

## 2015 Survey Feedback and Changes at Ikeda Library

In May of 2015, 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 about the library we received through the survey, and the library's responses.

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### 1.) Study resources for standardized tests

*"There should be more resources on standardized tests such as GRE and GMAT."*

We have updated our collection of books on standardized tests to the latest versions available. To find them, search the library catalog for the test of interest, or take a look at the featured titles included in the [Test Preparation](#) section of the [Career Resources LibGuide](#). Students can also take practice tests and access e-textbooks for the GRE, GMAT, LSAT, MCAT, MAT, TOEFL, Praxis, and other tests in the library's online resource: [Testing & Education Reference Center](#).

### 2.) Books on reserve

*"Sometimes there are too many students trying to borrow a limited number of reserved books."*

Course reserve materials are offered for a shorter checkout period to make them available to as many students as possible. We try to offer both print and electronic versions of requested materials whenever possible. We invest in eBooks licensed for multiusers, which allows an unlimited number of students access to the required readings at any time. For multimedia course reserves, we have expanded our collection of online streaming films and music to provide instant and convenient access: [Music Online](#), [Filmmakers Library](#), and [Kanopy](#) (on trial).

### 3.) Leisure books

*"I just want more leisure books."*

The library purchases a goodly number of leisure reading books throughout the year. Popular titles can be found in the Young Adult and Foreign Language collections on the 1st floor of the library, as well as in the literature section (Call numbers PN and PZ) on the 3<sup>rd</sup> floor.

Every Spring, we review the [GoodReads Choice Award Winners and Top Nominees](#) in selected categories, including fiction and young adult, for addition to our collections. Since 2011, we have purchased about 240 titles. In fact, many of the 2015 winners and nominees, such as *Missoula: Rape and the Justice System in a College Town* by Jon Krakauer and *P.S. I Still Love You* by Jenny Han, have already arrived and will be on display by the Circulation Desk from now until the end of May.

You can suggest leisure reading titles you would like to see added to the library's collections too. You can put the titles in the Suggestions box at the Circulation Desk, or request them by using the [online form](#) if you are a student or staff member.

### 4.) Library computer performance

*"Computers load super slowly."*

The IT department installed 12 new computers in the Reference area of the library and 20 in the library classroom this year. The new computers are faster and more stable than the previous terminals. The IT department has also customized the browsers so that students can easily return to the library webpage while they are working on their research projects. We are very pleased that the new system wipes the search history when the user logs out. This is in line with Article III of the American Library Association Code of Ethics: "We protect each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired or transmitted."

### 5.) Printing

*"Printers backed up or not connecting to my computer wirelessly."*

We have worked collaboratively with the IT department throughout the year to make printing in the library easier for students. Instructions on adding printers to your computer, tips for scanning, and a list of printer names are posted by the printers/copiers. Please let us or the IT Helpdesk know when you need help.

Whenever there are changes, we update the information on our website. For current printer locations and names, please go to: <http://libguides.soka.edu/students/hardware>

Many students have voiced their concern that a lot of paper is wasted because documents are

printed repeatedly and indiscriminately to printers all over the campus. Check to be sure you have selected the correct printer before hitting the print button.

## **6.) 24-hour study rooms**

*“The chairs in the 24-hour study room are uncomfortable.”*

Some students specifically requested more chairs with wheels, which they feel are more comfortable for studying for long periods of time. We have replaced some of the wooden chairs with wheeled chairs to give students different options.

*“Students usually put their books on the table in 24-hour room overnight, making it hard for me to find a spot to study.”*

We receive comments similar to this one every year. The space is limited. Please be considerate of others and do not leave your belongings in the 24-hour study room. If you need a place to store your study materials, you can check out a locker from the Circulation Desk.

*“I still do not have access to the 4th floor 24-hr study room.”*

Only Facilities can make changes to your card access. Please put in a Facilities work request through the [SUA Portal](#) for your card to open Ikeda Library room 461.

## **7.) Room temperature**

*“I usually study in the 24-hour study room and on the 1st floor of the library, and it's usually freezing cold!”*

Library staff members are aware that the temperature in the library gets uncomfortable. We check thermometers that we have in the library regularly and place a work request with Facilities when necessary. You can make a Facilities work request through the [SUA Portal](#).

## **8.) Book acquisitions**

Because a growing number of students are going to Taiwan for their study abroad experience, there have been requests for more books in traditional Chinese characters. We have responded to these requests by adding new fiction titles in traditional Chinese characters to our Foreign Language Collection on the 1<sup>st</sup> floor of the library, and we will continue to build this collection in the future.

Past annual surveys have shown that many 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. You can browse new titles by visiting the New Acquisitions display shelf on the 2<sup>nd</sup> floor of the library.

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 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.

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 large academic collections of eBooks: EBSCO and eBrary. In total, we have access to over 260,000 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.

***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