

# LibQUAL+ Comment Analysis

This document includes the text of all comments submitted as part of the OHSU Library's LibQUAL+ survey. These comments have been mapped to LibQUAL+ dimensions, i.e. general areas evaluated by the survey.

<b>Dimension: [G-1]</b>	<b>General - Ambiguous</b>	
All items in this category are 'mixed.'	<i>Mixed</i>	never used the library
		don't regularly utilize the library
		don't use the library
		been to a library on campus once
		do not use the library
		do not go to any one of the OHSU libraries
		Eliminate barriers between OHSU and PSU library resources
		hardly ever use the library
		rarely have reason or opportunity to use the library
		still finding out what's available
		interesting novels or books on tape aside from all the medical books
		sufficient for what I need
		Ignorant of what is available

<b>Dimension: G-2</b>	<b>General – Positive</b>	
All items in this category are 'positive.'	<i>Positive</i>	used your services often ,happy
		very good service
		always enjoys studying there and using its resources
		great work providing services and resources
		service is excellent.
		essential asset to this institution
		Staff is great
		excellent services and very friendly staffs
		library holds an essential function to OHSU
		Overall great job!
		Thanks!
		very positive experiences with the library
		definite benefit
		Impressed overall
		Good job! ☺
		great!
		never been disappointed
		love the BICC
		Love the library
		Overall very satisfied
	service is excellent	
	Well done	

		invaluable adjunct to my daily patient care
		library is amazing

<b>Dimension: G-3</b>	<b>General – Negative</b>	
All items in this category are 'negative.'	<i>Negative</i>	library is not at all user friendly
		Bad service
		negative experiences

<b>Dimension: AS-1</b>	<b>Employees instilling confidence</b>	
	<i>Positive</i>	Helpful staff
		Approachable staff
		Denise U.
		Professional, competent staff
	<i>Mixed</i>	
	<i>Negative</i>	Unkempt staff

<b>Dimension: [AS-2]</b>	<b>Giving Users Individual Attention</b>	
	<i>Positive</i>	Welcomed and assisted
		Library people very helpful when asked.
		Excellent teaching and help.
		fantastic staff member above and beyond.
	<i>Mixed</i>	Some more helpful than others.
	<i>Negative</i>	

<b>Dimension: AS-3</b>	<b>Employees who are consistently courteous</b>	
	<i>Positive</i>	helpful and friendly
		pleasant
		front desk staff helpful and courteous
		great interactions
		very friendly
		courteous and extremely helpful
	<i>Mixed</i>	
	<i>Negative</i>	almost always receive poor customer service
		unpleasant/abrasive

Dimension: AS-4	Readiness to respond to users' requests		
	<i>Positive</i>	staff very helpful and friendly	
		helpful and friendly	
		staff helpful, kind, and thorough	
		positive interactions	
		staff is very nice and helpful	
		great service (related to journal requests)	
		helpful	
		Very helpful and friendly service	
		Always willing to answer questions	
		ONPRC library provides timely service	
		Excellent support and assistance	
		staff at the BICC library is amazingly helpful	
		extremely helpful and friendly	
		great staff! Who are extremely willing to help	
		very friendly and helpful.	
		uniformly been very helpful	
		<i>Mixed</i>	don't go to the library often
		<i>Negative</i>	technology or access is an obstacle
			reference desk should be staffed for additional hours

Dimension: AS-5	Employees who have the knowledge to answer user questions		
	<i>Positive</i>	Staff ready to help	
		Staff find needed information	
		Todd and Andrew	
		Knowledgeable	
		Welcoming	
		Denise U.	
		Supportive	
		<i>Mixed</i>	ILL courteous; live staff apathetic
			Help w/ online research – classes?
		<i>Negative</i>	Staff lack electronic research skills
			Smug attitude/bad customer support
			Told to call M-F 8-5; no help other times

Dimension: [AS-6]	Employees who deal with users in a caring fashion	
	<i>Positive</i>	Employees great.
		Very pleased with the people at the library and their attitude.
	<i>Mixed</i>	
	<i>Negative</i>	Very short on customer service
		Staff was not terribly friendly or helpful to me.
		Would like to see ... a friendlier environment
		Not really friendly - seemed as though didn't want to help people.

Dimension: AS-7	Employees who understand the needs of their users	
	<i>Positive</i>	Steve Teisch [sic], distance support
		Excellent support from Inter-Library loan
		painless, efficient
		OIG staff have been exceptional
		responsiveness and willingness to make changes that create easier access to information
		Denise
	<i>Mixed</i>	
	<i>Negative</i>	lack of orientation materials

Dimension: AS-8	Willingness to help users	
	<i>Positive</i>	someone has always been willing to help
	<i>Mixed</i>	For the most part they serve me well
	<i>Negative</i>	

Dimension: AS-9	Dependability in handling users' service problems	
	<i>Positive</i>	Consistently good help
		ILL/archive/Old Library retrieval
	<i>Mixed</i>	Inconsistent help
		More face to face time for distance students
	<i>Negative</i>	Having to get help from colleagues outside OHSU (time issue)
		Part-time people behind desk

Dimension: [IC-1]	Making electronic resources accessible from my home or office	
	<i>Positive</i>	Online access from home is important and I have that here.
		Work primarily from home, resources so good I'm overwhelmed with resources.
		New and not used library, but the online resources helpful.
		Appreciate ability to access resources off-campus.
		Great to have access to online materials when can't go physically to library.
		Likes access. Has two other jobs with access to their libraries, likes OHSU best.
		Being able to extend the check-out on-line
		Big fan of off-campus access.
	<i>Mixed</i>	U. CO. S.O.M. Library has best online clinical support.
		Would like access Up To Date from home and have more electronic journals.
		Long time since used library; online serves needs.
		Rarely go to physical location; I rely on electronic library resources.
		Need more help doing online searching.
		I don't need personal service so much as access to more resources.
		Would like access to be easier; may need another tutorial.
		Works well from Spain, would like to not have to log in for every search.
		Goal is to have fast easy access from both home and work.
		Easier and more availability for off-campus access.
	<i>Negative</i>	Disappointed with online journal access.
		More information about what resources we have access to online.
		Needs to be easier to access from off-campus; too many problems.
		Received card long ago, but cannot log in with it.
		Not convenient to access journals from home.
		Not well publicized. Don't know what's available or how.
		Still uneven access from non-campus sites.
		Make more easy to reach OHSU

Dimension: IC-2	A library Web site enabling me to locate information on my own	
	<i>Positive</i>	new changes to the website
		web system is excellent
		convenient
		easy to navigate and understand
	<i>Mixed</i>	adequate but not perfect
		takes some getting used to
	<i>Negative</i>	focus on improving the website
		reorganize the Library website to be more user friendly
		difficulty accessing the appropriate databases at different computers
		difficult to navigate
		awful
		frequently struggle
		not very good
		difficult to use
	impossible to find needed and relevant information	
	so many portals	

Dimension: IC-3	The printed library materials in need for my work	
	<i>Positive</i>	Access is improving as older journal issues come on line
		course reserves have been very handy
		appreciate having text-books
		professional use of print journals to further my knowledge (browsing)
		Summit borrowing system is great
	<i>Mixed</i>	would like to get ILL sooner
		electronic journals and textbooks are much more convenient
		Add study/test prep materials for SoM curriculum (Case Series)
	<i>Negative</i>	cost of interlibrary loan.
		need access to journals and books IN HAND.
		inability to access the stacks
		journals not available from which I need articles regularly
		Want an easy way to get the reprints of the full article, at substantially low price
		fewer print journals (for browsing)
	additional copies of required texts	

Dimension: IC-4	The electronic information resources I need	
	<i>Positive</i>	Off-campus access to resources
		Quick turnover time with ILL
		Most important thing
		Online subscriptions essential
		AccessMedicine
	<i>Mixed</i>	Want more off-campus access to resources
		Older journals not available online
		OHSU does not subscribe to desired professional journals
		UpToDate from off-campus
		Need an institutional repository
		Online access to older volumes/issues
		Med students – no off-campus EPIC
		Adequate collection
		Want more journals electronically
	<i>Negative</i>	Ovid searching seems outdated
		Electronic journal search
		Electronic books section
		Dictionary through O-Zone
		No Wall Street Journal subscription
		Have to go to PSU to access journals
	Not all articles are online	
	Off-campus users – services not clear	

Dimension: IC-5	Modern equipment that lets me easily access the needed information	
	<i>Positive</i>	
	<i>Mixed</i>	
	<i>Negative</i>	Computers slow.
		Internet access limited in group study rooms.
		Would like to see computers available for use.
		Mac computers need upgrade.
		Printers not always working.
		Should have new computers loaded with stat packs and ref tools.
		Study rooms need computer terminals and tablet monitors.
		More up to date computers.
		Computers are very slow.
		Being able to print materials would be helpful.
		A new computer lab and cheap printing options.

		Only one printer without user control and the computers are slow in the library.
		Computers way too slow.
		Printing resources limited, free printing for faculty.
		Equipment and structure upgrades.

<b>Dimension: IC-6</b>	<b>Easy-to-use access tools that allow me to find things on my own</b>	
	<i>Positive</i>	appreciate the CD-Rom tutorial for research (SON Distance)
		Renew online - great feature
	<i>Mixed</i>	wish the hospital had a learning system in place for teaching
		Need specific databases classes
	<i>Negative</i>	Password - never able to get it to work
		electronic search is cumbersome
		Difficult to navigate online books
		various search products are confusing
		Difficult to use search engines
		databases not intuitive to use
		access to electronic records is cumbersome
		Keywords difficult to search for

<b>Dimension: C-7</b>	<b>Making information easily accessible for independent use</b>	
	<i>Positive</i>	love having the OHSU at my fingertips!!!! I use it a lot.
		useful to have a library representative come to a faculty meeting ( PubMed Central class)
		extend the check-out on-line is great
		use pubmed and access articles online
		ILL loan is reliable, workable, and user friendly
		have used ONID (OVID) before and have found useful abstracts and information
	<i>Mixed</i>	Almost never need library services
		somewhat intimidated by the thought of learning to use them
		Is there an "OHSU Library for Dummies" class?
		provide some sort of library information to new staff
		have a person close that can help with questions (Distance Ed)
		think a refresher course would be helpful
		I'd like to know how to access library information online
		More help with Pub med searches - Do you offer classes
		would love to know more about what is available through the actual library, or even online
	<i>Negative</i>	lost my ability to sign on as non-faculty.
		would like to have access to more, especially recent information
		work off campus and have never been provided with information about how to access information
		critical resources are not available on other campus sites throughout

		the state. (SoN)
		hospital has a library service here but no OHSU access (Distance)
		distressing and difficult to have to pay for non-electronic articles that I have to access from ILL as a faculty when under pressure to provide evidence based curriculum to students.
		ILL clunky

Dimension: IC-8	Print and/or electronic journal collections I require for my work	
	<i>Positive</i>	Online subscriptions essential
		Links to electronic articles helpful
		Single most important thing
	<i>Mixed</i>	Sometimes no access to journals I want
		More on educating adult learners
		Unaware of new library services if don't physically come in
		Share journal subscriptions like Summit
		Limited journal selection (budget)
		More on linguistics and phonetics
	<i>Negative</i>	Older journals not available online
		Access to journals clunky
		Articles not immediately available
		Journals unavailable online
		Lack of awareness that the access they get through GoogleScholar *is* through us
		Need more subscriptions (aka "more available electronically")
		Tedious/slow online access
		More Ovid knowledge
		No access for volunteers
		Sporadic subscription issues (no access when supposed to have)
		Better system for accessing articles outside Ovid
		More knowledge on how to access resources
		Restricted licenses
		Lack of access to general bio/basic research science journals.
		Not enough online text in surgical
		Needs more on public health, and infectious diseases
		More on AIDS
		Want more immediate access to hard copies (archives too cumbersome)
		Distance campuses – little in print

Dimension: LP-1	<b>Library space that inspires study and learning</b>	
	<i>Positive</i>	Makes you feel studious, even though you're not.
	<i>Mixed</i>	one must feel the welcoming, nonjudgmental 'energy' of 'insight' with an inspiration for endless breaking research through a diversity of ideas the Library and especially its staff will enhance in its users... a Library in which the inspiration is 'felt', by both scientist and poets alike, accomplished first and foremost by its staff enthusiasm, but importantly also equipment and structure upgrades
	<i>Negative</i>	The library needs to be more organized inside.
		Very uninviting and study conducive.
		More spaces for study.
		More space.
		More study area.

Dimension: LP-2	<b>Quiet space for individual activities</b>	
	<i>Positive</i>	quiet and has computer access
	<i>Mixed</i>	
	<i>Negative</i>	environment not conducive to relaxing, quiet study
		buzzing lights
		Need more space for independent study
		more independent study area

Dimension: LP-3	A comfortable and inviting location	
	<i>Positive</i>	public access computers
		library is nice looking
		I like the library here
		nice to know that I can go to an actual place and find a book or something tangible and read
		coffee shop like setting
		quiet and comfortable
		appreciative of the cubical setting with computers on the 2nd floor
		a warm, and friendly place
		Nice place to visit
		do research
		get print outs
		<i>Mixed</i>
		access to study rooms even when the library is closed
		only used the library once to read a newspaper
		miss the SOD library
		Would love to see a wing at the CHH
		access to an after-hours part of campus
		extended hours for study
		<i>Negative</i>
		better/newer computers and furniture
		hours more flexible
		open later, particularly on a few weekdays or weekends.
		extend hours again
		extended until midnight
		too far away for me to go to during lunch - so I no longer use it.
		Need longer hours
		longer hours
		hours are terrible. closes at 5 pm on Fridays and Saturdays? Opening at 1:00 on Sundays? not acceptable
		library is really out of my way
		too inconvenient to make it all the way up there.
	We are forced to study in dark corners and back alleys	
	location of the library is not practical for students based out of CHH.	
	longer hours	
	a better studying environment (more comfortable) would make me use the library more often	
	Make more easy to reach/use OHSU library	
	open more hours on the we	
	sometimes it can get really cold in the study areas.	
	hours not very convenient , especially during dead week and finals	
	weekend hours are especially inconvenient	

		longer hours
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<b>Dimension: LP-4</b>	<b>A getaway for study, learning or research</b>	
	<i>Positive</i>	Great place to study and read
		Quiet rooms
	<i>Mixed</i>	
	<i>Negative</i>	

<b>Dimension: LP-5</b>	<b>Community space for group learning and group study</b>	
	<i>Positive</i>	
	<i>Mixed</i>	
	<i>Negative</i>	For groups , rooms are not well designed. More tables , with multiple dry erase boards.
		We don't use it very often for group work because it's uncomfortable and we can't talk without disturbing others.
		More group study areas
		Library is just not set up for pharmacy students; no room for group study.
		More space for ... group study in the library would be helpful.
		Need more group study areas.

<b>Dimension: SC-1</b>	<b>Survey Construction Issues</b>	
We created this category		Very strangely constructed
		Difficult to create meaningful distinctions
		Doesn't allow for N/A in some areas
		Flawed tool
		Instructions off-putting
		Not user friendly
		Too many questions
		Redundant questions
		Very convoluted and confusing
		not clear