

The Library Staff Listens and Responds

by Anne Coleman and Steven Byrd

The Mary Livermore Library recently completed its annual satisfaction exit survey for 2008. In response to feedback from patrons, the Library is implementing several policy changes to better serve UNCP. This year, nearly 400 patrons responded to the surveys, with 168 providing detailed written comments.

The survey is an important event in the Library's yearly calendar. It is a way for students to evaluate the Library's performance and suggest improvements. In the past, the satisfaction surveys have been directly responsible for major changes to the Library's operation, including extending hours of operation, increasing the number of laptops available for students, and influencing collection development.

One common request from students was an adjustment in the Library's study room policy. Beginning March 31 all of the Library's study rooms were locked, with keys available for groups of students to check out at the Circulation Desk. However, students felt that the key policy was confusing and often prevented groups from getting the study space they needed.

We listened to the suggestions, and changes have been made. Now, the four smaller study rooms, 241, 242A, 244, and 244A, are unlocked, allowing students to use them at any time, no checkout necessary. The two large study rooms, 240E and 240H, will remain locked. These rooms are designated for use by groups of three or more students. Study groups can check out the keys to these rooms for periods of three hours.

Student input has led to changes in the Library's media collection, as well. Thanks to suggestions from students, the number of DVDs available at the Library has grown tremendously this year. Also, a wider variety of DVDs is making its way to our shelves, everything from the latest Hollywood blockbusters to cinematic classics to documentaries to animated features. Also, the DVD collection will soon be rearranged by genre, to make browsing and choosing a movie much easier.

Student input is a main factor in determining how the Library grows and changes. The Library thanks all of the patrons who took the time to fill out a survey. By making your voices heard and your opinions known, you help the Livermore Library continue to provide the kind of service that the University community deserves.

