As a part of National Library Week, Bluford Library utilized the LibQUAL+ Survey to evaluate the quality of services. What is LibQUAL+? (http://www.libqual.org/home) * LibQUAL+ is a web-based survey offered by the Association of Research Libraries to assess and improve library services, change organizational culture, and market the library. * The personal data was very comprehensive. * Patrons were “brutally honest” with their personal comments! * Patrons gave a variety of personal comments: - Printer complaints - Food in the library - More computers - Friendly library staff - Old library furniture, etc.

Task Force created and resolved to renovate all our floors - Collaborated with campus facilities to obtain a Project Manager - Project Manager hired a furniture company to select and provide new carpet and furniture - Project Manager hired lowest-bid contractor to move our bookshelves so the new carpet could be laid and then shelves placed back on the carpet - Project Manager hired company to remove old carpet and install the new carpet - Held bi-weekly meetings to discuss the progress of the project - Library staff members were very helpful with identifying errors - The moving contractors were inexperienced: - Plastic wrap was faulty and unable to maintain structure - Books were tossed on the floor

Administration filed a complaint with the Project Manager - The Project Manager held the moving company accountable and required them to repair all damages to shelves and carpet - The contractors returned several times to make repairs until all shelf ranges were stabilized - Second Floor closed off until EHS (Environmental Health & Safety) approved all repairs and declared the area “safe” - Collateral damage to the furniture: - Shelves dangerously leaned over due to loosely and incorrectly reattaching of range sections - Newly installed carpet now had cuts and slits - Contractors removed old and defective carpet - New carpet was installed

Top Five Tips and Take-aways
1. With big projects, communicate with your Project Manager daily
2. Ask many questions about the work experience of hired contractors
3. Take photographs “before, during, and after”
4. Document any damages as soon as possible
5. Include Administration when “work results are undesirable”