# Survey comments and library actions

**The library doesn't always have the materials I need. It's especially frustrating to find citations but not the full-text for articles.**

We work hard to provide full-text access to as much content as possible, but we know that some topics may require using more than one database or using specialized search strategies as well as time to process interlibrary loan requests. You may want to start with the subject area research guide (http://libguides.webster.edu/index) designed by your subject librarian to identify the best resources for your field. You can also use our Ask a Librarian (http://libanswers.webster.edu) service to get help via phone, email, or chat.  We are happy to help you find additional resources and connect you with a relevant subject specialist who may be able to work with your instructor to ensure that you have adequate resources for assignments.

We have also made significant improvements to the way we borrow materials and deliver them to you, including purchasing new software for borrowing and delivery and subscribing to a commercial service which can supply some materials more efficiently.  This means that when you request materials we don't have, they should arrive more quickly than in the past.

**I need help understanding what the library has to offer and how to use it.**

Since we know many of our students can't come to us for instruction, we have begun expanding our online training options (http://libguides.webster.edu/training).  We offer live sessions where you can ask questions, and recorded sessions you can watch at your convenience.  Topics include basic library orientation, subject-specific learning, research skills like citing materials properly, and information literacy skills such as how to evaluate information sources.

**The library databases can be difficult to use.**

Our Ask a Librarian page (http://libanswers.webster.edu/) gives you many ways to contact us for help. Whether via email, phone, or chat, we are happy to walk you through our resources to find the information you need.  To make it even easier to get assistance, we've recently upgraded our chat service so that it's available 24/7 with trained librarians who can help you.

We work closely with our database vendors and let them know when their search options and interfaces don't work well.  In addition, we purchase some database access through large consortia, and we plan to begin leveraging these relationships to speak to our vendors with a stronger voice about issues with their products.

**The library catalog interface and search options could be improved.**

We continually monitor our catalog software for potential improvements.  We are planning to review the catalog interface and search options and work with our consortium partner to redesign them to improve your experience.

**I wish the website was updated and easier to use.**

The library is in the process of finalizing a redesign of the website based on your feedback and recommendations.  We hope to have the new website up by fall 2017.

**It would be great if the library could be bigger, with more group and study spaces, and more comfortable lounge seating.**

We are considering a number of improvements to the library's physical space, including replacing some furniture with lounge furniture, updating the electronic classroom, and adding study rooms and silent study space.  We will evaluate the options and work with student focus groups to understand your needs, and make changes as funds permit.

We plan to repurpose space as collections shrink, and have already made some changes including adding a Media:scape collaborative space on our second floor.

**There's a need for more quiet spaces in the library.**

The Lower Level, 3rd, and 4th floors are designated quiet areas in the library.  Based on your feedback, we have recently improved signage on these floors and in the elevators to make it easier to find a quiet place to work.  If you find that a designated quiet space is too noisy, please ask at one of our desks and we will assist you.

**Could you add more computers and scanners in the library?**

Some of our equipment appears to be underutilized.  We plan to conduct focus groups to determine if there is a need for more equipment or if some of our existing equipment should be relocated to more convenient locations in the library and promoted more extensively.

**Please improve the Café printer and add more printers.**

Based on your feedback, and working with university Information Technology, we have replaced the printers in the Café and Ecommons with newer, more reliable printers.  We hope that since the new printers will be faster this will alleviate the need for additional printers.  We will monitor printer usage and ask for your feedback to help determine if needs still exist in this area.

**Could the library offer color printing and/or copying?**

We would like to offer access to color printing and copying, but unfortunately this continues to be cost-prohibitive. You may wish to use one of our scanners (in the Listening/Viewing Area, Ecommons, Lower Level, and on the 2nd floor of the Café) to scan materials for printing elsewhere. Mail & Copy provides color printing. They can be contacted by phone at 314-246-7421 or via e-mail at copyctr@webster.edu.

**I wish that more parking could be available near the library and that lighting in the parking areas could be better.**

Construction on an addition to the parking garage is in process and it should be complete by spring 2017.  We have relayed your concerns about lighting to the university's Public Safety department, and they will work with the Facilities department to make improvements.  In the meantime, Public Safety offers a Campus Safe Walk Service on the Webster Groves campus 24/7 for any member of the university community who would like the accompaniment of an officer.  To request the service, call (314) 968-7430.

**It would be great if the library could be open more hours.**

We continually monitor library usage during our open hours and balance user desires with both budgetary costs and sustainability impact.  Our data show that keeping the entire library open 16 hours per day, 7 days per week, with increased late hours to 3:00am during midterms and finals continues to strike the right balance in both enabling us to stay within our budget and ensuring that we remain environmentally-responsible by conserving energy.  The CyberCafe remains open 24/7, 365 days per year for those students who have study needs beyond these open hours.