Category	Respondent	Comment	Response/Plan for action
instruction	faculty	I started in fall 2021, my experience with the library services included bringing the students to the library and they received instruction on finding a scholarly research article from a librarian (one class period). This was very useful to the students. Thank you!	Thank you for the positive feedback! We take pride in our Information Literacy Instruction.
instruction	faculty	A few onboarding videos on basic tech and library resources for adjuncts.	There are many good ideas here. The librarians will be meeting in the summer of 2022 to plan for additional ways to improve services.
instruction	student - grad	More clarity on how to use databases	
instruction	student - grad	Easier setup or quicker way of accessing different information sources. If people aren't aware of how to use the library resources, it can be quite tedious.	
instruction	student - grad	Maybe just have more posters around with instructions on how to get to their website/their email address for questions.	
instruction	student - grad	I think more could be done to educate graduate students on what the library has to offer. There are adult learners who have not been in school for years, and they struggle with research and formatting papers. They don't know the library can help.	
instruction	student - grad	more research education by library faculty earlier in the course of grad school or even in	
instruction	student - grad	Offer pre-recorded tutorials on searching for articles or how-to's for students to reference because it can be a little overwhelming figuring out where to start my search.	
instruction	student - grad	Promoting the use of the online database	
instruction	student - grad	Easier understanding on how to navigate	
instruction	student - grad	Maybe an educational walk through that could be accessed online of how to use online databases when searching for articles	
instruction	student - grad	My first year of graduate school was virtual. In turn, I didn't have an orientation or receive a tour of campus. I attended undergrad somewhere else. When I enter the library I feel very intimidated because I have no clue who to ask for help, or where to go. I am a second-year graduate student, and still feel like I missed out on getting to know the resources I can utilize.	There are many good ideas here. The librarians will be meeting in the summer of 2022 to plan for additional ways to improve services. In the meantime, the Library offers many of the services mentioned or requested here, including Library Research Guides (https://guides.library.scranton.edu/), How Do I...? guides (https://guides.library.scranton.edu/How-Do-I), and consultations with students (www.scranton.edu/AskALibrarian).
instruction	student - undergrad	less tabs when searching for online articles. too many data basis. or have professors show us	
instruction	student - undergrad	I would like to be slightly more informed on databases	
instruction	student - undergrad	Maybe just have print outs on how to access things in addition to online, the website is a bit	
instruction	student - undergrad	More info spread on how to use library resources.	
instruction	student - undergrad	offer zoom calls with librarians for research	
instruction	student - undergrad	Offer more information about how to use all the resources we have.	
instruction	student - undergrad	As a senior, I think a demonstration or a quick factsheet on databases is useful again since most of my scholarly academic papers have been written from junior to senior year. I forget some of the databases that we examined.	

instruction	student - undergrad	I would like to see a post or a sign of commonly asked questions, maybe an infomercial or info event for the services.	
instruction	student - undergrad	I would like to see more promotion of information (or at least more information on where to find these resources). Sometimes the website can be confusing to navigate.	
instruction	student - undergrad	Video tutorial on how to access them all.	
instruction	student - undergrad	more training on how to use it	
instruction	student - undergrad	Possibly put up tutorials for how to use certain library features because I feel like there is alot to offer but not everyone knows how to use these features.	
instruction	student - undergrad	I felt like a core basis of the library such as getting a book and seeing if the library has it was brushed over. They go over the online database and catalogs a lot but not how to get a book.	
instruction	student - undergrad	Instruction sheets on how to use the TVs in the study rooms. I tried to use it to practice a presentation, and I couldn't even turn it on.	
instruction	student - undergrad	Made more aware of what the library has to offer.	
instruction	student - undergrad	maybe send information videos on how to use some of the features such as printing	
instruction	student - undergrad	I have a lot of anxiety when it comes to asking for help so I wish that I understood library services better. I'm unaware if there are any, but I'd love some sort of educational resource for learning more about what the library has to offer.	
instruction	student - undergrad	I don't really understand how to use the online library services, so I think there should be more help sections. Or if there are help sections for the databases, they should be easier to find.	
instruction	student - undergrad	More collaboration with professors to provide students with unique collections of materials they	
instruction	student - undergrad	It should be easier to find the information. I feel nobody knows much about the library.	
instruction	student - undergrad	Have guided posters with how to do the things above	There are many good ideas here. The librarians will be meeting in the summer of 2022 to plan for additional ways to improve services. In the meantime, the Librarians have subject specialties, and you can schedule an appointment with them (www.scranton.edu/AskALibrarian)! They can meet with you in-person or virtually. https://www.scranton.edu/academics/wml/infolit/liaisons.shtml. The library's book collection is organized by
instruction	student - undergrad	explanation of where to find what books (make subject know for call numbers)	
instruction	student - undergrad	Increase awareness of the materials we offer and how to access.	
instruction	student - undergrad	more classes on databases freshmen year	
instruction	student - undergrad	I think the library services are good. I know first year students do the library scavenger hunt, maybe make it a requirement for juniors too for a refresh on the library services.	
instruction	student - undergrad	More information on what the library has to offer	
instruction	student - undergrad	A frequently asked questions tab on the my.scranton library page may be helpful.	
instruction	student - undergrad	maybe they can do a screen share with the student that needs help finding a database etc. also	
instruction	student - undergrad	I would like them to be more known And talked about because I really don't know everything that the library has to offer.	
instruction	student - undergrad	The library should be more organized with it's physical book system. If I am trying to find a type of book (genre), its hard because I have to go through each individual aisle and then floor after floor. But I saw how there were books in other languages and I do appreciate that.	

instruction	student - grad	Being a graduate student, I don't know much about what the library has to offer me. I think if someone explained what services were available to me, I would be more willing to utilize them.	the Library of Congress Classification System, which is the standard organizing system for Academic and Research Libraries. It could be confusing to get used to at first, but books are grouped by subject areas.
instruction	student - grad	help with research	
instruction	student - undergrad	possibly having more librarians in different fields of study to help with certain topics.	
instruction	student - undergrad	More research help	
instruction	student - undergrad	I don't really pay attention to the library services that much but I guess I would say try and let more students know more things about it and let them know how much you wanna help.	
printing - cost	student - undergrad	I think when printing out a paper using the Libraire's printing services should be free, the reason for this is because students and including myself are wasting a few dollars on our Royal ID cards. I do hope that might change for the Fall semester.	The library adds $14 at the beginning of the fall and spring semesters for full-time enrolled students. The library is committed to sustainable practices and having a subsidized print limit helps reduce wasted paper. Our statistics indicate that most students do not expend all of their subsidized prints.
printing - cost	student - undergrad	Free printing	
printing - cost	student - undergrad	free printing	
printing - cost	student - undergrad	Free printing	
printing - cost	student - undergrad	not have students use a limit on printer paper and not have to pay extra	
printing - cost	student - undergrad	Make printing free	
printing - cost	student - undergrad	More printing money would be greatly appreciated. I had to conserve last semester so I did not run out.	
printing - cost	student - grad	Reimburse unused printed amenities.	
printing - ease	student - grad	Better printing services	We changed printing in Fall 2021 to allow greater flexibility and more choices, including selecting printers, single or duplex sides, and viewing print previews. We believe the new printing service will be easier to use as students become more familiar with the new process.
printing - ease	student - grad	I find it difficult to print anywhere on campus without it being a complicated process	
printing - ease	student - undergrad	easier way to print	
printing - ease	student - undergrad	Make the printing eassier	
printing - ease	student - undergrad	The printing made easier.	
printing - ease	student - undergrad	Easier access to printing	
printing - ease	student - undergrad	easier ways to print	
printing - ease	student - undergrad	make it easier to print from the computers on the first floor.	
printing - ease	student - undergrad	allowing us to print directly from our own computers	As long as your device is connected to the campus Wi-Fi you should be able to go to pharos.scranton.edu and send a job to the library printers.
printing - ease	student - undergrad	Free and easier printing, maybe a service that allows you to print a document from a mobile device to go and pick up	
printing - ease	student - undergrad	Have pharos (the printing site) work on all computers, including macbooks	

printing - ease	student - undergrad	allow the printers to print one sided and not make me wait $2.00 in printing money trying to figure it out	Before you print, check the print options at the bottom of the pharos site, and make sure "single sided" is selected.
printing - repair	student - undergrad	Maybe add a color painter.	There is a color printer in the Reilly Learning Commons. When on the pharos site you just have to choose "color" as a print option, and choose "Reilly Color" as your destination.
printing - repair	student - undergrad	make sure the printers work. everytime i go i think they dont work everytime	We try to keep on top of printers that are out of order and put up signs indicating that the problem has been reported. If you experience printing difficulty, please ask for help at a service desk.
printing - repair	student - undergrad	To have printers always working	
printing - repair	student - undergrad	make sure the printers work !!!!!! i shouldnt have to try and fix the printers by myself	
printing - ease	student - undergrad	more printers	We will consider this request.
resources	student - undergrad	Easier access to online versions of materials already physically in the library.	Unfotunately, not everything is available in online format. We do sometimes purchase online copies of materials of which we own a physical copy. If there is a specific resource you have in mind please let us know. You can email askalibrarian@scranton.edu with recommendations.
resources	student - undergrad	can you digitalize more of the physical archive and add more tabs so it is easier to search through the online archive.	
resources	student - undergrad	All online books	
resources	student - undergrad	More expo markers when requested, sometimes I ran out from studying for exams in the group study rooms or trying to tutor a friend	We try to keep a supply of these at the service desks - please ask!
resources	student - undergrad	Using attractive displays and presentations to can lead users to new books.	The Recreational Reading books were just added in Fall 2021, so we are glad you are enjoying them. We put them near the new books we purchased so you can easily browse both!
resources	student - undergrad	I really like the Recreational Reads section. Even if not many people use it, please keep it! I also liked perusing the sale section.	
resources	student - grad	more recreational reading books	

resources	student - undergrad	Better books, like realistic fiction, young adult	We do have some young adult books in the EdLab on the 3rd floor. We will keep your suggestion of realistic fiction in mind when we are adding books to the new Recreational Reading Collection.
resources	student - undergrad	Buy the full Where's my Water app on the first floor large computing tablet near the coffee shop at the library, it costs like 2 dollars and that tablet probably was worth $500, makes no sense to be cheap there.	We are happy to purchase apps for the touch table when students suggest them. Unfortunately, there is not an app for this game currently available for windows operating system.
resources - catalog	faculty	I think the catalog search of the library website should be improved by adding a unified academic search tool. I have worked and studied at many different universities, and there has always been a	We agree that the library catalog and access to databases could definitely be made easier and more user friendly. The system we have was implemented in 2003, and is definitely due for replacement. The Library is currently doing research on newer systems and will be working with University leadership to fund a new resource.
resources - catalog	student - grad	The catalog search is very sensitive in the sense if you look up a broad subject you might not find	
resources - catalog	student - undergrad	More user friendly library website/ catalogue layout	
resources - catalog	student - undergrad	Allow books to be tracked down easier.	
resources - catalog	student - undergrad	Easier access to online services i.e. books	
resources - catalog	student - undergrad	Making the search for available books simpler.	
resources - catalog	student - undergrad	More easily accessible system	
resources - catalog	student - undergrad	I find that Google Scholar is much easier to use than the online library databases in finding a primary source for a research project.	
resources - catalog	student - undergrad	The library database is super useful so maybe advertise that more or make it more simple to	
resources - catalog	student - undergrad	With the online library services I think it could be a little better organized.	
resources - catalog	student - undergrad	make it easier to navigate databases	
resources - catalog	student - undergrad	Make online databases more user friendly	
resources - catalog	student - undergrad	Make the online library and different databases easier to use.	
resources - citations	student - undergrad	More information about new formats of writing and how to do them correctly, like MLA, APA, etc.	We understand that creating citations in the proper style is challenging. Librarians have created a guide to citation resources at https://guides.library.scranton.edu/c.php?g=334431, and are also available to help. Many databases also have a citation creating feature with a “cite” button that will automatically generate citations in various citation styles.
resources - citations	student - undergrad	Increased resources on creating citations and cover pages.	

resources - free	student - undergrad	Free books	We are proud to say that all of our resources are free to use! If you are ever asked to pay for anything, please ask a librarian for assistance first. The librarians can often acquire access to a resource for free or find a useful alternative.
resources - free	student - grad	Having more free resources.	
resources - good	faculty	I love the Library! It is the nexus of any University and we should be devoting more resources, because it's success is our success!	Thanks for the complements. We work hard collaborating with faculty and vendors to obtain needed resources.
resources - good	faculty	Thanks for your Amazing resources!	
resources - laptops	student - undergrad	I would like to see iPads in the library.	The library has 7 iPads available to borrow! Just ask at the Circulation Desk.
resources - laptops	student - undergrad	have ipads	
resources - laptops	student - undergrad	More ways to have loaner technology like computer or tablets to use.	We have found that one central location for this service keeps the equipment in better repair.
resources - laptops	student - undergrad	Better handeling of loaning computers	
resources - laptops	student - undergrad	When I was a commuter, sometimes I'd forget a laptop charger. I wish these were more readily available on campus for such situations	It would be difficult for us to keep a stock of all the types of chargers students might need.
resources - laptops	student - grad	Better loan laptops	IT regularly replaces the library computers, including the loaner laptops. We will make sure to consider these suggestions the next time equipment is being upgraded.
resources - laptops	student - undergrad	If we need to get a loaner laptop, I would prefer they have MacBooks to hand out to students who have those since most of those students are not familiar with Dell.	
resources - laptops	student - undergrad	New computers in the library. All of the current ones are very slow.	
resources - laptops	student - undergrad	More computer systems.	
resources - laptops	student - undergrad	I would love to see more desktops (especially Macs if possible) put on the other floors of the library, where it is a lot more quiet than the Reilly Commons or 2nd floor	
resources - laptops	student - undergrad	Make the library's computer login faster.	
resources - laptops	student - undergrad	Update the computers on the first and second floors. not the Macs but the dell desktops because most don't let you sign in.	We regularly check all of the library computers to make sure they are working. But if you discover one that won't let you log on please report it so we can investigate!
resources - lost	student - undergrad	The only problem that I've ever had was that I needed a book, and no one could find it because it was misplaced. However, this could have been caused by someone outside of the library staff.	If we're ever unable to locate a book that we own, we do have the option to borrow it from another library.

resources - more	faculty	In my experience, the library's greatest opportunity for improvement is expanding the number of e-books and online journals that can be accessed through the library's website. Compared to previous universities I've been at, the offerings are much more limited, and I have to request a lot more books and articles through Iliad.	At the end of the 2020-21 academic year the library was providing access to 622,457 ebooks and 73,413 journal titles. Our budget cannot compete with large research institutions, but we hope that E-Z Borrow and ILL can help fulfill most of everyone's needs for titles we do not own.
resources - more	faculty	I actually use the library at my old institution as the remote services meet my needs. I tried using the university's library for my scholarship needs but was unsuccessful in obtaining the research articles I needed for my line of research, so I went back to my old institution.	
resources - more	faculty	In terms of the library's collection, I have to use ILL much more than should be the case. It's usually ok for articles because they arrive quickly. But, for books, the process can take weeks and sometimes slows down my scholarship. I would suggest that faculty who can demonstrate active research be allowed to request resources annually such as books and journals to be added to the library's collection that would support their research. I do realize that funds are limited, but those of us who are actually doing research need a little help here.	Each academic department is allocated a collection development budget from the library annually. You should discuss the library collection development budget with your department's library liaison or department chair if you do not know who has been appointed as the liaison. Each department also has a subject liaison librarian to assist with this; see www.scranton.edu/library/liaisons for the contact information of your liaison.
resources - more	student - grad	Assess to more medical journals for research papers.	The library has a finite budget, but we try to purchase as many resources as we can to support student and faculty learning, research, and scholarship. You should always check with a librarian first to see if we have access to the resource, and if we do not, it's often best to talk to your professors. Department faculty make a lot of the suggestions for resources.
resources - more	student - grad	the library needs more tax research services. I have ran into this issue in both of my semesters here. I have graduate courses that require extensive tax research, and there are no resources available to aid in it.	
resources - more	student - grad	Add more databases	
resources - more	student - grad	I would like full access online to more resources.	
resources - more	student - grad	Access to varied journals/research articles	
resources - more	student - grad	More access to databases	
resources - more	student - grad	the library needs more tax research resources!	
resources - more	student - grad	Access to additional databases would be nice. I often try and access research articles for projects and I am unable to do so, so I have to put in a request via interloan library services. They are helpful and get back to me within a day, but it would be nice to have to reach out to them less. Being in a very demanding program, sometimes even day can delay my work.	
resources - more	student - undergrad	I find it difficult to find applicable scholarly articles for some of my nursing classes. When searching online, I often find i do not have access to articles I would like and then it is difficult, and somewhat timely, to request them.	
resources - more	student - undergrad	I think having more expansive data bases for specific STEM fields such as Neuroscience.	

resources - more	student - undergrad	add more journals and research publications	
resources - more	student - undergrad	Access to more nursing journals, without having to request	
resources - more	student - undergrad	more research databases	
resources - more	student - grad	Access to better research databases and clinical references. Pubmed, UptoDate, Lexicomp. it's embarrassing that as a clinician I have to pay out of pocket to access critical information required for me to be successful on rotation	PubMed is available through the library's databases page. See the cell below for more information on UpToDate. We will look into Lexicomp, but sometimes resources like Lexicomp do not make themselves available to academic libraries.
resources - more	student - grad	To enhance library services, a subscription to UpToDate would be used greatly for my anesthesia practice. For students, it is $250 yearly & at this time I cannot afford it. It has great clinical implication and research that is continually updated.	The library provides access to a similar resource called Five Minute Consult, which is available through the library's databases page. We will look into UpToDate but unfortunately every resource provider does not provide an institutional access option for academic libraries.
resources - more	student - undergrad	Online services are overall good. I am however consistently disappointed by how few academic journals we have access to, particularly off campus. Shouldn't it be possible to access these journals with a Scranton email?	The Library pays for access to electronic journals for our campus community and the electronic journal collection is equally accessible on-campus and off-campus. You need to log into my.scranton.edu to authenticate as University of Scranton community member to access online journals from off-campus. If you don't do this first, then the journal doesn't know you're part of the university community. The library currently provides acces to 73,413 journal titles.
resources - more	student - undergrad	Greater availability for access to scholarly articles at home.	
resources - more	student - undergrad	More access to library resources (online journal articles) for commuters/those not connected to campus wifi	
resources - more	student - undergrad	I would like to see more virtual resources for anatomy and physiology	The library currently subscribes to Visible Body Human Anatomy Atlas and Net Anatomy. Both of these resources are available from the library's databases page.
resources - more	student - undergrad	The access to anatomy websites that allowed us to look at muscles/bones up close	
resources - more	student - undergrad	the one thing would I would like to see done to enhance library services is more e-books that are	The library continues to regularly add to both our physical and ebook collections.
resources - more	student - undergrad	More E-books	

resources - more	student - grad	More supply and availability of books are required.	
resources - more	student - undergrad	Bigger catalog of things. Sometimes I find myself going to JSTOR because our own library doesn't have the materials I need.	Materials accessible on JSTOR are materials that the library pays to provide access to the university community, JSTOR is not a free resource. The library pays for many additional resources to ensure students and faculty have seemless access to non-print
resources - more	student - undergrad	online study resources for flashcards, practice questions, etc.	Please speak with your professors when you feel something like this would be beneficial. Department faculty select most collection purchases.
resources - textbooks	student - grad	I am unaware of any free textbook through the library. I know the library has an abundance of free access to journals and databases, but I haven'theard of free access to textbooks.	The Library does not assign the required textbooks, but for the past few years Faculty Librarians have been working with other Faculty on campus to promote and encourage use of Open Educational Resources when possible. This year we added an Open Access search tab to the library webpage, which makes open access resources (including textbooks) more discoverable. We will be discussing more options in Summer 2022.
resources - textbooks	student - undergrad	Access to free or reduced cost course materials	
resources - textbooks	student - undergrad	More free access to e-text books	
resources - textbooks	student - undergrad	Increased access to free textbooks.	
resources - textbooks	student - undergrad	More access to online textbooks and softwares	
resources - textbooks	student - undergrad	Make more e-textbooks free and available for students.	
resources - textbooks	student - undergrad	Up to date textbooks to take out on reserve? Not sure if that's possible, but.	
resources - textbooks	student - undergrad	More options for textbooks required for various courses throughout campus.	
resources - textbooks	student - undergrad	More information about affordable textbooks and resources for classes.	
resources - textbooks	student - undergrad	Open source textbooks please	
resources - textbooks	student - undergrad	Stop requiring students to use overpriced books and provide online portions for free.	
resources - textbooks	student - undergrad	Have more textbooks available.	
resources - textbooks	student - undergrad	Provide extra copies of textbooks or course materials for the semester to better accommodate low income students who can't always afford course materials.	
resources - textbooks	student - undergrad	Adding more e textbooks online. I am a student from a low income family and buying textbooks is extremely hard and super unaffordable so I rely on the e texts. Also making them easier to find or a guide would be helpful	
resources - textbooks	student - undergrad	Make more textbooks available	

resources - website	student - grad	The most important resource for students would be an easy-to-remember email or webpage to ask questions/get answers.	Thank you for the suggestion! We requested a new shortcut link www.scranton.edu/AskALibrarian because of your suggestion. We hope this will make reaching a librarian online even easier!
resources - website	student - grad	Special website designed easy to navigate	The Library website is hosted by the University's Content Management System (CMS) so we are limited in some of our design choices. We will see which design suggestions we can incorporate into our website.
resources - website	student - undergrad	A clearer website set up. Sometimes I get lost in the website looking for books, periodicals, journals, etc. and end up resorting to google for easier access.	
resources - website	student - grad	Having a small explanation with examples under each library resource so students know which tab would best suit their research (ex: catalog, PALCI, databases, reference e-source, etc.)	
resources - website	student - undergrad	Making the Library services menu more simplified so it can be easier for people.	
resources - website	student - grad	Databases are sometimes confusing and set up weird to find and use	
resources - website	student - undergrad	Easier to use website	
resources - website	student - undergrad	have website be more user friendly when finding sources and how to access	
resources - website	student - undergrad	I think making the website more clear would be beneficial	
resources - website	student - undergrad	Update some tech features on the website (to make them a little more appealing and easy to use) and tell students about the services available (ex. 24/7 Librarian Chat feature, research office,	
resources - website	student - undergrad	I would like to see easier instructions as to how to rent out bone boxes, study rooms, print papers (where the printers are) because those things are hard to find.	
resources - website	student - undergrad	I would like to see more organization of online resources (maybe through my. scranton) so that it becomes much easier to navigate through the library's services. It can be difficult/overwhelming to locate all of the services offered.	
resources - website	student - undergrad	Make it easier to find on myscranton.	
resources - website	student - undergrad	Make library page easier to navigate on My Scranton	
resources - website	student - undergrad	sometimes it is hard to navigate the my.scranton and find the library database tab	
resources - website	student - undergrad	One thing that could be done is to make the databases you are looking for, easier with headings. Such as databases for Sciences, Math, Arts, etc.	If you go to the databases page, there is a place to browse databases by subject.
services - bikes	student - undergrad	Bring back the bike share program.	Bike Scranton has not been operating for the past two years because of COVID. The Bikes have now returned in Spring 2022 and are available to be borrowed.
services - bikes	student - undergrad	Bring back the bike share program.	
services - bikes	student - undergrad	please bring back the bike share!	
services - bikes	student - undergrad	bike share	
services - CIRC	student - undergrad	I don't really have any complaints about the library. The only thing I can think of is the loud speaker is really loud and distracting.	We will investigate this.
services - CIRC	student - undergrad	Maybe lower the intercom because it is very loud.	

services - CIRC	faculty	It would be really nice to get email reminders a few days before a library book is due to be returned.	Books that belong to the University are loaned to Faculty for the full academic year, so are all due back at the end of May. PALCI books should generate a courtesy notice one week before the due date. Unfortunately, InterLibrary Loan books are tracked differently, and do not generate any automatic
services - CIRC	student - undergrad	I requested a book once to read for pleasure with a due date in May. Randomly, my due date was changed to April and I was charged. I had no idea that my book was due. I recommend sending notifications to students if their due date changes.	We increased the loan period for students to the full semester because of COVID and plan to continue this loan period. We recently became aware of problems in the online system because we did not also adjust the recall rules. If a person needs a book that someone else has, they can recall it, which should then trigger a message as well as a new due date. We apologize that this happened, and think we have fixed it so it doesn't happen again.
services - CIRC	student - undergrad	I'm generally confused on how to check out physical books from the library.	Once you find a book you want to borrow, just bring it to the Circulation Desk on the 1st floor. If you can't find the book, stop at either the first floor or second floor desks for help locating the book.
services - CIRC	student - undergrad	Being able to check out books on course reserve for more than 3 hours	The faculty member who puts the book on reserve determines the length of the loan, usually to make sure that all students in the class have equitable access. If you think the loan time on a specific title needs to increase, please let your professor know.
services - CIRC	student - undergrad	maybe have a laptop to search up books and find direct location in the library	We will see if we can provide a catalog search computer in the library.

services - CIRC	student - undergrad	Maybe a more sure fire way of receiving a book as one time I needed a book but couldn't check it out	We're sorry that you weren't able to check out the book you needed. If it's a book in our collection, you can "place a hold" in the online catalog. We hold the book at the circulation desk and notify you that it's waiting for pick up. Also, if a book we own is checked out, you can still request it through PALCI EZ-Borrow and have it sent from another library. If it's a book we didn't own, you can usually request a title through PALCI EZ-Borrow or InterLibrary Loan. It's always best to start your research early if you may need to request books from other libraries.
services	student - undergrad	To be honest I'm not sure what the library offers besides a place to study, print, and inter library loans for research articles behind a paywall.	The Library is happy to provide the services you mention, but we also provide additional services and resources. The Librarians will discuss additional outreach methods over the summer.
services - good	faculty	The library and technology services have been extremely helpful in allowing my success as a faculty member. I hope we continue to have the services that we currently have and the University continues to move forward as library and technology advances.	
services - good	faculty	I'm a heavy user of the library and tech support, including ILL and PALCI. My students use it as well. All these services are excellent. I give a 10/10 for professionalism, knowledge, etc. and a giant thank you.	
services - good	staff	The library plays such a vital role for students, faculty and staff in the daily operations of the University and I hope they have much continued success.	
services - good	student - grad	Most services I use throughout [COVID] continue to be available such as the library chat box. It is also easy to reach out to librarians and even set up a zoom meeting if there is a project or some research I need assistance with.	
services - good	student - grad	I'm a graduate student who is completing multiple systematic reviews, so I am pretty well informed as to the services provided (ILL, databases, assistance from research staff, etc.) - much more informed than I was before I started my research projects or during my undergraduate career	Thank you for the positive feedback!

services - good	student - grad	Just that my answers to this feel a bit different than what they would have been in undergrad. I don't walk up to the lib much anymore, especially since I cannot park on campus (otherwise I might work there more), but when I was an undergrad I worked at the library regularly. I looked forward to an update to the physical appearance of the library (Focusing on floors 2-4) that I know is coming (I participated in a think group my junior year for some possible designs). The inter-library loan is such an incredible resource that I often enjoy and without the research databases I wouldn't have gotten through my course work!! All library staff and especially the	
services - good	student - undergrad	There is nothing I would change about the library services.	
services - good	student - undergrad	I spend a lot of time in the library and am satisfied with the services.	
services - good	student - undergrad	Honestly, I cannot muster up one thing that I would change in the library services.	
services - good	student - undergrad	I love all the library services provided.	
services - good	student - undergrad	I cannot think of anything at this time to enhance the library services.	
services - good	student - undergrad	I think everything pertaining to library services is at an adequate enough level, not requiring any change for enhancement.	
services - good	student - undergrad	I enjoy going to the library and would not change anything	
services - good	student - undergrad	Overall, I really enjoy going to the library to study so I have no complaints about it at all.	
services - good	student - undergrad	Everything is great	
services - good	student - undergrad	You guys are doing great.	
services - good	student - undergrad	I have had good experiences	
services - good	student - undergrad	Nothing, they're good the way they are.	
services - good	student - undergrad	All my experiences have been positive and I feel like I have had no issues acquiring the information or assistance I need from the library.	
services - good	student - undergrad	Library is great the way it is	
services - good	student - undergrad	I love the library services	
services - good	student - undergrad	I think everything is done well	
services - good	student - undergrad	I feel that everything is great the way it is with regards to library services, and I don't believe anything needs to be enhanced or changed.	
services - good	student - undergrad	Not really anything, I'm sitting in the library as I'm writing this I really like it the way it is.	
services - good	student - undergrad	I really think the library is almost flawless. There isn't anything wrong with it.	Thank you for the positive feedback!
services - good	student - undergrad	Library service has been great.	
services - good	student - undergrad	I would say that the library services are good and helpful.	
services - good	student - undergrad	I like the way it is.	
services - good	student - undergrad	Nothing, I am happy with the library and how it has improved over my 3 years here at the University of Scranton.	

services - good	student - undergrad	I think the library services are very accommodating as they are. There is plenty of resources	
services - good	student - undergrad	nothing could enhance library services that are excellent already.	
services - good	student - undergrad	Keep up the great work	
services - good	student - undergrad	I am pleased with library services	
services - good	student - undergrad	I do not really use the library services on campus because I do not live here but I am satisfied with the digital library services.	
services - good	student - undergrad	I feel that the library services are satisfactory as they are.	
services - good	student - undergrad	Nothing! Its perfect!	
services - good	student - undergrad	I am satisfied with library services.	
services - good	student - undergrad	Nothing, they're good as is	
services - good	student - undergrad	Nothing, overall I only use the library and its services for studying in the quiet spaces and that alone has helped me academically.	
services - good	student - undergrad	I overall enjoy all of the library services and do not know what i would change to further enhance it.	Thank you for the positive feedback!
services - good	student - undergrad	I feel that everything is great with regards to the library and technology services. These services are a great help to me in being successful, and I am very grateful to have them!	
services - good	student - undergrad	The library is perfect as it is, I honestly wouldn't change a thing. Being able to rely on it the last four years in times of need was enough.	
services - good	student - grad	The online chat with a librarian has been very helpful.	
services - good	faculty	I regularly utilize library services for all my teaching and research needs. Thank you kindly for your work and your ongoing efforts to ensure we remain at our best in performing our services for	
services - good	student - undergrad	I am satisfied with library services as is	
services - ILL	faculty	My only suggestion for the library is that my ILL requests that aren't filled for one reason or another seem to stay on my account forever. I have not been able to figure out how to delete these requests that I do not need anymore because my project is already completed.	We are looking into this. Please contact the ILL Office to discuss options.
services - ILL	student - undergrad	Possibly have the PALCI or ILL services be slightly easier to navigate for students, or have more availability with them.	Through PALCI EZ-Borrow and InterLibrary Loan we have access to the collections of many academic libraries in Pennslyvania and beyond. These two services provide incredible access to collections and resources, but some materials are restricted or
services - ILL	student - undergrad	Include more books in the library loan system	
services - ILL	student - grad	Interlibrary loan made easier	

services - ILL	student - grad	EZ-borrow and overall library loan collection should be enhanced and increased. Most of the time I order any book, I get an email like- the book is not available. It is hard to buy books for a grad student (International).	unfortunately because of the lending library's policies. We know the PALCI EZ-Borrow website and ILLiad websites aren't the most user friendly, we will continue to try to improve the experience where we can, but these programs are not entirely controlled by our library.
services - ILL	student - grad	Interlibrary loan I have heard is very useful, but when I tried to get a loan last semester, I did not hear back about it.	We are sorry you didn't get what you requested. You should have gotten an email saying why. You can always call the ILL Office (570-941-4003) if you have questions about your requests.
services - new	faculty	I would really like a plugin for my web browser that lets me easily reload a journal article page to give me access to the resource. This would be much more convenient than having to log into a VPN or go through the library's website search tools, as I prefer using Google Scholar or go directly to the journal page.	We are looking into this.
services - new	student - undergrad	A book club	In the past there was a Student Book Club. Students interested in starting a club should visit the Center for Student Engagement (TDC 205). The Library will be happy to support a student Book Club.
services - new	student - undergrad	Have better and more services for learning disability students	Students can always contact Library Administration to schedule a meeting to discuss concerns/ideas. Library administration will also work to partner better with the CTLE and student groups to better accommodate the learning and study needs of
services - R & S	student - undergrad	I wish Ask a Librarian was still available.	Ask a Librarian is still available! There is a chat box if you are on the library tab in my.scranton, or on the library webpage. You can also go to scranton.edu and search "ask a
services - R & S	student - undergrad	The Ask the Librarian feature was very helpful especially as a live chat (I have been told that it's not up anymore)	
space	faculty	Archives working space needs attention	
space	student - grad	More availability of white board spaces for individual use.	
space	student - grad	Better Lighting, seating & more private study spaces	
space	student - grad	Better layouts on the floors? Sadly are physical still relevant to take up so much space?	

space	student - grad	Everyone is super helpful at the library and I have no complaints. However, the group rooms (not on the first floor) need more windows/better lighting, and the seating/interior could definitely be	
space	student - grad	The library is rather drab and uninspiring. The only place in the library with any form of architectural and artistic value would be the fifth floor. The rest of the library reflects a cubical-type of office space: a very sad and monotonous area meant for work rather than learning and	
space	student - grad	For a library to actually attract people, it must look attractive. The building is obsolete, the stacks are hidden away, and there are only computers visible. Why would anyone want to go and sit comfortably with a book where there are no books?	
space	student - grad	make the library look nicer. enforce quietness on 4th/5th floor study areas. comfier chairs on 4th and 5th floors! better lighting - kind of dark upstairs. mac book desktops on floors besides the first - i enjoy using these but first floor is too loud for my studies/research.	There are many good ideas here. The librarians will be meeting in the summer of 2022 to plan for additional ways to improve library spaces.
space	student - undergrad	More space between the pods	
space	student - undergrad	More multi-screen computers to use that just aren't on the first floor.	
space	student - undergrad	More group space in the library with computers for work.	
space	student - undergrad	Make the study rooms more technologically advanced on the top floors of the library's looks and decor certainly play a role in ability to focus and learn in a educational setting	
space	student - undergrad	Please stop moving the small circle tables to the center in Java City. They are the biggest tables, which makes them the best to study in a group at. If they are next to the wall than you can use the outlet.	
space	student - undergrad	more seating on second, get rid of books.	
space	student - undergrad	Study rooms or spaces designated for commuters to be able to work in. Often times there is no unoccupied area for commuters to do work between classes.	
space	student - undergrad	More group sitting areas.	
space	student - undergrad	I believe there should be vending machines on all of the floors, and that there should be more secluded, personal areas of study. Like more of the comfy chairs that are on the fifth and fourth floor. But also making sure the outlets work.	
space	student - undergrad	More tables, not as many desks. Maybe more study rooms as well.	
space	student - undergrad	Especially during midterms/finals there may be a lack of spaces for solo or group studying at	
space	student - undergrad	Please upgrade the library	

space	student - undergrad	Have more seating on all of the floors, more updated and comfortable seating areas that I could hang out in all day and not get uncomfortable. When I am trying to do my work I need it to be in a comfortable quiet workspace.	
space	student - undergrad	Think about the first impression your library makes.	
space	student - undergrad	More water bottle stations in the library.	
space	student - undergrad	more spaces available to study	
space	student - undergrad	comfortable seating and better lighting in the library. the wooden chairs are painful and the dull lights aren't motivating.	
space	student - undergrad	More space, different unique areas to study. Its hard to sit at a desk all day and study, a unique bright space to work (somewhat liek 5th floor) is amazing	There are many good ideas here. The librarians will be meeting in the summer of 2022 to plan for additional ways to improve library spaces.
space	student - undergrad	I think comfortability could be improved specifically on the higher floors. First floor has more comfortable seating, while the rest is hard wooden chairs. Being uncomfortable makes it hard to study. The interior could be updated, but not necessary.	
space	student - undergrad	More comfortable work spaces	
space	student - undergrad	I would allow more spaces for students to work collaboratively.	
space	student - undergrad	More group study spaces	
space	student - undergrad	improve interior and add more private work spaces	
space	student - undergrad	Improvement in library comfort and lighting but other than that i don't use library services	
space	student - undergrad	More variety of group study spaces, more comfortable seating, and a dining service.	
space	student - undergrad	Better lighting and larger table space	
space	student - undergrad	More comfortable seats at the big tables, more lighting	
space	student - undergrad	More seating on the 5th floor	
space	student - undergrad	I would say add more areas to study in. When finals are around there is almost no room.	
space	student - undergrad	I would like a fish tank study area. That would be relaxing.	
space	student - undergrad	More study cubicles available	
space	student - undergrad	make 3rd-5th floors more comfortable and nicer	
space	student - undergrad	Better seating and	
space	student - undergrad	I love the library!! I think the resources are great and I love studying there. I wish the wooden chairs were more comfortable though because sitting for hours on a wooden chair has messed up my lower back spasms and sciatic nerve infinitely even if I walk around a bit every half hour or so. Also the high pitched noise in the quiet study room on the 4th floor is extremely distracting. I wish the 5th floor Heritage Room had outlets near the tables found on the edge of the room. I noticed I can't charge my laptop or phone when sitting in those outer edge tables because of this. But it's such a beautiful room!! I'm gonna miss the library when I graduate this May :(thank you for all that you guys do!! It has not gone unnoticed!	There are many good ideas here. The librarians will be meeting in the summer of 2022 to plan for additional ways to improve library spaces.

space	student - undergrad	I enjoy sitting at a desk with a light, although not many students enjoy sitting directly across or next to another student, so I feel like some carrels are holding up space that may be of use of something else. I also would enjoy more comfortable chairs to sit in while at a desk.	library spaces.
space	student - undergrad	the interior of the library could be remodeled and look more futuristic.	
space	student - undergrad	I do think the library interior can use an update, for it is one of the most used buildings on	
space - clean	student - grad	The floors in the study rooms could be vacuumed more frequently, dust contributes to my asthma attacks. also thermostat control in the study rooms	
space - clean	student - grad	Sometimes desk pods are not well cleaned.	
space - clean	student - grad	This really has nothing to do with the library services I think they are great. The Library is unusable. No one vacuumes the rug and everything gets dusty. I had to start studying in the PT building because the cleaning crew is amazing here.	It is often difficult to vacuum the 24/7 study rooms without disturbing someone. But we have passed on these comments to the Maintenance Staff.
space - clean	student - grad	Please vacuum and take care of the library. It really is not useable and many people I study with get allergy when they start studying there. The physical therapy building is a much better study room. When I first started I loved studying in the library but physically can't anymore.	
space - clean	student - undergrad	Clean the cushion furniture in the library, they are disgusting.	
space - furniture	student - undergrad	Versatile Seating	
space - furniture	student - undergrad	I spend the majority of my day every day in the library, because i enjoy being there. I do wish that there were more comfortable seating areas on the upper floors for reading.	
space - furniture	student - undergrad	More comfortable seating or more tables with outlets on them	
space - furniture	student - grad	More circle chairs.	Thank you for your suggestions, they help us to prioritize our spending. We will continue to purchase new furniture as our budget allows.
space - furniture	student - grad	The private rooms & study areas need some TLC.The tables in the private rooms on the 3rd & 4th flood older and wobbly. Bigger white boards in study rooms.I don't see why we have to have hard wooden chairs to study. Make the library more comfortable.	
space - furniture	student - grad	Cushioned chairs for all the seats in the carrels	
space - furniture	student - grad	Making the library more comfortable, e.g. couches, and opening to the public.	
space - furniture	student - grad	better/ more comfortable desks	
space - furniture	student - grad	Greater comfort of chairs.	
space - furniture	student - undergrad	More comfortable chairs and tables	
space - furniture	student - undergrad	More comfortable chairs like bean bags	
space - furniture	student - undergrad	More comfortable seating than the wooden chairs.	
space - furniture	student - undergrad	I have nothing to say about the services, but the comfy white/purple cubes on 2nd floor are absolutely fantastic. The library could invent in slightly more. Also only the first floor and second floor by the steps needs to look nice.	
space - furniture	student - undergrad	more comfortable seating in the library	
space - furniture	student - undergrad	more comfortable seating on the higher floors of the library, like the 1st & 2nd	

space - furniture	student - undergrad	New chairs	Thank you for your suggestions, they help us to prioritize our spending. We will continue to purchase new furniture as our budget allows.
space - furniture	student - undergrad	bean bags	
space - furniture	student - undergrad	more comfortable seats	
space - furniture	student - undergrad	More comfortable seating/study spaces.	
space - furniture	student - undergrad	Comfier chairs	
space - furniture	student - undergrad	More cushioned seats on second floor. I'm up there for hours at a time.	
space - furniture	student - undergrad	More tables	
space - furniture	student - undergrad	nicer library chairs and desks	
space - furniture	student - undergrad	better couches	
space - furniture	student - undergrad	Well, I would want the library to have more comfortable seats	
space - furniture	student - undergrad	More comfortable chairs, most floors have numerous good chairs, but also full wood uncomfortable ones.	
space - furniture	student - undergrad	more comfortable seating on floors 3,4,5	
space - furniture	student - undergrad	Possibly get more comfortable seating/lounging area on second floor. Maybe beanbags so students who like to recline during work, like myself, can do so in a space that's outside their	
space - good	faculty	Our library and librarians are incredible and we are lucky to have them. We should just leave the library alone and let them do their jobs the way they know to best. I have total confidence in them. The changes they have made to the physical space in the past few years have been wonderful, and I know our students value the space. We need to allow them to continue to update/create safe, collaborative, flexible spaces so that the WML remains the intellectual hub of the institution and the space our students gravitate to to study.	We do try to spend some money every year on upgrading the library space and furnishings. Thanks for noticing!
space - lights	student - grad	New lighting on floors 3-5	We invested in improved lighting after the last MISO survey in 2018, and are happy to see fewer complaints this time. We continue to work toward better and more sustainable lighting choices throughout the building.
space - lights	student - undergrad	Better lighting in second floor window single seats.	
space - lights	student - undergrad	The cool toned LED lights are quite harsh	
space - lights	student - undergrad	better lighting/environment	
space - lights	student - undergrad	Have a better lighting interior	
space - more	student - grad	Expansion of the library for more space	While it would be great to have more space for the library, it wouldn't be possible to expand without a major donor. We are hoping to renovate parts of the Library to improve the student experience and will continue to use student suggestions to make the most of the space we have!
space - more	student - grad	More individual and group study spaces	
space - more	student - grad	Bigger library	
space - more	student - grad	more study spaces	
space - more	student - undergrad	More study spaces	
space - more	student - undergrad	more study spaces	
space - more	student - undergrad	Maybe more space for commuters or just more study space in general	
space - noise	student - undergrad	Possibly to enforce a silent rule on the higher floors as those floors can get loud when I try to	

space - noise	student - grad	Ensure that quiet floors are quiet.	
space - noise	student - grad	More quite spaces	
space - noise	student - grad	I would say have a floor where it's completely silent . At my previous college In our library we had two floors first floor you can talk but speak quietly as it is still the library but, the second floor is completely silent which helped a lot.	
space - noise	student - undergrad	Have more available study spaces, or monitor the noise level more.	The Library tries to accomodate different learning styles and needs throughout its various spaces. There are quiet study spaces in the building, including on the 2nd and 4th floors. The 5th floor is normally a quiet space unless an event is occuring.
space - noise	student - undergrad	I would enjoy if a staff member would go around on the upper level floor study rooms to ensure students aren't being too loud. I have had multiple issues of groups being very loud on 4th floor in the group study rooms.	
space - noise	student - undergrad	enforce quiet expectations	
space - noise	student - undergrad	a proper library environment where people around you are not screaming when you are trying to get things done and more space due to the amount of us on campus	
space - noise	student - undergrad	Group rooms should have walls to the ceiling, as they are very loud.	
space - noise	student - undergrad	Make it so you can adjust sound on the TVs in study rooms and somehow find insulation or something to make it quieter on first floor	
space - noise	student - undergrad	often there are alot of people talking in the quiet spaces and nothing gets done about it.	
space - noise	student - undergrad	I would like to see greater library help regarding noises and other necessities	
space - noise	student - undergrad	To tell people to leave when they're so loud in the library.	
space - noise	student - undergrad	A worker in the library fixing disturbances, like when people are too loud	
space - noise	student - undergrad	To get rid of that annoying buzzing sound that is in the library on every floor	We are aware of the buzzing sound and are working on fixes with University Facilities. We will keep trying!
space - noise	student - undergrad	On 4th floor in the quiet study room there is a loud pitched buzzing noise that makes it really hard to do work. Itâ€™s been going on since last semester so I donâ€™t know what it is. Also more comfortable chairs instead of the wooden ones.	
space - noise	student - undergrad	Please fix the buzzing noise on fourth floor in the quiet study room. Itâ€™s so hard to concentrate and do any work at all.	
space - power	student - undergrad	It would be great if the outlets were all working and if people would not use the library as social hour	Please let us know if any outlet isn't working. We can't request it be fixed unless we know it is broken!
space - power	student - undergrad	More outlets	As we renovate we try to add more outlets. We have also bought "power towers" that are strategically placed around the building.
space - power	student - grad	More outlets in the study rooms would be helpful.	
space - power	student - grad	More outlet connections located around the library.	
space - power	student - undergrad	More charging ports	

space - rooms	student - grad	I am a big fan of revamping the study rooms. New tables and more comfortable chairs. Lets get some bigger white boards for the study rooms then maybe people wont find the need to write on the windows (it is a pet peeve of mine and I do not like it). I love the pods! I think they are a great option if you cannot find a study room.	Thanks for the suggestion about the white board paint for the upper floors. We will look into that!
space - rooms	student - undergrad	I would love to see more group study areas with the full wall white boards.	
space - rooms	student - undergrad	more group study rooms.	We understand the need for more group study space and plan to build more when we can. We are prioritizing walls that go to the ceiling for future builds.
space - rooms	student - undergrad	More group study spaces.	
space - rooms	student - grad	more group study rooms	
space - rooms	student - grad	More quiet group study rooms and rooms for one person that are quiet as that would help with distractions.	
space - rooms	student - undergrad	more study rooms	
space - rooms	student - undergrad	possibly create more study rooms.	
space - rooms	student - undergrad	group study walls that go up to the ceiling	
space - rooms	student - undergrad	Add few more group study rooms in the upper library floors.	
space - rooms	student - undergrad	Often I think that the first floor study rooms get full as well as lsc so it is frustrating when you want to work on a group project but can't have a solid study space. If there is anyway to add more group study rooms that would be great.	
space - rooms	student - undergrad	More quiet study rooms and places to sit and study with a group separated from louder areas of the library.	
space - rooms	student - undergrad	More medium sized study rooms	
space - rooms	student - undergrad	More group study room access, it can be very difficult to find available study rooms on campus.	
space - rooms	student - undergrad	more study rooms if possible	
space - rooms	student - undergrad	More private study rooms in the library	
space - rooms	student - undergrad	I would like to see more availability in the study rooms.	
space - rooms	student - undergrad	more study rooms	
space - rooms	student - undergrad	More study rooms	
space - rooms	student - undergrad	more study rooms	
space - rooms	student - undergrad	More Study rooms	We understand the need for more group study
space - rooms	student - undergrad	More group study rooms could be available.	
space - rooms	student - undergrad	More study rooms	
space - rooms	student - undergrad	More study rooms	
space - rooms	student - undergrad	More study rooms	
space - rooms	student - undergrad	More group study rooms.	

space - rooms	student - undergrad	More independent study rooms or group study rooms that have full walls so you cannot hear	space, but any additions would not allow for walls that go all the way up, due to the needs of air circulation.
space - rooms	student - undergrad	more places for group gatherings in private rooms	
space - rooms	student - undergrad	More study closed rooms	
space - rooms	student - undergrad	More private and group study rooms	
space - rooms	student - undergrad	I would like to see maybe more study areas/rooms for groups because it is hard to find areas when most of them are taken.	
space - rooms	student - undergrad	The walls in study rooms should be more closed off so you do not hear anything from them	
space - rooms	student - grad	I wish the library offered more group study spaces.	
space - rooms	student - undergrad	More study spaces, knowing when a study room (if not booked) / desktop is being used before getting to library	The online room reservation system allows you to see when rooms are reserved. If your reserved room is occupied, you can show them the reservation so that they will move, usually a group just loses track of time. We will explore supplemental ways of displaying room reservations.
space - rooms	student - undergrad	Whenever I attempt to reserve a group study room, another group of people are always in the room even if they haven't reserved it at all. And they never leave.	
space - rooms	student - undergrad	There have been some times when my friends and I have been kicked out of group study rooms because of tutoring services. Is it possible for students to see when these rooms are going to be occupied, so we can plan our timing? Such as a whiteboard.	
space - rooms	student - undergrad	Easier to book spaces	
space - rooms	student - undergrad	The library could monitor the study room availability better. Some students book rooms and occupy another room because someone else is in that room. Perhaps just have someone sign students in rather than leave it up to par online.	
space - rooms	student - undergrad	Put a better system in when booking study rooms because people steal them or they hook the wrong room	
space - rooms	student - undergrad	Show which study rooms are reserved so you don't have to kick anyone out.	
space - rooms	student - undergrad	Continue to provide a quiet environment for students to learn and perhaps provide a system in which you can tell which study rooms are being used in the upper floors	We are committed to providing different learning and studying spaces throughout the building to accommodate different learning styles. We will continue to monitor additional options for sharing when a group study room is occupied.
space - rooms	student - undergrad	Nothing really, I don't use library services that much. Maybe making the study rooms more open instead of having to schedule appointment times	Although we required reservations for all study rooms during COVID, we received feedback suggesting we go back to a mix of reservable and non-reservable study rooms. We will continue to monitor what the majority of students want regarding
space - rooms	student - undergrad	More study rooms and spaces. All study rooms should be reservable on the library website.	
space - rooms	student - undergrad	allow 3 and 4 floor rooms to be reserved	
space - rooms	student - undergrad	Ability to reserve 3 and 4 floor group study rooms	
space - rooms	student - undergrad	The ability to reserve study rooms on multiple floors of the library.	
space - rooms	student - undergrad	Reserve 3rd and 4th floor study rooms.	

space - rooms	student - undergrad	Reserve study rooms	majority of students want regarding reservable and non-reservable rooms.
space - rooms	student - grad	Would love if you guys could bring back the reservation system on the 3rd and 4th floor group study rooms.	
space - rooms	student - undergrad	Access to quiet study rooms for individuals should be available (helps for reciting things aloud when studying or getting ready for a presentation).	Room 124J in the Reilly Learning Commons has software available for recording presentations.
space - rooms	student - undergrad	There's always one room that I see is constantly reserved for teacher meetings at all times on the fourth floor and I am yet to see one in there. I feel like it's a waste of a good study room.	This room on the 4th floor is the only space in the library reserved for Faculty. This room is opened for student use during Dec and May, when there is more demand for study space due to exams.
space - rooms	student - undergrad	TV. that would connect to MacBook	The TVs in the Reilly Room should connect to a MacBook but you need to use an adapter. The MacBook adapters are available to borrow at the Circulation desk.
space - temp	student - grad	It's always so cold in the library and makes it uncomfortable to be there	The HVAC system in the building is being upgraded floor by floor, and should be completed in Summer 2023. It is also difficult to maintain a steady temperature in the building when the exterior temperature is in dramatic flux from day to day. University Facilities & Maintenance respond to our
space - temp	student - undergrad	It has been incredibly hot in the library the past few days but other than that, I believe all library employees and the university in general do a great job running the library and its many services.	
space - temp	student - undergrad	make the temperature cooler inside it's very hard to study when you're sweating	
space - temp	student - undergrad	Temperature of the library. It is always so hot that I never want to work there. Also reservable study rooms are not enclosed. They have a space at the top so you can hear everyone.	
space - temp	student - undergrad	Air conditioning!	
food	student - grad	Enhance the Java City space, whether that be removing it or reintroducing it to campus.	
food	student - grad	Offer to open the lounge/coffee shop downstairs. It is important for me to stay caffeinated and have access to snacks while I am studying.	
food	student - undergrad	Cafe open	
food	student - undergrad	bring back java city	
food	student - undergrad	I would like for the cafe to be open more often.	
food	student - undergrad	reopening of coffee shop	
food	student - undergrad	Bring back java city	
food	student - undergrad	Food or Coffee options should be available in the library.	We've missed Java City too! We are happy to report that the café area will be renovated in

food	student - undergrad	quick food options in library	Summer 2022. The Scranton Market will have food an drink options (including coffee!) and be open for Fall 2022.
food	student - undergrad	Java place to open back up	
food	student - undergrad	Having a place with snacks so that kids who get hungry during late night study sessions, they could eat. (Not just vending machines)	
food	student - undergrad	Java city	
food	student - undergrad	I think the library services are sufficient. I think there needs to be another drink/food option in the library (like Java City). Other than that, I think the library services are good.	
food	student - undergrad	An option for food and drink in the building of the library	
food	student - undergrad	Open the cafe up	
food	student - undergrad	I would enjoy if Java City, or some other coffee/food place were able to be open again.	
food	student - undergrad	Please open Java City again.	
food	student - grad	Lets get a microwave or 2 near the java cafe. I don't like having to eat a cold lunch while on a study grind.	
food	student - undergrad	Provide coffee and cookies during finals	The Library will provide coffee and cookies during Finals Week Spring 2022.
hours	student - grad	Push back the library closing hours to 11:30 please!	The first, second, and third floors are open 24/7, providing over 500 seats for different learning styles. There are challenges to keeping all of the floors open 24/7, including security and maintenance that requires us to keep floors four and five locked after hours. We will continue to collaborate with Student Government to discuss library requests and issues like these.
hours	student - undergrad	Maybe keep 5th floor open a little later	
hours	student - undergrad	Keeping the 4 and 5 floor open longer, if possible	
hours	student - undergrad	LEAVE ALL FLOORS OPEN PAST MIDNIGHT!!!! Especially 5th floor!!!!!	
hours	student - undergrad	I would like to see the upper floors change back to being open until 11pm. The quiet studying spaces on floors 1-3 are not good enough, especially when younger students insist on making a tremendous amount of noise. Particularly on floors 1-2.	
hours	student - undergrad	I really don't have to much to talk about, but rather I hope to see every floor in the library open 24/7 because on the first and second floor are open all the time, but not the third, forth, and fifth	
hours	student - undergrad	24 hours on all 5 floors	
hours	student - undergrad	Open 4th and 5th floor past 10pm. Even if it is just 30 more minutes, it would make all the	
hours	student - undergrad	Open all floors at all times because the first 2 floors tend to get crowded	
hours	student - undergrad	have higher library floors open for more hours	
hours	student - undergrad	longer hours	
hours	student - undergrad	I understand that you are understaffed and I understand this makes thing very difficult for you all. But the new hours for the library are ridiculous, students should have the flexibility to use the library and quiet places whenever they please.	
staff	student - undergrad	The only thing I would say is have a librarian or tech service person there a little bit longer in the	We keep regular usage statistics and try to

staff	student - undergrad	An actual person to be of assistance to the students 24/7 within the department of the library	staff services when there is the highest need. We are focused on better serving the campus community but, unfortunately, it's not possible for us to staff 24/7.
staff	student - undergrad	This may not be possible but I wish interlibrary loans could be approved around the clock. Sometimes it takes a bit too long when working on a paper and I have to find different articles or pay.	
staff	student - undergrad	Have more people at circulation desk to help you with finding books in-person.	Most times of day there should be someone available to help with this.
staff	staff	I am not confident in my skills with the library so even as a student I rarely go or use the facility as I am intimidated.	We are sorry to hear that you are reluctant to use the library in person. The librarians are here to help you improve your skills and feel more confident approaching libraries and research. Please consider reaching out to the Ask a Librarian Chat at www.scranton.edu/AskALibrarian if you are unable to come in-person.
staff	staff	Library staff are wonderful.	Thank you for the positive feedback!
staff	staff	I'm very thankful that the library staff is here to help us in so many ways. I love to use you as a personal resource and as a resource for my students. There is so much that you all do that I don't even know about so I look forward to learning more and more!	
staff	staff	In each area the staff goes above and beyond always!	
staff	staff	I am very pleased with the assistance I received from library & IT staff.	
staff	student - undergrad	I personally do not use the library for as much information technology as others, but every time I have had help from a research librarian they have been fantastic.	
staff	student - undergrad	I think they're doing a great job!	