

LibQUAL+ Comments – Spring 2009 – USD University Libraries

Reference, Instruction, & Liaison

- Keep academic departments informed about resources and services; marketing
- Gather input from academic departments regarding needed resources and services
- Post library faculty office hours on website, office doors, and in email signatures
- Provide office hours in academic departments or other locations that are convenient to students
- Increase variety of instructional methods and mediums to provide 24/7 and remote availability
- Encourage reference staff to walk around to assist students where they are studying/working

Customer Service

- Review loan policies to increase collection use (longer loan periods for media and periodicals)
- Evaluate customer service quality, communication, attitudes, and training
- Expand training for staff and student workers to enhance service quality and consistency
- Collaborate with MUC Information Desk to provide consistent, accurate campus information
- Reduce turn-around time on interlibrary loans, reshelving, reserves processing, and printer problem resolution
- Post circulation and reference phone numbers on 2nd and 3rd floors

Technology & Equipment

- Upgrade and increase number of public computers on all floors
- Work with ITS to optimize equipment up time
- Direct patrons to ITS equipment lending
- Investigate new or improved library catalog
- Investigate federated searching of databases
- Constantly build and enhance a user-friendly website

Library as Place – Facilities

- Increase library hours during evenings, weekends, holidays, and breaks
- Extend food service availability and variety
- Improve cleanliness of restrooms, computers, and public areas
- Renovate library interiors (flooring, paint, lighting, furniture, HVAC, acoustics)
- Post and enforce building use policies and work with Public Safety to maintain an environment that is conducive to research and study
- Post announcements of building and campus maintenance work
- Maintain ongoing shelf-reading schedule to optimize collection order; improve signage
- Investigate in-house phone system for customer assistance on 2nd & 3rd floors

Collection Development & Technical Services

- Develop collection development plans
- Diversify collection formats, particularly for 24/7, remote access (e-books, media, online journals, etc.)
- Increase and balance book and journal holdings in specific disciplines to match curricular and research foci
- Engage in consortial buying and cost-sharing with academic departments and fund-raising to finance important new resources

Staffing & Staff Development

- Increase library staffing in Rapid City, Pierre, and Vermillion
- Develop staff training program that enhances understanding of all building activities to improve assistance and referral
- Improve staff morale