

MISO Comments 2015		
resource/service	comments	response/action taken
24 hour study spaces	was happy before remodeling which has positive and negative results: not good for group unless reserve room, was nice not to have to plan ahead; not comfortable; miss big soft chairs; aesthetically pleasing; like new computers; color printing; wish it were more welcoming, less sectioned off	The second floor of the Library is now open 24 hours. Additional soft seating was added on the first floor. Soft furnishings were reconfigured on the second floor. Some sectioning off is necessary for noise reduction, a frequent complaint in the LibQual survey. Room reservation was requested because students said they had to check every room on every floor looking for an open one.
24 hour study spaces	undo the remodeling; remove room reservation; don't need 2 MAC screens; if can't undo-take partitions to ceiling and raise height of coffee height tables	Room reservation was instituted in response to student requests. Informal surveys of the room indicate students are using both Mac screens. A student may chose to only use only one if he or she wishes. The room partitions do not go all the way to the ceiling for air circulation.
24 hour study spaces	open more 24 hour spaces	Done! Second floor is open 24 hours.
24 hour study spaces	extend 24 hour to second floor	Second floor is now open 24 hours.
24 hour study spaces	new setup is horrible; study rooms don't block noise; tables too low--open 2nd floor 24 hours; <a href="#">computers slow</a>	Sound in the group study rooms is reduced but not eliminated. The partitions do not go all the way to the ceiling so that air can circulate. Some students like the low tables and we hope that there is enough of a mix of tables to satisfy different preferences. We added some higher tables in summer 2015. We will check the speed of the computers.
24 hour study spaces	removing study cubicles from 1st floor horrible for those who want to study and are not in a group	Second floor is now open 24 hours. Furniture in groups rooms was reconfigured with carrels for individual quiet study.
24 hour study spaces	more 24 hour spaces with study cubbies	Done. A large room on the second floor is furnished with study carrels and is available 24 hours
furnishing	comfortable chairs/couches 3rd and 4th floor please	For now, couches are on the 1st, 2nd and 5th floors. Some students want study carrels and to put in couches we would need to remove tables and carrels. We hope that there is enough variety so that everyone can find a place that fits their preferences.
information literacy	educators not requiring students to use physical resources of library; don't know how to access academic content in databases because no one ever showed me how	It is not necessary to wait for a professor to bring the entire class. Individuals and groups may requests orientation, general instruction in a subject discipline or help with a specific project. Call the reference desk 570 941-4000 or Ask-a-Librarian chat to schedule an appointment.

information literacy	require my students to use digital and hard copy resources; have had class lectures from library faculty	Thank you!
JAVA City	need more selections so don't have to leave property unattended while go to DeNaples	Sandwiches, salads, snacks were added.
Java City	open weekends especially during finals	We passed this information to the managers of Java City
Library Staff	Library services and staff extremely helpful	Thank you!
library computers	replace thin client with computers	There are computers in the Reilly Learning Commons. Thin clients have some benefits for updating and seem to have fewer problems than did the PCs
library computers	too slow	We are going to check this.
library computers	Library computers appallingly slow.	We are going to check this.
Library Reserves	very much like electronic reserves	Thank you.
library services	WML is amazing!! (IT needs a lot of work)	Thank you.
Library staff	Library staff very nice; reference knows ins & outs and help as much as possible	Thank you.
library staff	use library extensively; to all full and part time staff and student workers a giant thank you	Thank you.
Library staff	Media Resources always helpful and responsive	Thank you.
printing	go back to previous way of swiping for printing	The new way of swiping for releasing print jobs is due to the software that allows users to send jobs wirelessly from various devices.