

JOSEPH F. SHUBERT LIBRARY EXCELLENCE AWARD APPLICATION

Please check one category only: Individual Library x
Library Consortium (System)

NAME OF LIBRARY OR LIBRARY CONSORTIUM (SYSTEM): Southworth Library Learning Commons

PARENT INSTITUTION: SUNY Canton College

ADDRESS: 34 Cornell Dr., Canton, NY 13617

CONTACT NAME: Loreen Murphy

PHONE NUMBER: (315) 386-7638

SIGNATURE: Michelle Currier
Michelle Currier, Director

CHIEF OFFICER

Your nomination for a project/achievement that occurred within the last 2 years should include your responses to the following 4 questions:

- 1. a) Briefly describe your library or library consortium (system) and its community. Provide information about size, budget, type, users. b) Briefly describe your project/achievement.** Southworth Library Learning Commons (LLC) supports a student population characterized by continual growth and diversity, serving approximately 3,800 undergraduate students and 120 full-time faculty, as well as adjunct faculty, staff, and community members. Our collection includes approximately 50,000 print and 80,000 electronic books, extensive electronic databases, and a variety of digital media. Additionally, the college has access to all books within the SUNY system available via interlibrary loan, and SUNY Canton students, faculty and staff have borrowing privileges at all of the Associated Colleges libraries, including Clarkson, St. Lawrence University and SUNY Potsdam. Our total operating budget is \$445,598, of which the materials budget is approximately \$115K

After a devastating revelation from the 2009 SUNY system-wide Student Opinion Survey that students rated our campus library last of seven in the technical colleges category and at the very bottom of all the 27 state-operated campus libraries surveyed, we determined to flip those standings by transitioning to a learning commons model from a traditional academic library.

- 2. How did you identify the user need(s) for your project?** We continuously monitor user needs through a digital suggestion box located on our Internet homepage. Library programming generally includes a means of gathering user feedback; for example: Love Your Library Day annually includes prize drawings slips that invite patrons to tell us whether or not they love their library and why. By far, however, the results 2009 Student Opinion Survey were the reason for our project. The survey is done every three years. The 2009 survey gave us a reference point. The transition to LLC began vigorously in 2010. The 2012 survey would be the proof of our efforts, and I will tell you the results, but I'm saving them for a big reveal in the answer to question #4!
- 3. What did your library or library consortium (system) do to respond to that (those) need(s)? What challenges were met?** At or near the top of every survey we take is a demand for

extended hours. When we began our transition, we were operating with a skeletal library staff that included three library professionals, one paraprofessional, a clerk and an evening building supervisor. Staff rotated coverage for some weekend hours and covered the evening supervisor as needed. We partnered with the campus Student Affairs Division's Residence Life Department and the Student Government Association to hire several Residence Advisors to support the evening supervisor. The RAs are already trained in conflict management and diversity and students recognize them as leaders. Additionally, SGA gave us the first funds to pay late-night staff so we could offer 24/7 hours during midterms and finals—a popular request from students. Eventually we received approval for a total library staff that includes five professionals, one paraprofessional, one clerk, a full-time evening manager with two part-time evening managers covering his time off, in addition to two overnight supervisors during 24/7 weeks. These staffing changes have enabled us to expand our hours from 8 a.m. to 10 p.m. days and weekends (excluding Friday, when we were open from 8 a.m. to 4 p.m.) to 7:30 a.m. to 2 a.m. from Sunday until Thursday, 7:30 a.m. to 8 p.m. on Friday, and 8 a.m. to midnight on Saturday. The evening reference librarian position filled a gap that had never been addressed. As a result of these changes, we've had a 25% increase in patron headcounts and a 133% increase in reference encounters.

Math and Writing labs had been located in the library prior to our decision to transition to an LLC. Student and faculty input suggested they were being used, but tension was developing between library and tutoring staff. Real estate was already at a premium in the building and the noise generated by tutoring sessions that overflowed their allocated space caused many patron complaints. In February 2012, a campus fire in a building that housed the biology and chemistry labs tested us further as we were asked to absorb the tutoring labs for those programs. Library space had also been previously given to the IS Helpdesk where students can borrow laptops and get technical help, as well as to a college auxiliary eatery/coffee shop, the Cyber Café. Traffic flow and space management became critical issues for us. We created silent, quiet and group study zones for students reorganizing furniture, materials and shelving. The reorganization was fierce and freed approximately 2,000 square feet on the second floor. All tutoring services were moved to the first floor to a section of the building that has natural definition and is distinct but visible from the lobby and away from quiet study zones. The new furniture we purchased is comfortable and inviting, but it is also light enough that it is easily moved to create group or individual study areas. Transparent panels and whiteboards on wheels are used to further divide space, or serve as temporary display walls. Folding upholstered panels are used between reading chairs to maximize use of the space, while also providing a buffer from distracting sights and sounds. A large plant collection was developed to help soften the look of the library, and also to scrub the air in an overcrowded building.

Students had already been making good use of the building's varied resources, but this drastic reorganization of space solved many crowding and noise issues that had been generating patron complaints. And the relocation of the science learning center to the library that was forced by the fire centralized the majority of tutoring labs in our building, which inspired the next part of our transition, an institutional change that moved Tutoring Services from the Student Support Services Department to the Library Department, which became the Library Learning Commons as a result. (See Appendix 1 for an institutional assessment of the transition.) This change has made a team of library and tutoring staff, which eliminated the sense of competition between the departments, who had naturally struggled for control of use and space in the building. Policies are unified and LLC programming and communications now promote tutoring services in addition to traditional library services. Students and faculty have responded enthusiastically. Student use of tutoring labs has increased by about 25%, grades and retention have improved, and faculty have begun using the LLC for office hours. This last outcome was unexpected but is welcomed. Students seem to appreciate finding their instructors so readily. When asked why he was holding office hours in the LLC during finals week, one faculty member said, "Because this is where the students are."

Students are in the LLC because we're open when they need us; we're providing more research help outside of regular business hours with the evening librarian, a subscription to 24/7 Ask a Librarian, and close monitoring and use of LibChat and LibAnswers; and because we devote much of our materials budget and seek funds to provide the textbooks and technology that all of our students need, but most of our students cannot afford. More than 85% of our student population relies on state and federal aid to attend college.

We witness our students' stress every semester as they struggle to afford needed supplies. Therefore, in addition to traditional library resources and the laptops and computers available to the students through the IS Department, the library has on reserves for use in the building: 40 circulating laptops for use after hours and on weekends, 10 iPads, 60 percent of the college's required course textbooks, a Kindle, headphones and microphones, chargers, a wireless keyboard and mouse, whiteboards with markers, anatomy models, microscopes, and a high-end digital camera that can be checked out for 48 hours at a time.

- 4. What impact did this project have on your users and/or your community? Supply quantifiable data if appropriate.** The outstanding result of our transition from a traditional academic library to the Library Learning Commons was proven by the 2012 SUNY-wide Student Opinion Survey results which were revealed in October 2012. Southworth LLC went from the bottom of the list in the previous survey to *fourth among the 27 state-operated SUNY campuses* surveyed and *first* in the technical college category!

Our headcounts and service contacts continue climb and have doubled since 2010. (See Appendix 2 for this year's data).

We're thrilled with the results of our project, of course. Because we were interested to know what in particular has made the difference to our patrons, we developed a Google Survey for this year's Love Your Library Day, located it on laptops at various service points throughout the LLC and on staff iPads. As staff interacted with patrons and encouraged them to enter a prize drawing, they also invited them to anonymously take the survey. Patrons answered questions such as, "Tell us why you love your library? What resources/services do you typically use? What can we do to help you love your library more?" Because the survey was anonymous, the data collected was particularly rich. (See Appendix 3)

We now hear the LLC referred to as the "jewel" of the campus and see it celebrated in campus tours at all levels. We've been told by the Middle States accreditation team and by accreditors for our Funeral Service Administration and Physical Therapy programs that we are "innovative and vibrant." Because our entire approach is progressive we continue to look for ways to introduce new media and meet more patron needs, with an eye to staying ahead of the ever-changing demand for resources and services.

Please limit your narrative to no more than 4 pages. Please send 4 copies of each application, and include 4 copies of any attachments, to the following address by the deadline of *June 14, 2013*:

Regents Advisory Council on Libraries
Joseph F. Shubert Library Excellence Award
c/o Paula Paolucci
New York State Library
10C34 Cultural Education Center
Albany, NY 12230
518-474-5930; ppaolucc@mail.nysed.gov

2012/13 Library Institutional Scorecard - Annual Assessment

Institutional Goal:	Institutional Objectives:	Department Goals 12-13:	Program/Department Objectives 12-13:	Department Outcomes 12-13 (indicate met or not met):	Program/Department Goals 13-14:	Program/Department Objectives 13-14:	Financial Needs to Complete Objective:
Create a Robust, Active and Enriching Campus Life	Increased engagement of the campus community with student and faculty events and activities.	I. Enliven, develop and manage building space to increase and promote student engagement within the space, meet a variety of users' needs and foster a dynamic and actualized learning commons environment	A. Fold Library and Tutoring into one functional department to optimize services, coordinate use of space and foster dynamic, supportive environment. All staff involved.	Achieved. Learning Commons functioning as one department (Library/Tutoring) with blended staff meetings. Compact shelving removed and space enlivened; active student space created. New, student/study-centered furniture ordered. Sound panels work begun; quote furnished and funding requested for next budget year; sound panel addition planned to optimize student engagement/academic environment priorities. New, expanded SOP being drafted to include all aspects of "library learning commons" employee work in both departments, with policies, procedures, expectations, mission and vision inclusive of all work performed in building. Creation of new SOP to address some of the challenges encountered in blending two departments.	I. Continue to enliven, develop and manage building space to increase and promote student engagement within the space, meet a variety of users' needs and promote a culturally rich, academically engaging environment	A. Complete weeding project (Mike, Jenn, Cori) during AY 2013-14 to address space needs on 2nd floor. Remove at least 4-5 stacks in strategic locations to create additional usable student space, programming space, or service space.	n/a

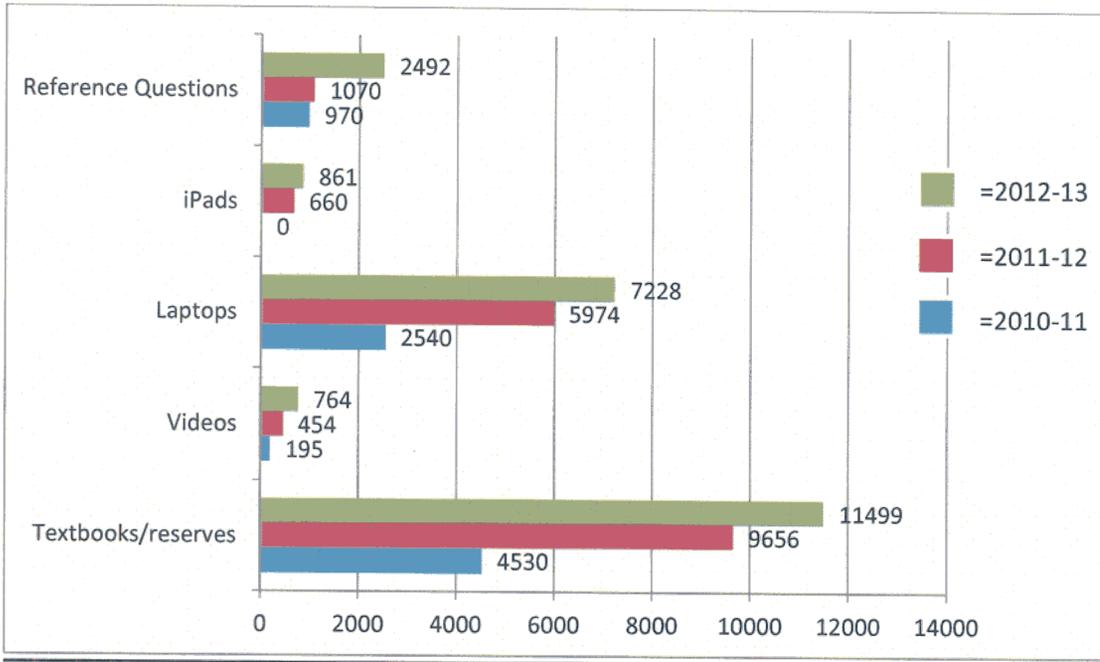
	<p>B. Include Tutoring Department in overall programming, events and displays work. All staff involved. Ongoing.</p>	<p>Achieved. Consistent and strategic branding of "new" naming of building in place throughout academic year. Tutoring staff included in programming and events throughout year, as well as departmental promotional materials and services.</p>			
	<p>C. Weed appropriately and reallocate space in Reference Section to move Business & Accounting tutoring lab to that area. Weeding faculty-librarian team involved. Ongoing throughout year, with milestones by mid-year for moving reference section and Writing Center.</p>	<p>Achieved. Reference section moved to remote storage. Writing Center move took place during winter break. New process for library staff to retrieve "remotely stored" library materials for patrons with some challenges attached thereto relating to patron satisfaction, but those issues have been minimal.</p>			
	<p>D. Continue to weed and move materials in the circulating collection upstairs to accommodate the need for additional usable student space.</p>	<p>Achieved. Weeding project of regular circulating collection ongoing during spring 2013. Biweekly mass email updates sent throughout term. Reference section now stored remotely, so circulating collection weeding project aims to open up usable student space rather than space for the move of reference material to accommodate Writing Center downstairs.</p>			

		<p>E. Move compact shelving and its materials to basement - fall 2012. Contractors will be hired to</p>	<p>Achieved. Completed, October 2012.</p>		
		<p>F. Revitalize upstairs area formerly belonging to compact shelving to include strategic furniture placement and unique noise-reducing, privacy-creating furniture units for quiet and individual study space creation. Customer service specialist and director involved. Ongoing throughout year.</p>	<p>Partially achieved. Former compact shelving area "revitalized" with existing privacy panels, carrels and furniture arrangements from other parts of the 2nd floor. Still awaiting receipt of new study furniture. Will NOT be delivered prior to end of 2013 spring term.</p>		
		<p>II. Create an atmosphere conducive to academic achievement with opportunities for social and cultural activity</p>	<p>II Create an atmosphere conducive to academic achievement with opportunities for social and cultural activity</p>		
		<p>A. Craft a targeted marketing plan to elevate awareness of services and promote engagement with the library learning commons. Ed Services Librarian, Customer Service Specialist and SUNY Potsdam involved. Ongoing throughout year, with target completion of document for end of academic year, 2013.</p>	<p>Achieved. Work with SUNY Potsdam throughout AY 2012-13 completed. Completed marketing plan/"toolkit" document May 2013.</p>		
				<p>A. Host events and programs that are consistent with the academic aims of campus faculty and departments, and tie in programs and displays that complement campus activities. Will include hosting recurring events on Friday evenings, including a podcast series; hosting a continuing, established series of programs or events in collaboration with other campus departments; and collaborating in new ways to develop library learning commons programming collaborations. All staff involved. Ongoing through academic year, commencing in August. Programs are monthly and occur each month; displays may be monthly or periodic.</p>	<p>\$2,500 for events, programs and displays materials and needs.</p>

		<p>B. Continue to grow programming with established events and reach out to more campus departments for collaboration. Customer Service Specialist involved. Ongoing throughout AY.</p>	<p>Achieved. Established events this AY included: Banned Books Week; Love Your Library Day; 24x7 Midterms and Finals Weeks; Apple Month and Poetry Event. Events/programs this year that were conceived and implemented and are planned for annual implementation going forward include: World Book Night and Pi Day. New partnerships this year include more faculty involvement with Living Writers series; Pi Day; and the Poem in Your Pocket event.</p>		<p>B. Create flexible space with furniture, arrangement and displays that is purposeful and engaging. Prioritize event and programming space to enhance the academic mission of the library learning commons. Customer Service Specialist and Director involved. Ongoing and monthly activity.</p>	<p>n/a</p>
		<p>C. Continue to craft relevant and important library displays on a monthly or event-related basis, in collaboration with a minimum of four campus departments. Customer Service Specialist involved. Ongoing throughout AY.</p>	<p>Achieved. Campus departments included this AY in library learning commons programming: College Association (campus dining); Health Services; Humanities Faculty; Math Department; SUNY Potsdam; Student Affairs (athletics displays);</p>			

	<p>D. Continue to host Southworth Library Book Club and expand student participation. Director and Ed Services Librarian involved. Ongoing throughout AY.</p>	<p>Achieved. Two book clubs hosted in spring, for a total of 4 book club events throughout the year. A second round of Character Development Fund money was provided for one spring</p>			
		<p>book club, and participation in the book club for the second spring event increased significantly (13 participants) with a book choice that tied in to Women's History and leadership issues.</p>			
	<p>E. Expand out-of-department and campus-wide participation in library-related events, programs, committees, etc. All staff involved. Ongoing throughout AY.</p>	<p>Achieved. Significant expansions of note this academic year. Co-teaching and librarian/iPad integration into two courses this spring in the Humanities Department, with many promotional activities (newsletter, email and a formal event hosted by the library) to commemorate and promote the collaborations. Additionally, a Pi Day event was wildly popular with faculty, staff and students on a level that was unanticipated and wholly enthusiastic.</p>			

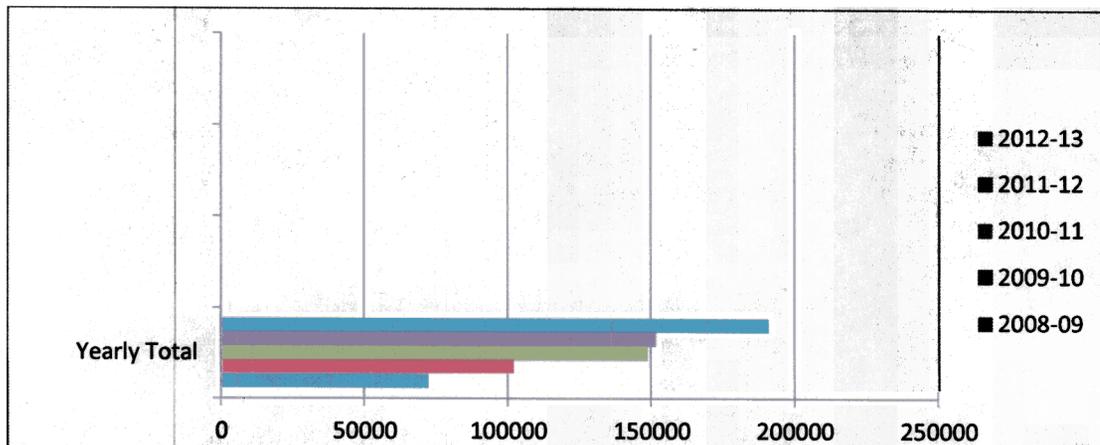
Public Service Comparisons, 2010-13



Percent Change from 2011-12 to 2012-13

- ✓ Reference Transactions – 133% Increase
- ✓ Ipad Circulation – 30% Increase
- ✓ Laptop Circulation – 21% Increase
- ✓ Textbook/Reserve Circulation – 19% Increase

Patron Traffic Comparisons, 2010-13



f. Survey Spr 2

Timestamp	Name	One thing that I LOVE about my library is _____.	The ONE Library Learning Commons resource I use MOST OFTEN is:	Please check ALL the resources you love at Southworth Library Learning Commons.	Something that would make me LOVE my library more is
14/2013 9:40:30			Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms	More color prin
2/14/2013 10:06:44	Student	ori Wilhem	Reserve textbook:	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	More study rooms
2/14/2013 10:24:32	Student	I love working here and I love all the different reserves available for students.	Laptops	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Cyber Cafe, Group Study Rooms	Nothing I can really think of.
2/14/2013 10:39:02	Faculty/Staff	It is a vibrant center if learning	Tutoring Labs	Reserve textbooks, Desktop Computers, Other Reserve items (iPads, models, earphones, etc.), Books and E-books, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	more work spaces
2/14/2013 10:39:35	Student	the books	Group Study Rooms	Laptops , Tutoring Labs, Group Study Rooms	a microwave
2/14/2013 10:41:49	Student	Everyt ing. Mo y study room	Group Study Rooms	Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	Microwave microwave microwave. You close the commuter room at 5 then I can't eat! Malnutrition!
2/14/2013 10:43:25	Student	It's real quiet.	Group Study Rooms	Tutoring Labs, Cyber Cafe, Group Study Rooms	An area to take a nap maybe?
2/14/2013 10:43:38	Student	the computer access	Group Study Rooms	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	more group study rooms
2/14/2013 10:45:59	Student	Space, nicely laid ou	Cyber Cafe	Cyber Cafe	
2/14/2013 10:49:59	Student	Group study areas.	Group Study Rooms	Cyber Cafe, Group Study Rooms	More private study rooms.
2/14/2013 10:55:25	Student	he readily available help, printer multiple computers	Help Desk/Computer Support	Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Help Desk/Computer Support	I have not been here long enough to know
2/14/2013 10:55:35	Student	he gla:	Laptops	Desktop Computers, Laptops , Tutoring Labs, Group Study Rooms	More printers
2/14/2013 10:57:39	Student	he gla: room	Group Study Rooms	Laptops , Group Study Rooms	More food selections
2/14/2013 11:01:05	Student	tutoring	Tutoring Labs	Tutoring Labs	More quiet rooms and someone to make sure the noise is kept down.
2/14/2013 11:01:40	Student	the resources they provide to help us with our school work such as the computers, printers, books, and tutor center.	Laptops	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	more study rooms
2/14/2013 11:01:30	Student	It is quiet and a great place to study!	Group Study Rooms	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	I love it enough, but it would be nice to have more
2/14/2013 11:03:47	Student	oring lab:	Tutoring Labs	Reserve textbooks, Laptops , Tutoring Labs, Cyber Cafe	Have the new edition of textbooks
2/14/2013 11:03:47	Student	cessibility and hours	Desktop Computers	Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Group Study Rooms, Help Desk/Computer Support	longer tutoring lab hours

Timestamp	I am a	One thing that I LOVE about my library is	The ONE Library Learning Commons resource I use MOST OFTEN is:	Please check ALL the resources you love at Southworth Library Learning Commons.	Something that would make me LOVE my library more is
2/14/2013 11:04:27	Student	I find that my library is very helpful for my academic courses.	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Group Study Rooms	More tutors for other courses
2/14/2013 11:05:13	Student	The easy use of lap tops	Laptops	Laptops , Tutoring Labs, Cyber Cafe, Help Desk/Computer Support	Sports and society text book
2/14/2013 11:05:33	Student	Everyone is friendly	Laptops	Desktop Computers, Laptops	
2/14/2013 11:06:34	Student	I love the flexibility of the library times. Place were you meet everyone and everything! You meet your friends, new people, professors . And you learn and prepare for your future (exams) right from library!	Laptops	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms	Better laptop choices; meaning newer laptops
2/14/2013 11:08:20	Student		Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	If there would more study rooms
2/14/2013 11:08:27	Student	Jess	Laptops	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	Nothing
2/14/2013 11:09:46	Student	The amount of room and places to study quietly	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Group Study Rooms	More computers
2/14/201 11:10:06	Student	Being able to get the resources I need for my classes	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Group Study Rooms	Have more quantities of the textbooks
2/14/201 11:10:17	Student	How u can rent textbooks, And how nice the librarians are.	Reserve textbooks	Reserve textbooks, Laptops , Group Study Rooms	The tutoring lab was easier to get help
2/14/201 11:12:41	Student	The nice people!	Group Study Rooms	Reserve textbooks, Tutoring Labs, Books and E-books, Cyber Cafe	Control the noise
2/14/2013 11:13:57	Student	The hard working staff	Tutoring Labs	Reserve textbooks, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	
2/14/2013 11:16:25	Student	All of the wonderful resources and helpful staff make my visits to the library a pleasure	Reference and Research Help	Laptops , Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms	Nothing I think it is great the way it is.
2/14/2013 11:18:12	Student	good place to study	Desktop Computers	Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Cyber Cafe	
2/14/2013 11:18:24	Student	The friendly people	Group Study Rooms	Desktop Computers, Laptops , Group Study Rooms	More pictures
2/14/2013 11:19:58	Student	How easy it is to talk to someone to get help	Desktop Computers	Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Cyber Cafe	More room and more computers
2/14/2013 11:20:09	Student	The fish bowl room and the mini cubbies.	Laptops	aptops , Group Study Rooms	If the rooms had more graphic designs.
2/14/2013 11:21:33	Student	I get thine to sit and do homework and use the computers when I can't at home!	Group Study Rooms	aptops , Group Study Rooms	More iPads

Timestamp	One thing that I LOVE about my library is	The ONE Library Learning Commons resource I use MOST OFTEN is:	Please check ALL the resources you love at Southworth Library Learning Commons.	Something that would make me LOVE my library more is
2/14/2013 11:21:49 Student	the friendly and accommodating staff.	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Free cars
2/14/2013 11:22:50 Student	I get thine to sit and do homework and use the computers when I can't at home!	Group Study Rooms	Laptops , Group Study Rooms	More iPads
2/14/2013 11:22:51 Student	How friendly the staff is and how helpful they are with finding what you need. It's not something I see a lot.	Tutoring Labs	Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Group Study Rooms	A wider variety of books that aren't just for school, more "just for fun" books.
2/14/2013 11:23:50 Student	The help available	Reserve textbooks	Reserve textbooks, Desktop Computers, Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms	More textbooks to reserve
2/14/2013 11:24:49 Student	Free wifi and good service,	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Help Desk/Computer Support	
2/14/2013 11:24:55 Student	Computers, studying area, tutors	Desktop Computers	Desktop Computers, Tutoring Labs, Cyber Cafe, Group Study Rooms	Nothing
2/14/2013 11:25:38 Student	the accounting lab	Tutoring Labs	Reserve textbooks, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help	for the library to be more quite when studens are doing work
2/14/2013 11:26:00 Student	The tutors especially Jamarr	Books and E-Books	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books	More tutors
2/14/2013 11:27:00 Student	The private rooms!!!!	Laptops	Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	Controlling the voice and cell phone levels more!!
2/14/2013 11:28:43 Student	The fact that there are many resources available such as the tutoring center and the many academic books.	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms	I think that some of the staff need treat everyone EQUALLY. Some of the staff are hostile towards certain students and I dont think thats right.
2/14/2013 11:29:18 Student	It's a place I can get away and actually make progress on my homework.	Reference and Research Help	Desktop Computers, Laptops , Tutoring Labs, Reference and Research Help, Cyber Cafe	Nothing I think it's perfect
2/14/2013 11:30:33 Student	It's reliable. I love that I can come here and get a lot of work done.	Desktop Computers	Tutoring Labs, Reference and Research Help, Help Desk/Computer Support	Continue to get more iPads.
2/14/2013 11:31:28 Student	Comfortable chairs, quiet, lots of hours!	Desktop Computers	Desktop Computers, Laptops , Tutoring Labs, Reference and Research Help, Group Study Rooms	Everything is great, Thank You!
2/14/2013 11:31:32 Student	Tutoring lab	Tutoring Labs	Desktop Computers, Tutoring Labs, Cyber Cafe, Group Study Rooms	More tutors

Timestamp	I am a	One thing that I LOVE about my library is	The ONE Library Learning Commons resource I use MOST OFTEN is:	Please check ALL the resources you love at Southworth Library Learning Commons.	Something that would make me LOVE my library more is
2/14/2013 11:33:17	Student	It is quiet and there are tutors to answer questions	tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	
2/14/2013 11:34:20	Student	Availability of resources, computers/laptops, books and newspapers.	Desktop Computers	Desktop Computers, Laptops , Tutoring Labs	More study rooms.
2/14/2013 11:34:31	Faculty/Staff	Friendly atmosphere and great service!	Cyber Cafe	Desktop Computers, Laptops , Books and E-books, Reference and Research Help, Cyber Cafe, Help Desk/Computer Support	More office space!
2/14/2013 11:34:38	Faculty/Staff	The great & friendly staff	Books and E-Books	Reserve textbooks, Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Cyber Cafe, Help Desk/Computer Support	I can't think of anything!
2/14/2013 11:35:09	Student	I love reading books and coming to the writing center	Tutoring Labs	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms	New books
2/14/2013 11:35:14	Faculty/Staff	The staff are AWESOME!!!	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Cyber Cafe, Help Desk/Computer Support	A bigger building, please....
2/14/2013 11:35:44	Student	I can stay here all night and focus on my work.lots of help all over	Tutoring Labs	Reserve textbooks, Tutoring Labs, Cyber Cafe, Group Study Rooms	I just love my library already
2/14/201: 11:36:17	Student	They have everything I could possibly need.	Desktop Computers	Reserve textbooks, Desktop Computers, Tutoring Labs, Books and E-books, Cyber Cafe	
2/14/201: 11:36:35	Student	I love the quietness.	Laptops	Laptops , Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms	Idk
2/14/2013 11:37:58	Faculty/Staff	The student workers	Reference and Research Help	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Perfect as is
2/14/201: 11:38:08	Student	everyone is very helpful.	Cyber Cafe	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	if the cafe was more spacious.
2/14/201: 11:38:54	Student	Space	Desktop Computers		More space
2/14/201: 11:40:01	Student	The tutoring services.	Tutoring Labs	Tutoring Labs, Books and E-books, Help Desk/Computer Support	More spac

Timestamp	I am a	One thing that I LOVE about my library is	The ONE Library Learning Commons resource I use MOST OFTEN is:	Please check ALL the resources you love at Southworth Library Learning Commons.	Something that would make me LOVE my library more is
2/14/2013 11:41:27	Student	It's quiet and I am able to get my work done without many distractions	Desktop Computers	Desktop Computers, Tutoring Labs, Cyber Cafe, Group Study Rooms	More small study rooms for small groups
2/14/2013 11:41:34	Student	the hours of operation	Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops, Tutoring Labs, Cyber Cafe, Group Study Rooms	If the noise of people was regulated more
2/14/2013 11:41:37	Student	Great place to study and the great help given by the tutors	Reserve textbooks	Reserve textbooks, Tutoring Labs	
2/14/2013 11:43:38	Student	I love love love the math and science learning center. I'm here everyday.	Tutoring Labs	Reserve textbooks, Desktop Computers, Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	I actually cannot think of anything else that could make it better. Thank you.
2/14/2013 11:44:19	Student	Tutoring	Tutoring Labs	Desktop Computers, Tutoring Labs, Group Study Rooms	More room more space more quiet
2/14/2013 11:46:01	Student	The ability to print a lot. Also the brownies just now. They're killing me. More of those please	Desktop Computers	Desktop Computers, Help Desk/Computer Support	Faster computers. The servers and everything are tremendously slow
2/14/2013 11:47:10	Student	The writing center. It helps me with my essays and helps me progress in my vocabulary and my grammar.	Laptops	Desktop Computers, Laptops, Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books	Nothing I can really think of.
2/14/2013 11:47:58	Student	Computers laptops tutors	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops, Tutoring Labs, Reference and Research Help, Group Study Rooms, Help Desk/Computer Support	More textbooks reserve
2/14/2013 11:48:16	Student	The service	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops, Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Cyber Cafe, Group Study Rooms	If you can reserve the group studying Room
2/14/2013 11:48:50	Student	Textbook availability.	Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops, Group Study Rooms	Nothing really
2/14/2013 11:50:48	Student	I love the fact that we can take out laptops and how we have access to a writing center, help desk & other things that we can take out at the front desk.	Desktop Computers	Desktop Computers, Laptops, Other Reserve items (iPads, models, earphones, etc.), Group Study Rooms, Help Desk/Computer Support	More headphones.
2/14/2013 11:51:11	Student	Study rooms	Tutoring Labs	Desktop Computers, Laptops, Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms	Open and available laptops
	Student		Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops, Tutoring Labs, Cyber Cafe, Help Desk/Computer Support	
2/14/2013 11:53:31	Student	There's always something fun going on that keeps the library an exciting and interesting place.	Group Study Rooms	Reserve textbooks, Desktop Computers, Laptops, Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	More snacks!!!
2/14/2013 11:54:48	Student		Reserve textbooks	Reserve textbooks, Laptops, Tutoring Labs, Cyber Cafe	iMacs

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2/14/2013 11:54:59	Student	It's big and has a lot	Group Study Rooms	Reserve textbooks, Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms	Macs
2/14/2013 11:55:49	Faculty/Staff	That new and exciting ideas happen every month	Books and E-Books	Reserve textbooks, Desktop Computers, Books and E-books, Reference and Research Help, Cyber Cafe	An area devoted to complete silence
2/14/2013 11:56:30	Student	Vickie and Steve at the cyber cafe they are very friendly!	Desktop Computers	Reserve textbooks, Desktop Computers, Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	A memorial plaque for Mary Boucher I'd likely donate cash for that
2/14/2013 11:58:27	Faculty/Staff		Cyber Cafe	Cyber Cafe	
2/14/2013 11:59:16	Student	The tutoring center and the availability of tutors.	Tutoring Labs	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Controlling the noise,mainly in the tutoring labs.
2/14/2013 12:00:20	Student		Tutoring Labs	Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe	
2/14/2013 12:02:44	Student	How quiet it is here, helps with homework	Desktop Computers	Desktop Computers, Laptops , Tutoring Labs, Reference and Research Help, Cyber Cafe	
2/14/2013 12:07:14	Student	The resources available for student use and the librarians ! Kori Wilhelm especially ! I can use most books here without purchasing them on campus.	Group Study Rooms	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms	Starbucks having longer hours or jobs available for students without work study
2/14/2013 12:07:20	Student		Reserve textbooks	Reserve textbooks, Laptops , Cyber Cafe, Group Study Rooms	Is if cyber cafe were open on weekends especially Sunday!
2/14/2013 12:07:32	Work study student	I love my library has all the textbooks that I need. This is why spend a lot of time in the library !	Reserve textbooks	Reserve textbooks, Laptops , Cyber Cafe, Group Study Rooms	It's perfect already !
2/14/2013 12:09:25	Student	The hours	Group Study Rooms	Desktop Computers, Laptops , Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms	More rooms and bigger private conference rooms for groups or organization
2/14/2013 12:09:37	Student	Reading books.	Books and E-Books	Books and E-books, Cyber Cafe, Help Desk/Computer Support	If they had more variety of book
2/14/2013 12:09:59	Student	That there is always someone willing to help you	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	If there was snacks
2/14/2013 12:10:45	Student	That there is always someone willing to help you	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	If there was snacks :)

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2/14/2013 12:12:15	Student	There's always people willing to help	Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	
2/14/2013 12:13:00	Student	It is clean.	Laptops	Desktop Computers, Laptops , Tutoring Labs, Books and E-books	It is resourceful.
2/14/2013 12:13:43	Student	Tutoring The staff will assist you with any problems you have. They are very supportive and have really expanded the over all atmosphere of the Library Commons!	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	More studying rooms.
2/14/2013 12:21:00	Student	Excellent work!	Group Study Rooms	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	More Study Rooms :)
2/14/2013 12:26:44	Student	the accessibility of computers and tutoring in one place.	Desktop Computers	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	
2/14/2013 12:32:55	Student	Quiet for my homework	Laptops	Laptops , Cyber Cafe, Group Study Rooms	More quiet rooms
2/14/2013 12:33:17	Student	having helpful resources.	Group Study Rooms	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	more study rooms.
2/14/2013 12:35:44	Faculty/Staff	Is the late open hours and the various tutoring lab available for the students and the cyber cafe.	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	
2/14/2013 12:36:18	Student	I have access to lots of books and computers and its an easy place to sit down and do my homework.	Laptops	Desktop Computers, Laptops , Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms	Nothing. The library is great.
2/14/2013 12:37:41	Faculty/Staff	the late hours, great printers, good coffee and good lighting.	Books and E-Books	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Books and E-books, Cyber Cafe, Group Study Rooms	More documentary DVD selection of the educational kind.
2/14/2013 12:37:48	Student	I can come here everyday all day.	Desktop Computers	Reserve textbooks, Desktop Computers, Tutoring Labs, Group Study Rooms	Wasn't so loud at times
2/14/2013 12:41:55	Faculty/Staff	Because the Starbucks is here.	Cyber Cafe	Cyber Cafe, Help Desk/Computer Support	

Timestamp	am a	One thing that I LOVE about my library is _____.	The ONE Library Learning Commons resource I use MOST OFTEN is:	Please check ALL the resources you love at Southworth Library Learning Commons.	Something that would make me LOVE my library more is
2/14/2013 12:49:55	Student	Quiet hours and tutoring lab and the rooms.	Tutoring Labs	Reserve textbooks, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help	More quiet rooms.
2/14/2013 12:50:09	Student	The books they provide their students	Books and E-Books	Desktop Computers, Laptops , Tutoring Labs, Books and E-books	None
2/14/2013 13:08:45	Faculty/Staff	The most awesome, helpful and caring staff.	Laptops	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Free chocolate everyday
2/14/2013 13:13:39	Student	two things...the staff and the hours....<3	Laptops	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support, movies	more cupcakes
2/14/2013 13:18:44	Student	Convenient and open late	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	More computer tutors
2/14/2013 13:20:10	Student	Extended hours	Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops , Group Study Rooms	Free back massages
2/14/2013 13:30:04	Student	That's it's free There is everyone you need available to us. We can order books and we can expect an email letting us know that its in the library.	Laptops	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Books and E-books, Group Study Rooms	That if you had digital drawing pads like the ones in the GMMD lab
2/14/2013 13:44:13	Student		Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Books and E-books, Cyber Cafe, Group Study Rooms	Expanding it. Never stop keep growing
2/14/2013 13:54:01	Student	the available help.	Tutoring Labs	Reserve textbooks, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Group Study Rooms	i think its great the way it is
2/14/2013 13:54:59	Student	The help of the tutors you guys helped me with a research paper last semester an taught me how to do research.	Tutoring Labs	Reserve textbooks, Laptops , Group Study Rooms	
2/14/2013 14:09:25	Student		Reference and Research Help	Desktop Computers, Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe	... i dont really know. you guys do a great job.
2/14/2013 14:48:11	Student	Hours	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Microwave
2/14/2013 14:49:40	Student	Touring lab	Other Reserve Items (iPads, models, earphones, etc.)	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Group Study Rooms	Microwave

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2/14/2013 14:50:54	Student	The laptops	Desktop Computers	Desktop Computers, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms	Microwave
2/14/2013 14:52:22	Student	They can help me with my hw	Desktop Computers	Tutoring Labs	More space
2/14/2013 14:58:37	Student	the books they have on reserve	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	more book on reserve
2/14/2013 15:00:35	Student	There are so many useful resources to help me study for my classes.	Tutoring Labs	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Nothing I already LOVE it!!!!!!
2/14/2013 15:01:46	Student	The help	Tutoring Labs	Desktop Computers, Laptops , Reference and Research Help, Cyber Cafe	
2/14/2013 15:03:46	Student	Comfy couches for sleeping	Laptops	Reserve textbooks, Laptops , Tutoring Labs, Books and E-books, Cyber Cafe, Group Study Rooms	More texts
2/14/2013 15:04:34	Student	Books	Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops , Tutoring Labs	
2/14/2013 15:07:00	Student	I get most of my work done	Tutoring Labs	Reserve textbooks	Everything I love about the library is already here
2/14/2013 15:08:58	Student	The hours of operation! I can study in calm, the tutors help me in my homework and teach me the right way to do the math exercises. The Tutoring Center is the best way to learn quick.	Reserve textbooks	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Longer tutoring hours
2/14/2013 15:14:54	Student		Tutoring Labs	Desktop Computers, Tutoring Labs, Reference and Research Help	They help me to do a good work.
2/14/2013 15:26:38	Student	All the helpful staff	Books and E-Books	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Help Desk/Computer Support	More study space
2/14/2013 15:28:14	Student	All the class books they have on reserve.	Laptops	Reserve textbooks, Desktop Computers, Laptops , Books and E-books, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	Rooms that don't let in so much noise
2/14/2013 15:28:45	Student	I am able to do great research here!	Desktop Computers	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms	More group study rooms, they are usually taken when I arrive.

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2/14/2013 17:59:28	Student	The tutoring centers.	Laptops	Desktop Computers, Laptops , Tutoring Labs, Group Study Rooms	More rooms in which you can do group study.
2/22/2013 17:11:04	Student	the hours that it is open to. The access to use different things & the wonderful workers as well as an enjoyable environment to be in.	Tutoring Labs	Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Cyber Cafe, Group Study Rooms	staying open longer and free food and snacks
3/4/2013 14:21:20	Student		Tutoring Labs	Reserve textbooks, Laptops , Tutoring Labs, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	
5/5/2013 22:54:58	Student	the resources we're giving to help us study and do homework.	Tutoring Labs	Reserve textbooks, Desktop Computers, Laptops , Other Reserve items (iPads, models, earphones, etc.), Tutoring Labs, Books and E-books, Reference and Research Help, Cyber Cafe, Group Study Rooms, Help Desk/Computer Support	if the cyber cafe took debit cards.