

April 23, 2019

Dear Bentley community,

Thank you to everyone who took the time to contribute to *14 Days!* We received a lot of feedback that will be helpful to us as we continue to look for ways to improve the library to fit the needs of the Bentley community.

We hope that many in our community continue to find the library to be a source of inspiration and respite from the stress of academic expectations. Comments ranged on a variety of spaces and services the library provides including the art installations in the art gallery, our monthly book displays, and more. Many users singled out the addition of new study pods. Most of the feedback was positive and we want to let you know that we will be adding more of these study pods in the coming months. We're also glad that you love the therapy dogs as much as we do! We're going to do our best to see if they can visit us more often.

About this document

This document provides our responses to the issues that arose most frequently. You can [use the table of contents below](#) to browse by topic. But first, we'd like to begin by highlighting some changes that we've already made, and solutions that will be implemented in the coming months:

- **Early Check-ins for Study Rooms:** The reservation system now allows early check-ins. If the room is empty when you arrive, you can check in up to 10 minutes in advance of your start time.
- **Lighting Upgrades:** In collaboration with Facilities Management, the Office of Sustainability, and a lighting specialist, we have upgraded the lighting throughout the building.
- **Seating Improvements:** Many of you were enthusiastic about our new study pod seating options, so we think you'll be happy to hear that there will be additional pods soon.
- **Enhancements to Popular Reading and Audiobooks:** We will be making it easier to browse the popular reading and audiobook collections by adding spine labels to clearly identify new arrivals and items within specific genres (e.g., mystery, biography, sci-fi).

Based on some of your comments and suggestions, we realized that we need to do a better job of advertising some of the services and resources we already offer!

- If you're looking for a spot to watch DVDs, we have **DVD Players** available in the Bowles Room on the Lower Level of the library. Some of the DVD players in this room support viewing DVDs from other regions. Many of our desktop computers in the library will also allow you to view DVDs – just remember to use headphones! For those who would like to watch DVDs outside the library, the IT Help Desk loans out portable disk drives that can be connected to a laptop. Don't forget we also have streaming film collections that you can access both on and off campus.
- We have two **scanners** and a **copier** available to use. One scanner is available in the upper level printing room. A second scanner and a copier are available in the lower level printing room. Both the scanners and the copier are free to use.
- **Lockers**, located on the Lower Level of the library outside the Writing Center, are available for students to use. Keys can be checked out for one day at a time at the Library Services desk.

Bentley Library Responds to *14 Days to Have Your Say!*

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I. BUILDING and ENVIRONMENT

Cleanliness

We appreciate your kind words about the custodial team that takes care of our building. They do a remarkable job keeping the library looking good, especially given how heavily the space is used and the number of hours that we are open.

We understand there are a couple of areas we need to work on. You may have noticed that the bathrooms are smelling a little fresher now that we have installed new air freshener dispensers. We will also be keeping a closer eye in the cleanliness of tables, desks, and keyboards throughout the building. Don't hesitate to [Report a Problem](#) or alert any library staff member if you see something that needs attention.

Lighting

Any good study space needs good lighting, so we understand your frustration. We are excited to announce that in collaboration with Facilities and the Office of Sustainability we are completely rehabbing the lighting in the building. With the help and recommendations of a lighting specialist, we replaced all existing lighting with LED bulbs (which are brighter and more energy efficient) and will be making other upgrades to ensure the Library is the perfect space to read and study.

If you need window blinds to be lowered or raised or spot a blown bulb, please either stop by the desk to give us a heads up or anonymously [chat with us online](#).

Noise

Noise is a topic that almost always arises when we ask for feedback, and we will continue to try new ways to alleviate the situation.

You may have noticed that we recently placed “Quiet Zone” signs outside the large study area on the top level to officially designate it as a space reserved for silent study. Additionally, the new walled study pods/cubes we’ve been installing should help to block out some of the distractions while you study. They also make it more difficult for people to converse.

As hard as we try, we can’t keep it quiet in the library without your help. As a community, we must commit to a culture of quiet and work together to enforce it. Here’s how:

- Be courteous of the people sitting around you. They don’t want to hear your conversation or the music spilling out of your headphones. Please be aware of your voices and actions.
- Let us know when there is a problem. We realize it might feel uncomfortable to point the finger at a peer or a classmate, but you can use the [Report a Problem](#) link on the library website to send us an anonymous message. If you aren’t worried about being anonymous, we encourage you to report the problem at either of the desks on the main level. A staff member will never hesitate to immediately address a noise complaint.

Lastly, we ask for your understanding about noise in the lobby area on the main level, which is the main thoroughfare of the library. There are two entrances, two service desks, and six printers in this area. The 10 minutes between classes are especially noisy. If you sit at the computers or tables near the Library Services and Reference Desks, you will hear conversations as librarians assist library users. Noise in this area of the library is unavoidable.

Temperature

The library sometimes feels too warm or too cold. Facilities does its best to keep the building set between 71°-73°F, but having so many windows, wide open spaces, equipment, and people in the building makes it challenging. Other factors that can affect the temperature include unusually high or low outdoor temperature and humidity levels, your location inside the building (hunkered down in the basement vs. studying next to a sunny window), and the amount of time you spend sitting in one place without moving. There are also seasonal transition periods when we are waiting for Facilities to switch between heating and cooling.

If you are in a study room, you can adjust the temperature +/- 2°F using the thermostat inside the room.

We encourage you to report any areas that seem too hot or cold so that we can work with Facilities to address potential equipment problems. That said, we advise that you dress in layers, especially if you are planning to spend an extended period of time inside the building.

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II. COLLECTIONS and RESOURCES

Audiobooks and Popular Reading

It is great to hear that so many of you are enjoying our popular reading and audiobook collections. These rotating collections allow us to bring in newly released titles to the library and we do our best to provide a varied selection to the Bentley community.

We received some comments about how the items in these collections are arranged and we'd like to take this chance to shed some light on the subject. Books are organized in [Library of Congress \(LC\) Call Number](#) order, like our other book collections in the library, which is the common system used in academic libraries. LC Call numbers are organized by subject. The most common call numbers in our Popular Reading and Audiobook collections begin with PN (General Literature), PR (English Literature), PS (American Literature), and PZ (YA and Juvenile fiction) then are further narrowed to more specific topics.

We can't change how these titles are organized, but we're making the following changes based on some of the 14 Days suggestions to hopefully make the browsing experience a little easier:

- We will be placing **"New"** stickers on the books and audiobooks that have been recently acquired. We will also be continuing to publish our monthly [New Books, DVDs, & Audiobooks](#) lists.
- Look for new **genre labels** (Mystery, Suspense, Fantasy, Sci-Fi and Biography) that will be added going forward to new titles.

All the titles in these collections can be searched in the [library catalog](#). We also have many popular titles available in the [OverDrive eBook & Audiobook collection](#). If you have any questions about locating items or if you need any recommendations, stop by the reference desk to speak to a librarian.

We also welcome suggestions for titles to add to these or any of our collections. You can use the [Suggest a Purchase](#) form on our website to submit a request. While we can't accommodate every request, we do our best to bring in titles of interest to the community.

Course Reserves

Textbooks are expensive, so we understand the desire to have more available on course reserve. The library's budget and space restrictions can't support purchasing textbooks for every course offered at Bentley, especially as reading lists are frequently changed and new editions are required every year. We do our best to encourage professors to lend us extra copies of course textbooks to place on our reserves shelf. You can help us in this effort by asking your professor if they'll be placing items on reserve in the library!

Several people commented that they would like more online access to course material. In many cases this is beyond our control due to strict licensing and copyright restrictions. Whenever possible, we try to make materials available online.

Databases and Research Resources

We are very happy to hear your positive feedback about the library's resources and librarians. We're also pleased that the library's subscriptions to the online versions of *The New York Times* and *The Wall Street Journal* have been popular. This success has driven requests for individual subscriptions to other news sources and websites. While the library provides a full range of resources needed to enjoy, learn, teach and do research, we just can't subscribe to everything. Resource evaluation and selection is an ongoing process, and we encourage you to send your recommendations for consideration. We consider all requests seriously and carefully but will never be able to fulfill every request we receive. Faculty should work with their department's [subject librarian liaison](#); others can use the [Suggest a Purchase](#) form or speak with a librarian at the Reference Desk.

We understand your feedback about the usability of the library's search interface. Our librarians are here to help! We provide expert assistance with identifying and utilizing resources, constructing searches, and organizing and evaluating sources. Librarians [staff the Reference Desk daily](#) for drop-in help and offer [individual and group consultations by appointment](#).

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III. COMPUTERS and PRINTERS

It's frustrating when the printers and computers aren't working properly (and it always seem to happen when you're in a hurry). We've forwarded your comments to the [Computing Services Help Desk](#), and we will continue to work with them to ensure the technology in the building is in good working order. We rely upon your reports to let us know when something is broken. Please alert a staff member if you encounter a device that isn't working so that we can attend to it quickly.

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IV. FOOD and BEVERAGE

Food and Beverage Options

We received some comments about the food and beverage offerings in the vending machines on the lower level of the library. We are going to work with the vendors to bring in more of a variety of healthy snack items. Some items, however, we are not able to add. For example, we are unable to add Red Bull as this is not a Pepsi product. We will be looking into adding Pepsi's energy drink offering Amp if it is available.

Einstein Bros. Bagels café

Comments that were submitted about Einstein's have been forwarded to Sodexo for their review. You can also submit your feedback directly to Sodexo via the [comment form](#) on their website.

Hot Water

We received many requests for a hot-water dispenser, and we would love to be able to provide this for you! We are currently working with Bentley's Purchasing Office and Facilities Management to investigate equipment options and assess the expense.

In the meantime, there is a microwave located in the Einstein's café that you can use to heat water. Don't forget to bring your own microwave-safe mug.

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V. HOURS

There were numerous comments regarding library hours. Some commenters asked for extended evening hours on Fridays and Saturdays, while others requested the building remain open 24x7, possibly via card-swipe access.

We take your requests seriously. We are continuously tracking gate count data and taking headcounts to ensure that the library's hours are meeting the needs of the Bentley community. In fact, previous *14 Days* feedback combined with library usage data has led to many enhancements over the past decade (e.g., extending closing time to 2:00 a.m. Sunday-Thursday, opening at 7:30am on weekday mornings, and instituting 24-hour library access from the last day of classes through the last day of exams).

There are significant costs and safety issues related to extending the hours of operation of the library. These costs are measured against usage data that demonstrate the building is not heavily utilized during early morning or late night hours on weekends. At this time, we do not plan to change or extend the library's hours.

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VI. REPORTING PROBLEMS

Concerns were raised about a variety of problems, from noise complaints to the window blinds needing to be raised/lowered to rooms being left messy. We want to alleviate these frustrations. We can't fix something we don't know is happening, so we rely on you to help us help you! Please use the [Report a Problem](#) link on the library website to send us an anonymous message or report the problem to a library staff member at one of the desks on the main level and we will respond accordingly.

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VII. STUDY ROOMS and RESERVATIONS

There were several comments regarding the group study rooms. Unfortunately, some of the requests are beyond our control. For example, sound proofing the rooms would require a major building renovation.

One issue that came up repeatedly is the room reservation check-in policy and reservations being cancelled. As part of our existing system, students need to hit a “**start now**” button on the panel outside the room to check in to their reservation. If the “start now” button is not activated within 15 minutes of the reserved start time, the reservation is cancelled, allowing another group to use the space. If you are concerned that your reservation was inadvertently cancelled because you forgot to check in, please come to the Library Services desk where a copy of the daily reservation schedule is available. We can help mediate any room scheduling discrepancies.

Here are some improvements we are making based on your suggestions:

- In response to feedback about individual students reserving and using rooms, new signs have been added to the reservation panels outside each study room to clearly communicate the existing policies. Please remember these rooms are for *group* work rather than individual study.
- Another request that we have been able to accommodate is to allow students to check in to a room early. If you arrive for your reservation early and the room is empty, you will now be able to check in up to 10 minutes in advance of your start time.

We understand that there are limitations to the system we have in place and have tried to make it as user friendly and as fair as possible. We are actively looking at ways to improve what we have including, but not limited to, adding app-based reservation solutions or even switching products. Everything is on the table when trying to optimize your experience using the Bentley Library.

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VIII. WE'RE STILL LISTENING

We want you to know that we're still listening! You don't have to wait for another round of *14 Days to Have Your Say!* to share your comments and suggestions. If you have questions about anything you see (or don't see here) or want to send us more feedback, please send us an email library@bentley.edu or use the [Contact Us](#) form on the library's website.

Regards,

The Bentley Library Staff

