that you probably will never watch again anyway, perhaps consider donating them to the Library? See Charissa Loftis in the Reference Office if you would like to donate any DVDs.

12. **Laptop replacement fines are too high** ($1800) – Yes they are! We set this cost about a decade ago when laptop costs were higher and have never revised it. Network Services now suggests a cost of $1200 and we will make this change.

13. **Coffee Shop Comments** – It is great having Jitters in the Library. However the Library doesn’t run Jitters or have control over prices, selection, or hours it is open. Please direct any comments you have to Chartwells manager John Sinniger. His office is located in the Student Center.

Thanks to all of the survey participants who gave us so many ideas to ponder! If you have any additional comments or concerns please email us at Asklibrary@wsc.edu

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4/6/2011