

COMMENTS FROM LIBQUAL SURVEY 2019

There were 106 comments with 55 comments having positive things to say about the Library, which indicates we are doing many things right. I have listed positive comments with no issues at the end. Even in the comments where students bring up issues, they often also compliment the Library.

The comments are grouped into categories for easier reading. However, I categorized them by the first issue stated in the comment. When there is more than one issue in a comment, I try to reference that comment in all the categories it refers to.

For example: take comment #4 under the Information Desk category, it reads, “4. Access & Website, comment #1” this means that comment number 1 under Access & Website also has a comment related to the Information Desk.

This will give us a better idea of how many comments there were for each category.

The categories are arbitrary and based on what I found most often in the comments. I have copied and pasted the comments here with no editing. In parenthesis after each comment is an abbreviation of the status of the person making the comment.

9 Categories:

Information Desk	Quiet Study & Study Rooms
Collections	Space
Services	Never or Rarely use Library
Access & Website	Positive Feedback
Hours	

INFORMATION DESK:

1. The information desk needs to be manned by professional staff more, not just students. There needs to be staff on all floors to assist with questions, control noise levels, and safety. The innovation studio was a good addition (Library Staff)
2. It really makes it hard to get research done here now that they've taken out the help desks on each floor. The employees here are wonderful and helpful, but I have reduced the amount of services I use here (ex: microfilm, clavenovas, etc.) because there are no help desks on that floor. It also makes it very difficult to locate things in the various collections. It really has reduced the quality of my library experience. (Undgr 4th y Gen Stud)
3. Bring back the reference librarians to assist students at the Information desk.(Undgr 2nd y NA)
4. Access & Website, comment #1

COLLECTIONS:

1. As an international student, I would prefer to have a good quality of translation for the Arabic language. Sometimes, I want to find some sources in Arabic to fully understand the deep meaning of some terminology or sentences in English. (Grad English)

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2. I wish that you would interact with the Center library more, and not get rid of the government documents section.(Grad Hist/Geo)
3. As a Theatre major, I try to read as many plays as I can. Usually I don't know what play I'm looking for. I go to the 3rd floor, and all of the plays are scattered about modern literature. This makes finding plays a struggle. They should have their own section. (Undgr 1st y Theater Arts)
4. Need solid works and Matlab on some of the computers (Undgr 4th y Engin/Physics)
5. Need more books on Tarot history available in library (Undgr 2nd y Forensics)
6. I wish we had more online access for psychology publications. There are some, but they tend to not cover my area of interest. I have been told to talk to the library when there are articles I want or journals that our major could use, and when I have gone to talk to the library about the process no one there seemed to know what to do. (Grad Psychology)
7. I find myself missing the resources that I had at OSU. I pretty much only use Google Scholar to find info because many of the sources that I need are not held by our library. (Fac Other)
8. Improve databases for research. (Fac Acct)
9. Ever since the library started cutting back BIG TIME on printed research journals, I pretty much stopped going there. I can find everything that I need now online, virtually every time. (Fac Math/Stats)
10. When the UCO Library stopped carrying many of the print research journals that I used regularly, I stopped going to the Library almost completely. Your faculty and staff are exceptional, but your available resources are (now) severely lacking. (Fac Math/Stats)

SERVICES:

1. No coffee (Grad ESFR)
2. I've only ever had to use the library a couple times. The resources were fine for what I needed, but as someone who doesn't use the library that often, the library staff treated me like I was absolutely, completely stupid when I need help with something. If that were a non-university job, I'm sure they'd be fired. (Undgr 4th y Theater Arts)
3. Please tell more people about the interlibrary loan services for scholarly articles! I learned about it my last semester and wished I had known about it sooner. Thanks! (Undgr 4th y Math/Stats)
4. Great study space, awesome resources, sometimes the staff seems a little irritable, but I guess I would be too sitting behind a desk till 2 AM. (Undgr 4th y Marketing)
5. Went in the other day to ask if someone could Help me use microfilm and a man at the counter said "well not right now" even though there were multiple workers available. He seemed very unwilling to do his job.(Undgr 2nd y Hist/Geo)
6. Provide with free condoms.(Undgr 3rd y Finance)
7. Quiet Study, comment #7
8. Space, comment #1

ACCESS AND WEBSITE:

1. Overall, I do like the library. My only complaints are about the UCO library database, I like it but I hate how sometimes when you find an article it says its available at UCO, and when

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- you click on it it says it's not available. If it's available at UCO, I would like it to be available online too. My other complaint is how the librarians who can help with research leave after 5 pm. Consider getting someone who can help with research after 5 pm too? (Undgr 4th y Mass Comm)
2. The library sources page has been hard to use lately. I get timed out quickly, and cannot make it back to the page I was on. Which is very inconvenient when I am working on a thesis and have been hours deep into research. (Grad Other)
 3. The website is somewhat confusing and not always reliable. Other than that the library is a great place on campus! (Undgr 1st y Hist/Geo)
 4. When I have used the main UCO library search engine, I have come across articles that I want to access, listed in the results. But then when I try to access them they are on a database that the library no longer pays for. That can be very frustrating. And I actually use that search bar a lot less to avoid finding an article that I can't use. I tend to stick to databases I know for sure I can access like JSTOR but then I'm probably limiting myself to what I can find in other databases. But even when I tried exploring the alphabetized list of databases, I would come across ones that I needed to pay for. When it comes to research related issues that is the only one that I have encountered. I really like the updates to different studying areas. I do wish there were more individual study rooms. (Grad Hist/Geo)
 5. 1. The online library database- the OCCC library database allows you to simultaneously search all databases or check all the databases you'd like to search on your initial search. Then, you can narrow it down depending on your results. I feel this is more user friendly and expedient than UCO system where you have to select a particular database first. 2. There are a lot of nice sitting areas for studying, but unfortunately the other students do not always respect that other students are trying to study. One time while I was trying to work in a "Quiet Zone" on the 3rd floor, a girl sat behind me listening to music with her earbuds on and sang to herself out loud the entire time I was there. I have not come to the library to do work since. 3. The open floor plan on the first floor is not especially cozy, and looks a bit overwhelming the first time I entered the library. 4. I love that there is a little store connected to the library so I can get coffee. The seating area with the booths is very nice and convenient for doing work while drinking/eating. Unfortunately the space is often full. The library staff is top notch, very friendly and helpful.
 6. I have always been quite satisfied with service at the library. People are friendly, capable, and always willing to help. I do not spend much time in the library for study, so the community areas don't really matter to me. It is good, however, to see so many students taking advantage of the space. One thing I find frustrating is when online at the library I sometimes come across links that send me somewhere in expectation of getting the full document, and then the link returns a document not available type of message. It doesn't happen often though, so I'm not really complaining. Thank you for inviting me to complete this survey. (Fac Adlt Ed & Sfty)

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HOURS:

1. I wish the library had longer hours and a cafe! I get off work at 12:30, so the library closing at 2 is an inconvenience and I usually go to Ihop to do my studying because it is open when I need it and it has food and coffee. (Undgr 1st y Forensics)
2. The hours of operation are disappointing. I am still a student after 6pm on Friday and Saturday. (Undgr 3rd y Finance)
3. As a graduate student that works full-time and is in a doctoral program, it is highly inconvenient that the library is not open past 5 or 6 pm on Friday and Saturday evenings. As a full-time employee my only evenings to work late at the library is the weekend. Additionally, it would be greatly beneficial for there to be a study room with furniture and a printer designated just for Ph.D. students to work on their thesis projects and collaborate with others. (Grad Music)
4. If possible, please expand the hours of operation especially on Friday and Saturday nights. 6pm is too early to close. It would be awesome if we could stay and study even just a few more hours.(Undgr 2nd y Crim Jus)
5. I wish there were longer hours on the weekend. (Undgr 5th y Hist/Geo)
6. I want to extend operation time of library on Friday and Saturday (Undgr 1st y Marketing)

QUIET STUDY & STUDY ROOMS:

1. The only issue that I have is that other users of the library can be loud and disruptive in the spaces. It is less of people collaborating, and more horsing around, using loud voices, and making jokes. I hope to see this improved, as it can often be hard to study, especially with students creating distractions.(Undgr 5th y Marketing)
2. I would like to see better control over the study rooms. Some people are extremely loud in the rooms with no regards to surrounding rooms being able to hear them. Better-enforced rules of respect and quiet would be appreciated. (Undgr 4th y Nursing)
3. Bring back silent zones. need more people on the upper floors for help. Modernize the furniture. (Undgr 2nd y Mass Comm)
4. Group study zones should be enforced and groups should be kept from independent study zones more often. Overall, I greatly enjoy the atmosphere. The interior design is a bit dated and I would appreciate it if a renovation of the amazing library was a priority over some of the other buildings. (Undgr 3rd y Psychology)
5. Can never find anywhere perfectly quite to study, so I don't come in. (Undgr 3rd y Kinesiology)
6. The library is never quiet. I have a terrible time studying or using the group rooms. I've seen people play video games, board games, have birthday parties etc. all in the group rooms. The group rooms are a great place but are ruined by screaming and disrespectful groups who aren't studying. Please fix (Undgr 4th y Marketing)
7. Sometimes when people are loud and disruptive, no members of staff ask them to bring the volume down. It would also be nice to have a scanner available--I usually use the one in the education building. Otherwise my experiences here have been wonderful! (Undgr 4th y Teach Ed)

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8. The group study rooms should have more than just a LCD. There should be other technology made available as well. (Grad Other)
9. Great wish there was more space and better known forms to reserve group study rooms.(Undgr 5th y Mass Comm)
10. **Bring back more red zones** because the library is getting too loud. **Bring back the desks that used to be on the first floor** where students could study individually and not at a table for less distractions. **More comfortable chairs.** The library is trying to be more modern when it doesn't need to be, keep it how a library should be. **It's becoming too loud** because there aren't anymore red zones and it's hard to focus. Also since we already have a **cafe** that's "inside" the library but still outside of the library so it doesn't make noise, is it necessary to have one INSIDE the library? The library is already loud, due to no red zones, the cafe would be louder. It **doesn't feel like a library anymore** because it's too modern when that's not what we students come to the library for. We come to study and do homework. **Bring back the "as you go up the stairs, it gets quieter" system.** My **biggest complaint is just that there's no quiet/red zones** and unnecessary "updates" for the library to make it fancy when libraries don't need to be fancy and modern. The library 3/4 years ago was more comfortable than it is now. (Undgr 4th y Art)
11. I appreciate the resources and handouts given by the librarians, and the staff seem very nice and helpful. But the **library isnt as quiet as it used to be. The silent zones are gone and I miss them.** It seems like the library is trying to be to modern and that makes it hard to study and hard to find a comfortable place to work on my degree. I also think that the **cafeteria that is trying to be built on the first floor is a little unnessasary**, we already have a coffee shop and a market place to get food from, it seems like that space could be put to better use. I would also like to put the idea of **more comfortable chairs.** Especially in the little study area on the first floor, because those things are extremely uncomfortable. **More private areas** would also be much appreciated. (Undgr 3rd y Forensics)
12. More quiet spaces where it is enforced (Grad Psyc)
13. Access and Website, comment #4
14. Hours, comment #3
15. Space, comment #4
16. Access & Website #5

SPACE:

1. I have heard both staff and faculty have conversations about the inefficient use of space in the library as well as concerns over the diminishing service. I have always enjoyed making use of the library myself and recommending the library to others and am disappointed with the direction it has gone. (Library Staff Public Ser)
2. I love the library and I love the space provided. I think some of the chairs and tables could be touched up a bit. (Undgr 1st y Kinesiology)
3. I really enjoy studying at the UCO Library. I wish the study rooms had a bit more air circulation but other than that I have no complaints. (Undgr 3rd y Mass Comm)
4. Some of the seating is uncomfortable. The lighting inakde sometimes really hurts my eyes. No matter where I go, there is always someone talking.(Undgr 4th y Psychology)

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5. The chairs on the 3rd floor are terrible and don't stay up so it makes those tables uncomfortable to sit at. But, overall, I love this library. It's such a stress relief because unlike other college libraries, UCO has the most quiet and respectful students and staff. It is such an inviting place to come and study and destress from life. (Undgr 4th y Funeral Service)
6. I wish they had more booths (Undgr 3rd y Psychology)
7. Access & Website Issues, comment #4.
8. Hours, comment #1
9. Quiet Study, comment #3
10. Quiet Study, comment #4
11. Quiet Study, comment #10
12. Quiet Study, comment #11
13. Access & Website, comment #5

NEVER OR RARELY USE LIBRARY:

1. I never go to the library because I am a commuter and I have no purpose for it (undergrad 1st year nursing)
2. I'm not on campus enough to utilize the library. I also live off campus so it is easier to utilize libraries closer to my location. I do know I hear a lot of good things about our campus library and the service it provides (Undg 2nd y ESFR)
3. This survey really does not apply to me. I only use the library for personal use since I am staff here at the University.(Staff other)
4. I don't use the library much. It's been years since I've used the library at UCO. (Staff other)
5. I don't interact with the Library staff often (Grad Pol Sci)
6. I have never used the library at the school or any library in Edmond. I do not know where the library is nor I have a seen it. I have only lived here a few months.(Undgr 3rd y Forensics)
7. I don't use the library often, but the online catalog and archives have been very helpful during my studies this semester and last.
8. Collections, comment #9
9. Collections, comment #10

POSITIVE FEEDBACK:

1. Good place to study (Grad Biology)
2. Jean Longo is excellent! She is very friendly and answered all my questions. She is easy to approach and will help you in the best of her ability (Grad nursing)
3. I am satisfied with your service! (Grad Edu Sci Found Research)
4. I appreciate that the library stays open late at different points during the semester. Those late hours have saved me on various occasions! (undergr, 4th y HES)
5. My library use has been limited to training provided in the facility, getting IT help and hearing services. But my experience with staff were always very satisfactory. (Staff)
6. I am really satisfied with the online accessiblity of materials I need for my research and teaching. The library staff I've encountered are truly exceptional (Faculty Prof Mass Comm)

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7. It is apparent that the library is going through many positive transformations. Thank you for everything that you are doing.(Library Staff Admin)
8. I refer students to the 3rd floor study guide and curriculum section daily to find resources to assist them. (Staff other nursing)
9. I appreciate the way your library functions. You are always kind to me when I come in for something and always willing to help. I also like the live chat option. WOW! You do so much for students. I especially appreciate what you do for them during finals, etc. You are great! It says a lot about you doing this survey to find out what improves can be made and what you do well. Thank you! (Staff other)
10. They are helpful, when you ask them for help.(Undgr 1st y Nursing)
11. Yeah, tell everyone to stay away from my spot. It's the small table that runs along the inside windows and it the fourth one going west.(Undgr 1st y Management)
12. Open environment that nurtures knowledge (Undgr 1st y English)
13. I tried to help but I'm honestly not very attentive to what's going on! I enjoy the library and it has plenty of spaces to study and work and printing accesss! I've never had a negative reaction with staff, but it would be cool if they were more social so I could get to know them! (Undgr 3rd y Mass Comm)
14. I really enjoy coming to the library to study and do homework. I rarely use the library's resources, as I mainly just sit in the quiet area and do work. (Undgr 3rd y Other)
15. I like the UCO library and spend 5-10 hours/week there, mostly studying, reading, and using the Internet (Grad Psychology)
16. I mostly access the library online when in need of articles for assignments and research. Of the few times I've been to the library on campus, for study groups or to install SPSS on my laptop, the atmosphere was welcoming and the employees were friendly and helpful. I don't have many experiences to compare it to, but I'm fully satisfied with the UCO library. (Undgr 3rd y Biology)
17. I live out of state and so cannot come in to the library except on rare occasions when I am at UCO. The library staff is incredibly helpful in getting me materials for research electronically. (Grad Biology)
18. Pretty good (Undgr 5th y Forensics)
19. Adult Ed is great about giving us an in person review with a librarian. This was very helpful as a refresher for using and accessing online resources, and I am glad librarians are willing to do this. This allowed for ease of use of the online library. As a part-time commuter, online use is necessary. (Grad Adult Ed)
20. All things are good! (Undgr 2nd y Mass Comm)
21. I love that the library has different levels so you can study with friends or there are spaces that you can study in private in silence, I think the library really has something for everyone. (Undgr 1st y Forensics)
22. Always clean , and resourceful (Undgr 1st y Nursing)
23. I would like to thank all employees of library for their great service.(Grad Poli Sci)
24. The Library is getting better all the time. Thank you for providing the opportunity to provide feedback. (Library Staff Admin)
25. I think the library does a great job. I love the chat service she use it. The staff is wonderful and couldn't ask for any better. I feel you are very progressive in your approach, extremely student oriented. I love the new spaces!! You should win an award!!

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26. I am happy with the librarians who have helped me several times with teaching classes on how to use databases.
27. Love the library, my use is mainly studying and writing papers. I have a under graduate from UCO and Pharmacy degree from OU, I returned to UCO to study finance. The library was my most used building when I was getting my under graduate degree and is my most used building now. (Undg 5thy Finance)
28. the librarian for my discipline is very helpful with emails and updates. (Fac HES)
29. The staff at the library are extremely knowledgeable and helpful; the facilities need updating (as do many of the buildings on campus) but I understand that those changes are limited by funding. However, they have been very proactive about implementing changes to the facilities as they can, which is making it more appealing to visitors. (Fac Design)
30. I believe Chambers Library staff do a great job, and I appreciate their support. (Fac Hist/Geo)
31. Great job! (Fac Finance)
32. Great library with helpful staff! (Fac HES)
33. Very responsive and innovative (Fac Comp Sci)
34. I have been at UCO for 13 years, and the service has always been exceptional! Thank you very much for all the wonderful services you provide for us and our students! (Fac Adv Prof & Spec Ser)
35. Over the years I have been very pleased with the services that the Chambers Library offers. (Lib Staff Admin)
36. I have been particularly pleased with our Music Librarian, Christine Edwards. She gives an excellent introduction to library resources to my classes and goes above and beyond with her service to students and faculty. (Fac Music)
37. I could always receive the high quality of library services, and it was very helpful for my teaching and research. (Fac Design)
38. Library is great facility. I'd like to know how I can better adjust my class to use the library more. (Fac Theater Arts)
39. The library has improved greatly from what it was 20 years ago. I occasionally have trouble accessing articles, but if I phone, someone will always help me out. Really, it's excellent. No complaints. (Fac Hum/Phil)
40. The inter-library-loan officers are gems! The library-learning sessions offered to classes (now in classrooms and not only at the library) are great resources. Thank you! (Fac Hum/Phil)
41. The staff are very attentive and helpful in my experience. (Fac Hum Env Sci)
42. Excellent library serving needs. Continue the great work. (Fac Lec Bio)
43. Service, comment #4
44. Access & Website, comment #1
45. Access & Website, comment #3
46. Access & Website, comment #4
47. Quiet Study, comment #4
48. Quiet Study, comment #11
49. Space, comment #2
50. Space, comment #3
51. Space, comment #5

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- 52. Rarely Use or Never Use Library, comment #7
- 53. Access & Website, comment #5
- 54. Access & Website, comment #6
- 55. Collections, comment #10