

REFERENCE, INSTRUCTION and LIAISON WORK

Issue Raised in "Comments Section" [Spring 2012 LibQUAL+ Survey]	Actions or Strategies Taken by USD Libraries in Response to LibQUAL+ Comments
1. Students expressed the need for more information on electronic library resources that the library offers.	We are looking into the possibility of scheduling "drop in" (or pre-registration) "generic" instruction sessions, especially geared toward database searching and journal access.
2. Music students expressed a need for more specific library instruction in the field of music, music scores, etc. rather than general database searching.	Work with music faculty to plan a library orientation that is specific to music majors.
3. Online/distance students have trouble navigating library resources.	Create additional training materials, specifically for distance learning students on "how to access library resources".

CUSTOMER SERVICE

Issue Raised in "Comments Section" [Spring 2012 LibQUAL+ Survey]	Actions or Strategies Taken by USD Libraries in Response to LibQUAL+ Comments
1. Concerns about not receiving help with an I.L.L. issues at the Circulation Desk.	1. Circulation student workers and staff will continue to assist patrons with I.L.L. concerns whenever possible. There are some instances that cannot be resolved without the assistance of I.L.L. staff members, and does require the patron to contact the I.L.L. office.
2. Student concerns about room reservations getting lost or, rooms are rarely available.	Circulation will continue to educate patrons on the reservation system, and will continue to accommodate patrons' room needs whenever possible. The library will explore options for a different room reservation system, or the possibility of updating the current campus-wide system which is inefficient for study room needs.
3. Instructors have expressed concern over difficulties providing electronic copies of print materials for my students.	The Copyright Committee will continue developing policy guidelines and promoting the appropriate use of copyrighted materials in the electronic reserves system.
4. Interlibrary loan tends to take longer than I would like.	4. The ILL department will return to being fully staffed in January 2013.

TECHNOLOGY & EQUIPMENT

Issue Raised in "Comments Section" [Spring 2012 LibQUAL+ Survey]	Actions or Strategies Taken by USD Libraries in Response to LibQUAL+ Comments
1. Frustration with the speed and capabilities of the computers in library classroom 323.	The library plans to replace all of the computers in 323 within the next two years.
2. Up-to-date is a necessary database, and we do not have access to it.	Up-To-Date is available for clinical rotations within hospitals. It is not affordable within the library's current budget.

LIBRARY AS PLACE and FACILITIES

Issue Raised in "Comments Section" [Spring 2012 LibQUAL+ Survey]	Actions or Strategies Taken by USD Libraries in Response to LibQUAL+ Comments
1. Noise/ voice level, no respected quiet zone, separation between floors/noise levels, loud cell phone conversations.	Continued conversations with student employees about noise/voice levels when working. Students performing walk-throughs will remind disruptive patrons of the quiet zones (whether 2nd or 3rd floor). The Library Marketing Committee has placed table tent reminders throughout the library to remind patrons of the noise level by floor.
2. The general cleanliness of the bathrooms, tables, and computers are less than satisfactory for the high amount of traffic coming through the library.	Facilities has hired an additional custodian to help keep the library clean.