

## ACTIONS TAKEN

### Staff

#### Positive 30

“I have always been very impressed by the library staff's interest in helping students find the information they need, especially electronically. If I ever needed an article our library did not have, I would send a quick 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](mailto:libqual@scranton.edu)