

## ACTIONS TAKEN

### Faculty

Positive 11

"The librarians are very helpful and help until the question is completely answered." Freshman  
Biology/Chemistry/Mathematics

Negative 1

"As an adult learner I find the resources available more than acceptable, but the tolerance of the library staff for someone who struggles with the computerized aspect is limited. I learned library skills when we still had the paper cards u had to sift through!!!The librarians are impatient and make me feel like i am imposing on their time when I ask questions most high school kids probably know. The student assistants are far more respectful and helpful, maybe because they know what it's like to feel insecure and intimidated by people who are supposed to be helping you." Graduate Nursing/Community Health

### Response:

Because of the complexity of the resources the library now has, some questions take some time to fully answer. Librarians are always willing to schedule appointments with individual students for help navigating the Library resources or for conducting research.