

## APPENDIX C

### Summary of 2004 LibQUAL+

The following items are excerpts from the 2004 LibQUAL+ survey that relate to customer service. The number following each comment reflects its original number on the *LibQUAL Comments 2004* document.

- "I have had a very few helpful people, but the majority of people I have asked for help act as if I am interrupting them." (3)
- "I've been very pleased with the personal attention afforded through RefExpress. Assistance at the AFA library has been exceptional any time I have asked for assistance with teaching or research." (6)
- "The employees are nice." (12)
- "You people are morons." (15)
- "I have heard that library staff deny students' expression of dissatisfaction with the current state of the libraries. In other words, when students say that their requests are not being filled (which they are not) or that students do not have adequate access to quiet and private study space (which they do not have, due to the reduction of carrels and replacement of carrels with locked boxes and open desks) the library staff says student requests are being filled and students do have enough study space... library staff should at least recognize the problems expressed by students, and then ideally work with students to resolve the problems and frustrations experienced by students." (17)
- "It would be nice if staff would speak to students that are talking too loudly. The staff is very friendly. I like that no one has ever made me feel like I am being a burden by asking a question (this happens in other libraries, I have found)." (18)
- "The music library staff is extremely helpful, courteous and knowledgeable." (30)
- "On the occasions that I have been to the science library, the students at the circulation desk have been confused, uninformed and generally rude. The reference librarians, by contrast, have always been gracious, helpful, and extremely knowledgeable." (33)
- "Helpful, educated staff. Always gets you the answers you need. Resourceful and available." (43)
- "Additionally, there may still be some 'training issues' with the student staff as they are outwardly much less enthusiastic (read helpful and polite) than the adult staff." (54)
- "Staff is generally helpful." (58)
- "Once the library staff decides to do something they do it well, but I seem to encounter resistance to helping with nearly every encounter, whether it is shelving that doesn't work in the basement of Marston, a Xerox machine that doesn't work,

an inability to access something on the website or find a reference, a request from ILL or distance learning—there always seems to be a reluctance to help.” (64)

- “I have always been very happy with the help I get from library personnel...” (65)
- “I think library staff try hard under often difficult circumstances. Some student helpers don’t appear to have a clue what they are doing.” (66)