

We Hear You Responses to Libqual 2010:

- *You said you wanted better-equipped study rooms*
 - One Terrell Library study room has been upgraded with a flat screen monitor to facilitate group presentation work, additional group study areas are being configured to accommodate increased demand, and white boards are being added to all group study rooms
- *You said you wanted computers available for checkout*
 - Now, Owen Science & Engineering, ***and*** Holland & Terrell Libraries offer laptops with Office software for in-house checkout.
- *You said the Libraries have outdated technology*
 - The Libraries updated computers in all campus libraries and added flat-screen monitors for the computers in all Owen and Terrell Library instruction classrooms.
- *You said the website makes locating and accessing resources challenging*
 - We added a search box to the Libraries homepage to search for books, articles, and more
- *You said you want notification before materials are due*
 - We started sending courtesy notices before materials are due
- *You said you want more opportunities to learn about library services and resources*
 - We created the Classes on Demand Program, 23 courses about scholarly communication, social networking tools, organizing your research, specific scholarly resources, and much more. Visit the Classes on demand program at <http://www.wsulibs.wsu.edu/usered/COD/>
- *You said you want better printing options*
 - We teamed up with Cougar Copies to provide printing; now more printers and photocopiers are available, and wireless printing is available through Coug Prints
- *You said you want better access to resources*
 - The Libraries instituted free delivery of resources to graduate student and faculty offices.

Additional points that could be made in non-poster messages:

Service:

- Free ILL
- Expanding the scope of laptop checkout
 - Jill mentioned that they are considering adding laptop checkout to Animal health. I haven't been able to verify this with anyone in systems however Jill included in in a libusers message on 9/17
- Working more closely with key undergraduate programs like World Civilizations and PASS
- Greater focus of purchasing on demand
- Tailored our reference service to provide enhanced service during hours of high demand
- Restructured our public services to align with the 21st century needs of our patrons
- Continue to boost the visibility of WSU faculty research through the Research Exchange

Collections:

- Expanded the access to many collections to WSU ALL from Pullman only
- Since march 2010 we've added many digital collections including:
 - WSU libraries films, Irwin Nash Images of Migrant Labor, the Faith Beamer Cooke Collection, the Homer M. Hill Digital Collection

Website:

- Continue to make the website easier to use, many virtually unnoticeable changes to the website that ultimately streamline the information research process
- Adding new hardware to improve stability and speed when interacting with our online presence
- Added BX Article recommender
- Exposing users to incredible amounts of information through our "next generation" library catalog
- Added Libguides to present students with a more tailored online guided research experience

Facilities:

- Recently added the new classroom with 40 workstations
- Expanding group study space with a reconfiguration of the MMR area