

Here I have responded to the comments that concern the library. All the comments that concern IT have been relayed to Pat Schoknecht, our CIO. In cases where respondents made comments concerning both the library and IT I extracted the library portion and have responded to that. In at least one case, a negative comment identified an individual employee. I have dealt with that comment with the individual involved privately. If you recognize your question and want more details or are dissatisfied with my answer, [please do not hesitate to get in touch](#).

### **Comments from Fulltime Undergraduate Students**

*I don't like the new website. The old one loads faster and has a more mature look.*

We hope you like the new website (launched in August 2014, after your comment) more than you did the last. The website is the library's most important public service point and so that it works effectively is very important to us. The new one is designed to fit the standards of the Rollins website. I hope you notice that it loads more quickly. Each time we revise the site we review the analytics that we collect continuously and we test it with undergraduate students to make sure it works as effectively as possible. Please let me know what you think.

*"Bookmark closes entirely too early on Thursdays. It is assumed that EVERYONE is going out, which is not the case. Also it should open earlier on Sundays for those of us who want to work on homework earlier in the day and would like a nice cup of coffee.*

*i would like for the bookmark cafe to have more food instead of snacks*

*I think the library and tech services are great here! However, for the bookmark cafe I think it's imperative we have healthier, gluten free, and dairy free options for the students. We need brain food!! Thanks :)*

*Bookmark cafe should have longer hours.*

I have gathered all the comments about the Bookmark café and forwarded those to Sodexo. I know they take such comments very seriously. As for the library, we would like to see the café open all hours the library is open – which means 24/7 – but we understand that the operation has to at least break even or the price of tuition goes up and nobody wants that!

*The tower room needs wifi and to not be so hot.*

I hope you have noticed that the Tower Room is feeling a little cooler these days. Facilities adjusted the HVAC system to make this happen. As for wifi, we are constantly seeking to boost the signal in various spots around the library. I hope you have seen some improvement, but we will keep on working on the Tower Room.

*I have mentioned this in other surveys; but, there are a couple reoccurring issues concerning computers on the campus: 1.) Most of the Mouses in the reference library computer lab and computer area by the café operate poorly (double clicks on one click, get stuck, completely broken, et cetera), it has been like this for a couple semesters.*

Sorry to hear that. These computers get a lot of use from a lot of people. We are constantly monitoring the reliability of the hardware and replacing keyboards and mice as necessary. If you find a non-functioning mouse please report it to staff so that we can get it dealt with.

*"I would like for there to be more quiet area only spaces in the library that do not include the musty and dusty dirty basement floor which gives me allergies and the super high floors with the same problem i would like for there to be rooms with tables like in the tjs area that are quiet only and i would like for there to be more laptops because in the past i have had to rent and there was not any available*

"Musty and dusty dirty basement floor." Yikes! Rest assured housekeeping cleans and dusts all areas of the library frequently. The HVAC system also circulates the air in the building continuously. A feature of many books and journals produced from the late 19<sup>th</sup> and for most of the 20<sup>th</sup> century was that they used wood based paper. This is acidic and over the decades slowly disintegrates. Most of Olin's print collection is from this period. I think what you are smelling is this product of this chemical process. Many people actually like the smell of old books, but it obviously doesn't work for you. We are constantly monitoring the use of the building, noise levels, seating arrangements, etc. One thing we have noticed is that large tables, like the ones in TJ's, tend to attract groups, groups tend to talk, and this doesn't help others trying to study on quiet floors. But you should check out the Tower Room, quiet study and big tables. As for laptops to borrow, we also monitor the circulation of those devices. You are right they are heavily used and we are seeking to expand the number available.

*I would like for there to be more tutors all my classes this semester but one don't have any tutors.*

It would be nice wouldn't it? But I am afraid we do not have the resources to do this. We hire and train tutors based on previous demand and the expectations of the professors who teach the course. If you find that you could benefit from a tutor for a particular course, let the Coordinator of the Tutoring & Writing Center, [Susie Robertshaw](#), know. She can then adjust hiring in future semesters, and also may be able to find you some immediate assistance from a trained student in that major. Also let your professor know. Some of them don't know that the demand exists and thus don't encourage their advanced students to become tutors and, in the short term, they may be able to help you better master the content of the course.

*I ordered an ILL only once in my time here at Rollins, and it never came in and I never heard anything about it again. So...I don't know what that was about, but it was not helpful.*

Sorry to hear that. I can understand your frustration. Interlibrary loan (ILL) is currently fulfilling requests for article sin under four days and requests for books in under ten days. You can always [check the status of your request here](#). If it is taking longer than you expected, do not hesitate to contact the [ILL staff](#) to find out what is going on. Even in the unlikely event that we are unable to fulfill a request we will always let you know via e-mail. You should always hear something.

### **Comments from Holt Students**

*I'd love to be more informed about what services are available to me as a student.*

We would love you to know what we can do for you as well. The librarians visit more than 120 courses per year to instruct students throughout the college on how to introduce students to appropriate resources and services, efficiently conduct their research, evaluate sources, etc. We also participate in various orientations at the College. But not every student gets the information they need when they need it, so we also have the [Research Help Desk](#) staffed by librarians ready to help you understand what we offer and to answer your questions. You can also [make an appointment with any librarian](#) who would be happy to sit down with you for 30 minutes to give you a personal overview of what is available to

you. Finally, we are always introducing new resources and service in the news section on our website and in regular newsletter, [OlinInfo](#).

*I love the library. However, students that want to study should be differentiated from the students that want to socialize. More often than not, students are very disruptive and make it difficult to concentrate. There needs to be a strictly enforced No Talking Zone. Thank you.*

Glad you like it. The main floor and the first floor are designated as not areas of quiet study, these are the areas to study in groups, or to socialize. In our studies of how people use this building it is clear that people do not make the clear distinction between study and socializing that you seem to assume. They mix the two in ways that work for them, and sometimes don't work for others. The 3<sup>rd</sup> and 4<sup>th</sup> floors are quiet zones. There are signs all over those floors reminding people to be quiet and also letting everyone know that staff are ready to ask less quiet people to quiet down or move. During the 24/7 period (midnight to 7:45 a.m.) when only the main floor is open, the Library Meeting Room is designated as a silent study room. You should always feel able to contact any staff person and ask them to deal with a noise issue.

*The Bookmark Cafe has weird hours, I think. I came in on Sunday looking forward to a coffee and they were closed. The next closest coffee is on Park Ave.--which is not very far--but not as convenient as the cafe.*

*Regarding the Bookmark Cafe: I chose dissatisfied because there is absolutely nothing I can eat because it all has sugar (including glucose syrup found in Kind Bars) and/or gluten. Besides a banana.*

*Bookmark Cafe should have longer hours and/or weekend hours, as well as a few more meal menu options.*

I have gathered all the comments about the Bookmark Café and forwarded those to Sodexo. I know they take such comments very seriously. As for the library, we would like to see the café open all hours the library is open – which means 24/7 – but we understand that the operation has to at least break even or the price of tuition goes up and nobody wants that! As for the food and drink offered by the Bookmark Café, again, Sodexo tries to provide the food and drink most users want. Our only restrictions from the library perspective is that we do not want loud frozen drinks blenders, or highly aromatic soups or hot meals. This is to respect the needs of other library users.

*Also, I don't know what it is with the computer logins in the library, but sometimes I will have to move to 3 or 4 different computers to finally get one that signs me in... especially in the Mac lab.*

Last academic year, we identified a specific problem with logins to the Mac's in the center for Creativity. This has now been fixed. If you experience any persistent problem with the computers please report it to the staff at the IT help Desk. Only by hearing these repeated issues can they recognize a systemic problem and fix it. If you just move to another computer the problem will never be fixed.

*Library research staff is excellent and invaluable.*

*Library Staff is incredible.*

Thanks. We try our best.

*I have a chromebook. It was not included in one of the systems. Also, when I open the chrome at work computer (windows system), it always shows the library website. Is there any way to open without the library website?*

All the public computers in the library have a program installed called Deep Freeze. This program means that any changes made to the computer setup by any individual user are deleted at the end of the session and the computer is retired to its default mode. This keeps it clean for the next user. Part of the default is that the default browser is Chrome and the home page is the library website. You cannot open without the library website, but you can easily navigate away from it. Also, as a Chromebook owner, I assume you have a Google account. If you want to take advantage of the personalization that Google maintains, just log into the Google and the company will begin tracking all your activity to contribute to your personalized experience of the web.

### **Crummer student Comments**

*There should be better instruction on the availability of library services. A guide published would be much more helpful than someone coming into class and explaining how to research (that happened 1 time in 2 years).*

Our business librarian works closely with Crummer faculty on when to come into your courses. If you want more, discuss this with your professors. We would be delighted to visit more classes more frequently. We do have a published guide on resources and services available to all students in all majors and programs, [including business](#).

*Need availability to business articles need ability to print them.*

We have access to [thousands of business journals](#) and magazines and [millions of articles](#) on various aspects of business. Almost all of those should be printable. I am guessing that your comment concerns articles from one particular title – the Harvard Business Review. The HBR is currently restricting printing and linking to the 500 most profitable articles published in HBR. [We can read them online here](#), but to print or link we must have a subscription to this content with HBR. They are quoting us \$15,000 per year for this access. Just to print and link. I hope you agree that this is an outrageous price. If we cave into such pressure, then we just encourage others to follow the same route. This is basic economics. At this point most business schools are holding the line hoping that HBR comes to their senses. In the meantime I encourage you to read the articles online.

*Conducting research has always been an important part of my undergraduate and graduate career. Remote access to the library databases continue to be critical to my success. I appreciate the resources and look forward to whatever the future might bring as it relates to what is available to us as students.*

Stay tuned, because we continue to see exciting developments in this field.

*The inability to access research databases from the web will be problematic for grad students. ... More, better located and accessible group meeting rooms in the library (like those in Bush basement) are sorely needed.*

I agree, the inability to access research databases from the web would be problematic, which is why we always make sure the resources we provide are accessible via the web both on and off campus. If you

are unable to access a particular resources please contact us immediately and we will fix the problem. Since 2012 we have added more than a dozen small group study rooms and we are always looking for more spaces we can convert to group study.

### **Faculty Comments**

*IT and Library Services are doing a wonderful job. ...*

*I must call out kudos to Pat, Jonathon, and Dorothy Mays for doing wonderful, professional, effective work. Thanks.*

We all appreciate the kind words. It is a team effort. The good work of any individual depends on the excellence work done by many others.

*I have not had good luck with e-books. Maybe I don't know how to use them correctly. If I could block and copy and print segments, I would like them a lot.*

Sorry to hear that. But don't worry it is not you. Some publishers, in their infinite wisdom, have decided to provide access to e-books with various forms of Digital Rights Management (DRM) embedded in the systems through which you access these works. They frequently stop you doing exactly what you want to do – copy and print. When we review such systems and negotiate with vendors we try and push for an unfettered access as we can possibly get, but it is a work in progress. We will keep on pushing. In the meantime, if you have specific issue, please do not hesitate on contact us, we would be happy to help you make sure you are making the most effective use of these resources.

*I just found out about ArtStor last semester and I have tried to use it. However, I find it has very few images that suit my needs. Increasing the amount of digital images available would be helpful, especially in a blended learning format.*

[ArtStor](#) is certainly not the only answer to digital images. I don't know what discipline you teach, but I encourage you to [contact your librarian](#) who would be delighted to help introduce you to the variety of images sources available to you.

*...need support for file management systems such as Mendeley or Readcube or endnote ...*

The issue of personal information management is becoming more central to the work of faculty and students. Although it is interesting to note that less than 15% of faculty report using such applications on this latest MISO survey. The good news is that support is available. You should contact [your librarian](#) to discuss such software. We also have a webpage that [lists some of the more common programs](#). The library no longer supports just one program, we will help you use the software that works best for you.

*... The Library has lost every book I put on reserve for class work, so I never use that resource anymore.*

Yikes, that is bad. I hope you reported this issue when it happened. You don't give enough details here for me to correctly diagnose the problem(s.) I do hope you will give us another chance.

### **Staff Comments**

*... Overall, I find the library to be enormously efficient....*

*I'm very impressed with the collaboration between library and I.T. I think things continue to get better and better. I have full confidence and support for the leadership of these areas.*

*Overall, I think our IT and Library departments do excellent work. I just think it important we remain current with technological advances. There are just small areas we must not forget to constantly tweak; customer service; mainly timeliness and the old cliché, "service with a smile".*

Thanks, we do our best, but thanks for the reminder to provide service with a smile. 😊