

IMPROVEMENTS BASED ON THE LIBSAT SURVEY RESULTS

Equipment (printing/scanning/photocopying)

We are improving and increasing our equipment:

We have resolved the printing problems at the S.E. Wimberly Library reference department area.

We have installed printer icons on the desktops of public PCs at the S.E. Wimberly Library and the Jupiter library. This is the short-term solution for staff to be able to reconnect PCs to the public printers. We are also investigating new scripting technology for a long-term solution and hope to be able to do this soon.

We have recently installed new scanning equipment at the S.E. Wimberly Library and at the Jupiter Campus Library.

Jupiter Campus Library recently installed a new microform reader/printer.

Computer access/electronic equipment

We are providing more computers:

S.E. Wimberly Library has recently purchased additional laptops for student to check out to meet the ever increasing demand for laptop usage.

We will be installing more Macintosh computers and we will have several MacBook laptops later in 2010.

We will be adding 2 more (total 4) narrow workstations for PCs in the S.E. Wimberly Library lobby area.

We are upgrading the standard of computers:

S.E. Wimberly Library has recently upgraded and replaced many older PCs.

We have reimaged the PCs in the Reference area.

We are performing checks of all of the PCs in the S.E. Wimberly Library on weekday mornings.

We are working with IRM to improve our IT services to users:

S.E. Wimberly Library and IRM are working collaboratively to improve IT services to students. The library provides information updates about the availability of help services in the Library's computer laboratory on the second floor.

We have reimaged the PCs in the computer laboratory.

We are increasing access to laptops and improving wireless facilities:

Wireless networking and the equipment that allows it is constantly being reviewed and updated. We are investigating a mobile device charging station for the lobby in the S.E. Wimberly Library.

S.E. Wimberly Library and IRM networking group are working together to upgrade existing wireless access points to improve wireless access in study rooms. As power points are added, work spaces are also refurbished.

We are adding more wireless power points in the S.E. Wimberly Library to provide flexible access to the libraries resources.

We have started to develop mobile friendly versions of certain FAU Libraries Web pages.

Library collection/information resources/electronic resources

We welcome suggestions for building the collections:

We encourage you to recommend titles for the collection. The Library has made a new form available to use to facilitate suggestions for purchases. The web-based form can be completed online via the webpage: <http://www.library.fau.edu/eforms/printreq.htm>

We are increasing education and outreach:

We are constantly ensuring that we communicate with faculty regarding their needs when cancelling resources (due to budget constraints), and recommending alternative sources. We also keep track of cancelled resource that faculty requested, so we could reinstate them if funds become available. A budget reduction webpage was developed to address concerns regarding the process of cancelling materials.

Accessibility is our major goal:

We analyzed the survey results and individual comments. Comments regarding e-resources (e.g. databases, e-journals, e-books) indicate that some users find them confusing or frustrating to use and sometimes *technical problems accessing the library's online resources* are perceived as not having a variety of journals.

Examples of Comments:

“Library needs more databases, journals, movies & videos, etc, that facilitate research.

“The lack of current and past journals, the variety of journals.”

“Also expanding the resources available so the library catalog can be comparable to other local universities such as FIU and University of Miami. Clearly, advocating for federal, state and university funding of the library is very important.”

“The web researching interface could be improved to be more user friendly and easier to navigate. When trying to get a pdf of an article, for instance, a few different windows end up

opening. It's confusing. Also, I have to IL many resources or use other university libraries website. I wish FAU had a wider subscription base for scientific articles.”

We strive to make electronic library resources easily accessible and work to develop new tools to help better locate and use the materials you need.

We are redesigning Libraries home page:

We have redesigned our front page with the integration of the SearchWiSE search box. We have also added links to other access points to better enable users to search independently. Many resources are now ‘up front’ on the library’s home page.

Services

We have implemented a new resource discovery tool:

A new service has been launched, the SearchWiSE (Summon) service, which assists library users in discovering more of the libraries materials--including print and electronic books, journals and newspapers, videos, CDs, and digitized collections. SearchWiSE will search multiple resources simultaneously from a single search and with better results.

We are providing and improving help when you need it:

FAU Libraries have joined the statewide *Ask-A-Librarian* network, which nearly doubles the number of hours that live, online “help” is available to resolve your problems.

Facilities

Jupiter Campus Library has extended its hours in response to demand:

Jupiter Library has extended evening hours from 9 PM to 11 PM, Sunday through Thursday, during the semester.

We are providing a variety of seating to accommodate all study needs:

In addition to the quiet study, group study, and computers, we have replaced the old furniture in the S.E. Wimberly Library lobby, added 32 new high quality casual lounge seating with footstools, and 5 tables. In addition, the lobby was re-carpeted, the surrounding walls were redone., and a high-quality display case showcasing the Chodorkoff collection of glass and fiber was added.

We also just received 50 additional 2-position chairs which were placed in the second floor West seating areas, and older, worn chairs were discarded.

We have added additional signage:

We have been reviewing our signage in the quiet study areas. Additional signs were implemented to indicate quiet areas to assist our users and library staff in identifying and maintaining quiet and discussion areas.

We are working on improving the study environment:

The Dean of University Libraries, Dr. William Miller, has met with the Campus Facilities Committee and University architects in an effort to draw attention to the fact that we need some refurbishments in the S.E. Wimberly Library.

S.E. Wimberly Library and Jupiter Campus Library have installed additional security cameras and monitors.

Some library users on the Davie campus told us that they wanted more security visibility inside and outside of the library. There is now FAU police presence on the Davie campus.