ACTIONS TAKEN

Computers

Positive-1

"I enjoy that laptops can be taken out and have found that helpful." Faculty Exercise Science/OT/PT

Response:

Although laptops are three hour loan, iPads can be borrowed overnight and we plan to add more.

Negative-12

"The size of the new computers is perfect. However, they are far less efficient than those we had before in terms of performance." Graduate Business, MBA

Response:

Three people commented that the new thin clients seemed slower than the fat client computers they replaced. Information Resources (IR) timed the two types of computers to see if this perception was true and found that the thin clients were faster. One comment indicated that the second floor seems to take longer than the first floor. In the timed test, the two floors were in one second of each other, sometimes the first floor computer connected faster, sometimes the second floor.

[Note: It is possible that those who experienced slowness where seeing the tip of a problem that escalated after the conclusion of LibQual in October. IR discovered that there was a problem with transfer of information on the network. This campus-side issue reached a point at which the computers shut down. The problem was remedied on November 21, 2012.]

Other comments included requests for more computers in the 24 hour/ Pro Deo Room, more iPads, and some MACs. The Library is in the process of planning the Reilly Learning commons which will include additional computing resources.