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<tbody>
<tr>
<td>Place holds through web page.</td>
<td>LibQUAL+ 2005</td>
<td>Patron initiated holds can be done through III. Will cost money. Will investigate.</td>
<td></td>
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<tr>
<td>Patrons want a record of the materials they have checked out.</td>
<td>LibQUAL+ 2005</td>
<td>This can already be done. Patrons need to ask at circ desk for printout.</td>
<td>Ongoing</td>
<td>Unknown</td>
<td></td>
</tr>
<tr>
<td>Procedures for obtaining materials for coursework by off-campus users. Unsure if this means WebCT?</td>
<td>LibQUAL+ 2005</td>
<td>New Library Web page has Off-Campus users link.</td>
<td>Ongoing</td>
<td></td>
<td>Usability testing will occur in Fall 2005</td>
</tr>
<tr>
<td>Ease and accessibility of online resources is inadequate. (Unsure of the true meaning of statement. What exactly is happening?)</td>
<td>LibQUAL+ 2005</td>
<td>Technology staff continue to evaluate and improve online access to resources. Will have an FAQ on new Web page to help patrons with accessing online resources</td>
<td>Ongoing</td>
<td></td>
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<tr>
<td>Library needs greater access to electronic databases. Unsure of the true meaning of statement.</td>
<td>LibQUAL+ 2005</td>
<td></td>
<td></td>
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<tr>
<td>Issue</td>
<td>Source</td>
<td>Action/Decision</td>
<td>Notes</td>
<td></td>
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<tr>
<td>----------------------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
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<td>----------------------------------------------------------------------</td>
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<tr>
<td>Does this mean more computers? Faster computers? PCs instead of netstations? More electronic databases?</td>
<td>“We need a database in which we can download research”. LibQUAL+ 2005</td>
<td>Investigate downloading capabilities from all electronic databases. Investigate purchase of RefWorks.</td>
<td></td>
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<tr>
<td>More netstations for students to just come work without confusing login procedures.</td>
<td>LibQUAL+ 2004, Focus Group 2004, LibQUAL+ 2005</td>
<td>Nothing</td>
<td>These are ITS netstations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Making copies is too expensive. (“Wish that you could use our Bod Bucks to print…””) Or do patrons want a machine to add money to iCard? Dp patrons mean photocopies or printers?</td>
<td>LibQUAL+ 2005</td>
<td>Possible discount for using iCard? Machine to add value to iCard is prohibitive $10,000.</td>
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<tr>
<td>More copy machines are needed.</td>
<td>LibQUAL+ 2004, Focus Groups 2004, LibQUAL+ 2005</td>
<td>Nothing</td>
<td>March 2005 Statistics from Logan Business indicates the photocopy machine on 1st floor is seldom used.</td>
<td></td>
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<tr>
<td>Issue</td>
<td>Feedback 2004, 2005</td>
<td>Action</td>
<td>Date</td>
<td>Status</td>
<td></td>
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<td>----------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Copiers could be updated.</td>
<td>LibQUAL+ 2005</td>
<td>Nothing</td>
<td>March 2005</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federated searching capabilities. (“The electronic journal holdings search, evaluation, and citation aspects are extremely inefficient and confusing”.)</td>
<td>Focus Groups 2004, LibQUAL+ 2005</td>
<td>Nothing. Investigated cost of III’s Metafind product.</td>
<td></td>
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</tr>
<tr>
<td>Computers are too slow.</td>
<td>LibQUAL+ 2004, Focus Groups 2004, LibQUAL+ 2005</td>
<td>Worked with ITS to update routers and switches for a faster connection. Library is on its own LAN.</td>
<td>Ongoing improvements continue.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real PCs with storage and CD-ROM access</td>
<td>Focus Group 2004, LibQUAL+ 2005</td>
<td>Nothing</td>
<td></td>
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</tr>
<tr>
<td>Computers should have the same access as the my.washburn access.</td>
<td>LibQUAL+ 2005</td>
<td>Working on Library portal through my.washburn</td>
<td>April 2005</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“Program to locate a book on the computers also told you where… to find the book in the library shelving system”</td>
<td>LibQUAL+ 2005</td>
<td>Investigate software to incorporate links to a map of stacks.</td>
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Photocopier contract goes through Nov. 2006. Copiers are less than 3 years old.
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<thead>
<tr>
<th>Question</th>
<th>LibQUAL+ 2005</th>
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<tr>
<td>“Do you offer wireless in the building?”</td>
<td>Yes, the Library has wireless. Received ETC funds to expand wireless in Library</td>
</tr>
<tr>
<td>Status</td>
<td>Ongoing</td>
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