

Grinnell College Libraries LibQUAL Survey Spring 2007: Staff Comments (includes library faculty/staff)

Affect of Service: 8 staff commented

The staff is terrific and very responsive

The archives staff are fabulous - they are truly wonderful and always willing to help!

The library staff have been extremely friendly, helpful, and willing to assist

Some members of the library staff are not the most welcoming people with whom to work. Others are extremely courteous and well-informed.

Would like to see a more "Can do" attitude than a "Can't Do." Help solve the problem, just don't say it can't be done. Would like to be able to send a list of books to the Library, and have a Library staff person collect them, or put them on Reserve ect.

The library staff have been extremely helpful when I ask for assistance, going out of their way to respond with information.

I have heard reports from non-campus users that the reference service is not friendly and not helpful.

Sometimes I feel like staff are too limited by rules and put barriers up where they shouldn't be (the answer is "no" rather than "can you explain what you are trying to do") !

Collections and Access: 9 staff commented

Ease of Use

The tools and resources are changing so fast, I feel I can't keep up, and don't always even know what questions to ask. I am especially frustrated when trying to use databases and access electronic materials.

Web site

I find the library's website rather confusing, and often find myself searching around for particular items I know are there, but seem to be uniquely "hidden."

The library webpage is not quite as intuitive for me to find what I need

Journals and Other Resources

I work in the area of Student Affairs and we have a lot of outdated books in the library. I would like to see more current books in the field of Student Affairs for us to access and assist me in my own research and scholarly pursuits.

currently do not subscribe to critical journals I need for my research.

plenty of material available for a couple historical research projects I did.

larger budget for collection development

I think that electronic resources are not the answer to everything, but they are very expensive and the budget has not kept up with costs.

ILL

I rely a lot on Interlibrary Loan, which is able to meet virtually all my requests quickly and efficiently.

the Interlibrary Loan service has been extremely valuable.

Library as Place: 6 staff commented

Would it be possible for the wireless network to be configured so that laptops can send items to library printers?

Have a small coffee shop in the building.

Library has abundant study areas

need more group study areas, more room for collection, individual study areas,

Planning for a new facility needs to start soon in a more relaxed way than the most recent 2 attempts.

I've noticed that the Library's shelves are extremely full of books. What are the plans for growth?