Highlights of Results

General Comments

There were 72 responses that provided general feedback that the Library was doing a good job.

“The library has been an asset to my success as a college student. I appreciate the study spaces and the printing services available to students.” Junior-Biology/Chemistry/Mathematics

“I can get work done because there is plenty of space to work and I like that.” Freshman-Biology/Chemistry/Mathematics

“I go to the library almost every day and I thoroughly enjoy it.” Freshman, Business/MBA

“Everything is very organized and workers are willing to help you all of the time.” Sophomore-communication/MIT

There was one general negative comment:

“There the overall quality of library service could be improved.” Grad, MBA

Specific Comments

Some comments included feedback on specific areas of service, facilities and resources. These are indicated by blue text to indicate that the comments are counted in more than one area. Responses are provided under the specific area.

Ask-a-Librarian

Comments:

Positive-3: “The library makes a really great effort with the texting and everything which is nice.”-Junior --Business, MBA

Negative-1: “Sometimes texting a librarian doesn't work. Although it sounds like a great idea, many times I won't get a response or it will be someone who isn't willing to help.” --Junior Exercise Science/OT/PT

Response:

Ask-a-Librarian questions reach the Reference desk by email, texting, instant Messaging (IM) and live chat. Email is answered by University of Scranton librarians within 24 hours. Questions received by text and IM are answered immediately during hours that the Library is open. Live chat is a cooperative program that includes American Jesuit Colleges and Universities (AJCU) across the United States and the tutor.com company. For purposes of answering questions for each other’s students, we are able to
login to these other institutions. AJCU libraries cover hours in various time zones and tutor.com covers all other hours so that students can submit questions even at 3:00 a.m. Logs of the answers provided are maintained for quality control. All the librarians who participate in this program have Masters in Library Science and know techniques and resources but may not know unique things about assignments and resources at the various AJCU libraries. For example, what floor are the BL books on at Fordham?

For those whose experience did not provide the help or information needed, please call the reference desk 570-941-4000, email or text to get additional help.

**Closing Announcement** - 3 comments

“I also think that it is a major distraction for the library to continuously announce that it is closing.”
Senior Exercise Science/OT/PT

Response:

The Library has eliminated an announcement. Announcements are now at 20 minutes to closing, 10 minutes to closing and at closing. The content of the announcement has also been shortened.

**Collections**

**Positive** - 3

“I like the library but it sometimes does not have the books I need also some of the journal articles I look up are not available right away…”
DPT Physical Therapy

Response:

Rapid Interlibrary Loan for journal articles typically takes one day. Articles are delivered electronically to your desk top. There is no charge for any Interlibrary Loan. Through PALCI E-Z Borrow, books usually take 4 days to reach the Weinberg Memorial Library. Filling in the information on the item you need fully and completely speeds the process.

**Negative** - 6

“I get frustrated at how many articles accessed through the library’s online sources are not instantly available. Sometimes it’s hard to figure out how to get them.”
Senior Social Sciences/Psychology

Response:

Unfortunately, there is no uniform way in which databases indicate linking to fulltext content in another database. Here are some general tips on using linking:

**How to Get Fulltext Articles from Your Citations**

1. Here is an example from an EBSCO database with a link to a full text PDF of the article.
2. This article is not available full text in EBSCO. Article Linker indicates if the article is available in another one of the databases, in print or on microfilm. Clicking on Article Linker indicates that the article is available in Sage Premier 2012.

Age and the effects of news media attention and social media use on political interest and participation: Do social media function as levellers?


Subjects: INTERNET -- Political aspects; POLITICAL participation; SOCIAL media; CITIZENS; PANEL analysis; POLITICAL campaigns

Note: The linking button is different in various databases, for example, this how it looks in ProQuest databases.
3. This article is not available online in any sources to which the Library has a subscription.
To “Place an ILL request” enter your My.Scranton login information. If it is the first time you used ILLiad Interlibrary Loan, you will be prompted to create an account. The article information is pulled into the ILLiad form. There is no charge for Interlibrary Loan. Articles are delivered to your desk top. When you get an email notification that your article is available, the arrow below shows where to click to see the article. This service typically takes 24 hours.
5. In this example, the Library has the journal on microfilm and in print.

**EXAMINATION OF THE PASSIVE FACIAL FEEDBACK HYPOTHESIS USING AN IMPLICIT MEASURE: WITH A FURROWED BROW, NEUTRAL OBJECTS WITH PLEASANT PRIMES LOOK LESS APPEALING.**


Subjects: ANALYSIS of variance; BIOMETRY; COLLEGE students; EMOTIONS (Psychology)

Database: Academic Search Elite

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**Search criteria:**

**Article:** EXAMINATION OF THE PASSIVE FACIAL FEEDBACK HYPOTHESIS USING AN IMPLICIT MEASURE: WITH A FURROWED BROW, NEUTRAL OBJECTS WITH PLEASANT PRIMES LOOK LESS APPEALING.

**Author:** MORI, KAZUO

**Journal:** Perceptual and motor skills

**ISSN:** 0031-5125  **Date:** 12/01/2010

**Volume:** 111  **Issue:** 3  **Page:** 785

**Step 1 - Article is Available Online Here:**

Coverage Range: dates not available

Links to content: Resource

Journal Library's Print Holdings
This article is in several different databases and also in print. Notice the date ranges are different in the various databases.

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### Search criteria:

**Article:** The Voluntary Facial Action Technique: A Method to Test the Facial Feedback Hypothesis.

**Author:** Dimberg, Ulf

**Journal:** Journal of nonverbal behavior

**ISSN:** 0191-5886

**Date:** 03/01/2011

**Volume:** 35

**Issue:** 1

**Page:** 17

### Step 1 - Article is Available Online Here:

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“I have just found that a lot of the books, especially dealing with counseling, are very outdated and not new.” Sophomore CHS/HAHR

Response:

The Counseling Department selects a substantial number of new books for purchase each year. The SpringerLink collection and ebrary electronic book collection also have a large number of books in counseling. To see which books are new, type new books and the department name or abbreviation, for example: new books coun. This information is updated monthly. To see if there are new books on a more narrow topic, you can search for the topic and limit by copyright date. Any time you can’t find what you need, please come to or contact the Reference desk. 570-941-4000.

“There should be a higher quantity of currently used textbooks.” Junior Physics/EE; Computing Sciences

Response:

There are some textbooks in the library’s collection but it is not the Library’s policy to purchase a copy of all texts that are required for classes. The Library’s collection supports research and reading, supplementing required texts. Textbooks are regularly revised so that a collection of texts would become outdated. The loan period is one month. If someone else wanted the book, it could not be renewed. Many students use PALCI to borrow textbooks from other libraries.
“I wish there were options for leisure reading as well.” – Junior Social Sciences/Psychology

Response:

Fiction is classified by the Library of Congress scheme so the best way to find leisure reading would be to look up your favorite author. However, since books are selected by academic faculty, authors tend to match those who are course related. Some fiction that is donated to the book sale is added to the collection. There are current paperbacks for 50 cents in the book sale area. The Weinberg Library has a reciprocal agreement with the Scranton Public Library which is located at the intersection of Vine and Washington, a few blocks from campus. The SPL has a wide selection of current fiction, non-fiction, music and video.

Response:

The Library does not collect text books. Donated texts are placed in the Book Sale. Students can use PALCI E-Z Borrow to borrow texts from other libraries.

Computers

Positive-1

“I enjoy that laptops can be taken out and have found that helpful.” Faculty Exercise Science/OT/PT

Response:

Although laptops are three hour loan, iPads can be borrowed overnight and we plan to add more.

Negative-12

“The size of the new computers is perfect. However, they are far less efficient than those we had before in terms of performance.” Graduate Business, MBA

Response:

Three people commented that the new thin clients seemed slower than the fat client computers they replaced. Information Resources (IR) timed the two types of computers to see if this perception was true and found that the thin clients were faster. One comment indicated that the second floor seems to take longer than the first floor. In the timed test, the two floors were in one second of each other, sometimes the first floor computer connected faster, sometimes the second floor.

[Note: It is possible that those who experienced slowness where seeing the tip of a problem that escalated after the conclusion of LibQual in October. IR discovered that there was a problem with transfer of information on the network. This campus-side issue reached a point at which the computers shut down. The problem was remedied on November 21, 2012.]
Other comments included requests for more computers in the 24 hour/ Pro Deo Room, more iPads, and some MACs. The Library is in the process of planning the Reilly Learning commons which will include additional computing resources.

**Electronic Resources**

**Positive-12**

“Having access to the nursing reference center and CINAHL are great!” Junior Nursing /Community Health

“It has some good online resources such as EBSCOHost which make it much easier for me to fulfill my projects.” Junior Nursing /Community Health

“And I love that we have access to the databases from our own computer and can save our searches!” Sophomore Biology/Chemistry/Math

“Ability to use online library resources easily is very important to me, and I do find them easy to use here.” Sophomore Business, MBA

**Response:**

Positive comments indicate the importance of information literacy instruction.

**Negative -4**

“Additional online journals and resources should be acquired.” Graduate CHS, HA/ HR

“I have come across certain articles in journals via databases that I would have liked to use for research, only to find that I only had access to the citation, not the article text.” Senior Philosophy/Theology

**Response:**

The Library has added additional full text online journal packages and full text online books. Through Rapid Interlibrary Loan, articles we do not have are delivered to users’ email, usually within one day. As of September, 2012, the Library no longer charges any fees (it was previously $1.50 per article) for document delivery. There has never been any charge for interlibrary loan of books. The location for linking from a citation in one database to full text in another is not consistent. If you need help getting articles you need, contact the Reference desk by telephone 570- 941-4000 or through the Ask-a-Librarian links.

**Facility**

**Positive -14**
“your library is state of the art and a modernized facility that allows a great deal of information for students academically.” Graduate Nursing/Community Health

“I like the new spaces in the library this year.” Senior Business/MBA

“I am really happy that down on the first floor study area they put more tables and chairs so there is more areas to do work. For me I refuse to work in a cubical because the light never works half the time and they give you no room for all of your books.” Senior Business/MBA

Negative-13

“I just wish there is more space to study. Too many students are crowded in the library at all times.” Senior Biology/Chemistry/Math

“Also I rarely use the floors 2-4 to study because they are kind of cramped or do not promote silent learning or comfortable areas. I would like to see a change to the set-up as there has been on the first floor.” Faculty Exercise Science/OT/PT

“The technology and overall design of the library (work spaces) is out of touch and needs to be updated.” Graduate CHS, HA/HR

Response:

The Library is in the planning phase for the Reilly Learning Commons will provide both new technology and various types of study spaces.

Faculty

Positive-11

“The librarians are very helpful and help until the question is completely answered.” Freshman Biology/Chemistry/Mathematics

Negative-1

“As an adult learner I find the resources available more than acceptable, but the tolerance of the library staff for someone who struggles with the computerized aspect is limited. I learned library skills when we still had the paper cards u had to sift through!!!The librarians are impatient and make me feel like i am imposing on their time when I ask questions most high school kids probably know. The student assistants are far more respectful and helpful, maybe because they know what it’s like to feel insecure and intimidated by people who are supposed to be helping you.” Graduate Nursing/Community Health

Response:

Because of the complexity of the resources the library now has, some questions take some time to fully answer. Librarians are always willing to schedule appointments with individual students for help navigating the Library resources or for conducting research.

Funding
Negative -2

“Needs additional financial resources.” Faculty, Nursing, community Health

Response:

Amen

Furniture

Positive-1

“I really like the booths on the second floor.” Freshman Biology/Chemistry/Mathematics

Negative-4

“More reading chairs”-Junior MBA

“There needs to be more tables available.” Junior- Nursing/Community Health

“My one grievance is that chairs are too high and the desks are too low at the normal four-person study tables. I can’t even cross my legs comfortably!” –Senior-Biology/Chemistry/Mathematics

Response:

All of these comments are absolutely correct! We want more seating. We also want more varieties of types of seating. We found that the tables with which the Library was originally furnished have a “skirt” that prevents people from crossing their legs. Any new furniture we bought does not have this. We investigated a method for raising the height or removing the skirting and bracing the table legs in a different way. We will solve this problem.

Group Study

Negative-23

“The only other negative thing I can say is the private study rooms, I know that over this past summer you added a few more rooms and big tables to work on however it still is not nearly enough to accommodate the number of group-working students at the this school on a nightly basis. Senior- Exercise Science/OT/PT

Other comments pointed to the need of sound proofing and enforcement of the use of group rooms by groups and not by individuals.

Response:

As the Library plans for the Reilly Learning Commons, group study rooms and space for collaborative projects are a top priority.
In February 2013, the Library piloted a program to enable students to reserve the two new group study rooms on the second floor for two hours a day. The pilot program was a success and is now a permanent method for making certain that these rooms are available to groups.

**Hours**

**Positive 1**

“I think leaving the entire first floor open as the pro-deo room is extremely beneficial....” Senior-Nursing/Community Health

**Negative 14**

“The upper floors of the library close too early. I get that the first floor is open all night but it is way too loud down there to concentrate. Either keep the upper floors open later or you should have campus security ensuring that the volume of the students on the first floor is kept at the minimum.”

Junior –Biology/Chemistry/Mathematics

**Response:**

Comments reflected students’ desire for more access to both study space and Library services and collections. Some comments asked for earlier opening on Sunday. Most comments about the Reilly Learning Comments 24 Hour Room indicated that the noise level interfered with concentration. After reading these comments, the Library immediately purchased sound absorbing panels. As plans for the Reilly Learning Commons develop, additional solutions to the noise problem are being investigated.

**Interlibrary Loan-1 comment**

“It would be fantastic if we didn't have to pay for ILL articles. Expensive!” Senior-Philosophy/Tehology

**Response:**

Done! Students now receive interlibrary loan of articles free of charge.

**Noise**

**Negative 28**

“The only problem with the library is space. The computers and group study rooms are generally always full at times when I need them during the day. I think there should be more room where it is acceptable to be somewhat noisy. I am literally afraid of going to the 4th or 5th floor because of the glares. So I think most students would see that as "wasted" space where groups can't go to study.” Sophomore-Biology/Chemistry/Mathematics

The Library also needs to make it clear that students in those "large group" rooms should not be shouting/partying at the top of their lungs. It’s exceedingly rude, and completely unbecoming of a
University-level student. The Library staff should send someone 'on rounds' and tell those loud groups to quiet down. If the noise resumes, the library should expel those students from the room for the rest of the day.” Graduate-Business/MBA

“After hours at the library should be quiet hours or the other floors should be open, possibly if students were trained to run late hours at the library maybe until 1am or so. I have found that I cannot concentrate at the library after hours due to noise.” Senior- Exercise Science/OT/PT

Response:

These comments all indicate the same issue: the Library needs more group study rooms where students can work collaboratively without disturbing others. As soon as the library saw these comments, we purchased sound absorbing panels that are on wheels. These were placed in the Reilly Learning Commons 24 hour space and in the large group study rooms. These panels are on wheels and can be moved and reconfigured. A Learning Commons Committee is designing various types of spaces to meet the needs expressed in these and other comments. The Reilly Commons will have group study room, technology for collaborative projects and spaces for quiet reflection. We are looking for student input into the design and features of this space. Place reply to Libqual@scranton.edu if you would like to participate in a focus group.

Orientation-20 comments

Many of the comments that the Library received pointed to issues with Library orientation or signage.

Here are some examples:

More places to scan and a “floor plan”/map. The directory on the first floor is a good start, but once you get to the floor you need to be on, it's easy to get lost looking for the section that you want to be in.

“It would be great to have a way to send document from my laptop to a Pharos station from anywhere on campus (dorm, LSC, etc.).” Sophomore Nursing/community Health

“It would be nice to have copies come out of student's print money instead of Royal money.” Graduate- Exercise Science/OT/PT

Response: There are floor maps on ever floor by the elevators.

There are networked scanners on both the first and second floor. This comment indicates that this service has not been publicized sufficiently to reach all users. The Library has added two new scanners on the first and second floor that allow users to email articles to themselves, save the articles to a USB drive, to google drive or to send the pages to the UniPrint station (instead of RoyalCard money). All wireless printing on campus goes to the UniPrint stations on the first floor; this has been in place for several years. This indicates that signage in the dorms that informs students that they can send their document to the Library is necessary.
“... one on one interaction could be better. Sometimes I feel like I'm just being directed rather than helped.”  Junior- Biology/Chemistry/Mathematics

**Photocopiers** - 1 comment

“The copy rooms need to be checked more for copier malfunctions and staple replacement.”  Senior Biology Chemistry/Math

**Response:**

We will check the rooms more often. Thank you for calling this to our attention!

**Printing**

Positive 3

“I find the free prints highly convenient, though.”  Senior Philosophy/Theology

Negative 13

“More free prints please.”  Senior-Exercise/Science/OT/PT

“My bio class is taught completely out of notes! I spent 10 dollars a chapter on notes, you should have discounts or free prints for classes that use notes as their textbook.”  Freshman-Nursing community Health

**Response:**

The Library subsidizes $14.00 each semester for students but cannot provide free printing for all things students may want to print. Even with a charge of seven cents a page after the subsidized prints are used, each day many papers are left in the printers and are thrown into recycling bins. The Library contacted the professors in the classes mentioned in the comments to clarify or reduce the printing these classes are requiring. The professors indicated that printing the entire manual is not necessary.

**Social media** - 1 comment

“I appreciate the library's use of social media.”  Senior Social Science/Psychology

**Response:**

Thank you. We want to use as many avenues as possible to provide information on what is available to our users and to gather information on ways of improving our services.

**Staff**
Positive 30

“I have always been very impressed by the library staff’s interest in helping students find the information they need, especially electronically. If I ever needed an article our library did not have, I would send a quick note to the library’s help desk, and I would have the article in my e-mail days later.” Senior Communication/MIT

“I have received exceptional help no matter my question.” Freshman-Undeclared

“The staff does a great job in satisfying the needs of the students here at the University of Scranton.” Sophomore Business/MBA

Negative 3

“The staff can be unfriendly at times as well which is very unlike the campus atmosphere.” Sophomore-Biology/Chemistry/Mathematics

Response:

Most comments indicated favorable interaction with faculty and staff of the Library. If any user encounters a situation like the one indicated in the negative comment, we want to hear about it! Please send your comment to libqual@scranton.edu

Temperature

Negative 2

“The temperature drops in the 24 hour sections at night this causes a decrease in focus.” Senior-Biology/Chemistry/Mathematics

Response:

We noticed the cold temperature in the Reilly Learning Commons 24 hour room too. We have had the temperature adjusted.

Webpages

Positive 1

“The website is very useful for finding information for research/papers” Graduate-Biology/Chemistry/Mathematics

Negative 3
“Overall very satisfied with the resources that are provided by the library. I feel the Library website can be improved and made more user friendly.”— Graduate-Business/MBA

Response:

We look for ways to make it easier for users to discover content on the Library’s pages. Redesigning our entire web pages is a large planning that we are not planning to undertake in the immediate future. As we consider what a redesign might look like, we would appreciate any feedback you can give us as to what you find confusing or inconvenient on our current pages. Please send your comment to libqual@scranton.edu.