category	respondent	comment	response/plan for action
food	student - undergrad	Have longer hours for Java city during finals week. All students are up later and want a place to go get coffee but it closes early relative to how long people are studying.	We have shared your comments with Java City management.
food	student - undergrad	Java city should be open every day of the week	
hours	student - grad	Open the library earlier on the weekends, especially finals week. It really bothers me every weekend, when I'm trying to study quietly and it's too loud on second floor.	Although we can't provide longer hours of staffing in the library, it strikes us that the key issue here is the need for more quiet space 24/7. We do have two quiet study rooms on the second floor, but they have not been well publicized. In Summer 2018 we worked to improve the lighting and furnishings in these rooms, and will better publicize them in Fall 2018.
hours	student - undergrad	Floors 3-5 of the library shouldn't close as early as they do on weekend nights.	
hours	student - undergrad	Later hours for 3r, 4th and 5th floor of the library. It closes too early, and the first and second floors are extremely loud at night, which makes it difficult to study.	
hours	student - undergrad	3rd floor of the library should be open 24 hours	
hours	student - undergrad	Keep 4th floor open later than 11pm. My evening study time starts when my classes end (8pm). Attempting to work on 1st or 2nd at night is pointless because of noise levels.	
hours	student - undergrad	The library's hours on the weekend are not good. The library opens way too late and often times I could greatly benefit from the upper floors of the library opening earlier. Also, I would like if there was more natural light coming into the library, it often feels very dark and somber, unlike the 5th floor. I truly hope you will consider adjusting the library hours. Thanks!	
hours	student - undergrad	All levels of the library need to be open later. The library is very ugly and needs to be updated. There needs to be more quiet rooms to go to. There needs to be more space for students.	
instruction	fac	The web-based course research guides are a tremendous resource; more should develop these	If there is a particular topic for which you would like to see a research guide, please let Research Services know!

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instruction	student - grad	All first year students should have mandatory library education classes. This would be a nice seminar. I teach so many first year students how to use the portals, how to research, how to navigate the library's website and portal, etc. There has to be a way to disseminate that information in a consistent way	While librarians would be interested in providing mandatory instruction (and have done so in the past), research shows that library skills are most successfully taught when offered as part of a specific assignment. Librarians regularly partner with faculty to provide instruction for their classes, so if you as a student see need in a particular class please let the professor know, and we would be happy to work with that class. We also encourage students to contact us directly at any point in their research, either in person, by phone, by text, by email or by chat at "ask a librarian".
instruction	student - undergrad	In many courses, research is required. Yet, many students do not know the valuable resources this University has to offer. My suggestion would be to figure out a way to integrate using the library resources into the classrooms, so students are aware of what their resources are and HOW to use them. Similar to a writing professor making it mandatory for at least one paper be proofread and checked in the CTLE. Because of this, students are aware of the services offered in the CTLE, which can ultimately enhance their education throughout time her at the U.	
resources	fac	I would love it if the University could provide us access to Web of Science.	While Web of Science would be a great resource to have, it has an exceptionally high annual cost, and does not provide access to any of the content referenced. Multiple departments would need to support this purchase. Should any of our consortia be able to negotiate better pricing, or should similar products come to market, we would alert the Library Advisory Committee and investigate. For example, we recently arranged a trial to SCOPUS, but there was not enough budgetary support from interested departments for purchase.

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resources	fac	Personally I feel that more electronic books in our Library would be very helpful, enabling me to work from home more frequently. I can think of no greater time-saver. I would also support more online videos at the Media Resources Center. While the entire Library staff/faculty are great, I want to give special kudos to the Interlibrary Loan office.	We are glad you find our electronic resources useful. We currently make available 392,147 electronic books, and 94,993 streaming media titles, and continue purchasing in both of these formats when costs are favorable. If there are specific titles you would like in either format please let us know.
resources	fac	My major complaint concerns the e-book collections. They are not user friendly. Further, we are only allowed to download and/or print a segment of the book in one session, typically no more than 60 pages. This is highly inconvenient. I am typically discouraged when I see that a book is only available as an e-book, and will often seek another source. Is there anyway that we can have unlimited access to e-books? Or (and I know that cost is a factor) that we only access e-books as a last resort? I think that our primary goal should be to access physical copies of books.	While we understand your frustration with e-books, each publisher sets the access rules for their own titles. The library purchases e-books with no restrictions (DRM free) whenever possible, for example the Springer titles. We sometimes purchase both the paper and electronic versions of a title, so if there is a particular e-book you find problematic, please let us know.
resources	fac	The compliant that students and colleagues tell me is that when being directed to our library from an outside database or search engine (PubMed, google scholar) that there's no obvious button to click on that says something like "click here to download pdf" and instead have to navigate through a couple screens to find it.	It is frustrating that direct links aren't always provided right up front, but each company sets up their own product access independently, and is concerned with confirming that we have paid for access before allowing download. It is possible that standards for providing links will evolve in the next few years, which might result in more consistency.
resources	student - grad	Life is really fast paced, it would be more convenient if all content was accessible online.	We agree, but the world hasn't quite gotten there yet!

category	respondent	comment	response/plan for action
resources	student - grad	PLEASE add a search function that will search keywords for ALL journal articles rather than having to go in and select each journal you want to search....another Jesuit school has that feature...PLEASE put resource funding to that project! Thanks!!	There are currently several different ways to search multiple journals at the same time. Most people start their search directly in a database (like ProQuest Central), which allows you to limit the sources to particular types, such as scholarly journals. We plan to start exploring costs for a newer, more powerful search product over the next few years. Meanwhile, if you think something should be possible, please consult with Research Services, and they might know of something that could
resources	student - grad	Update the library with technology	Specifics please!
resources	student - grad	Separate area just for physical therapy grad students	The library prides itself in being open to everyone, and being a place where everyone is equally welcome. But if you have a particular need that isn't being met, please let us know.
resources	student - grad	For graduate students, it would be great if we had more prints per semester, especially when we have a heavy work load. And need to print out information for papers and classes.	It would be nice if the library could afford to make more printing free, but when we last checked most people were not using all of their prints each semester, so we hope we are meeting the needs of most. Printing is definitely down, and we suspect that is because easy to use scanners are now available, and people have become more comfortable reading on devices. Copies are reasonably priced at 7 cents per page, so if you run out of free prints, and a scanned copy just won't do, you can add money to your Royal Card and pay for additional pages.

category	respondent	comment	response/plan for action
resources	staff	Please consider adding Alteryx as a resource tool in the library.	IT purchases all software used campus wide. We will make sure they see your request.
resources	student - undergrad	My opinions don't matter. I live off campus and am only on campus twice a week. I don't use most resources available.	Your opinions do matter to us. Many off campus students use the library as a place to be productive between commitments when on campus. And many of our resources are available to you even when you are off campus, including help from a librarian. If you truly don't need any help that's ok, but if you think not being here in person makes your needs less important, we disagree!
resources	student - undergrad	Dedicate a section of the library to fiction measure reads for non academic purposes. Many students won't travel to the city library to get them.	The library has fiction as well as non-fiction available to borrow. If you just want to browse and not go into the stacks, we suggest looking in the booksale area on the first floor. You can pick up a paperback for as little as 50 cents, and nothing is more than $2. Everyone needs a study break occasionally!
resources	student - undergrad	The library should have more of the textbooks required for classes on reserve.	Each professor chooses independently which materials to require for class, and which materials to put on reserve. If you have concerns, we encourage you to talk with your professors.
resources	student - undergrad	The availability of kinds of resources in the databases need to be promoted to use more often	We try hard to let everyone know all the great things we have to offer, but

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services	student - undergrad	As I was going through this survey, many of the services that were asked about were things that I did not even know existed prior. I'm not sure if that's a me problem or if that's a problem with your publicity.	definitely have a problem reaching everyone. We know word of mouth works well, and are pleased to see that a large percent of students say they would recommend our services to another student. Please help us to spread the word!
services	student - grad	I am most impressed with the library services. I came to UOS without e library skills and am leaving with advanced knowledge. This is due to your services and patience with me. Thank you for all you do.	We are glad we were able to help. Good luck in your future endeavors.
space	student - grad	I feel it's extremely difficult to study in the group rooms due to the increasing noise level in the evening at the library. Some nights it's so loud and I wonder why me and my classmates even bothered coming. Also, the chairs are very uncomfortable in the study rooms.	We will be better publicizing our 24/7 quiet study rooms in Fall 2018, and are working on getting some more comfortable chairs too!
space	student - grad	Increase the amount of study rooms and increase the quiet space	As you can imagine, increasing the amount of study rooms would be difficult without completely remodeling the building. It is on our wish list, but just isn't possible right now. We did add two modular rooms on the second floor, but they weren't well received because they are not sound proof, so we did not purchase more.
space	student - undergrad	More group study spaces	
space	student - undergrad	The upper floors shouldn't close as early because at night first and second floor aren't always quiet. The private rooms aren't really private because you can hear people within the rooms easily.	
space	student - undergrad	I know many people (including myself) who would like more whiteboards in the library (instead of chalk) and to switch out the navy blue boards with white boards instead so you can see the marker when you write on them.	Thanks for the suggestion. We moved to white dry erase paint in some of the Reilly group study rooms in Summer 2018, and plan to complete the conversion over Christmas Break.

category	respondent	comment	response/plan for action
space	student - undergrad	Update the library interior to be modern and up to date like the first floor	As you can imagine, cost is the major barrier. We are trying to do a little bit each year.
space	student - undergrad	I think the library appearance needs to be redone. Its too much of dull colors and lack of windows. It's not my prime place to study because of that.	
space	student - undergrad	I like to do a lot of my studying in the library and have noticed that this semester that a lot of the outlets do not work and its very hard for me to do my work because I need an outlet to charge my computer so it does not die. I also wish that there were more study rooms because a lot of students use them so it's very difficult to get one without reserving it a couple of days before.	When you find an outlet that isn't working, please report it, so we can work on getting it fixed. The library has also purchased several "power towers" to address the need for additional outlets in the library.
space	student - undergrad	Commuter designated study space somewhere on campus, group study rooms are great but they have to be reserved and can only be for two hours, commuters are in competition with all other students for the same spaces but we do not have access to residential study areas like residents do.	While the library prides itself in being a place where everyone is equally welcome, you bring up some valid points. Have you spoken to the Commuter Student Association? They may have some suggestions.
space	student - undergrad	Just get some comfier chairs in the library please, my ass is numb by the end of a long study session and would greatly appreciate a softer surface.	Thanks for making us laugh! You aren't alone in wanting softer chairs, and we are slowly adding a few more every year, as budget allows.
space	student - undergrad	The library on floors three and four is like dungeon...it needs way way more windows. Studying is depressing enough, its even worse in a dark room with no visuals of outside.	As you can imagine, adding windows really isn't an option. Due to this survey we will be investigating the lighting on those floors though, which will hopefully help.

category	respondent	comment	response/plan for action
staff	fac	IT and Library do a great job.	Thank you for all of the positive feedback on our faculty and staff. We are always happy to help with your research, and also to help you to get the materials you need.
staff	fac	I very much appreciate the staff of the library, as well as the library's collection of materials. The Library staff go above and beyond what is expected to help. They are awesome!! The library's collection is excellent. I am always able to get the research I need, either immediately or through interlibrary loan.	
staff	fac	The Library has always provided excellent support. The most limiting factor to using library is my lack of technology skills. Novice!	
staff	fac	I use the librarian a great deal and am grateful for professional assistance. The staff are unfailingly courteous and knowledgeable.	
staff	fac	Library personnel are simply outstanding people. Information technology is increasingly efficient and responsive.	
staff	fac	No, other than to keep doing what you're doing. The library is perhaps the most important asset we have on campus. I find it irreplaceable for my research and my teaching. The librarians are professional, knowledgeable, and great colleagues.	
staff	fac	I love our Librarians and Tech support is always helpful too.	
staff	fac	Thus far my experience at the University of Scranton has been life changing. There are a number of people who I have encountered who are highly engaged with their career choices and this makes me want to exceed expectations.	
staff	student - undergrad	The library staff has always been very helpful to me when I have been searching for information. They showed me how to place inter-library loan requests and find specific journal articles. I have been very happy with the staff!	