

TO: Marlene Sue Heroux
Reference Information Systems Specialist
Massachusetts Board of Library Commissioners
FROM: Debbie Bockus, Gordon Library, WPI
RE: Request for LibQual- continuing impact

January 30, 2008

The following are from the original final LibQual+ Report. I have placed new changes we have made since then in red.

1. Top Five Desired Means Questions

2. Service: A library website enabling me to locate information on my own (IC-2)

Focus groups are being scheduled with faculty, staff and students to gather more specific information on how to improve the website.

Due to a campus website redesign effort this year, we have placed our focus groups on hold. We have, however, made some website improvements including the addition of a federated search engine that we call QuickFIND.

3. Service: The electronic information resources I need (IC-4)

Focus groups are scheduled with faculty, staff and students to gather more specific information regarding electronic resources. We are also working with our liaisons to determine departmental needs.

Our liaisons have been in constant contact with departments to determine what faculty would like and we have purchased accordingly.

We are also including database backfiles into capital requests so that researchers can delve deeper into already heavily utilized resources.

2. Five local questions

2. Service: Making me aware of library resources and services

We have created an Off Campus Access to Databases brochure which we now distribute to all incoming students.

5. Service: Convenient service hours

We ran a pilot for additional hours two nights per week. These hours are now permanent during the academic year.

3. Open ended comments

3. Service: More electronic journals

Several comments were received on the desire for more electronic journals. Liaisons have requested input from faculty in their departments on journals they would like the library to obtain.

We have added new databases that will allow access to over 1,200 online journals.

5. Service: Noise level within building

We have worked with our Student Government Association on a survey that included questions on quiet study areas versus group work areas. As a result, we have improved signage and relocated furniture to create spaces that we hope will alleviate problems.

If you have any questions, please feel free to contact me.

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