Library Effectiveness: We Listen to You (through March 2018)
last revised: 2018 March 21

User comments provide information for which the libraries use to implement improvements. In September 2010, the Pace Library faculty and staff conducted user surveys concerning desired changes in the facility and the services provided. Students and other users were asked their opinions using web-based surveys, a whiteboard located at the elevators, and survey boxes placed throughout the library. A report from the input was created, and the recommendations have become a guide to facility changes at the Pace Library over the past years. UWF Libraries have been consistently capturing user comments since September 2010 using six mechanisms:

- Counting Opinions, which is a continuous survey tool (first deployed in May 2011);
- the Sounding Board, which is a wall-mounted cork board situated between Starbucks and the Reference Desk on which we ask users one question at a time and they post their response on slips of paper affixed to the board with a pushpin;
- a Suggestion Box located on the Reference Desk where users may leave paper-based comments;
- an online feedback form available from the Libraries’ website;
- emails from the stakeholders;
- face-to-face comments from stakeholders.

Services

_user comments: increase hours open_
- from 81 hours per week in academic semester Fall 2010 to 106.5 hours per week in academic semester Fall 2012
- increased hours open in the academic Fall 2015 semester from 106.5 to 112.0 hours per week
- the Pace Library is open until 2:00 a.m., Sunday through Thursdays, during the fall and spring academic semesters

_user comments: increase hours open during finals_
- opened 24 hours 5 days a week during the last week of each academic semester and during finals beginning in November 2012

_user comments: want to borrow calculators, iPads, Kindles, etc._
- the Libraries lend:
  + scientific graphing calculators
  + iPads
  + Kindles
  + USB drives
  + high definition camcorders / GoPro camcorders
  + still image cameras
  + laptops (hourly and overnight)
  + LCD projectors
portable screens
+ phone charging cords with electrical plugs for both iPhones and Android devices
+ Ethernet cords
+ headphones
+ headphones/microphone combination headsets to help students create audio podcasts
+ 30 sets of headphones to be checked out by groups for use in the Pace Library’s instruction room for supporting self-paced workshops and tutorials

**user comments: ease restrictive borrowing policies**
- provided the ability for online renewal of overdue books (previously only for books before due date)

**Collections, and Using the Collections**

**user comments: need more research materials**
- libraries’ collection development budget flat at $1,000,300 for several fiscal years; was able to purchase additional research materials, especially databases, by increasing the efficiency of the collection by 19% by eliminating duplicate formats beginning in FY2011 through FY2013.
- faculty and non-faculty can now use an online web-based form to request the libraries to purchase specific monographs
- transferred some social work and criminal justice monograph titles to the Professional Studies Library (in another building on the Pensacola campus) because most of the students in those two departments are physically closer to that library;
- provided access for the public to the J. Earle Bowden Cartoon Collection via the web on June 11, 2014
  + staff were granted special access to McGuire’s Irish Politicians Club in Pensacola in March and April of 2016 and digitized Bowden’s wall-mounted political cartoon collection to include on the Bowden website.
- created the Institutional Repository in July 2014 as a digital archive of research and publications contributed by University faculty, staff, and students showcasing research, scholarship, and creativity from the UWF community.
- added CDs, LPs, and books from a personal donation to create the Chester Davis Music Collection in October 2014
- an administration storage area on the basement level was cleared out and 42 shelving units 4 feet wide and 2 feet deep was installed in the room for University Archives and the West Florida History Center.
- became full members of the HathiTrust Digital Library and provided access to this collection through UWF login credentials in November 2015
- in early 2016 the University of West Florida became voting members of The Center for Research Libraries which provided the institutional community with access to its physical and virtual collections
user comments: make it easier to find all types of information when searching for libraries’ resources
- introduced the libraries’ discovery tool -- OneSearch -- which brings together results containing articles, books and other library resources using one search box in 2012
- printed brochures explaining library services were placed in wall-mounted racks in high traffic areas
- many of our web-based research guides were revised to identify open education resources (OER) and include information about what students may expect concerning jobs and graduate school programs following graduation

user comments: improve support for online learners
- created and now maintain online research guides
- began recording select librarian-led instruction sessions and making them available online via the web for review 24/7
- reference librarians introduced chat and text answering services to increase opportunity to ask questions remotely

user comments: provide course-required textbooks for loan from the libraries
- implemented the textbook pilot project for the Fall 2015 academic semester. Print textbooks for this program were selected based on the following minimum criteria:
  + Level: 1000 and 2000
  + Enrollment: 60 or more (across all sections)
  + PELL Grant recipients: 30% or more (across all sections)
  + Price: at least $100 to rent/purchase (excluding consumable items, such as lab materials)
- because many professors already place copies of their textbooks on reserve, coupled with items already owned by the library, the libraries were able to purchase textbooks for most 1000 and 2000 level courses for the Fall 2015 semester. Totaled 153 courses with 724 sections.
- as an outcome of the success of the Fall 2015 textbook pilot project, the Libraries acquired all of the print textbooks for Levels 3000 courses for the Spring 2016 semester.
- renovated the Circulation Desk staff area during Summer 2016 to shelve all of the print textbooks for the 1000 - 4000 level courses
- since the Fall 2016 semester, the Libraries have acquired for loan through the reserve collection all of the course-required print textbooks for the 1000 - 4000 level courses

Technologies

user comments: need additional computers
- increased number of user computers workstations from 99 in FY2010 to 211 in FY2014 at the Pace Library, the Professional Studies Library (on Pensacola campus) and the Emerald Coast Library (Emerald Coast Campus)
opened Skylab multimedia lab with 32 computers capable of creating and editing audio and video files on the Pace Library’s 5th floor in January 2011; increased to 37 in September 2014
- increased number of laptops available for loan from 52 in FY2010 to 92 in FY2013
- opened the locked Pace Library’s instruction classroom with 20 workstations for student use when the room was not scheduled for instruction beginning in fall 2010
- added the “PC barometer” which is a web-based map of computers-in-use in real-time so that students could easily locate available computers throughout the three libraries; added SmartBoard to the barometer in 2012
- renovated the Pace Library’s instruction classroom June/July 2013; increased the number of client workstations from 20 to 30; installed a “Smart Podium” based upon ITS specifications; installed a Smart Board for projection; installed wall-mounted flat panels to facilitate delivery of the content from the instructor’s monitor; installed speakers in the ceiling to use with wireless microphones; installed “push to client” capability
- added 4 more computers at the Professional Studies Library in January 2014 on two new tables with four chairs
- During FY2016 the Pace Library added 16 workstations on the second and fourth floors of the Pace Library; dual monitors were installed on 13 of these workstations.
- During FY2016, a new computer support art and engineering design was installed in the Skylab.
- The Pace Library updated the hardware on the first floor for our visually-impaired students and installed a touchscreen monitor mounted on a height-adjustable arm on the wheelchair-accessible workstation in the Skylab.
- During FY2017 three desktop workstations were installed in the public space on the Pace Library’s 4th floor

**user comments:** increase number of computer workstations with dual screens
- began introducing dual screens in 2011; increased the number of computer workstations with dual screens by seven in September 2013
- installed seven new workstations with dual monitors on the 2nd floor of the Pace Library on September 16, 2013
- added more dual monitor setups in 2014, 2015, 2016 and 2017 whenever physical space permitted.

**user comments:** install course-needed software on libraries’ computers
- added and maintain course-driven software on all workstations in Skylab since January 2011
- installed TI-83/84 (Texas Instrument) graphing calculator software on all of the public SmartBoards in June 2014

**user comments:** install 3D printing capabilities at the Pace Library
- installed a 3D printer in the Skylab for all students and faculty to use in February 2014
- installed two additional 3D printers in Skylab in May 2015
a recently vacated room on the 5th floor was converted into a “Makerspace” supporting Skylab’s 3D printing services in February 2017.

Study Spaces and Areas, Specific

user comments: need a quiet study area
- created Quiet Study Floor (4th floor in the Pace Library) in Spring Semester 2011
- improved internal directional and informational signage

user comments: improve and foster collaborative productivity
- replaced chalkboards with whiteboards in every group study room during summer 2011
- 12 rolling whiteboards were placed throughout the library since 2012
- installed 10 SmartBoards for users at the Pace Library in July 2012
- installed one SmartBoard at the Professional Studies Library in 2013
- three new tables each with five chairs were installed on the first floor of the Pace Library in January 2015
- during the Spring 2015 the upstairs lounge in the Emerald Coast Library building was transformed into a meeting room/lounge area with a SmartBoard.
- installed 12 mobile tables and 24 mobile chairs on Pace Library’s floor 2 during Fall 2016 to create a “mobile collaboration” area
- a tutoring area with 32 mobile chairs and 16 mobile (and nesting) tables were installed on the Pace Library’s 1st floor in the vacated Reference shelving area in January 2018 (funded by the Hal Marcus College of Science and Engineering). This replaced temporary furniture moved into this space in August 2017.
- 13 new white boards were attached to columns and walls on the 2nd and 3rd floors of the Pace Library in August 2017 to facilitate student course collaboration.
- 16 tables and 32 chairs (“surplused”) replaced by new mobile furniture from the 1st floor tutor area were relocated on the 2nd and 3rd floors of the Pace Library in January 2018.
- installed an additional 6 mobile tables and 12 mobile chairs into the “mobile collaboration” area on the 2nd floor in the Pace Library in January 2018. This collaboration area, as of January 2018, includes a total of 18 mobile tables and 36 mobile chairs.

user comments: make the libraries a more welcoming study place
- Pace Library
  + renovated the first floor in summer 2012; replaced all seating and tables; increased the number of comfortable chairs and the number of tables
  + installed new tables on floors two, three and four which included built-in electrical outlets and network jacks (“powered tables”) in 2011 and 2012
  + created the Legal Studies area on the second floor which houses the print law collection as well as providing seven tables, two carrels and seating for 30
  + introduced monthly “Cookie Night” in Spring 2011
  + added wall art in 2010
  + placed tables near windows and electrical/network jack outlets
+ created the Great Good Place as a comfortable gathering/conversation area on the second floor (nearly 2,000 square feet; 62 user seats in a variety of chair styles, 2 microwave ovens and vending machines
+ created an application that shows which study rooms are checked out; and, which study rooms have a data port and/or electrical jacks in June 2015

- Professional Studies Library
+ renovated the user space in 2012; created a new group study room; replaced all of the furniture; added computers
+ added a microwave for student use in February 2015

- Emerald Coast Library
+ installed new furniture and new student computers in 2011 / 2012
+ facilitated conversion of building space into the “Campus Café,” a coffee shop
+ Emerald Coast SGA selected and purchased over 30 pieces of furniture for the Library including comfortable soft seating in March 2015

Facilities

*user comments: increase seating, especially comfortable seating*
- increased number of seats at the Pace Library from 926 in FY2010 to 1,213 in FY2014; many of the new chairs were comfortable “lounge” seats
- replaced 240 worn cushioned wood chairs with 240 new “bola” chairs with seat and back fabric (no wheels or arms) into the group study rooms and all day- and semester-carrels in December 2013
- added three tables and 15 chairs on the first floor of the Pace Library by the windows in January 2015
- replaced 16 user chairs in Archives in February 2015
- added 6 new “lounge” seats, all with side tablets, on the Pace Library’s 2nd floor in August 2015
- added 12 new “lounge” seats, all with side tablets, on the Pace Library’s 3rd floor in August 2015
- added a two-seat bench for cell phone calling in the grand stairwell on the Pace Library’s 3rd floor in August 2015
- added two new “lounge” seats and one new “2-seater sofa” on the Pace Library’s 1st floor in September 2015 (near the stairwell between the two columns at the “camouflaged” windows
- added one new study table (72” by 36”) and four task chairs on the Pace Library’s 1st floor in September 2015 (in the Reference stacks area near the bow windows)
- installed 20 lounge chairs in the Pace Library: six on floor 2; twelve on floor 3; two on floor 1
- installed one 2-seat sofa on Pace Library’s floor 1
- installed a 2-seat bench on Pace Library’s floor 3.
- installed 12 mobile tables and 24 mobile chairs on Pace Library’s floor 2 during Fall 2016.
- all 40 chairs and 12 stools in the Skylab were replaced due to wear in December 2017.
- installed four new “lounge chairs” in the area on the 2nd floor near the newspapers and paperback book collection in January 2018.

**user comments: improve access to electrical jacks**
- replaced side-walled wood study carrels with tables that “hiding” electrical jacks beginning in 2011; continued the replacement through 2012 and 2013
- added 11 quad electrical jacks in the Legal Studies area on the second floor in November 2013
- added 3 quad electrical jacks in the wall near a stairwell over individual side-walled wood study carrels on the second floor in November 2013
- acquired and placed 10 “charging stations” from Kwikboost for students to use to charge their mobile devices: 9 at the Pace Library and 1 at the Professional Studies Library since December 2013

**user comments: improve air temperature throughout the Pace Library building (too hot; too cold)**
- University Facilities replaced all thermostats and attached them to a digital monitoring system in 2012; temperatures are now monitored and adjusted as needed remotely
- the storefront windows on floors 2, 3 and 4 facing the Cannon Green were replaced in July and August 2017

**Website**

**user comments: improve the libraries’ website**
- redesigned the libraries’ website in Spring 2011 and again in Spring 2013 based upon user comments
- navigation improved and content added

**Other**

- initiated the UWF Personal Librarian Program for the Fall 2013 semester; it has continued since. The Personal Librarian Program is designed to introduce all incoming freshmen to the resources and services of the UWF Libraries by assigning each with a Personal Librarian (PL) who is prepared to help students find resources for assignments and research papers and answer any questions about using the library’s wide range of resources and services.
- installed a wall-mounted monitor outside of the Pace Library’s instruction room in February 2014 so that a calendar of the day’s schedule for the availability of the room as a computer lab was easily-accessible to students
- installed a book scanner in the public user area in Archives in 2014
- implemented an internally-funded Evening Tutor Program Sunday through Wednesday during the Spring 2015 semester
- installed a book scanner in Skylab in April 2015
- acquired and installed a security gate system (book theft detection) at the two public doors at the Emerald Coast Library on the Fort Walton Beach campus.
- a grant secured by two library faculty members resulted in the installation of two FitDesks on the second floor of the Pace Library.
- carpet on the Pace Library 2nd floor from the storefront windows to the grand staircase was replaced with a “wood floor” in July and December 2017.
- 56 back-to-back shelving units in the Reference area on the Pace Library’s 1st floor were dismantled and relocated in August 2017:
  + 12 back-to-back units were installed on the 4th floor
  + 17 back-to-back units were installed on the 2nd floor near the windows; the juvenile collection was relocated to this shelving from its original shelving on the 4th floor (in the Quiet Area)
  + 27 back-to-back units were installed on the 2nd floor where the Government Documents collection was originally shelved; the Maritime Research Collection, paperbacks (from the 4th floor), and the Popular Books collection (AKA, McNaughton) were then re-shelved on these shelves