We Hear You Responses to Libqual 2010:

- **You said you wanted better-equipped study rooms**
  - One Terrell Library study room has been upgraded with a flat screen monitor to facilitate group presentation work, additional group study areas are being configured to accommodate increased demand, and white boards are being added to all group study rooms.

- **You said you wanted computers available for checkout**
  - Now, Owen Science & Engineering, *and* Holland & Terrell Libraries offer laptops with Office software for in-house checkout.

- **You said the Libraries have outdated technology**
  - The Libraries updated computers in all campus libraries and added flat-screen monitors for the computers in all Owen and Terrell Library instruction classrooms.

- **You said the website makes locating and accessing resources challenging**
  - We added a search box to the Libraries homepage to search for books, articles, and more.

- **You said you want notification before materials are due**
  - We started sending courtesy notices before materials are due.

- **You said you want more opportunities to learn about library services and resources**
  - We created the Classes on Demand Program, 23 courses about scholarly communication, social networking tools, organizing your research, specific scholarly resources, and much more. Visit the Classes on demand program at [http://www.wsulibs.wsu.edu/usered/COD/](http://www.wsulibs.wsu.edu/usered/COD/)

- **You said you want better printing options**
  - We teamed up with Cougar Copies to provide printing; now more printers and photocopiers are available, and wireless printing is available through Coug Prints.

- **You said you want better access to resources**
  - The Libraries instituted free delivery of resources to graduate student and faculty offices.
**Additional points that could be made in non-poster messages:**

**Service:**
- Free ILL
- Expanding the scope of laptop checkout
  - Jill mentioned that they are considering adding laptop checkout to Animal health. I haven’t been able to verify this with anyone in systems however Jill included in in a libusers message on 9/17
- Working more closely with key undergraduate programs like World Civilizations and PASS
- Greater focus of purchasing on demand
- Tailored our reference service to provide enhanced service during hours of high demand
- Restructured our public services to align with the 21st century needs of our patrons
- Continue to boost the visibility of WSU faculty research through the Research Exchange

**Collections:**
- Expanded the access to many collections to WSU ALL from Pullman only
- Since march 2010 we’ve added many digital collections including:
  - WSU libraries films, Irwin Nash Images of Migrant Labor, the Faith Beamer Cooke Collection, the Homer M. Hill Digital Collection

**Website:**
- Continue to make the website easier to use, many virtually unnoticeable changes to the website that ultimately streamline the information research process
- Adding new hardware to improve stability and speed when interacting with our online presence
- Added BX Article recommender
- Exposing users to incredible amounts of information through our “next generation” library catalog
- Added Libguides to present students with a more tailored online guided research experience

**Facilities:**
- Recently added the new classroom with 40 workstations
- Expanding group study space with a reconfiguration of the MMR area