

What Users Say Needs Improvement	Assessment Tool	What did we do?	When?	If nothing, why? Negative forces?	Is it working?
Place holds through web page.	LibQUAL+ 2005	Patron initiated holds can be done through III. Will cost money. Will investigate.			
Patrons want a record of the materials they have checked out.	LibQUAL+ 2005	This can already be done. Patrons need to ask at circ desk for printout.	Ongoing		Unknown
Procedures for obtaining materials for coursework by off-campus users. Unsure if this means WebCT?	LibQUAL+ 2005	New Library Web page has Off-Campus users link.	Ongoing		Usability testing will occur in Fall 2005
Ease and accessibility of online resources is inadequate. (Unsure of the true meaning of statement. What exactly is happening?)	LibQUAL+ 2005	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	Ongoing		
Library needs greater access to electronic databases. Unsure of the true meaning of statement.	LibQUAL+ 2005				

Does this mean more computers? Faster computers? PCs instead of netstations? More electronic databases?					
“We need a database in which we can download research”.	LibQUAL+ 2005	Investigate downloading capabilities from all electronic databases. Investigate purchase of RefWorks.			
More netstations for students to just come work without confusing login procedures.	LibQUAL+ 2004, Focus Group 2004, LibQUAL+ 2005	Nothing		These are ITS netstations.	
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? Do patrons mean photocopies or printers?	LibQUAL+ 2005	Possible discount for using iCard? Machine to add value to iCard is prohibitive \$10,000.			
More copy machines are needed.	LibQUAL+ 2004, Focus Groups 2004, LibQUAL+ 2005	Nothing	March 2005		Statistics from Logan Business indicates the photocopy machine on 1 st floor is seldom used.

Copiers could be updated.	LibQUAL+ 2005	Nothing	March 2005		Photocopier contract goes through Nov. 2006. Copiers are less than 3 years old.
Federated searching capabilities. (“The electronic journal holdings search, evaluation, and citation aspects are extremely inefficient and confusing”).	Focus Groups 2004, LibQUAL+ 2005	Nothing. Investigated cost of III’s Metafind product.			
Computers are too slow.	LibQUAL+ 2004, Focus Groups 2004, LibQUAL+ 2005	Worked with ITS to update routers and switches for a faster connection. Library is on its own LAN.	Ongoing improvements continue.		Yes.
Real PCs with storage and CD-ROM access	Focus Group 2004, LibQUAL+ 2005	Nothing		Involves ITS.	
Computers should have the same access as the my.washburn access.	LibQUAL+ 2005	Working on Library portal through my.washburn	April 2005		
“Program to locate a book on the computers also told you where... to find the book in the library shelving system”.	LibQUAL+ 2005	Investigate software to incorporate links to a map of stacks.			

“Do you offer wireless in the building”?	LibQUAL+ 2005	Yes, the Library has wireless. Received ETC funds to expand wireless in Library	Ongoing		
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