

ACTIONS TAKEN

Staff

Positive 30

"I have always been very impressed by the staff's ability to find the information I need, especially electronically. If I ever needed an article our library did not have, I would quickly note to the library's help desk, and I would have the article in my e-mail days later."
Senior Communication/MIT

"I have received exceptional help no matter my question." Freshman Undeclared

"The staff does a great job in satisfying the needs of the students here at the University of Scranton."
Sophomore Business/MBA

Negative 3

"The staff can be unfriendly at times as well which is very unlike the campus atmosphere." Sophomore
Biology/Chemistry/Mathematics

Response:

Most comments indicated favorable interaction with faculty and staff of the Library. If any user encounters a situation like the one indicated in the negative comment, we want to hear about it! Please send your comment to libqual@scranton.edu