



University of San Diego

Legal Research Center

Patron Suggestion

September 26, 2005

1) The Internet in the CPU lab is inconsistent in speed. Many times it is ridiculously slow, making for long research sessions that are exceedingly tedious, annoying and frustrating.

2) The wireless connection throughout the library is temperamental and spotty, at best. There must be something that can be done to assure a better connection in all places, because in some it isn't even accessible.

LRC Response

September 27, 2005

Information Technology Services (campus IT) is aware of the problems that are plaguing you and other patrons and has taken steps to resolve them. They are purchasing new equipment that will speed up Internet access for all campus computers, and they are scheduled to install additional wireless access points shortly. I apologize that you will have to bear with us for another week or two, but we do hope to offer improved service very soon.

If you need assistance with your technology needs, please come to the Electronic Services office in Room 121, or e-mail Electronic Services librarian Owen Smith at osmith@sandiego.edu.

Ruth Levor
Associate Director