

“What’s on your mind?”

January 2005

"One should be able to pay library fines online, especially with Debit or Visa cards - neither of which are currently being accepted."

At Fondren Library Center, we do accept Pony Express cards for payment of fines but these must be paid at the Circulation desk. Fines paid by credit card or debit card, may be paid on-line at Access.SMU--Account Summary. However, these fines may only be paid on-line if the library fines have been bursar-transferred to the cashier's office (usually after 30 days of posting at the library).

"It would be convenient if the study room schedule was posted on the Internet so that students could make, confirm, and delete appointments 24/7 without tying up library staff."

This is a good suggestion. The problem is that we only allow room bookings in 2-hour intervals per group. If not monitored by library staff at the desk, we find students will often book rooms beyond the 2-hour interval. Since we have limited study room space, this would tie up the rooms for others who may also need a quiet place to study.

"May I recommend you have plastic bags to offer during rainy days. Something thicker than grocery bags and a bit larger would be great. I realize this may pose security concerns (theft) but it would help if the bags were only offered during rainy days."

We will start keeping a small supply of bags at Circulation for those who request them during inclement weather. However, handing out bags to everyone is costly at a busy circulation desk where we may have several hindered checkouts in a day. I suggest carrying a plastic bag in your backpack or tote for such rainy days.

"What happened to the Economist? Has someone been stealing issues of the Economist? I miss it!"

We're sorry if you have problems finding the Economist. The library has a current print subscription, and the recent issues are available in the Newspaper and Periodicals Reading Area. We also have online access through a variety of full-text databases. If you ever have problems finding what you need, please ask for help. The Periodicals Office is staffed whenever the library is open, and we are here to help you.

"Why can we go through all of the databases and remove the journals that SMU does not own so that it won't be so confusing? It is not fair to lead students to believe that we own all of those journals."

Thank you for your question. The Libraries have active subscriptions to all the resources listed in the library catalog and SMU Online Resources page. Some are broad multi-disciplinary full-text resources for general research; others are abstract- or index-only resources for advanced research in specific subject areas. We are always available to help you find the best resources for your needs. Please call, email, or come by the Reference desk, and let us make some suggestions. You can visit <http://www.smu.edu/cul/help.html> for a list of ways to get in touch with us.

“What happened to the furniture? This was a major study location. However the new furniture doesn’t allow the area to be functional. Thanks”

We’re sorry that you do not like the new furniture. This furniture is similar to that found in coffee cafes and other university libraries. Staff will be considering ways to mix in other types of study furniture in the area.

“Library open 24-7”

-“A lounge area to relax while taking breaks”

--“A place to check your books/school bag if you need to leave for a short time (lockers).”

---“Keep Library open 24 hours a day every day all year long –most important- Lounge area to take a break, relax maybe w/ TVs, vending machines, etc. Place to leave bags & books if only leaving for a short period of time.”

----“Stay open later, or at least till about 4:00. Thank You.”

At the present time, we do not have the staff or budget to remain open twenty-four hours a day/seven days a week.

We are currently considering converting some area in the library as a student lounge.

Lockers on the second floor of Fondren Library East can be assigned to students for a semester, however you must check out all library materials that you place in the lockers, not keep perishable food in the lockers and use the lock that the library provides you. Check with staff at the Circulation Desk for details.

“The 4th floor is a really nice place to study. In fact, my friend and I arrange study sessions on a regular basis in that area.”

We’re glad you enjoy the area.

“ashtrays outside library? It’s gross.”

Cigarette butts in the Laura Bush Promenade are an eyesore. There is a large trash/ash tray container outside each of the Fondren Library Center entrances. During exams we ask the Grounds keeping staff to sweep the walkway as often as possible.

“I know what you did last summer”

Library staff worked.

“I think humans are a direct descendant of the unmarried union of Bigfoot and the Loch Ness Monster. A.K.A. Nessie the Mother of Mankind.”

Have you submitted your research to The National Enquirer?

“Water ftn by 1st floor bathroom need to be fixed. Would be nice if 1st floor bathroom lock had “occupied” sign linked to it & bathroom had air freshener installed.”

We will submit a work order for the broken water fountain and the air freshener dispenser. We will consider adding an occupied sign.

“Why doesn’t this university try hiring some compete computer lab staff with computer that have updated software, task processors and actually print. This is ridiculous.”

Though I’m not sure what the term “compete” means we are guessing “competent” was what was meant. The “lab staff”, assuming the computer lab staff, changes at the beginning of every semester; therefore, there is a period of learning and training for every new hire. Unfortunately there is no way around this.

As for the “updated software, task processors” we update and reload software on every pc during Winter, Spring and Summer breaks.

Printing is all together another issue - SMU requires payment for prints therefore demanding a specific software that is maintained by someone outside the lab.

If you have any issues or remarks, please contact the ACS Lab Manager at 768 3791.

“The library should be made available to non-SMU students from other local seminaries & universities after 10 pm thru the close of regular hours. Thank you.”

Fondren Library Center welcomes students from other universities and colleges as well as the general public with generous service hours during the week and on the weekends. However because of reduced library staff and security concerns, we will continue to restrict occupancy after 10:00 pm.

“It would be great if you had a person patrolling the library that would sell snacks & refreshments. It would be so convenient. Like a cart girl on the (golf) course.”

We are investigating possible refreshments that would be appropriate within a library. However, we will probably not deliver them to you study table or room.

“More study carrels should be available for general use. The library is kind of noisy and it would be nice if more were available.”

Fondren Library Center group study rooms are available for SMU students, faculty, staff only and may be reserved at the Fondren Library Center circulation desk or by phone (214-768-2329). Rooms may be booked individually or by groups of students for 2 hour time periods and may be renewed at the end of that period, if there are no other bookings. Occupants without reservations must relinquish rooms to users with reservations.

Study rooms are located on the 2nd floor of Fondren Library Center east wing, 2nd floor of Science Information Center, and above the entrance to the Fondren Library Center complex. Room numbers are as follows:

- Fondren Library Center east wing, 2nd floor: 205A, 205B, 206, 207
- Science Information Center 2nd floor: 206, 210
- Fondren Library Center entrance (above Circulation Department): 202, 204, 206, 208, 210

“There is a weird lady that sits on the 2nd floor all day long using the computer. She does not do any work of value because I have checked the history of her websites. Please tell her that she can’t hog the computer all day. Thank You.”

Central University Libraries welcome the use of library computers by SMU students, faculty, staff and the community. We have over 150 computers and seldom see users waiting for a free pc. Our computer use policy is posted on all computers. Library staff do not challenge or monitor the use of our computers unless there is a complaint or reason to believe that the computer use policy is being violated. Library staff does not encourage or condone individuals checking the history of Internet searches of other library users and in fact consider it a violation of user’s privacy and right of free speech.

“If I get bothered by the Library Patrol radio again, I’m going to go crazy.”

The library security officers need to be in touch with the SMU Police Dispatcher. I have asked the two officers to turn the volume down but they must be able to hear the dispatcher’s voice over the radio. They say “No problem.” They have gotten so used to it, they tend to tune it out.