

Highlights of Results

General Comments

There were 72 responses that provided general feedback that the Library was doing a good job.

“The library has been an asset to my success as a college student. I appreciate the study spaces and the printing services available to students.” Junior-Biology/Chemistry/Mathematics

“I can get work done because there is plenty of space to work and I like that.” Freshman-Biology/Chemistry/Mathematics

“I go to the library almost every day and I thoroughly enjoy it.” Freshman, Business/MBA

“Everything is very organized and workers are willing to help you all of the time.” Sophomore-communication/MIT

There was one general negative comment:

“The overall quality of library service could be improved.” Grad, MBA

Specific Comments

Some comments included feedback on specific areas of service, facilities and resources. These are indicated by blue text to indicate that the comments are counted in more than one area. Responses are provided under the specific area.

Ask-a-Librarian

Comments:

Positive-3: “The library makes a really great effort with the texting and everything which is nice.”- Junior --Business, MBA

Negative-1: “Sometimes texting a librarian doesn't work. Although it sounds like a great idea, many times I won't get a response or it will be someone who isn't willing to help.” --Junior Exercise Science/OT/PT

Response:

Ask-a-Librarian questions reach the Reference desk by email, texting, instant Messaging (IM) and live chat. Email is answered by University of Scranton librarians within 24 hours. Questions received by text and IM are answered immediately during hours that the Library is open. Live chat is a cooperative program that includes American Jesuit Colleges and Universities (AJCU) across the United States and the tutor.com company. For purposes of answering questions for each other's students, we are able to

login to these other institutions. AJCU libraries cover hours in various time zones and tutor.com covers all other hours so that students can submit questions even at 3:00 a.m. Logs of the answers provided are maintained for quality control. All the librarians who participate in this program have Masters in Library Science and know techniques and resources but may not know unique things about assignments and resources at the various AJCU libraries. For example, what floor are the BL books on at Fordham?

For those whose experience did not provide the help or information needed, please call the reference desk 570-941-4000, email or text to get additional help.

Closing Announcement-3 comments

“I also think that it is a major distraction for the library to continuously announce that it is closing.”
Senior Exercise Science/OT/PT

Response:

The Library has eliminated an announcement. Announcements are now at 20 minutes to closing, 10 minutes to closing and at closing. The content of the announcement has also been shortened.

Collections

Positive-3

“I like the library but it sometimes does not have the books I need also some of the journal articles I look up are not available right away...” DPT Physical Therapy

Response:

Rapid Interlibrary Loan for journal articles typically takes one day. Articles are delivered electronically to your desk top. There is no charge for any Interlibrary Loan. Through PALCI E-Z Borrow, books usually take 4 days to reach the Weinberg Memorial Library. Filling in the information on the item you need fully and completely speeds the process.

Negative -6

“I get frustrated at how many articles accessed through the library’s online sources are not instantly available. Sometimes it’s hard to figure out how to get them.” Senior Social Sciences/Psychology

Response:

Unfortunately, there is no uniform way in which databases indicate linking to fulltext content in another database. Here are some general tips on using linking:

How to Get Fulltext Articles from Your Citations

1. Here is an example from an EBSCO database with a link to a full text PDF of the article.


[Methodological considerations for studying social processes.](#) 

By: Patterson, Barbara; Morin, Karen. *Nurse Researcher*. Sep2012, Vol. 20 Issue 1, p33-38. 6p. 1 Chart.

Subjects: LONGITUDINAL method; RESEARCH -- Methodology; PARTICIPANT observation; SYMBOLIC interactionism; TIME series analysis; QUALITATIVE research; QUANTITATIVE research

Database: Academic Search Elite

 Add to folder

 PDF Full Text (587KB)

2. This article is not available full text in EBSCO. Article Linker indicates if the article is available in another one of the databases, in print or on microfilm.

Clicking on Article Linker indicates that the article is available in Sage Premier 2012.

[Age and the effects of news media attention and social media use on political interest and participation: Do social media function as leveller?](#) 

By: Holt, Kristoffer; Shehata, Adam; Strömbäck, Jesper; Ljungberg, Elisabet. *European Journal of Communication*. Feb2013, Vol. 28 Issue 1, p19-34. 16p. DOI: 10.1177/0267323112465369.

Subjects: INTERNET -- Political aspects; POLITICAL participation; SOCIAL media; CITIZENS; PANEL analysis; POLITICAL campaigns



Database: Academic Search Elite

 Add to folder

 Check Article Linker for full text.

 ILLiad

Note: The linking button is different in various databases, for example, this how it looks in ProQuest databases

 Citation/Abstract 

Search criteria:

[Refine or alter criteria](#)

Article: Age and the effects of news media attention and social media use on political interest and participation: Do social media function as leveller?

Author: Holt, Kristoffer

Journal: European journal of communication (London)

ISSN: 0267-3231 **Date:** 02/01/2013

Volume: 28 **Issue:** 1 **Page:** 19

Step 1 - Article is Available Online Here:

Coverage Range

03/01/1999 - present

dates not available

[Links to content](#)

Resource

Article Journal SAGE Premier 2013

Journal Library's Print Holdings


- 3. This article is not available online in any sources to which the Library has a subscription.


Determinants of Sharing Travel Experiences in Social Media. 

By: Kang, Myunghwa; Schuett, Michael A. Journal of **Travel & Tourism Marketing**. Jan2013, Vol. 30 Issue 1/2, p93-107. 15p. DOI: 10.1080/10548408.2013.751237.

Subjects: TOURISM; SOCIAL media; DECISION making; SOCIAL influence; DATA

Database: Academic Search Elite

 [Add to folder](#)

 [Check Article Linker for full text.](#)  [ILLiad](#)

Search criteria:

[Refine or alter criteria](#)

Article: Determinants of Sharing Travel Experiences in Social Media.

Author: Kang, Myunghwa

Journal: Journal of travel & tourism marketing

ISSN: 1054-8408 Date: 01/01/2013

Volume: 30 Issue: 1/2 Page: 93

The article you're looking for is not available electronically. Please see below for additional help finding this article.

Please see additional options below for finding this journal.

Step 2 - Search the Library Catalog:
by ISSN (suggested)
by journal title

Step 3 - If no catalog results
Place an ILL request 

Questions?
Ask a Librarian

- To "Place an ILL request" enter your My.Scranton login information. If it is the first time you used ILLiad Interlibrary Loan, you will be prompted to create an account.

Weinberg Memorial Library ILLiad

Logon to the ILLiad system to continue placing the request. The information from the database record will be automatically loaded into your request.

ILLiad Logon

*Username

*Password

The article information is pulled into the ILLiad form. There is no charge for Interlibrary Loan. Articles are delivered to your desk top. When you get an email notification that your article is available, the arrow below shows where to click to see the article. This service typically takes 24 hours.

<ul style="list-style-type: none"> ▪ A-Z Database Listing ▪ Main Menu ▪ New Request <ul style="list-style-type: none"> ↳ Article Request ↳ Book ↳ Book Chapter ↳ Conference Paper ↳ Report ↳ Thesis ↳ Standards Document ▪ View <ul style="list-style-type: none"> ↳ Outstanding Requests ↳ Electronically ↳ Received Articles ↳ Checked Out Items ↳ Cancelled Requests ↳ History Requests ↳ All Requests ↳ Notifications ▪ Tools 	Describe the item you want	
	*Title (Journal, Conference Proceedings, Anthology) <small>Please do not abbreviate unless your citation is abbreviated</small>	<input type="text" value="Journal of travel & tourism marketing"/>
	*Article Title	<input type="text" value="Determinants of Sharing Travel Experiences in Social Media."/>
	Article Author	<input type="text" value="Kang, Myunghwa,"/>
	Volume	<input type="text" value="30"/>
	Issue Number or Designation	<input type="text" value="1/2"/>
	Month	<input type="text"/>
	*Year	<input type="text" value="2013-01-01"/>
	*Inclusive Pages	<input type="text" value="93-107"/>
	ISSN/ISBN (International Standard Serial/Book Number)	<input type="text" value="10548408"/>

5. In this example, the Library has the journal on microfilm and in print.

EXAMINATION OF THE PASSIVE FACIAL FEEDBACK HYPOTHESIS USING AN IMPLICIT MEASURE: WITH A FURROWED BROW, NEUTRAL OBJECTS WITH PLEASANT PRIMES LOOK LESS APPEALING.

By: MORI, KAZUO; MORI, HIDEKO. *Perceptual & Motor Skills*. Dec2010, Vol. 111 Issue 3, p785-789. 5p. 1 Diagram, 1 Chart. DOI: 10.2466/02.07.24.PMS.111.6.785-789.

Subjects: ANALYSIS of variance; BIOMETRY; COLLEGE students; EMOTIONS (Psychology)

Database: Academic Search Elite

Add to folder

Check Article Linker for full text. ILIad

Search criteria:

Refine or alter criteria

Article: EXAMINATION OF THE PASSIVE FACIAL FEEDBACK HYPOTHESIS USING AN IMPLICIT MEASURE: WITH A FURROWED BROW, NEUTRAL OBJECTS WITH PLEASANT PRIMES LOOK LESS APPEALING.

Author: MORI, KAZUO

Journal: Perceptual and motor skills

ISSN: 0031-5125 **Date:** 12/01/2010

Volume: 111 **Issue:** 3 **Page:** 785

Step 1 - Article is Available Online Here:

Coverage Range

dates not available

Links to content Resource

Journal Library's Print Holdings

Title	Perceptual and motor skills.
Pub Info	Missoula, Mont. [etc.] Perceptual and motor skills [etc.]
CALL #	PERIODICAL
Location	Periodicals 2nd Floor
<u>Latest Received:</u>	December 2012 v.115 no.3
CALL #	PERIODICAL
Location	Basement Storage
Lib Has	v.22 (1966) - v.101 (2005)
CALL #	PERIODICAL
Location	Microformat Periodicals
Lib Has	v.1 (1949) - v.22 (1966)
CALL #	PERIODICAL
Location	Periodicals 2nd Floor
Lib Has	v.102 (2006)-

6. This article is in several different databases and also in print. Notice the date ranges are different in the various databases.

Search criteria:

Refine or alter criteria

Article: The Voluntary Facial Action Technique: A Method to Test the Facial Feedback Hypothesis.

Author: Dimberg, Ulf

Journal: Journal of nonverbal behavior

ISSN: 0191-5886 Date: 03/01/2011

Volume: 35 Issue: 1 Page: 17

Step 1 - Article is Available Online Here:

Coverage Range	Links to content	Resource
10/01/1996 - 1 year ago	Article Journal	ProQuest Central
10/01/1996 - 1 year ago	Article Journal	Science Journals
01/01/1997 - present	Article Journal	SpringerLINK- Lyrasis
01/15/1997 - 1 year ago	Article Journal	Social Sciences Full Text (H.W. Wilson)
dates not available	Journal	Library's Print Holdings



"I have just found that a lot of the books, especially dealing with counseling, are very outdated and not new." Sophomore CHS/HAHR

Response:

The Counseling Department selects a substantial number of new books for purchase each year. The SpringerLink collection and ebrary electronic book collection also have a large number of books in counseling. To see which books are new, type new books and the department name or abbreviation, for example: **new books coun**. This information is updated monthly. To see if there are new books on a more narrow topic, you can search for the topic and limit by copyright date. Any time you can't find what you need, please come to or contact the Reference desk. 570-941-4000.

The screenshot shows the library's catalog interface. At the top, there are navigation links for 'Catalog' and 'Articles', and a user status 'You are not logged in | My Book Cart (0 items) | Login'. A search bar contains the text 'new books coun' with a green arrow pointing to it. To the right of the search bar is a play button icon and the text 'Advanced Search'. The library's logo, 'THE HARRY AND JEANETTE WEINBERG MEMORIAL LIBRARY', is in the top right corner. Below the search bar, the results are titled 'Results 1 - 25 of 25 for new books coun' and are sorted by 'Relevance | Title | Date'. On the left side, there are filter categories: Availability (At the library (25)), Search Found In (Subject (25)), Format (PRINTED MATL (25)), Location (Circulating Collection (25)), Language (English (25)), and Tag (new books coun, counseling, educational counseling, counselors). The main results area shows three book entries, each with a book icon, title, author, and call number. The first entry is 'Multicultural issues in counseling : new approaches to diversity / edited by Courtland C. Lee', with call number BF637.C6 M84 2013 and due date 12-03-12. The second entry is 'Licensure requirements for professional counselors : a state-by-state report / American Counseling Association, Office of Professional Affairs', with call number BF80.8 .L53 2012 and marked as LIB USE ONLY. The third entry is 'School-based group counseling / Christopher A. Sink, and Cher N. Edwards, Christie Eppler', with call number LB1027.5 .S551 2012 and marked as AVAILABLE. Each entry includes options to 'Place a Hold' and 'Add to cart'.

"There should be a higher quantity of currently used textbooks." Junior Physics/EE; Computing Sciences

Response:

There are some textbooks in the library's collection but it is not the Library's policy to purchase a copy of all texts that are required for classes. The Library's collection supports research and reading, supplementing required texts. Textbooks are regularly revised so that a collection of texts would become outdated. The loan period is one month. If someone else wanted the book, it could not be renewed. Many students use PALCI to borrow textbooks from other libraries.

“I wish there were options for leisure reading as well.” –Junior Social Sciences/Psychology

Response:

Fiction is classified by the Library of Congress scheme so the best way to find leisure reading would be to look up your favorite author. However, since books are selected by academic faculty, authors tend to match those who are course related. Some fiction that is donated to the book sale is added to the collection. There are current paperbacks for 50 cents in the book sale area. The Weinberg Library has a reciprocal agreement with the Scranton Public Library which is located at the intersection of Vine and Washington, a few blocks from campus. The SPL has a wide selection of current fiction, non-fiction, music and video.

Response:

The Library does not collect text books. Donated texts are placed in the Book Sale. Students can use PALCI E-Z Borrow to borrow texts from other libraries.

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 were 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.

Electronic Resources

Positive-12

“Having access to the nursing reference center and CINAHL are great!” Junior Nursing /Community Health

“It has some good online resources such as EBSCOHost which make it much easier for me to fulfill my projects. “ Junior Nursing /Community Health

“And I love that we have access to the databases from our own computer and can save our searches!” Sophomore Biology/Chemistry/Math

“Ability to use online library resources easily is very important to me, and I do find them easy to use here.” Sophomore Business, MBA

Response:

Positive comments indicate the importance of information literacy instruction.

Negative -4

“Additional online journals and resources should be acquired.” Graduate CHS, HA/ HR

“I have come across certain articles in journals via databases that I would have liked to use for research, only to find that I only had access to the citation, not the article text.” Senior Philosophy/Theology

Response:

The Library has added additional full text online journal packages and full text online books. Through Rapid Interlibrary Loan, articles we do not have are delivered to users' email, usually within one day. As of September, 2012, the Library no longer charges any fees (it was previously \$1.50 per article) for document delivery. There has never been any charge for interlibrary loan of books. The location for linking from a citation in one database to full text in another is not consistent. If you need help getting articles you need, contact the Reference desk by telephone 570- 941-4000 or through the Ask-a-Librarian links.

Facility

Positive -14

“your library is state of the art and a modernized facility that allows a great deal of information for students academically.” Graduate Nursing/Community Health

“I like the new spaces in the library this year.” Senior Business/MBA

“I am really happy that down on the first floor study area they put more tables and chairs so there is more areas to do work. For me I refuse to work in a cubical because the light never works half the time and they give you no room for all of your books.” Senior Business/MBA

Negative-13

“I just wish there is more space to study. Too many students are crowded in the library at all times.” Senior Biology/Chemistry/Math

“Also I rarely use the floors 2-4 to study because they are kind of cramped or do not promote silent learning or comfortable areas. I would like to see a change to the set-up as there has been on the first floor.” Faculty Exercise Science/OT/PT

“The technology and overall design of the library (work spaces) is out of touch and needs to be updated.” Graduate CHS, HA/ HR

Response:

The Library is in the planning phase for the Reilly Learning Commons will provide both new technology and various types of study spaces.

Faculty

Positive-11

“The librarians are very helpful and help until the question is completely answered.” Freshman Biology/Chemistry/Mathematics

Negative-1

“As an adult learner I find the resources available more than acceptable, but the tolerance of the library staff for someone who struggles with the computerized aspect is limited. I learned library skills when we still had the paper cards u had to sift through!!!The librarians are impatient and make me feel like i am imposing on their time when I ask questions most high school kids probably know. The student assistants are far more respectful and helpful, maybe because they know what it’s like to feel insecure and intimidated by people who are supposed to be helping you.” Graduate Nursing/Community Health

Response:

Because of the complexity of the resources the library now has, some questions take some time to fully answer. Librarians are always willing to schedule appointments with individual students for help navigating the Library resources or for conducting research.

Funding

Negative -2

"Needs additional financial resources." Faculty, Nursing, community Health

Response:

Amen

Furniture

Positive-1

"I really like the booths on the second floor." Freshman Biology/Chemistry/Mathematics

Negative-4

"More reading chairs"-Junior MBA

"There needs to be more tables available." Junior- Nursing/Community Health

"My one grievance is that chairs are too high and the desks are too low at the normal four-person study tables. I can't even cross my legs comfortably!" –Senior-Biology/Chemistry/Mathematics

Response:

All of these comments are absolutely correct! We want more seating. We also want more varieties of types of seating. We found that the tables with which the Library was originally furnished have a "skirt" that prevents people from crossing their legs. Any new furniture we bought does not have this. We investigated a method for raising the height or removing the skirting and bracing the table legs in a different way. We will solve this problem.

Group Study

Negative-23

"The only other negative thing I can say is the private study rooms, I know that over this past summer you added a few more rooms and big tables to work on however it still is not nearly enough to accommodate the number of group-working students at the this school on a nightly basis. Senior-Exercise Science/OT/PT

Other comments pointed to the need of sound proofing and enforcement of the use of group rooms by groups and not by individuals.

Response:

As the Library plans for the Reilly Learning Commons, group study rooms and space for collaborative projects are a top priority.

In February 2013, the Library piloted a program to enable students to reserve the two new group study rooms on the second floor for two hours a day. The pilot program was a success and is now a permanent method for making certain that these rooms are available to groups.

Hours

Positive 1

“I think leaving the entire first floor open as the pro-deo room is extremely beneficial....” Senior-Nursing/Community Health

Negative 14

“The upper floors of the library close too early. I get that the first floor is open all night but it is way too loud down there to concentrate. Either keep the upper floors open later or you should have campus security ensuring that the volume of the students on the first floor is kept at the minimum.” Junior –Biology/Chemistry/Mathematics

Response:

Comments reflected students’ desire for more access to both study space and Library services and collections. Some comments asked for earlier opening on Sunday. Most comments about the Reilly Learning Commons 24 Hour Room indicated that the noise level interfered with concentration. After reading these comments, the Library immediately purchased sound absorbing panels. As plans for the Reilly Learning Commons develop, additional solutions to the noise problem are being investigated.

Interlibrary Loan-1 comment

“It would be fantastic if we didn't have to pay for ILL articles. Expensive!” Senior-Philosophy/Technology

Response:

Done! Students now receive interlibrary loan of articles free of charge.

Noise

Negative 28

“The only problem with the library is space. The computers and group study rooms are generally always full at times when I need them during the day. I think there should be more room where it is acceptable to be somewhat noisy. I am literally afraid of going to the 4th or 5th floor because of the glares. So I think most students would see that as "wasted" space where groups can't go to study.” Sophomore-Biology/Chemistry/Mathematics

The Library also needs to make it clear that students in those "large group" rooms should not be shouting/partying at the top of their lungs. It's exceedingly rude, and completely unbecoming of a

University-level student. The Library staff should send someone 'on rounds' and tell those loud groups to quiet down. If the noise resumes, the library should expel those students from the room for the rest of the day." Graduate-Business/MBA

"After hours at the library should be quiet hours or the other floors should be open, possibly if students were trained to run late hours at the library maybe until 1am or so. I have found that I cannot concentrate at the library after hours due to noise." Senior- Exercise Science/OT/PT

Response:

These comments all indicate the same issue: the Library needs more group study rooms where students can work collaboratively without disturbing others. As soon as the library saw these comments, we purchased sound absorbing panels that are on wheels. These were placed in the Reilly Learning Commons 24 hour space and in the large group study rooms. These panels are on wheels and can be moved and reconfigured. A Learning Commons Committee is designing various types of spaces to meet the needs expressed in these and other comments. The Reilly Commons will have group study room, technology for collaborative projects and spaces for quiet reflection. We are looking for student input into the design and features of this space. Please reply to Libqual@scranton.edu if you would like to participate in a focus group.

Orientation-20 comments

Many of the comments that the Library received pointed to issues with Library orientation or signage.

Here are some examples:

More places to scan and a "floor plan"/map. The directory on the first floor is a good start, but once you get to the floor you need to be on, it's easy to get lost looking for the section that you want to be in.

"It would be great to have a way to send document from my laptop to a Pharos station from anywhere on campus (dorm, LSC, etc.)." Sophomore Nursing/community Health

"It would be nice to have copies come out of student's print money instead of Royal money." Graduate-Exercise Science/OT/PT

Response: There are floor maps on every floor by the elevators.

There are networked scanners on both the first and second floor. This comment indicates that this service has not been publicized sufficiently to reach all users. The Library has added two new scanners on the first and second floor that allow users to email articles to themselves, save the articles to a USB drive, to google drive or to send the pages to the UniPrint station (instead of RoyalCard money). All wireless printing on campus goes to the UniPrint stations on the first floor; this has been in place for several years. This indicates that signage in the dorms that informs students that they can send their document to the Library is necessary.

“... one on one interaction could be better. Sometimes I feel like I'm just being directed rather than helped. “ Junior- Biology/Chemistry/Mathematics

Photocopiers-1 comment

“The copy rooms need to be checked more for copier malfunctions and staple replacement.” Senior Biology Chemistry/Math

Response:

We will check the rooms more often. Thank you for calling this to our attention!

Printing

Positive 3

“I find the free prints highly convenient, though.” Senior Philosophy/Theology

Negative 13

“More free prints please.” Senior-Exercise/Science/OT/PT

“My bio class is taught completely out of notes! I spent 10 dollars a chapter on notes, you should have discounts or free prints for classes that use notes as their textbook.” Freshman-Nursing community Health

Response:

The Library subsidizes \$14.00 each semester for students but cannot provide free printing for all things students may want to print. Even with a charge of seven cents a page after the subsidized prints are used, each day many papers are left in the printers and are thrown into recycling bins. The Library contacted the professors in the classes mentioned in the comments to clarify or reduce the printing these classes are requiring. The professors indicated that printing the entire manual is not necessary.

Social media- 1 comment

“I appreciate the library's use of social media.” Senior Social Science/Psychology

Response:

Thank you. We want to use as many avenues as possible to provide information on what is available to our users and to gather information on ways of improving our services.

Staff

Positive 30

"I have always been very impressed by the library staff's interest in helping students find the information they need, especially electronically. If I ever needed an article our library did not have, I would send a quick note to the library's help desk, and I would have the article in my e-mail days later. "
Senior Communication/MIT

"I have received exceptional help no matter my question." Freshman-Undeclared

"The staff does a great job in satisfying the needs of the students here at the University of Scranton."
Sophomore Business/MBA

Negative 3

"The staff can be unfriendly at times as well which is very unlike the campus atmosphere." Sophomore-Biology/Chemistry/Mathematics

Response:

Most comments indicated favorable interaction with faculty and staff of the Library. If any user encounters a situation like the one indicated in the negative comment, we want to hear about it! Please send your comment to libqual@scranton.edu

Temperature

Negative 2

"The temperature drops in the 24 hour sections at night this causes a decrease in focus." Senior-Biology/Chemistry/Mathematics

Response:

We noticed the cold temperature in the Reilly Learning Commons 24 hour room too. We have had the temperature adjusted.

Webpages

Positive 1

"The website is very useful for finding information for research/papers" Graduate-Biology/Chemistry/Mathematics

Negative 3

“Overall very satisfied with the resources that are provided by the library. I feel the Library website can be improved and made more user friendly.”- Graduate-Business/MBA

Response:

We look for ways to make it easier for users to discover content on the Library’s pages. Redesigning our entire web pages is a large planning that we are not planning to undertake in the immediate future. As we consider what a redesign might look like, we would appreciate any feedback you can give us as to what you find confusing or inconvenient on our current pages. Please send your comment to libqual@scranton.edu.