As you know we run the LibQual survey every two years to gather feedback from users and non-users alike on all aspects of library resources and services. While the statistical data is useful and interesting, it is the comments that give us the best picture of how people feel about us. In the fall 2009 survey we received 460 comments. We broke those comments into the categories below. In each we’ve picked out a few common themes and provided some information on how we’ve addressed those issues. Thanks to all of you who took the time to write. It is your feedback that helps us do the best job we can do.

Resources
I can’t get the articles I need because you have cancelled so many online journals.
This was the biggest concern by our survey commenters and you are right, we have cancelled a number of journal titles. See this blog post http://www.lhl.uab.edu/collections/ and the information below under prices to see what we are doing to get the information you need.

I can’t find the books I need.
We have also reduced the amount of money spent on books over the last 4 years. We are looking at a plan to add records to our catalog for online health sciences books and when patrons view the books electronically it will trigger purchase. This is still in the planning phase but should provide access to many more titles.

Prices
We need access to UpToDate off campus.
We don’t purchase UpToDate, that resource is provided by the UAB Health System. Remote access is generally very expensive which is probably why only on-campus access is available. There are other similar tools available through LHL. Try Essential Evidence Plus or MDConsult via the Databases page.

I would request the articles I can’t get through ILL but it is too expensive!
We have reduced the price of ILL by subsiding requests for articles from other libraries or from journal publishers by $12 per request. This makes ILL requests free or $3 per request. Find out more at http://www.uab.edu/lister/news?newsID=1&ID=867. Articles from the LHL collection remain $10 each. Contact a reference librarian if you can’t find what you need.

Building
Many of you said the carpet is dirty and needs to be replaced.
We couldn’t agree more! Carpet is an issue we have raised with university administration and everyone agrees it should be replaced. Housekeeping staff has found a better way to clean the carpet and does so on a regular basis. Replacing library carpet on 4 floors is an expensive and complicated process though and the quotes we have received are very high. We’ll continue to consider the options (tile? one floor at a time?) and discuss with administration.

Why is it so hard to regulate the temperature? It is too hot/cold in the library!
Funny how we always get both sides of this complaint but you are right, some days it is too hot, others too cold. Since we are here all the time we’ve learned to layer! We do work with HVAC staff and they are sympathetic to the problem but the way the heating/cooling system is set up in the library limits our ability to control the temperature.

*Why don’t you have a coffee shop like Sterne?*
Maybe we will one day. Again everyone agrees this would be great and when the budgets look better the university may make this available. Until then we did put a self-service coffeepot in the new Lister Chill Room for you to use.

*Can we please have a microwave in the library?*
Yes, now we have two. There is a small one in the first floor lounge and a larger microwave in the Lister Chill Room.

*We need more study rooms.*
We know and we agree. Long term plans for the library will include many more study areas. Until then, your group can work collaboratively on the first floor, we don’t worry so much about noise in that area.

*The public computers are too old and slow.*
Yes, it was time for an upgrade. All public computers are being upgraded, this should be done in the next few weeks or so. Machines should be faster and will have flat screen monitors.

**Education**

*It would be great if there were some basic classes available on different topics.*
You can always request a class ([https://workspaces.ad.uab.edu/LHL/extranet/EducationSessions/](https://workspaces.ad.uab.edu/LHL/extranet/EducationSessions/)) or meet with a librarian for a consultation ([http://www.uab.edu/lister/ask](http://www.uab.edu/lister/ask)) but we have also added a series of Express Training classes on Endnote Web, Google Scholar and much more. See [http://www.uab.edu/lister/news?newsID=1&ID=865](http://www.uab.edu/lister/news?newsID=1&ID=865) for the summer schedule.

*We need some help using all these resources!*
In addition to the classes and access to reference librarians mentioned above, we’d been adding tutorials and guides on lots of different topics. Take a look at [http://libguides.lhl.uab.edu/](http://libguides.lhl.uab.edu/).

**Technical issues**

*Why can’t I see what books are available at Sterne and LHL at the same time? It seems like we should be able to search both catalogs simultaneously.*
Soon you can. We will be migrating our catalog system to Voyager, the system Sterne uses. At that point, although the databases will still be separate, you will be able to search both with a single interface. Migration is a complicated process but we should be beginning soon.
Sometimes I can’t get ArticleLinker to work!
Connecting all the different databases and journal vendors for seamless access is a full time job! We do our best but sometimes those connections don’t work. Always let us know if you get an error message or are asked to pay for an article we should have. We did recently update the ArticleLinker pages to include a search of Google Scholar. We have a great handout on using ArticleLinker at http://www.uab.edu/lister/tutorials/docs/PubMed_FFT.pdf.

PubMed is confusing and hard to search.
Contact us and we are happy to help you navigate the new PubMed. We also have tutorials and handouts to guide you through. http://www.uab.edu/lister/lhtutorials?askReferenceID=3&c=22

Lastly, we want to thank you for every “kudo” sent our way. We love reading about how our staff has helped you or why you use the library every day now that we’ve made changes regarding access. We’re happy so many of you have successfully used our chat reference service or relax in the new Chill Room. Thanks for all your kind words!