

## 2014 Survey Feedback and Changes at Ikeda Library

In May of 2014, Ikeda Library conducted a survey to find out how we can improve services and better meet our patrons' needs. The survey-takers' comments and questions were insightful and gave us the opportunity to review our current practices. Below you will find feedback we received through the survey and the library's responses.

### Table of Contents

<b>2014 Survey Feedback and Changes at Ikeda Library</b> .....	1
1.) 24-hour study room door .....	1
2.) Library temperature .....	1
3.) Failing electrical outlets .....	2
4.) Printing, copying, and scanning .....	2
5.) Terminal computers .....	3
6.) Off-campus access to databases .....	3
7.) Growing foreign language collection.....	3
8.) Book acquisitions.....	4

### 1.) 24-hour study room door

*"24's door often gets broken and cannot be opened."*

The Facilities department replaced the doors to Ikeda Library's two 24-hour study rooms on the 2nd and 4th floors. Now it's a lot easier to just swipe your ID and get access to great study space, 24/7.

Students, please remember the locked doors are for your safety and security. Do not open the doors for persons you do not recognize as SUA students, staff, or faculty.

### 2.) Library temperature

*"Sometimes the library is too cold to study."*

Library staff members are aware that the library often gets cold, especially when the temperature rises outside. We check thermometers that we have in the library regularly and place the following work request with Facilities when the library gets too cold: Cold Call (Area is Cold). Please assist us in notifying Facilities with Cold Calls when you are studying in the 24-hour study rooms after the library is closed. The work request can be made at the [SUA portal](#).

### 3.) Failing electrical outlets

*“Some power source is not working.”*

The Facilities crew tested the electrical outlets on the walls and in the desktops in the library, and they replaced the electrical boxes that weren't working. If you ever find any other outlets that need fixing, please inform the library staff.

### 4.) Printing, copying, and scanning

*“There are too many names under library 2nd floor printer, it's hard to figure out which is which.” “Third floor printer didn't work.”*

In response to your survey comments, additional printers and copiers/scanners are now available all over the library, including new Xerox multi-function machines with automatic document feeders in the two 24-hour study rooms. There is no need to swipe your card to activate these machines.

When you print, please be sure to select the appropriate printer. The list of printer names and locations is posted right next to each machine in the library.

Many students have voiced their concerns that a lot of paper is wasted because documents are printed repeatedly and indiscriminately to printers all over the campus. Check to be sure the printer you've sent your document to isn't out of paper or jammed before sending the print job to another printer.

Printer Name	Functions	Location
LIB101-H4015	Print (HP 4015)	1st floor Copy room
LIB202C-X7845	Color Print, Copy, Scan (Xerox 7845)	2nd floor 24-hour study
Lib24HrRm-H4015	Print (HP 4015)	2nd floor 24-hour study
Lib202C-H2550	Color Print (HP 2550)	2nd floor 24-hour study
LibRef-H4015	Print (HP 4015)	2nd floor Reference collection
LIB301-X4250	Print (Xerox 4250)	3rd floor Copy room
Lib400-x4250	Print (Xerox 4250)	4th floor Grand reading #400
Lib461-X4250	Print, Copy, Scan (Xerox 4250)	4th floor 24-hour study #461

We have also placed terminal computers in each copy room, the Grand Reading room, and the 24-hour study room on the 4th floor, Room 461. You are now able to print in these rooms from the terminal computers.

## 5.) Terminal computers

*“Sometimes the public computers mysteriously freeze or won't turn on, or have trouble processing basic tasks in a timely manner.”*

There were some positive changes made to the servers for the library's terminal computers. They are more reliable and functioning well now.

## 6.) Off-campus access to databases

*“Sometimes I need to log in and log out multiple times when I am trying to access library databases off-campus.”*

It's easier than ever to access the online periodicals and books off campus. There is no need to login to the Remote Desktop Connection any longer.

Click on the database or resource links on the Ikeda Library website as you would normally do. You will then be taken to the library's login in page (pictured below), and once you've entered your SUA username (which is the same as the beginning of your email address) and your email password, you will have full access to the library's online resources.



If you encounter any problems, please do not hesitate to contact us. We will work with our vendors to fix them as soon as possible. We would like to thank the IT department for helping us implement EzProxy.

## 7.) Growing foreign language collection

*“I hope there are more easy French books for French learners.”*

Our [French book collection](#) has expanded, and all our French titles are shelved together for easy browsing in the Foreign Language Collection on the 1<sup>st</sup> floor of the library.

Books written in the three other languages taught at SUA - Chinese, Japanese, and Spanish – are also moving from the Circulating, Leisure, Young Adult, and Children’s collections to this new location. Students of all language skill levels will soon be able to go to one place to browse all the books available in their target language.

We also purchase, on a regular basis, many DVDs in the four foreign languages taught at SUA. In addition, browsing foreign language films has also gotten a whole lot easier. Display copies of the films in one of the four languages taught at SUA now have an extra colored dot on the spine (the same color as the dots used for the foreign language children and young adult books on the 1st floor) to help you choose a film by its language – Chinese: green; French: yellow; Japanese: red; and Spanish: blue.

And we would like to remind you that you can watch most of the American films available at Ikeda Library in Spanish or French. They are often dubbed and subtitled in those languages, and you can select the language of your choice before you play the DVD.

## **8.) Book acquisitions**

Past annual surveys have shown that students and faculty prefer print books to eBooks for a variety of reasons, and the majority of books purchased for the library are indeed in print format.

To ensure that the collections at Ikeda Library continue to offer a well-rounded selection of topics and titles in support of the coursework and research done at SUA, your librarians are constantly adding new print books to the library’s holdings. Materials acquisition choices are generally determined by the curricula of SUA courses and concentrations, and specific titles are often selected based on positive, scholarly reviews and faculty requests and suggestions.

You can browse new print books and DVDs by visiting the New Acquisitions display shelf on the 2<sup>nd</sup> floor of the library.

Ikeda Library has a robust collection of electronically available books as well. In fact, reference titles such as dictionaries and encyclopedias are predominantly eBooks. This format tends to better support student and faculty research as it allows keyword searching, hyperlinked cross-referencing, and remote accessibility. Library-owned e-reference titles are offered on the Gale Virtual Reference Library (GVRL) and Oxford Reference platforms.

In addition to electronic reference resources, the library also subscribes to two major academic collections of eBooks: EBSCO and eBrary. In total, we have access to about 250,000 eBook titles. Both vendors add to their collections regularly, and these eBook collections often allow

the library to provide more niche and specialized titles than would be possible with a print collection alone.

New print, media, and electronic acquisitions are announced each month on the library's Facebook page and are also updated in the "[What's New](#)" box on the library's website.

***Feel free to share your thoughts or questions with us any time. We will continue exploring ways to improve our services to better meet your needs.***

See you in the library!  
The Ikeda Library Staff