Category	User Group	Discipline	Comment
Building	Faculty	Counseling/HS/	I always look forward to more time to spend in the library rather than using the electronic resources. I like the physical
		HAHR	space!
Building- Furniture	Faculty	English/Theatre/	Adequate, quiet & comfortable seating areas in Periodicalsplease.
		World Cultures & Lang	
Building-Furniture	Graduate	Other or Undeclared	wood chairs are, not suitable for long time, not enough group study, too much noise in the 24/7 room,
Collection	Faculty	Philosophy/	Free PALCI and interlibrary loan access for faculty members is critical to our ability to do our research. I'd like to see the
		Theology/RS	library become more important to our students as a place for serious research and study. In other words, at this point, I
			can and do need to be able to work electronically and from home. But that is because I spent many years in libraries and
			know how to use all of its resources and know when I need to physically visit versus access resources electronically.
Collection-negative	Faculty	Biology/Chemistry/	Increased allocation of funds for the purchase of journals and books should be a top priority. I should think retaining or
		Environ Science	even increasing journal subscriptions and the purchase of new books should be a primary mission of the library.
Collection-negative	Faculty	Education	I like the human service in the library. I just hope that the library can carry more research focused journals.
Collection-negative	Graduate	Other or Undeclared	
Collection-negative	Faculty	Nursing/OT/PT	School of Nurse Anesthesia has few Journals to choose from.
			CDs and or DVDs on anesthesia related topics is not adequate.
Collection-negative	Undergraduate	Other or Undeclared	I would like to be more journals that are easily accessible. I mean my major is exercise science and that's not even listed as
			a discipline. PT is but what about the people who don't want to go into PT?
Collection-negative	Faculty	Education	There is just not enough books and journals that are on site that meet my research needs. I only arrived two years ago, so
			maybe I can help identify much needed resources. The personal service that the library staff provides is impeccable.
			Where the library falls short is in the area of resources and space. Do we really need a cafe in the library when there is an
			enormous student center 100 yards away?
Computers	Graduate	Other or Undeclared	wood chairs are, not suitable for long time, not enough group study, too much noise in the 24/7 room,
			-several computers and/or their accessories are not working in the 24/7 room,
			-fridge noise in the 24/7 room
Computers	Undergraduate	English/Theatre/	Q36-38 I answered weekly. For each my real answer is 3 to 5 times a week, which is less than daily but certainly more
		World Cultures & Lang	than weekly.
			Computer terminals and print stations at the library are very inadequate but this survey addresses the issue in an oblique
			manner, as if designed not to discover such information

Category	User Group	Discipline	Comment
Computers	Undergraduate	Biology/Chemistry/ Environ Science	update the computers, many don't work. build another library with more "quiet rooms"
Computers	Undergraduate	Biology/Chemistry/Environ Science	need more and newer computers.
Computers	Faculty	English/Theatre/ World Cultures & Lang	Recently, I have heard several students complaining that many of the computers in the library work badly or not at all. I would hope that something could be done to improve the monitoring and repair of these high-traffic machines.
Computers	Faculty	Psychology	I am consistently frustrated with the Library's database system. Bonnie Strohl has been very helpful in answering specific requests for help/clarification- but this does not change the fact that the databases are not user friendly.
			Although I typically work from my office and go to the library only to pick up hard bound materials, I was shocked at how painfully slow the computers were on the first floor of the library and in the stacks. I was also suprised that there were no computers dedicated to searching the Library's catalogue. If a user wants to look up a book or journal title it is inconvenient to log in to a computer to do one search (especially give how slow the computers are!) GET NEW COMPUTERS! Dedicate a few older computers to be catalogue search stations (and scatter these trhoughout the library so you can do a quick search from anywhere). As far as employee service- I found it hard to answer the closed ended questions b/c my experiences have been so varied - support staff is great overall, but I have had mixed experiences with the circulation staff- some are very friendly and helpful and others point vaguely in the direction of the elevator and then go back to (what appear to me) their personal conversations with other staff members.
			As a researcher I would also like to point out that the amount of identifying information you are requiring does not allow me to be truly anonymous- there is only one female assistant professor in the psych dept- me!
Computers	Undergraduate	KSOM	The first floor computers in both the Pro Deo room and the lab are very often EXTREMELY slow. It is frustrating to have to wait 15-20mins to log on and print something when I'm rushing to class.

Category	User Group	Discipline	Comment
Computers	Faculty	Psychology	I am consistently frustrated with the Library's database system. Bonnie Strohl has been very helpful in answering specific requests for help/clarification- but this does not change the fact that the databases are not user friendly.
			Although I typically work from my office and go to the library only to pick up hard bound materials, I was shocked at how painfully slow the computers were on the first floor of the library and in the stacks. I was also suprised that there were no computers dedicated to searching the Library's catalogue. If a user wants to look up a book or journal title it is inconvenient to log in to a computer to do one search (especially give how slow the computers are!) GET NEW COMPUTERS! Dedicate a few older computers to be catalogue search stations (and scatter these trhoughout the library so you can do a quick search from anywhere).
			As far as employee service- I found it hard to answer the closed ended questions b/c my experiences have been so varied - support staff is great overall, but I have had mixed experiences with the circulation staff- some are very friendly and helpful and others point vaguely in the direction of the elevator and then go back to (what appear to me) their personal conversations with other staff members.
			As a researcher I would also like to point out that the amount of identifying information you are requiring does not allow me to be truly anonymous- there is only one female assistant professor in the psych dept- me!
Computers	Graduate	Other or Undeclared	-wood chairs are not suitable for long time studying
			-no enough group study rooms
			-too much noise in the 24/7 room
			-several computers and/or their accessories are not working in the 24/7 room
			-fridge noise in the 24/7 room -there are no computers in
Computers	Undergraduate	Biology/Chemistry/ Environ Science	The computers and printing kiosks need to be updated. The library is no longer a quick place to print something out before class. Additionally, there should be more electronic reserves.
Computers	Undergraduate	English/Theatre/World Cultures & Lang	The library is a wonderful place on campus and arguably the most important building, but we need new computers. Often, I can't even do my work because the computers are so slow / half of them won't turn on or the mouses don't work. Please give the students new computers, its necessary in this day and age to have technology that works. The students need computers that work efficiently every time. My peers and I waste time that we could be doing work trying to find a computer that works or waiting for it to connect to the internet.

Category	User Group	Discipline	Comment
Computers	Undergraduate	Biology/Chemistry/	
		Environ Science	
Distance Learner	Graduate	Education	I have always found what I've needed using the online library.(I am an online student)
Distance Learner	Graduate	KSOM	The Online search services have been VITAL to the success I've had in the online MBA courses. I've consistently scored
			high on the discussion boards based upon research I've done through the library online.
Distance Learner	Graduate	Education	Since I am a "distance learner", I have not had occasion to use the library in situ. However, having had the need to access
			Weinberg during my graduate training, I must admit that it was very convenient, comprehensive and frankly, quite easy to
			obtain the information I needed. I do not believe that my success in grad school could have been accomplished without
			this vital resource center.
Distance Learner	Graduate	Education	While I have not visited the library as I am entered in the online program, I have spoken on the phone with library
			assistants and they have been extremely helpful.
Distance Learner	Graduate	Education	I'm an online student, live near Seattle. Have never set foot on campus.
Distance Learner	Graduate	Education	I'm an on-line student so several questions didn't pertain to me since I don't go to the school campus at all.
Distance Learner	Graduate	Distance Learner	The library services for distance learners make it easy to find the information I need although I do not have access to the
		-KSOM or SEOL	main campus. I have been impressed by the resources available and the level of service provided to distance education students.
Electronic Resources-negative	Faculty	Psychology	I am consistently frustrated with the Library's database system. Bonnie Strohl has been very helpful in answering specific
_	·		requests for help/clarification- but this does not change the fact that the databases are not user friendly.
Electronic Resources-negativ	Graduate	Education	I've had to use the online library several times. Of the times I used it, the site was a bit confusing and not user friendly.
Electronic Resources-negativ	Graduate	Education	Sometimes articles are suggested that are NOT in Wilson Web. I wish we could access them instead of paying a fee. You
			should never require/suggest readings in order to make money for the school.
Electronic Resources-negativ	Faculty	Nursing/OT/PT	I use the library sources from another school instead of the U of S. I find the U of S electronic journals resources limited
			and incomplete.
Electronic Resources-negativ	Faculty	Philosophy/	I have experienced much difficulty obtaining book reviews online. The fault is not with the librarians, but with the
		Theology/RS	programs themselves, such as Proquest. The programs often have ambiguous directions. As a result, the experience is
			time-consuming and often a failure.

Category	User Group	Discipline	Comment
Electronic Resources-negativ	Undergraduate	Computing Science/Math	I usually end up using Google to find what I need since the Library web search is virtually worthless. After Google gives me some results I look those up to see if they are available at the Library.
Electronic Resources-negativ	Undergraduate	Biology/Chemistry/ Environ Science	The databases are very confusing, and not well explained.
Electronic Resources-Positive	Undergraduate	KSOM	The on-line services are most important to be since I am a non-traditional student & almost all of my work from home.
Electronic Resources-Positive	Graduate	Nursing/OT/PT	The electronic resources I am able to remotely access are superior to any other college or work resources that I have experienced in the past. The current journal access enables me to keep up to date in my field of nursing.
Electronic Resources-Positive	Graduate	Education	I am able to access the WilsonWeb page from home and it has been extremely helpful in obtaining articles for my online graduate course assignments.
Electronic Resources-Positive	Faculty	Communications / Journalism	In general, I am very satisfied with the library. I am primarily interested in electronic resources, accessible from home, and I have been extremely satisfied with what I've found.
Electronic Resources-Positive	Graduate	Other or Undeclared	I am very pleased with the internet access at the library. I'm able to research almost anything in my discipline from home and will really miss this service when I graduate in June, Thank you!
Group Study	Undergraduate	Nursing/OT/PT	MORE GROUP STUDY ROOMS
Group Study	Undergraduate	Biology/Chemistry/ Environ Science	I think that more study areas for gruops are needed. The staff is always helpful and courteous
Group Study	Undergraduate	KSOM	Good service, but the library does get very crowded often. There should be more space for groups to met.
Group Study	Undergraduate	Biology/Chemistry/ Environ Science	I wish there were more group study rooms. they seem to be in the highest demand and rarely accessible.
Group Study	Undergraduate	Counseling/HS/HAHR	We need more group rooms.
Group Study	Graduate	Nursing/OT/PT	There needs to be more group study areas.
Group Study	Graduate	Biology/Chemistry/ Environ Science	I have never had any trouble at the library. The staff was always very helpful, and the students sitting around me as I studied always get the noise level at a minimum. I would like to see more study rooms. Two or three times my friend and i wanted to use one, but they were all occupied.
Group Study	Faculty	History/Political Science	I am very satisfied with library personnel. I wish we had more space for group work and/or rooms professors to use with students while doing library work.
Group Study	Undergraduate	KSOM	More group study areas. I often have difficulty finding them when I need them.
Group Study	Undergraduate	Biology/Chemistry/ Environ Science	I know this isn't an issue easily resolved, but more group study rooms would be nice. Also, I would like to see it open later, or at least have more of it open after 11:30pm. The Pro Deo is not very big and gets very loud after closing. If there were a quiet place I could go in the library after 11:30, I would spend more time in the library.

Category	User Group	Discipline	Comment
Group Study	Undergraduate	Psychology	The library needs more group study rooms
Group Study	Undergraduate	Nursing/OT/PT	there should be more group study rooms available and quiet areas should be enforced better
Group Study	Faculty	Biology/Chemistry/ Environ Science	wood chairs are, not suitable for long time, not enough group study, too much noise in the 24/7 room, -several computers and/or their accessories are not working in the 24/7 room, -fridge noise in the 24/7 room
Group Study	Faculty	Biology/Chemistry/ Environ Science	wood chairs are, not suitable for long time, not enough group study, too much noise in the 24/7 room, -several computers and/or their accessories are not working in the 24/7 room, -fridge noise in the 24/7 room
Hours	Graduate	Biology/Chemistry/ Environ Science	first of all, i want to thank everyone who works in the library because i know they work as much as they can to help us. my suggestion is to extend close time because i think 11:30 is to early for students who want to study in the library. once again thank you for your help
Interlibrary Loan	Graduate	Nursing/OT/PT	Many articles that I need are not accessable on line. When I'm doing research it takes a very long time to come up with the amount of specific articles since so many are unavailable on line. Has been a problem since undergrad days. Interlibrary loan takes too long.
Interlibrary Loan	Graduate	Nursing/OT/PT	Interlibrary loan system is good when the article can be delivered electronically but confusing otherwise.
Play music	Undergraduate	History/Political Science	i think it would be great if there was classical music played softly on one of the floors or a certain area just because i find it i work better with some background information
Positive	Undergraduate	Sociology/Criminal Justice/ Gerontology	Excellent!
Positive	Undergraduate	Biology/Chemistry/ Environ Science	As a biochemsitry major, I find mysef retreating to the library for hours on a daily basis. The library exceeds all expectations. The staff is courteous, cooperative, and extremely helpful (let's not forget about pleasant and nice, as well). The complete staff promotes an ideal learning environment.
Positive	Undergraduate	Biology/Chemistry/ Environ Science	The Library service is great anytime i needed help citing a book or even locating a book there was always someone around who was not only helpful but considerate. I am very pleased with the Library.
Positive	Undergraduate	English/Theatre/ World Cultures & Lang	I think library services are great at WML.

Category	User Group	Discipline	Comment
Positive	Undergraduate	Biology/Chemistry/	it is good!
		Environ Science	
Positive	Undergraduate	Nursing/OT/PT	Thank you for the addition of 200 free prints this semester!
Positive	Undergraduate	History/Political Science	Good stuff
Positive	Undergraduate	Nursing/OT/PT	Love this library, its the only place I can get my work done. Between the quiet of the whole place, the group study rooms available for use, Java City, really good hours and a nice helpful staff, this place is great
Positive	Faculty	Education	The library is a wonderful resource at the University, and the staff is extremely knowledgeable, helpful, cheerful, and courteous.
Positive	Undergraduate	Communications / Journalism	The building itself is very large and the group study rooms are the best! The free prints are great and usually the employees are in good mood.
Quiet Study	Undergraduate	Biology/Chemistry/ Environ Science	update the computers, many don't work. build another library with more "quiet rooms"
Quiet Study	Undergraduate	Communications / Journalism	Sometimes it is a bit loud on the floors where quiet study is designated. Although it is expectedaround finals and midterms it is near impossible to find a quiet study place in the library.
Quiet Study	Undergraduate	Biology/Chemistry/ Environ Science	the library is a huge building, but for the number of students here on campus, it doesnt quite fit for everyone who might want to go there to study if their roomate is being loud and they cant concentrate in their room and need a quiet place to study. during finals week, i had to venture to denaples to study on the second floor, the floor being quite loud for finals week. i had no place to go, since my close friends that live in scranton were away at college so they could not pick me up to go study in their home. so i hated that feeling of a first come, first serve basis to the library when the library should accomodate everyone who ever wanted to study in there (and would also provide more individual study rooms for absolute quiet.) i can not work alone amongst a group of other quiet people in the library. it makes me nervous and feel more comfortable in a private room where no one would look at me or distract me. i feel that the first come first serve basis is no right and believe that a sign in room should be designated to the dedicated who really want to get work done.

Category	User Group	Discipline	Comment
Quiet Study	Undergraduate	Biology/Chemistry/ Environ Science	The staff are very helpful and the quiet spaces within the library have been integral to my academic success here. I absolutely love the 5th floor and am glad that it has demonstrations that reach out into the community to educate it on a variety of topics. My only complaints are that some students visit the 4th floor quiet room and openly flout the quiet rule. I don't understand why they feel the need to go to one of the few "quiet only" specified areas in the library to talk to one another. Another issue is that most of the computers in the Pro Deo room are either painfully slow or broken and unusable. I was thankful for the Pro Deo room when my printer broke this semester and hoped to use my prints to solve my problem. However, when I arrived at the Pro Deo room it was frustrating to see half of the computers taken and the other half out of order. I know that it is hard to keep up with all of the computers (especially with the large amounts of clients that acess them and abuse them) but if the computers could consistently be kept in a better working order, I would be enternally grateful. Thank you, those who keep the library up and running, for everything you do. I'm grateful for such a beautiful place where I feel comfortable and am able to be productive.
Quiet Study	Undergraduate	Biology/Chemistry/ Environ Science	Services always available, but the space provided is lacking in quiet areas
Quiet Study	Undergraduate	Nursing/OT/PT	there should be more group study rooms available and quiet areas should be enforced better
Reserves	Undergraduate	Biology/Chemistry/ Environ Science	The computers and printing kiosks need to be updated. The library is no longer a quick place to print something out before class. Additionally, there should be more electronic reserves.
Staff-Negative	Undergraduate	History/Political Science	The service at the downstairs service desk is not worth what I am paying to go to this institution. Every single time I have put books on hold from online they can't find them because they spell my name wrong and tell me that I am not a student at the school as I am holding my royal ID card not to mention their attitude while doing it. Also whenever I have asked them a question to where something is or to tell them that the computers don't work by Java they don't get up off of their chair to help and look at me like I am speaking another language. If people don't want to interact and be friendly with other people, don't take a job in customer service then.
Staff-Negative	Faculty	Computing Science/ Math	Media Resources could be more user friendly. Students are great, staff not so much.

Category	User Group	Discipline	Comment
Staff-Positive	Faculty	Psychology	I am consistently frustrated with the Library's database system. Bonnie Strohl has been very helpful in answering specific
			requests for help/clarification- but this does not change the fact that the databases are not user friendly.
			Although I typically work from my office and go to the library only to pick up hard bound materials, I was shocked at how painfully slow the computers were on the first floor of the library and in the stacks. I was also suprised that there were no computers dedicated to searching the Library's catalogue. If a user wants to look up a book or journal title it is inconvenient to log in to a computer to do one search (especially give how slow the computers are!) GET NEW COMPUTERS! Dedicate a few older computers to be catalogue search stations (and scatter these trhoughout the library so you can do a quick search from anywhere).
			As far as employee service- I found it hard to answer the closed ended questions b/c my experiences have been so varied - support staff is great overall, but I have had mixed experiences with the circulation staff- some are very friendly and helpful and others point vaguely in the direction of the elevator and then go back to (what appear to me) their personal conversations with other staff members.
			As a researcher I would also like to point out that the amount of identifying information you are requiring does not allow
Staff-Positive	Faculty	Education	I like the human service in the library. I just hope that the library can carry more research focused journals.
Staff-Positive	Faculty	History/Political Science	I am very satisfied with library personnel. I wish we had more space for group work and/or rooms professors to use with students while doing library work.
Staff-Positive	Faculty	Biology/Chemistry/ Environ Science	The staff are always extremely helpful and knowledgeable and ILL service has greatly improved. I wish we had better services for accessing scientific literature such as BIOSIS or Sci Citation Index but I understand the pricing of these services is not within our budget. I think we do very well for the financial resources we have available!
Staff-Positive	Undergraduate	Biology/Chemistry/ Environ Science	I think that more study areas for gruops are needed. The staff is always helpful and courteous
Staff-Positive	Faculty	Sociology/Criminal Justice/Gerontology	Special regards and commendations for people in the reference, archives, and media resources divisions.
Staff-Positive	Faculty	Nursing/OT/PT	The staff and faculty associated with library services are exceptional; their expertise is shared throughout the University community and is incredible.

Category	User Group	Discipline	Comment
Staff-Positive	Undergraduate	Biology/Chemistry/	i dont know if i am the one to take this servey
		Environ Science	i have a small phobia of libraries they are too quiet and creep me out i find it hard to do work in complete quiet
			althought he people at the library are very helpful i am only there to print and am in and out as fast as possible
Staff-Positive	Undergraduate	Biology/Chemistry/Environ Science	The staff are very helpful and the quiet spaces within the library have been integral to my academic success here. I absolutely love the 5th floor and am glad that it has demonstrations that reach out into the community to educate it on a variety of topics. My only complaints are that some students visit the 4th floor quiet room and openly flout the quiet rule. I don't understand why they feel the need to go to one of the few "quiet only" specified areas in the library to talk to one another. Another issue is that most of the computers in the Pro Deo room are either painfully slow or broken and unusable. I was thankful for the Pro Deo room when my printer broke this semester and hoped to use my prints to solve my problem. However, when I arrived at the Pro Deo room it was frustrating to see half of the computers taken and the other half out of order. I know that it is hard to keep up with all of the computers (especially with the large amounts of clients that acess them and abuse them) but if the computers could consistently be kept in a better working order, I would be enternally grateful. Thank you, those who keep the library up and running, for everything you do. I'm grateful for such a beautiful place where I feel comfortable and am able to be productive.
Staff-Positive	Faculty	KSOM	Library orientation needed for adjunct faculty or better communication of its existence. Jennifer Maher has been especially helpful to me this past semester
Staff-Positive	Faculty	KSOM	Library orientation needed for adjunct faculty or better communication of its existence
			Jennifer Maher has been especially helpful to me this past semester
Staff-Positive	Faculty	English/Theatre/World Cultures & Lang	Excellent services and staff. Of note is the excellent Virtual Reference service.
Staff-Positive	Graduate	KSOM	Betsy is fantastic!!!!
Staff-Positive	Faculty	English/Theatre/World Cultures & Lang	I think the University of Scranton has a superb library, but more importantly, I believe it has a staff that not only brings a reverence to learning, but manages to keep up with an exploding information age while maintaining a dignity that inspires a love of learning. I am especially impressed by the way the library extends itself beyond the campus and makes the community feel welcome.
Staff-Positive	Faculty	KSOM	We have the finest, most courteous, and most professional library staff with whom I have ever interacted.
Staff-Positive	Faculty	Counseling/HS/HAHR	Library staff and resources exceed expectations. Thank you.
Staff-Positive	Undergraduate	Biology/Chemistry/Environ Science	The staff is wonderful and very willing to help with all my research needs.
Staff-Positive	Faculty	Education	Keep up the great work you do!

Category	User Group	Discipline	Comment
Staff-Positive	Faculty	English/Theatre/World Cultures & Lang	In my many years of service at the university, the library and its staff have been an invaluable resource. Always friendly and helpful, it has been a pleasure working with these fine and dedicated colleagues.
Staff-Positive	Faculty	KSOM	The staff does a terrific job!
Staff-Positive	Faculty	English/Theatre/World Cultures & Lang	I am and always have been very favorably impressed by library personnel. They are all friendly and competent people.
Staff-Positive	Faculty	Computing Science/Math	Based on my experience, the U of S library may be the best run department/division in the school. I have only praise for it.
Structure of survey	Faculty	Other or Undeclared	My comment is about the survey rather than the services which are fine. The survey is not. It is repetitive, so much so that I started just filling in the lowest item in the first two columns; minimum service level for Jesuit ideals? really!
Structure of survey	Faculty	Philosophy/Theology/RS	Answered some many question that this UNnecessary!
Structure of survey	Faculty	Computing Science/Math	Question 39-42 enable you to identify me. so this survey is not anonymous.
Structure of survey	Faculty	Education	important survey
Structure of survey	Faculty	Philosophy/Theology/RS	Pertaining to this survey: the lumping of philosophy and theology into one disciplinary descriptor (#41), at a Jesuit Catholic school and even more, at a school in which these are two of the largest departments in the university, is a rather grotesque misrepresentation reality. Second, if you are going to bother bringing up "Jesuit ideals" in a survey like this, don't limit them to "social justice and respect for all persons": these are ideals by no means unique to the Jesuit tradition and they barely scratch the surface of
			that tradition. The Jesuit tradition is first of all Christian, second, Catholic, and third it pertains to a distinctive religious charism and to the unique history of Ignatius of Loyola and his followers. Ideally, the library, like the university as a whole ought to seek to live in light of and to bear witness to these traditions in everything about its day to day work and in its self-understanding. Otherwise, why do we really bother touting our "Catholic and Jesuit tradition"?