Your Comments from the LibQUAL Survey 2011

Comment Analysis:
• Negative Comments = 1,869
• Positive Comments = 1,048
• Neutral Comments or Suggestions = 218
• Total = 3,135 (Discrete Statements)

Positive Comments:
• “The Library has several shining stars on the staff who are everything you would want - helpful, courteous, conscientious and knowledgeable, with a love for books and learning…”
• “The KSU library is one of the greatest tools for students on campus. It's always the first place I go when I need to study.”
• “Ms. Parkins and Ms. Barber are the nicest people on your staff, need more people like them.”
• “I could not survive without the library. It really is extremely essential to my education. Thank you.”
• “I think the library is very helpful to students who choose to take advantage of it. I signed up for an Ask-a-Librarian session and it was so helpful. I was very pleased with the environment. Way to go library.”
• “The library has so many fabulous resources, specifically the children's library located on the third floor.”
• “The music library and employees there are great.”
• “The ILL services are outstanding! I usually get journal articles within an hour or two sent to me electronically. Bravo!”
• “I love the option to chat with a librarian. This feature is very helpful.”
• “The recent exhibit in the Rare Books room was very interesting and informative. I could tell right away that the people there really have a passion for what they do.”
Top Ten Negative Comments

• Library Building (362)
  - Computers—need more PCs and laptops, need better tech support/updates, need Macs, and need scanners (251)
• Book collection in print—need much larger and more up to date (167)
• Study space—need more for group work (165)
• Noise—too loud, need for enforcement of noise policy (112)
• Study space—need more for individual (109)
• Furniture—need better, more comfortable, more modern, etc. (90)
• Copiers, printers, Kcash machine not working, not enough support (83)
• Library hours—need to increase (50)
• Do not use or no longer use library because…(47)

Negative Comments:

• “Very inaccessible for disabled students and patrons. It is horrific.”
• “I simply don't go to the library because it is [grim], uninviting and extremely uncomfortable...The computers in there are awful too. Slow, old and dirty...”
• “The library's collections, services, and environment are deteriorating and do not support the rapid growth of the KSU educational mission. How can KSU hope to advance in its research goals without vital library collections and services?”
• “The library should be a grand place with high ceilings and lots of room to study, not a maze of books with a cheap cubicle for you to sit beside another person in a cheap cubicle. The library should be an inspiring place and unfortunately ours isn't. Instead of spending money on a football team I think we should build a new library.”
• “It's sterile and uninspiring, but otherwise minimally functional. The next windfall of funding should be aimed there.”
• “Printers do not always work.”
• “Relying on GIL isn't enough. We need more books and more spaces to use the actual library. There are not enough microfilm readers for people who need to use them.”
• “Run virus scans on the computers in the library. Many people use the computers and it seems like they are getting slower.”
• “The library is in major need of renovation. Its old appearance is distracting from the prestige it has. Our environment does inspire us! Also, the computing resources are getting old. I would be very excited if I came back to see updated equipment.”
Your Comments from the LibQUAL Survey 2011

Interesting Comments:

• “From the outside the library looks like a correctional facility.”

• “Looks like a prison with less sunlight.”

• “When I come in the library I am reminded of a line from an old song, ‘It’s dark as a dungeon way down in the mine.’ That’s about how appealing the library is as a place.”

• “The library is ALWAYS FREEZING! Any time of the year, the AC is always on and it feels like 50 degrees. Grown men who always complain they are hot say it is freezing in here.”

• “I have heard horror stories about people loudly eating fried chicken…”

• “Finding a book among 50,000 in the library seems like an ancient way to get information. If I was studying history or something of the sort I might have a need for the library but... there’s nothing much there that attracts me.”

• “I feel like our school is growing so much, but the library is staying the same. It is too small, there are not enough areas to sit and study, I’ve never even attempted to find a book because I have heard from others (including faculty) that the library contains very few books (for a library). And the printer situation is awful!!! They are always broken and malfunctioning. Please invest in some new printers!!”

General Suggestions:

• “I feel that partitions should be placed in the area on the first floor between computers.”

• “An indoor vending machine for school supplies...pens, pencils, USB drives, CDR disk…”

• “Water fountains with bottle filler attachments…”

• “Facebook should be blocked in the library.”

• “I find it frustrating that you can’t pay overdue fees with your student card.”

• “All I ask is that they put SOME programming tools on the PCs in the library.”

• “The overall service I have experienced at the library has been great - but I do wish there were a way to reserve a room for just one person.”

• “I would like for the library to be quieter and have more group study rooms.”

• “The library should be open 24 hours.”

• “There needs to be a place where you can eat and get food!”
More Interesting Comments:

- “As for the building, welcome to the 1970s! If you like to time travel to the past it is fine. If you actually want quiet, open, well-lit space conducive to research and study, f--o--r--g--e--t about it.”
- “I hate this library”
- “Not trying to be rude but our library sucks. I transferred this year from another school and that little school has 5x the library that KSU has. Money would have been much better spent on a new library, than a football team. It is nearly impossible to find a computer to use, luckily I have my own. Also y’all need more than two to four tables for groups to study at. On a scale from 1-10 I would seriously give the KSU library a 2. Needs improvement!”
- “Keep it quiet + make sure the employees continue to leave me alone = we’re good.”

Collection Specific Suggestions:

- “I would like to see more recent materials on conflict resolution, peace, social movements, and social justice.”
- “Electronic access to journals is poor given the level of research expected of me.”
- “Would love if the school provided access to NCTM…”
- “The library’s holdings in literature (both in English and in foreign languages) and in the humanities in general are very weak. If it were not for GIL and ILL, I literally could not do my research at the KSU library.”
- “Print collections of edited books for communications are woefully inadequate.”
- “The library is not a good resource for visual arts students.”
- “The library needs a better collection of popular books.”
- “Books are old and outdated.”
- “I would like to see the printer work more often. Also, I am a math major and the books we have are 50 years old and still say Kennesaw Junior College on them. If possible, I would like some newer advanced math books that will help with my research.”
- “More electronic books are needed. This is a major priority for both faculty and students. Also, a much wider array of current nonfiction popular books would be greatly desired.”