

**The University of North Carolina at Pembroke
Student Success Study, 2010
Mary Livermore Library**

Student Comments & the Library's Responses

Computer Lab

library is fine, although we could tune up the computer lab and have more printer/scanners available to students.

Needs updated computer monitors in Lab

yes, upstairs computer lab is too hot...and sometimes u can't find a place to study (**Study Rooms?**)

The labs are way too noisy.

should have more professional looking computer labs.

The library contributed to my success. I spent a lot of hours there. The only thing that i would improve about it would be to adjust the temperature in the computer lab.

Response: The computer lab is controlled by DoIT, even though it is housed in the Library. We have, however, attempted to talk with Facilities, about how hot it gets in the lab. When new, more energy-efficient windows were being placed in the Library last spring, we spoke with the University architect and facilities about the temperature in the lab and they were supposed to investigate ways to help the situation, such as installing a window unit. I talked with Wanda Hunt, Lab Coordinator, and she said that there had been some adjustments made in the buildings air conditioning system and it is no longer extremely hot in the lab. She said that they now get more complaints about it being too cold, rather than too hot.

Facility

Used it many of hours, fantastic, but could be much larger

The library staff is EXTREMELY helpful and professional. I wish the building was brighter and more accessible.

Enhanced. Would help if more than one entrance was available to use.

could be bigger or have more ebooks

more study rooms, bigger space

Great but it needs more space and longer hours

Love the dvds, but they need to work on keeping the noise level down and get ac in the study rooms upstairs.

Response: A larger library/information commons is needed, but library staff members have no control over when, or if, we will be getting a new facility.

We have purchased new, hopefully brighter, furniture for one area of the Library; we have rearranged several areas of the Library in order to create more useable space for patrons; and we have purchased new shelving in order to accommodate more resources. We lowered the tops of the service desks in order to make staff members more accessible. We also changed the work desks in the electronic classroom, in order to increase the number of students that can use the classroom at one time. We moved some of our materials to off-site storage to free up some shelf space. Other than these small adjustments, there is very little that we can do about the size of the building.

A new library commons building is included in the University's long range plans, but, with the state of the economy, there is no way to predict how soon we will get that building.

Hours

Study time for exams and getting work done in a quiet zone

I wish our library was available for 24 hours like most UNC schools

Great but it needs more space and longer hours

needs longer hours

Response: In August 2005, some library hours were extended in response to patron requests. The Library began opening at 7:30 a.m., Monday through Friday, rather than at 8:00 a.m. On Fridays and Saturdays, the Library began staying open until 9:00 p.m., rather than closing at 5:00 p.m. on Fridays and 6:00 p.m. on Saturdays. In 2006, Sunday hours were extended to midnight, and in 2007, the Library began staying open until 11:00 p.m. on Fridays and Saturdays, rather than closing at 9:00 p.m. The Library traditionally remains open until midnight, Monday through Thursday. However, during the week before exams and the week of exams, the Library remains open until 2:00 a.m., Monday through Thursday.

The Library does not have the staff or the funds to extend the hours any further. Additional staff would need to be hired to cover the extra hours and additional funds would be needed to pay these new workers.

Access to Library Resources

resourceful but hard to navigate

library access has been good though confusing sometimes for online search...but the only way to get better at it is to use it more often :)

Accessible, though I have limited experience in dealing with them

Response: The Library offers information literacy sessions to as many classes and individual students that request them, including providing orientation sessions off site. These sessions do not reach as many students as is needed. Students often come into the Library who do not know how to access and/or utilize library resources. Many more probably never ask for assistance and do not receive the benefit of the extensive library resources.

The Library employs a variety of methods for the students to communicate with the Library and get assistance. Librarians teach information literacy classes for all Freshman Seminar classes that request sessions. Not all Freshman Seminar instructors include a library component in their class schedules. Reference librarians offer subject, even assignment-specific, IL sessions when requested. The Distance Education Librarian and other librarians, as needed, provide library orientation and information literacy sessions to off-campus sites. The Reference Desk is staffed, usually by two staff members, whenever the Library is open. Patrons can ask for assistance not only at the Reference Desk, but also by e-mail, telephone, instant messaging. Library tutorials are available through the Library's webpages, Youtube, and Second Life. Several librarians have embedded library information in Blackboard classes and sites. Guides to library resources are available in a number of locations. Printed copies of guides are available at the Reference Desk, while electronic copies of the guides are available at several places on the Library's website. A variety of subject-specific LibGuides are also posted on the Library's website.

However, there is still a definite need for students (and faculty) to be more exposed to information literacy. The Instructional Services/Reference Librarian emails the faculty at the beginning of each semester inviting them to schedule instructional sessions so their students can gain experience at accessing the electronic resources offered by the Library.

Noise

Sometimes, there is a guest speaker, in the library, and they get loud. Negative effect on the studying in the quietness of the library.

There is no reason why you cannot have speakers at another area of campus. I am unable to study in the library most of the time because there is a speaking series or other events. If you want students to use the library, make it a library, not an entertainment venue.

I like the new furniture on the second floor. It's pretty annoying that students don't respect the quiet signs posted around the library. The library should not be a quiet study place and it's not most of the time

To loud, the staff is not very friendly

Study time for exams and getting work done in a quiet zone

Good experiences.....sometimes I think that the noise level could be monitored better. My daughter was in there on night and the people near here were so loud that she text me and had me call the library to complain for her. Wonderful things, cell phones, the person who took my call did go and have the people be quite but it should not have taken a phone call to get those results.

Love the dvds, but they need to work on keeping the noise level down and get ac in the study rooms upstairs.

To quite

Response: While some programs are held in the main reading room and may disturb some students, these programs are culturally enriching and provide a service to both the university and community. The Library, in an attempt to support faculty scholarship, presents faculty author showcases a couple of times each semester. A scholarship program is also held each April during National Library Week. The Friends of the Library organization ordinarily provides funds for seven scholarships totaling \$3,000 each year. In 2011, the number of scholarships was raised to ten scholarships valued at \$4,000, and this fall two technology scholarships, at \$500 each, will be awarded. The Library staff has decided that these types of events warrant some disruption of the normal quiet of the Library. These events are advertised on the library's electronic message board to inform patrons of upcoming events. Notices are also placed on the front door and in other spots around the Library. Typically the events last less than two hours, so the inconvenience to students is minimal. Students also have the option of moving to other areas of the Library to continue their studies.

The new Information Commons Building, that hopefully will be built in the near future, will definitely contain an auditorium for these types of activities.

As far as noise in general, reference staff members try to patrol the Library at least once each hour to detect and deal with noise issues, and they are willing to address any reported noise problems. The noise problem, in some ways, is related to lack of larger study rooms as some groups must meet in the more public areas when no rooms are available.

Resources

The library was very helpful to me; however, as my I advanced in my major, the resources available became more and more slim.

good resources available, but limited when compared to other universities

limited

needs more books to help with research, but for teh most part great place to come

The libraries resources are really limited. I transfered from another UNC university, and the library had a lot of options for books, films, and other sources I might have needed for a paper or research. Unfortunately, the Mary Livermore library is very limited. I've even had a professor who stated he doesn't use the library for teaching tools (films, books) because it is so limited.

small and outdated books, but can access the unc system

Beign able to do research online from home was wonderful. Need more resources online.

could be bigger or have more ebooks

enhanced, but still small amount of books

The library is very nice. They should consider a larger children's section for elementary education students.

Great resources, though it could use a larger comtemporary fiction selection.

Response: The Mary Livermore Library has been making a concerted effort to build and maintain a reputable collection. Currently the Library has 385, 294 unique titles in its collection. However, because it is a part of the UNC Coastal Library Consortium, our patrons also have ready access to the resources at Fayetteville State and UNC Wilmington through a shared catalog, as well as to the resources from libraries across the nation through WorldCat and interlibrary loans. The three schools in the consortium have over 2, 000,000 items in their combined collections. If the materials ordered can be delivered electronically, they are usually available within 48 hours. Physical ILL items that are ordered from Fayetteville or Wilmington are usually received in 3-5 days. Ill items from the other UNC system schools or USA libraries may take 1-2 weeks.

In the area of journals or serials, the Library subscribes to 41,374 unique journal titles, 731 of these are print titles that are housed in the Library. The Library also has access to 170 electronic databases, such as Academic Search Complete, and over 150,000 e-book titles.

The Library has increased its media budget from \$3,015 in 2006 to \$42,917 in 2011. The library collects both curricular support and entertainment media. Media is one of the most popular collections in the Library; we circulate as many, or more, media items as we do books.

The Library purchases all best sellers on the New York Times Best Sellers List, in print and on CD, since we have a lot of students and staff who listen to these books during their commutes to and from campus. Also, the Library participates in the McNaughton leasing program for popular printed fiction and audio books.

Every year, money is allotted in the library budget for each academic department to order specialized materials, such as children's books. This budget has been increased from \$85,000 in 2001 to \$330,000 in 2011, so there is a continued and concerted effort to add materials in specialized subject areas. Departmental budget allocations are made according to formula that take into account the number of students majoring in that department, number of

classes offered, and the number of General Education classes offered. Faculty members are encouraged use their departmental funds to order materials in their specific subject areas.

For the past ten years, the Library has steadily increased its materials budget and its access to other libraries' resources, in order to respond to the needs of UNCP patrons. Part of the problem with patrons' perceived idea of not enough resources may have to do with patrons not knowing how to access and take advantage of all that is available, which leads back to the crucial need for more information literacy.

Staff

To loud, the staff is not very friendly

Great place, mean staff.

Some are very nice, some could be a little more friendly

The men at the refrence desk are not helpful to the social work students finding articles. I would say only two were helpful to me the entire time I have been using the library.

not helpful

Response: The majority of comments about staff are very positive. Staff members are very service-oriented. All staff persons, not just reference personnel, who see a patron that "looks" like he/she needs assistance will normally ask if they can help. The "men at the reference desk" have created a folder of successful searches that can be used by other reference staff for social work topics. Reference staff members routinely alert other Reference Desk personnel to current topics that are being researched and make suggestions on how to locate information on these topics. We do, however, encounter situations where the patrons want the staff to do more than guide their searches and/or research, and the staff has to have a limit on how much of the work it will do for a patron. This is not always well received.

Some students expect the staff to know exactly what information is needed for their assignment. Reference personnel will interview the patron to determine the exact nature of their informational need and attempt to retrieve the needed information. In some cases the patrons have little or no knowledge of the assignment or expectations of the instructor.

Library policies and procedures may at times run counter to individual students' wishes as the Library seeks to ensure that materials remain available for all students and that the physical environment remain conducive to a quiet, studious environment. This means that some students may be fined or billed for monopolizing material beyond standard loan times for the item. When students check out material, they are given a due date and most material can be renewed. Students who check out material, such as laptops and Ipads, sign agreements that

outline the length of the loan and the penalties for returning items late and/or damaged items.

The Library has also recently eased policies regarding food and drink in the Library. While meals are not allowed in the Library, students can bring sealed snacks and drinks in spill-proof containers into the Library.

Study Rooms

good place to study, need more private study rooms

Need more study space for students.

could use more study rooms

wish there were more study rooms for groups that is always the hardest thing to get when needed

more study rooms, bigger space

I use the library a lot. I wish they would have more study rooms, but over all it is a good library.

Pretty cool, more study rooms would be nice

Response: In Summer 2007, we divided two large study rooms into four smaller study rooms; in Summer 2009, we created additional study rooms when four staff members agreed to share two offices and the remaining two offices were converted to study rooms; and, in 2010, we created a classroom-sized study space in the Government Documents area.

All study rooms are available on a first-come, first served basis. Two of the larger study rooms are locked and only available to groups of three people or more. At least three people must be present to check out a key. The smaller study rooms can be used by individuals or groups, but preference is given to groups.

Textbooks

Been great, except that I'm used to having books required for class on reserve so students with financial limitations were not forced to buy them.

Response: The Library's Collection Development Policy states "textbooks, workbooks, laboratory manuals: ordinarily such items will not be purchased unless justification is presented to the library faculty for consideration, in which case exceptions may be decided on by the library faculty." The Library has not received sufficient requests from students or faculty to consider making an exception to this policy.

If a textbook has not been received by the UNCP Bookstore, instructors may put copies of a text on reserve until the book arrives at the bookstore.

Misc

provides a place to study when my romates are loud, just wished they had more parking for students during the day

too far from campus to use

Response: Parking is not controlled by the Library, and so many of the library resources are available online that distance should not be a major impediment.

Library staff also complains about the lack of parking during the day, particularly when students park in the faculty staff lots behind the Library.

Totals: 431 responses 48 Complaints 383 Positive Remarks