

Report of the HBL 2013 LibQUAL+® Coders Project
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Introduction

Following the successful 2011 LibQUAL+® projects, the assessment unit again decided to enlist library personnel to code the comments. As before, perhaps the most significant advantage of having many employees help to code the comments is that the process gave more employees first-hand access to the feedback from the survey. With this first-hand access, participants in the coding would “gain deeper insights and illustrative examples of how users experience and perceive the Library’s collections, services, and facilities.”¹ The LibQUAL+ coding provides a second perspective of the data that complements Brian’s analysis using seven basic categories he developed when the library first began administering LibQUAL+, i.e., Facilities, General, Library personnel, Library policies, Library resources, Online electronic resources and Library web site. The coders’ analysis of the data is based on the dimensions of the survey instrument: Affect of Service, Information Control, Library as Place, and General. Both perspectives are valuable in their own right.

Methodology

The survey comments were broken up for coding based on the respondents self-identified disciplines enumerated in the LibQUAL+® survey. This time around, based on input from focus groups of coders in 2012, comments were loaded into an Access database by discipline, with each discipline having between 95-120 comments. Respondents declared their major, but their comments reflected their overall library experiences and not just aspects about their subject area. Each database contained a window for displaying the comment with four sections, one for each of the four LibQUAL+® dimensions--Library as Place, Affect of Service, Information Control and General--below with the codes from the taxonomy in columns under each dimension. Coders were asked to code each comment as either positive, negative or indifferent. Indifferent was used as a synonym for neutral since we needed three distinct letters for coding the comments.

Teams of library faculty and staff coders were recruited via the library’s email listserv and/or by following up with personal visits from the Assessment Librarian to department chairs and individuals. Eight teams were formed, made up of three members each and one team of four, plus a team from the BYU Salt Lake Center. The teams were composed of library faculty and staff employees. Volunteers were trained in a meeting where they were introduced to their group, learned about the taxonomy, and practiced coding. Time was then allowed for each team to code ten comments from the 2011 LibQUAL survey. Coders were advised that some comments contained information that could and should be coded in more than one of the dimensions. Allyson and Brian circulated among the participants to answer questions and clarify issues.

At the conclusion of the coding exercise, each comment was read and each team reported their codes for that comment. A lively discussion followed each comment and the trainers were able to clarify some

¹ Daniel O’Mahony, “Sharing the Wealth: A Process for Engaging a Large Group in Coding LibQUAL+® Survey Comments” (paper presented at the 2010 Library Assessment Conference, Baltimore, Maryland, October 24-27, 2010). Accessed January 20, 2012. http://libraryassessment.org/bm~doc/2010_lac_poster.pdf

of the codes. This debriefing helped assess coding questions and/or misunderstandings before participants worked on the 2013 data.

Teams received their spreadsheet immediately following the training. Each team determined times and places for their work sessions and were given a deadline to have their coding completed by (31 May). They were instructed to resolve all differences of opinion that arose during coding amongst themselves, using the taxonomy of terms with definitions and keywords. Discussion was encouraged to help team members come to a consensus, but if that was impossible, the majority ruled. And Allyson and Brian were always available if further questions arose.

Coding Results

What follows is a very brief summary of the major findings arranged by LibQUAL+® survey categories. Comments are the respondents own words without corrections of capitalization, spelling, grammatical, or typographical errors.

Library as Place—Ambience, Furnishings, Lighting, Location, Temperature, Use

Summary of Library as Place themes

The library provides a learning environment that is peaceful, comfortable and inviting with a variety of spaces to meet the needs of most patrons. On the other hand, some respondents feel that the library is crowded and noisy and that the announcements are annoying or startling. Comfortable chairs and electrical outlets were appreciated, but sometimes hard to find. Students like natural light and want more of it in the library. The Snack Zone, the classical music area, and computers and/or computer labs were the most liked locations in the library with the study rooms, the music area (Music and Dance Library) and the No Shhh zone disliked for various reasons. Finally, respondents reported that the library helped them to be more productive and accommodated their needs for individual or group study. However, there was a group who reported not needing or using the library. Additionally, several respondents indicated that the lack of an alternate entrance deterred their use of the library as did the food policies. The instability and/or slowness of the internet hindered productivity and some students still feel lost in the library.

Ambience

Positive comments about the library's ambience fell into four main themes. To distinguish between the atmosphere and environment, we coded comments that indicated how the library made the respondent feel as "atmosphere" and the comments addressing the physical surroundings in the library as "environment". The atmosphere of the library had the largest number of comments and reflected respondents observations that the library provides a great learning atmosphere (new this year) that is peaceful, inviting and comfortable.

- *"The atmosphere in the library is very learner enabling. It is a place where i can study in peace with various resources to aid me. The layout of the library and the atmosphere are the most important to students, so byu harold b lee library is great!"*
- *"The Harold B. Lee Library have an atmosphere where I can feel comfortable when doing research or any other school projects."*
- *"Very peaceful inviting atmosphere. I really enjoy being in the library."*
- *"Thank you for providing such a rich and inviting place to learn."*

A comment that recurs every year in the category of ambiance is that the library is also a great place to study.

- *"The library is an excellent quiet place for studying."*
- *"I found that I could get much more done if I studied in the library than anywhere else."*
- *"For me the library is simply a great place to study without the distractions of home."*
- *"quietest spaces on campus, so if I need a good place to study...it is the best place to be."*

The environment also received comments addressing the cleanliness and overall surroundings at the library.

- *"I do enjoy that they library is kept looking nice instead of like a trash heap."*
- *"am very grateful for all the work that is put into keeping it nice and clean for students."*
- *"I like that you painted some of his walls; it is refreshing."*
- *"I absolutely love studying at the library, either alone or with friends. It is the perfect environment to motivate me and also help me focus on the task at hand."*

Variety of spaces is also a recurring comment and received two mentions. The remainder of comments, with the exception of the variety of spaces, were one comment by one person.

- *"I like how there are both quite places to study and "no-shush" zones as well, so I can have my quite to study, while others can have more noise to help them study, too."*
- *"I love how there is different floors with different sections that one can chose to study in them."*

On the other hand, negative comments also addressed both the environment and the atmosphere as well as the announcements made in the library.

Environmental comments fell into two major categories –overcrowding and noise.

Overcrowded

- *"The only thing that can be improved is the environment--either you've got music playing (2nd floor), you have no phone service and/or no sunshine (1st floor and part of 2nd floor in periodicals), there are people talking and eating (3rd floor), or people are too busy flirting and not busy studying so it's more like social hour than study hour (4th/5th floor)."*
- *"My only problem with the library is that it is really crowded during peak hours making it difficult for the library to provide a getaway for studying and learning when you can't find a quiet corner to work by yourself."*
- *"The library in Provo is often far too busy and congested."*
- *"The library can be crowded at times..."*

Noise

- *"My major complaint is that it is so loud. There is no enforcement or incentive for students to be quiet outside of the "No ssssh" zone, and very often they aren't, regardless of where you are in the library. What is worse is that some of the library employees are the worst offenders."*
- *"Often it is difficult to find a quiet place to work, not because of space limitations, but because of noise caused by others. Some instances of distraction i've encountered this past year while trying to study: library staff giving tour of library to a group; students talking on cell phones or to each other; student listening to music with headphones but the music is so loud it seeps through."*
- *"The only problems that I have with the library is that A) they start vacuuming when I am still studying and it's heck of annoying... Sometimes I wish that they would have the quite police on the 5th and 4th floors because if it's not a vacuum making noise then it's usually someone's"*

face.” And “ It's just hard to study late at night with all the noise and a vacuum coming right under your legs!”

One final comment sums up the environmental issues.

“The only thing that can be improved is the environment--either you've got music playing (2nd floor), you have no phone service and/or no sunshine (1st floor and part of 2nd floor in periodicals), there are people talking and eating (3rd floor), or people are too busy flirting and not busy studying so it's more like social hour than study hour (4th/5th floor).”

The comments about **announcements in the library** span the gamut from annoying to startling to terrifying. A simple solution to this problem is made in the suggestions section of this report.

- *“I am not too fond of the obnoxiously loud Tuesday announcements that the service desks will be closed for the devotional. I am pretty sure everybody already knows this. . .”*
- *“the announcements at 10:45 and 11:45 are a bit startling.”*
- *“I do not like the announcement format. It is so loud and abrupt that I jump out of my chair and my heart leaps out of my chest(does not feel good to have this done)every time there is a devotional or it's time to close.”*
- *“The PA system's library-will-be-closing announcement is terrifying when you're not paying attention, by the way.”*

Furnishings

Positive comments on library furnishings were a mixed bag including praise for installing more electrical outlets, and comments on comfortable chairs, lots of desk space and carrels. There were few comments on furnishings and each of these comments were made by one respondent. Negative comments were primarily about chairs.

- *“If you get in early or late, you can have a seat for sure, but in the middle of the day, it's like BYU's parking.”*
- *“I would love it if there were more areas like the periodicals that had chairs you actually wanted to sit in to study at the tables. Seriously, wooden chairs? The comfy chairs are great, but useless because there is no table around to study at. Also, some feedback from my parents who were students here over twenty years ago - there are chairs with beat up upholstery and it is noticeable.”*
- *“I don't study in the library: Most of the chairs are not overly comfortable...”*
- *“The desks that line the walls that have their own mini-barriers are cramped and detrimental in aiding concentration due to their open nature and constantly close proximity to walking areas.”*

Lighting

Lighting comments, consisting of only four comments, revolved around liking natural light and windows or lack thereof.

- *“I like the natural light and there is always room there.”*
- *“I particularly like to sit in the areas illuminated by natural daylight light. It makes me more awake. I also like to look out of the window for some breaks.”*
- *“I always go to the top floor because there are windows. With such little natural light I feel confined.”*
- *“I actually don't really like our library. Every time I study there, I get tired after 30 minutes, which I don't at home or elsewhere. This could be because of the amount of artificial lights and the dark and boring colors.”*

Locations

Many locations in the library received a positive mention and the negative comments were half as common. What follows is a delineation of what areas respondents liked or didn't like since most statements were about liking or not liking a particular area. If there were any comments other than they "liked" the particular area, I have included them in brackets after the number of comments. No area got more than four "likes", with slightly more getting three "likes" and most only getting one "like".

- Locations liked:
 - Snack Zone = 4 [mentioned as a great place for group study]
 - Classical music area (2nd floor) = 4
 - Computers/computer labs = 4
 - Open spaces [various places where you can go to study] =3
 - Periodicals/Reading Room = 3 [space and tables]
 - Media Lab = 3 [appreciate computers and programs]
 - FHL = 3 [just like that it is in the library]
 - GSRs = 3 [fantastic, reservable]
 - GSR in atrium on 2nd floor
 - The Hub [for printing capabilities]
 - Special Collections
 - Couch in the 4th floor women's restroom
 - Juvenile collection

Moving on to negative comments about locations in the library, only two areas, the group study rooms and the Music & Dance library got three "dislikes" each, followed by the No Shhh zone with two. The remainder of the comments were one specific comment about various areas in the library.

- Study rooms = 3
 - Hard to find during finals
 - Feel closed in and out of the way
 - Always seem to be unavailable because there aren't enough of them
- Music area = 3
 - Need easier access to harp archives
 - Music section feels unorganized
 - Books are out of order on music shelves
- No Shhh Zone = 2
 - Smaller than the demand, can't find a seat
 - Gets crowded
- Internet weak on 1st & 4th floor music side
- Building outdated
- Study areas not desirable
- Inability to browse current periodicals in Reading Room
- Not enough maps—hard to find books or sections of the library
- Irritating when people eat apples, crackers, etc. in quiet zones

Temperature

Only two comments were received about the temperature, one indicated that it was always cold and the other just the opposite, that it was stuffy and warm.

Use

The use code refers to “how the user works and uses(or would like to work and use) the physical space. It is also used to refer to the overall quality of the work environment.” (See Appendix A) Many comments coded as use, especially those addressing the environment, are quite similar to the environment comments in the section on ambience and will not be repeated here except as they illuminate an additional reason respondents like the environment.

The number one “use” respondents articulated is that the library is a desirable place to study, either individually or as a group. Reasons not illuminated in the ambience section include:

- *“I use the library to study and am always able to find help in any area, both in resources and professionally from staff.”*
- *“The library has had a great impact in my academic progress.”*
- *“I like to be left alone and helped only upon request, which is what happens.”*
- *“I receive such great service and the place is perfect for studying.”*

Other random reasons for using the library included:

- *“I am glad that you are providing more outlets for laptops.”*
- *“The library is pretty efficient.”*
- *“I like being able to check out DVDs and reserve media rooms.”*

The “use” tag had a number of neutral responses to library use, almost as many as positive reasons for using the library. These responses are included here because they primarily indicated that the respondent didn’t need the library for various reasons.

- *“I rarely have had to use the library itself for books, studying or other needs.”*
- *“I rarely go to the library anymore. I use the web-based resources”; “I go to the library far less than I did 10 years ago. Most everything is handled on-line which is my preferred approach” and “I primarily use the library online; My onsite visits are mostly when I bring my classes to the library to learn or improve library skills.”*
- *“I only use the library to do my homework when I am stuck on campus, and between classes.”*
- *“I stay in the engineering corner because I need the programs that are on the computers. I rarely make my way all the way over to the library. I think it’s too far away and studying in the caedm works better for engineers.”*
- *“I don’t use the library very much because I usually work with numbers and not words.”*

Negative responses for not using the library fell into one main category, i.e., lack of alternate entrances and other individual reasons.

Lack of alternate entrances

- *“I work, study, and live at the south end of campus. In order to enter the library, I must walk all the way to the north end, then once inside, back to the south end. To get back to my lab or the grad office, I must then retrace my steps... all the way north, then all the way south again. This is inconvenient and wastes my time. Why is there not a door at the south end? I would use the resources on the library premises so much more if it was more convenient to get in. This has bothered me the entire time I’ve been at BYU.”*
- *“I use the library in person very little since you moved the entrance to the north side of the building.”*

- *“It is rather annoying that there are no other exits besides the main atrium. When I am studying and want to go to the JSB for example, I have to walk all the way around.”*
- *“I don’t study in the library: There is only one entrance and it takes forever to get where I need to go.”*

Other

- Not good for group study – *“I used to go in there almost daily last year to study in a group, but now it is so hard to find room enough for all of us that we have given up and just go to the fishbowl.”*
- Hard to find study place with an outlet – *“I would use the library as a study spot more often if I felt like I could easily find a place to study. So often I spend 10 min walking around to find a free place with a working plug for my computer. It’s frustration[sic] and makes it not worth my time.”*
- Unreliable internet – *“It is a huge facility with many places to study, but when the internet is down or working very slowly (which is quite common) then the library becomes useless to me” and “I don’t study in the library because it seems like the best places to study (I like tables, in quiet areas like the Honors Reading Room, for example) have the worst internet connections.”*
- No food rules – *“I used to go to the library often to study, but the no food rules make it inconvenient and the security was not very tactful when I was eating without knowing it was against the rules.”*
- Get lost in the library – *“I don’t usually use the Library unless I need to because I tend to get lost & am overall uncomfortable” and “Even after using the library for some time I am often lost as to where some of the collections are. Part of this, I am sure, is because I give up finding rooms.”*
- Quiet places hard to access – *“The quietest places in the library are usually the hardest to access. In general, I prefer to study elsewhere on campus.”*

Affect of Service—Book Availability, Communication, Customer Service, Ease of Use, Hours, Policies, Staffing

Summary of Affect of Service themes

Patrons who use the library experience problems with locating materials and continue to indicate that they are unaware of all the services and resources the library has to offer. Most patrons are pleased with the customer service and label it as friendly, helpful and outstanding, but some experienced poor service, including a perceived unwillingness of employees to help, and expressing the need for more and better training of employees. The ease of using the library was praised by some respondents and lamented by others. Hours had one positive and one negative comment, leading us to believe that they are not a problem at this time. Graduate students like the enhanced privileges afforded them but other policies, especially the current one disallowing students to use their digital student IDs, were viewed very negatively. Staffing, similar to but distinct from customer service, again confirmed that library employees are friendly and helpful, but that student employees need more training, sometimes exhibit an unwillingness to help patrons, and have a poor attitude or “service” ethic.

Book Availability

A lone positive comment about book availability indicated that *“In general I have been able to find the books and even movies (usually old) that I have needed.”*

Negative comments about book availability, while not numerous, centered around two issues: the library either doesn't own the book or the patron can't find it and inconsistencies in catalog records.

Book unavailable or unable to locate it

- *"I am surprised at how often I search for a book or article and the library does not have it available."*
- *"The library doesn't have enough printed resources for my discipline, and the ones that it carries are outdated."*
- *"One thing I have found difficult is finding physical copies of books. I can find them online, but have the worst time actually figuring out where it is. It should be easy enough without having to take a class on how it's organized."*
- *"my only complaint is that books are out of order on the shelves making it difficult to located items, specifically music."*
- *"there was one time I looked up a call number for a reference book, but when I found the exact call number, it was a different book than the one I searched for."*
- *"The hardest part for me is finding a book, which I'm ashamed to admit. I go to the section and the number, and the system says the book is available, but it is NEVER there. I've had to resort to putting every book I want on hold and having the library find it so I don't waste precious hours of my time. I know we're following the library of congress, but it would have been nice to have learned how it works. I get so frustrated every time I try to find a book on my own."*

Communication

While some progress has been made in communication efforts to patrons, the majority of comments in this category were negative. Of the five positive comments, three stated that they liked the chat option, it's great and that the tool was "extremely useful." The remaining two comments highlighted general communication efforts emanating from the Promotions and Outreach department.

- *"some healthy, humanizing humor in the advertising campaigns and outreach. KEEP IT UP!"*
- *"I like the cool posters and signs that have been made and designed for the Library."*

Themes for the negative comments were that patrons remain unaware of what the library has to offer and issues with library notifications.

Unaware of what library has to offer

- *"I think overall the library has lots of resources that help for those doing research. I would say the only problem might be that students are not always aware of all the resources in the library that would help make their study more efficient."*
- *"The problem I've found is that some resources are hidden and I've had to take a class which required me to learn about them in order to fully use them."*
- *"not sure how to go about to learn it without the help of someone that knows how. And how do I find out who knows that? I don't know."*
- *"I love our library!!! I think it's absolutely amazing! In fact, it's so amazing that sometimes I probably miss out on resources because I don't even realize that they are offered to me."*

Library notifications

- *"Often, when filling out feedback forms about **unavailable resources**, I have yet to receive a response from library staff as to whether those resources will be available or if there is something I can change to access them more effectively."*

- *"I had trouble with **due dates**, because I received emails a week or so before, but no final reminder the day the book was due. I was only notified once there was an outstanding fine."*
- *"When making **announcements** across the intercom, PLEASE HAVE A little jingle or noise before you announce things. It scares people to death with this LOUD VOICE that announces something simple, like the desks closing. It is good to have the announcements, but HIGHLY annoying to be scared each time."*

Customer Service

As in the past, the library continues to garner high praise for customer service. Patrons feel that we are helpful, friendly, and provide "great" service(s).

Helpful

- *"I had a great experience at the library the other day. I went in to check out a book that I did not want to buy because it was too expensive. The book was not on the shelf where it should be, so the guys at the check-out desk went looking for the book for me."*
- *"The library personnel are very knowledgeable And helpful. They often anticipate my needs."*
- *"I am always able to find any info I need, and if I can't find it myself, the employees are always very helpful and courteous to show me."*
- *"I have consistently and continually experienced the very best of service and help at the library. Everyone from student employees to permanent staff seems genuinely interested in not only helping but also in helping in a kind and energetic way."*

Friendly

- *"the employees are always really nice and understanding."*
- *"Every interaction I have with library personnel has been positive--they are friendly and knowledgeable."*
- *"Those who work at the library are almost always cheerful and friendly, and are willing to help me find the resources I need in order to succeed academically."*
- *"I appreciate how friendly the circulation and help desk staff are."*

Great Service

- *"I have received excellent service from library employees when checking out books on reserve, and also when I needed help printing in the main floor computer area. They were friendly, prompt, and gave clear instructions."*
- *"The Library services offered here at BYU are excellent! I have never been in a situation where I was at a disadvantage because of the Library."*
- *"I had one pretty bad library experience, but when I spoke to someone about it he/she bent over backwards apologizing and fixing it. I really appreciated that."*
- *"There seems to be real concern for serving students, and I *really* appreciate that."*
- *"I have been quite impressed with the library services, especially this year. I am currently working on my Master's thesis and I use the library all the time. The other day I had a book on hold and the circulation desk was unable to find it twice when I checked, but an employee made a special effort to find it and even called me when it was available. I was impressed."*

On the other hand, some patrons experienced problems with services or lack thereof. Because the comments in this section are often lengthy, the ones reported here are not comprehensive, but indicative of the problems patrons experience.

Help desks

- *“Most of the service desk individuals in the library are not very courteous or helpful.”*
- *“I've been using the HBLL for 8 year now - since I was a freshman. If I go to a help desk for help, it's because the website isn't helping and I need to figure the answer out with a human being. Yet every time I go to a help desk, I feel like I'm not listened to. Rather, the person at the desk tries to explain to me how to use the website - from scratch. It's intensely irritating, because it wastes our time, and I get the idea the person has no interest in actually helping me. I understand many problems stem from students not understanding the website, but please inform your employees that they need to actually listen to their patrons' research problems, rather than immediately launching into a website tutorial.”*

Other library personnel

- *“Employees are very blunt to a point where it comes across as rude.”*
- *“My experience with the library would be much better if it did not feel as though it were always trying to get money when books are overdue; there have been occasions upon which I and other friends have experienced issues where the fault has been mostly that of the library. Most instances have resolved acceptably, but there have been a few where a supervisor, etc., has consciously prevented a peaceful and reasonable resolution. Moreover, in every instance it has been a battle to find a compromising solution.”*
- *“Sometimes I'm made to feel stupid when I ask a question, as though I should know the answer. I come from an older generation and have never been given instruction. I learn services on my own or ask questions if I'm willing to get past the "that's a stupid question" looks.”*

Perceived unwillingness to help

- *“I believe that the library is a great resource, but if you don't have the courage to up and ask for help from a worker (who usually seems unwilling to help) you will stand around by that stupid desk forever until they get annoyed and come help you. My other experiences are if there isn't someone immediately behind that desk but in the back room, they will just sit and pretend like you don't see you.”*
- *“Multiple times I have gone to the library and wanted to check something out but there was no one to be found behind the desk. The caught is I could see them in a room just behind the desk and they saw me and pretended like they didn't. On another occasion the girl hopped right up and was very friendly.”*

Poor service

- *“[FDS] delivery time has seriously degraded this semester which has negatively affected faculty research, writing, and publication./ I feel the quality of service and general level of knowledge of the librarians has gone down significantly during the past few years.”*
- *“a little disappointed with the lack of help received from the special collections section of the library in hopes of locating specific material.”*
- *“I had taken an inter library loan for a book. I returned it much much before time and safely. Yet the library says it hasn't received it. I may be charged for "loosing it" even if i haven't !!!! Now the decision is still pending on whether the library will charge me or not! If it doesn't charge me that's okay and right thing to do but if it charges me...I will have to pay for something I haven't lost at all! If I had that much money to buy that book I wouldn't have taken the loan, instead buy it for myself.”*

Better training for employees

- *“...my attempts at meeting my teaching needs (that is, when I have tried to use library personnel to help my students, in class or individually) have been absolutely abysmal (it took more time to correct the problems created by the library personnel than it would have taken to do it myself). I will NEVER, EVER have library personnel help directly with my teaching/student needs - not ever!”*
- *“my only complaint is that I have misdirected by employees several times which means a lot of time and effort is wasted.”*
- *“I wish the employees were more informed about the computers and their function within the library. I understand that the library is not responsible for lost data but once my wife was working on a large document. When she went to print the computer froze and crashed. She had saved it to the desktop and when I talked to the staff, they informed me that it should still be there because they don't wipe the computers until night. She/he was incorrect as everything on the desktop was wiped clean. I guess all I am saying is that I wish he/she had known that the data wipes on what appears to be boot-up or log-out (whichever it is).”*

Ease of Use

Ease of use comments generally indicated that patrons could find what they needed, that the library anticipated their needs and named some services that were useful.

- *“I am a BYU post-bacc seeking a gerontology certificate. Depending on what my class assignments are determines how often I use the library. I am always able to find any info I need...”*
- *“In general, I find the library to be very helpful in guiding me to the right sources to help me with my research.”*
- *“I find the HBLL is incredibly on top of trends and needs at the University and seems to be making valuable changes and additions that are finished before I even consider the need.”*
- *“The maps in the stairwells are really useful for finding where things are in the library.”*
- *“The security guards are helpful and I like that I can return books at the entrance of the library.”*
- *“Requesting materials through inter-library loan is a snap, and borrowing media for classroom use is simple”*

Conversely there were some who indicated that they couldn't find what they needed, commented that they didn't know how to use the library, and specified some service problems.

Unable to locate materials

- *“If there is anything I would comment on is how hard it is to find some fiction books because it seems they are so spread out in the library. It makes for quite an adventure to find them some days.”*
- *“The ability to find books or sections is very difficult in the library.”*
- *“It is difficult to find the information I need in order to do research.”*

Don't know how to use the library

- *“Recently I was confused about the best way to access older periodicals (those which no longer are out on the shelves).”*

- *"I don't use library resources very often because: Doing research is still not quite as user-friendly as to make me comfortable and confident I will be successful in my search."*
- *"I some times find it hard to find relevant material."*
- *"Sometimes I'm overwhelmed with how large the building is and not knowing where I need to go to find information."*

Service/ equipment problems

- *"Periodicals are a particular sore point. Physically browsing older periodicals is now impossible, while the compact shelving makes browsing newer periodicals quite inconvenient. I can't browse through the issues of a particular periodical unless no one else is browsing anywhere within the same 10-row block as it, no library personnel are working within that block, and the shelving machinery is working properly."*
- *The music section of the library (scores) is very hodgepodge, hard to search, and has an organizing system that is different from other areas of the library. I can never find a score without getting a lot of help from employees, and sometimes they even can't find the scores. The scores are not always cataloged under their actual title, too, which makes them difficult to search online."*
- *"However, sometimes journals I need access to online are only available in print but I may need access to these materials while off-campus, even out of the country; obviously, this poses a great difficulty for me at times."*
- *"It is the main reason I study in the Talmage instead of the Library, because I have more access to whiteboards in the Talmage".*

Hours

Hours received only two comments this year. One indicated that the hours were enjoyable and the other that:

"The service that the HBLL lacks which I believe would make the most difference is 24 hour access to the library. Students need places to study and work. I have been to many institutions of higher education and BYU is the only one I have come across that does NOT allow students 24 hour access to the library. Learning should be encouraged no matter the time. By providing a safe, convenient and resource rich environment for students to study and work 24 hours a day is one way in which the University can help its students achieve the aim of a BYU education."

Policies

Policies had more than four times the negative comments as positive. The few comments were all from graduate students expressing thanks for the extra library services offered to them. Problems with policies relating to circulation--which got the most comments--computers, the closing announcement, security personnel, food, circulation, hours, quiet study spaces and e-books were mentioned.

The computer comment was reported in a previous section and will not repeated in its entirety. However, the respondent lost computer data because the help desk personnel did not know the policy for when library computers are wiped. In addition, the comment related to 24 hour library access was also mentioned previously and will not be repeated here.

Closing announcement

- *"Even though students are supposed to vacate the library at closing, it would be nice if we weren't treated like American's Most Wanted (criminals)."*

- *“Really dislike the loud music played when closing. Usually the students left in the library are trying to finish something up quickly, and the loud music impedes completing those tasks - like quizzes due at 11:59.”*

Security

- *“...I don't appreciate when the library security staff leaves notes like “I pity the fool that leaves his stuff unattended in the library”. I think it's extremely childish and unprofessional. I would prefer being spoken to personally with any issues library security has with my behavior.”*
- *“I was asked to stop eating by a library security personell under the main stairway of the library (under the glass roof) where there are neither computers or books to worry about keeping clean.”*

Food

- *“I used to go to the library often to study, but the no food rules make it inconvenient and the security was not very tactful when I was eating without knowing it was against the rules.”*
- *“Also, I really feel it could benefit from a small cafe somewhere where I can get snacks instead of having to exit and go all the way to the Wilk.”*

Circulation

- *“Please update the reference library check-out to accommodate digital student IDs. The staffs attitude towards this is incredibly frustrating [particularly a given individual]. If there is some legitimate reason for the physical ID card policy please inform the students because what I hear from staff is that digital IDs make their job more difficult than physical ones...yeah right! Just type in the 9 numbers. Alternatively, it isn't secure to use digital IDs...please, how am I going to replicate a digital ID card? You don't have CIA secrets behind the counter. Sorry for the tone but I am really frustrated by this policy and the library is not communicating well with the students regarding it.”*
- *“The other day I needed to check out a book for an assignment due shortly, but I didn't have my ID card. I had my MTC ID card that has the same information, I had photo ID and I had my ID card listed on my.byu. Even with all this ID, but with the lack of my BYU ID, I was not permitted to check out a book. This greatly harmed my studies and I feel there needs to be some kind of policy change.”*
- *“Sometimes it's super inconvenient that we need our ID cards to check things out because some days I forget my ID and then I have no way of checking things out.”*
- *“There are some movies that we can only check out for 4 hours. That is very difficult. I wish it were at least 24 hours.”*
- *“Also, the audiobook system isn't very convenient; only being allowed to check out a portion of a book is annoying.”*

Quiet study spaces

- *“I believe the library can have an important role in teaching the students about this principle of study and learning by better enforcing quietude.”*
- *“Since there is no enforcement, people talk in quiet zones all the time which is really annoying and makes it difficult to study or take online quizzes.”*

E-books

- *“Concerned about electronic copies of books rather than hard copies - they are not as easy to use as one may assume.”*

Staffing

Staffing, which differs from Customer Service, in that it refers to the level, number and category of staff, had almost an equal number of positive and negative comments.

Positive comments were centered on helpfulness, friendliness, service, with other comments about subject librarians and student employees.

Helpful, friendly, outstanding

- *“Library personnel are fabulous. Courteous, helpful, knowledgeable, understanding and merciful.”*
- *“Friendly people, all over the place...”*
- *“I have always been very impressed with ...the expertise of library staff.”*
- *“The staff and resources are outstanding.”*
- *“I thank the employees of both [Lee Library & SL Center] for all of the good work and courtesy in maintaining the libraries as effective places of learning.”*

Subject librarians

- *“In my experience, the library’s subject matter experts are, without exception, outstanding and wonderful to work with. Thank you.”*
- *“I have had very positive experiences working with subject librarians and special collections staff.”*
- *“In my onsite experience the librarians are excellent.”*
- *“The Subject Selector Librarians are so helpful...”*

Student employees

- *“The library staff are fantastic, especially the student librarians in the humanities section.”*
- *“The library help desk workers are very specialized in their own fields.”*
- *“The Subject Selector Librarians are so helpful, as are the student employees in the HBLL.”*

By the same token, student employees received a larger number of negative comments. Security, circulation and staff in general also were mentioned in a less than positive light. A large number of the comments about student employees related to lack of training to be effective in their job, with the rest addressing attitude and service ethic.

More / and better training

- *“Some of students working at those counter needs more training.”*
- *“However, on several occasions I have had issues with printers and the desk attendants have been unable to help. It has been a little inconvenient.”*
- *“I find it a little frustrating when I can't find something and I ask a student employee to help me find it. Usually all they know how to do is type it into the same search box that I've already tried. So I've just stopped asking student employees for help.”*
- *“Your TA's in the multimedia lab only know video and are completely ignorant as to audio engineering.”*
- *“I think that the library technicians need to be trained better so they can answer my questions better (specifically in the media center).”*

- *“The poorest aspect of the HBLL that I have noticed since I began working at BYU is employee training. Apart from the subject librarians (who are very helpful and knowledgeable), the students who seem to staff the HBLL know nothing. They are eager and willing to help but are not helpful in the least. None of them (in general circulation, in ILL, or anywhere) have MLS degrees, and none can answer even the most basic questions. I have given up telling my students to ask the student employees at the reference desks for research help--they have no conception of how to conduct academic research or what resources are available via the HBLL. If I need to find where a call number is shelved, I can turn to the student employees. Anything else, and I'm on my own. At every reference desk, we need adult employees with MLS training, not smiling but incompetent undergrads.”*
- *“I often find, however the lab attendants do not know much about the tech questions I run into as I'm doing my research. I'm not really sure what their role is besides making sure no one vandalizes the equipment.”*

Attitude and Service ethic

- *“When the iPod would not work, I would have to go over to the help desks to ask for the readings. ...some help desk staff were annoyed and intimidating.”*
- *“The student employees really couldn't care less. Sloppy, rude, less-than-minimal all around. I have to ask to speak with their adult grown-up supervisors all the time.”*
- *“The only employees that are a little rude are the custodians. I understand that being a custodian stinks (I've been one before) but some of them seem to dislike their job and the people involved (studying students) so much that they can be loud and disrespectful.”*

Security

- *“The police officers are intimidating and need to be more friendly.”*

Circulation

- *“I would have given all the services I received and my satisfaction with library employees the highest possible (because I am generally happy with the quality of service provided) if I hadn't had one negative experience with the circulation desk.”*

General

- *“Staff has seemed a little standoffish at times.”*
- *“Also, several times I've attempted to work in the HBLL the employees have been chatty and distracting, leading me to find another space.”*
- *“The people who work there are always friendly and able to answer basic questions, and that's all I need. The only exception is probably in special collections because I ask more questions there.”*

Information Control—Catalog, Collection, Computer Equipment/Connectivity, ILL, Non-computer Equipment, Online Content, Training, Website

Summary of Information Control themes

The Information Control dimension of the survey has the largest number of codes of the four dimensions. Survey respondents continue to have issues with the catalog, reporting that it is not intuitive, known items cannot be located, and that the search algorithm is not as good as Google or

Amazon in retrieving items. Generally, the collection is highly rated for the amount of material we have as well as its quality. However, some respondents reported a lack of materials, outdated materials and expressed concern with what they perceive as a reduction in print materials. The number and availability of computers was adequate for most respondents, however, some had problems finding an available computer. The internet and wifi connectivity were the biggest issues in information control, respondents indicating that the slowness and dropped connections were major hindrances to completing their work. Interlibrary loan continues to be highly rated as a great service that is very helpful to those who use it. Nevertheless, some complained about the amount of time it takes to get an item and some individual service issues were noted. Survey respondents are pleased with the amount of online content, but would like more. It is helpful and some even indicated essential to their work. Some respondents found it easy to use, but more felt that it was hard to navigate, difficult to access (referring to particular items they find that turn out not to be available), frustrating, and that desired content is missing from our collection. Appreciation for research classes was expressed along with requests for more training opportunities, specifically more online training. The website continues to be a problem for many patrons, however, some patrons acknowledge and appreciate the links, the recent changes, and the newfound ability to find what they want. As with the catalog, respondents felt that more work on the search engine could improve it, that it's hard to navigate, and that it often returns inconsistent results.

Catalog

The comments regarding the catalog were overwhelmingly negative, indicating that it is not intuitive, known items cannot be located using the catalog, and the search algorithm is problematic.

Not intuitive

- *“When I use...computers...to find a book it is not intuitive to find a book...”*
- *“I have a hard time looking for books because I don't understand exactly what I'm looking at when the search is complete. Are they books that are there? ebooks?”*
- *“I do feel like the catalog and materials search features aren't the best - they don't give me a good idea of which book is really the best match for what I'm looking for.”*

Cannot locate known items

- *“BYU library on-line search services seem inexact in the responses to exact (known by me) titles I search for. Sometimes putting in the author brings up a wandering array of choices. I sometimes have better luck with google and then go back to BYU search and enter more or even less specific search terms and I have success. (?)”*
- *“My biggest complaint about the library is the catalog search. It is so hard for me to find the books I am looking for in the catalog search.”*
- *“The library catalog continues to be a big mess—it is very difficult to find things that I know are in the library. Any search simply gives thousands of options with no apparent correlation to the key words, authors, etc. entered. This is really scandalous.”*

Search algorithm

- *“The only problem I have with my library experience is that your main search algorithm is still terrible. I've been at BYU for 9 years now, and I still have to go to Amazon.com and get the ISBN, and then punch that number into the library search. This, more than anything else, deterred my use of the library as an undergrad.”*

- *"I get frustrated when I look for research sources and they don't come up on a search through the school's library, but when I go on google scholar they are easily found. Why can't the school's searches be as comprehensive as google scholar?"*

The positive comments about the collection numbered almost twice as many as the negative one. The positive comments centered on the abundance and high quality of the available resources.

Collection

Ample resources

- *"In general I have been able to find the books and even movies (usually old) that I have needed - it has SO many things."*
- *"Even with the basic needs i have for my studies, the library has many resources and meets my needs exceptionally."*
- *"The amount of resources available to me keeps me ahead on my classes."*
- *"It [HBLL]is large and contains almost unlimited resources for effective study."*

High quality resources

- *"The online database resources and the extensive print collection is remarkable and world-class."*
- *"I love the library and it has amazing resources at my disposal...the books/articles I need are on hand."*
- *"Brigham Young University has a very good library in terms of... collections/available resources."*
- *"The ... resources are outstanding."*

The negative comments addressed a lack of materials, an outdated collection and the reduction in print materials.

Lack of materials

- *"Sometimes I am surprised by the number of books I see in bookstores or available at online book stores that I cannot find in the HBLL inventory."*
- *"HBLL has good number of books, I think. Yet I perceive that there is more room for selection of books. In psychology, family study, and religion, I run into missing books that may be considered basics(especially religion; please check if it is not so)."*
- *"I am usually very impressed with library services offered. However, there have been multiple occasions when I couldn't access a popular play because the one copy had been checked out."*

Materials outdated

- *"...whenever I can't find a seat, I stare at the rows and rows of 50 year old russian botany books. Seems like having a million gagillion books is cool for marketing, but it's not that cool when you have (it seems) 100,000 square feet used up with books that no one uses."*
- *"The library doesn't have enough printed resources for my discipline, and the ones that it carries are outdated. I find myself using the interlibrary loan more than the printed resources in the library. The time it takes to request newer books is too slow and usually I don't need them by the time they have them available."*
- *"Some items are difficult to find or get access to (old journals and some of the special collection materials) and the latest geology publications for the state of Utah are not always up to date."*

Reduction in print materials

- *“de-emphasizing access to books—including older titles—is problematic in the extreme for my discipline.”*
- *“I am also concerned about what I perceive as an increasing attitude that information be online—that books are becoming irrelevant.”*
- *“The worst thing you have done is hide books away on the 1st level. Why have a book is you make it too hard to get to it.”*

A couple of miscellaneous comments seemed useful to add here.

- *“I am mystified by the book ordering process. Recently I noticed that a prize winning book in my discipline had not been ordered for the library. Usually by the time I notice something like this, it is too late for students to use in that semester.”*
- *“I am concerned that books/reference materials turn up missing and no one seems to care to get them found.”*

Computer Equipment and Connectivity

The positive and negative comments about computers and connectivity were nearly equal.

Enough computers

- *“The computers are a huge help.”*
- *“I appreciate the abundance of computers.”*
- *“I love how you have enough computers - I have only ever had to wait to access a computer once.”*

Media Center

- *“LOVE the media center and all the macs with photoshop, and illustrator, etc.”*
- *“I really love the multimedia lab, and the fact that we have access to so much equipment, applications.”*
- *“I also enjoy using the facilities in the 4th floor media center. It has greatly enhanced the learning experience for my students.”*

Negative comments were primarily about the internet and wifi, not enough computers, and a couple of miscellaneous issues.

Internet/wifi

- *“I am completing this survey in [this building] and the internet died on me a couple of times already. I tried to submit earlier and I’m not sure if it went through or not. The internet is THE biggest hindrance to my productivity and learning.”*
- *“when the internet is down or working very slowly (which is quite common) then the library becomes useless to me. “*
- *“I like studying in the library, though the internet is sketchy in some parts. I prefer studying in a cubby on the 4th floor on the music side, but it's hit or miss on if I'll have internet and if it will be enough of a connection for me to even use a web browser.”*
- *“More wifi bandwidth would be a huge plus. The library is the best place on campus to study, but lots of my homework requires an internet connection, and if the library gets too crowded, it's not rare to be unable to access the internet at all because it loads so slowly.”*

Not enough computers

- *"Sometimes I can't find a computer when I'd like one."*
- *"Not enough computers. I often have to wait 15 plus minutes to get on open computer to do my online studies."*
- *"There are many times that I go in and all the computers are being used and so I have to wait or come back another time."*

Miscellaneous

- *"A computer tech employee should know how to fix a computer that isn't working in the media center."*
- *"The worst thing about the library are broken keyboards to the computers. I think that would be a low cost improvement."*
- *"Sometimes come across inconveniences when trying to find an outlet for my laptop."*

Interlibrary Loan (ILL)

The positive comments about ILL outnumbered the negative four to one. Positive comments were heavily focused on how helpful it is.

Great Service

- *"I also appreciate the free interlibrary loan. It is AMAZING!"*
- *"Requesting materials through inter-library loan is a snap."*
- *"interlibrary loan services essential and generally pleased with service"*
- *"When I do run across a resource that I am not able to access online, I have had wonderful help with accessing that via Interlibrary Loan. Thank you for the great help!"*

Helpful

- *"the ILL program [is] invaluable for graduate students in the sciences."*
- *"I like to be able to request an article or book chapter and have it delivered electronically usually in a few days. This is a great way to find old references that would be almost impossible otherwise."*
- *"As a graduate student, the ability to request a copy of a journal article and have it found and sent to me has been very helpful."*

Negative comments focused on the time it takes to get something from ILL and a couple of bad service encounters.

Too slow

- *"I only use the interlibrary loan or the library web page to get on journals or databases for journals. All of this has worked well. The interlibrary loan is SLOW! Should be at MOST one week. But when we need something for a paper or idea, it's often imminent."*
- *"Another issue is that ILLIAD services are too variable in their speed... sometimes fast with quick turn-arounds, and other times very slow in comparison to the timeframe over which scientists need access to articles--which is immediately."*
- *"Most of the journals and many of the publications I need for my work are usually not available. Inter-library loan is an option, but it dramatically limits the amount of time I can have a document and also increases the wait time."*

Service issues

- *“However, I recently had an unhelpful encounter. I requested an article to be scanned from a journal, but the scanned pages were off center and text was cut off and missing. I needed to review the article to see if it would be an appropriate example of the diffusion of organizational practices to assign for one of my classes. However, the topic of the paper was adoption of same-sex workplace practices and benefits in Fortune 500 firms. I wondered if my scanned copy of the article was poorly scanned by a student because of the topic of the article. There is no way to know for certain, but I hope this was not the case.”*
- *“However, a recent experience with interlibrary loan has tempered my enthusiasm. I requested a paper on March 8. On March 18, having heard nothing, I called and asked for expedited handling because I needed the paper for a presentation on March 20. I was assured that the request would be resubmitted. It appears from the record that the request was resubmitted by the Interlibrary loan office, but I still don't have the paper and have heard nothing from the library. If a document can't be located within a reasonable time, there should be some notification to that effect.”*

Non-computer equipment

Positive comments about non-computer equipment were few and chiefly expressed gratitude for printing, scanning and copying equipment. The negative comments were also few in number and varied.

- *“Why aren't more high-level electronic equipment such as SLR cameras available for rent/checkout from the library? These resources are constantly limited at HBLL, and regardless of whether this is a library issue or an OIT issue etc. (oversight, funding etc), these kinds of resources deserve more attention to ensure that the creativity of students and investigators is matched by resources. I also see very few resources on campus for electronic scanning and capture of data from museum specimens. Perhaps the library could aid in this function by connecting with or providing resources for the museum/colleges, e.g. Monte L Bean Life Science Museum.”*
- *“A lot of times the printers don't work/I have trouble printing things. This can be very frustrating.”*
- *“they are a little behind on the technological advances.”*

Online Content

Positive comments about online content outnumbered the negative ones more than two to one and centered around ease of use, helpfulness, the amount, good service and essentialness of the content.

Easy to use

- *“I really appreciate the electronic journal resources available to me; I am particularly glad I can access the full text of many articles of interest. The search engines do a pretty good job of helping me to locate journal articles.”*
- *“I used the journal finders, and access journal articles available through BYU suscriptions all the time. BYU does great, and I've never failed to be able to find an article I wanted.”*
- *“I especially appreciate the library's commitment to electronic databases and other electronic media--and in securing easy faculty access to these resources.”*

Helpful

- *"I use the EBSCO database or Blackwell linguistics database online at home quite frequently and they are excellent to find recent, relevant/scholarly/peer-reviewed articles in my field of study."*
- *"I enjoy using the ERIC (EBSCO) database for my thesis for the school psychology program. It is helpful to find articles."*
- *"And I especially enjoy the library databases that are accessible online; I can find research articles and information that is generally not available through the regular search engines."*

Ample amount

- *"But I appreciate the breadth of subscriptions we have."*
- *"I do love the range of databases and online materials."*
- *"I also like that more ebooks are becoming available."*
- *"I live out-of-state and only access the library online. I use it daily for my work and really appreciate the millions of online resources."*

Good service

- *"the online services such as EBSCO and access to Harvard Biz Review are critical for my course. Thanks!"*
- *"Electronic journal resources are what is most important to me, and the library generally does well at providing them."*
- *"The most important thing for me is the ability to access all of my field's scientific journals from my office, and I have been very pleased to find that I can do this, either directly through online journals..."*

Essential

- *"On line access to journal articles is the most important service in terms of supporting faculty research and publication."*
- *"I use the online journals a lot for my serious research."*
- *"I depend heavily upon the journal databases."*

The emphasis of negative comments was that online content is hard to navigate, difficult to access, is frustrating, and desired content is not available. These concerns elicited some lengthy comments.

Hard to navigate

- *"I find the online resources hard to navigate. I need my professors to go over how to use it every class that I need to use it for."*
- *"Some of the online programs are not completely intuitive. For example, sometimes I get confused when I am trying to access documents that it seems the library has but I click on "get it at BYU" but can't figure out how to access them."*
- *"Using the journal databases that the library subscribes to (such as Ebsco & Compendex) seems very convoluted and seems to return less relevant results than google or similar search engines."*
- *"My only real complaint about HBLL services is that the online database search functionality is kind of non-intuitive - that is, finding results in my specific field is often difficult."*

Difficult to access

- *"It seems like Google Scholar is getting worse at detecting whether the library has copies of the journal articles that I want. Example: Google Scholar says we don't have pdf copy at the library,*

but a direct search on the library's website allows me to find one. I'd love more integration between the two systems, since Google Scholar is really so easy to use (and preferable to the library's website)."

- *"Being a graduate student that does not live anywhere close to campus, it is essential to have access to digital or online resources. I have often encountered difficulty getting articles online that the library reports are available online. Often times, even if I am logged in on the BYU Library page, I encounter a pay wall when trying to access articles or documents, even with some of BYU's own publications. Often, when filling out feedback forms about unavailable resources, I have yet to receive a response from library staff as to whether those resources will be available or if there is something I can change to access them more effectively. Other requests to gain access to digitized chapters or page ranges of print books at the library have met with no response. Again, as a part time graduate student in a research program working a full time job and living about 80 miles from campus, access to digital resources is critical."*
- *"they [electronic journals] are fairly difficult to access, as far as locating specific articles go."*

Frustrating

- *"It is very frustrating to learn the HBLL has an electronic subscription to a needed journal, yet it will not give access to a needed journal article due to some glitch between HBLL and Wiley, Elsevier, or some other publisher."*
- *"However, sometimes journals I need access to online are only available in print but I may need access to these materials while off-campus, even out of the country; obviously, this poses a great difficulty for me at times. It is also frustrating when the span of years covered by our electronic journals is not sufficient to include years/volumes that I am interested in. In particular, a lack of availability of the most recent 1 years publications in electronic format is a serious deficit for people when they are working off-campus."*
- *"Online can get frustrating when looking for articles and it says I can have access to online material but it only gives me a random webpage or then tells me that I don't have access to the actual online material."*

Content not available

- *Either Journals are not subscribed to or the electronic copies of publication of certain dates are not accessible.*
- *I wish our library would get more updated. They have the ability to be impressive and utilize technology, but they don't use it like a library of today should. I find myself having to get my information from sources other than the library because they don't have enough stuff online."*
- *"It's unfortunate that the library doesn't have online subscriptions to certain high profile journals like Cell, Science, Nature, and/or their subsidiary journals."*

Training

The comments about training were almost equally distributed between positive and negative comments. Positive comments expressed appreciation for the research classes offered.

Appreciate research classes

- *"I also appreciate those many employees who are willing to teach us how to do the ongoing and new electronic "sleuthing" skills necessary for good research to be done through a reliable source of information (electronic or otherwise) like the university library."*

- *“I also appreciate the people available at the library to help, educate, and train me on how to use the resources available. Thanks!!”*
- *“The Library has done an excellent job at facilitating the learning process.”*
- *“Some of my classes require Library instruction time, and I am so impressed by the level of good instruction given.”*

Negative comments pinpointed frustrations related to training as well as several comments that indicated students were unaware of what the library has.

- *“The hardest part for me is finding a book, which I'm ashamed to admit. I go to the section and the number, and the system says the book is available, but it is NEVER there. I've had to resort to putting every book I want on hold and having the library find it so I don't waste precious hours of my time. I know we're following the library of congress, but it would have been nice to have learned how it works. I get so frustrated every time I try to find a book on my own.”*
- *“I would just like to know a little more about the physical books that the library has, and not just the online resources.”*
- *“More help with the actual researching process would be appreciated, as well as online helps for navigating online sources--like which databases to use, where to go to search for what kind of source, etc.”*

Website

In spite of many attempts to improve the website, the majority of comments received still fall in the negative category—three times as many negative as positive comments. Positive comments indicated that links and changes are liked and that respondents are able to find what they want.

Like links

- *“I like the connectivity of different libraries with Harold B. library as I can access all books available anywhere in connecting libraries./ I use the library's website a lot, both on and off campus, and find it very helpful. I especially love that it links to JSTOR and other online journal databases.”*
- *“I use the BYU Library website, but i also use Google Scholar a lot (and appreciate the link to "BYU Findit".)”*
- *“great search sites”*

Like changes

- *“I am not as familiar yet with the new library webpage and online search system, but it looks like an improvement so far. Thank you for making the change; the older search engine was often confusing and difficult to navigate.”*
- *“I appreciate the new design of the library's search engine / website--it makes it easier to find resources.”*
- *“We have the best university library there is. It keeps getting better and better. The new changes to the Web page have streamlined searching. I am seldom disappointed and often pleasantly surprised. Thanks for everything.”*

Able to find what I want

- *“The website does very well.”*
- *“I do lot of research and I always find what I'm looking for on the library homepage online.”*

- *“The Hbll website is great. I can usually find what I'm looking for in a matter of minutes.”*

The focus of negative comments was that the search engine needs improvement, it's hard to navigate, particularly where journals are concerned, and that it returns inconsistent results.

Search engine needs improvement

- *“The library search engine is not very user friendly. I often have better luck using google scholar to find the exact title I want and then copying that into the library search engine. Sometimes, I can't find the title and instead have to search through the databases to find the necessary journal before I can access the title I want. One of these two things happens fairly frequently when I am searching for academic articles in my field.”*
- *“The library's search portal on the website is substandard; it is not very useful for my discipline (history).”*
- *“In the past I found the library website search to be lacking. I once entered the title of a book wrongly, adding an "s" at the end of one of the words in the title. My search did not find the book until I corrected the title, entering every single letter correctly. That's a pretty inflexible search engine.”*

Hard to navigate

- *“Although, the audiobook listings have become more available, it is still a bit hard to sort and find good quality audiobooks that the library provides.”*
- *“The Library seems to have a vast amount of resources but I find it hard to navigate. Conducting a Google search is much easier, but I know the information is less reliable.”*
- *“the website is crazy hard to maneuver. It's kind of ridiculous, in my opinion. I usually just give up.”*
- *“The library website interface is the worse I have ever used. I it harder to find things though the BYU library website than any other site I know of.”*

Journals

- *“The Journal search tab on the website requires many levels of searching. It would be helpful if the website moved quicker between pages rather than page after page before actually arriving at the journal.”*
- *“the web site of the library is unruly at times, not allowing easy access to journals.”*
- *“I love the HBLL's web interface, but it all goes to pot when I am linked_out.”*
- *“I am always disappointed by the interface that HBLL offers. BYU's HBLL has three extra clicks for every database and site that I want to access, and for a researcher, this is really antiquated. the technology access is really out of date. Sorry!”*

Inconsistent results

- *“The library's search engine needs serious improvement, especially for the library's extensive online digital collections. The current search engine is awkward to use, provides incomplete and inconsistent results, and is generally clunky. Please improve it or replace it.”*
- *“I like the clean start page, but I find some of the search results incoherent. For example, I know I want a specific author or a specific article, but I have to wade through irrelevant material, even when I do some specific boolean actions.”*

- *“I feel that the search engine provides a lot of useless or unwanted answers. I can search for the exact title of a book, and I still get 200 results. Then, I need to filter through all of the junk until I find what I was actually looking for.”*

A miscellaneous comment here seemed worth including because it indicates a prevalent student attitude expressed in other sections of this report.

*“I don't know what I would change about the Library to be honest, I think the only thing is most people have no idea what the website contains and how to navigate it. Not that it is complicated or poorly laid out, but **that's not the first thought that comes to mind when one thinks of getting help.**”*

General—Comparison, Financial, Named Staff, Overall Library Assessment, Quotable, Survey Issues

Summary of General comments themes

When patrons compare the Lee Library with other libraries they have used they are generous in their praise. Specific staff are appreciated for their work with faculty and students and the overall assessment of the library is that patrons “love it”. Many comments were “quotable”, meaning that coders saw them as something that could be used in publicity or fundraising efforts. Suggestions covered a wide gamut of topics, most of which addressed requests for action on topics previously mentioned, the most common being collections, online resources, space, food, computers, group study rooms, search, circulation, library entrances, and outlets. Patron comments about the survey were negative, however, the library has no control over the issues mentioned.

Comparison

Comments comparing the Lee Library with other similar libraries were more positive than negative.

- *“I have attended four universities, worked for three, and researched in many libraries and archives around the world. The BYU libraries are second to none.”*
- *“Compared to other college campuses, I think we are at the top of the list.”*
- *“The Library at BYU Provo is one of the best I have ever used.”(5 more similar comments)*
- *“I haven't seen data on where the HBLL fits into national university library rankings, but my perception is that it must be one of the best libraries of its kind worldwide.”*

Negative comments focused on particular services or lack thereof.

- *“I would say I actually use the Provo City Library more often than the HBLL, because it is a better resource for my major. The Provo library has an easier to navigate, more current selection of children's books than the HBLL.”*
- *“As a new graduate student coming in from a different university, there was really no program or orientation on how to use the library and its resources like a freshman would receive. This would have been (and still would be) really helpful.”*
- *“At a university I previously worked at, their ILL system sent an e-mail to notify you that an article had been received. I haven't gotten those e-mails and have had to just keep checking back. It's not a big inconvenience, but it would be helpful if those e-mails came.”*

- *"I've seen better/cleared databases for electronic journal browsing/searching at other universities."*

Financial

A deficit in multimedia resources was the lone comment.

Named Staff

In a turnaround this year, the comments about named staff were overwhelmingly positive. While it is not possible to include all comments in this report, staff were praised for helping patrons find and use databases, for excellent service, good instruction, and assistance with course projects.

- [This individual] has done a great job in helping me discover and use the databases.
- I have received excellent service from [this individual]. He/she notifies us of services or journals that the library has and requests our opinion on how the library can best meet our teaching and research needs. I have gone to her/him a few times for questions which he/she had always been gracious to respond to and in a timely manner.
- Some of my classes require Library instruction time, and I am so impressed by the level of good instruction given—especially from [these individuals] (I hope I got those names correct). Please pass along a thanks.
- [This individual] is fantastic, he/she helped me develop the research project for my course and meets with my students several times during the semester. I could not be more pleased.

There was only one negative comment, excluding issues with security, which are reported elsewhere in this report. The negative comment is not included here because it appears that these particular people are not library employees.

Overall Library Assessment

This category continues to generate the most comments in the entire survey with the majority being positive. Terms used to describe the library are: love it, great, good, very good, impressive, fantastic, rocks, amazing, nice, really nice, like, really like, phenomenal, outstanding, high class, terrific, best, wonderful, up to par, satisfied, stellar, magnificent, first rate, incredible, awesome, pleasant, sweet, pleased, doing well, efficient, well run, well organized, works well, functions well, well done, convenient. Examples of such comments are listed below.

- *"I find the HBLL is incredibly on top of trends and needs at the University and seems to be making valuable changes and additions that are finished before I even consider the need."*
- *"The library has always provided me with the resources and service I need. The employees have always been courteous and helpful. I have been very pleased with all the services of the library and appreciate how they continue to seek new ways to assist students."*
- *"I love the library!! I am so amazed by the services."*
- *"I appreciate the library's effort to be the best they can be, and I think they are doing a really good job at it."*
- *"I actively use the library here on campus for learning, research, and teaching purposes and have for many years and am very impressed with the progression it has made over the years in resource availability for student and faculty and administration. I find it very helpful, proactive, and continually trying to upgrade rather than only maintaining."*
- *"The Library has done an excellent job at facilitating the learning process."*
- *"The library has a great impact in my academic progress."*

- *“The resources at the library are largely empowering.”*
- *“I appreciate all of the resources the library offers. It has helped me immensely in my learning and research.”*
- *“I feel like the Library does a good job at offering services that benefit students.”*
- *“Overall, the HBLL is incredibly dedicated to providing the highest quality of service, resources, space, etc., and therefore usually provides very high quality of everything.”*

On the negative side only four individual comments addressed particular problems, each specific to the individual making the comment. One has been reported in this report, so it will not be repeated here.

- *“I actually don't really like our library. Every time I study there, I get tired after 30 minutes. This could be because of the amount of artificial lights and the dark and boring colors.”*
- *“Not horrible, but some improvements could be made.”*
- *“You appear to act more like an elementary school library than an academic library.”*

Quotable

The purpose of the quotable code is to identify comments that may be “articulate and emphatic (both positive and negative).” (See Appendix A) The emphasis is also on comments that might be useful in promotional/fundraising efforts. Those listed below are notable.

- *“I love the library! I am very happy with the learning environment and with the multitude of resources.”*
- *“I am in love with Harold. We spend time together often. He is accommodating in most parts. I like that you painted some of his walls; it is refreshing. There is always more to be done however. Onward Ha-ooooo!!!”*
- *“I appreciate all of the resources the library offers. It has helped me immensely in my learning and research.”*
- *“Thanks for trying to improve the work which the library does; you make students lives easier when they understand how to get the most from the library. Thank you!”*
- *“The most important thing for me is the ability to access all of my field's scientific journals from my office, and I have been very pleased to find that I can do this, either directly through online journals or interlibrary loan or by requesting that someone make a photocopy of an older (print-only) journal and email it to me. This has saved me a lot of time, and I am very grateful!”*
- *“Just so you know, the library is kind of a magical place... thanks for the wonderful services!”*
- *“I find the HBLL is incredibly on top of trends and needs at the University and seems to be making valuable changes and additions that are finished before I even consider the need.”*
- *“The library is an excellent quiet place for studying. I am always more productive in the library than I am at my apartment.”*
- *“Made all the difference for research papers.”*

The five negative comments have been reported in other specific sections of the report, but will be repeated here in the interest of impartiality in reporting comments.

- *“Please update the reference library check-out to accommodate digital student IDs. The staffs attitude towards this is incredibly frustrating [particularly a given individual]. If there is some legitimate reason for the physical ID card policy please inform the students because what I hear from staff is that digital IDs make their job more difficult than physical ones...yeah right! Just type in the 9 numbers. Alternatively, it isn't secure to use digital IDs...please, how am I going to replicate a digital ID card? You don't have CIA secrets behind the counter. Sorry for the tone but I*

am really frustrated by this policy and the library is not communicating well with the students regarding it.”

- *“If there's one thing I would change about the library, it's simply the number of seats available during the middle of the day. If you get in early or late, you can have a seat for sure, but in the middle of the day, it's like BYU's parking.”*
- *“Overall, I'm very pleased with library services and the library's efforts to employ the latest technologies and reach out to faculty (to service faculty needs). However, I recently had an unhelpful encounter. I requested an article to be scanned from a journal, but the scanned pages were off center and text was cut off and missing. I needed to review the article to see if it would be an appropriate example of the diffusion of organizational practices to assign for one of my classes. However, the topic of the paper was adoption of same-sex workplace practices and benefits in Fortune 500 firms. I wondered if my scanned copy of the article was poorly scanned by a student because of the topic of the article. There is no way to know for certain, but I hope this was not the case. Another problem I have encountered is that on several occasions I have been charged for books that had highlighting or spine damage, which was not caused by me but another, previous user. It's frustrating to have to plead with library staff to not charge me for something I did not do.”*
- *“When making announcements across the intercom, PLEASE HAVE A little jingle or noise before you announce things. It scares people to death with this LOUD VOICE that announces something simple, like the desks closing. It is good to have the announcements, but HIGHLY annoying to be scared each time.”*
- *“I work, study, and live at the south end of campus. In order to enter the library, I must walk all the way to the north end, then once inside, back to the south end. To get back to my lab or the grad office, I must then retrace my steps... all the way north, then all the way south again. This is inconvenient and wastes my time. Why is there not a door at the south end? I would use the resources on the library premises so much more if it was more convenient to get in. This has bothered me the entire time I've been at BYU.”*

Suggestions

The survey yielded a total of 333 suggestions on 35 topics relating to the library. While the suggestions have been coded into general topics, the sub-topics of the comments did not always address the same issues. Reported below are the top ten general topics along with those noteworthy sub-topics within the general topics. Sub-topics are only noted if there were two or more suggestions. The tenor of the comments in seven of the topics was “more”, i.e., more collections, more online resources, more food options, more computers, more group study rooms, more entrances, and more outlets.

Collections (38 suggestions)

The topic of collections had the largest number of suggestions. Within that category, the desire for “more” was the main sub-topic followed by suggestion addressing digital collections.

More

- *“It would be good if more of the business case studies were available online.”*
- *“BYU should have best selection of religious books in the world. Books about interdisciplinary topics in social science should be increased, too.”*

- *"I would like to see more access to books and articles that are published in other countries. I needed these materials at times, but they were not readily available for me. It would have been great if I had more access to them through the library."*
- *"It would be good if we can have access to nature journals."*
- *"Wish you still carried the music periodicals in print that you did in the past (e.g., International Trombone Association Journal). From what I can tell, the electronic version is a quarter behind and doesn't include reviews."*
- *"I would like to see the media center expand its collection, particularly in documentaries."*
- *"It would be nice if there was easier access to the harp archives. It is very inconvenient to always have to ask for assistance getting in."*

Digital collections

- *"Please do something to make your digital collections that you have scanned from Special Collections easier to use. Please give us results that are keyword in context so we can easily determine if a particular hit is relevant or not."*
- *"It would be nice to have more online and downloadable options, both audio and ebook."*
- *"I also see very few resources on campus for electronic scanning and capture of data from museum specimens. Perhaps the library could aid in this function by connecting with or providing resources for the museum/colleges, e.g. Monte L Bean Life Science Museum."*
- *"I love the increased emphasis of the HBLL on digital resources. That trend should continue."*
- *"This might violate copyright issues, but it might be a good project to digitize some of the materials that are on VHS so that they can be accessed without difficulty."*

Online resources (34 suggestions)

The great majority, 65%, of the suggestions regarding online resources were for more.

More

- *"Please make more resources available electronically. That is how research is done now."*
- *"It would be helpful to me if there were more education periodicals available electronically."*
- *"They are still a few databases that the University doesn't have access to that would be helpful for papers. (CSA Illumina for example)."*
- *"would also be helpful to have a list or known place to look for society databases if we have access to them(ASME for example)."*
- *"I really like the online resources and would like to see more available online."*
- *"I hope that more information will be put on the library's website for students to access."*
- *"The only area that I feel has needed improvement is online access to more journals (I occasionally have to go through others to get papers)."*
- *"Please ck the electronic subscriptions to be sure the journals are accessible."*
- *"I prefer getting information from the internet, due to the ease of it, so maximizing online service is always a wonderful idea."*
- *"I would like to see the digital collection enhanced and added to."*

The remainder of suggestions regarding online resources asked for more depth and breadth of coverage and improvements to linking.

Space (27 suggestions)

No particular sub-topic was more prominent than another in this category. Ambience suggestions centered mostly on windows and natural light. However, sculptures, art, and a more colorful, modern appearance were mentioned. Four suggestions asked for more study areas, some private, and two adjunct faculty requested space—even just lockers—for their use.

Food (21 suggestions)

Suggestions regarding food in the library have been common for several years in the LibQUAL+ survey. This year the largest number (10) suggested the library get vending machines.

Vending machines

- *“Give us vending machines!!! Please!”*
- *“In the snack zone, I would love vending machines as well as a microwave.”*
- *“Because many students spend more than 4 hours in the library at a time, I believe it would be beneficial and highly welcomed by the students to have vending machines or a small and simple food court in some part of the library. Even though it would take some effort to create and maintain this endeavor, having a place to eat food would solve some of the current problems faced by students. This would also create some jobs or give the library custodial personnel a little more to do.”*

There were additional requests for a “quiet” food zone, a café or food court, providing food for sale in the library, and expanding the areas where food is allowed.

Computers (20 suggestions)

Half of the suggestions for computers requested more.

More

- *“Add more computers please!!”*
- *“It is really hard to get on a computer because they are all always in use. Maybe we need more computers at BYU instead of a new park.”*
- *“Needs a little more computers to satisfy everyone's needs at certain times.”*
- *“I also would appreciate more (and faster) computers! It is sometimes really hard to find a free computer...”*

The remaining suggestions asked for the return of the Lynda.com software, more Macs and the Adobe CS6 on some of the Macs.

Group Study Rooms (GSRs) (20 suggestions)

Again, the theme of these suggestions was predominately “more” (12 of the 20 suggestions), with reservations/scheduling and more whiteboards requested.

More

- *“More study rooms would be nice.”*
- *“Anyway, it is also hard to find a study room. Maybe the book shelves could be rearranged and much older and never used books could be thinned from the shelves to create more space for study rooms and desks.”*
- *“more availability of rooms to do group work in”*
- *“Also, more large study rooms would be very helpful as far as studying is concerned.”*

Reservations/Scheduling

- *“it would be better if study rooms were available for longer than 2 hours”*
- *“I wish I knew more about scheduling rooms and stuff like that.”*
- *“I wish it was a little easier to get study rooms when you need them...”*

Search (16 suggestions)

Search suggestions have been abundant in all LibQUAL+ survey administrations. As much as we try to improve searching capabilities on the web page, it appears to still be a problem for some. While search was the main sub-topic in 16 of the suggestions, it was a second or third level code for other suggestions. Many problems with “search” were articulated in the online resources section of Information Control and in other sections of this report.

Online resources

- *“One thing I wish the library could have is a means to make it easier to choose appropriate databases for a specific discipline. For example, I usually use EBSCO to do my literature review. However, in EBSCO, there are dozens of databases that are not related to social science, so I would have to choose certain databases every time I use it. It would be nice if there is any way in the library website to choose appropriate databases for a specific discipline in a single click even across different database services.”*
- *“Wish that search engine for published journal articles was improved”*
- *“Sometimes articles won't show up as available at BYU in a disciplinary search that I can find when I look up the journal manually.”*
- *“it would be nice to have more integrated services where I can search more expansively/advanced while not having to search in several separate databases.”*

Website

- *“The online database could be changed in order to make it easier to search.”*
- *“I would like a better interface online for performing research.”*
- *“I would like a more powerful search capability through the Library website.”*
- *“there could be more technological advancements made to the library system.”*
- *“Why can't the school's searches be as comprehensive as google scholar?”*
- *“I just wish that the website were easier to navigate, so that I could more easily find research materials.”*
- *“So improvement in search optimization would be helpful.”*

Circulation (12 suggestions)

The only sub-topics that had two or more suggestions were videos/movies and dropboxes. The suggestions regarding videos and movies related to longer circulation periods. Drop box suggestions requested alternate locations for returning library materials.

Entrance (12 suggestions)

All suggestions in this category were reasons why the library needs more entrances. Two interesting ideas that haven't been mentioned in previous years were:

- *“Also, it would be nice to be able to access the classrooms in the back of the library from the front.”*

- *“Due to the increasing importance of the media center, why don't you move it close to the front, or make a back entrance to the library.”*

Outlets (11 suggestions)

All suggestions regarding outlets were for more with specific locations given. Outlets were suggested for every table in the library, all carrels, and every desk. More outlets were specifically requested on the 1st floor, in the atrium and the Reading Room, and on the 3rd and 5th floors. With regard to outlets, it is important to remember that the LibQUAL+ survey was administered before all the additions of outlets were completed.

There are many suggestions that were not made by more than two people and are not reported here, but a perusal of the suggestions list is beneficial nonetheless. The suggestions are appended to this report. (See Appendix B)

Survey issues

The survey format, over which we have no control, continued to elicit comments, two expressing thanks for being able to give input and a fair number of negative comments. Since we do not control the survey format, I see no need to include those comments here.

Conclusion

This report contains only a fraction of the 936 comments made in the survey box. Comments coded as positive help us to know where we are successful in meeting the needs of our patrons, while the ones coded as negative are often comments we have heard before in previous LibQUAL+ surveys, in the ethnographic studies and in focus groups held about various library topics. However, a difference this year was that some topics that received few comments in the 2011 administration of the survey were repeated in the 2013 survey, sometimes even doubling in frequency, indicating the importance of those issues to our patrons. Patrons appreciate the changes we have made, but continue to suggest ideas for further improvement.

Appendix A Taxonomy

Harold B. Lee Library LibQUAL+®LITE Survey 2013

Methodology for Coding Qualitative Data (User Comments)

The following is an explanation of the subject tags that will be used to code each qualitative statement included in the 2011 LibQUAL+® survey administered by the Harold B. Lee Library. Along with the tag that should be used to categorize a comment, a definition of the tag is provided with examples of keywords typically used by respondents when making comments related to the concept or the tag. The tags are listed under the corresponding LibQUAL+® dimension where applicable.

LIBRARY AS PLACE – Overall look, feel, and functionality of the library and its facilities

Tag	Explanation	Keywords include:
Ambiance	References to environment and atmosphere, i.e., “feel” of the library , often an ambiguous emotional comment.	Depressing, comfort, noisy, loud, conducive, environment, quiet, inviting, atmosphere, crowded, peaceful
Furnishings	Specific examples of physical furnishings (things people use) in the library.	Chair, comfort, carrel(s), seat(s), couch, table(s), desk(s)
Lighting	Specific references to lighting in the physical space.	Light, lighting, dark, fluorescent
Location	References a specific library location.	Any location in the library, e.g. Reading Room/Periodicals, atrium, reference (help) desk, location, in the library, ILL, Honors Reading Room, Music area, Snack Zone
Temperature	References to temperature or heating/cooling systems.	hot, cold, stuffy
Use	References to how the user works and uses (or would like to work and use) the physical space . It is also used to refer to the overall quality of the work environment.	Group, work, group study, group work, friends, carrel, study, desk, area, place, research, space, rooms, building, renovation

AFFECT OF SERVICE – User interactions with and the general helpfulness and competency of library staff

Tag	Explanation	Keywords include:
Book Availability	Use this tag in any instance where there was a reference to a book not being where the user expected it to be.	Missing, copies, can't find, unavailable, available, mis-shelved, found, stacks
Communication	References to services or activities where the library pushes information out to members of the service community.	Notices, notifications, chat, contact, e-mail, news, advertising
Customer Service	References to how patrons are treated by library personnel.	Helpful, assistance, support, rude, noisy, listen, care, pay, available, question, reference, service, time, friendly, courteous, efficient
Ease of Use	References to ease of access and use of the physical and virtual library.	do it myself, frustrating, easy, hard, difficult, confusing, navigate, trouble finding
Hours	All references to library hours	Open, close, hours, 24, late, longer, earlier, night, morning
Policies	Parameters and rules for a particular service	Borrowing, cellphone, policy, renew, recall, printing, hours, food
Staffing	References to level of staff performing library services, both the number of staff and the category of staff.	Librarian, student, staff, security personnel, employee

INFORMATION CONTROL – Scope & breadth of information and ability of patrons to find, use, & manage it on their own

Tag	Explanation	Keywords include:
Catalog	Specific references to the library catalog.	Catalog, browse, search box, library database
Collection	References to the general or specific areas of the library's collection, including types of materials	popular fiction, books, collection, reserves, course, materials, periodical, subscription, magazine, title, resource, article(s), outdated, media, update
Computer Equipment / Connectivity	References to computer equipment provided by LIT, Media Services or OIT and their functionality and connectivity for library workstations as well as for personal devices patrons bring to the library.	wireless, wi-fi, desktop, laptop, internet, OIT, technology, software
ILL	References to any inter-library loan service, including ILLIAD	Borrow, other library(ies), interlibrary, interlibrary loan, ILL, ILLIAD
Material Care	Reference to the physical quality of resources.	Quality, condition
Non-computer equipment	References to any equipment that is not specifically computer access equipment – namely printing and copying.	Copy machine(s), scanners (ing), printing, photocopy, PDF
Off-Campus	Any references to <u>off-campus</u> resource use.	VPN, proxy, off campus, access
Online Content	References to content that is <u>specifically available online, excluding the library catalog.</u> Not necessarily a subscription-based e-resource	Journals, online journal(s), online article(s), e-book(s), periodicals, research, database(s), Learning Suite, tutorial(s), materials the library has digitized
Training	References to tools and services that help users find and use resources.	Research skills, instruction, class(es), session, tutorial(s), research help, research, help find, complex, refine search, training, orientation, tour, topic
Website	References to the <u>web site as an access point for information</u>	Digital, web site, search(ing), electronic, convenient, web, Google, internet, search box, search engine(s)

GENERAL – General comments about the library or the survey instrument

Tag	Explanation
Comparison	References to other universities and colleges, both general (i.e. other college, better, school,) and specific (e.g., University of Utah, Weber, Utah State, UVU, & other Utah schools or other universities out of state).
Financial	Services and decisions perceived to be due to budget allocation and financial decisions by Lee Library or BYU administration.
Named Staff	References to library staff members who were specifically mentioned ; comments tagged with this code were also tagged as Customer Service.
Overall Library Assessment	General references to the library as a whole (rather than statements about particular services, collections, or facilities).
Quotable	Comments that are especially articulate and emphatic (both positive and negative) . Specifically those comments that would be useful for promotional materials or fundraising efforts.
Suggestion	Comments that specifically offered suggestions for improving service . (Suggestions are coded as “indifferent” , i.e., neither “positive” nor “negative”.)
Survey	Comments that referred to the survey itself . Also include statements about other mechanisms of soliciting feedback from users (e.g., focus groups, other surveys, feedback form). -31

RATING

Tag	Explanation	Keywords include:
P =Positive	All references positive in nature.	Good, is nice, great, satisfied, helpful, love, appreciate, excellent, improved, thank, positive, favorite, better, kudos
I =Indifferent	All references neither positive or negative in nature.	I wish you had... it would be nice if..., I think you should...
N =Negative	All references negative in nature.	Lack, need, would be nice, poor, terrible, not helpful, difficult, would appreciate, could be better, complaint, frustrating, frustration, problem, wish, not satisfied, uninviting, annoying, hate, ridiculous, awful, unacceptable, inconvenient, dissatisfied, miserable, run-down, second-rate, shortcoming, unpleasant, ugly

NOTE

Other-- free text box	A free-text box is provided for reviewers to insert explanatory notes.
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Appendix B

2013 LibQUAL Suggestions

1. The library's search engine needs serious improvement, especially for the library's extensive online digital collections. The current search engine is awkward to use, provides incomplete and inconsistent results, and is generally clunky. Please improve it or replace it.
2. Some online library resources ask users for a password, but our BYU userid and password does not work. Please provide information (inside the login firewall) regarding how to use those resources, too.
3. Please return library faculty delivery back to its previous standard. Delivery time has seriously degraded this semester which has negatively affected faculty research, writing, and publication.
4. There is such a wealth of resources in the library, but there needs to be a better way for users to find out what is actually available, including recently added resource materials (especially those that are digital).
5. It would be great if a video could be checked out for more than 4 hours at a time.
6. More open space with a beautiful view of outside would be awesome i.e. roof garden/room
7. We need more study rooms!
8. Please do something to make your digital collections that you have scanned from Special Collections easier to use. Please give us results that are keyword in context so we can easily determine if a particular hit is relevant or not.
9. You should help students know where the awesome little known resources are by like highlighting one a week in the entrance to the library.
10. I've seen a lot of bad surveys, but this one tops them all. I sorry, I don't intend to sound mean, but please seek some help in writing a one that is intelligible.
11. I Wish there was more new material available quicker.
12. I wish that every desk had access to power
13. We also need more study rooms.
14. Add more computers please!!
15. The HBLLs level of digitization is fabulous, but it only makes me want more.
16. vending machines would be nice
17. Please install Adobe CS6 on a few Macs, and get more Macs.
18. Give us a "non-shush" zone, please, where we can talk and use our cell phones. Thank you!
19. Tell Security: don't be so anal about a bag being left out in the hallway while someone goes to the bathroom! :)
20. The research help counter was not always helpful. Some of students working at those counter needs more training.
21. We need more digital, less dusty books.
22. Also, are you on the overdrive app? I know lots of people who go to the SLC libray just to get a card so they can use overdrive. It's what people use these days.
23. I wish there was a way to navigate and understand the databases on your own.
24. The online database could be changed in order to make it easier to search.
25. I wish the study rooms in the library were a little nicer.
26. I also wish 100% of the tables had electricity outlets.
27. Do better about the printing situations. Either update the system to prevent future meltdowns or do better about helping students know where other printers are in the library.
28. it isn't always easy to actually find the book in the library. It would be helpful to have a link of a map
29. Give us vending machines!!! Please!
30. So if there was a user guide on the website to learn how to use the online resources would be great.
31. Electronic information and user-friendly computer programs are of most concern to me. The HBLL does well in these areas and it is my opinion that it should be the primary focus going forward.
32. I would like to see a nap zone where there is no talking, typing, or tweeting. Just sleeping. That is all.
33. I wish the employees were more informed about the computers and their function within the library. I do not mean to disrespect, I just wish technology training was a little better.
34. I would like a better interface online for performing research.

35. I would like a more powerful search capability through the Library website.
36. More space for group studying.
37. More computers.
38. Updated library for important business texts.
39. there could be more technological advancements made to the library system.
40. Always surprised by how much library has to offer electronically and wish I would've know n sooner
41. BYU needs to make sure it has a large online database with articles and books and such that is also easy to navigate.
42. It would be good if more of the business case studies were available online.
43. Even though students are supposed to vacate the library at closing, it would be nice if we weren't treated like America's Most Wanted (criminals).
44. Please make more resources available electronically. That is how research is done now.
45. My main concern is that we don't have access to analyst research reports (from places like Goldman Sachs, Morgan Stanley, Credit Suisse, etc).
46. I don't appreciate when the library security staff leave notes like "I pity the fool that leaves his stuff unattended in the library". I think it's extremely childish and unprofessional. I would prefer being spoken to personally with any issues library security has with my behavior.
47. Students often do not really understand the library should be silent. Especially as they go up the stairs and so on.
48. the only thing that needs to be improved with the library is reliable internet.
49. Vending machines!
50. I want to be able to know which databases or publications will give me certain types of information.
51. They need more SPACE in the library. That's all.
52. I wish I knew how to use RefWorks better.
53. One thing that would improve this service is if the library were to run .pdf documents through an OCR process before sending them along.
54. We need more single, private study rooms that only law students can access
55. It would be helpful to have more entrances to the HBLL since it is so large.
56. I don't like that you can't enter the library from the south end. There is only one entrance/exit location. I know this may seem silly, but it's somewhat inconvenient.
57. it would be better if study rooms were available for longer than 2 hours
58. it would be better if... food was available in the library.
59. My only suggestion is that the library lean on Deseret Book to make Gospelink (electronic data base) available to all students and faculty wherever they are and not just thru a HBLL computer. You are the only folks with the clout to do this. The rest of us are just pawns.
60. I'd put more emphasis on online resources.
61. I would likely use the Harold B. Lee Library more often if there was a dedicated graduate student area that maintained a quiet and studious atmosphere. (Law student starting on an MPA)
62. Perhaps there could be a basic online training or tutorial which can help students and non students learn more about the awesome resources that the library has, rather than just having to wait until they take a class or hear about something from a friend.
63. More study rooms would be nice.
64. In the snack zone, I would love vending machines as well as a microwave.
65. It is really hard to get on a computer because they are all always in use. Maybe we need more computers at BYU instead of a new park.
66. finding a study space with an access outlet for laptops is nominal.
67. Some libraries have study carrels with outlets in them so the students can plug in right where they are studying.
68. It would be really helpful to have easy access to an outlet if we need to bring our own computers to the library.
69. Anyway, it is also hard to find a study room. Maybe the book shelves could be rearranged and much older and never used books could be thinned from the shelves to create more space for study rooms and desks.

70. I feel like I could use either a training or access to a specific HBLL librarian that could field my questions about how to best utilize HBLL resources. This may already exist, but better advertising to the Law School would be helpful. I know that many of my colleagues could be served by using the HBLL more.
71. It would be helpful to me if there were more education periodicals available electronically.
72. I would like to see more cubicle desks with outlets for a power cord.
73. Needs a little more computers to satisfy everyone's needs at certain times
74. I wish there were more places where food was allowed but still was a quiet zone.
75. BYU should have best selection of religious books in the world. Books about interdisciplinary topics in social science should be increased, too.
76. Finding a comfy chair or more variation in places I can study within the library is the thing I most often find myself wanting when I come in.
77. De-emphasizing access to books--including older titles--is problematic in the extreme for my discipline.(history)
78. If there's one thing I would change about the library, it's simply the number of seats available during the middle of the day.
79. It would be helpful if the website moved quicker between pages rather than page after page before actually arriving at the journal.
80. ...the library is in great need of an alternative entrance.
81. I would like more information on ebooks and building an ebrary and how I can access this information on my tablet. In addition, is there a way to add notes, highlights, etc. to ebooks on a tablet similar to the functions on ibooks or a kindle book?
82. In my opinion, focus of resources/future needs to be on electronic search, delivery, storage, etc.
83. Would love more study rooms
84. [Would love] online access off-campus
85. I really like the online resources and would like to see more available online.
86. As a new graduate student coming in from a different university, there was really no program or orientation on how to use the library and its resources like a freshman would receive. This would have been (and still would be) really helpful.
87. I wish the audiobooks catalog was better organized and accessible - i.e. organized by genre.
88. I hope that despite the wealth of information (albeit mostly non-peer reviewed) available on the internet we will always continue to have such well maintained and high level library facilities and information on site at the university--I think the very best results for our cognitive and social development may depend on the use of such repositories of information as a library, by reading regularly of new material and by being constantly involved in such hands-on interaction with real people and things especially as students learn so many new things in an academic setting. Someone needs to help us keep ahead of the information explosion curve....
89. I wish there were more doors to get through the library.
90. I'd like to have a place to study and eat. Not necessarily like the No Shh Zone cause that's always so packed, just a place where it's like everywhere else in the library but I'm allowed to eat.
91. I think that more education on how to use it when not doing research would be good.
92. I think that the library would be much more useful if they were able to make all of the resources and information more known so that the public can better use these resources.
93. One thing I wish the library could have is a means to make it easier to choose appropriate databases for a specific discipline. For example, I usually use EBSCO to do my literature review. However, in EBSCO, there are dozens of databases that are not related to social science, so I would have to choose certain databases every time I use it. It would be nice if there is any way in the library website to choose appropriate databases for a specific discipline in a single click even across different database services.
94. A study area for Social Work Graduate students would be great. Most study rooms get scheduled quickly during the times we have available to study.
95. sometimes i wish journal articles were already available electronically instead of waiting for them to be scanned in.
96. At a university I previously worked at, their ILL system sent an e-mail to notify you that an article had been received. I haven't gotten those e-mails and have had to just keep checking back. It's not a big

- inconvenience, but it would be helpful if those e-mails came. Also, the other library had delivery services for faculty and graduate students such that they could put an item on request and the books would be delivered and/or picked up at the department office.
97. My one complaint is that the library system is behind the BYU profile information on updating my email address. On two occasions I have updated my email with the BYU website, but the update with the HBLL was delayed so that I did not receive library circulation notices.
 98. The service that the HBLL lacks which I believe would make the most difference is 24 hour access to the library.
 99. To improve the HBLL website and online databases, it would be helpful if when you click "get it at BYU" it automatically opened up a new web page so that you do not lose your place.
 100. Access to online journals are essential for me. I love the HBLL's web interface, but it all goes to pot when I am linked out. The experience is already great. To improve it, I wish the transition experience were more integrated.
 101. When making announcements across the intercom, PLEASE HAVE A little jingle or noise before you announce things. It scares people to death with this LOUD VOICE that announces something simple, like the desks closing.
 102. I am mystified by the book ordering process. Recently I noticed that a prize winning book in my discipline had not been ordered for the library. Usually by the time I notice something like this, it is too late for students to use in that semester. Please spend more money on books, and please make sure that the bibliographers are consistent in identifying the best books for our library.
 103. It would be nice to have more online and downloadable options, both audio and ebook.
 104. Sometimes I wish that they would have the quiet police on the 5th and 4th floors because if it's not a vacuum making noise then it's usually someone's face.
 105. there is only the one entrance and exit. IT KILLS ME!!
 106. I would like easier access from home
 107. more informed people at the subject specific desks
 108. Sometimes it's super inconvenient that we need our ID cards to check things out because some days I forget my ID and then I have no way of checking things out.
 109. My only suggestion for improvement is for librarian to be careful in reading emails and responding, to make sure they are answering the right question.
 110. Sometimes I can't find a computer when I'd like one
 111. would love it if there were more areas like the periodicals that had chairs you actually wanted to sit in to study at the tables.
 112. There needs to be a better balance of comfortable chairs to work in and areas to study in.
 113. there are chairs with beat up upholstery and it is noticeable.
 114. High cost improvement would be to more art. Give me a sculpture or something, I want a pretty library.
 115. I am eagerly waiting for the library to offer more sophisticated ways to check out digitized texts.
 116. Sometimes I'm made to feel stupid when I ask a question, as though I should know the answer. I come from an older generation and have never been given instruction. I learn services on my own or ask questions if I'm willing to get past the "that's a stupid question" looks.
 117. Why can't the school's searches be as comprehensive as google scholar?
 118. I wish There were more study rooms.
 119. Some of the tables in the Reading Room need electrical power. If they all had it it would be awesome.
 120. The service most lacking in the HBLL is 24 hour access for students.
 121. I would like to see more comfortable and private study areas.
 122. More areas that allow food would be beneficial.
 123. I just wish that the website were easier to navigate, so that I could more easily find research materials.
 124. PLEASE instruct your circulation desk staff to learn the hours the Special Collections section is open, so that they don't send me down there for a book, only for me to find it closed. Thank you!
 125. The one thing I could use from the library is more private study areas.
 126. I really feel it could benefit from a small cafe somewhere where I can get snacks instead of having to exit and go all the way to the Wilk. Even just a place with vending machines on the main floor where you can get something to eat would be very much appreciated.

127. more availability of rooms to do group work in
128. I would like to see more access to books and articles that are published in other countries. I needed these materials at times, but they were not readily available for me. It would have been great if I had more access to them through the library.
129. I wish it was a little easier to get study rooms when you need them...
130. I hope that more information will be put on the library's website for students to access.
131. More updated information and technology
132. The more electronic references for research the better
133. Literally my ONLY complaint about the library is that there are a handful of tables on the 5th floor and 3rd floor snack zone that don't have power to them! This becomes a problem when virtually everything these days is via a computer, which needs regular charging! Last year this problem persisted for over a weeks so I finally went down to the security desk and let them know about the problem (I didn't know who else to go to), well within the day all the desks had power to them! I was very impressed but this year I noticed the 3rd floor snack zone tables were having the same problem and so I proceeded in the same fashion and nothing resulted. I really can't emphasize how important having an active power source at every table that is equipped with outlets is to all of us students. That is my only issue and I'm sure myself as well as my fellow peers would really appreciate this problem getting resolved quickly! Thanks for understanding and helping all of us in this situation!
134. it would be nice if there was an area that's quiet and that you can eat snacks in. I find it annoying having to always trudge up or down to the 3rd floor to the "snack-zone" where it's loud and I wish I could just eat my crackers or whatever just sitting at a table on the 2nd or 4th floor. It also it just annoying that I have to move places to snack on something, because when you are studying for a long time you don't really want to have to leave your study spot to eat a little snack.
135. More talking zones
136. It would be nice if towlettes were more available to wipe down keyboards/headphones etc.
137. There should be more windows to make it brighter. I know that would be pretty much impossible because it would be a huge renovation project, but natural light is much more comfortable than fluorescent tungsten light.
138. I wish I knew more about scheduling rooms and stuff like that.
139. I also wish there were more entrances to the library but I understand that it is for security purposes, but if you are on the south side of campus, it's kind of a time waster to get into the library and if you need to return to the south of campus, it takes more time to get where you need to go because there is only one entrance.
140. I think the internet servers should be boosted/increased so that internet reception will be fast and convenient for any spot in the library, especially when it is very full and busy.
141. It is hard to find an empty computer at times, so if there was any way to determine where the available computers are (via network usage or something) that would be nice.
142. Because many students spend more than 4 hours in the library at a time, I believe it would be beneficial and highly welcomed by the students to have vending machines or a small and simple food court in some part of the library. Even though it would take some effort to create and maintain this endeavor, having a place to eat food would solve some of the current problems faced by students. This would also create some jobs or give the library custodial personnel a little more to do.
143. Wish that search engine for published journal articles was improved
144. There are some movies that we can only check out for 4 hours. That is very difficult. I wish it were at least 24 hours.
145. I believe more workspace would be helpful.
146. More wifi bandwidth would be a huge plus. The library is the best place on campus to study, but lots of my homework requires an internet connection, and if the library gets too crowded, it's not rare to be unable to access the internet at all because it loads so slowly.
147. I wish that requested pdf journal articles that have been scanned in could either stay available for longer periods of time or have something identifying in their titles. I have frequently requested articles, downloaded them and forgotten to rename the file. Later when I go to find it again I can't, and end up requesting and waiting for the article all over again.

148. I wish there was more open room for groups to meet.
149. I wish there were vending machines in the library.
150. Student accessible vending machines would be nice.
151. Sometimes I'm overwhelmed with how large the building is and not knowing where I need to go to find information. If there was a helpful guide or a central help desk that might help me more to easily access information that is pertinent to me.
152. I wish there was a vending machine by the snack zone.
153. There should also be a better system for finding available computers than "hunt and stare"
154. The resources at the library are largely empowering. The limitation is in me being unaware of other services it may offer. Email notification doesn't always work since we receive so much email we need to filter. Maybe a required seminar for incoming graduate students who have not used this library as an undergraduate. The seminar would have to be top notch and specific to different disciplines. Perhaps presenting every few years at different department seminars with information and resources specifically suited for that department. I'm think out-loud now.
155. It would be nice if the online site was more navigable and easier to use.
156. I wish there were more quiet places to study on the third floor of the Lee Library
157. Wish that online Journal Article search engine (Pubmed etc) was more user friendly
158. The biggest improvement I think would be to continue to upgrade the study group rooms with white boards and TVs
159. increase the access to knowledge of how to access everything.
160. I think there should be another hub somewhere on an upper floor, especially since most of that space has now been devoted to English grad students. I used to go in there almost daily last year to study in a group, but now it is so hard to find room enough for all of us that we have given up and just go to the fishbowl.
161. Also, more large study rooms would be very helpful as far as studying is concerned.
162. it would be most convenient if the hours in the library were extended at least an extra hour throughout the weekdays. Closing at One instead of 12.
163. The only area that I feel has needed improvement is online access to more journals (I occasionally have to go through others to get papers).
164. I wish our library would get more updated.
165. I would just like to see more articles available online
166. There needs to be more relaxed reading sections where you can sit on something then a hard wooden chair.
167. I enjoy having little exhibits in the lobby area to draw my interest when I walk in. It would be nice to have three or so smaller exhibits to allow for more frequent rotation. The civil war exhibit has been there so long I don't even notice it anymore.
168. Study space can be had outside of the library; print collections are the raison d'etre for a library.
169. Perhaps you could improve the wifi. Because it can be pretty wretched.
170. I feel that more whiteboards would help the space be more conducive to learning. Not just whiteboards in the study rooms, but in the other student research areas too.
171. I really wish there were more private study rooms or areas with whiteboards that my friends and I could study math on
172. It would be very helpful if there were drop boxes outside the library, especially at the south end of the library building, or even in a few key buildings (Wilk, Eyring, HFAC, RB, in a parking lot or the Wilk drop off spot) so it wasn't as obnoxious to return books to the library when you forget.
173. Reminder emails are sent a few times several days before books are due, and then again when books are late - an email the morning of the due date would be IDEAL!
174. There are not enough maps of the each floor and of every floor on each floor
175. think you could do a better no of informing the whole student body about the library services.
176. It would be nice if we could have movies for 5 or 7 days instead of just 3. I
177. It might be nice to have large windows in the group study rooms to let in more natural light.
178. For me, it would be great to have all of the printed materials digitized.
179. My only suggestions would be to get access to a few more journals...and to get more of the older journals (hard copies found in the library) online.

180. There should be a specific floor or wing or something that is super warm because when I am cold I can't study very well at all.
181. It will be great if I can get more access to online books and journals for my research.
182. We are very fortunate to have [this individual] right now and hope that when she/he will be replaced, it will be by someone equally qualified and dependable.
183. If possible, I wish there would be more spaces reserved particularly for graduate students and there would be spaces in the library where no laptops, or computers or any electronic devices are allowed, so that one can focus on reading books and articles only.
184. I really love being able to access digital copies of journal articles. I hope that more and more become available in digital copy. I can find a lot that are but some are not.
185. We need more study space.
186. It's better to place more computers or kiosks so that users can find what they want either book or room more easily.
187. my main suggestion would be to increase the breadth of electronic journal access.
188. It would nice to have more group study rooms in general.
189. It would also be nice if those [GSRs]rooms had markers and erasers already in them, perhaps attached to chains to prevent theft.
190. There should be air fresheners in the bathrooms because they have a consistently crappy smell. Pun intended.
191. It would be nice to have a video conference room somewhere as well.
192. Also, it would be nice to be able to access the classrooms in the back of the library from the front.
193. I wish we have more international journals for the reference.
194. But if you can provide more free electronic papers or books, that will be great.
195. The police officers are intimidating and need to be more friendly.
196. The library website could be more streamlined.
197. It would also be nice if there were more comfortable chairs, instead of the hard wooden ones.
198. Please ck the electronic subscriptions to be sure the journals are accessible.
199. This is a rather odd survey. I feel like my numerical answers above are only slightly better than arbitrary, as I had to decide what the values 1 - 9 meant to me. Provide examples in the future?
200. I would like a more seamless access from home to subscriptions I am confident are available through the library.
201. Hope the environment can be more quiet.
202. Less people eat in the seat.
203. Why aren't more high-level electronic equipment such as SLR cameras available for rent/checkout from the library?
204. I also see very few resources on campus for electronic scanning and capture of data from museum specimens. Perhaps the library could aid in this function by connecting with or providing resources for the museum/colleges, e.g. Monte L Bean Life Science Museum.
205. The long-ago decision to have only 1 entrance, facing the Big X, was a poor one but it is water under the bridge.
206. Due to the increasing importance of the media center, why don't you move it close to the front, or make a back entrance to the library
207. It would be good if we can have access to nature journals.
208. There should be 2 open terminals at every info desk that do nothing but search the library catalog, so that I can walk up, type in the book info, get the book location, and walk away.
209. Use of the library's online system remains a constant and continual challenge because of the incessant changes that have occurred in the online menu. Please refrain!
210. Graduate student resources including quiet work stations and designated conference rooms would be very useful.
211. It would also be good if the Library hosted opportunities for graduate students to present their research to other students.

212. It appears from the record that the request was resubmitted by the Interlibrary loan office, but I still don't have the paper and have heard nothing from the library. If a document can't be located within a reasonable time, there should be some notification to that effect.
213. I believe one library improvement would be better training of student workers at reference desks. They are often unable to answer questions effectively. They should become more knowledgeable about the library resources and staff assignments so they can direct patrons efficiently.
214. Sometimes articles won't show up as available at BYU in a disciplinary search that I can find when I look up the journal manually.
215. I see flyers for classes about how to use Microsoft office programs. I would be interested. I don't feel that the classes are publicized well.
216. I know the library has an lynda.com account. I can't always go to the library and I would love a way to get access to the lynda.com training materials so I can learn new programming languages.
217. That would be my number one suggestion for the library: Get a full bar wireless signal to every corner of the library, and I mean all the way to the corner.
218. The overall library page layout would make more sense if there was a form of a library TA lab I knew I could come to and learn how to use the web page and library resources online.
219. I love the increased emphasis of the HBLL on digital resources. That trend should continue.
220. Also I heard there is a more specific version of the Ebsco Auto Repair Reference Center which would be much more helpful than the more general version we seem to have access to.
221. The other day the library website put a damaged unavailable book on hold for me. It shouldn't do that.
222. It's very academic. One can find isles devoted to just negro spirituals or 11th century harpsichord music. It's much harder to find music by, say, Elton John. It would be nice to have more popular material like that.
223. Would LOVE a place as adjunct faculty that I could come and camp while doing in depth research. It is the biggest deterrence for my actual visiting the library is no where to really camp and engage that isn't quite, sterile and wide open (can't reserve any study rooms).
224. I wish I could use Safari on the Go instead of having to use the website. More downloadable ebooks would be very welcome! Please keep in mind internet isn't available everywhere...so don't require it.
225. More plugs on the first floor, and in the atrium
226. I prefer getting information from the internet, due to the ease of it, so maximizing online service is always a wonderful idea.
227. he Library services offered here at BYU are excellent! I of course, can think of things that could be improved; however that is common among all libraries.
228. Why is there not a door at the south end? I would use the resources on the library premises so much more if it was more convenient to get in. This has bothered me the entire time I've been at BYU.
229. I would like to see more creative use of space that fosters learning and study the library is very depressing in its design.
230. More available computers to use would be nice.
231. Your text books really need to be updated. They are so old that the user-friendly aspect of them is almost completely missing. Every thing is far to old to pertain to today's advance sciences.
232. I feel like the Library does a good job at offering services that benefit students; if anything, it could do better at making these services known to students, up its public relations/communications game.
233. I would like to see the digital collection enhanced and added to.
234. I wish there were more computers and more space in the No-Shhh zone.
235. It would be nice to have more lockers in the library.
236. They should have people who show us around the library and tell us what the library has to offer.
237. using library resources (like interlibrary loan and researching scientific paper depositories) for research needs more instruction.
238. My major complaint is that it is so loud. There is no enforcement or incentive for students to be quiet outside of the "No ssssh" zone, and very often they aren't, regardless of where you are in the library. What is worse is that some of the library employees are the worst offenders.
239. Also, maybe there could be specified "Cell phone areas" so that students had a place to go when they needed to take a call.
240. make an app that shows where available computers are.

241. I cell phone booster in the basement like they have in the ELC would be nice.
242. It will be great if library services can better emphasize on helping students get more complete access to journal articles online.
243. I think the library does a great job of handling physical resources. There is a great availability of electronic resources, but half of the time I wish that things I needed to get had an electronic version.
244. I'm concerned that quiet concentration and serene studying is becoming an increasingly more foreign idea to the students, and I believe the library can have an important role in teaching the students about this principle of study and learning by better enforcing quietude.
245. They are still a few databases that the University doesn't have access to that would be helpful for papers. (CSA Illumina for example).
246. would also be helpful to have a list or known place to look for society databases if we have access to them (ASME for example).
247. It would also be helpful to have entrances on the south side.
248. Stop spamming people and they will like you more.
249. It would also be nice to have more of the proquest safarionline books availalbe. I use these heavily in my work for the university, when they are available.
250. It would also be nice to have ebooks available for checkout, especially technical references and engineering course texts.
251. The library should really improve on receiving the books back. Either give it a specific place where the inter lib loan books can be returned or use the some other better system.
252. One suggestion: I don't study in the library because it seems like the best places to study (I like tables, in quiet areas (like the Honors Reading Room, for example)) have the worst internet connections. Could you continue to improve the connections in those areas? Internet connection is vital.
253. Occasionally, though, I do wish we had more year ranges available for certain electronic publications and access to some more obscure scholarly journals.
254. all print materials should be digitized for online access.
255. better communication with new or part-time faculty could be helpful.
256. I would like to see more journals online.
257. I just wish there were more computers available.
258. it would be nice to have more integrated services where I can search more expansively/advanced while not having to search in several separate databases.
259. My graduate degree is from Indiana University and I recommend that you look at this kind of library's website organization.
260. The biggest suggestion I would make would be to make further advancements in the accessing of academic journals.
261. Would be great to have a library that awakens your spirit by a more colorful and modern appearance.
262. I also would appreciate more (and faster) computers! It is sometimes really hard to find a free computer,
263. I also wish that there were more plugs by the study booths.
264. And, I think eating should be allowed anywhere where there are tables (study booths/tables). When I studied somewhere, I found it ridiculous that I had to go somewhere else to eat my carrots, apple, sandwich, etc. We're students and not little kids anymore.
265. I'm not sure if this is possible building-wise, but it would be great to have a South Entrance. It takes quite a while to walk from the South to the Entrance, walk down to a level, and walk to the back where the computers/study booths are.
266. And... I would love to have MORE electronic sources of the books we have in the library!!!!
267. It would be great if there were a video, or demonstration or class on why the library beats google.
268. I wish that my undergraduate students had more interaction with the subject librarians, and I'm not sure how to encourage that. As a graduate student, I used a subject librarian for research and networking, and I think the undergrads could benefit from a more accessible format for interacting with subject librarians. Is there a way for the librarians to reach out to the majors that will study in their field?
269. If I need to find where a call number is shelved, I can turn to the student employees. Anything else, and I'm on my own. At every reference desk, we need adult employees with MLS training, not smiling but incompetent undergrads.

270. I would love it if there were a book return on campus at an alternate location. That is difficult for me--my office is in the HGB and I love the faculty delivery system. But what about a drop box in the "corners" of campus? Even a drive-up one?
271. It would be nice if there were more designated eating areas. I was asked to stop eating by a library security personell under the main stairway of the library (under the glass roof) where there are neither computers or books to worry about keeping clean.
272. Perhaps it would be helpful to have a few more comfortable seating areas where one can stay for a good long time.
273. Also more staff on hand to assist in finding research materials.
274. There ought to be a place to buy (not just eat) food in the library...maybe the atrium on the second level. There could be small tables and a food cart or two...most other libraries have food available for purchase in the library. The WSC is a long way to walk when one is in the middle of studying.
275. The main thing that I would like to see is all library resources available online, mostly because I don't have very many periods during my day where I can spend a long time locating and briefly reviewing books that might be helpful in research. If they were all available online it would be much easier to do the basic review beforehand and then spend less time finding books and more time researching and reviewing them.
276. Also, I want longer access to my ILL materials. I know it's a storage issues, but it would probably be helpful to receive a notification when the materials are going to be deleted. I can get so wrapped up in prep for other classes that I forget the article is there, and when I want it, it's gone, which, obviously, can be frustrating.
277. This might violate copyright issues, but it might be a good project to digitize some of the materials that are on VHS so that they can be accessed without difficulty.
278. It's a great library, but maybe it needs a little more SEO work :).
279. More private space for graduate studies with personal desks for check-out would help me use the library more (my department has limited resources). A 24-hour after hours pass would be ideal.
280. I just have one beef: I believe the library needs to start thinking of itself more as a hang-out. We could use a cafe (like the Tanner bldg) & a place where people can meet, talk, and snack. The "no shhh" zone is a great step in the right direction.
281. I mostly just wish that I was better versed in what it has to offer, and that there were more private study areas because people watching is a rather distracting past time for me. :)
282. Why have almost all the periodicals disappeared from the periodical room? Just because the students don't use them does not mean that others would not like to. Why do you cater to the scientists? Some of us still find value in the older books and periodicals. For those of us in historical disciplines, newer is not necessarily better.
283. I wish the irregular flow of the drinking fountain in the fourth floor stairwell near the media center could somehow be remedied. Also, its smashed rubber stump that you have to push down in order for the water to come out is somewhat of an eyesore.
284. It would be nice if there was easier access to the harp archives. It is very inconvenient to always have to ask for assistance getting in.
285. There needs to be a better menu of services at the front of your library. More detailed with ALL of the services that you offer. Almost all of the students are not aware of the services that you offer.
286. It would be nice if there were space available for part-time, adjunct faculty in the library, including perhaps lockers. We don't often have adequate space in our departments and end up with no good place to work.
287. One thing that I wish the library had a little more of was a place where there were experts on different style manuals (MLA, APA, Chicago) - so much of our research has to be formatted in just the right way and the style manuals are not always clear about the more complicated issues.
288. One request--a quicker turn-around time for copies from Special Collections?? Could there be a way to do on-the-spot approvals and copies of most materials?
289. I wish that every table had an outlet to plug in my laptop.
290. The library help desk workers are very specialized in their own fields. However, I would find it more useful if they could offer more breadth. I have had to scuffle from desk to desk in the library to talk to the people

in a field to answer my question. Is there a way to get employees capable of showing how to find statistical analysis and how to find articles and how to find specific locations for research subjects? I have had to use different desks to figure these things out.

291. more windows would be nice
292. Need more Mac Computers with all the latest Adobe Suite 6 software.
293. I would like the resources (books) to be more up to date.
294. I wish the library had a rear entrance from the back of the building. I do not enjoy having to walk all the way around to the front and then all the way to the back of the building again.
295. It would also be good if I was able to send print projects from my own computer to printers throughout the school. It's just a hassle to log in to a school computer in order to print things.
296. I think that the library technicians need to be trained better so they can answer my questions better (specifically in the media center)
297. So improvement in search optimization would be helpful.
298. Keep doing what you are doing and please don't cut any corners.
299. Throughout my education I used lynda.com to learn software. I was really sad that the schools subscription was discontinued. I know a lot of students that used it. I know that the library has classes for learning software. I have attended a number of the classes and have enjoyed the experience. However, for an online video learning resource the level of professionalism, organization, variety of subjects, and breadth of software titles is far greater. Of course this is rightly so as this is their specialty. I appreciate the classes offered by the library and think they should continue. While I commend the library's effort to expand its online footprint of these courses I think the resources could be better used if reallocated and bring back the subscription to lynda.com as an online supplement to the classes.
300. Wish you still carried the music periodicals in print that you did in the past (e.g., International Trombone Association Journal). From what I can tell, the electronic version is a quarter behind and doesn't include reviews.
301. The Library needs more of what you call "group study rooms," but you could even make some smaller versions so that students could use the privacy and space to study individually in complete privacy.
302. The snack zone needs vending machines.
303. I don't usually use the Library unless I need to because I tend to get lost & am overall uncomfortable. (Please find a way to put more maps up or something to that like).
304. It would be really useful if when putting a hold on a book the library could tell you the approximate date the book would be available.
305. There needs to be a good area for children. There are many students like myself who have children and love to spend time with them. It is difficult to have the desire to leave my children at home and go to the library. It would be much better if I could take them with me and have them entertained.
306. there have been multiple occassions when I couldn't access a popular play because the one copy had been checked out. The library selection could also be a bit more current. Just making sure we have copies of the latest Pulitzer and Tony award winning plays would be helpful.
307. I would love to have more maps like on the walls and such!
308. I would like to see a "Major resource area". Make sections in the library that are organized by majors. I am a graphic designer and would LOVE to see printed materials like art magazines in the library.
309. I would really appreciate more lounge like chairs and couches. These are great both for studying and catching a quick nap when studying is inefficient due to lack of sleep. There are quite a few already, but I could always do with some more.
310. It would be nice if you labeled the actual shelves, particularly in sections pertaining to music styles/periods, Artists, and artistic time periods. I find that the music section especially feels unorganized/hard to navigate.
311. There should be an artsy section, where a piano is played or something, for the more creative-learning type people. Their needs are hardly ever addressed..
312. I have attended four universities, worked for three, and researched in many libraries and archives around the world. The BYU libraries are second to none. Keep doing what you are doing and please don't cut any corners.
313. More study rooms would be nice.

314. I think it would be nice if the library would also deliver books to staff as well as administrators. I see administrators getting books delivered to my location all the time, so it doesn't seem that it would be a big hassle to just add myself to those deliveries, but I was told when asked that staff are not eligible for that service :(
315. I think a service that could improve the library is maybe getting telephone booths so people can make phone calls in a place where it is acceptable to talk.
316. Two things that would make the Library much more resourceful for me and my students. #1. Have somebody help update and maintain the Music production computers in the Library. My students desperately need to use them, but they are about worthless right now with near broken keyboards and older Pro Tools 8 software that doesn't even open up the Latest Pro Tools 10 files. 2. Linda training videos on Pro Tools were extremely good resources for my students. Even if the library found great Pro Tools training videos elsewhere such as Groove3 that would greatly help my students learn Pro Tools more quickly.
317. impressed with the numerous museum-type exhibits and collections in the library. I'm sure I am not familiar with all of them. I would appreciate some type of listing that tells about the various collections and where they are located throughout the library.
318. It would be great if there were more instructions on how to navigate the musical scores area of the library.
319. Reserving study rooms for more than two hours a day.
320. I would like to see the media center expand its collection, particularly in documentaries.
321. This is a digital age, maybe slowly start changing the space to meet students needs.
322. There needs to be a better menu of services at the front of your library. More detailed with ALL of the services that you offer. Almost all of the students are not aware of the services that you offer.
323. There needs to be more signs about not talking and enforcement.
324. Something I really wish was available was document delivery. Although it states that this service is available to all grad students, the staff at the law library told me that this is no longer available, and denied my request when I sent them through ILL. I spent several hours last semester scanning pages in the HBLL for a journal that I was on. I would have loved having gained a few extra hours by having someone else scan them for me.
325. ... there needs to be a better way for users to find out what is actually available, including recently added resource materials (especially those that are digital).
326. subscription to more journals in my area. (I realize this last point is very expensive and that we simply can't afford to subscribe to every journal).
327. half of the time I wish that things I needed to get had an electronic version
328. As a new graduate student coming in from a different university, there was really no program or orientation on how to use the library and its resources like a freshman would receive. This would have been (and still would be) really helpful
329. I wish I could navigate the website better.
330. I am always disappointed by the interface that HBLL offers. My graduate degree is from Indiana University and I recommend that you look at this kind of library's website organization.
331. It would be nice if you labeled the actual shelves, particularly in sections pertaining to music styles/periods, Artists, and artistic time periods.
332. Also I wish we were permitted to bring fountain drinks from the Cougar Eat at least into the Snack Zone.
333. Also, I really feel it could benefit from a small cafe somewhere where I can get snacks instead of having to exit and go all the way to the Wilk.