

Status	Discipline	Category	+/	Comment
UG 2	Bio/Chem/Math	ask a librarian	pos	the 24 chat window is amazing!!! And I love that we have access to the databases from our own computer and can save our searches!
Grad	Business, MBA	ask a librarian	pos	I concede that the Online Librarian Assistant Capability (where the librarian answers a questions via IM) is most helpful. Byond that, I conduct my own research.
UG 3	Business, MBA	ask a librarian	pos	The library makes a really great effort with the texting and everything which is nice
UG 3	ExSci/OT/PT	ask a librarian	neg	Sometimes texting a librarian doesn't work. Although it sounds like a great idea, many times I won't get a response or it will be someone who isn't willing to help.
UG 4	ExSci/OT/PT	closing	neg	I also think that it is a major distraction for the library to continuously announce that it is closing.
UG 4	Comm/MIT	closing	neg	I also do not appreciate being asked numerous times to leave as I am packing my bags by one of the library employees who are rushing to get out of there.
UG 4	ExSci/OT/PT	closing	neg	not a constant announcement at 11 p.m. I feel like I can't study on the first floor sine eveyone goes down there at 11
UG 5	ExSci/OT/PT	collection	neg	I like the library but it sometimes does not have the books I need also some of the journal articles i look up are not available right away and I have trouble finding
UG 1	Phys/EE; comp Sci	collection	neg	adequate study rooms and quite space especially when others are around I would like to know if there could be a larger collection of books

UG 4	Education	computers	neg	The only thing that sometimes bothers me is that there are not enough computers to print things off in the early morning.
UG 4	Eng/WorldLang	computers	neg	The computers on the second floor are not nearly fast enough to do work on. Since they replaced them last year it has deterred me from using those resources.
Grad PhD	ExSci/OT/PT	computers	neg	Get MAC computers
UG 3	ExSci/OT/PT	computers	neg	The new hardware on the computers in the ProDeo Room takes too long to log onto the computer.
UG 4	Hist/PolSci	computers	neg	should have separate computer bank along w/separate printers solely reserved for printing!
UG 4	Phil/Theo	computers	neg	Computers in the first floor space near the print station are often unable to be booted up
UG 4	SocSciences/Psych	computers	neg	The new "computers" are TERRIBLE!
UG 4	SocSciences/Psych	computers	neg	more computers in the 24 hour Pro Deo Room
UG 4	Nurs/CommHealth	computers orientation	neg	I find that some computers, especially on the third and fourth floor, do not let students log in like the computers downstairs on the first and second floor. The username is inferno (or something along those lines) and I never know the password.
Grad	SocSciences/Psych	computers access	neg	There are times when I can't get access to a computer. Some of the computers on the second floor have seats that are very uncomfortable. I think it's a beautiful library, but sometimes it can be overwhelming. I also get frustrated at how many articles accessed through the library's online sources are not instantly available. Sometimes it's hard to figure out how to get them.
Grad PhD	ExSci/OT/PT	computers	pos	I enjoy that laptops can be taken out and have found that helpful.
UG 5	Bio/Chem/Math	copiers	neg	The copy rooms need to be checked more for copier malfunctions and staple replacement.

UG 3	Nurs/CommHealth	electronic resources	pos	having access to the nursing reference center and cinahl are great!
UG 3	Nurs/CommHealth	electronic resources	pos	I personally do not spend too much time in the library solely because I prefer to study in my room or in the nursing department for my tests. However, I do think that the library has great online resources to support students like myself who do not always have time to go to the library.
UG 3	Nurs/CommHealth	electronic resources	pos	It has some good online resources such as EBSCOHost which make it much easier for me to fulfill my projects.
UG 2	Bio/Chem/Math	facility	neg	We have a great library but it is very old fashion and doesn't have a lot of space. Random tables throughout the floors is not always the number one choice of students. The staff can be unfriendly at times as well which is very unlike the campus atmosphere.
UG 3	Bio/Chem/Math	facility	neg	If there was a bit more room in the library to study it would benefit a lot more people! And one on one interaction could be better. Sometimes I feel like I'm just being directed rather than helped.
UG 3	Bio/Chem/Math	facility	neg	during finals week they can become overwhelmed.
UG 4	Bio/Chem/Math	facility	neg	I just wish there is more space to study. Too many students are crowded in the library at all times.
UG 1	Business, MBA	facility outlets	neg	Power outlets rarely work on desks
UG 4	Bio/Chem/Math	facility outlets	neg	there is still a difficulty finding seating with plugs available for electronics, such as laptops.
Grad	CHS, HA, HR	facility	neg	The technology and overall design of the library (work spaces) is out of touch and needs to be updated.
UG 2	Business, MBA	facility	neg	Maybe reconstruction of the library...?
Grad	ExSci/OT/PT	facility	neg	Also I rarely use the floors 2 4 to study because they are kind of cramped or do not promote silent learning or comfortable areas. I would like to see a change to the set up as there has been on the first floor.
PhD	ExSci/OT/PT	facility	neg	I also feel like the computer areas are not large enough.
Grad				
PhD				
UG				

UG 4	Business, MBA	facility	neg	There is such small walking space on the third and fourth floor it is supposed to be quiet but you are almost always getting disrupted by people walk by and having to squeeze by the people sitting
Grad	Education	facility	pos	Spacious areas for study and meeting with other students.
UG 1	Bio/Chem/Math	facility	pos	The Heritage Room is a great study asset and a relaxing, learning conducive environment.
Grad	Nurs/CommHealth	facility	pos	your library is state of the art and a modernized facility that allows a great deal of information for students academically.
UG 3	Bio/Chem/Math	facility	pos	The facilities are very nice but during finals week they can become overwhelmed.
UG 4	Bio/Chem/Math	facility	pos	The new arrangement of the back of the first floor is much better than it was.
UG 4	Bio/Chem/Math	facility	pos	The library has always been a great resource. I wish there were a few more windows in the study areas, particularly 1st floor, but that is not a big problem. ;)
UG 5	Bio/Chem/Math	facility	pos	The larger 24 hour space is a great improvement over past years.
UG 4	Business, MBA	facility	pos	I like the new spaces in the library this year.
UG 4	Business, MBA	facility	pos	I am really happy that down on the first floor study area they put more tables and chairs so there is more areas to do work. For me I refuse to work in a cubical because the light never works half the time and they give you no room for all of your books.
UG 3	Education	facility	pos	the atmosphere of the entire library really aids in the learning experiences.
UG 3	Nurs/CommHealth	facility	pos	The library is an inviting and relaxing place to study. It has some good online resources such as EBSCOHost which make it much easier for me to fulfill my
UG 4	Nurs/CommHealth	facility	pos	I like having a lot of areas to study and the library did a nice job this summer getting more tables
UG 1	Phys/EE; comp Sci	facility	pos	I love the 5th floor!

UG 4	Bio/Chem/Math	facility	pos	The 24 hour spaces have greatly improved in the number of seats for students. Though we are grateful, there is still a difficulty finding seating with plugs available for electronics, such as laptops.
Grad	Nurs/CommHealth	faculty	neg	as an adult learner I find the resources available more than acceptable, but the tolerance of the library staff for someone who struggles with the computerized aspect is limited. I learned library skills when we still had the paper cards u had to sift through!!!The librarians are inpatient and make me feel like i am imposing on their time when I ask questions most high school kids probably

UG 3	Phys/EE; comp Sci	faculty	pos	The librarians themselves are the best resource the library has to offer and they do a great job. They have helped me numerous time and they really deserve more credit for the job they do.
UG 2	SocSciences/Psych	faculty	pos	The faculty is very helpful.
Fac Prof	Nurs/CommHealth	funding	neg	needs additional financial resources
UG 3	Business, MBA	furniture	neg	more reading chairs
UG 3	Nurs/CommHealth	furniture	neg	there needs to be more tables available
UG 1	Bio/Chem/Math	furniture	pos	I REALLY LIKE THE BOOTHS ON THE SECOND FLOOR
UG 4	Bio/Chem/Math	furniture	neg	My one grievance is that chairs are too high and the desks are too low at the normal four person study tables. I can't even cross my legs comfortably!
Grad	Business, MBA	furniture	neg	some chairs are comfort, but need more! I love 5th floor lobby, very quiet, and more open

Grad	Business, MBA	general	pos	I'm completely satisfied with the services provided at the library.
Grad	Business, MBA	general	pos	Good job!
Grad	Business, MBA	general	neg	Again, the overall quality of library service could be improved.
UG 1	Business, MBA	general	pos	The library helps me stay on task
UG 1	Business, MBA	general	pos	I go to the library almost everyday, and I thoroughly enjoy it.
UG 2	Business, MBA	general	pos	Keep up the great service.
UG 2	Business, MBA	general	pos	I like the library a lot.
UG 3	Business, MBA	general	pos	The services and equipments provided are great!
UG 5	Business, MBA	general	pos	Love the library, use it to study all the time. More free coffee and food would be ideal.
Grad	CHS, HA, HR	general	pos	I always find the library staff to be knowledgeable whenever I have had a question in the past. I enjoy going to the library to find resources for my projects. It can be difficult to get there because I do commute to campus two days out of the week. When I do go, I am always very satisfied with the services there.
Grad	CHS, HA, HR	general	pos	Great work! The library is beautiful and useful!
UG 2	CHS, HA, HR	general	pos	Having read the recent pamphlet on the Library and it's 20th year anniversary, I am very pleased with what the library has accomplished in the last 20 years and
UG 2	CHS, HA, HR	general	pos	and continue to plan for the future. I am proud to say that I love my library!
UG 2	CHS, HA, HR	general	pos	I have been very satisfied with my experiences with the library. I have just found that a lot of the books, especially dealing with counseling, are very outdated and not new.
UG 3	CHS, HA, HR	general	pos	love that place

UG 4	Comm/MIT	general	pos	The Library services are great. Especially employee Nicholas Kueny.
UG 1	Education	general	pos	library rocks!!
UG 2	Education	general	pos	The faculty is great and I can always find what I need. As an English Education major, I always need books, and I so far have found every book I need there!
UG 3	Education	general	pos	I think our library is wonderful! Very helpful workers. There's also always a place I can find to do the work I need to do. As a commuter, this is a wonderful place to come to!
UG 4	Education	general	pos	The library is an inviting study space. It has knowledgeable staff, and plentiful resources.
UG 4	Education	general	pos	Great!
UG 4	Education	general	pos	The library services are wonderful! They are extremely helpful.
Fac	Eng/WorldLang	general	pos	The library is one of the most comfortable and welcoming places on campus. From the professionalism and kindness of the staff, to the smell of coffee wafting from the first floor, the library is the place I want to go to read, study and get expert assistance.
Fac Adj	Eng/WorldLang	general	pos	I have used the libraries in many institutions, and I have to say that I am more than only pleased with how the University of Scranton's compares to the others, but am also compelled to laud that library, and confident that the library will continue to keep up its good work. I love going to the library; I love talking to the staff who always make me feel welcome and never make me feel stupid (even when I am just a tad so). What I especially like is how the staff often adds to the lessons and ideas that I have presented to my class, encouraging my students and me to take consider some other avenues. I really love the library and could go on and on.....
Fac Asst	Eng/WorldLang	general	pos	I am grateful for our library resources, but even more so for our librarians. I frequently praise our library, in public, to students, to colleagues on campus and nationally. You all are doing a fantastic job. Thank you.
Fac Prof	Eng/WorldLang	general	pos	I love the library and my librarians! I use Interlibrary loan often, I call the reference desk, I go to the reference desk for help, I send my students. Librarians are awesome!
Fac Assoc	ExSci/OT/PT	general	pos	Our library resources, faculty and staff are outstanding. the largest jewel in our University's crown!
Fac Asst	ExSci/OT/PT	general	pos	The library is one of the best things at the U.

Grad
PhD

UG 3	Nurs/CommHealth	general	pos	Library is really nice, but info on how to find a book is not accurate and takes away time.
Grad	Phil/Theo	general	pos	I made extensive use of the library as an Undergrad and as an employee

UG 4	ExSci/OT/PT	general	pos	Library resources have been excellent for research purposes. OT major requires various research projects. Librarians are always willing to help find the articles, or answer questions or concerns I have in finding articles. The added study rooms on the 2nd floor were a great idea for group study, as well.
UG 4	Business, MBA	general	pos	Always very clean, staff always very friendly, I can always find resources needed, the website is easily navigated and scholarly journals are always available online and very helpful, there could be more resources for group study (study rooms with computers can be hard to find). I hope the library can also continue to have actual books available even with technological advances and increased use of computers.
UG 4	CHS, HA, HR	general		I rarely use the library for study purposes but I do use the online journal search for articles and I use the library to print.
UG 3	ExSci/OT/PT	general	pos	When I go to the library, I am normally very productive. The staff is usually helpful. One student worker was really nice and went out of her way to help me the other day. I think her name was Laura. I use the online catalog to find articles for class and also use the print journals, too. Overall, good work.
UG 1	Hist/PolSci	general	pos	I love going to the library to study. It helps me to focus, and get my work done. The faculty and staff are very kind and helpful whenever I

UG 4	ExSci/OT/PT	group study	neg	The only other negative thing i can say is the private study rooms, i know that over this past summer you added a few more rooms and big tables to work on however it still is not nearly enough to accommodate the number of group working students at this school on a nightly basis.
UG 4	ExSci/OT/PT	group study	neg	More cubicles would be better than tables
UG 5	ExSci/OT/PT	group study	neg	I have trouble finding adequate study rooms and quite space especially when others are around
UG 4	SocSciences/Psych	group study	neg	More study rooms would be nice but I doubt this will change.
UG 1	Nurs/CommHealth	group study	neg	I would like more group study spaces to be open 24 hours, such as those found in the back of the first floor's 24 hour room.
UG 4	Nurs/CommHealth	group study	neg	More group study rooms would be great!
UG 3	SocSciences/Psych	group study	neg	more group study rooms
UG 1	Bio/Chem/Math	hours	neg	should be open more hours.
UG 1	Bio/Chem/Math	hours	neg	Often, I find that the 24 hour room becomes excessively crowded, especially at 11:00 11:30pm when the library closes down the other floors and LSC closes. This puts great stress on the 24 hour room and more often than not, it is difficult for a

UG 4 ExSci/OT/PT hours neg

UG 4	Phil/Theo	ILL	neg	It would be fantastic if we didn't have to pay for ILL articles. Expensive!
Grad	Business, MBA	individual study rooms	neg	The Library needs to add more individual study rooms, and NOT just for large groups of students (3 4 or more).
UG 4	Bio/Chem/Math	information literacy	neg	

UG 3	Bio/Chem/Math	noise	neg	I get that the first floor is open all night but it is way to loud down there to concentrate. Either keep the upper floors open later or you should have campus security ensuring that the volume of the students on the first floor is kept at the minimum.
UG 3	Bio/Chem/Math	noise	neg	It should be a rule that you can't listen to head phones above the second floor...some people simply do not care how loud their music is and it is VERY distracting to studying
UG 4	Bio/Chem/Math	noise	neg	It's always too loud on the 1st and 2nd floors
UG 4	Bio/Chem/Math	noise	neg	The noise level on the second floor by the circular area is a bit high at times. The temperature drops in the 24 hour sections at night this causes a decrease in
UG 4	Bio/Chem/Math	noise	neg	I think there needs to be stricter policies on being quite in the library. Students tend to use it as a social hour when people are trying to study.
Grad	Business, MBA	noise		Each of these comments are regarding those items which did not earn my highest rating: #7) The library really needs to add more individual study rooms, and NOT just for large groups of students (3-4, or more). They also need to make it clear that students in those 'large group' rooms should not be shouting/partying at the top of their lungs. It's exceedingly rude, and completely unbecoming of a University
Grad	Business, MBA	noise	neg	The Library also needs to make it clear that students in those "large group" rooms should not be shouting/partying at the top of their lungs. It's exceedingly rude, and completely unbecoming of a University level student. The Library staff should send someone 'on rounds' and tell those loud groups to quiet down. If the noise resumes, the library should expel those students from the room for the rest of the day.
UG 2	Business, MBA	noise	neg	the first floor should be required to be more quiet after hours
UG 2	Business, MBA	noise	neg	The only thing I would change about the library is stressing the quiet levels on the higher floors. Recently, it seems that students don't know that the higher levels of the library should be complete silence. bit

UG 3 Business, MBA noise neg

The room on the left gets very loud after hours and the room on the right doesn't have adequate study

UG 1	Bio/Chem/Math	orientation	neg	The Library Scavenger Hunt was highly ineffective and a tour would have been better to learn the ways of the library.
UG 3	Bio/Chem/Math	orientation	neg	And one on one interaction could be better. Sometimes I feel like I'm just being directed rather than helped.
UG 4	Bio/Chem/Math	orientation	neg	<p>I wish we had a greater variety/more science journals. There have been times I needed to ask my sister to use her Temple University Portal to search for articles that were unavailable to us. Also, I think there should be a more intensive library orientation to freshman stressing and instructing the use of journal article search engines They are s ll di cult for me to use as a senior.</p> <p>The library staff is really very, very nice and very helpful, However sometimes i wish there was someone who had more science knowledge (even just more knowledge on the scientific writing process if not actual scientific knowledge) because sometimes I don't get the help I need when trying to write a scientific research paper.</p>
Grad	Business, MBA	orientation	?	<p>I never received any kind of tutorial or seminar from the University Library on the trustworthiness of a source. An an MBA student, I feel that such a tutorial would be an insult to my intelligence. In fact, if a significant number of such ignoramuses are University students, then the Admissions office REALLY needs to re work its vetting process. by 18 years of age, one should possess enough basic intelligence to judge the "trustworthiness" of a source. It's not the University's job to take the student back though middle school again</p>
UG 1	Business, MBA	orientation	neg	More places to scan and a "floor plan"/map. The directory on the first floor is a good start, but once you get to the floor you need to be on, it's easy to get lost looking for the section that you want to be in.
UG 4	CHS, HA, HR	orientation	neg	Often I find articles I need are not in the library resources and cannot gain access to them.

UG 3 Eng/WorldLang orientation neg

Being an "undergraduate" Graduate student, I feel like I do not use the library to its fullest potential because I am not very familiar with it, or where to find information. Sometimes it is easier and less time consuming to find the information elsewhere.

Grad ExSci/OT/PT orientation neg

I believe the library is extremely helpful in electronic research locating and the

PhD

UG 4	SocSciences/Psych	orientation	neg
Fac	Business, MBA	outreach	neg
Grad	ExSci/OT/PT	photocopying	neg
Grad	Business, MBA	print	neg

Internet resources slightly more difficult to use.

Outreach to online MBO students could have better connections, but I think any failure is on the program end

It would be nice to have copies come out of student's print money instead of Royal money.

Attention Library Staff, WAKE UP, and smell the coffee! Today's University

materials

Grad	Business, MBA	printing	neg	Over all I'm satisfied with the services provided except the printing procedures. It's annoying to put a password to every work I need to print. I attended schools in my undergrad and never faced something like SLIDE YOUR ID TO PRINT. It is a time consuming and I hope that you work on this and change it.
UG 3	Business, MBA	printing	neg	Free prints would be helpful or more reading chair and study rooms .
UG 2	Education	printing	neg	The library is generally very good. Something that would be really useful would be access to a colored printer even if it meant a higher charge.
UG 3	Education	printing	neg	Also, there should be discounted printing/copying in bulk (upwards of 50 pages at once)
UG 3	ExSci/OT/PT	printing	neg	More prints are a necessity.
UG 4	ExSci/OT/PT	printing	neg	More free prints please.
UG 4	ExSci/OT/PT	printing	neg	DO NOT GET ENOUGH INITIAL PRINTS... i ran out of prints within the first week and a half; my EXSC department is really ridiculous about using their computers and printing when they ask us to print out ridiculous amounts of ppt's or notes for class. Its ridiculous when it comes to that aspect. There should be more free prints.
UG 4	ExSci/OT/PT	printing	neg	
UG 1	Hist/PolSci	printing	pos	They gave me help to learn the Pharos system.
UG 1	Nurs/CommHealth	printing	neg	My bio class is taught completley out of notes! I spent 10 dollars a chapter on notes, you should have discounts or free prints for classes that use notes as their textbook
UG 4	Phil/Theo	printing	pos	I find the free prints highly convenient, though.
UG 4	SocSciences/Psych	printing	neg	More free prints please and there should be free copies as well!
UG 4	SocSciences/Psych	printing	neg	More printing stations and computers in the 24 hour Pro Deo Room
UG 3	CHS, HA, HR	collection	pos	Library sources are amazing at the University of Scranton! Totally satisfied!
Grad	ExSci/OT/PT	collection	pos	Since I have been enrolled as a graduate student, the abundant resources that the

UG 3	Hist/PolSci	collection			I love the school library because it has an abundance of resources both physical and electronic which I love!
UG 4	SocSciences/Psych	social media	pos		I appreciate the library's use of social media.
UG 2	Phys/EE; comp Sci	staff	pos		Everyone is really nice!
UG 1	Bio/Chem/Math	staff	pos		Very courteous.
UG 2	Bio/Chem/Math	staff	pos		The library staff has always been very helpful and welcoming. I have no qualms about asking a question. The only problem with the library is space. The computers and group study rooms are generally always full at times when I need them during the day. I think there should be more room where it is

UG 4	Eng/WorldLang	staff	pos	Pat Morrison is super nice and so are the women at Java City. I wish it was easier
Fac	ExSci/OT/PT	staff	pos	to navigate the library's sight in terms of finding articles via other search engines.
Assoc				I have never seen more helpful people in a library anywhere. They are great.
Grad				

UG 2	GenStud/Undeclrd	survey	pos	This survey was pretty confusing looking. Next time make it a little easier to understand. I like the library though, does a good job of helping students.
UG 4	Bio/Chem/Math	temperature	neg	The temperature drops in the 24 hour sections at night this causes a decrease in focus.
UG 4	Phil/Theo	temperature	neg	It is never a comfortable temperature in study spaces, which severely inhibits my desire to go there to do work. Computers in the first floor space near the print station are often unable to be booted up. I have come across certain articles in journals via databases that I would have liked to use for research, only to find that I only had

timed
with stop

replacing
jack

VDI now
not
wireless;
last year