Affect of Services
1. More seating on 1st floor and more power outlets to accommodate late night use (Opened all 4 floors of the Library Sunday-Thursday until 2:00 am)
2. More Macs and additional computers on upper floors (without reducing any from 1st floor due to the high demand at the late night hours) to accommodate users who need a quieter area than 1st floor (added one Mac on 4th floor in Multimedia)
3. LibGuides (purchased software – librarians updating information on subject areas)
4. Outreach to faculty to place textbooks on reserve (E-mails and Centralities – Library will purchase textbooks (trial) with faculty recommendation and Chair approval (no more than 2 copies) to put on Library Reserve using Library Department Funds.
5. Wayfinding System (Developed Study Zone areas (Group, Quiet, Silent similar to OSU)
6. Document Delivery to Faculty (Deliver ILL and Library materials to faculty offices)

Information Control (Collections, Access, Technology)
1. Identify student needs for software and hardware (tools needed) – (Not completed)
2. Collaboration with Colleges to purchase materials (College of Fine Arts and Design and Liberal Arts, and some Business titles purchased with College Fee Funds)
3. Communicate (marketing)
   a) With library liaisons about collection comments from their disciplines about needs in their subjects (Ongoing between Library Liaisons and Departmental Faculty Liaisons)
   b) With departments/colleges to market the increase in E-resources (Academic Complete, Business Source Complete, others) (On-going but need to increase)
   c) Usability study of Central Search, web site and include all functionality of Central Search (In process)
4. Increase Multimedia E-Resources (Films on Demand with copyright, Britannica Image Quest with copyright)

Library as Place
1. Warm paint colors in strategic locations around the library like the new book area. An inexpensive way to make a dramatic difference. (New Southside Elevator lobbies, offices and some areas but will continue to determine where to use color in library)
2. Separate quiet study areas from groups (study carrels and tables (Electrical outlets installed, individual study carrels added to 2nd, 3rd, 4th, Southside and Zones of Study established similar to OSU – Group, Quiet, Silent)
3. Increase signage for Quiet and Silent Zones (completed)
4. Staff training to monitor Quiet and Silent Zones, ask loud students to be quiet (in process and ongoing)

Local Questions:
1. Best Practices in Service Quality – Director of Public Services will work with Employee Relations Training to develop an online training module to incorporate best practices in Service Quality with Library specific service problems to be completed by Spring Semester 2011 to be used for all staff training – full time, part time and student workers for all new employees and for all employees to review once a year as we do Safety Training. (Completed and part of staff IPPs each year).
2. Ask Transportation/Parking to increase commuter parking in student parking lot near library (More commuter parking available near Library)
3. Encourage IT to train their staff to provide better help for students and have a computer help desk in the Computer Lab (IT set up Help Desk in Library and we have not had more complaints about the Computer Lab).
4. Update floors by replacing and adding carpet and Art Work (Completed 2nd floor, scheduling 3rd floor for May, 2011). Zina Gelona and Dr. Hefner have added 5 pieces to the 2nd floor and Archives has hung posters made from early photos of UCO sports teams on 2nd. Southside Lobbies completed and photos of Old North have been installed.