Greetings –

The Ethnographic Research Project to study our website has completed the quantitative portion of its data gathering. We are sending to you, attached to this message, comments received from our library users that relate to (customize for area of work and expertise). The comments are arranged by graduate and undergraduate student, and there are separate columns for each question. For your further information, we have also attached workbooks with all undergraduate and graduate comments.

We need your help reviewing the comments that relate to (customize for area of work and expertise). We are primarily interested in receiving recommendations for changes to our website. However, there is considerable additional information in the user comments that you will useful for changes in the areas you oversee.

Comments were solicited via an online survey in response to two questions:

1) What feature would you like to see on the Rutgers University Libraries website that is not there now?
2) Please provide other comments you may have regarding the Rutgers University Libraries website:

Please review these comments and report your website recommendations to Georgina Alonzo (galonzo@rci.rutgers.edu) by November 15. We need them by this date so that you can inform the redesign of the website. Please note that some comments have been sent to more than one person or group, so your view will be very important in developing a balanced response to our users.

We are very grateful to the many Rutgers faculty and students who gave their time to contribute to the improvement of our website. We intend to publicize the actions we have taken in response to their comments. As you proceed to consider comments related to areas of your work beyond the website, please let us know if you make changes so we can also report those back to our survey respondents. Your assistance with this part of our task is essential.

Later in the fall semester, additional information from the qualitative portion of the project will be distributed. We do not know at this time if you will receive information from that portion of the project.

Thank you for your assistance,

Ka-Neng Au
Jeanne Boyle