

New Directions - Basic Service Improvements Suggestions from Student Library Employee Survey

Computing:

- Upgrade the operating systems and computer monitors at public service stations
- Have faster response times for computer problems
- Provide basic software (like Word) on all computers so students can make changes to their work at the library and save it, provide more programs that students would use
- Replace keyboards and mice that do not work (esp. in the Doe Reference Hall)
- Add scanner options instead of copiers/printers
- All USB port access on all computers
- Buy printers that do not break down as often
- Add computers in the MAIN Stacks
- Provide shared or discounted copies of software programs (Adobe Creative Suite, etc.)
- Add searching stations in the MAIN Stacks
- New technology in the Math/Stats library
- Loan laptops for use in library
- Add Airbears in more places/more reliable, does not work well enough in the library
- Don't use realplayer for webcasts
- Allow students to access Musilan from off campus

Web/Catalogs:

- Add links to different web sites from Berkeley home page
- Add more information about firewalls/antivirus
- Have a digital book database
- More links to digital books in pathfinder when available
- More comprehensive library websites by department
- For Melvyl, add a comment button that records the record being viewed and allows users instantly to report errors and/or software problems
- Create link to Google Scholar on library home page with explanation/tutorial of use
- Need a more effective method for searching journals and articles
- Reorganize the library website so its easier to locate digital sources
- Make more clear how to use library resources if new to researching
- Add a 'how to use' link on the library websites so you would know how to use the online journals and search engines

Collections:

- Main Stacks with lost or missing texts, find books not checked out but not on the shelf
- Longer hold periods for certain items
- Longer checkout times
- Short-term check out for atlases / encyclopedias
- Longer loan periods for students who are using sources to write a thesis
- Bound periodicals in some collections (like MUSI) cannot be checked out seems a deterrent to ease of academic studies for many students.
- Allow people to borrow and use DVDs and videos outside of the library
- More class textbooks on reserve (note some libraries do already and it is welcomed)

Facilities:

- Extend study room availability in MAIN Stacks to later hours, increase duration for loan of group study rooms
- Create at least one group study room in every library (even the small ones)
- More indoor lobbies that have adequate furniture to function as a meeting space or space to come a few minutes before class, when the weather is bad need indoor space that will permit discussion without requiring purchase of food,
- Create more cubby areas/cubicles for individual work
- Replace wooden chairs with better seating
- Add more comfortable chairs and couches, create relaxing places to study
- Monitor sound levels (esp cell phones and during finals)
- Repair the desk lamps and internet connections that are not functional
- Do not allow students to leave things or save spaces for friends in Main Stacks for the purpose of reserving a seat (don't know if enforcement is the best way to change that)
- Allow student workers to study in 250 Moffit at night
- Add clocks in libraries
- Everything in Tolman is old/dirty and needs new desks
- Stricter policy against cell phones (students still chat regardless of no-cell phone policy)
- Add more seats in the library--during finals it can be impossible to study
- Add a bulletin board or some method of announcing the activities going on around the campus (i.e. Cal Performances, Poetry Readings, etc), since many students live outside the dorms and off-campus, and so often miss out on student activities going on

Services:

- Better management of printing services, printing has frequent technical difficulties
- Add more printing stations for higher impacted libraries
- Make cheaper copying
- Add printing services to the MAIN Stacks and/or Doe Library
- More comprehensive information posted about what services are available where
- Provide detailed explanations of the services available to me as a student
- Make information about services/facilities available better advertised
- Better signs in the library saying where the call numbers live
- Help students know where computer facilities are located on campus
- Create email service to inform people of open hours
- Create recommendation system for student employees to recommend other new hires