

Your Feedback in Action

Responses to LibQUAL+ comments

Thank you to the 177 people who left written feedback in the LibQUAL+ survey that ran in February and March 2025. While most comments were positive, your suggestions and constructive criticisms—especially concerning space and collections—are helping us improve.



Below are some of the comments we received from the key themes raised and the steps the Library is taking to address them.

Library Study Spaces & Facilities

1. Power Outlets & Charging

Your Feedback	Our Answer
<i>"More outlets for charging laptops, iPads, phones in the library would be fantastic!"</i>	The J.N. Desmarais Library is currently at maximum capacity for wall outlets. We are exploring alternatives for charging your devices when a wall plug isn't available.

2. Outdated Facilities

Your Feedback	Our Answer
<i>"I believe the library needs to be modernized in every aspect."</i>	We are actively working to identify funding opportunities for modernization. Recent updates include new furniture and equipment (tables, chairs, and screens) in group study rooms and new chairs in individual study rooms. Our new Library & Archives strategic plan will help us champion future modernization efforts.

3. Study Rooms: Booking & Availability

Your Feedback	Our Answer
<i>"It would be better if there were more study rooms for graduate students. I usually go there after 12 noon and the study rooms are full. I have to wait until around 4 pm to find a vacant one."</i> <i>"Maybe we should have a way to book study rooms online ahead of time and to promise groups don't keep booking under different peoples names. When you ask for a study room you must enter how many students will be present and their names. And maybe have a minimum amount of people per room capacity!"</i>	Good news! We now have a new booking system (called Affluences) that allows students to book group and individual rooms ahead of time to make sure you have a room before coming to the Library. Our policies are on our website.
<i>"We need more single room study"</i> <i>"I'd love more private study rooms if I'm being honest. They are the best!"</i> <i>"There needs to be more study spaces and ones that can accommodate groups. Whiteboards in the study rooms."</i> <i>"More study rooms, with space for many students!"</i>	While we cannot add additional group study rooms without renovations, we are looking into adding two additional single study rooms on the 2nd floor of the Library. We hope that the new booking system will also help manage availability. We have also installed new screens that allow screen sharing in the group study rooms to better support your studies.

4. Noise & Quiet Zones

Your Feedback	Our Answer
<i>"I often find it gets rather loud. Particularly the 3rd floor desks closer to the group study rooms. I've been to other university/ college libraries & some have a QR code or a number/ site to message if someone is loud"</i>	We're sorry to hear about the noise issues, as we want the library to be a productive space for all students. Our team will be increasing their presence and monitoring of the 3rd floor and the Brenda Wallace Reading Room in the

from your spot/ anonymously. Or maybe if every other hour someone walks around?"

"I wish there were rules that enforced quiet zones to be quiet. There have been many times where I've needed a silent place to work and I'd go to the reading room but there's people blasting things on social media, watching things without headphones, or talking loudly on the phone."

"Sometimes the top floor, which is supposed to be quiet, has noisy students in the private study rooms."

J.N. Desmarais Library. If the noise continues, please speak with a staff member at the Service Desk.

"It's just too loud, especially near the computers. I know you have private study rooms on the second floor but they don't have access to a computer so I need to use the computers on the first floor but I never want to go because it's too loud in the surrounding areas and I can't focus."

We're sorry to hear about the noise disruptions you've experienced. As an alternative to using the computers, you can borrow a Chromebook from the Service Desk to use on the quieter 3rd floor of the J.N. Desmarais Library or in an individual study room. This way, you can get the quiet you need without sacrificing access to a computer.

5. Opening Hours

Your Feedback

"The opening hours need to be adjusted to close later to better accommodate on-campus students and those with cars."

"I would like to ask for extending the library's hours into the evening and throughout the summer for graduate students and for those who live in campus residence."

"The library provides a really appealing space for me to focus and study for long hours. I only wish it was open 24 hours."

Our Answer

The Library's current hours at all three locations are restricted due to a shortage of available staff and limitations on student employees hours. We will consider running a more focused survey to determine the needs of the student population for extended service. This data would inform the feasibility of increasing hours, but would be contingent upon our staffing capacity.

Library Collections & Resources

1. Research Help

Your Feedback	Our Answer
<i>"More guidance with how to access books, articles, journals, literary critiques."</i>	There is a help guide on the library website for an introduction to searching the library. Librarians are also ready to help! You can find the librarian assigned to your Faculty on the Contact us webpage. They offer office hours and one-on-one meetings (virtual or in person) to guide you on searching for the specific resources you need.

2. Textbooks

Your Feedback	Our Answer
<i>"Please ensure that you have all class books that are required for courses or the ability to loan them."</i>	Unfortunately, the Library doesn't normally purchase required class textbooks. They quickly become outdated, the high demand cannot be met for all students, and many textbooks are only available in e-book versions that publishers do not allow libraries to purchase. Exception: A professor can ask the Library to place a print copy of a textbook on reserve (accessible for short periods like 3 hours or 1 day) to allow time for you to read or photocopy the chapters you need.

3. Online & Specialized Resources

Your Feedback	Our Answer
<i>"The library needs (...) more access to online journals."</i>	We're sorry to hear you're not finding the resources you need for your studies. Due to the high cost of databases, we can't always subscribe to everything. However, our InterLibrary Loans (ILL) service is very efficient! Use the Omni search tool to request books or articles you need quickly! If you need help with this service, stop by a Service Desk at any of our locations. If you have suggestions or can't find what you need, please contact the liaison librarian for your Faculty for help with your research.
<i>"I wish we had access to more resources on JSTOR/omni."</i>	
<i>"There just isn't a whole lot of resources for business administration"</i>	
<i>"There aren't any professional electrical engineering books available, particularly books like to the Canadian Electrical Code"</i>	
<i>"Please have updated books about Nclex and nursing books, and get rid of expired/outdated nursing books in the library."</i>	

4. French Resources

Your Feedback	Our Answer
<i>"The Library lacks French resources. Regardless of the subject or field, we have more resources in English, even though Laurentian is a bilingual university. Efforts in this direction would greatly help students perfect their research and assignments."</i>	Over the past few years, the library has been able to subscribe to several French resources thanks to funding from the Office of Francophone Affairs at Laurentian University. This includes databases such as Érudit , CAIRN , and ScholarVox . You can also contact the librarian for Francophone programs to make suggestions for purchases or to get support.
<i>"I've had difficulty obtaining French resources, particularly works in the fields of management and social sciences, which are primarily available through CAIRN."</i>	