

ACTIONS TAKEN

Orientation-20 comments

Many of the comments that the Library received pointed to issues with Library orientation or signage.

Here are some examples:

More places to scan and a "floor plan"/map. The directory on the first floor is a good start, but once you get to the floor you need to be on, it's easy to get lost looking for the section that you want to be in.

"It would be great to have a way to send document from my laptop to a Pharos station from anywhere on campus (dorm, LSC, etc.)." Sophomore Nursing/community Health

"It would be nice to have copies come out of student's print money instead of Royal money." Graduate-Exercise Science/OT/PT

Response: There are floor maps on every floor by the elevators.

There are networked scanners on both the first and second floor. This comment indicates that this service has not been publicized sufficiently to reach all users. The Library has added two new scanners on the first and second floor that allow users to email articles to themselves, save the articles to a USB drive, to google drive or to send the pages to the UniPrint station (instead of RoyalCard money). All wireless printing on campus goes to the UniPrint stations on the first floor; this has been in place for several years. This indicates that signage in the dorms that informs students that they can send their document to the Library is necessary.

"... one on one interaction could be better. Sometimes I feel like I'm just being directed rather than helped." Junior- Biology/Chemistry/Mathematics