

2006 LibQUAL+ *Point of Service* Report

for

Norlin Library



University of Colorado at Boulder



Assessment Committee

<http://ucblibraries.colorado.edu/internal/assessment/index.htm>

Introduction

The University Libraries Assessment Committee is providing these LibQUAL+ data to you as the manager of a public service desk in Norlin Library. We hope that this information will be valuable to you in understanding users' expectations and perceptions of the service provided by the Library. To put the data in context, we are providing it relative to the entire Libraries data, to average Association of Research Libraries (ARL) scores, and to both data sets by user group (undergraduate, graduate, and faculty). This information is for informational purposes only. We do not intend to analyze the data, and will provide only cautionary notes to your own analysis of it. LibQUAL+ data alone is not actionable intelligence; if it is to inform you decisions, it should merely be considered one piece in a larger assessment picture.

Included LibQUAL+ Data

The data represented in this report is drawn from **Affect of Service (AS)** questions. **AS** questions most closely correspond to a users' expectations and perceptions of a library's service in a "customer service" sense, and all the respondents including in the following data indicated their discipline was one of the following: Art/Architecture ($n=9$); Communications/Journalism ($n=7$); Education ($n=2$); Health Science ($n=6$); Humanities ($n=1$); Naval Science ($n=1$); Performing Arts ($n=2$); Biology ($n=10$); Chemistry ($n=2$); English/American Literature ($n=9$); History ($n=3$); Foreign Language & Literature ($n=4$); Psychology ($n=1$); Anthropology ($n=4$); Economics ($n=2$); Philosophy ($n=1$); Political Science ($n=8$); Sociology ($n=1$). Therefore, as close as possible, this data represents users' expectations and perceptions of the Norlin Library's service.

The data is an aggregate of responses to the following statements:

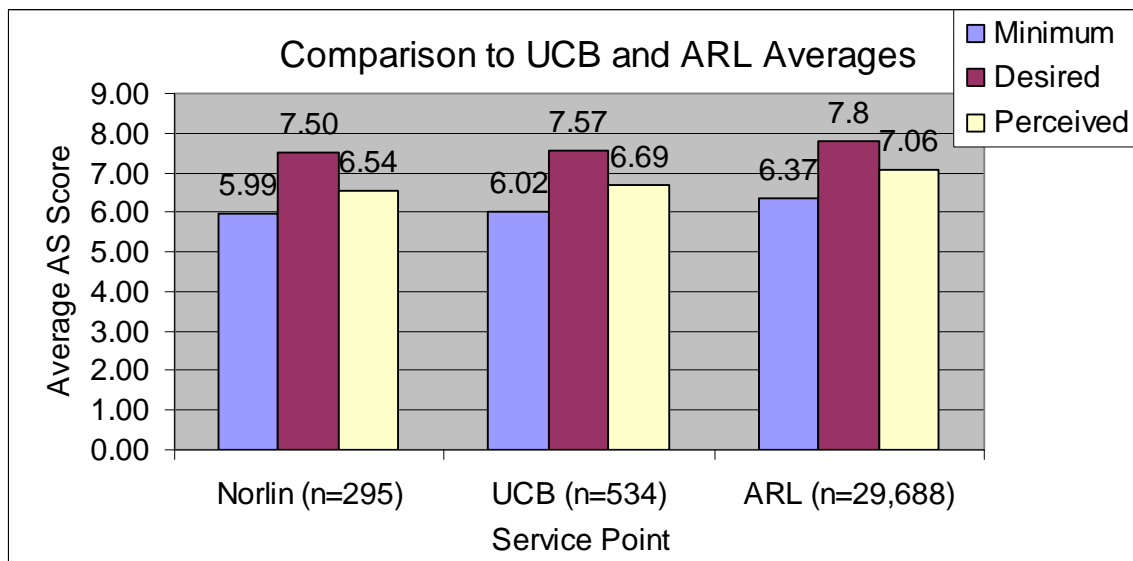
- AS-1* Employees who instill confidence in users
- AS-2* Giving users individual attention
- AS-3* Employees who are consistently courteous
- AS-4* Readiness to respond to users' questions
- AS-5* Employees who have the knowledge to answer user questions
- AS-6* Employees who deal with users in a caring fashion
- AS-7* Employees who understand the needs of their users
- AS-8* Willingness to help users
- AS-9* Dependability in handling users' service problems

Obviously, not all of these statements measure your unit's service. There are any factors that contribute to a respondent's perception of these statements. Some of them may be of more interest to you than others. If you would like response data for a single or several of these questions, please do not hesitate to contact any member of the Assessment Committee.

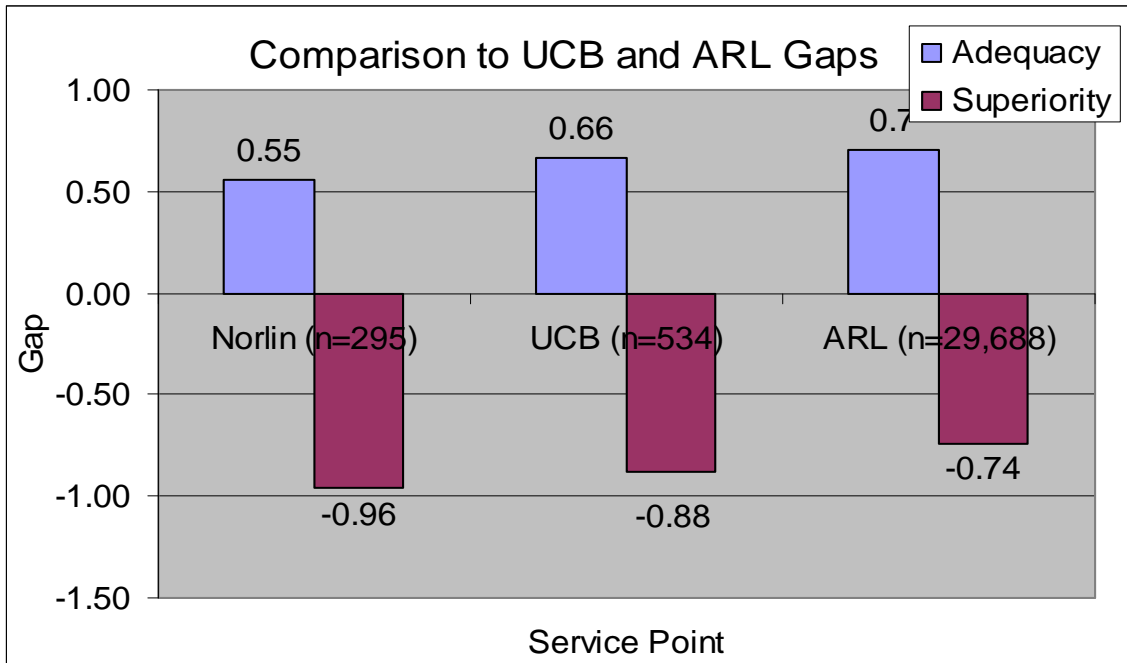
Results

LibQUAL+ data is unique in that allows you to analyze users' perceptions of service relative to their expectations of it. In three broad areas of library service—information control, library as place, and affect of service—respondents are asked to rate the **minimum**, **desired**, and **perceived** levels of service on a scale of 1-9.

Minimum is defined on the survey as “the number that represents the minimum level of service you would find acceptable.” **Perceived** is defined as “the number that represents the level of service that you believe the library currently provides.” **Desired** is defined as “the number of the service that you personally want.”

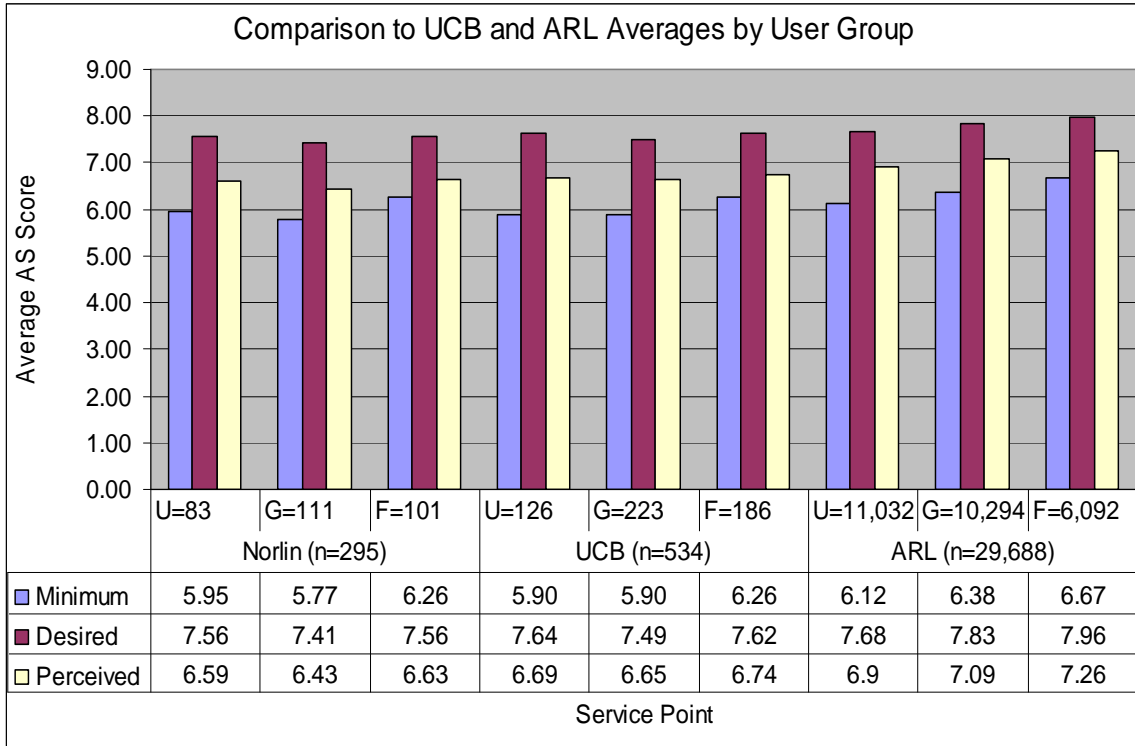


The resulting “gaps” between the ratings allow you to see how far from **adequate** users perceive the service, and also how far from **desirable**. In other words, the difference between minimum and perceived (the “**adequacy gap**”) is how adequate or inadequate the service is rated; and the difference between perceived and desired (the “**superiority gap**”) is how far the service is from the optimal levels of service users desire. The larger (on the positive side) the gap number, the better. Generally, positive adequacy gaps are indicative of adequate service, negative adequacy gaps are indications of perceived inadequacy, and negative superiority gaps are common and can only be sought to be minimized.

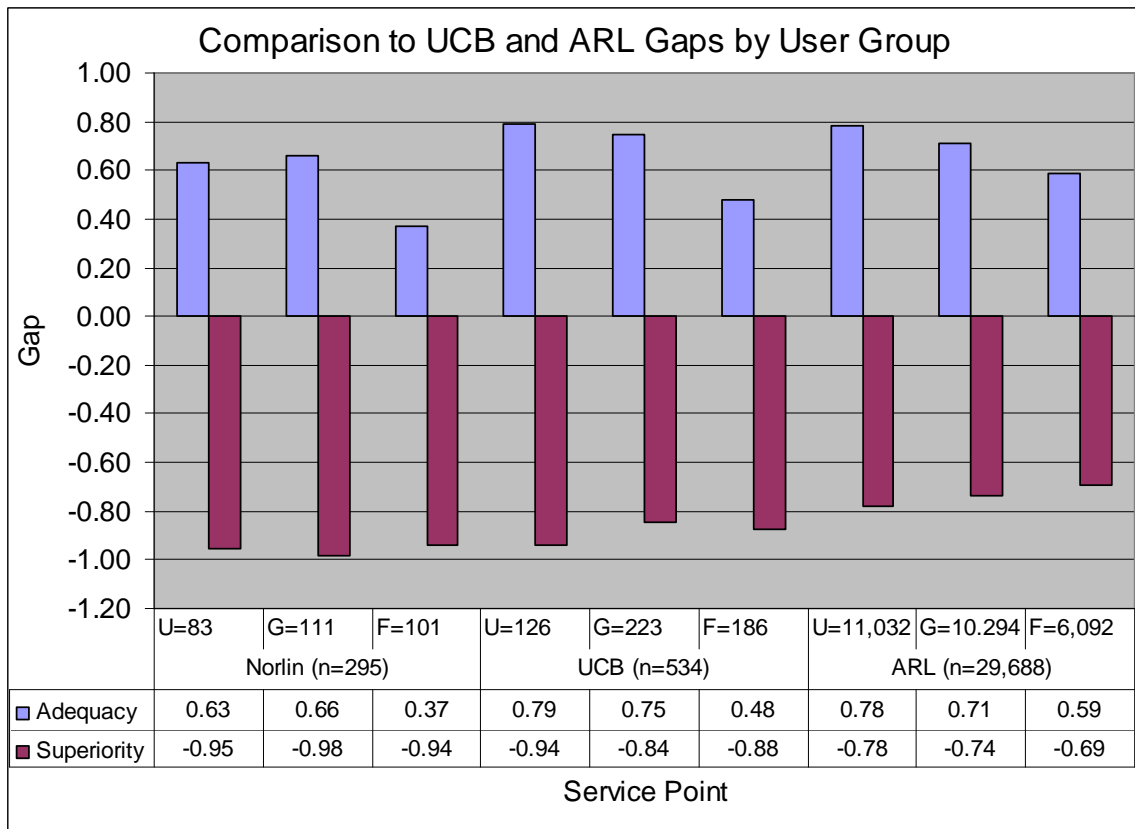


Here is a non-library example to help you understand these numbers: Imagine you go to a restaurant and order a taco. You expect at the least to receive a taco (this is your **minimum** score). Now you would really like to have a good taco, one with all your favorite toppings (this is your **desired** score). The taco that comes to the table has sour cream. Your opinion of the taco before you is the **perceived** score. Now I like my tacos without sour cream, so I will perceive that my taco is less **adequate**, whereas you may be fond of sour cream and so view such a taco as **superior**. This example highlights one of the important features to keep in mind when examining this data: this is an examination of user's expectations and those can differ greatly from person to person.

The following graphs are the same scores disaggregated by "user group" (undergraduate, graduate, and faculty respondents).



Note: U is the number of undergraduates, G is graduate students, and F is faculty.



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Cautionary Notes to Analysis

Please note that there is no definitive way of ascertaining what library, or what service within a library, a respondent is evaluating in this data.

Students and faculty routinely use several libraries on campus. The Committee feels this is a very important note to LibQUAL+ analysis, especially in regards to AS. This data does allow you to see users' expectations and perceptions of library services that have self-identified their discipline as one whose collection is largely contained in Norlin, but it is a leap of faith to believe that they are rating Norlin services in these responses. But the data should not be wholly discounted because of this fact. The users are likely referring to Norlin in some way, and their perceptions should be noted.

What can be done with this data?

LibQUAL+ data is best considered as an assessment of what further assessment might be done. If you feel any aspects of the report are problematic, you might consider conducting more specific surveys, conversing with constituents, or reviewing internal procedures. If you feel aspects are indicative of positive service, you might consider using the data as promotional material. Either way, communicating these results back to the users could facilitate a valuable dialogue. The data may confirm your anecdotal beliefs, or it may lead you to new realizations of your unit's service.

On the other hand, you might do nothing with it. LibQUAL+ data will increase in value over time, and future reports may bring more actionable data to light.

If you have any questions regarding LibQUAL+ whatsoever, please do not hesitate to contact the Assessment Committee.

User Comments

This is a selection of user comments related to Norlin services. In this section users did chose "Norlin Library" as their library they were commenting about, but it still questionable except when it is explicitly stated (which it often is). Portions of comments not relevant to your library have been omitted, and errors have not been corrected:

Faculty:

- I commend Skip Hamilton, Kris McCusker, Debbie Hollis, Curt Williams, and Brice Austin as always providing superb service and support.
- I am generally impressed with the service and commitment of the staff at the library. Space is obviously the number one problem. Money--lack of it-- is obviously the other problem.

- Chris Busick was a wonderful resource -- I hope the library replaces him with someone equally willing to work with the University community. I wish the library was open 365 days a year
- Please move non-library functions out of Norlin, such as the British study room and Honors, and get library functions into those spaces.
- You guys do a very good job with limited resources
- review liability for damaged books policy immediately -- right now the last person to check out a damaged book is liable, which is unfair; attach condition slips to all books, make library employees fill them out every time the book is checked out; train your circulation desk people to work *faster* -- a lot of times they don't know what they are doing; if employees are being trained, provide a knowledgeable person to supervise them, so customers don't have to suffer from employees' ineptitude and slowness; buy more books -- you are paying so much more for delivering them through Prospector and ILL;
- ILL is outstanding.
- Something should be done about the condition of Norlin. It's dirty, dilapidated, poorly lit, uncomfortable, unappealing... Shame on those responsible.
- Helpful staff is always courteous and generous. The library building is very uninviting for study and working there. The resources are good, but not great - I always use ILL.
- Too many sources have been moved off-campus (PASCAL) or made available only electronically. I can no longer count on walking through the stacks in a particular "area" to find inspiration and unexpected related titles.
- Library employees are fantastic, espec. bibliographers and ILL staff. The holdings are a bit skimpy compared to other research universities, and I would prefer to see much more of the space devoted to books, not meeting rooms etc. Again, the WONDERFUL bibliographers do their absolute best with the limited budget resources.
- Great library overall, but lacking resources in the books collections. When I quickly need a reference for my research, I am never sure I will find it.
- It should be kept in mind that my work is based primarily on materials in Arabic and other languages which are underrepresented in this library (and in most state university libraries).
- Our area librarian, Sean Knowlton, is fantastic. The library collections are not. I would prefer that group work be conducted outside the library. What is needed is more space for individual research. We need what most libraries are built around: a reading room.
- I care less about "caring" librarians than I do about a first-rate collection. Also, the hours in special collections are not befitting of a research library.
- The electronic resources are so phenomenally useful. It has made such a difference in keeping abreast of developments in my field.
- There is no functioning reserve desk anymore. Key reference works in film studies are not updated (need to buy new volumes of sets). Film not even listed as one of our specialties. Very few key new books bought. Journal holdings very poor. School in danger of losing accreditation for many years because of poor library. No interest in building special collections in film studies. Indifferent library administration (the staff is OK).
- I have three recommendations: electronic content, electronic content, electronic content. I would really really love to see the library subscribe electronically to as many journals as possible, and also books (via such resources as Oxford Scholarship online). It is fantastic to be able to get the content from one's desk, and also to be able to search the content.
- I think the library could develop a more inviting space. It is not well enough lit and there are not enough chairs for individual, quiet or group study.

- My main concern is that library funding for purchasing materials and hiring staff not be cut any further. While Norlin has most of the books that I need, I'm surprised that I still do have to use Prospector as often as I do to get a few books that Norlin does not own. I almost never work in Norlin because there are no locked carrels for faculty and advanced graduate students - something that I miss about the main research library of my alma mater.
- My views are a bit skewed, since I work at the Law Library and thus highly value library services that I can use independently. I also do almost all of my professional research via the Law Library's catalog, webpages, and physical collections, so I only use Norlin and its services as a default.
- I would say that more on-line journals with access to full-text articles would be helpful. The weakest part of the library is circulation, especially the reserve policies which are time consuming and laborious, especially if you do not have a research assistant.
- Please_ subscribe to JSTOR for the rest of the journals (esp. Science and PNAS). Also, selection of journals in bioinformatics/computational biology, incl. electronic resources, is lacking. From a research perspective, what we need is access to lots of resources electronically; if we never had to visit the physical building, it would be excellent.
- I'm happy with the library's services overall. I think frequent drop-in courses for faculty in regard to Information Technology Services would be a good idea, though--we oldsters don't know of the many techno tools that we could be using.
- We need a new professional East Asian librarian ASAP
- I use electronic library resources extensively. These electronic resources have changed how I do my literature research. Web of Science is priceless. Having access to Web of Science and the journals electronically from home is extremely efficient and valuable.
- Your electronic access continues to improve. I use it all the time and love it. I think you guys are great. My only problem is access to some journals, but I understand that budget cuts have made that unavoidable. Keep pushing for more money! I supported the A & S vote on the libraries.
- Not all libraries can specialize in all areas. Norlin has not specialized in my area. The library has usually had resources useful to me, although rarely has had the books needed for my specific research goals.
- Journals kept in the PASCAL site are an inconvenience. The layout of the library is confusing, and time consuming with several floors/levels for book holdings. Lack of computer access in the stacks is also a problem (for example - to check on an item location). Compared to 3 other university libraries I have used, Norlin is the least user-friendly & organized, and lacks resources that I am used to having available.
- In general, I find the library well-run and the staff knowledgeable and courteous. I have been disappointed in some of the library's holdings in my field, however (film history and film theory). I have been using Prospector and Interlibrary Loan to make up the difference, but these items have to be returned fairly quickly, which is a little frustrating if I need something for over a month on a piece I am writing.
- In general, the library is a great place, and a fine resource. My complaint is that the open hours are quite poor for a research institution. The library closes far too frequently for holidays. It ought to open earlier on a daily basis, and particularly on weekends.
- Jennifer Parker is _great_. My feeling about staff help relates trouble I have had with routine things like books being checked in after I return them. Also, I have found putting readings online to be a great idea but a pain to carry out.
- Keep increasing electronic access to information.
- Currently there is no way for an instructor to reserve classroom space in Norlin library for class visits necessary to supplement library seminars. Other instructors and I are

forced to "crash" the reference area with our students and hope for available computers if we intend to use class time for in-library research. The reference area needs to improve its support--especially for patrons who are using article databases. Please consider having research specialists who are available to help with article databases circulating in the reference area (not just one person behind the desk). One last thing, please improve the bathrooms in Norlin. They are poorly located, filthy, ill-maintained, and overcrowded.

- 1. The interior of the library is a dysfunctional embarrassment. 2. A book return drop at the West entrance of Norlin would be VERY welcome, provided that materials can be more reliably checked back in. I hesitate to return anything now without a receipt of return from the circulation desk. Things get lost too often. . .
- The online databases are excellent. I use them frequently for my own research and when helping students find materials for their term papers. I'm still getting used to the new arrangements on the website. Some of the arrangements are not intuitive; or at least, having used the previous website arrangements, which I found very straight forward it took me a while to get used to the new configuration, especially when searching for databases. On the ILL website, I think it would make more sense to list "borrow a book" as a category rather than "make a loan" (or whatever the phrasing is); that sounds like something one does at a bank.
- I don't use the library very much, so my answers are rather incomplete. I would like to see a more up-to-date and complete book selection in my field (I realize that there are monetary constraints).
- The policy of subscribing to print or electronic versions of journals based on what is cheaper is dumb, dumb, dumb. We should go all electronic.
- I work on a narrow and arcane field; Norlin is not good for my own research but then there are only a few libraries in the country that are. I rely on research trips to those libraries to conduct serious and quick research. ILL is wonderful here. And Norlin's bibliographers and librarians are wonderful at helping me with classes and students. I have also been really impressed by the flexibility of different departments -- have worked with Norlin, Art & Architecture, the Map Library, and Special Collections in the course of working on courses, and they have all been exceptionally helpful, knowledgeable, informative, kind, and generous.
- "The library needs its funding increased. The library is the heart of a research library. The rare books collection is barely useful. The library's holdings (books periodicals) are only acceptable, which is unacceptable for what is the region's premiere research university.
- My use of the "library" is restricted to access to electronic journals. In this sense, I wish more journals were carried in electronic format with access to old issues as well (retro-digitized issues)
- Not nearly enough biomedical scientific journal access to allow me to attain the quality of undergraduate and graduate teaching or research productivity that I desire. I frequently have to choose between paying out of my own pocket for access to a scientific paper or compromising my class or research efforts. For example, we don't have electronic access to older issues of the two most prestigious journals (Science and Nature) in the world. That means that I can't assign those papers to students (photocopy quality is often not acceptable) or use portions in power point presentations.
- I am extremely happy with the space and services provided by the Earth Sciences library. Norlin is not as well organized and is not as nice of an environment. The staff at Norlin are pretty good. Interlibrary loan has been excellent. Pascal offsite is frustrating - time for checking out materials is far too short. I often wish there was better coverage on the

- online journals - both in terms of the number of journals included and the date range included. There are many things that I cannot access directly and end up having to request on ILL.
- This survey is a little difficult to answer because I perceive a major difference in the service I get from professional staff (which is outstanding) and the service I get from student employees (which is acceptable but not great).
 - My biggest frustration is not being able to bring my classes to the library to research and work in groups. Labs are inadequate or unavailable. I teach writing, and it seems that writing classes should be able to use the library instruction classrooms during times that they are not being used; however, I have been told that this is not possible, although I see those rooms sitting empty many times that I am in the library.
 - Interlibrary loan is doing an excellent job and I could not carry out my research without them. That said, budget cuts which reduce the library's holdings of monographs and journals are making me dependent on interlibrary loan for my work. Despite the excellent work of the ILL staff, this slows down my research considerably as I often wait 2-3 weeks for a book to arrive and many books necessary to my current projects cannot be obtained via interlibrary loan.
 - The library (physical building and e-resources) should be the heart of the institution. When the library is well-funded and research instruction becomes central to professors' needs, the institution benefits. Norlin facilities are dire need of support and updating (furniture, design, paint).
 - I would love to know about better ways of locating articles in philosophy, including some form of citation index that is broader than simply for humanities. The only functional article index I know of is the Philosopher's index which, to my knowledge, only lists about half of the articles that I actually need to find. I also find it somewhat maddening that only a few of the journals that CU subscribes to are available online. I appreciate the costs involved, and realize that electronic availability is still just in early stages. It just hasn't gotten to the point where it is convenient to get articles online -- I have to get more than half of them from the journals room anyway, so I spend roughly the same amount of time as I did before online access was available. But now research time for me personally is more fragmented and complicated, involving more places to look. Doing it the old way (locating journal articles while in Norlin) was and still is simpler. I wish electronic access was available widely enough that I would only have to come to Norlin for the exception, rather than the rule.
 - Space for using library material in stacks unsatisfactory. Desirable is a faculty reading room where one can use library material without checking it out and where one can use the laptop.
 - The electronic services are incredible and keep improving. They are most important to me. The actual hard-copy volumes in the library and journal subscriptions are sometimes lacking. The staff members are courteous and knowledgeable.
 - I would like to have more training available in resources that I may not even know exist. Also more access to new journals not currently having electronic access at CU.
 - I am *very* impressed with the woman who staffs the Ask Colorado phone, and with Barry Ratliff and e-reserves. Both are superb and beyond my expectations. I am very grateful
 - It would be helpful to be able to use all library resources by logging on to CUconnect - having to access a different portal is inefficient.
 - I am concerned about budget cuts leading to collection reductions in recent years.

- My main complaints are gaps in the book collection (recent secondary sources), and lost books that are never found. But I think the library is doing remarkably well, considering the economic constraints it faces. Our bibliographer is enormously helpful.
- I would like to have online access to more journals in my discipline, but don't need access to hardcopies in the library
- Book buying and journal budget should be highest priority. Don't waste money on useless services. Buy books and restart lost journals.
- Much of the interaction I have had with the Norlin Media Library has been with Michael Riberdy and Maureen Van Camp when I have needed to get copying done. It has always been a most satisfactory interaction. The service has been timely, courteous and efficient.
- Good online resources, though they could always be made easier to use; sad about ever-diminishing periodicals collection; librarians' level of helpfulness varies unpredictably.
- A book drop on the west entrance side would be good
- The library is underfunded for materials, but ***grossly underfunded*** in its "people budget."
- Our department bibliographer and several of the librarians in Interlibrary Loan are extremely helpful and conscientious. Some of the student workers, naturally enough, are the more frustrating.
- The worst service I've had is this year from the circulation department. It's like those kids are on drugs! I received a notice that a recalled book was in, and when I went to pick it up, it was lost. They put a trace on the book, but never notified me that it was found. I've also turned in several books that have subsequently been recalled, and they say the books were never checked in. There are at least 6 books unaccounted for by the library! How hard is it to check in a book?
- Library buildings are lovely to look at, but are generally anachronisms. I would far prefer budget redirected toward improved on-line resources especially expanded access to on-line journals and collections.
- In the future, do not require answers to all questions for submission.
- This survey asks too many questions about emotional responses and too little about academic standards because the library tends to concentrate on feel good projects and is academically weak from the top on down.
- The library needs to remain committed to supporting and building the Asian Studies collections. That means replacing Zhijia Shen with an equally competent and experienced librarian!!
- I feel that given our finances, CU libraries are excellent. Even in a world in which money were no problem I rate our services as very good.
- The personnel in the media library are especially helpful and friendly. And our discipline has, in Skip Hamilton, a most diligent and helpful bibliographer.
- My only complaint that is at all library related (distantly) is that parking is difficult. I cycle to work during the day, but on evenings and weekends I often drive to campus specifically to use the library, and I resent the fact that I have to pay to park, unless I park a very long way away, which is what I normally do. This is especially a problem when I have a large weight of materials to carry. I understand the policy of requiring faculty to pay for parking as an incentive to use alternative transportation, but I believe it would be possible to open more parking lots for free parking on evenings and weekends to encourage people to use campus facilities when they are not heavily loaded.
- In general, I am very pleased with the library resources and staff. I am even surprised, from time to time, by the diversity of materials in the library. Every once in a while, I'll come across a book that I wouldn't have expected to find in our library. I am disappointed, however, in the inflexibility of the chinook website, especially for web

searches in the media library. A few months ago, I attended an informal conference at the Front Range Community College in Westminster and, while there, I consulted the College Hill Library website. I was surprised to find that it was superior to what I was used to working with at UCB.

Graduate Students:

- More electronic journals should be purchased. To only have a few years of each is ridiculous.
- I'd like to comment that the library's hours are pretty terrible. Why is it that I can get into the *gym* earlier and stay there later than I can be in the library? What kind of priorities does CU really have?
- I am very pleased with the staff and with access to e-journals when I am at home. I never choose to study at the library because I find the study areas dirty, worn-out and uncomfortable.
- Often CU does not provide access to the journals I need for my work, and CU libraries do not seem to have as many online scientific journal subscriptions as other Universities. In fact, often have to access journal articles through colleagues at other Universities. I have almost never solicited help from library staff, so it is hard to answer many of the questions above. The best use of future funds would probably be maintaining/upgrading online tools.
- I am a museum and field studies graduate student and have not been able to find good resources at the library. I have also found that when I search for articles about 1/2 of the ones I need are in online journals to which the university does not subscribe
- The hours are poor. Many current books in my field are not in the collection. By current I mean publish within the last ten years. I often can not find important literature published as late as 2000. Journals are hard to access and copy because the copy machines eat your change and are often not working. I end up borrowing books and journals from my professors.
- The library's strong collection of Western history materials should be complemented by more complete access to Western history materials online. CU doesn't have online access to a single journal in the field (I know that at least Western Historical Quarterly is available through a part of JSTOR that CU doesn't subscribe to), nor are any of the state historical society journals from the West online (although they may not be available in that format yet). Research is moving online, and I would like the library to be at the forefront of that process. It would be a great aid to my studies as well as a great selling point for the university. When in the library, the wireless signal could be stronger and the outlets could be more plentiful, especially along the outside wall of the building (particularly in the periodicals room). I like to study with sunlight - abundant sunshine is one of the great benefits of living in Colorado, but if I need to use a computer (as I often do) I have trouble doing so near a window. I usually have to go off campus to coffee shops when this is the case, but I'd prefer to stay in the library. Why are all the main study areas so dim and dingy? Finally, I do want to say that I appreciate the enlarged options that ILL and Prospector bring (if only Prospector allowed us to keep books a full semester) and the helpful and friendly staff at the library in general. Thank you for all of your efforts, and I hope my answers and the others you receive prompt more emphasis on making online scholarly resources even more useful and comfortable at the library.
- We need to add electronic journals, not get rid of any more.
- Staff is very helpful at all levels and always respectful and courteous. Services are generally pretty good, but the more online resources and journals you can provide the better. My biggest complaint is with the copy machines. The copy card system is pretty

- crappy - my card demagnetizes, gets lost, becomes obsolete or otherwise malfunctions too frequently to make it worth my time and money. Don't you think \$0.15 for copies is a bit steep on a grad stipend? There must be a better compromise.
- I've had excellent and efficient service and help from the science librarians, but they are sometimes hard to find. I wish online access to journals was better or that the library had more of them on the premises. I often have to wait a week for stuff to come from PASCAL (despite promises that things should get here more quickly).
 - For being a Research 1 university, I have consistently been shocked by their hours.
 - The off-campus access to databases is unacceptably slow. The VPN is such that most databases are not useable with it. There is not nearly enough quiet space in the library. Too many study areas are in high traffic areas, while the stacks (which are too cramped to read in anyway) are up on the third floor, where few people venture. It would make more sense to put stacks (where quiet is not as important) on the lower high-traffic floors and put study areas where stacks are now so that the only people passing through are looking for a quiet place to study, not a computer lab, classroom, exit, etc. While the library staff is very good and courteous, I mostly want a quiet place to study, easy access to books (i.e. shorter loan periods for graduate students and faculty and quicker reshelving) and good off-campus access to databases. The library falls far short of my expectations in those areas. This is partly a question of funding and infrastructure--the building is far too small for a University of this size--but improving off-campus access and enforcing quiet should be doable with current resources.
 - I am especially unhappy about the fees charged when the library has such limited hours for a "major research institution" and over breaks when it is impossible to return recalled items. The recall fees should be waived if the person has no way to get the books back to the library. I've been a graduate student at other universities, and the service level at Norlin is terrible compared to the others. And it's just plain miserly that the library can't pay for a student to sit at the west doors in the evening and weekends.
 - More class space for my students when doing research projects would be helpful. The special collections are SUPERB as are the staff who work there -- kudos.
 - Longer check-out periods for ILL materials would be nice.
 - Easier Access to Websites/Journals off-campus would be fabulous.
 - This is a critique of Norlin. The facilities including the study areas, chairs and tables are incredibly outdated and the chairs are uncomfortable. The tables are nice and large, but the chairs are a hodgepodge of apparently all of the chairs that haven't completely broken down since the 1970's. Also, it's not really that quiet, I particularly hate that the staff in the art and architecture section are constantly chatting out loud. Also, there need to be more outlets for laptops, and more quiet private study areas that don't smell bad. Those individual study areas near the coffee shop and upstairs are old and stink. Also, the coffee shop is great, it would be better if they served real lattes and not the yucky machine lattes, but the real problem is that it is never open. Also, why does the library close over breaks, I'm still here looking for a place to study. It would also be nice if there was some enforcement of the policy prohibiting talking loudly on cell phones, especially in the stair wells. I like the talking study area downstairs, but more private group study areas would be nice. The mac lab has computers that break down often, but other than that it is fine and the staff is helpful. The PC lab is dark and it makes it difficult to use. Lighting needs to be added.
 - The staff is great--The arrangement of the library could be improved both in terms of finding and accessing information and in terms of being comfortable and inviting.
 - The library should work much harder on getting electronic subscription to journals and not assume that having the hard copy is enough.

- I do appreciate the librarians at the library -- they have always been helpful. Most of the time the student employees are helpful and friendly. ONE CONCERN: scanner access! I think the library should have a scanning lab, so that library users can scan materials easily at the library -- instead of having to take home or to their dept's scanners. I tried to use a scanner a couple times and they were either not working or were missing from the room where it was supposed to be. Thanks!
- Resources for Speech Language and Hearing Sciences (specifically: Audiology journals) are poor. Also, access to medical journals is poor. I am very happy that the UCB libraries recently subscribed to a number of electronic journal indexes. This makes my life much easier. It's only a drop in the bucket for me, though... and I tend to use a lot of ILL to find what I need, which can take from a couple days to 3 weeks (though it is getting progressively better). I believe that the library system is on track for improvement.
- For Christ's sake put some staplers next to the photocopiers!
- Very often I encounter that I do not have access to journal articles that are available online, but at a date prior to the libraries on-line subscriptions. This is very inconvenient to have to go to the library and find the article for photocopying, also these journals may be located off-site, which is an additional inconvenience. The library could make more of an effort to stay up-to-date on the purchasing of books in the fields of physical chemistry, biophysics, and chemical physics.
- I never want to go to the library to study. It's terrible because I used to love studying at the library from my old school. I would spend hours there multiple times a week. Here, I hate walking in the building (Norlin). It's cluttered, feels like a maze-it's hard to navigate, smells musty, and the study booths and study area chairs are the dirtiest, most uncomfortable, uninviting things I've ever seen. The people I've conversed with are informed, but it's often hard to find anyone when I need to ask a question. I don't want to walk all the way back to the reference desk. The web resources are improving and the off-campus access is wonderful, but can we get some more electronic full-text journals (especially for art/art history)?
- The staff at government publications, special collections and archives are especially warm and helpful, and obviously love what they do. The same cannot be said for the per room or reference. I would prefer to have reference materials and journals (including back issues) avail online to avoid going to those areas of the library.
- The staff is generally wonderful; the resources, however, are woefully inadequate for a major research university.
- I wish there were more subscriptions to online journals, but I have been able to get everything I need through the ZAP system, although it can take a long time to get it. Unfortunately, there are some books I have not been able to get through our system or any of the other Prospector schools, I do not know of any other resources for books.
- Subscribe to more electronic versions of journals including archives issues. I would like to actually never have to step foot in the library itself.
- Fantastic collection. Student employees could be more approachable, informative, and eager to serve patrons. I feel that the collection at this university is a major contributor to the success of our faculty and students.
- The library building is run down, so it's not pleasant to stay there. It has been very frustrating to have my research interrupted by recalls of books I am working with. Thanks to Sean Knowlton for improved service, both in regard to book acquisition and web guidance.
- Many moderately obscure materials are not available at Norlin and must be ordered through Prospector - they are often available at DU or CSU. That seems bad. It is also difficult to access the library, especially when attempting to transport large quantities of

books. Other university libraries have improved this problem by making short-term parking available near the library and providing carts for book transport. I have also had problems with library hours, especially during breaks, university holidays, and summer. I really don't care much about library customer service - I think it is more important to provide a large number of research resources available at Norlin itself, as well as improve lighting to facilitate study.

- Law library is technologically outdated, Norlin should be open 24 hours a day.
- There is a real need for better cleaning and more comfortable furniture--actual informational resources are pretty good (although they could always be improved).
- The facilities are abysmal. The staff is friendly and competent. The collections are not large enough and things that are offsite are difficult to access. Frequently books are lost or not shelved properly so that if I have a long list of books that are listed on the shelves I frequently can only find about half.
- I think that the library does quite well considering the lack of funding for educational infrastructure, such as the library, at this university.
- The physical space of Norlin could be much more inviting. Catalog search computers actually in the stacks would be helpful. The Prospector and Pascal systems are great!
- The most vexing problem at Norlin is the large number of volumes that are supposedly in the library, but not where they're supposed to be (which I've heard from many people, and confirmed with volumes I've looked for on multiple occasions).
- I believe the library staff are courteous, disciplined and genuinely try to help everyone they can. I feel the biggest weakness in the library is the availability of online peer-reviewed journals. I understand that it is difficult to get very old journal collections, but if I read an abstract online of a paper that came out within the last few years I should be able to have access to that PDF. An example of a popular journal we do not currently have a subscription to is evolution and development.
- Book readily available (it seems few people check them out). Periodical room best for study (no excessive talking or cell phones). I wish there were computers in stacks for checking catalog information. Sometimes I'm on 3C and if I need a new catalog number I have to do down three levels just to find a call number.
- I am very pleased with the library service-keep up the great work!
- The staff at the circulation desk are rarely friendly. I usually just get stared at when they are ready to help me and I am rarely acknowledged in a friendly manner. If they even speak to me it is to tell me when my books are due. I am not expecting the most glorious customer service-but a simple hello never killed anyone. If I did not always need my books from prospector-I would use the self checkout-because I would get the same level service from the machine. The books relating to my subject matter are relatively well represented-however the library should focus on the disciplines that the professors at the school are focused on, because the graduate students are more than likely also researching those topics. Prospector is a great service, however if possible it would be nice if the check-out time for graduate students could be longer than two weeks. If the length of time was extended, they could be subject to recall if someone from the local library is requesting it to return. As far as the electronic journal access-like Springer-is not helpful. The abstract is somewhat helpful, but having access to the full text would be ideal.
- The full-time service in the library (the librarians, etc.) is fabulous. All librarians I've talked to have been specialists in their field of information and have understood the needs of the university well. They communicate with users well, and are very helpful. Part-time service in lower-level jobs is subpar--students working in the library often misplace books and make other clerical errors, and once a mistake is made, they have difficulty

fixing it. They seem undertrained, under-supported, and reluctant to ask for help. In general, libraries at CU are underfunded. In my four years here, journal subscriptions have been cut several times. All of the facilities are in need of renovations to make finding print items more user-friendly. All of the facilities need more storage space and more employees. In general, however, I feel that the library staff uses money more efficiently than any other organization on campus. They ask departments before canceling subscriptions when it becomes necessary. They have moved to making many things available only electronically rather than in print and electronic forms. Both of these actions save money but reduce impact on academics. I greatly appreciate the library staff, but I don't see how the libraries can be much improved without more funding. (The only other note is that I would prefer longer hours, particularly on weekends)

- The only thing I wish the library/university provided was electronic access to the Science Direct articles that are older than 1997.
- The more electronic journals - the better - these have been a wonderful resource (especially the full-text links to articles that have been added to web of science).
- This survey is unbearable. But Jennifer, librarian in art/architecture, is great.
- We need a bigger library, with more quiet study space. There is a dire need for electrical outlets. Our selection of books is atrocious for a university of our size. It is sad really.
- The only thing that I would like to see more of is access to more online databases relevant to my field of study (Chinese literature). I know the one's I have been unable to access require a paid subscription which I guess CU does not provide. Thanks
- I almost exclusively use Norlin. The material resources (building, computers, books, etc.) are great, more than I expected before coming to CU. However, the service provided by the staff should be improved. Many times I have been served in a rush, although there is no one else waiting to be helped. Other times, I have been served with an attitude that makes me feel like asking questions is not cool. Everything boils down to one thing: people expect from other people what technology and print materials can not offer as good as humans: a service that is efficient, but also humane, caring, and that make you feel like you are being helped by another human being and not by a computer or a machine. Another thing: some areas of the library have the type of employees I've just described, but others like the registration desk do not.
- The security comes across a little rude. The archive person is rude. There are very few quiet study areas. There are many journals that I cannot access online. The government stacks are somewhat disorganized. I can't access some computer software. I do like the writing center, but you need more employees. I like how large the library is. I like those little study cubicles but there needs to be more of them. I want more places to concentrate on my work.
- Norlin has been great and when what I've been looking for isn't there, inter-library loan has been wonderful.
- Why isn't the library open 24hrs?
- I often have difficulty with the Chinook catalogue and can't find what I am looking for. The system they had at UNCA, where I got my undergrad degree was 10000 times better. There also seems to be a lack of research librarians here who are willing to help. In some places, the temperature seems to be too cold to spend hours sitting still and studying, for instance, around the 3rd floor stacks where air is constantly blasting out. Some chairs and desks are very old and need replacing. Students are often on the phone or keep their MP3 players so loud that it is disruptive. Otherwise, the amount of resources and the computer access here is great!
- I wish the physical facilities could be kept open longer

- Please keep up the good online journal subscriptions--I depend on hundreds of publications from various journals, largely in electronic form. Thanks for all your terrific work!
- More access 24 hrs a day would be good. The staff do an excellent job and should be paid more.
- It would be great to have more computers available in the libraries...
- I would like to see both more electronic journals as well as e-books. I often do my research late in the evening and making the trip to the library is often not the best use of my time.
- I have tried several times over the past 3 years to understand how the library works through the website and onsite requests. I never felt that anyone really wanted to help me as a result I tend to avoid the library altogether due to frustration.
- I wish the library had more access to electronic journals. Most of the important journals I need and most libraries usually have aren't with CU. That's really bad for researchers.
- There have been occasions when books are listed as available on the shelf and when I looked for them the book is not there. Perhaps an audit of what you actually do have on the shelf might come in handy once a year.
- Comfortable public spaces for group study are lacking. I wish more journals were accessible electronically (e.g. TESOL quarterly), and that they were all archived for longer periods of time.
- There should be direct links from the research journal search engines to the actual research articles. None of this hunt and search bull shit! Give me one click access!
- Overall, library service is great!
- "I LOVE the library!!! My only complaints are - 1. You don't always have the journal subscriptions & books I need. Because of this, I wish I could keep interlibrary loan items longer. 2. I wish Norlin was a nicer place to be, especially the main study room - it's dreary & dingy. But, I love the Engineering library and the Norlin Science stacks where I also spend a lot of time studying and working. 3. Once, when working on a prelim exam, I had to get into the Math/Physics library on a weekend & the student worker never showed up to open it - this was kind of disastrous for me!!! I hope you have a high standard for student workers. I hope this guy was fired or something! Or that for something as important as an opening, there's staff backup or at least a way to report a problem like this. Thank you!"
- The only real problem with the library (and it's a big problem) is that accessing the library web resources from off campus (necessary to access electronic journals which are essential to my research) is unreliable - causes computers to crash quite often.
- Too many undergraduate employees that cannot answer even simple questions, and not enough trained staff around for help in the evenings and on weekends when I have time to use the library.
- My biggest complaint with the library is that it does not open early enough in the mornings. Coming here with CU's reputation for research I would have expected the library to be open 24hrs/day as that had been my previous experience at other universities.
- The process you have for finding Articles and More is absurd. Looking up resources by their first letter is stupid enough but then to have the resources arbitrarily listed under specious categories like agriculture and history is even worse. Who were these assigned by? Try creating headings that are useful like humanities and then bridging logically from there.
- My biggest complaint would be the hours of the library during class breaks and the cutting of funding for librarians so that it's hard to find someone at the research desk after 3pm.

- The interlibrary staff is RUDE in their emails they send when you accidentally request an article that is owned by CU. Also - it would be AWESOME if there was a way to view articles from journal resources from home without using CU's dial-up service. If there was a way to log-in and view articles online, that would be fabulous.
- Journals need to include more medical journals and public health journals on line
- There is a lack of quiet, clean places to study in the library. Students talk on cellphones, with each other, and listen to their ipods so loudly that it is nearly impossible to find a quiet place to work. Moreover, most of the tables and booths are dirty, with trash, gum, and spilled drinks. The Chinook search engine has a number of flaws, and it is hard to find all of the relevant books using this search engine. The library itself seems highly disorganized--it's not uncommon to look for a book that is supposedly available, and find that its not there, not on the stacking shelves. It's lost. Many of the collections are lacking, and I've spent a lot of money buying books on Amazon.com when the library did not have them. As for the staff, my feelings are neutral. They don't go out of their way to help, nor do they actively offer information. A lot of times when I need to check out books, I feel as though I'm interrupting their study session, talking session, whatever.
- The library has lost books that I deposited in the book drop on more than one occasion and then fined me for the book, telling me that if I couldn't find it I would be charged around \$300. This is very poor customer service. In both instances, the library did finally find the books. When I said something to one of the people at the circulation desk they said "Yeah, that happens a lot". It shouldn't happen at all. Also, I wish more journals were available via JSTOR. On a more positive note, prospector, Illiad and Pascal are a bit faster now, which is nice.
- Seem to have gotten much better over the time I've been here. Availability of information, especially electronic is much improved. Actual main shelving area still cramped & uncomfortable. Study areas improved. Interaction with employees improved. Poss. more knowledgeable staff in periodicals would help. Like the coffee & study area addition. Need more help & materials in media library.
- The services are excellent but the facility is bordering on deplorable.
- Book and article database has errors and problems. Finding materials requires quite a bit of creativity and determination at times. I would like to have many more electronic books available as well as more electronic journals. The library needs a remote interface alternative other than VPN (which does not always work) that is similar to but substantially more robust and inclusive (and more secure) than the alternative you offer now.
- The Norlin Library is unacceptably dirty, it is extremely noisy and not conducive to studying in any of the so called quiet areas. Many of the desks (especially the circle cubicles) have graffiti, gum, food, soda and dirt all over them. I have had the privilege of attending two other universities and this universities library is by far the most noisy and dirty. There needs to be some serious changes made, if this university wants to provide the best LEARNING environment possible for its students.
- The key for my needs is stellar access to journals on-line. Your collection is pretty good, but there are some glaring holes, i.e.: incomplete access to Nature and Cell journals!!
- I like interlibrary load very much.

Undergraduates:

- I love the library. Take away anything I will be furious!
- Expand the writing lab to allow staff to quickly edit papers for students who do not have peer editors.

- There needs to be more private and individual places to study. I really liked those small individual tables you had last year in places like GovPubs, etc.
- I know this is a research based library, but it would be nice to see more popular literature, both fiction and non-fiction.
- I love the CU VPN software that allows me to log into the library from home. I could not imagine research without it! I don't ever feel that Norlin has staff available to help me. It would be nice if it wasn't so lonely, and I didn't have to spend hours finding the answers to my questions myself. This is especially important since I am an undergraduate trying to learn the skills I'll need for graduate school, one of which is library research. Also, I'm conducting my honors thesis this year and am very frustrated by the fact that the library does not have print copies of the journal ""Appetite"" and only has online access to the most recent volumes. My area is in food cravings and this is one of my best journal sources, therefore, I've had to purchase some of the articles I need from Science Direct.
- Longer hours, specifically opening earlier, before the first class of the day so 7:00 or 7:30am.
- Need to get "new" books more often. And I'm not talking about Oprah's Book Club, either.
- It would be convenient if some power strips were attached to the legs of study tables so that during heavy study times I wouldn't have to go hunting for a place to plug in my laptop which I use for many of my hw assignments and all of my studying. In addition adding simple tools to the computers in Norlin such as MS Office Would allow for a little more versatility. In addition I would be spared the effort of having to carry my laptop to the library if remote desktop were allowed on the machines there. I realize that there are certain security issues there but it really would make life a lot easier and unless the student is fairly computer savvy they won't even know what remote desktop is. Therefore only the students that are well versed in maintaining their computers would ever use it.
- The hours of Norlin drastically need to be extended, especially during finals. It would be best for the library to be open from 715-30a to 230-300a and 24hours during finals. This would encourage a study friendly atmosphere on campus.
- Stop letting the god damn professors keep the books they check out for so long, we are paying the tuition, we are paying to use the books.
- The lighting in some rooms really gets to my studying. I know many people, including myself, that would use the library if it were open later into the night. For example, why is the rec center open longer than the library on some days?
- a lot of space for groups and individual learning/studying
- Overall, I am satisfied with the library services.
- I would like to the employees to be little more friendly. They seems to be either lazy or unsociable. I would like the library to be opened 24 hours ideally but at least later than midnight. I would like the library to provide carts or something like that since there is no close and free parking lots. Books are so heavy to carry. When I tried to use the electronical resources via the web site, I got confused and lost. It's not easy for me.
- I would like Norlin to do more outreach by email at the beginning of each semester, and occasionally throughout the semester, about the services you offer. Lack of use on my part means a lack of awareness about your services, not a lack of service on your part. Thanks for being there.
- I wish there were more areas for individual study which are away from sound. Many of the chairs in the library are uncomfortable wood and make studying a grueling task.
- A suggestion: better lighting in the study areas, and more comfortable seating in study areas.

- More access to library resources online and more rooms for group and individual study would be helpful.
- It is an extreme inconvenience that the library has only one drop box. When entering from the west entrance, it is a long ways to the east and downstairs. Another book drop box on the west quad side would be wonderful!
- Copy machines are always broken or out of paper on weekends. This gets annoying when trying to do research.
- The library needs to restrict cell phone usage. Constantly, undergrads freely answer and talk on their cell phones while sitting in the library. A fine system should be implemented to control this disruptive behavior. On another note, the library needs to increase its hours the week prior to finals and the week of finals. Some students do not have a place that is conducive to academic success. Furthermore, many other universities offer 24-hour library service the week prior to finals and during finals week.
- The only complaint I would make is that as a transfer student, I missed out on orientation and tours of the library that freshman students attend. I am currently working on an independent study through the McNair Program, and was encouraged to seek out a tour, and to meet with my bibliographer. I am so glad that I did, as it has made the library much more effective for me, and has helped me to access many more resources. I would suggest library orientation for all transfer students. (I realize that I had opportunities to attend optional tours, but having a formal orientation would be helpful). Overall, I am very pleased with my experience with the library. I cannot imagine being able to do research without it.
- The conversations, cell phones, and other noise in the supposed quiet zones are quite distracting in Norlin. I've talked to security and administrative personal and they tell me that all I can do is attempt to reserve a group tech room, but these are not always available and are sometimes no better. I grew up under norms that a library should be a quiet place to read and study, not an office building or a social lounge. A small collage that I transferred from at least had a reading room that asked people to leave if they were talking, rather than open rooms and corridors where high school students can be heard talking a mere 20 feet or so away in any section of the building every other day I m at Norlin.
- Could you study rooms for groups. That way groups can meet without disturbing others, and have the space to work as they need.
- The one thing that I would do to improve the library services is to make the requirements for accessing information more uniform if possible. Sometimes it is required to enter my Identikey, sometimes I have to have the VPN connected and sometimes I don't have to do anything. A more uniform system, if possible in terms of copyrights, would make it a little easier.
- I will be doing more research as time goes on, currently I have not had to use much of what the library has to offer. I appreciate the computer labs, and I would like to see improvement on the quality of the chairs. Many that I have had to use are pretty deteriorated and uncomfortable and even painful to sit on.
- It is extremely difficult to find your way around in the library. The people are helpful, but they give you directions based on the assumption that you know a little about the library i.e. "Go to the science stacks, take a left at the second door, through the hall to the law and you're there." I don't know the library hardly at all. It's very intimidating to learn it.
- **HOURS NEED TO IMPROVE!!!** Especially during exam periods. The library should be a place that anyone can study at any time of day that assists in academic pursuits.

- I honestly don't know where to go in Norlin (where are the offices?!!) to find someone to help me other than the checkout desk. Especially if you come in on the West side, there's not really anyone anywhere to help. E-reserve materials are often poorly copied with edges being cut off or background colors too dark to see the text. Not enough places to study, and chairs/couches are old, gross, and uncomfortable.
- Overall, I am pleased with the library and wish I would have been encouraged to explore earlier in my school career.
- Overall, I am pretty satisfied with the library. However, I would recommend longer hours, because 12AM is sometimes too early during those busy weeks! I'd also add more seating (I'm not completely sure how, but I've gone there during finals and literally not seen one empty seat). Lastly, there is a serious need for a larger number (and more convenient placement) of electrical outlets.
- It is very unclear how to find online articles
- The Librarians are very helpful and always eager to help.
- My main concern in the library is that there is always large lines waiting for the computers in the labs, no matter what time one goes to use them. Another concern of mine is there isn't a comfortable waiting room that could possibly be used while in between classes. A room with some couches or a place to relax in the library would be an easy added comfort to help ease the stress of school.
- Awesome job, library is a wonderful place to get work done, as well.
- While there certainly seems to be ample enough computers in Norlin for everyone to use, there does not seem to be enough individual or group (project) study space available, in my opinion.
- The security staff needs to treat students with more respect. Norlin library should be open for longer hours.
- Good selection of books
- I don't know that my opinion on these matters is so important because I don't go to the library for more than just a place to study.
- I am extremely satisfied with the service I get while in Norlin library. But, I have lots of difficulty accessing library materials when not in the library. It could either be more simple or would be helpful to send out detailed descriptions.

Resources

Assessment Committee:

Website: <http://ucblibraries.colorado.edu/internal/assessment/index.htm>

Members: Brice Austin, John Culshaw (Ex-officio), Deborah Fink (Co-Chair, Ex-officio), Jennifer Gerke, Matthew Hamilton, Lindsay Steussy, Jack Maness (Co-Chair), Scott Seaman, Heather Wicht.

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Overview of LibQUAL+ Survey

Demographic Questions:

- User Group (also subgroups by year or status)
Undergraduate, Graduate, Faculty
- Age (by range)
- Sex
- Discipline
- Locally customized discipline

Core Questions:*Affect of Service*

- [AS-1] Employees who instill confidence in users
- [AS-2] Giving users individual attention
- [AS-3] Employees who are consistently courteous
- [AS-4] Readiness to respond to users' questions
- [AS-5] Employees who have the knowledge to answer user questions
- [AS-6] Employees who deal with users in a caring fashion
- [AS-7] Employees who understand the needs of their users
- [AS-8] Willingness to help users
- [AS-9] Dependability in handling users' service problems

Information Control

- [IC-1] Making electronic resources accessible from my home or office
- [IC-2] A library Web site enabling me to locate information on my own
- [IC-3] The printed library materials I need for my work
- [IC-4] The electronic information resources I need
- [IC-5] Modern equipment that lets me easily access needed information
- [IC-6] Easy-to-use access tools that allow me to find things on my own
- [IC-7] Making information easily accessible for independent use
- [IC-8] Print and/or electronic journal collections I require for my work

Library as Place

- [LP-1] Library space that inspires study and learning
- [LP-2] Quiet space for individual activities
- [LP-3] A comfortable and inviting location
- [LP-4] A getaway for study, learning or research
- [LP-5] Community space for group learning and group study

Local Questions:

- Teaching me how to access, evaluate, and use information
- Librarians teaching me how to effectively use the electronically available databases, journals, and books
- A library environment that is hospitable and conducive to finding and using information
- Enabling me to find information myself 24 hours a day
- Facilitating self-directed research

General Satisfaction Questions:

- In general, I am satisfied with the way in which I am treated at the library.
- In general, I am satisfied with library support for my learning, research, and/or teaching needs.
- How would you rate the overall quality of the service provided by the library?

Information Literacy Questions:

- The library helps me stay abreast of developments in my field(s) of interest.
- The library aids my advancement in my academic discipline.
- The library enables me to be more efficient in my academic pursuits.
- The library helps me distinguish between trustworthy and untrustworthy information.
- The library provides me with the information skills I need in my work or study.

Library Use Questions:

- How often do you use resources on library premises?
- How often do you access library resources through a library Web page?
- How often do you use Yahoo(TM), Google(TM), or non-library gateways for information?