

# Chambers Library Goals for FY 2011 | 5/7/2010

## Developed from LibQual Spring 2009

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### Affect of Services

1. More seating on 1<sup>st</sup> floor and more power outlets to accommodate late night use
2. More Macs and additional computers on upper floors (without reducing any from 1<sup>st</sup> floor due to the high demand at the late night hours) to accommodate users who need a quieter area than 1<sup>st</sup> floor (**added one Mac on 4<sup>th</sup> 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
6. Document Delivery to Faculty (**developing trial process-Access Services**)

### Information Control (Collections, Access, Technology)

1. Identify student needs for software and hardware (tools needed)
2. Collaboration with Colleges to purchase materials
3. Communicate (marketing)
  - a) With library liaisons about collection comments from their disciplines about needs in their subjects
  - b) With departments/colleges to market the increase in E-resources (Academic Complete, Business Source Complete, others)
4. Usability study of Central Search, web site and include all functionality of Central Search
5. Increase Multimedia E-Resources (**Films on Demand – 1 year trial**)

### Library as Place

1. Warm paint colors in strategic locations around the library like the new book area and outside the administrative offices for example. An inexpensive way to make a dramatic difference.
2. Separate quiet study areas from groups (study carrels and tables)  
2<sup>nd</sup> and 4<sup>th</sup> floor South to be designated Quiet Zone with only individual study carrels – remove tables. (**In process, work orders for electrical outlets – 2<sup>nd</sup> almost completed**)
3. Increase signage for Quiet Zones
4. Staff training to monitor Quiet Zones, ask loud students to be quiet.

### 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.
2. Ask Transportation/Parking to increase commuter parking in student parking lot 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 (**Sending student comments on IT Computer Lab to Dr. Rolfe**).
4. Update floors by replacing and adding carpet and Art Work (**Completed 2<sup>nd</sup> floor, scheduling 3<sup>rd</sup> floor for May, 2011**). **Zina Gelona and Dr. Hefner have added 5 pieces to the 2<sup>nd</sup> floor and Archives has hung posters made from early photos of UCO sports teams on 2<sup>nd</sup>.**