It is frustrating when materials are not available because they were not shelved correctly or lost in some fashion. Not open late enough. Difficult for undergrads to access stacks. Lots of lost books. Bad search system. Sometimes it is difficult to find something (as I explained above). The personal. The atmosphere of many of the libraries isn't very good. Many seem cold or run down. A friendly, warm, comfortable environment would be helpful. The material located all over the campus. Telnet interface, inter library loan will not get books that we have on reserve. They do not get enough copies of popular books. Fine system. Plus, the main library is a depressing place to have to spend much time. Grainger much better. confuing to find. ...sometimes it just takes awhile though. I have repeatedly been sent the wrong item, and I had to go to the stacks TWICE to find items that I had returned that were not recorded as returned. I love our library system, but I don't really trust it anymore to accurately keep track of its holdings or to record my returns accurately. It is very intimidating to freshmen, and nobody wants to go through a tutorial or workshop about a library. Finding books and magazines is a lost cause. Idiosyn cratic technical equipment without much support. It's size - but the net is changing that. DRA. DRA interface. The timings are a bit inconvenient on weekends! Wish dept. library open later on Friday night... It's geeki, but that's when I have free time and would like to use the library. Graduate library hours on the weekend. The computer printers. The books, particularly journals are not reshelved in time and in order. The photocopying of articles from Inter-Library loan takes too long and the progress is not trackable. Difficult to learn where everything is and how to go about finding it. Online interfaces hard to navigate to find materials. People shouldn't need to take a course to be able to use them. I dislike the policy of only one journal subscription - I can't go to Vet Med to get articles. I don't like the loan period -- in a doctoral program I often need things for longer periods of time -- especially the interlibrary loan materials. I dislike that the system does not allow me to pick one of my two campuses.
addresses for delivery.

50 Takes significant effort to let you in before 8:00 in the morning.

53 lack of important journals

54 It is difficult to find what I am looking for sometimes because the information I need can be in several different libraries.

55 Some areas could use more computers...maybe quite computer rooms.

57 There are not enough computers and copy machines and copy card machines.

58 Wait for books at the Main Stacks

59 WAITING FOR SOMEONE TO RETRIEVE MATERIALS FROM STACKS

52 many items that are supposed to be on the shelf are not there and can't be located!

56 The lines at the main circulation desk in the Main Library can move VERY slowly, especially on weekends.

50 The fact that they are not all in one convenient place. I know this can't be changed though...that and they are always so HOT in there.

62 There is really inadequate work space in the main stacks.

66 sometimes it is hard to locate journals, either paper or online

67 I wish there was more instruction about all of the electronic material and how to use them for my purposes.

68 confusing catalog, hard to navigate main library stacks

69 The searching of backpacks on users of the main stacks. The undergrad library does not subject students to a search so why are graduate students subjected to this? I have been treated very rudely by some people on my way out of the stacks at times. people going through my stuff without reasonable cause (i.e. the buzzer going off). Access is already limited to the main stacks, there is no reason to subject graduate students and faculty to this search.

71 They fact that some times when researching a subject, I have to go to three different libraries across campus to find the books that I am looking for. It is time that I could be researching rather than walking from library to library.

72 In Asia Library, staff check students' bag before the students'leaving the front desk. I was so surprised when a staff at the circulation desk asked me to open my bag before I left that library On April 19. But he pointed a notice on the library wall, which said that's the policy in that library. I really hate this!

73 I don't feel the searches are always user friendly. I do not use the telnet interface search unless I have to. It is difficult for me to find the resources I want on that.

76 I don't like it when the library doesn't have a particular journal yet lists it in the online catalog.

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78 It seems that when I'm looking for articles, I find lots of titles that are not available at our library. The other day I think I filled out an electronic request for interlibrary loan, but I'm not sure...It said something about being accessed electronically, but I haven't heard about it since, so I guess it didn't work. Good think I didn't need that article that bad.

79 Journals that I need for my thesis are either not available or not in the U of I collection. However many times the computer shows that U of I does have the journals? They can never be found on the shelves and the library staff responds "I don't know. You'll just have to keep coming back and looking for the journal."
Limited number of microfilm machines available in commerce.

not enough computers and reserved materials when you need them. sometime it can get noisy when you want to study

Printers always having problems.

I think the study carrels need to be maintained. I feel Undergrad is run down and needs some work myself. Especially when you compare it to some of the other college libraries around campus.

it’s hard to get book in some libraries, especially those in foreign languages

The space is too small.

There really is nothing about the library I dislike other than parking issues (I can never find parking on campus!).

Short borrowing periods, renewal difficulty, slow shelving and number of lost/in process books, and short hours.

several libraries are very disorganized and finding items can be hard: a few times, items are missing although they are still in the database, librarian assistance was unhelpful among the libraries that i frequent: the biology and agriculture libraries are the worst, chemistry, engineering and physics are better. the main stacks library is just one big dungeon!

The main stacks circulation desk is hopelessly inefficient. I hate standing there for 10 minutes watching staff cutting pieces of paper on the paper cutter (how much does it really matter what size and how neat they are?). When they finally decide that stamping and cutting is complete, being greeted rudely and with assumptions about what I want. This is usually an assumption that I paged a book from stx that is not ready yet, when in fact I have ILL books to pick up.

the hours

don’t feel safe in the stax in main library

Can never find articles ON campus which relate to my topic. Sometime at SIUC or ISU does NOT help me.

I really don’t like how almost all the copiers don’t reduce. I do a lot of copying and it’s a real pain that only one copier reduces. It’s just a way to make the user pay more. Also, the condition of the microfilm and fiche readers in this library is a real crying shame. The newspaper library has the best selection, but even that is a real mess. The library needs to get more of those. There’s a lot of stuff that will never go on line cuz it’s so obscure and so these readers will always be needed, so make them better.

all the departmental libraries! I regularly go to 3-4 libraries after one it search!

The web site needs a bit of work, in order to make it more accessible and easy to use from anywhere. The Java menu serving as navigation is awful and should be gotten rid of entirely. The appearance of the site as well as the navigation need improvement, the catalog included. It would also be helpful to include more maps, like the floorplan of the main library for easier finding of the libraries within it.
partial journal collections: Yes, physica status solidi is at Grainger, but if you want any recent volumes, you have to go to Physics/astronomy.

Journals

nasty, rude & often ignorant staff

nonlibrarians at reference/circulation desk

Looking for books and journals

The communication problems associated with bureaucracy.

Difficulty in finding materials.

I often have to run around to 3 or more locations to obtain all the books I need. For example, I’ll have to photocopy something on reserve in the undergrad, then get something from the main stacks, then run up to the English library to check out more items.

Also, photocopying gets to be quite expensive. I’ve spent near $40 this semester alone photocopying articles from journals, etc.

The lack of easily accessible directions on how to use different things on the webpage. Most things can be figured out in time but some things need more explanation. For example, one may not notice that telnet allows you to reserve books.

It seems that the librarians in the Chem Library have no clue as to what they are doing sometimes. The head librarian (Tina) does an excellent job, but the student workers and the two daytime librarians A) sit around talking, B) are not courteous, C) are not helpful in my opinion. Hire some Chem grad students or some chem undergrads that use the library—they would be more helpful. This topic about the librarians is not just me—it’s a topic of discussion amongst many grad students.

Lazy librarians! Not all of them are lazy, for sure, but some are really bad. Keep talking on the phone or with their coworkers, do not seem to hurry up when people are waiting in line...

It is still difficult to get full text articles at times.

All of the collections are in different buildings and I have to wander all over campus to access resources. Also the library closes in the evenings during breaks. The evenings during breaks are for me probably the best time to be at the library, but it’s closed.

I don’t like the decentralization of the libraries. There are benefits, of course, but for me it triples my time travelling around campus.

takes to long to get books out of stacks. must know exact title to find some books

Sometimes you are unable to tell whether UI owns it or not by the TENET catalogue.

That not all of the sources are in full text...

The Commerce Lib should buy MORE newly published books!

In my field of study, there are many very good new books (which we can find from Amazon.doc), but I seldom find them on the ILLINI online list!

Please check the new/current year/old books ratio in Com Lib!

The hours are terrible

The number of computers; there aren’t enough. I needed to do a project for rhet at the undergrad but all of them were full. We had to wait 15 min. for a comp
145 not a whole lot of group rooms, lack of access to main stacks (in graduate library), heat issues (it's always SO hot in libraries), lack of e-mail stations

146 Journals related to some subjects, e.g., surface science, are divided among several libraries.

150 The telnet interface

149 I would prefer to have longer times to keep materials.

151 The awkwardness of the current online user interface (I actually preferred the one before, much to my surprise); the fact that the University does not seem committed to maintaining and improving the number of items in the collections.

153 Interlibrary Loan service is fulfilling loan requests pretty slowly (3-4 weeks) and the Document Delivery (rush service) is available only for certain items on the list.

154 Sometimes it is difficult to find what I want using the online catalog.

155 I never get books I have requested in a timely manner. Even if the book is on campus it stills takes over a week for the item to get to me.

156 The lack of computers. It seemed like a chore to go to one library, and find out that all the computers were being taken up.

159 The copiers are sub-standard.

160 Often the books that I need are charged out. It is very difficult to get a copy of the book in a reasonable amount of time. The books arrive, but sometimes too late to be of any help.

161 The times at which the department libraries are open at inconvenient sometimes.

163 I found the new Illinet system a pain to learn a couple of years ago and, instead, just have my librarians do it for me.

165 Nothing.

166 Repeatedly receiving incorrect items for Interlibrary loan requests which increases request fulfillment time to 9+ weeks. Frequently requested items arrive weeks after need date and are no longer relevant to work.

167 Close early on Saturday. Collection at ACE lib. is not that good. Too many libraries, too.

169 Sometimes do not have the journals I would like to see.

170 sometimes hard to find location

172 The overwhelming complexity and the "flux" rate change.

173 It is very difficult to find books because of the reshelving, and there are not enough journals that are kept updated.
The people who work in the chemistry library are rude and less than helpful. Need more architecture books. The strange hours on the weekends... Online catalog seems to be a bit hit-and-miss regarding multiple copies of the same title, i.e., the same book being listed under different titles and not being linked together. The online catalog doesn't do multiple level searches. I like to check my e-mail while working on projects. There are very few computers at the music library to check e-mail, and waiting in line is a waste of time. I think it would also be easier for elderly and handicapped to access to the second floor music library if there were a handier elevator. The surly, uncooperative, clerks which lamentably occupy the chemistry library. I'm glad that most everything is online now so that I never have to go over there in person and be forced to interact with them. Occupy is a good word because I have never seen either of them do any actual work. Having to go to 2 or 3 different libraries to get journals. Having to go to so many different locations to get the material I need. The random journals or magazines that have been allowed to lapse in subscription while smaller libraries like Governor's State (etc.) maintain current subscriptions. I don't like how dispersed across campus many of the libraries are. That it'll be leaving town in near future. It takes long time sometime to loan materials from other schools. Hours of operation are too short. I don't like that this university does not use the library of Congress shelving system. A number of journals (that I happen to need) were cancelled in the past. Study spaces should be more separated from each other, there's too much noise occasionally. Reshelfing is sometimes inaccurate. Lack of up to date computing and software books. Need more hours during non-session times: holidays, summer, Friday nights (later hours), during intersessions. I really have not used it much this semester. I am kind of confused on exactly how to access information that isn't located in magazines or newspapers, and even with those, I am still a little confused; I think that there should be instructions on how to operate the library through the web. The library needs to have longer hours (open earlier on weekends) and they should not interrupt studying every 10 minutes for an hour and a half before closing time forcing students out half an hour before closing (undergrad) the main library should stay open later. Also, many of the books available are out of date. The library should focus on getting newer materials. none, it's fine. It is huge and sometimes locating something can become quite difficult. Maybe larger maps at prime.
Umm, the fact that there is no food or drinks allowed. It is understandable, but sometimes you just want a beverage while you are studying.

Some library staff are quite rude (circulation desk!) but most of them are awesome.

can be too many books to find the ones I want.

I don't like the underground walkway between the graduate library and the undergrad library. There is a funny smell from the vending machines.

The inability to check out the Merck index on CD-Rom and not being able to get to read books and handouts on-line

I had difficulty using the moving shelves in the western sections of the stacks.

I don't like the underground walkway between the graduate library and the undergrad library. There is a funny smell from the vending machines.

I don't like how it is difficult to browse, and how all of the libraries are scattered all over campus in hard to find places.

Sometimes books are missing and the librarians and computers don't know it, or pages are missing (not really anyone's fault, though).

I think it sucks that everything is all spread out. It just gets my angry some times. It's like...I want the book now, and then I find out it's somewhere else on campus. Can't they just build a big building and put all the books in there? The library being spread out is a major draw back.

I don't like how it is difficult to browse, and how all of the libraries are scattered all over campus in hard to find places.

Finding articles can be hard, there should be a better way to search electronically. I would have liked to have gotten a tour/demo on how to use the library at the beginning of the year so I wouldn't be so intimidated by all the big scary information it holds.

I think it sucks that everything is all spread out. It just gets my angry some times. It's like...I want the book now, and then I find out it's somewhere else on campus. Can't they just build a big building and put all the books in there? The library being spread out is a major draw back.

It's so big and too overwhelming! Checking out a book can be such a hassle b/c there are libraries scattered all over campus.

Hard to find what I want using computer. (journals)

Older issues of journals and MRS Proceedings are often not available because somebody has checked them out over a long period.

It is very frustrating how sources are practically scattered all over campus—the rush of coming to and fro from one location to another. There are also ambiguities as to how, what, where, why, etc., on access to certain materials.
251 Availability. I've visited several other major colleges across the United States -- they invariably have at least one "main" library center that is open 24/7, or at the very least, it is open late into the night, say 3:00 or 4:00 AM. I know full-time service is expensive, but what I imagine is holding "normal business hours" as usual, then keeping the doors open with a skeleton staff, i.e. not every library service need be available during the night, but students can still get access to the basics, i.e. book checkouts.

257 Lack of consultants

259 Employees often have loud personal conversations as though the worked in a business office and not a library.

260 Most of the sources (especially books) I find are so old...five to 10 years old.

262 operating hours

263 crowded computers

264 The distance it is from where I live.

265 Its scary, sometimes I think there are monsters in there

266 -Insufficient (at any hour of the day or night) number of reference librarians

267 -Forced to trek to remote locations to pick up books in departmental libraries

268 -Extremely inefficient, frustrating and confusing online catalog

269 -Outdated books, in some categories there are NO up-to-date books

270 the 30 minute wait for books at the main stacks

271 nothing

272 Towards the end of the year, light bulbs are burnt out at Grainger Library study areas. They're not replaced in time. Secondly, the washrooms are not maintained properly during finals time.

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279 The library needs to have more resources for students. More computers is a must, and ones that are new and work. The computers on the first floor of Grainger on the east side of the building are horrible. Half of them rarely work. Group study rooms are a must.

280 The department libraries make it harder to get all the books I need. I had to go to 4 different locations for just six books for my research paper.

282 Somelibrarians in some of the departmental libraries really don't have much of a clue as to what is available and where it is available in the library. Also I don't feel there are enough computers in the libraries.

283 The check out system for books is complicated, or just not explained to new students. I am a junior and still don't know all the procedures

284 The slow service

288 Lack of online content.

290 Sometimes the study areas can be rather crowded, so group study can be more difficult.

293 security issues. you cannot go to the library alone unless you want your stuff stolen.

299 waiting time at the main stacks is too long

300 Fines.
I don't believe that there is anything that you can do about it, but since the Library is so huge, sometimes I have to do a lot of Library "jumping" when searching for reference materials, i.e., one book is the commerce lib, while another at education lib, while another at the undergrad, while a fourth at Grainger.

It's annoying that there are times I need to go to more than one library to get the subject related info I need. For example - I had to go to the chem library, physics, and Grainger to find books on one topic in my field; they seemed scattered. I also don't like how the copiers don't take dollar bills - that may seem silly, but I don't always have all the change on me when I need to make copies last minute. The least they can do is have a change machine for those instances - especially when my copy card is about to run out too and all I have is dollar bills on me.

The collections - most of the time, the journal article or conference proceedings I am looking for is not at this library and must be ordered through interlibrary loan. I don't understand how the collections have managed to get such a good reputation - I guess my interests don't match the usual.

Our Library has been very slow switching to a web-based system.

Some parts of the library has been poorly managed. In some cases, such as the Asian Library, this has been to such an extent that patrons like me have found those parts unfriendly and unwelcoming. I would have used the Asian Library a lot more if the environment in that library would have been more friendly.

need to apply for stack pass

the residence hall libraries need to be immensely enlarged

I don't like the noise level on second floor of Undergrad.

Does not remain open 24 hours a day, 7 days a week

The inability to know where to go when in need of something specific

Sometimes it takes too long from charging a book to get it held.

The fact that all the materials are separated, sometimes in weird ways, such as that more biological things might be found in the chemistry library, and vice versa.

Often inaccurate correspondence between shelves and book status on the computer

Though the vastness of the library is great, it has a small draw back: Many times students are not given the opportunity to actually browse through shelves of books to pick the books themselves. We must rather pick books from the computer and wait approx. 30 min. to see if we even want to use them.

Crowded at times, concerned about safety of my belongings.

Long delivery time when you want the materials to be delivered in your campus mailbox. I had to always specify Grainger, and go and pick the material there. It was much faster. I do not know why!!!

Since the school is so large and the library's book collection is so large it is sometimes hard to search for books without getting a long list of things you didn't want. Maybe some kind of program to help refine searches other than the advanced search tool.

No food policy.

Loud radiators :c)

The resident hall libraries.

Fines on reserve books should not be posted automatically but by the Library personnel. It's unfair to get a fine for being couple minutes late, especially when nobody else is in need of the specific book.
Sometimes the hours aren’t very convenient, and there aren’t enough computers. Some of the books are also not in the best shape. A few of the libraries don’t have enough tables.

Not knowing how to find materials because it’s my first time using that particular source. There should be an instruction guide that tells you how to use every source, in simple directions, not with 10 pages. Also, the undergrad should be more quiet, people should stop talking so loudly!

Not opened late enough—there should be at least one library, preferably undergrad, open 24 hours!!!!!!!!!!!!!!! This is necessary at an institution of education such as U of I. Also, more training in how to use the library. As a freshman, this is very confusing. Training should be included in orientation.

The online book system requires an explanation in how to use it. There is no handy guide to it while in the lab. In order to use this one must ask a librarian what everything means. For example call numbers are not just call numbers, they also determine what library to look in, however, if one is at the undergraduate library, how would one know that they are looking for books all across campus by sitting down at an online card catalog in the building.

I think there are some staff members that are not very helpful and rather grumpy. They kind of intimidate me which makes me not want to ask for help.

noting really, except it gets crowded sometimes

I think it would be best if it were open 24-7, but I understand that would be very difficult.

Safety, theft

a lot of the time, it’s hard to find a desk to sit at where I can work by myself with no distractions.

Many journals of importance are not subscribed to. The engineering book collection is not satisfactory.

The accessibility to this amazing collection is decidedly worse than my undergrad library, which had about 1/3 the resources. If something is not on the shelf in the main stacks but listed as “available” in the online catalog, I basically have to give up on it for my research. Additionally, at my undergrad library, ILL articles took about a week to arrive—here they take a month. The library depends too much on the strength of its own collection, making often necessary alternative access to materials prohibitively time consuming. While the Illinit is great for books, if a journal volume is not on the shelf, missing, at the bindery, etc., then I simply can’t use any articles from it for my research; for it takes way too long to get them. The vast collection here is useless if the material can’t be found and no alternatives are offered.

Everything was fine, nothing that I didn’t like.

I’m not always sure how to get the most out of these resources.

Some books or journals wanted are not in the local library.

Locations of books. Unsaftety in main stacks. Difficult to find books or article (not readily accessible)

I hate the fines. I hate the fact that if I go to pay my fine then some RUDE girl at the desk will tell me she can’t take my dollar bill and give me change back for a $.50 when I just want to pay my fine. I feel like this is a plot the university has to take more of my money (that I don’t have) by tacking on some ten dollar fine because I didn’t have correct change to go pay my fine on time.

I don’t like how hard it is to find relevant articles for a particular research topic. I wish libraries were open longer.

How long it takes to retrieve books from stacks...
Lack of sources

Some materials hard to find. Or at other locations.

Lack of online journal articles

The announcements.

There should be more rooms for study group.

No

I would like to connect to the internet with my laptop. However there are a few places to plug in my cable. I would like you o increase plug numbers

The library has repeatedly lost books that I have returned, and I have been forced to waste time either complaining or locating them myself.

Inability to gain access to the library website and databases during peak hours.

Crowded.

Libraries are scattered across campus.

The reserve files. I always go to get class files, but they are always lost or checke dout

The initiation process. The library system is difficult to understand at first because as a new student, no information is given regarding how to use it.

Overcrowding of Grainger Engineering library during finals weeks, largely due to non-engineering majors.

the lack of group study rooms/areas. Grainger gets filled up too easy. The hours of most of the libraries are horrible minus undergrad. the Staff at NEwspaper collections need to be better instructed on how to located particular articles.

Ummmmmm.... the labyrinth that is the main library?

The computer searches are not easy to use and not explained as to what type of document is in the database searched, as shown on a card in a card catalog.

none

on-line services

The lack of early weekend hours and also lack of obscure journals that smaller schools have.

If all your places were open 24 hours that would be nice. Other than that, I can't really complain.

I don't like the hours of specialized libraries, need to be open perhaps an hour later. Also, I spend most of my time getting class documents at the Chem librarym & I hate filling out the name & numbers when there are computers right next to it that could scan them in.

the online catalog is too hard to figure out, as well as the search engines

Inconvenient location to Classics library.

helpfulness of employees

There are many small libraries within the library. Sometimes it is really difficult to find and gather all materials you need. For instance, one journal or book is in education lib, the other(even they are related to same subject) is in history lib.

all the different separate libraries, so you have to go to many different locations

This is probably irrelevant, but often when I try to study at a UIUC library, I find the ambient
temperature to be uncomfortable. I've experienced this at the undergrad and the law library.

I would like more materials to be on-line. Part of it is a personal safety issue, as I would rather work from home than go back to campus at night. I am also concerned about the deterioration of the collection in terms of aging and budget cuts.

Lack of interface.

Number of copies of standard textbooks or reference materials are too less. Once somebody issues them, keeps indefinitely, so cannot be referenced immediately.

Too many libraries. Can't get the books I need.

Lack of interface.

web interface

Too many libraries. Can't get the books I need.

However, I was much more productive using the old Telnet interface. The request-based nature of the web and the difficulty with which state can be stored over HTTP make the new interface less interactive and responsive.

The terrible new system that's replaced the previous one -- the search system is irritating (and often useless); the inability to renew certain materials on-line is frustrating; the fines that accrue are unfair; the additional steps in requesting materials from the stacks (in person) are inefficient. The entire new system is markedly worse than the old one! The old cards where one could easily see if an item was overdue or recalled was very convenient.

No online tutorial

Collection decimated - we have been spending money on everything except the most important thing - archival books and journals. What good is a library if you do not have up to date books and journals?

What is going to happen in 20 years when most of your collection is 30 years old or more.

The limited number of scanners and monitors available for the visually impaired outside of the undergrad library. I also do not appreciate the rude people at the key checkout site at the undergrad. I also feel the 2 hour limit on the visual accommodation rooms/desks is ridiculous when you consider the length of time it takes to scan information into the computer and then have the computer read it to you.

I wish the hours in the law library were increased more during finals. We have final exams for 2 weeks, rather than one week like the undergrads. It would be nice to see increased hours the week prior to the increased hours seen the following weeks for undergrads.

Closed during holidays

I use the webpage a lot. From it, it is sometimes hard to tell where I can find certain materials in the library.

With a few exceptions, the library facilities are not inviting places in which to work.

Library inaccessible over the weekend, between semesters.

The current online catalogue has no simple title/author search.

Slow, web-form, searching of bibliographic databases.
(I mostly use INSPEC)

The fact that important print journals have been cancelled.

I do a lot of research and I am exasperated in the stacks a lot when the computers says a book is available and I get to the stacks and the book isn't there or there is a big heap of books on the floor or the books are all out of order in the section I'm looking at. Also. The east stacks are sometimes
quite frightening alone. Some of them are so dark and remote. I often wonder if anyone would hear me if I screamed.

I've had several instances in 2 years here, where materials I've returned have not been charged back in, and I've received fine notices...I've gone to the stacks myself and found the items I returned. One of these happened while I was at home (out of state) for the summer. Quite frustrating. Also, I find that while the - for example, scores - while there may be multiple copies of a given work by a composer, another work that is "not" obscure isn't owned by the library. I'd rather see perhaps fewer copies of some things, and more variety. I realize the library can't own everything that's ever been published, as I mentioned, I'm speaking of works that are not at all obscure. Also, either the recording library is not as complete as it could be, or the cataloging is lacking;

Have not used it extensively enough to find anything particularly unfavorable.

There's only one copy machine on the lower level of the chemistry library. I get the impression that new book acquisition has been sacrificed so that more administration buildings can be built.

That the employees are not very friendly and the library is not very user friendly.

Need continued focus on improving collections, not just maintaining them.

Cigarette refuse on south side of Grainger. Need more recepticals.

parking is terrible everywhere

Non-integrity of search engines, which make me go through different sources in order to find an item.

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there are a lot of libraries that I don't go to since I cannot park, I mostly go to the law library only because I can park there easily.
is it impossible to have the day's newspapers??? they are always 3 days behind-- so frustrating

Need better access to on-line services from non-UIUC domains (by this I mean uiuc.edu)

nothing

It is difficult to track/find items at times, especially when looking for recordings a musical pieces that are part of collections (series of works)

when I'm looking for a book and it has been stolen

The size of this library system can be a bit overwhelming to a beginner.

The Copy machines being out of paper and the uncourteous nature of the people who work the reserves desk

I'm very happy with the libraries, but of course I would love to be able to find every book and journal I ever search for -- keep building your collections! Also, I think it's great to have departmental and special subject libraries -- this can really speed research in special subjects; however, having said libraries scattered all over the campus is extremely inconvenient and nearly defeats any advantage gained from having the special library in the first place.

Nothing so far

In contrast to what I like most, I am also amazed at the resources I am unable to locate. I have often found that the government documents I have needed were once available and now are missing.

I am assuming that someone borrowed them for research and never returned them, but I would have supposed that the Library would eventually have replaced them.

Selections of journal subscriptions. I need things from journals that rank low on citation index (etc) and have trouble getting these.

reserved materials have limited borrowing hours.
The dreadful electronic catalog, and the fact that a shelf read hasn't been done (at least in the Music Library) for over ten years!! There are far too many times when I'm told that an item is "missing," when it was only misshelved nine years ago and has yet to be rediscovered!

The different hours for each library.

Sometimes it's difficult to find which sub-library a work is in. Then requesting it or going over there is a little inconvenient.

Since most students study past midnight, I think that the library hours should be extended to give students a quiet place to study. A quiet place to study is hard to find outside of the library.

On line catalog

The 34 day grace period before fines start accumulating. Why assign a due date if the overdue material has another month to return to the library? It's inconvenient to the students who might need this material.

Staff is annoyed by small questions and distracted in the work place

The lack of knowledge of student staff, the lack of laser printers in libraries.

The electronic catalog is the pits.

library hours. I miss my older days at MIT where the Haydon Science Library only closed from Saturday 8 to 12 PM per week.

Wish the libraries as a whole were open more, but that's not a big deal. That's due more to my odd sleeping habits. If you can make the online library materials ALOT better, then library hours will no longer matter.

No automatic renewal of books for faculty when there is no recall

Reshelving. One out of 2 books that I return is not reshelved properly or removed from my account. I always have to call when I get a fine/notice to have them find it or go to the library in person and find it. I think the shlevers do a careless job. I just had to call last week to the stacks library to have them search a book that I had returned a month ago to the stacks library book-drop. They found it after an hour and removed the $10.00 fine from my account. This situation is very stressful every time thinking that will get a notice even when you return the book. The only thing that libraries are good at is sending fines quickly while doing a lousy job of proper reshelving.

The OPAC

somewhat difficult to search

Very high fines for off campus books.

I do not like the inconvenient hours of the libraries, especially regarding the weekends, when it closes very early on Fridays and opens very late on Sundays.

The library does not really provide a quiet place to go study. The places that are supposed to be quiet never are, and never are policed for quietness.

Sometimes difficult to find the info I want (mostly when looking for journal articles)

Grainger opens way too late on sundays, sunday should be like any other day of the week

The fact that a substantial percentage of foreign law books, particularly Russian law books are placed in the main library, thus splitting an excellent Russian law collection into two virtually unusable law collections.

the law library is not open early enough. Many times classes start at 8 - it would be nice to have the library open earlier.
Some articles are missing out of the magazines.

I would appreciate the system more if there was more of a web base. Also, many of the computers provided in the libraries lack the software that many of my classes demand. I also found the printing card system to be a hassle. I could not print at certain places unless I had put money on my I-Card at the Illini Union. There are many ways to make printing easier to work with, and I hope to see improvements in the future.

Being unable to access a resource due to computer problems or poor shelving.

The amount of the campus over which the information is spread through departmental and other library subbranches.

I would like it if some of the libraries were open later than 9AM-5PM.

In the Susan Stout library, the copy machines are completely inadequate for the amount of copying that needs to be done. Everyone is copying 30+ page journal articles, and the 2 machines – one coin-operated, one with a grant code – are still single-page copiers.

I don’t the hours, I think that they should be extended and I also do not like the way the Catalogs can be accessed, I found them less user friendly. I also do not like the way beginning students are a bit uninformed about the Library and its many uses, research, studying and what not.

I don’t like the way that they train or inform people about illinet online. no one wants to come to an extra seminar and not enough people go to the library to read the little handouts that are by the computers.

I cannot take tapes home for a week from the audio collection. That is ridiculous, and I have protested, but to no avail. I bet if you check the circulation records, you will find they are hardly used at all. Great lectures. Great talks. All sitting there unused because we cannot take them out to listen to in our cars or at home. It’s stupid.

I attended several information sessions on use of various search programs etc when I first started my program of study. As an older student who was not computer oriented, I found it very difficult to keep up with all the changes made in the system (illinet, book catalogs in satellite libraries). Especially in libraries that I used infrequently. Usually could not find things on my own but had to have help using the computer systems.

Having to dig through tons of paper materials in order to find articles/papers that are not indexed electronically.

I wish the Art & Architecture Library had a real quiet study area. It is a wonderful and very friendly place to browse for books and talk to students, but there isn’t a convenient, nice, motivating individual study area. I usually go to Grainger to read, but lately I have not felt safe there (thefts of books and other belongings)

There are not enough MIS related journals in the Commerce Library...Most are in Grainger or are not subscribed to.

I least like those occasions when I find things shelved incorrectly, or not at all.

Some collection areas are quite lacking.

Groups can be very loud!
I dislike the fact that the hours of operation are so limited, especially with the Biology library. While I understand that money is limited for journal purchase, it would be nice if the journals could all be stored in one place so that when looking for articles I can maximize my efficiency by not running all over campus.

So scattered around campus.

Sometimes it's hard to find what you need, because there is so much available.

Rain or snow between my building and the library.

construction around it.

I don't understand why students cannot bring drinks into the libraries.

As a graduate student I want access to my library whenever it is open. Even though the library is open the building may not be and the keys were taken away. This was very unfair!!!!!!

I really don't like how far away it is from my dorm. I would love to use the library at night, but it's too far away to walk by myself and I usually can't get a buddy to go with me. I also don't like the way the stacks work in the Graduate library. I waited 45 minutes one day because someone regretted to inform me that the particular book I was looking for could not be found. It really wasted my time.

The unreliability of getting books from other libraries outside the ILLINET (direct access) database of libraries. Very often, I get a note saying that the order could not be filled after weeks of waiting.

The only thing that I really don't like is the fact that there is no change machine in the chemistry library.

I and my cohorts are often looking for children's books, and inevitably, the books we find in our search that are in the library according to the computer cannot be found in the S collection or stacks at education library. They are so often mysteriously lost. The education library employs too many students who don't know what is going on. It needs more librarians who know about the library and ed. materials, the librarians who are there know a lot and are helpful, but are few and hard to find.

Not all subject collections are up-to-date with latest books. (Experience limited to Computer Science section at Grainger)

Facilities are good but it is really old. It sometimes is really spooky going into the rather dimly lit areas in the stacks. I would like to see more lighting and to do away with the yellow lighting in the stacks.

I sometimes wish that the media resource library at the ugl were more updated with good materials that I can use for my class. The materials there are pretty dated too.

The fact that there is so much information can make it very frustrating to try and locate it within the system.

Open hours

I sometimes find it difficult to find books in the stacks because they haven't been reshelved and the holding area is too messy.

Loan periods are very long. Specially if there is just one copy of the book available.

You don't have enough specialized journals

Often, requests for books in the Main stacks come back empty. The book shows up as "available" when doing a search through Telnet, but the runner is unable to find the book in its proper place.

My only primary complaint is that, despite the library's size, I continually seem to have to order books from other libraries. I would like to see the library carry more books, and I think it's humorous that
this is not listed as an option for future focus for the library in section 3.1 above. My minor complaint is that the Carrel system seems a bit haphazard and not well structured.

Unable to take journals out, even for a few hours, and so I have to use the copying machines inside the library. However, the quality may not be so good. In fact, I waste a few sheets of paper every time I use those copying machines.

My only complaint is the early closing hours.

one can be overwhelmed by the size of the libraries.

Availability of current journals and copy card system

The hours on Sunday. I work the most in the mornings on weekends and I don't like not being able to go until one o'clock in the afternoon.

My only complaint is the early closing hours.

sometimes requests for book deliveries via campus mail are not serviced promptly.

parking by the main library is not readily available.

I have found that the books and resources in the undergraduate library are fairly limited, and do not allow for a variety of sources when working on projects.

awful copy machines; shrinking/enlargement features don't work; not enough

Library frequently lacks desired books.

Copying costs too high.

Distribution of info on how to request special services could be better and some library staff members are not courteous, especially if one does not know protocol for special services (requesting interlibrary loan).

I found it impossible to ever see any course reserves.

(Presumably due to budget constraints), many mainstream biological journals have either been discontinued or were never even collected.

the need to relearn how to access the collection electronically every other time i wish to do so (overstatement)

Graduate students are allowed to keep books so long, and even the recall time period is too long to make a book available when an undergraduate student needs it. Also the search feature on the computer needs to be updated badly.

Limited hours and reference librarian help at Grainger on evenings/weekends. TelNet version of ILLINET online catalogue, which is the only one I can use because the web-interface servers are always too busy.

It is often quite loud at times. I wish the library could be quieter than it is. Sometimes, it is hard to study with all the noise going on around me.

Limited opening hours

poor quality copying machines in some libraries

some library assistants not courteous

But, it is not particularly comfortable, in terms of atmosphere, seating, carrels, desks, etc.

Understanding that there needs to be security for the library collection, I would like to see less paperwork for undergraduates in accessing the collection. Particularly stacks access. Take into consideration the graduate units that an undergrad might be taking. I would be happy to discuss this in more detail with someone if they would contact me. krmccand@uiuc.edu

Difficulty in finding materials manually.

I have found that it can take up to a month for items to be reshelved in the stacks. This is incredibly
inconvinent, and has resulted in numerous false notifications of lost material.

589  Longer hours

592  1) the historical musical instrument collections (Sousa et al) are seriously neglected
underfunded/understaffed to the extent that this valuable resource is deteriorating while few are even
aware of its existence.
2) It takes too long to get a private study carrel (over a year!)
3) not enough computers to access the catalogues during “prime time” in the music library

595  If I have a question, I feel like I have to talk to at least two people before someone understands
what I’m asking for.

598  It’s not easy to use. I get intimidated that I never do my research there. I know we have a large
library, but it’s not very friendly.

600  I do not like it that there are very few new books and the books are very hard to find.

602  Hard to find a spot or find things at times

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595  In the stacks the shelves are sometimes a mess. I think that this library needs to make it more clear
to students that they should not take a book out of a shelf and then leave in another area of the
stacks. I believe that many books get lost or misplaced this way. In the stacks as well as other areas
of the main library have poor lighting and no apparent safety measures at night, there should be
alarms or video cameras.

599  The archaic system for searching for journals via the web!!!

601  Many books missing. No consistent recall notices. Sometimes I will get a card saying this is the
third notice when I haven’t even received the first!

603  There is nowhere to read comfortably. My undergrad library at Oberlin college had really great couch
and chair reading areas which made the library more than a warehouse for books. You could actually
read there. The carrels are not conducive to reading.

2nd--The Art Library is terrible. The contemporary collection dreadful, and the care of the books,
worse!

605  I don’t like how some material is found across campus and not in libraries with similar information (but I
don’t think this is a fault of the system).

607  Closing early on Fridays and weekends, having limited hours over vacation. Vacations are when I’m
most likely to be trying to do my own research and yet that’s when libraries have limited hours—ditto
for weekends.
A minor complaint—copy machines won’t reduce.

608  Sometimes the noise levels were too loud in the library, and it would help if there was an area where
drinks can be allowed while studying because I like to drink a beverage as I read.

609  Talking and use of noisy laptop computers in the quiet study areas

610  Can not think of least like, do miss the formally free xerox copies.

611  The back up in stacks after finals.

612  Not enough recent computer books.

613  Having to “walk” the materials back to the libraries.

614  Too far away
Limited printing capabilities in Commerce. Need group study rooms. Commerce students' education focuses on group/team work; therefore, the library should be able to accommodate such activities.

often confusing and little staff to ask for direction

I think you must spend too much money in running so many small libraries around campus. I would rather see that money spent on the collection. Why can't we RETURN books through campus mail???

Instructors don't have much freedom on how long reserve books may be checked out for. Instead of just having the 2 hour option, perhaps a 24 hour option could be added.

1) The inability to reshelve books quickly.
2) The fact that about 20% of the books I return are not handled properly and I am later eminently given "overdue" notices on them and must come to the library and find them myself. 20%!?
3) The fact the Illinet OnLine has made searches more difficult.

There are many books that are missing, but that are not being replaced.

I was looking for a video in the undergraduate library, and the one I wanted was only available on DVD (not VHS), which was a problem because the classrooms I teach in (I wanted to use the video for a class) don't have DVD players.

often trying to find books is like going on a wild goose chase.

There are not enough laptop (working) hookups and not enough printers available.

The daytime staff in Chem Library (Not Tina, she's great).

I don't like that many times I may find articles I need and realize that they are located in three different libraries in different locations.

The lack of open hours during school breaks/summer

Libraries on campus do not have uniform hours of operation. The departmental libraries close much earlier than the main and undergraduate libraries.

The web site.

I really hate going to the periodicals to find a specific magazine and finding out that it has been sent off for binding, right in the middle of the semester, and won't be back until the end of May. This is really dumb. I will have no use for the magazine when I'm not in school, so get them bound over the summer instead of during the semester.

Damaged material

INTERLIBRARY LOAN

Theft problems, many times the reference librarians weren't available.

I have been kept waiting on many occasions by the circulation staff at the main bookstacks. I have learned that I have to plan on an extra 15 minutes to check out materials on my way out of the stacks, even if I am the only person in line. While many of the librarians there are helpful and efficient, a couple of the librarians are consistently unfriendly and occasionally rude.

On the other hand there are so many libraries that it requires a lot of time just going library to library to find the material. Also the hours for some of the smaller libraries (i.e. 4th floor libraries at the Graduate Library) are at times inconvenient.

Printed copies of those Journals of interest to me (Cardiovascular related) are located at 3 different libraries and very few are available at the Vet Med library. This sucks.

The difficulty of finding some of the materials. In many cases, items which a bibliography search might come up with cannot be found easily using the online book search
Library Gateway webpage. It's confusing.

Journals can not be checked out.

none

Limited hours--the library closes Saturday evenings and before midnight, that's not appropriate

Sadly, too many "snagged" books that are not replaced. Post-1975 books often need to be accessed thru inter-library loan.

It's hours on Friday. (I'm Friday's only.)

The sorry state of Illinet.

As with most libraries, the U of I library system doesn't always have the very newest books and resources. It takes a year or two to catch up.

I hate the online catalog

I think the hours are way too short, especially in the departmental libraries. For example, I think the ALS library should be open until at least midnight every night (except maybe Friday and Saturday).

The difficulty in finding certain rare subjects.

I don't like how undergraduate students can't access the graduate library if they wanted to.

Again, there are a number of inconsistencies that I have noticed over the last two years. I hope that a system can be input/enhanced to avoid these complications and serve library users efficiently.

fines

web interface too cumbersome and inflexible, not enough info on the books on the web

it is not open late enough!

Sources more difficult to obtain from other campus libraries (aside from undergrad)

Very occasionally, when I have brought back a book to the library, it was either not checked in properly or was not reshelved properly--with the result that it was counted lost and I was fined.
Limited materials. Materials available are too old for current research. Weekend and after hours are too limited when students catch up with their work. The library needs to stay open till later hours at night. No group study rooms, not even one. Ancient matrix printers. It takes too long to print references wasting the precious and limited time of researchers. Library student workers are not much help when the librarian is not in, all they know is how to check out books. The Graduate Library is so first-time user unfriendly. No materials visually and readily available to guide the first-time user.

There are so many libraries that one can get lost when trying to locate information. Sometimes a student knows what he/she is looking for, but he/she has to ask several different libraries for the information.

I find myself confused when and don't know where to start when I have a project or paper to work on Wednesday, June 14, 2000

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Tough question- you're doing a good job. I guess that the stacks take so long to get a book from.

The way the library admin does not use the power of the resources they have. People, patrons, faculty, staff, building, computers, collection. This is a structural problem that ruins an otherwise library. The way in the past that technology resources seem to have been given free rein to the programmers, technophiles, and personalities who are not really very socially-adept. I repeat the phrase "you'll get used to it." That is offensive, but seemed to be somewhat of a black-humor statement from staff, since that is what they might have been told by the techies. My opinion, eh?

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The STX get confusing sometimes and it is too hot there, which makes going there painful at times.

I have become very frustrated with the reshelving backlog in Stacks this term. Please get the books on the shelves faster. The books on the floor in many aisles of Stacks are also worrisome. These two factors suggest that the library is not paying enough attention to its core print collections. The printed books and journals are what make this library special. Anyone can have good online resources, but the print collection is unique. Please keep it in good order and up to date.

Need more journals and books in the education and social science library. Having to go to different libraries to find books that could have been kept in one area. Not enough copy machines that take coins.

Library hours are not always convenient for students.
The desks and chairs are suitable to people.

There is never anyone around when you need help looking for a book.

It takes too long to get interlibrary loan materials. Sometimes when the materials arrive, it's already too late.

But MANY students are intimidated by the size and don't know where to find what they are looking for, so they don't ever bother learning. Maybe even a mandatory seminar for freshman is the idea I am leaning towards cause many students won't do it on their own!
Because this is such a large system, it can be difficult to track down a document—especially from a different library.

Difficult. Maybe that I seem to be a different type of student than most others in that I prefer to work on Friday and Saturday evenings and Sunday morning. But I think I should accept the library not to be open at that times.

Hard chairs for extended use. Not enough conveniently located and lighted work surfaces + chairs in the stacks. I have spent hours combing through turn-of-the-century periodical volumes in the stacks, only to end up stiff-legged, bow-backed and crooked. I need a massage after I get out of there. Not to mention... bring a camel, it's so damn dry. However, I understand the lack of humidity for protection and conservation of the materials.

When I was looking for information on xenotransplantation, there were very few books on the issue—maybe 8. Out of the 8 I was only able to get 1 because all the rest of the books were either lost, missing, or not shelved yet because they were new books. With the U of I as one of the leading library institutions, shouldn't books be more available to the students?

Let us print with money! When I'm on deadline the last thing I want to worry about is purchasing one of those printing cards—half the time that machine is out of order. It would be much more convenient to allow students to print with spare change or, like the newspaper archives, with a automatic billing to your student account.

Difficulty in accessing online journals from home. I do much of my research and reading from my home, which is far from campus. It is sometimes difficult to access online journals such as Science and Nature from an off-campus computer.

They don't have an easy way of requesting books that aren't at this school. Inter-library loans aren't very clear. The Illinet Online interface needs to explain the process in how to get books in certain areas (e.g. what do I do if a book is in main stacks, is in education stacks, etc). What I like the least about the library systems is that to an unknowing freshmen, the libraries can be very intimidating and not much time during orientation is spent on educating students on the different capacities of all the libraries on campus.

Those many, many resources are hard to get. You have to run around campus, its hard to find specific resources, the copy card machines are never working.

Noise level in the undergrad

I find the online catalog difficult to work with. Also, I am at a total loss regarding how to use the internet to look for articles, and I have not been able to find someone who can help me learn.

On-line catalog really needs help

The hours that residence hall libraries are open.

The use of information technology by the library is positively archaic.

I think that making copies is too expensive.

The hours aren't as good as they could be for the smaller library branches.

Computer interface design for accessing the library remotely

Occasional inaccuracies in shelving, not enough computers

Reserves are difficult to use because the loan period is so short.

It can be very confusing... where books are located.
The study areas are underlit, noisy and not very conducive to individual, quiet studying. Also, the computer areas are consistently understaffed.

This semester I have ME280, senior design. When searching for literature on our design topic, I was able to find lots of articles through Compendex. However, the University of Illinois discontinued most of the journals several years ago, and we couldn't get any of the more recent articles that we needed. I remember finding 30 good sources from one search; we were only able to get 4 from the University of Illinois.

Sometimes it's confusing to find some books when they aren't in the undergraduate library.

The student workers in the law library don't know anything about the library beyond the check-out procedures. I know it isn't possible to staff the library at all times with reference librarians, but maybe a little more training would be helpful. Also, closer to finals (the last month of school) the law library should be open at 9am on weekends, until midnight.

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I dislike the hours that the libraries are open. I wish that they were open earlier on Sundays and later on Fridays and Saturdays.

Library hours are too short.

Inter library loan services can't even order the right books for me when I give them all the information in advance; and more generally an attitude that they always know more than the scholars they serve.

Commerce Library building needs improvement. No laptop ports available. No power outlets available either.

Grainger should have a small cafe to improve service to students working long hours.

There is no information about how to use the library.

Incorrectly shelved books, and shorter hours than in the past.

The Undergraduate Library is very noisy and you can't study there. The Commerce Library is too small.

Having to chase books/journals all over campus.

Waiting half an hour to get a book from the main stacks.

Collection is huge, but I'd like it a bit bigger in some interdisciplinary areas :) Example: Plantsey Science (Mars, Venus, etc.)

Also some electronic databases return way too many results for simple searches... but that's the fault of the particular databases and not the UIUC library.

The attitude of librarians. Total lack of enthusiasm and a feeling of being imposed upon to deal with people.

The library hours!! There needs to be a library that opens 24-7 because students often have differing study schedules. Some study well during the day and some during the night. I don't think there is any library that accommodates these needs.

The staff probably needs to be a little more courteous and patient to those not able to everything perfectly.

Waiting for the stacks, but it's a small price to pay for such a great selection of material.

Every time I want a recent journal it is out being bound.

not enough computers for use

People playing solitaire, or chatting in chat rooms when I need the computer.....Checking email is fine,
but not the other stuff....

786  the chairs are really uncomfortable, at least in commerce.

772  Sometimes it is confusing as to which library the book I am looking for is in. And then when I do find
what I need, I need to run all over the place to get it.

775  The online catalog is kind of a mess. A book may be on the library but it is hard to find, you have to
try if it was entered through the author, the title or even the publisher. This is a problem specially with
journals. It's very time consuming.

777  As an Education student, I get very frustrated when visiting the Education library's book collection.
Both the children's books and the educational adult books are always out of order. The shelves are
messy and I often leave the library without finding what I need!

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779  the abysmal online catalog and no backup!

book collection is BAD ... yes, you have millions of books.
But while a 110 year old journal is useful, even vital, a 30 year
old book is frequently getting near worthless

the Chemistry library needs a TRIPLED or QUADRUPLED book
budget, probably same for Grainger

784  World's largest library.....sometimes it is very hard to find the information you are looking for.

788  trying to find articles is too complicated of a process. no one knows which search engine to use.

789  How materials are scattered all over campus at different libraries. It's not possible to put all materials
in one library, but if the libraries were closer together, it would make it much easier.

790  The hours on sundays. Closing dates throughout the week.

791  Somewhat fragmented between departmental libraries but what are you to do when the campus and
library itself are so big.

792  The collection of journals for mathematics education is pathetic. Even standard trade journals like
"Mathematics Teacher" are not available in the Education Library (they're at Uni High School!).
There is a lot of human error in the checkout process. I have a book charged to my account
indefinitely as a result of such an error.

793  Information is very spread out. Some books about the same topic are spread out at more than two
libraries.

794  difficulty to check out some books

796  I do not like the lighting, it makes me feel ill so I hardly ever go but I send research students very very
frequently. I did not know about all the computer access possibilities. Perhaps you should send us
faculty e mail addresses to access these services

800  Sometimes the library is very noisy. Hopefully, students will try to keep it down

802  Reserves not allowed out for a long enough time

804  I find it difficult to find materials.

805  The difficulties students encounter when doing research, It's very hard to find what your looking for in
some instances. I also dislike finding out something I need is in the stacks because when I have a
week long project and I have to wait to get the resources from the stacks because I can't go in there, I don't even bother with them.

806 The difficulty in finding some of the smaller libraries inside the Graduate library.

812 Undergrade Library too noisy

808 I had to order materials from other schools via the web and I wished I had found out how to track these orders or even confirm that I entered all the right fields properly. (also, some microfiche printers are not the best)

809 It's very difficult to find online information about the libraries.

811 The inter-library loan system is inefficient. While I love the libraries web resources, on important thing lacking is the tracking of my request for loan articles through inter-library loan.

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814 THE SEARCHING ABILITY. THERE ARE SO MANY BOOKS, BUT I AM UNABLE TO FIND THEM! THE SEARCH ENGINE NEEDS TO BE IMPROVED DRAMATICALLY. I AM SURE THAT THE RESOURCES WE HAVE ON THIS CAMPUS WOULD BE MUCH EASIER TO USE IF I COULD ACTUALLY FIND THE BOOKS I NEEDED THROUGH THE ONLINE SEARCH ENGINE. WE NEED TO DEVELOP AN ACCURATE WEB SEARCH PROGRAM THAT STUDENTS CAN ACCESS OVER THE INTERNET BEFORE WE GO TO THE LIBRARY TO FIND THE BOOKS WE NEED. SIMPLE AS THAT

815 Even though I found what I specifically was looking for, I don't think I really knew/know what's available (size is probably a considerable factor.

816 It's hard to find a librarian to help me when I don't know where to look for something.

817 lack of study areas, computer facilities (for personal use)

819 The new telnet and web interface are useless.

821 Ordering a book and having to run all over campus to the library that the book is located. Bad departmental library hours. 10 p.m. is early for students.

822 What I like least about the University of Illinois Library does not really involve the Library. Several of the materials that I have needed for research have been "missing." I understand that this is not the Library's fault.

825 You can't get change very easily for the copy machines.

826 as long as I can find the materials I need, not really:-)

827 The law school library is too hot.

828 I feel that the hours of the library should be extended. There should be at least one library that is open 24 hours a day, seven days a week. This would allow for those who study better at night, a place to study. Furthermore, those who are working on papers could have a place to work. Other universities provide this service, I cannot believe that we don't.

829 I always find WHAT research I need to find, but the library is so big that I often can't actually GET what I need. There isn't always someone for me to ask and so I usually give up. The newspapers in the Commerce library are very unkempt and it was hard to do research in them.

830 How crowded and loud the Undergrad is when I'm attempting to study in between classes.

832 Difficulty of using the user-interface to on-line services.

833 The poor distribution of UIUC Library resources to the ACES Library. The ACES library has the highest client faculty:Library faculty ratio yet it is poorly funded.

836 The limited hours. Often, students go beyond midnight when working. After leaving the library due to closing, it interrupts study flow.
If you are not familiar with the library system here, it is difficult to figure out how to find materials. There is no comprehensive resource that explains how to use different databases and where they are all located.

I HATE when I print out a sheet of books that I need for research and they are at seven different libraries across campus. I don’t know what can be done about this, all I know that this is the most annoying thing in the world. Maybe, if everything was via WEB I could just research at home without dragging myself to the seven different libraries complaining the whole time.

Can’t say (don’t use all of them). I know I hated waiting for materials at the main stacks, though.

Not enough computer port for walk up computing. The whole idea of stack.

Library hours are ridiculously short for such a large school. Weekends provide the most time to do in-depth research, at least they would be if the library was open for more than 6 hours at a time. I have often had to leave work early to check out books on a Friday. No library at a major university should close at 6 p.m.

It takes too long to receive a notice that materials requested online are unavailable. It is often 2-3 weeks before that information arrives in my mailbox. By then, there is not enough time to find an alternate resource.

The College of Law library is dark, dingy and gross. Needs better lighting. Also, it’s like a furnace most of the year.

Library not open 24 hrs or very few hrs during holidays, different libraries scattered – don’t know which library has which journals.

I have no major negative issues with the library system.

When no one has access to the stacks and has to wait for certain books. Sometimes when doing research it helps to look in the areas of a certain book because you’ll find more sources that didn’t come up on the search.

I tried recently to find a book entitled Brain and Behavior or a similar subjected one. I was displeased to see that my search consisted of books from the 1970’s. It’s important to me that the biology be kept up to date with the latest trends in every field.

The online services are poor especially considering this is the University of Illinois.

Books that you need are sometimes scattered between several different libraries.

There is SO much information that it’s hard to find what you’re looking for.

Often times, the books or resources I need are marked as “missing” or “late” or “unavailable”. This is frustrating.

The Undergrad library is sometimes too loud to study, but it is great for meeting a group for a project!

Online magazine searches only cover recent years and not the whole collection of the university.

Too big. Lots of books scare me and intimidate me, so I avoid the libraries at all costs.

1. The search system on the internet is not powerful, it is hard to search the books I want. 2. The versions of textbooks are too old.

Room temp. varied greatly. Commerce lib. was usually above a comfortable level.

decentralization

Books that are charged are not replaced promptly. I spend a lot of time waiting for books to come.
A. Your employees are often rude and intolerant for those of us who don't frequent their facilities.
B. The hours, especially in the undergrad, need to be extended to 6am until at least 2am. Have you ever considered making several overnight libraries? Lastly, students depend on your printing facilities. This means that when they are not functioning, it hurts a lot of people. More computers is always an issue, as well.
C. I'm a 5th year grad. student and when visiting students come, we say that the only bad thing about U of I is the chemistry library. We say that in spite of the great collection, and in spite of the helpfulness and knowledge of Tina, the head of the library. We say it because 1) the two full-time librarians who aren’t named Tina are awful. They need to be fired pronto. They are unhelpful beyond compare, and because 2) a library should inspire students to study and be housed in a magnificent building (or rooms). The chemistry library is a dump badly in need of a complete makeover. The chemistry department is overall one of the best in the world, our library should not be disgusting.
D. While retrieval systems are complete, it's often confusing which database needs to be searched for particular information; usually, I need to go through two or three systems to find a journal reference, determine if U of I has it, and where it is located. Continuing work on unifying the search interface would be great.
E. The library I use most, the Mathematics Library, has reduced its open hours to the point of inconvenience. For example it closes at 5 on Friday, is only open in the afternoon on Saturday, and closes too much during periods of vacation when students are assumed not to be here.
F. The online interface is still not working optimally. The telnet connection is clumsy but workable (and basically satisfactory except for the need to enter the ID so often). The web interface was not working at all well and we were recommended to stop using it; as far as I know this is still problematic.
G. Hard to use for graduate studies during breaks when I work all day.
H. The stacks in the main library. I have experienced a serious claustrophobic-like reaction for an hour after getting out of the place.
I. Interlibrary loan system is ridiculous.
J. It's sometimes hard to find what you need.
K. Open hours and close hours. The time for closing should be for a later hour at night.
L. All the waiting around, and then after you wait for half an hour, they can't find where they put the book you need the last time they restocked.
M. Newspapers difficult to access ... is there any new procedure that could eliminate micro film?
N. I sometimes wish that it would be open a bit later.
O. How spread out all the resources are.
P. None.
Q. The libraries are so scattered. You have to hike all over campus to find books sometimes.
Web searching is often incomplete. Electronic journal searching could be better implemented. Electronic databases should go back further in time.

chemistry library is too disorganized

It seems that most sources are checked out or reserved when I want them.

As I said before, I've had problems locating all the sources relevant to the topic I am researching.

The survey form puts me in chemical sciences, because it doesn't have a set up for chemical engineering.

Some libraries don't re-shelve the items more quickly and accurately. It's hard to find them out.

We need to spend far more money on books (not simply computer databases) and in preserving the books we do have.

Inadequate funds for acquisition of printed material

The distances between some of the libraries makes it hard to conduct some research.

many databases to search to find info.

Not everything is online.

The online catalog.

The long wait for a computer.

The hours could use some work, especially the main library.

The libraries are distributed across the campus.

There's tons of libraries so you've gotta go all over campus sometimes to find something

The difficulty in searching for journal articles (periodicals)

Searching our book bags as we leave the music library is absolutely outrageous. The library is a police state because of this - and not even police are allowed to search private property without proper cause and a warrant. This is an insult, and a worse than useless exercise, since my bag is packed so full, there is almost no way a library person could see if there were library materials in there with their cursory look, and they "never" check to see if library materials are properly checked out when they "do" find them. It is a sham, and a highly offensive one.

Nothing comes to mind.

Book renewal have to be done one by one. Can be improved better.

hard to use the telnet interface. the web version is much nicer.

The telnet and Gateway library system is very confusing and it's difficult to find the references that I want in a timely manner.

Many times libraries like Grainger tend to get crowded and there does not appear to be enough space.

As a freshman, I didn't realize that you don't just go to the undergrad and get a book, the book may be in one of the libraries in the main library or somewhere else on campus. I now understand why that is, but it surprised me the first time I used the library as a freshman.

undergrad

The resources for which I was searching were somewhat limited. Especially, scholarship on certain novels.

Surprisingly well known books and/or journals are unavailable and must be accessed through interlibrary loan.

The sheer size of the resources can be daunting, and I don't think that I even know about half of the things which are available to me.
unfamiliar setting to beginning students

Wednesday, June 14, 2000

Record_id Q_4_2

i wish the library were open a little earlier on sundays.

The journal search database. It is much poorer than several other universities with heavy research focus.

How I'm not able to check out books from the career cluster—all I'd need them for is a week at least. But the Undergrad and the Career Center both refuse to let me check them out. This is ludicrous and doesn't help me any when my career is so important to me. I'd understand if there'd be a limit as to how many you could check out at a time and for how long... just let me have the book!! PLEASE!

There should be more librarians to assist students

Its very hard to find books, either other students have them or you can't find them. Usually there is only one copy of the book and a student got it first and keeps it for months. The book keeping system is really difficult to follow (I give up looking for a book, because I can't find it)

Computer problems relating to the status of materials and which libraries that they are available in.

Sometimes don't know how to fully take advantage of the library services

The hours need to be augmented. Sometimes the hours are not very conducive to studying on weekends.

Some times the library is missing a book. One time I tried to check out 6 books and all of them were missing.

Listings of on-line journals not complete - that is, the bio library webpage said "if what you want isn't here, try health sciences webpage or chemistry... etc." A single listing for all of campus would be much more helpful because of the interdisciplinary nature of most people's research. I think this was improved recently, but I haven't checked up on it.

It seems as if materials are very difficult to locate and actually get in your hands. I think that there should be more library education—using the library and how to search.

I wish the shelves were designed to give more information about what is available.

slow to reshelve...few computers...help is sometimes difficult to find...workers often are unfamiliar with resources in library

I dislike most the relentless and mechanized pursuit of overdue books. Since I work on several long and difficult projects at once, I have many books checked out (I almost never bring books home, preferring instead to keep them in my library study), and for long periods of time.

needs fancy web-browser

The motorized shelving system is very convenient, BUT the the labeling in the main stacks is usually a great deal off. It makes it very difficult at times to find books. The books themselves are almost always shelved in order, the main issue is putting correct labels on the shelves. Also, Illinet should be improved so that info is up to date concerning location of materials. Many times as well, one author will be listed under several entries (often one in lowercase, one in all capitals, one without the middle name, etc.). This is inconvenient. Fairly often, I also have to wait several minutes before a staff member comes to check out my books in the main stacks area.

The prohibition of access to the stacks.

sometimes, it is difficult to get new issued books.

Few computers access to the journal article database.
How books on the same topic can be scattered across the campus.

When I went to get newspaper articles for BA202 class, it was very difficult to find the relevant articles in the stacks of unorganized newspapers at the commerce library, and then I didn't have enough change for photocopying, and the change machine was far away. The library then closed before I could finish photocopying my articles.

discouraging when the book you want is at another library across campus

Increasing more security.

There aren't any normal computers (NON-EWS) in grainger. Engineers still have to write papers and lab reports on WORD, EXCEL, etc. !!

Sometimes things are confusing.

Early closing of library.

The ALS library, which I use the most, closes too early.

Many old books in the Stacks are in serious need of preservation. The East Stacks really need to be renovated. More staff needs to be added. Sometimes I have to find books in the sorting area, and around the end of the semester it's impossible to find some books or get the staff to do a search for a missing item because the library is understaffed.

Confusion regarding renewals/ due dates particularly in case of inter-library loans

lack of group study areas

The time allotted for check out is very short if you are an undergrad who is teaching a class. It would be helpful if there was a program where if a student is teaching, they can check out materials for a longer time than two-four weeks. I know that I would be willing to return materials if someone else needed them, but at the same time, it can be a hassle to have short check-out periods.

The main stacks are a pain in the neck.

I least like the fact that the libraries are spread out all over campus. When I need to have a book a.s.a.p., it takes a lot of time going from library to library to find the book that I want.

The video library collection seems to be a little limited, but I do not have a lot of experience using it... so it may just have been the topic I was researching.

Education and especially special education journals are not enough...

I can never find the journal I am looking for. Sometimes there is a journal but certain issues are missing. Sometimes library stopped buying specific journals. It is the same with books.

The only library I like is the Grainger Engineering library. I wish there was something like that for Commerce.

The hours for just about any department library are lousy, and when they are open, they aren't adequately staffed.

Hours...especially on winds. Should be open earlier and close later on saturdays! Also at least the undergrad should be open 24 hrs throughout the semester!

Slow acquisition.

Inconvenience of the illinets online (unix) and the bad updates of the web version.

people who go to the Undergrad to socialize
"One trip" to the library typically consists of stops at several departmental libraries. This eats up quite a lot of time.

My undergraduate students often appear to be intimidated by the library, and by the search options.

Unclear communication about where and how to return books – i.e., I’ve had frequent "lost" charges from texts which turn up later in the wrong library, and I’m told by some staff members that it’s due to using the dropbox and by other staff members that it shouldn’t matter....

That the University does not seem committed to maintaining high quality of Library collection or services.

Our preservation effort has been anemic. I hate the sight of paper turning to dust.

It is virtually impossible to find anything on your own, it takes a long time to figure it out. Sometimes there isn’t enough staff to help everyone figure it out.

It’s sort of far away for me to get to

A lot of the books are old with pages missing and it is hard to do research when half a page is gone.

It is difficult to get full text journals via the internet

I can’t always find my materials using Telnet, when we do indeed own them. A startling number of the materials I’ve looked for have been listed as missing. It takes too long to order materials from other libraries, and when they arrive I am not notified right away.

I think that the City Planning and Research Library is horrible and that is the department that I am in. It is small and cramped and makes me not want to go there at all. The staff there (especially the students) and not courteous or knowlegable so I do all of my research remotely.

Having to run all over campus for resources on the same subject. It is inconvenient, but understandable.

Not enough group study areas.

Sometimes too loud for individual study

Kinda hard to find the material at the shelves

In the Media Center there is too much noise sometimes and when watching a film, one can hear both the film sound track and the students talking and laughing.

A lot of biology resources are in the ACES library which is inconvenient to the biology researchers in Morrill and Burrill Halls.

A lot of environmental science resources are in Grainger, which is inconvenient to researchers in Turner Hall.

The quality of the science and engineering holdings is abyssmal. There are several occasions on which I’ve wanted to find science or engineering texts and found that I would have had to order them from off-campus. For instance, Michael Abrash’s book on graphics programming is considered the bible of assembly language optimization by professionals, but it is nowhere to be found. Similarly, there are important journals which faculty members in the physics department publish in (such as Biophysical Journal) which the physics department library no longer subscribes to.

Better search engines need to be in place

There are so many collections and departmental libraries that it is difficult to find the physical copy of something after its listing has been found in the index.

The difficulty in which the library has in keeping track of where some books are.

Some books /papers are not available.
The funds do not exist for ordering some of the more specialized journals that I want for my area of study.

I dislike having to click huge numbers of times just to search all the engineering and science databases.

The Illinet online interface is often inconsistent with what is on the shelves. I regularly find books on the shelves that Illinet online says are lost, and many lost books that Illinet online says are on the shelves.

The offerings of journals and books in my discipline are very limited, while other disciplines (e.g., history) have more book/journal funds than they can spend in a non-wasteful manner.

I always have a problem finding copy machines for some reason. And when I do find them, sometimes they do not have a change slot on them [i.e., they only take the I-card]. Kind of annoying in that respect.

It is often too crowded during peak study times (i.e. finals week), and the web interface can be confusing to use.

The Sunday library hours. I like the library to open before one.

Noise in quiet areas, complexity of online resources, no freshman orientation to the library.

Stacks passed!

The Undergrad Library seriously needs some remodeling. It is old and ugly and depressing to be in. I suspect that’s why most students prefer Grainger Library to study at. The Undergrad could use new chairs at least for the study areas. They are incredibly uncomfortable. Just adding new desks and chairs would make a huge difference.

Libraries need better copy machines. Particularly the architecture library.

I don’t like the lack of copycard and change machines in the stacks. This means you have to exit stacks if you run out of money on your copycard and don’t have change, and that can be quite a hassle.

It can be confusing until you first learn the library system. I’m not sure if one exists, but it would be nice to offer some kind of training to learn certain resources.

The CCSO lab doesn’t have nearly enough computers; ILLINET Online could use improving.

Attitude of some of the workers.

The library is really pathetic actually. All of the books of any consequence in engineering are stolen by students. I can think of at least 15 books I have wanted to use in the last 2 years in my grad work of which you had multiple copies at one time that were all stolen. In engineering, there are certain books which are recognized as the preeminent works in their field. All of those books are stolen. It makes it difficult to do a thesis when you need those books and the are all “charged”. Replace those books that are most important when they get stolen!

Trying to find things on my own.

The book I’m looking for is either halfway across campus, or assumed missing/lost. (And sometimes it’s right on the shelf when it says that)

No comments.

Sometimes it is hard to get a book you find at a small school in IL.
I think that a course during orientation to orient students to the library web page and to the organization of the libraries (the fact that there are so many different libraries and how you know which one to go to and where they all are) would be extremely helpful. I think that to some degree the staff could be a little more helpful in that respect as well.

Copiers

Difficulty in accessing materials through web pages

N/A

- Environment is not study-like (too many people talking/chatting).
- No access (other than for graduate and honor students) to the library stacks

The complex interface.

The new journal issues are not orderly enough shelved.

The fact that many times you have to get to a different library for the material you need.

There should be a 24-hour library open to study and deal with last minute research and able to use the resources all the time for the people that have very busy times during the day.

Don't know how to use the online catalogs as well.

Confusing opening hours.

Nothing's coming to mind.

The physics library has course materials on reserve, such as class notes and answers to the homework sets. The day before a test, these items are always checked out, so only one student benefits from them. A copy of these things should be placed on reserve that students are allowed to use in the library but not check out.

The library needs to be open more (at least the graduate sections). Also, the main stacks are pretty dumpy.

Not many problems.

Having to trek across campus to get books at different libraries, waiting for 45 minutes at the Main Stacks while my books are retrieved, not being able to find journal articles on subjects I want to write about. I wish everything was online in full text. It would make life a lot easier.

There are no good places to study.

The journal CATENA should be in the ACES library NOT in geology.

Poor hours

The library needs to have an accurate way of finding out which library one needs to go to to find a certain item. I was looking for the Journal of the American Medical Association and could not find it anywhere. The OVID database (which a reference staff members warned me was not accurate) said it was at the Undergraduate library, the paper file in the undergraduate library told me it was at health sciences. Finally a librarian told me it was no longer in print and found the microfilm for me. There is no accurate way that I know of to locate library materials correctly every time.

The printers in the undergrad, teh lack of special collections (specific) journal in Ed and SS Library.

More material online

Books that are listed as on the shelf are sometimes not there.
1099  (1) Some periodicals, like government docs, are spread over the campus. For example, if you want a complete Labor Monthly Review, you should go to three different places: Docs, Mains Stacks Docs, and Main Stacks. It makes difficult to see if the collection is complete, and if some part of the publication (like some tables) were discontinuited or not.
(2) The high amount of missing materials.

1100  I worry about security in the main stacks.

1101  It seems somewhat complicated, no one taught me how to really use it to its full potential.

1102  There needs to be some sort of listing on where to find articles of a certain subject for the articles that are in printed form.

1103  I cannot study or use workstation in Grainger conveniently on weekend.

1108  The fact that you can't sort by individual library while searching for books.

1109  The services for getting books from the stacks are uncoordinated, I went to get two books and it took them 45 minutes only to tell me that one is missing and the other is later in being returned.

1112  Home page is a bit confusing. Beginning a search for the first time is unclear, because the link is not very obvious. Also, the books available at the Undergrad are often very old. If a student needs a newer source, it is hard to obtain because of the restricted stacks access.

1114  I really would like to see the library have more hours. On the weekends I like to get up early and study, but the library is not open yet. Also, I would like the libraries to be open later on the weekends. Perhaps until midnight.

1115  Having to dig through that selection of materials to find exactly what I need.

1116  Aside from my DRA comments above, I least like having to dig through the sort shelves in stacks and finding books on the floor or piled up on the regular shelves. On the other hand, the people who do search requests seem to work miracles in finding things I can't.

1117  Only one copier in the chem library will reduce the size documents, and many chem journals are very slightly too large to fit two pages on one sheet, or in some cases, get all of the material from one page on one sheet. I'm not even sure if this is a library issue. Also, one of the workers in the chem library is rude, lazy, and often late opening.

1119  The Printer is slow or jammed often. The photographic service that the Undergrad uses is slow and a rip-off, also the cost to download a disk in the photographic services is steep.

1120  It probably doesn't get enough money to conserve books etc and pay library staff what it's worth...

1121  The difficulty in finding some books.

1122  Help from library staff in the undergrad is not good. Other libraries are though.

1123  Some books are charged most of the time.

1124  The fiction selections are mediocre at best. I know this is a university library and so must be oriented toward research and study but pleasure reading is important too.

1127  There aren't enough computers to go around, and every now and then I have to give up my seat because a class had reserved them.

1128  Sometimes it is difficult to locate books because of incorrect shelving or simply because of the size of the library system. I don't know how this could be rectified, but it is frustrating.

1129  The transfer from printed card catalog to electronic wasn't very smooth, though it is getting better. The telnet version of Illinet online is hard to use, and the web version is unstable.
I have yet to find out how to locate what libraries the different journals are in when I need them. A list would help a lot if there already isn't one that I haven't found.

The system is extremely spread out. I know this can't be helped, but when writing a paper that crosses the boundaries of multiple libraries, it can be quite tiresome to have to trek across campus to a different library.

You can't go look at the books in the main library. I want to know if that is the book I want before checking it out.

Slow reshelfing
Books get lost
Books are not always available

Not enough computers for everyone.

but, we need nice environment such as the carpet for floor for studying.

Everything is so spread out all over campus, it seems like. The quality of the books at the undergrad aren't what I expect from a university library. My library at home has better resources than the ones I find here.

Finding materials is so very hard because the web page is so confusing.

The frustrating and unusable computer catalog

The resources and collections are sometimes out-of-date or lacking for my purposes.

The telnet interface is not very good. Also, many libraries need reshelfing, especially the main library and physics library. The main stack seems to need more shelves. The math library is nicely shelved but they need obtain more new books.

that it is often hard to search for and find what you want within that collection

MOST employees are too busy doing their homework/goofing around on the internet to help you. If you ask for help most are not knowledgeable or willing to get off of their seat to help.

the collections seem small and outdated

interface for searching books.
Hard to find some popular books.

The fact that materials I need could be in 6 different libraries and I have to go between all of them to find something.

Unavailability of people who KNOW something during weekend and evening hours. Most of the student employees try to be helpful -- and some of them are fairly successful at it -- but much of the time, the best they can do is say, "come back during the work day and talk to a real librarian." (If it had been convenient for me to come in on a weekday morning or afternoon, I would have done so to begin with.) It's nice to know that e-mail assistance is available. That will help on occasions when I'm able to plan ahead -- but for times when I visit a library on an evening or weekend and run into a snag with my search, it sure would be nice to have a professional available for assistance.

The departmental libraries sometimes don't even have weekend hours or close rather early - it limits the usage students can get out of it, especially if they also have other classes and/or jobs to schedule around

web net is confusing
space, like in the chem library...cramped

Subscriptions are being cut. The library should be a budget priority.

A man named Bill—who works in the English library.

Some online documents are available only in SGML. Not everybody has a PC, you know. PS or PDF for all would be nice.

not open 24 hours

Limited journal holdings—often don't have journal i need; mainstacks are creepy; library hours are bad—grad and health sciences library should be open till 1am weekly and 24 hours during major exam weeks like other big universities

Resources can be difficult to find—even for an experienced user. I realize that this is unavoidable with a collection as large as the U of I collection. The size of the collection, however, is why librarian assistance is very important. I have found the service inconsistent. Sometimes I have received excellent help from courteous librarians. Other times I have been ignored, received inadequate assistance, and been treated rudely.

It does not always have the journal i am looking for.

ACES library hours are atrociously limited. The copiers are old and need to be replaced with those that can take cards.

- some of the staff members don't know much about the library resources, are not helpful

Reserve materials cannot be checked out for more than two hours.

internet information access

Inter-library material takes more time than expected

failure to keep up with acquisitions in the areas of historic strength as well as failure to build up collections fast enough in new areas

Library open 24 hrs would be great

Has very little information relating to more obscure subjects. Staff can be rude at times.

I have trouble finding things on the computer without the help of staff.

None

The poor web interface that doesn't allow users to request materials. Patrons are forced to use the Telnet interface. Also, there are no drop boxes for the Graduate and Undergrad libraries for after hours drop-off. This is unacceptable.

Sometimes it's tough to navigate all the different specialized libraries. You look for a book, see that it's in some library you've never been to, and don't know how to get to.

New books are slow to get onto the shelf for borrowers.

The quality of copies made by library copiers, though better, is still not good.

materials found electronically are often difficult to obtain because they are spread out across the campus or are not placed in the correct place.
Not a full-time user.

The delivery takes too long.

More than once I needed a book which has been charged by someone else. The only solution would be to order from a different library, and then I'd have to wait about two weeks before I get the book. This is very problematic.

Illinet Online can be difficult to maneuver through because it requires you to "go back" and won't let you use any kind of sophisticated command.

It's okay

Items not being processed (checked in) in a timely manner (the same day they are returned to the library).

That there are so many of them, and if you really need info on a certain topic, you could find yourself running all over campus to all of the different libraries. It can be very annoying and time-consuming.

Workers sometimes are clueless as to what exists in the library

Books that say they should be in the stacks and then they aren't.

The stacks get a bit confusing - some let undergraduates look for their own books and others don't and it's hard to know which allows what. It's a bit overwhelming and confusing.

Rude student help.

Some journals in Health Sciences not accurately listed in Illinet Online.

Somewhat disorganized, hard to figure out where stuff is.

Very hard to use stacks and document are hard to find.

Hours we work all the time - can you stay open later? (until midnight during the week?) Even if you don't have full services it would be nice to just run over and copy a paper later at night.

Sometimes books are outdated and there is no new material regarding the topic.

The fact that there are separate libraries for each individual college becomes an annoying factor in tracking down items (especially when you have to trek from one end of the campus to another). Also, there have been several occasions where all copies of the book I am looking for have been lost or stolen. It would be nice to replenish the supply of books that are missing before purchasing more.

Need more internet services...full text.

The printers!!!!! When I need to print something out, and so do other students, and when we're all standing in a big line for the same two printers, it's gets a bit annoying. Not to mention the fact that the printers take an eternity to process the info from the computer and print it. Once I was in line for 40 min. trying to print two pages...I think that's a little excessive.

Hours on weekends and weekend nights -- too short.

Since there are many libraries, it is sometimes inconvenient to go to other library to find materials that I need. Also, the deadline for certain books are way too long, and I have to wait so long until the book is returned by others.

There are a lot of missing books that causes students to have to request them from other schools and they don't usually get to you in time for you to effectively use them in the work you're doing.

The undergrad is just not safe. It's a "high theft area".

I don't like the article databases...sometimes have problems finding what I need...
Library hours of Operation.
Friday's and Saturday's closing times (too early)...it should be 1:00AM Also!!
Sunday's open time (Too late!!!)...it should be early in the morning.

I least like the times.
I wish they would open earlier on weekends and later on the weekdays.

Materials outside of Academic is few.

At times the staff is very rude. Also, sometimes it is hard to find materials that you are looking for.

I like studying at the Law Library too, but lately that has been available to Law students only. This is inconvenient, I think the libraries should be open to everyone.

At the undergraduate library, there are NO study rooms. The lighting could be brighter as well. White lights are more suitable for studying than yellow lights. There's also a certain "smell" to the undergraduate library that should be taken care of.

The law library is ALWAYS too hot, which makes it miserable to ever do any research there.

The copy machines. I think they should be a bit newer. And also that a book will be listed as being on the shelf, but I won't be able to locate it.

Having to go across campus to another library to get a book/resource to find that its not what you thought it would be....or to not get the same amount of help from the resource department

- Even though I like the web catalog, it has a lot of work to be done yet.

Not open late enough, not enough parking, and WHEN THEY TURN THE LIGHTS OFF EVERY FIVE MINUTES FOR THE LAST HALF-HOUR BEFORE THEY CLOSE

I would like to see more hours at night (for late night studying) - 7 days a week.

In the main stacks, books are sometimes not treated very well by those who reshelve them (esp the employees it seems) – I see (and trip over) books and shelving materials (e.g. bookends) on the floor; books are stuffed carelessly into the shelves, on top of other books sometimes.

when searching for articles or books...there are SOOOOOOOOOOO many to choose from...it takes a long time to look for those perfect sources...

The somewhat underdivided quality on some subjects

hard to understand

Not enough journals

The library is being ruined by budget cuts. Many journals we used to receive (or of which we received two copies for different libraries) have been eliminated. Harder to get items.

people who abuse the library

Limited Journals on Social Work, Sociology, et.

none

Ricker Library does not have enough material in photography, Spanish and Latin American Art.

no enough signs to aid in locating the library materials.

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Lack of information on using the system.

The library is not open enough on the weekends especially. What is the deal with opening at 1pm on Sundays???? Not the entire student body is in church, some of us have projects that require use of
libraries. I also do not like how some of the help desks (Gov’t Docs especially) close at 5pm. This is a great inconvenience for student like myself that have to work to pay for our education. Later hours or expanded weekend hours would be great.

1274 Too few books in the collection for systems control engineering.
1275 I don’t like having to put money on my student ID card. It should be all in a database which goes directly onto my student account.
1276 There were a few things that I thought could have been improved in the library system. The first are the hours of operation of the Undergrad Library. Personally, I feel that an 8 a.m. opening time is a little late in the morning. There were many times where I wished that this library was open earlier in the morning to grab a book that I needed to look something up in, or just to have a safe and comfortable place to study before class. I also disliked the frequent talking over the loud speaker. I think that we are able to decide for ourselves if we think that we can leave our bags alone.
1277 The photocopiers are just awful. One cannot print double pages, books, collate. Still using pretty old technologies.
1278 They could use a little more group study space like the forth floor of the Grainger Engineering Library.
1279 That the whole system is not centralized. I have to go to several libraries to find a small amount of material, and assistance. The Undergraduate Library is, honestly, quite embarrassing. I’ve seen many other universities, colleges and high schools that their library is appealing to go to, easy to use, and friendly. I greatly dread going to and using some of the University’s libraries. Just contrast it to Grainger Library. If it means my tuition goes up $250/semester, let it be so. My time is much more valuable than to be wasted by the UofI trying to save money and not INVESTING in the library system. Simply stated, a library that is simple, appealing and easy to use, will inevitably be used by a greater student population, more frequently, while increasing the overall excellence in our education.
1280 not being able to download stuff on to the desktop of the computer and printing method
1281 Waiting for books at the main stacks.
1282 ILL, and requests; your returned book/clear record/off-campus item system is terrible, confusing, and causes fine headaches for patrons.
1283 * Sometimes is difficult to find library materials (books not accurately shelved).
   * Cannot find journals even if they are posted on the Web page.
   * Grainger Library is not open on Sunday mornings.
1284 Main/Undergrad library is huge. Sometimes hard to find things.
1285 I find it sometimes difficult to locate articles or books that are needed with such a huge system. Although it is true that you can find the information you need, sometimes physically getting it seems impossible. Also, it would be nice if you could always acquire full articles on the internet.
1286 Library not open late enough on weekends.
1287 On the clinical side of the house at McKinley, our principle interest are in the clinical collections, which of course are principally owned and/or licensed through UIC. Access to certain licensed materials is restricted to those of us with medical school appointments, which most of us don’t have. I wish that the UUC system could enter into the same licensing agreements that UIC does.

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1290 hours. At another major U.S. university on the east coast, in 1990, the main library was open at 7:30 and closed at 1 am (one branch of it at 2 am). This was every day (no major closed down on the weekends, like happens here).
also, ability to search ONE freaking database for journal articles instead of 1,000!!! we may have what
i need but i may not find it just because there are tons of different databases under which i have to
search!!!

Library Gateway page requires advanced web browser (those popup menus on the left) and loads
slowly. Online journal access still seems disorganized (so many different ways and interfaces for
getting to online databases).

There are no reference librarians at night or on the weekends, at least that has been my experience in
the Biology library.

after i find books online, it is really hard to find the actual book in the library. there are so many
different libraries.

Can still be difficult to find resources, especially online.

A lot of times what i'm looking for is unavailable.

I would like to be able to pay fines at the library.

Good libraries like Grainger are so far away from the real campus, well there is little you can do about
that now.

Not enough group study rooms.

There are far too many books that are missing or improperly shelved.

I really did not have a bad experience with the University of Illinois library system.

The tracking of returned books needs to be vigilantly watched. I've had to pay for books i've returned
but the library lost in the system.

I haven't had the chance to fully take advantage of the University of Illinois Library. The only libraries
i have gone to are the Grainger Engineering Library and the Mathematics Library. I would like to have
more computers in the Math Library. Also, when the exam period comes around, the group study
rooms in the Grainger are often full. So, i would like to have more group study rooms in the
Grainger.

Even though it's convenient, it's also confusing. There's very little effort that goes into preparing the
students for library use. Specifically in the music library, a lot of the materials cannot be checked out
which makes studying an inconvenience.

inability to print documents from a disk, esp at the ugl. CCSO is a separate department from the
library, i understand that, but realize that it makes the library system look bad, if there aren't any
printers at csso, maybe the bosses of each of your department should work something out

The Illinet catalog is difficult to navigate through. I don't know anyone that does it with ease.

sometimes overwhelming

Some libraries should be open 24 hours

It's HUGE, so it's a bit intimidating, but again, the staff is very helpful

the interactions to readers, like seminar, training, not sufficient.

As of yet, nothing.

Gotta be the stacks. Feels like Being John Malkovich on the 7 12th floor.
and that you can only get four books at a time.

1330 book collections

1331 often difficult to find an item based if only a little bit of information is known about the material, the system often requires the user to be more specific than the user is capable of being, the system is not very intuitive

1332 Computers sometimes don't tell exactly where journals I want are.

1333 if not having everything, like ever having to use interlibrary loan

1334 Sometimes, the libraries can be too crowded or even a tad noisy when one is trying to study. That is not the fault of the library, but of those who choose to be ignorant when coming to the library.

1335 i would like the libraries to be open later

1336 It closes too early

1337 The lack of available computers.

1338 the sometimes lack of book materials

1339 Not enough computers in the libraries.

1340 I wish the library could be open 24 hours, or at least part of it being open 24 hours.

1341 The thing that I like the least is that material is lost or missing. Also, material that you would expect to find in say the ALS library will be in another library (for that reason conducting a search and finding material can be more time consuming than you would like).

1342 You lack of good public resources for e-mail reading at the library. The time schedule should be 24/7 which is what other good schools have. The Grainger library should be more consistent with noise and study room rules enforcement.

1343 unable to find what I want. much easier to find what I'm looking for at my local library.

1344 The university has a lot of stuff, which is great, but it doesn't help me when I'm writing about Mars and when I search for material all I get is governmental "minutes" from meetings with NASA.

1345 Format of online article databases (too many of them, and so many cross-reference each other so much that they could probably be combined into some larger ones).

1346 The only thing I do not like about certain libraries on campus sometimes is the noise level. At both Grainger and the Undergraduate Library, I have found myself distracted by faculty members talking and laughing more than once (and not because they were helping library patrons). Sometimes the library staff has conversations in areas where people might prefer a more quiet study. Still, at both libraries, I was easily able to relocate to a different area away from the staff where it was much quieter.

1347 Lack of up-to-date books.

1348 The libraries should be open till late.

1349 Web card catalog needs to be more specific which library certain books are in.

1350 It is a confusing place if one is new to the system. There is really no guidance for someone trying to use that library for the very first time at the University. Also, there should be more online resources that can be downloaded.

1351 I think the hours, if possible, should extended.

1352 nothing really

1353 should improve the web linking efficiency for us to conveniently borrow books online
This year I have spent lots of time and money copying mfiche documents. Can’t we get these online?

telnet not reliable

It’s hard to find departmental libraries, because they’re scattered around campus in a seemingly senseless order. Example, education library is inside main library, not education building. Also, English library is on the third floor of main library (accessible only by certain staircases), and not in the English building.

close a bit earlier than I hope

Books returned need to better handles. Including inter lib loans. Have been fined UNFAIRLY!!

The facilities do need to be upgraded in many of the libraries.

The libraries need more computers as well as more computers that are more up to date.

The fact that sometimes the books aren’t in one central location but spread out all libraries all over campus. (I’m pretty sure that you can request them to go to one library, but it would be nicer if things were more consolidated.

People in the biology library are not as helpful as they can be. The copy machines are terrible & don’t work half the time. There are not enough text books. We need more books in broad subject areas like microbiology, genetics, molecular biology etc. Not only the prescribed course text books but books by other authors. We need to keep some lab manuals too.

the journals are often shelved out of alphabetical order. Why is this? Isn’t it hard enough to figure out what the journal is listed under (i.e. Journal of American Vet. Med. Assoc. is under A)? Take note that “Exotics DVM” and “Equine” are shelved under J. I work in the library part-time and I still can’t figure this out. It makes my job unnecessarily harder.

I don’t really know how to use it.

Sometimes I find things on the web and then they aren’t on the shelves. Th elibrary system is also so big that it seems a little scary and overwhelming. It would also be nice if the libraries were open later.

The fear that the Physcis and Astronomy Library will be coerced into merging with some large, impersonal, physically remote entity. This would make the department far less attractive to me.

Collections of journals seem to be disappearing, selection of books for students interested in Nutrition and Functional Foods/Phytochemicals is very limited. Interlibrary loan takes a lot longer than the two weeks specified on the web page. In today’s fast-paced world, everything is about ease and convenience, it gets very frustrating when you can’t find what you need readily available.

I don’t really like that the bathrooms in the undergraduate library are very secluded. I also think it would be helpful if all incoming freshmen were required to go through a library tutorial. IT is a very confusing library and some navigation would help.
Online (web) stuff could be much easier to use.

Things are spread all over campus.

It is hard to navigate and find all the departmental libraries, but this is the result of having such an extensive collection.

A lot of people just go there and chill.

I dislike the numerous library system. It is often confusing and not helpful.

Searching for materials. Should be simpler.

In weekends the libraries close at 10pm, soon if you want to study in Friday night.

Stacks are too inefficient, and not enough material, especially government-related, is available outside of stacks.

I do not think there are enough computers in the Undergraduate Library. This is especially noticeable when the PC room is being used for a class -- this is extremely inconvenient, to have the only computer lab in that library with 50% of its resources tied up.

The music library reserved materials are not well-organized.

I think it assumed that people know how to use the library and miss out on a lot. I think there's a lot more there that hasn't been introduced.

It is really spread out.

I only checked out materials once from the library. When I returned the items, I returned them all together, even though they came from different departmental libraries (I called asking if this was okay). I then received a fine later for a misplaced item that I had returned, but never made it to the correct library. There is an inconsistency here with the services offered.

The library is very confusing, and it is a jungle. If you don't know where everything is. Unless you have been into the library for years, you cannot know where everything is. It is very hard to find information, if you don't know where to look.

The lack of convenient hours.

It isn't open late enough during breaks and the walk late at night from the library to my car.

Journals are all over the place and I do not have time to run around and get the necessary information.

I cannot use all the resources you have to find materials because I don't know how to use them.

The computer lab needs more computers and a faster printer.

Kind of confusing sometimes.

Although I love the stacks and love working in the stacks, I don't always feel safe, especially at night. Additionally, there are few computers, and the copiers don't always work, so it's sometimes necessary to wander around quite a distance in the course of working in the stacks.

Much too spread out, often when I make a search for information, I would have to spend the entire day walking around the campus to look at all the books so I can know if they're necessary. This is incredibly inconvenient and even frustrating.

The photocopier machines are few and far between, low quality copies and have few conveniences (stapling function, collating function, etc.). Many materials are not shelved properly and are missing when on-line catalog indicates they are available.

Rude - non-helpful work study workers, and some librarians with a major attitude (main circ desk - others seem quite nice). I worked as a circulation librarian for years before coming to get my PhD.
and I'm embarrassed by the shoddy help and patron treatment the libraries allow. And I'm not being unreasonable. Work-study people having personal phone calls while you are waiting for them. Shameful - and Unprofessional!!!!!!!
lack of education for new students on how to use the Library, simpler web page...

they should try to have a printer for every 3 computers you're doing research on.

I work full time during the week- 2nd shift. Longer hours would have been more beneficial to me. Also on Saturdays earlier hours would be better.

It should be open later.

Difficult to find what I need to

Its not open all the time

The online catalog has a few glitches in it as far as organization goes. It seems that if you search on a subject, keyword, author, title, etc. every book does not come up. Several times I have conducted a search on a specific subject and it returned only three or four results. But when looking for those results in the library, I find five or six more books directly next to it that focus on the same subject matter.

Library web pages almost "always" crash my Netscape browser. Please go light on all the Java stuff. Also, the content accessible from within the library is sometimes "different" than the content accessible from other .uiuc.edu domain computers. Confusing... The gym has longer weekend hours than the library...

Missing items

a general overview (like a map) of the library system would be nice, so you know where to go without going from one library to the next

journal/conf. proc. searches are somewhat difficult. also, cannot yet download such materials electronically, which would be a huge time saver (I can avoid making a trip to the library, charging up my copy card, etc...)

It takes for ever to get a book from the stacks and 50% of them are lost. I know most of my friends drive to the Champaign city library because UIUCs is too hard to use.

Lack of quiet places to go study at.

Safety issues; Lack of Computers in Library

My main complaint is with reserve items. Only being able to take out a reserve item for 2 hours when it is a 400 page book renders the book almost inaccessible. Recently, I ordered a book by mail from another library in Illinois since the only copy of the book here was on reserve. This book was not for any course and I may have been the only person to request it this year.

Often times, very crowded and noisy.
It's overwhelming and I can never seem to find what I need. Too much useless information.

I graduated from the university with the largest library system (public and private) and it is very disappointing and surprising to see that the selection of scientific journals here is so lacking. I have noted a number of journals that any major research university should have but the UIUC either does not subscribe to them or canceled the subscription back in the early 90's.

Having to wait to get books from the main stacks.

People who work there are often rude.

The hours of the library should be longer.

But, UI is the worst place to find a book. I remember looking for a Nobel, but I still couldn't find it even though I was helped by many librarians. NEEDS BETTER ORGANIZATION OF SORTING OF THE DAMN BOOKS!!!

(P.S. what's the point of being 3rd largest library in the nation if a student can't find a book due to it's lack of service?)

There are so many libraries! Sometimes you don't know which one to go to when you need stuff!

A few gripes:

1) It takes forever to get articles I order... I know I'm "just an undergrad," but the post-docs in the lab I am doing an honors thesis in noticed the same thing.
2) How about a few more journals in bio psych/neuroscience?
3) As above, PLEASE make the bio stacks more logical in order.

The online catalog is hard to use.

I get really upset when people talk on the lower level of the undergraduate library. It's a quiet study area but a lot of people who never come to the library don't know that. There need to be more signs to tell people not to talk. Also the undergrad is really dark on the lower level, there needs to be better lighting for people who study there a lot.

I never go to the undergraduate library unless absolutely necessary for a gen ed class. It intimidates me because I'm not sure how to use it. I'm sure I could figure it out if I tried, wanted to, or asked someone... but just rather not.

Not really anything.

Opening hours

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Lacks collections in some areas (ie. Asian, magazines). Interlibrary loans not always easy. Lacks hours on weekends (especially Sunday morning).

Searching for journals is a real pain.

The library does not have enough study areas, especially during finals week it is usually very full. And sometimes the items were not sorted correctly.

Web page is a little confusing when looking at it the first couple of times.

The libraries are not near my apartment in Urbana.

The noise levels in study areas.

Cancelled subscriptions. Some important journals (for example, ICARUS) have been cancelled in the print version, and are not available online. If the print version is going to be cancelled, an online subscription should be started to maintain the availability of the journal.

Nothing specific.
I would like more group study rooms.

I don't like using copy cards. You can only add money at a few locations. There needs to be more.

I don't know how to use the web stuff.

Too lenient check-out period and renewal policy. Some books are never available until a hold request is made.

There are not many computers in the Grainger and mathematics library.

complicated and takes time to get around

the telnet version of the online catalog is hard to use sometimes

The hours.

I dislike the fact that books within the same subject are often dispersed across several libraries. I also find the books in the graduate library fairly inaccessible; it is inconvenient and difficult to get to them. The library catalog is not straightforward as compared to the catalog for the Urbana Free Library.

unavailable books and articles

Finding sources on the web seems a little confusing.

Lack of knowing how to access information more easily. One shouldn't have to research using the library to do a research paper.

there should be laser printers in the libraries (charging the university ID) and photocopiers should be modernized (at least should support double-sided printing to save on paper waste).

video collection should include more material from foreign countries.

1) The on-line searching is awful. I can hardly ever find books I need if I don't know the title of the book. Author searches are bad because I don't know how to enter the subject classification.

2) Hours : It would be really helpful if the Math library has longer hours on weekends - that's when people have time to do research, so that's when they need the library.

I have been unjustly accused of losing books which were sitting on the shelf. Bicycle parking is terribly inconvenient at best. The people who work at most libraries are idiots (Chemistry and Music are exceptions). Books are laid out in a terribly inconvenient way at Grainger. Grainger has almost no copy machines on the first floor where they are needed most.

Many times it takes a long time to receive your books.
different systems in departmental libraries (say biology vs. ACES)
worried coping machines
messy libraries (ACES and Slavic)
unsuccessful subject searches with ILLINET

SO MANY UNDERGRADS DON'T KNOW HOW TO USE THE SYSTEM!!

sometime I feel like there is are not enough places that are reserved for "quiet study" only...people

tend to talk a lot and then it's hard to get work done

Not enough computers to share with. Always have to wait for quite a while.

It's kind of too spaced out. The specialized library are difficult to find.

I wish that the stacks were in better shape. The books aren't always shelved properly in there.

Some libraries are so huge that it is difficult to find things.

Library services staff are frequently unfriendly and unhelpful.

Libraries should be open 24 hours / day.

The online catalog

The hours at the Main Stacks and the lack of copy machines in some areas. The fine policy needs to

be explained to upperclass students better because they have changed since we were freshman.

the lack of training, and information freshman receive about the libraries.

It should be open later on the weekends.

There is so much to go through to find something. It gets kind of confusing sometimes

The fact that everyone keeps reminding me how we have the third largest library but then say, oh we

do n't have that journal. So who does?

The lack of oboe sheet music and recordings, the lack of GOOD CD's of classical works (need more
top American orchestras, such as Cleveland Orchestra, New York Philharmonic, Los Angeles
Philharmonic, and Chicago Symphony). Microfilm viewers are PATHETIC. There's no use looking at
microfilm, because the screen's too fuzzy to view the information! Also, the library is underdecorated
and drab-looking. Not enough computers at the music library- there is always a line.

Sometimes you can end up running around from library to library in search of the sources that you

desire, if you don't have time for them to send it from the one library to the other.

Each library has quite limited journal titles, especially in the medical and biological science arenas.
Full-text journal papers from OVID are difficult to download and print. (Computers tend to crash.) Too
few copies of popular books. When there are several copies, most are missing. When book is
obtained through inter-library loan, a couple of months is needed to obtain the book and it can only be
retained for about a week afterwards. Finally, difficult to navigate on library web pages. (Useful links
are not clearly shown.)

The majority of the student staff at Grainger is not well trained. Many appear to just sit behind the
front desk and just gossip.

This is not true however, of the more permanent (Grainger) staff. I've found them to be quite
knowledgeable and helpful.

What I like the least is the help provided from the lab assistants in the computer labs (like at
Grainger). Some of the lab assistants don't seem to care to help. Let me mind you there are only a
few that I have had that experience with.
Library hours too restricted, online searching capability

The Undergrad library is a fair distance from my residence, so sometimes (especially in bad weather), it is a pain to get to.

I feel the that Undergraduate library is not the most academic setting.

The print collection for my field is dispersed through 7 locations, and I find that I spend a long time locating journals (I usually ask staff to do this for me). For convenience of parking, I do this at night, but several of the libraries I need are closed early. I find the atmosphere of the bibliotary very unappealing, and the shelves to be laid out in a difficult to follow path.

Missing or lost books. Very irritating. Difficult at times to get materials that are very recent sometimes.

I was told that I was supposed to be getting a book by interlibrary loan within 6 days, yet no one knew anything about it when I checked up on it. Three months later I received a paper saying they couldn't get it after all.

What I like least about the library is that there are times I need a journal article and it is not available to me due to the fact the library does not receive the journal.

Strange hours, esp. on weekends.

Most of the times the head librarian is way to loud. she doesn't care that that students need to study. Even when we ask her is she can close her door because she is so loud it is open again 10 minutes later, and we can still hear her conversations. She doesn't respect our need for quietness.

You need to step up to what should become this University's destiny: we INVENTED the WWW and we have the world's 3rd largest academic library... (this should be an easy one)

Let's get innovative. No one will deny that it's all about information technology now, so why is it that the library seems to be so be making web pages and on-line services that belong in 1996?

Additionally, no one seems to talk to the researchers (arguably, the undergrad library is nice, but this library IS and SHOULD BE geared toward the UofI's researchers) about what kind of on-line services they would like to see available. Maybe this does occur, but this survey DOES NOT COUNT! I've had to go so far as to develop my own tools to perform searches because the library doesn't have them.

It's not open late on Friday or Saturday

Each library has quite limited journal titles, especially in the medical and biological science arenas. Popular books are often not available or missing, even when there are several copies. Library web pages are notoriously difficult to navigate. Most often used links are not directly visible on the home page.

The cost of copy machines

Not a lot of books available at the Undergrad.

hours on sundays - not open early enough

need some more study space, especially for groups
The library doesn't carry many NEW books.

Interlibrary loan takes WAY TOO LONG. It's nowhere near 7-10 days like it says it is. It's more like a month before you get journal articles you ordered.

I had to teach myself how to use system. Would have been easier if through a class like rhetoric where they take a day to learn the system. Of course, the web system was not in place until my sophomore or junior year.

The fact that many days the books are checked out or on reserve.

Collections

Finding references on the web is still difficult for me. I still like an old-fashioned card catalog to find journal locations. Some of the copy machines aren't very good and the copies look pretty bad.

Actually, I can't think of anything. I would, however, jump at the opportunity to do an internship there next year.

I am a History Major and I oftentimes use the stacks. I have in the past tried to check out materials, but when I got to desk to check them out I was told that the material had to be used in the library only. This is fine, but they would not let me reshelve the books, the next time I went back to use the books they were lost and have been lost for the last 2 months. The stacks is a mess and it is ridiculous that I could not put the books back since the staff does not have the ability.

Web interface searching needs a LOT more work.

Sometimes it is very hard to look up a subject on telnet. Often, I knew there were books on a subject, but when I typed it in, telnet would come up with nothing.

I don't like only having one microfilm reader/printer in the music library.

It needs to be open 24 hours per day.

In the quiet areas of the library there always seems to be too much socialization. Most of the time when I come specifically to study it seems as though the library has become the new place to hang out and meet up with friends. Maybe a person could patrol the area and ask people that are doing group work to relocate themselves.

It is not open long enough, and there are not enough conference rooms. Also, I hate -HATE - the copy card system. It is a real pain in the butt and usually impossible to get money on your card, so on and so on. Why can't we just run up a tab like they do in the dorm printing services, which would be attached to our bill?

The Chemistry Library needs to have LONGER hours ... and have people that work their that know how to use the materials!!

The facilities need to be improved — more computers, more printers, more photocopiers — and must be available at a low cost to students.

Many materials already checked out. I can recall but it takes time. Need to keep track of most frequently used books and purchase more copies.

I would like to see the library open more on the weekend. 1pm is way to late...

Waiting to get materials from the undergraduate library.

It is too large

Doesn't contain a whole lot of books pertaining to area of study.
If library notices a particular book subject to high frequency check out, it may be wise for library to order more copies of it.

1644 staff is not always friendly, helpful, or knowledgeable; they often seem more concerned about themselves than helping patrons; during evening hours no one knows anything why not let grad students have a key for their departmental library? some departments do, some don't--why? we're being trusted with very expensive experimental equipment but not with books? it doesn't make sense (these comments are directed primarily at the chemistry library)

1645 its too big and confusing

1646 My only complaint is for ILL requests—often I will request ILL materials at the start of my research for a paper or project, but the materials will usually not arrive until the project is nearly finished, or turned in all together—and the materials are no longer necessary.

1647 confusing order of books in shelves, different libraries scattered out everywhere

1648 more computers are needed in the music library

1649 When i cant get a certain book for longer than 2 hours

1650 when they don't have journals I need often

1651 Nothing, really.

1653 I'm not very impressed with the library hours. Coming from an Undergrad institution where there were libraries open 24 hours or very close to that, I was rather taken aback that the libraries close early.

1654 Undergrad lab has too many IMAC's.

1657 The limited number of group study rooms. In the evenings, there are rarely any available and in the afternoons they are frequently all reserved for interviews (specifically Grainger).

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1660 The fact that articles are not online. At least the journals that we are not subscribed to should be online.

1663 I don't like the atmosphere in the Undergrad library. Its hard to find materials and it always looks dirty.

1665 The interlibrary loan takes too long. I would like to have more recent journals kept in the library. For instance, at least from 1990-2000.

1671 Some libraries have paths to them that are dark and not well-lit at night.

1658 I am a transfer student and haven't attended an orientation session—I haven't seen info on when they are offered— so I would probably be better able to take advantage of the library if I knew better how to access it.

1659 The thing I like least about the library is that you cannot go into the main stacks without a pass. Many times, the books that help you the most are the ones you find while browsing or by complete coincidence. I also don't like that all of the books are separated by departments. If you are doing research on something, it could take hours to find everything you're looking for. I think this is a very inefficient system.

1662 (1) The online catalog needs improvement.

(2) More and better space is needed for several libraries: main stacks, newspaper, archives, rare books come immediately to mind.

(3) The religion collection, which I use frequently, is very good up until about 1970, then many serials were discontinued and books were no longer purchased. The philosophy library has in recent years been unwilling to order even important books in religious studies.

(4) It's too bad Friday and Saturday evening hours were discontinued.
The HUGE problem of books called "missing" because they are not reshelved properly. Long waits in the stacks when not enough staff is available (up to 10 mn just to check out a book!). The physical distance between departmental libraries. Lack of tables and chairs in the stacks: VERY inconvenient when you want to consult a stack of books without checking them out. Not enough good photocopy machines.

I dislike studying in the Undergrad. The chairs are not very comfortable and the tables are not nice either. If the Undergrad could be changed to the likes of Grainger, it would be a wonderful place.

Outdated facilities

1. Web searching is poor - results not clear, hard to find what I'm looking for, too many search engines.
2. Bums in the Undergrad
3. Need 24 hour place to study!
4. Magazines not up to date.

There need to be more computers in the Biology Library; as well as better individual study areas.

Hardly buy any new books on engineering.

they close too early some times

The video viewing center at the Undergraduate library is very, very uncomfortable and crumby. I'm not sure if there is any possibility of darkening the viewing areas or creating little sound booths? The cubicles are so unbearable. (I had to watch over 25 videos there last semester.)

undergrad library is ugly and I detest spending time there. and it smells funny too.

Ummm, that the Main Library is SOO big.

It is so big sometimes it is overwhelming and it is hard to make an effort to use it.

It is so large, that it is so easy to get lost in...I find it difficult to find materials that I want because there is so much to look through...I think that the online way of searching is important, but very cumbersome.

The thing that I like least is the times that the library is open. Many students do work over the weekend and the libraries close early on those days.

Unite online reference system among libraries.

computer lab always packed and need more pc's

The hours

Inaccurate and incomplete online catalog. Web based catalog is inconsistent, telnet based catalog in slow and clumsy.

I rarely go to the library.

Some of the older, extremely important, engineering books are starting to get in poor condition and there is only a single copy of them. These books are the "standards" of engineering practice today. Perhaps the Library can speak with Professors to find out which books should have priority with getting new copies or of preservation. As an engineer I have only been able to speak of engineering materials. However I am sure this applies to other courses of study as well.
I don't like to trek all over campus from library to library when I'm looking for different journal articles that are found in different departmental libraries. I don't like the Illinet Online telnet search interface, it's hard to find materials with it.

When it gets busy, it is hard to find a place to study if you are with a group of people.

The worst thing is the web interface. There is no natural way to use it, i get in troubles many times, and there is no way to get help from the system itself in a easy way. Also, it doesn't return accurate info, that's why the librarian personal itself uses the tyelnet interface when the search is complex.

I think there could more efficient ways of locating material-- and for resources for new students to learn about the library(even though I think that there are already great ones in existence). Perhaps more publicity about the kinds of services and resources that the library has...finally, I think that the MOST IMPORTANT element of the library is the staffs-- getting enthusiastic and knowledgeable staffs-- especially in this technological age. Good people/librarians will make the most of our system-- these employees are SO VALUABLE!! Let's treat the ones we have with respect and great salaries, and pursue similarly wonderful librarians in the future....

needs more online full text journals

It is sometimes difficult to obtain the service required when asking the help of an undergraduate hourly worker – as a graduate student I've encountered frustration at this.

updated material. some subjects don't have printed material from this decade, which makes finding recent research difficult

The music library course reserve materials are a disaster. It takes sometimes over a week for materials placed on reserve to become available to check out. The card catalog indexing these materials is often inaccurate, forcing the user to look through all of the cards in order to find the proper materials. (For instance, sometimes books are cataloged under the editor's name and not the author's, or the author is missing altogether and the book is listed under title only.) I would suggest that the professors placing materials on reserve indicate precisely how the book should be cataloged so that the catalog corresponds to the course handouts.

Sometimes feel unsafe. Sometimes resources hard to find.

The Staff is often not helpful and there is no way to learn the library system better.

Having to go to each library in order to fling books. It's very time consuming

I don't really have anything to rank as not liking it

While I don't have major problems with the computer interface with the library system, it is still less than intuitive and/or easy to navigate.

There are a lot of journals housed in the Biology library that I would love to see in the Ag library. Though, I realize they are expensive and both departments probably require their use.

The printing cost is high

Access to economic data - such as general time series from the U.S. Bureau of Census - via cd-rom or web. Recently, I spent more than one week typing data from print matter publications into my personal computer. I am almost sure that these data are available on-line or in cd-rom, but the University of Illinois Library does not have those collections.

There are not enough group study areas in which to study in. At some of the libraries, the study carrels do not have enough lighting.
the book I need the most is always missing

Nothing comes to mind.

Stacks are creepy; little security.

Some materials from outside of U of I libraries are not allowed to extend the loan period. I wish it can be extended through telnet just like any other materials from U of I.

Can not find space to take notes on books that must stay in the main stacks.

I'd like more open hours

The limited hours, it may not be solely the lib. responsibility, but it's ridiculous that at such a huge U. with so many student needs that there are not some more 24 lib. and computer resources.

All of the materials are all at different places around the campus. One book could be at the undergrad while another one could be across campus. Nobody wants to go to another library to get one book. They may not even want it. They should all be at one library.

The sources

Restricted library hours (especially in the weekends)

Sometimes when i search for something using the online search, i cannot find what i am looking for, but when i actually end up looking in the shelves, i find just the right book. this really bothers me, and it wastes a lot of time. i also don't like the whole copy card system... why can't the copiers take change as well as the copy cards... that and the computer printers, since i don't live in a dorm, i don't have illinet and cannot use my ID to print off of the computers in the library... why don't those computers take change as well?

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Nothing

quality of copiers.

The distance between libraries!

You have to go to different libraries in order to get the materials you need. They are not under one roof.

I would like to be able to drink a beverage when I study in the library.

place more machines conveniently that puts money on copy cards near the copiers/

Interlibrary loan periods-- books borrowed from non-Illinois sources have too short a loan period. This is probably out of your control, but nonetheless...

The library should have longer hours. I like to study in the morning and all day Sunday. The undergrad doesn't open until 1 pm. It should open at 10 am.

few computers available especially at the undergraduate library.

If the library were to stay-open just a little bit later, it would be fantastic!

FINES!!

nothing particular

Sometimes the Stacks people are rude

It seems the books I need are usually checked out. The amount of time a grad-student can keep a book is ridiculous. I have had continued problems with returning books to the CPLA library. I am constantly getting overdue notices for books I have turned in. I go to the library and find that book on the shelf. They somehow forget to check the book back in before they reshelve it. Many other students have also had this same problem.

the ILLUNET could be more user friendly for users who are not familiar
with the program

Should be open later than 1:00, especially during midterms and the end of the semester.

The limited hours

The complicated Illinet system

missing books and/or books not in collection that should be.

I'm very pleased with the library overall. Nothing neg to say

The hours could go maybe an hour later.

The U of I libraries carry no Art Therapy journals. Requesting copies of Art Therapy articles takes several weeks, much longer than the amount of time I have to complete my assignments. Currently, I have to drive to ISU to copy articles in their library.

Videos can't be checked out - Illinet online is limited to the U of I only - I don't even know if they have a CD collection anywhere in the whole place!

The stacks area of the library is dark and difficult to navigate.

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The undergraduate library is not conducive to studying. It is loud because of lack of study group rooms and the lighting is not pleasant (think Grainger). Most of the study carrels seem to go unused.

Not open in the weekend morning.

Sometimes I can't find what exactly I want. The computers are all occupied by others.

It is very confusing to use the online search for sources. Many times I don't even find books or journals I'm looking for. It is very difficult to use that program if you are not familiar with it.

Not enough windows to allow some sunlight

physically unattractive chemistry library

The copy machines: why not allow double-sided AND reduced size? Save paper AND money!

The quality of the copies are so bad it impairs reading.

Difficult to visit library if you don't live on campus because of limited parking.

Weekend hours (when more parking is available) are limited - assuming that students will be partying and won't need/want access to library.

The weekend hours are far to limiting. I think the library should be open past midnight Friday and Saturday nights. As a student with many projects, studies, and research to conduct, the 10:30 closing times on the weekend limit my studies greatly. I think extended library hours would enhance students' overall education experiences here.

Not enough articles on ABI Inform are available in text form.

crowded conditions of Ricker library and CPLA library.

i use the ricker library extensively, and have found it lacking in contemporary art materials. i would like to see that collection brought up to date.

Fragmentation: materials I need scattered over half a dozen libraries, have to search multiple databases, ways to feel like i'm getting at what's in the collections.

slow computers and it's HOT!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
Trying to find something, but that's what you pay for volume and diversity I guess
very short loan periods—not long enough to do papers without having to renew a few times.
the hours aren't long enough, especially on weekends
Many of the libraries are dingy and are far from an "ideal" place to study. As a business student, I
wish I didn't have to walk to Grainger to find a pleasant environment to study.
many of the equipment seems either out of date or have deteriorated in its ability to perform well. e.g
laser discs, videos. Also the library's collect of books seem very small in the areas of history, slavic
languages, and in general overall volume.
Too few copymachines, and they are of bad quality
when things are reshelved wrong or too slowly
Difficulty in finding remote libraries.
It could be open later. It could open earlier on Sunday.
Too many important titles missing or are not available for check-out.

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Freshman come to this school not knowing enough about the library systems here.
Not open late on Friday and Saturday nights, or open early on Sundays
Limited hour
There's too much stuff and its confusing and its all been changed since I learned how to use it in that
105.
I have difficulty in finding books
I wish that most of the libraries opened a little bit earlier on Saturday and Sunday.
the library hours. I would like to be able to go into at least one area at just about any hour of day/night
to study or research on a computer.
Searching for a specific book with no alternatives and having every copy come listed as "missing"
(using ILLINET)
Many people say they don't like the general atmosphere of the undergraduate library. I've noticed a
kind of oppressive, dished in feeling, caused in part from an overload of cubicles and books and tables,
and all too frequent announcements on theft and food and drink rules.
N/A
I wish the library was open for longer hours and there was more web access.
Limited access to course reserves.
The hours on Sunday! People want to work before 1pm!
The library is way too warm inside and full text documents should be delivered to my computer. Also,
we should be able to place change in copy machines and we should not have to come to the library
with broken copiers all of the time.
My work routinely sends me to three libraries (Vet Med, Chem, and Biology) and it is difficult to justify
time out of my day to run around, please get more online journals.
Library hours, especially department libraries that are only open 9-5 weekdays
The staff are overworked and underpaid. If these issues were redressed, I believe that the quality
and care of the services would improve, although they are very high now. Also, you should consider
hiring more staff.
not always the books I need; and I prefer NOTIS
Strange arrangement of journals in different libraries—e.g., why is Applied Psycholinguistics in MDL and Stacks but Journal of Psycholinguistic Research in ED library?
I have trouble when a source is incorrectly listed in the database, e.g., when telnet lists the journal as held in the biology library but it is actually in the health sci library.
I would also like an easier way to search for journal location. There used to be a convenient journal search on the library search pages (e.g., psych info, etc) that allowed us to enter the journal name and get the location. Telnet can be confusing for that. It would be great if the copiers let us reduce in size to save money and paper
Books are not centralized. Books are often shelved inaccurately. Access to stacks is frustrating.
More comfortable seats would be nice.
Chemistry library is not a convenient place for group/individual study

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Very little reference material. Too few books (latest ones). Inconvenient library hours.
sometimes it is not open long enough, or early enough
librarians are not courteous
It would be much easier to use the resources if there was more on-line training and capabilities.
The safety issues and lack of seating in some places.
I wish they could reshelve the books back up much quickly, especially the periodicals
The individual study areas are usually full of students who keep talking.
It doesn't stay open long enough during finals. It should be open 24 hours during this time.
some libraries close to early and do not have enough staff, to reshelve books and magazines quickly.
Often, when I look for materials in the library they are either not available or lost. I would like it if either the loan period was less, or the recall waiting period was shorter.
I don't think the library has a enough variety of sources for their books.
I wish there were more study areas like the pink and green rooms at Grainger. They fill up so quickly.
I also wish the reference desks could provide exact locations of materials, such as dated journals. Sometimes the library I am referred to for a particular journal does not have the volume I need, either because it hasn't carried the journal until recently, or because the journal has been cancelled.
several times over the course of my college studies the library has lost some of the materials that I have returned. I am a very responsible person and TO THIS DAY I can swear that I returned them... I even made the effort to return them to the correct library. Nevertheless the books were lost in the reshelving process and I had to pay $150!!! Ridiculous. It is great that we have so many sources, but it is no good if the system isn't organized and at the end of the semester when many people return books they used to do research papers the library messes up (and poor students suffer and are defenseless... we just have to pay)! This is unfair... it is unfair that I should have to get the name an initials of the person who handles my returns for the fear that somehow I will end up being blamed for losing a book.
The distance between the different libraries - it makes it hard to get all the books you want when they are all in different libraries.
The huge scope of the library makes it often impractical - large backlog of shelving, no subject access to large parts of collection, decentralized, etc.
I don't like our lack of full weekend hours.
Sometimes I've called reference librarians with questions and they haven't followed up and called me back, even to tell me they couldn't find the info.

The Math Library is closed after 5pm on Friday, and it's closed on Saturday except between 1pm and 5pm. It should be open longer.

The way you have to check out books at the graduate library. It takes forever!

It is not aesthetically pleasing

I don't like the fact that undergrads do not have the ability to go in the main stacks. I do understand that there would be immense consequences if the main stacks was open to everyone. I wish that the staff had a more efficient way of gathering material. Often, when books are said to be missing, I have found that they actually aren't.

I like to look at the materials, such that if one book is missing, I have other options to look at.

I also don't like that some material cannot be checked out of the library. I think that sources such as these should have a least a one or two day check-out period.

I really don't have any major concerns.

I think the library should have longer operating hours
And perhaps there should be more 24 hour study facilities open during finals week.

All is positive

the library is not open late enough

the long wait to check out materials from the main stacks

Chairs uncomfortable

VetMed Library TOO LOUD!!

1. not enough data base for video materials
   - there should be enough recorded tapes for distinguished or important lectures
2. search engines
3. connection, when I use an engineering search engine -INSPEC,
   I cannot find book location on the same engine. not convenient

Overwhelming size.

It is sometimes difficult to find the material you need and help is not that good

Lack of parking--I'm on the north campus, too far to walk usually. I compensate by using the online services.

It is too big to just walk around and see what is there.

not enough information or instruction on how to sort through the quantity of info.

The undergrad library is noisy a lot, and the hours could be a little longer. It gets tedious to request books instead of just getting them yourself.

There aren't any books anymore. I can go back home to my public library and actually find good books I need, but here they're scattered everywhere IF they're even here. Most of the time I need interlibrary loans, which take too long to get. The main stacks are a joke. We should have access to ALL books DIRECTLY. Why is 345.730268 in the rare book area? Seriously, this is such a joke...

my experience with the staff of the undergraduate library is poor and the ones I have encountered
have not been very helpful to me.

1910 Interlibrary loan system is too SLOW. Some books are in the electronic catalog, but do not physically exist.

1911 I think it is silly that undergraduates are not able to use the stacks in the Main Library. I don't understand why it should be a problem. I think that the library would be more beneficial to undergrads if they were allowed to use the stacks and see everything the library has to offer.

1916 It's too large, and thus hard to find what we need.

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1919 THE PHOTOCOPY MACHINES CANNOT REDUCE SIZE. THIS IS A CHEAP PLOY TO MAKE US SPEND MORE MONEY MAKING COPIES OF ARTICLES AND IS A SEVERE INCONVENIENCE WHEN WE ARE TRYING TO MAKE COPIES OF A LARGE BOOK. I THINK THIS PRACTICE IS UNETHICAL, DIRTY, CHEAP, AND EVIL. IT MAKES ME WANT TO SET FIRE TO THE LIBRARY. WHOEVER CAME UP WITH THIS IDEA SHOULD BE DRUG OUT INTO THE STREET AND SHOT.

1921 There needs to be more computers, and I also would like to see the library open longer.

1922 It always so hot in there and difficult to find some books and magazines.

1926 Lack of parking to use library. Users (particularly those of us who live off campus and drive in only to use library) have no ease of access to facilities, yet we pay fees for services. Should not have I pay several dollars in meter fees, 2-3-4 blocks from Med/Sci library just to use it.

1929 None

1930 I don't like the way that the library is set-up (meaning where all the materials are in respect to one another). It has very confusing set-up, everything seems to be jumbled up and I sometimes can't find what I am looking for or even where to begin looking.

1932 Very often, do not get the books I want ..should keep multiple copies of popular books.

1935 music library should use a single cataloguing system

1936 I have found a large number of the books have been damaged by writing with pens, pencils, etc. A means to prevent this type of vandalism would be appreciated.

1938 Library hours

1939 having to walk around so much to get journal articles

1942 Many times items are not reshelved, or important bound journals will be checked out for months. Some things, even though they are older, should not be allowed to be checked out.

1940 That the items are all over campus rather than centralized. That I can't ever find journal articles that I know exist, let alone ones I want to find out about. That the stacks are scary.

1944 Libraries not open that late.

1947 The organization of the library system is chaotic and fragmented. I don't know how new students ever learn to use it.

1949 1. Lack of signage and easy to read directions for the Main Stacks.

2. The way print materials, including folios, are left in disarray, allowing structural damage to the pieces to occur, especially in the Main Stacks.

1950 The lack of computers that can be used for research.

1951 Computers are often used and costs too much to print

1952 Books seemed particularly difficult to find.
1954 I would like it if the Library stayed open later.

1955 not open long enough, not enough computers

1956 There is not much concerning the University of Illinois library that I am dissatisfied with.

1957 I don't know

1958 There needs to be more study room, more private areas to study than the large tables in the middle of a major library thoroughfare like the setup is now (in the Undergrad). The computer system for finding journals and information in the Undergrad is also very confusing, and needs to display clarification on the screen, rather than always requiring the help of a librarian to clear things up. Online archives are especially perplexing and I hated having to search them.

1959 I am not very fond of the system used to check out books in the Main Library, waiting for twenty minutes for a staff member to check out a book for me. I'm not sure why we don't have access to the books ourselves.

1960 not being able to check out music materials, the cutting down of the newspaper collection, the messiness of the stacks, and most of all the host of missing books that are not replaced.

1965 -

1966 I have tried searching for materials and finding books but it is labor intensive and too time consuming, also it is very frustrating

1967 nothing to say...

1968 Sometimes, I have found it hard to find books that I am looking for.

1969 Figuring out where books are...I can look them up easily but I can't figure out WHERE they are located within the library system

1970 DRA

1971 I don't like the short hours

1972 I think that the Grainger library opens too late on Sunday mornings. I would find it very helpful if it opened at least one, if not a couple, of hours earlier on Sunday. I know

1973 The librarian was not very helpful when I was trying to get a book in a Friday afternoon ten minutes before 5PM. It might be because of police, but I didn't like the attitude they showed me.

1974 staff could be more friendly to library patrons.

1975 Not all of the libraries employees are competent. I can understand that from the part-time student employees, but when they ask a full-time employee and the can't do anything, the employees are worthless.

1976 Having to go to the Undergrad Library to collect printed materials (when there is no money on the l-card).

1977 Many books can not find, many were charged out. Maybe we need more copies of some books.....

1978 that sometimes the books are on forever, there should be a limit for the same person to have a book

1979 finding a book you want and then learning that you have to cross campus to go pick it up at another library

1980 having to tromp all over campus if I have an immediate need for a reference

1982 While individual "libraries" housed within one building is convenient
for those in the college, it seemed intimidating for those new to campus and a waste of overall space.

1983 I dislike how much noise there is in the undergraduate library.
1985 It is almost impossible to find the books I want even though the search has told me that they are in the library – SOMEWHERE.

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1986 That the collection is cataloged according to Dewey and not to LC classification.
1987 Knowing that what I need could be across campus... but that goes with a big library such as this one inconvenient hours, hard to find an available computer.
1990 The online catalog, access to materials in the History and Philosophy Library (see below).
1991 The low number of copies for the reserve material.
1992 It is difficult to do research sometimes because one resource could be at the Vet-med library, another at the med library, and another at the undergraduate library.
1993 It is hard for me to find articles. And, it takes a lot of time to not be able to access the main stacks, and to only be able to request 4 items at a time from the stacks.
1994 Sometimes there is a long line for using the computers.
1995 Too many announcements are made at the Undergrad Library before closing.
1996 the data base system to look up the journals is not up to par.
1998 There are some dot-matrix printers which make hell a lot of noise in the library. These ought to be replaced by a laserjet printer. (If it is too expensive to do it, then charge the person who wants to use it). I don’t like the online searching program because most of the time, the limited search options returns a whole bunch of data and the book I am looking for may or may not be buried in the pile. It’s a pain going through the list to spot the book I wanted.
1999 Pain in the ass to find what I want. Also, the quiet study areas aren’t always quiet.
2001 I don’t like that not all of the libraries have the machine to add value to an I-card (for copy-making). I spent a lot of time in the Chemistry Library this last semester, and it was inconvenient to have to scrounge for change or walk over to the Undergraduate library when my card ran out of money.
2003 In my field, I did not find many recently published books (e.g. 1998-2000).
2005 Million places to go for research, takes too much time.
2006 There needs to be some e-mail stations on each floor.
2011 inconvenient library hours during weekend and summer
2012 I am pretty satisfied with it.
2015 The problems I seem to encounter the most are: 1) missing library materials, especially in the periodical section and 2) the telnet search engines keep getting changed. I’ve been here for 4 years and it seems like every year after I finally figure out how to use the search engine it gets changed!!!
2006 Online catalog. We have been promised for more than two years and things don’t seem to be moving at all. The new system as it stands now is much less usable than the old one. If you want to do anything to improve this great library, get the online catalog fixed first.
2009 There should be more study carrels in the undergraduate library. Also, there should be more carrels there that have access to electronic outlets. In addition, the temperature in the library is too cold! Especially in the winter, on the basement level.
2016 I would stay at the library more if it remained quiet... perhaps some type of group study room would be nice for group projects.
2017 I feel very uneasy going to the library because I was never instructed how to use the library properly when I came to the University as a freshman.

2019 Sometimes feel as if librarians do not know enough about electronic databases.

2020 There needs to be more computers.

2021 Lack of study areas for business students...we love to use Grainger library but would really like our own place to work.

2022 personal safety

2023 The library is always very hot inside and uncomfortable.

2024 i don't like the fact that some books we cannot check out for longer than one day. even if i needed the book for 4 days, i still would not be able to check it out. then when i return it within that one day, and come back 4 days later to check it out again, NO ONE CAN FIND IT because it has yet to be reshelved. but that problem would not have happened if i were allowed to check it out in the first place.

2025 Occasional lack of organization b/c of size of library.

2026 Sometimes it's a pain to get books from the Main stacks when you are an undergrad.

2027 Hours.

2028 It's a wonderful library but absolutely no training is provided on how to use it. Law students are given a 10 minute guided tour during orientation and that's about it. the tour is conducted by another law student whose only training was the 10 minute tour he got during orientation. The reference librarians are extremely knowledgeable and helpful, but it appears not to be their job to train people on how to use the library. I'm a 3L, and just found out by accident on April 21 that some man named "Hal" works in the library and supposedly is responsible for the training function. Too bad the dean's office neglected to inform students of this service. Almost 200 law students will graduate this year and not have a clue about how to use a law library. There are a few exceptions, however. One writing section had an excellent writing & research professor who taught them how to find all the wonderful resources in the library. Unfortunately, I was not in that section.

2029 Again, that undergradus cannot check CD's out from teh library. the same fo orchestral nusic parts-
it would be better if the library coul down them instead of the school ofmusic...

2030 i don't like how there are books at like million different locations. i wish they were all in one building.

2031 The system is sooooo confusing and no one every shows you how to really use it

2032 The temperature of Grainger - I study there a lot and it is very cold there sometimes, particularly in the bathrooms.

2033 Getting to Grainger would be a lot safer if the lights on that Quad were lit. I have walked there at night a few times and the lamps were not on and it was very dark.

2034 The system is sooooo confusing and no one every shows you how to really use it

2035 Since there is so much information, it's always difficult to find exactly what you are looking for.

2036 I don't like that undergraduates can not go into the stacks at the main library. It takes too long for the desired text to be found.

2037 I dislike looking for a series of journals and finding it significantly incomplete, such as having the years 85, 86, 92 and 99 but none of the others.

2038 I dislike looking for a series of journals and finding it significantly incomplete, such as having the years 85, 86, 92 and 99 but none of the others.
The ease in obtaining hard bound books via the stacks.

I don't really like the length of time one must wait in order to get materials from the stacks.

As an undergraduate, I do not have direct access to the main stacks. As I am a junior I have
needed to do research projects that used a number of books from the main stacks and there was
sometimes confusion on which editions I needed which could have been avoided if I was allowed to
access the stacks myself. I understand the need to keep the number of people to a minimum and
ensure the safety of the collection by allowing only a select group up there, but I did feel inconvenienced
by the policy.

Speaking of inconveniences, I was quite put out by policies at the Grainger library. There is no vending
area (the one between the undergraduate and main library is very nice) and I was not able to use the
computers there because I'm a student in LAS. It's a lovely facility but it's too exclusive.

I don't like the announcements every few minutes. I think that the higher level gets too loud. I wish
that there were more tables to study at. I know there is limited space, but there has to be more
space somewhere.

I don't like that you cannot view all articles in full text when you are going through the articles on
gateway library. There are a lot of really good articles, especially in infotrac under the legal portion of
it, that are not viewable. This makes it difficult to know which ones will be good for your topic because
you have to go to the library and look them up. Half the time when you do this, though, you end up
searching for 10-15 articles and coming out of the library with only 3 or 4.

Have at least one library open late Friday, Saturday, and early Sunday. It is ridiculous that sometimes I
cannot find a place to study because it is Friday past 10.

I don't like how the stacks are off limits to undergrads, I think the libraries are very confusing

More Mac than PC computers.

The residential libraries are not open until the afternoon.

The undergraduate isn't the nicest place to work, the atmosphere is kinda of dull (that's why so many
people like to study at Grainger I think). Although it might look boring though it gets its job done I
guess.

NO ATM MACHINE ANY WHERE NEAR THE GRADUATE/UNGRADUATE LIBRARY!

It doesn't have many books needed for the course and so you have to buy them.

They are all over the place. ie. Vet Med and Grainger. especially graduate library which is in all little
separate rooms.

It tells me that the U of I doesn't have journals/books that it has

Too much running around to different libraries for related information. Looking forward to the new
ACES Library.

want more working hours

It's decentralized, I have to run around everywhere to get things.

Nothing at all, currently I am completely pleased with the library.
I dislike not having access to the stacks as an undergrad. When I research topics on my own, it helps to be able to look up a few books, and then to go to the sections they are located and browse the area. A lot can be found that way that cannot be found on an electronic search. Especially if you do not know all the authors on a particular subject.

The fact that I have had trouble finding any books on some subjects due to the fact that over half the titles found were missing from the system.

The Illinet Online Catalog is very very substandard and poor for such a terrific libraries in campus.

the online searching

how everything is so divided up and that you have to walk cross-campus for something as simple as the Wall Street Journal if you are an Engineering student. There should be staple subscriptions at each library.

My ability to find materials in the collection seems to be lower than at any of the several other university libraries that I have worked at in the past.

there are too many libraries. I would prefer all of the materials be centralized at one main library.

It's too hard to figure out how to use many of the resources in the library. Most people have never used a system like Illinet, and there is not much easily available information.

I have experienced a centralized science library system and found it worked quite well, thus am not completely pleased when I require documents/journals from Biology, Psychology, Engineering and ALS libraries, and am closest to the main library.

Also, the collection housed in the ALS library is limiting and requires trips to the stacks often.

not enough group study rooms and not open 24 hours. There should be somewhere on the campus where a student should be able to study at any time of the day or night, and there isn't.

Closes too early sometimes.

The collections part of the library is not very accurate. Students should not be charged for books that they return and are reshelved without being realized by the staff.

Not enough study areas, esp during finals. Not enough staff to help out. Short opening hours.

Not enough computers and printers
difficult to find what you need

limitations of online resources

IEEE collection not available on web, only on hard-to-use CDROM machine in Grainger.

I don't find the searching process very appealing. Telnet really stinks, and I can't figure out how to access the webpage catalog.

the noise

I don't like the distance I have to walk to get there

Possibility of falling behind other leading collections, based on budget projections for the library.

As a person who lives off campus I think it difficult to actually get to the library because parking is so limited.

Some libraries should be open longer, to better fit the needs of the students.
You send the journals to be bound and they disappear for six months. Also, you should maybe not send such recent issues to be bound. Wait until they are 5 years old or so. I hate it that often volumes from the last year or two are not available. You close so early on the weekends, for graduate students this is bad.

That 90% of the books I order have to come from another campus; that books returned to the outside drop box sometimes get lost; that there is an expectation that non-UIUC books have to be returned somewhere differently from UIUC books (not 'real' ILL, ILCSO books); that there are different search interfaces for different journal article listings; that searching for articles is separate from searching for books; that I get timed out when using journal searching (sometimes in the time it takes to answer the phone or look up something)

Don't really have one

It's too hard to find the link to "my account" on the homepage. Make it on the index.html file so it's easier to find.

The interlibrary loan system confused me when I arrived and I could not find information on ILL service without asking at the library.

I wish there was more on the webpage (or more obviously on the website) about features like ILL, renewing online, reviewing library accounts etc.

article search

Get lost in everything easily. Want specific info...where to start??

more full documents and stuff online

There isn't a single library open past 1am.

I find that it is hard to perform searches for materials.

The basement of Main library

The cancellation of many journals over the past three years.

Sometimes it is difficult to find lps in the Music library.

Some of the library staff are really rude and it makes me not want to get help.

since i only use ricker, i would like the hours in the evening extended. i maintain employment most evenings until 9:30pm, and ricker art and architecture library only stays open until 10 i believe, so books i need to study with on desk reserve are only available during sporadic breaks in my daily schedule.

the spread out distance of them

I don't like that it costs money to print from the computers. There are also not enough IBM computers.

hard to find the exact materials you want the first time

Some sites are aging quickly. Some of the lighting, chairs, etc just seems to be getting a little aged in spots...

I can't get books myself. Too many libraries to go to find things.

The libraries are extremely spread out and diversified. If I need a specific book, finding it in the many different libraries can be a bad experience.

It should be open later because I usually like to study late in the evening.

I wish the hours on Friday and Saturday would be extended.
The staff sometimes isn’t equipped to service all the students.

I am satisfied with it

Before taking certain courses in my academic career, I had little to no knowledge about the “stacks” or archives, nor how to access them. To this day I do not know whether or not you need to be enrolled in certain courses to have access to them, or how to receive a pass when you are not directly issued one by a professor for a certain course. I would like to have known about them earlier, because I know that it would have been helpful to me for past assignments.

1. Need more study carrels – Needs to be open everyday the same timings

I would like for the library (grad and undergrad) to be open later during the week.

I is extremely intimidating, and I have yet to learn how to use any of it’s resources.

It’s huge.
the more text you make available on the web, the better. It’s much easier than searching shelves all over campus.

Getting help is hard

It’s not open 24 hours 7 days

The staff is sometimes rude... I have had jobs where I had to serve people, too, and I never used having a bad day as an excuse to be rude or having an attitude towards other people.

Undergrad library is always too loud... and service is ok.

I think it should be open earlier.

I don’t like it when people are loud in the library

The noise level made by people who shelf books. Some are careful while others seem not to care at all that there are students or staff working who may prefer silence. The Library officers also talk very loudly.

Physical layout - If I physically came in, I do not think I would be able to find what I would be looking for thus I use the www

No space with vending machines for break time (just one in undergraduate library), why not in Grainger?

It would be great to have longer hours due my being a grad student, late hours are not only necessary but more conducive to solitude and productivity.

There are so many different libraries that have different systems that are very confusing. I know I won’t figure out the library systems until I graduate! there should be a “Dummies guide to using the library systems at the UI” that would make me happy.

Hard to refine searches for materials, especially articles (since there are so many databases)

That undergrads do not have access to the Main Stacks. They should give them automatically to people with B averages.

Uhm... hard to say. I’m glad, really!

Around busy times, not enough computers

Biology library is like something from the 1950s as far as physical environment. Not enough copy machines.

The undergrad library frequently closes earlier than its posted time at night.
Sometimes only one copy of materials, library should get multiple copies of books and materials.

I don't feel safe in the central circulation stacks--occasionally I've seen a security officer wandering around through there, but not often. this semester especially I've had problems locating materials in stacks due to mishelvings, etc.

It is very big

No kind of training or acquaintance program--the first time I used the library I was absolutely clueless as to what to do

The lack of safety in the library rooms in terms of possible loss of the texts and other important materials.

Searching for articles in article databases on the web - layout is confusing, unhelpful. Inconsistency of loaning policy in different libraries, especially with periodicals. WebSpirs. Cambridge Scientific.

Copy machines with broken zoom buttons.

Professional staff are often the least friendly and least open persons I meet during the week on campus. I get tired of their dog-in-a-manger attitudes. The physical plant is often inadequate (tight space old fixtures), making it drudgy to use some of the facilities.

The hours are restrictive, and telephone service from the Modern Languages Library varies from quite good to terrible.

It seems like you can always find articles on the computers but they are never in any of the libraries.

The quality of the copy machines are really very unsatisfactory.

short hours on sunday

It begins to kill my requests.

Too much money is spent on academically worthless magazines such as Glamour or People magazine which can be referenced through local libraries. Lets spend our limited resources on academic journals.

There are not enough computers, especially if I need to type a paper.

Some of the workers are unfriendly and impatient.

The search for articles because it is difficult and confusing. The fact that there are not two copies of reserve books-one to check out and one on reserve. The way the books are put in the undergraduate library.

The hours on the weekends. I think the library needs to open a little earlier. There are people that want to use the library in the mornings on a weekend.

The fact that the bars are open later than the libraries.

environment, undergrad - too loud and no privacy
beckman - too quiet, makes me fall asleep
Ricker (architecture) - messy, old, small

I hate the fact that i wouldn't even know where to check out a book and havent really even seen books around...

I didn't like the non-friendly interface to find material online

some of the student workers not quite as friendly as full time staff
sometimes it seems very dark

The hallways where the bathrooms are located, they are remote, low traveled areas and are dimly lit.
Especially on the side that is closed off. Not very safe to me, afraid to go there.

the length of time the library is open

The library provides several sources yet sometimes it is difficult to find the library the source is at.

It is ridiculous how much work you have to go through to get some books out of this library & into yours hands. The stacks workers are too few & it should NOT take 2 hours to get a book that you need from a library.

The not-so-user-friendly Telnet search program. It could be a little more user friendly. Some color coding and a nicer font would do the job.

I think that library hours should be increased.

that it takes so much time to get books back on the shelf

N/A

I may have to go to 10 different libraries on different ends of campus to get the resources I need.

The fact that only certain people are allowed in to the stacks. I am not saying everyone should be allowed in there b/c that would destroy everything, but not just graduate students and pre-law club members.

The hours and the fact that the items are never perfectly shelved.

I don't really know how to access all of the resources available to me and I don't really even know what there is available.

That all texts are not available electronically

I have had problems searching for journal articles and the library has stopped carrying many journals

only open til 1

Limited hours, especially weekend nights!

Dearth of photocopy machines. Poor maintenance & cleaning of study carrels in stacks.

Everything is sooooo protective. I feel like I'm walking around in a jail.

Many times it is necessary to request a materials from another library, when these materials could be included in our own collection.

It closes too early. I need to be able to access it all night.

I dislike that often times I cannot have an article emailed to me or must pay (a hefty sum) to have it faxed. Although it is a students fault for waiting last minute to do research on a paper/project, that is the way it usually works and to have an article instantly is of great importance.

Lots of errors when checking books back in. I often get overdue notices for books that are on the shelf. I mean OFTEN.

Some have short hours.

Loud

The hours need to be extended.

books are organized easily if you’re finding a book for academic purposes, but without the book jackets it's hard to find a book to read for pleasure unless you're looking for a specific book. there should be a best seller room, or books of the month, or some kind of area with suggested leisure reading.
I guess what I like least are the stupid frat boys who talk in the quiet study area in the undergrad library. But that’s hardly your fault, eh?

annoying and slow to learn interface for online searches & databases

too many - don’t know which one to go to sometimes

Sources are missing.

The hours are limited

A lot of books missing, and not replaced.

the hours

I hate it when I have to get books from the stacks because it takes a long time.

If resource you want can’t be found or is “lost”, very frustrating

difficulty narrowing searches

Nothing.

Dead lightbulbs in personal study desks. I hate it.

I don’t understand why they don’t check the bulbs and replace them promptly.

I do not like how every library closes at 1:00. I think that at least the undergraduate should be open 24 hours like most college libraries. It is silly to think that everyone’s studying ends at 1:00.

Trying to online search to scientific journals that WILL DEFINITELY be available at that specific library or on campus somewhere.

I had an incident when I decided to go to the main graduate library in order to find a book in the stacks. I went on a Saturday and had a paper to write due Thursday. The librarian assistant couldn’t find my book in the stacks, and said she would e-mail me when they could find it. I got an e-mail three weeks later.

It was difficult to find group study rooms to meet with project groups at the library. They usually fill up quickly. Groups I was in usually had to find a different location to meet in because of the inconvenience.

The fact that many books that might be needed by many people are checked out for long periods of time.

How they always nag you about having something to eat or drink. When you are studying for a long time you get hungry and thirsty. I understand that you don’t want the library to get nasty from having food in there, but it is not like we are eating pizza there, we are eating stuff like pretzels and drinking sprite... I know there is an eating area right outside the library by the vending machines but then you have to drag all your stuff out there too because the library is a "high theft area" and that is a pain...

As someone using the library for the first time this year, I was a little overwhelmed, and did not exactly know where to begin, or what was where.

It’s very hard to find things in the libraries. I always get the call numbers, and then can’t find the book.

It’s sometimes hard to find things you’re looking for bc you have to go to all different libraries to find what you want

Often wish the Illinois Historical Library was open on Saturday morning.
2286  the CCSO labs are always full. Computers are hard to use without a wait.

2288  I do not like the noise level in the library. At Vet Med, library staff tend to be the biggest culprits. They often talk and laugh loudly among themselves when students are trying to study, and do not ensure that the noise level among students in the library is kept down so that other students can study. The shape of the room does not help; it is funnel-shaped like a megaphone, with library staff offices at the mouth. They probably don’t realize it, but everything they say in their offices is magnified and can be heard throughout the library. There is also a noisy, clunky old copier in the main room and there seems to be a perpetual problem with keeping the copiers in working order and stocked with paper.

2290  Poor music (audio recordings) selection.

2291  the lack of computers for such a large university.

2292  the inaccessibility of resources in stacks and delay in reshelving materials. also the computer search systems are not user friendly at all.

2293  Very poor selection of CS books in Grainger.

2294  I think I have a hard time finding exactly what I’m looking for. I do a lot of independent studying. I probably don’t utilize the library staff like I ought, though. I’m not quite sure how to do that.

2295  The hours and having to wait for a computer.

2296  I seems so inefficient in the service, the layout, the organization, and the web access.

2298  Sometimes you have to travel to other parts of campus in order to receive sources.

2300  I don’t feel as if I have access to any of the materials in the library. For instance, I found a book over the telnet directory and went to the grad library to find the book. I was told to wait in line so someone else could find it for me (like at a deli or something) but when I came back to pick up the book they said it was en route from downstairs and won’t be there for a year or something.

2302  The main stacks sometimes look like a war zone. Books should be shelved properly and not on the floor.

2306  I don’t agree with the procedures for fining students. The system for fining students, especially the steep $120-$125 base fee and the $10 late, non-refundable fee is not fair to students. There is no system set up to allow students to appeal their fines if they find just cause and if they don’t pay, then there are penalties levied against the student which go far beyond not paying a monetary fee. I feel that because of the immense nature of the stacks and that students with a stacks pass and all...
graduate students with free access there is open window for students to take materials which other students will have to pay for in the end. I personally was fined for a book that I returned and that was not caught in a “stacks search.” Continued below.

2316 having to wait in line at stacks

2318 The main graduate stacks are intimidating but with the number of books the library has I guess it’s a problem that is not easy to solve.

2323 It is often hard to find current periodicals.

2330 Finding stuff can sometimes be difficult and have to travel between different libraries to get information needed.

2332 Stacks access is not provided to all undergraduates. Also, some collections seem not to be getting updated very much.

2333 Many of our materials, especially in CPLA are outdated. Library hours for department libraries are inconvenient. All libraries should have the same hours. And weekend hours are horrible!

2335 Limited collection makes special ordering materials almost required, which takes too much time

2337 The system of finding the call numbers and then figuring out how to find them somewhere at one of the libraries is very difficult sometimes. Also, the temperature is always too hot or too cold in the Undergrad.

2328 There are always a bunch of homeless guys in the undergrad, and I always hear about people having their backpacks stolen there.

2329 I have not returned to the library since I tried to research for a paper... I needed five sources, preferably magazine articles. I was horribly dissatisfied with the way the computer search for periodicals was set up, and relied on my user-friendly dorm library and my own Newsweek subscription.

2338 the staff at Grainger seem like they are getting paid to do their homework. They know little about the library's resources, so when they actually look up from their studies they are USELESS. Please hire engineering students who at least might have some idea of what you're talking about, not some stupid LAS who has never heard of OVID

2341 younger student employees are sometimes flippant in attitude. also, web pages could be more user-friendly. perhaps having a page that asks “what kind of resources do you want to look for?” followed by prompts or options would be better. i sometimes get lost trying to get to the search page i'm looking for.

2342 the temperature is hot all the time making people feel very drowsy. should be at a temperature level like grainger engineering library, cool enough so not to fall asleep

2343 problems with actually getting the books i need. although the library has lots of materials, it's often very hard to find them.

2344 It needs to have more online text

2346 The hours are not long enough, and the amount of journals that have been discontinued is very great. just because you don't need them doesn't mean that other people won't in the future.

2349 how spread out it is, and that there are rooms I can't get to(stacks)

2350 The fact that sometimes I have to wait for so long for a book or an article because there are not enough units of a particular item that I need.

2351 Time opened.

Wednesday, June 14, 2000

Record_id Q_4_2

2354 Libraries close too early. Also, the necessity to travel all around campus to five different libraries to obtain the materials I need. Security people at the undergrad library are idiots and should be fired.

2357 The problems with finding journals actually within the system at the university of Illinois, it is very
difficult to find resources especially when 10 out of the 13 resources one pulls up on the screen are not in the system, or one has to skip around continuously to check in the Illinois data base.

2368 Inter library loan take to long and not effective, especially the articles from journals.

2359 Not enough tables at Grainger

2360 My only negative experience has been with the stacks. I have checked out building use only books one day, and then had them reported missing the next because they weren’t shelved.

2361 Nothing

2364 I don’t like not being able to charge out books online. And having to wait more than half an hour for books from the main stacks after someone has told me it will only take 15-20 minutes.

2369 The whole web page is very confusing. Also, it is a pain in the butt to have to wait to get your books from the stacks. Sometimes I would just rather browse for appropriate books instead of waiting for twenty minutes for books that may not even be useful to me.

2371 Everything is so hard to locate, very confusing, sort of intimidating.

2362 In commerce library, the personal study area is quite few and did some of the facilities are out of order, but no one fixed it.

2363 I feel that it is not completely safe to leave my belongings when I am going to find a book, for example, and sometimes it is inconvenient to take my belongings with me.

2365 I wish that it would be open for longer hours and I do not appreciate that ever 15 minutes for the last hour at the undergrad that they keep turning the lights off and going over the speaker to tell us that the library is going to close. Say it once and give us that last hour to be able to really concentrate.

2367 The Main Stacks line is always so long. They are always very slow and it takes a huge amount of time to request a book and to get the book once your number is called.

2370 Sometimes, the library can get noisy and it seems that the staff doesn’t really care about it or do anything about it. Also, the undergrad does not have a sufficient number of computers. Most students go there, so a large amount of computers is needed.

2372 Some times the student workers have attitude problems. Some student workers will not ask for assistance right away when they do not know how to perform a task so they tell lies.

2373 The hours are too sporadic.

2374 More computer needed

2376 –

2377 There never seems to be anyone around for help. And when a student has never used the library before, they get frustrated and don’t want to return in the future, because it was more of a hassle than a help to go to the library.

2379 Library of congress cataloging system not used. I hate the Dewey system.

2380 I dislike not having enough group study rooms and those that have at least a window and ventilation. Grainger library is the only place to study in groups with some privacy and many times that area is full.
4. Even during the semester, the reshelving is extremely poor. I have received notifications twice for a periodical (Belleten) that I have returned. I have informed the library that it is returned. When I have received the second notification, I went up to the desk to discharge it from my account!

2382 computers are not enough, we need more computer. sometimes the computers are very-very old.

2383 My only real complaints with the services provided at Grainger are the hours of operation. I think that 1 am is a fair closing time, but there are several occasions when I want to work at the library before 8 in the morning. I imagine library use before 8 would be low, but it would be convenient for students wishing to study before an exam, or finish up homework before class. Weekend hours need some revamping, at least for Grainger. Maybe there is a low demand for library usage before 1 pm on weekends, but I’m sure that there are a multitude of Engineering students who would be ready to use the library as early as 9 or 10 am on weekends.

2389 Printer situation at terminals sucks—you have to pay with an inconvenient card reader system.

2384 Sometimes book listed on the online catalog are not available at the library. Usually the book is missing or never existed and was never indicated by the catalog.

2387 I do not like the fact that, whenever there is a holiday or a break at the university, the library is open for a short time. That is the time when graduate students and academic professionals like me have more time for research, but then the library is also closed.

2390 Access to books outside of the university system. I have found the request option for books outside the university to NOT be very successful. As well, interlibrary loan periods are far too short.

2392 Vet Med Library is very loud, making it hard to study in there. More group study areas would be helpful. It would also be helpful if Donna Draves would try to keep her voice below 200 Decibels. She is the loudest person I have ever heard in a “quiet” environment.

2393 It would be great if at least one library was open 24 hours all of the time. I know that this would call for increased security, but it would be useful so long as it was advertised. I don’t feel safe at all times in the undergrad library, it’s one of the main reasons I don’t go there that often. For instance, yesterday the cops had to come to take away a man that had gone insane.

2394 It is very difficult to understand the journal searches. Once I was trying to look up something on a journal search and I could not figure out where I could find the location of the journal. It was a real pain.

2395 lack of access of library on 24-hour bases

2396 i still have to get up and go to the library. i know i’m lazy, but it’s a deal if you live off campus, and discover you need resources while the library is closed

2400 ACES library

2401 Library hours need to be 24/7

2403 Non availability of some materials

2404 It is a little confusing and overwhelming and needs better introductory services for new students.

2405 Theft!

Wednesday, June 14, 2000

Record_id Q_4_2

2406 The house in the graduate libraries, particularly Education & Social Sciences and the main graduate stacks, are terrible! We are graduate students. We need more access to the library & better hours.

2407 The copiers are poor and the searches that you can perform on the web are too wide. I want the ability to narrow my searches, i.e. to a specific library.
Typically the books that I need are missing or charged. There should be more enforcement to encourage the faculty to return books.

Having to switch between various search systems to look for journals, books etc. and then having to go to a different system to request the book or get the electronic journal. Ideally I would love to find a resource in the data base and with one click be linked to the electronic journal or to the catalog to request the book.

hassle if you need a book from the stacks.

Due to its size, it is sometimes difficult to narrow searches.

Hours during the weekend.

shelving
  copy machines
  air quality

the present online catalogue is a headache to use at best.

Not enough knowledge people to help students

I fear for my safety

Some times the Math Library doesn't stay open late enough, but I think that's because not many people go there..

Illinet Online is cumbersome.

The Undergrad is too loud! This is supposed to be a library, not a social scene. Also, it is very ugly along with the Commerce library.

It's so intimidating that I'm scared to death of doing research. I don't understand where I should even start looking when I need to find resources. I don't have the slightest clue how to find anything because there are so many libraries and so many ways to start searching on the computers.

I really dislike the Illinet search system. I never go on it unless I absolutely have to because it is so damned archaic and user-unfriendly. I opt for web journals and texts and consequently miss out on all the wonderful paper-based resources we have simply because I cannot stand the Illinet system... In addition, I find that I cannot even find the information easily to renew my books, and so end up having to pay fines all the time, which is ridiculous, because given how much time I spend on web I should be easily able to renew my books online.

I have a difficult time knowing what journals the library subscribed to and where they are and what dates are bound and what dates are microfilmed. There needs to be some service of connection between journal searches and availability.

Rudeness of personnel (at least those answering phones)

Closing time is too early for being college library.

I have a difficult time knowing what journals the library subscribed to and where they are and what dates are bound and what dates are microfilmed. There needs to be some service of connection between journal searches and availability.

poor biology & medical journal collection

the med. sci. library is an embarrassment
there is always room for improvement, I think the library is very progressive, but shouldn't have more conference rooms for students working on group projects.

I don't like the fact that we can't check our e-mails there because sometimes we have to check if our tas' e-mailed us back with the specific information needed from the library.

I have a hard time with the web. I usually just go to the library and look in the index to find the clue words I am looking for. I also wish you could have journal articles via the web. That would be very convenient. Also, course reserves would too. Most of the classes are already on the web. It would be just easier to check out an article on the web.

Multiple listings in catalog for the same material.

clean up database?

Limited to no training on how to use it during our freshman year.

The library is very large and sometimes it is confusing to find resources because they are located in several different buildings. However, I don't know how this can be helped because it supports a huge school and that is the only way to do it because we need a lot of materials.

The web page needs huge amounts of work. Most of the stuff on the main page, students barely use. Yes, it's important to keep those links, but the main use of the library is research. Those links should be more direct. Furthermore, the layout of the page is almost overwhelming and confusing to those who haven't used it from what I hear. The link to find library materials needs to be more center-focused. Try to design a more user-friendly layout.

The fact that assistance is not available always.

Its underground setting.

Library hours are limiting to study efficiency.

Often there are not some print journals available that I would otherwise have used and sometimes there are long waits for the computers.

It is complicated to make a research, you never know where to start, so you have to ask librarian all the time.

There are so many places and different libraries. Also, if you are not shown how to use the library, I think it is so big that it would be difficult to use.

Conference rooms get crowded very early often with people who are not conducting group study. There should be a system where you can reserve these rooms in advance for your group sessions.

Lack of actual, trained librarians. Some of the staff is surly and unhelpful. Student help receives very little training.

people in main graduate library stacks were sometimes rude.

the magazines are sometimes missing

The resources and libraries are everywhere. It is annoying to have to go from one library to the next. Also, Illinois is not very user friendly.

The new web interface can be very confusing. I think the older indexes were more user friendly. There is so much available now and it's just in a big list on the screen. It takes a long time to sort it out how to use some of them.

The computer system is sometimes confusing to use and I never feel like I have located ALL of the material on a particular subject.

As a grad student in the School of Chemical Sciences, I am often frustrated on Friday when the
library closes at 5:00 pm. It wouldn't be fair to the librarians to ask them to keep the library open until 10:00 pm (usual weekday closing hours) on a Friday night, but perhaps 7:00 pm would be a good compromise.

2461 There is no overnight borrowing of reserved books and the maths library closes somewhat early, especially on a weekend.

2462 hours, should be open longer on Sat. and earlier on Sunday. More full text electronic journals.

2463 not open more at night on weekends

2464 Complaint deals with Main library personnel, not History library. They're too untrained and often downright unfriendly.

2468 librarians

2469 At times, when i request a book, they end up bringing the wrong volume of the book up to the front. Then I have to wait another couple days to get the correct volume.

2470 Despite the signs asking people to be quiet, many a time these signs are greatly ignored. I usually only use the library system for research. I used to study at the library, but the noise level is just too much to concentrate or study. I try to avoid studying there.

2472 Difficult in researching because of lack of help from employees.

2474 Limitations of the journal collection.

2475 equipment needs to be upgraded

2478 There are not enough seats at Grainger Engineering Library for all the students who want to study there.

2481 Word processing computer stations are extremely limited in all library locations. It takes up to 1.5 hours to wait for an available computer.

2473 lack of useful resources as to search and save techniques, e.g., interface with Endnote, electronic databases in general are provided with little explanation of how they are optimally used.

I am also deeply concerned about the historically significant material being pilfered due to casual security in the library.

2482 Fines from off-campus libraries excessive

2486 lack of supervision and consequently students eating and drinking and talking too loud inside the library, even inside the individual study areas. Best example of this: Commerce Library (go there on any random day!).

2487 The lighting in some areas, it is not easy to read sometimes for a couple of hours straight.

2489 I would like to be able to download or view more documents online.

2490 difficult to get full-text web journals

2491 I don't like Grainger because I can't get into the computer system unless I'm an Engineering major. I don't like the Undergraduate Library because it is loud
Finding things

I dislike how there are few people at Grainger to help with the computers on the 4th and basement. At the undergrad, there should be completely quiet areas to study.

The size of the computer labs and the unreliable printers. There's been many times, before I bought my own computer, that I worked in the Undergraduate lab and my floppy disk got a virus, ruining the paper I was working on. The attendants on duty helped me all they could, but it took about an hour each time. Then the printers wouldn’t work.

Sometimes it is difficult to find exactly what I need b/c the system is SO big.

The fact that I can’t figure out how to find materials in order to request them. The information and computer explosion has by-passed me. I’m just grateful I’m almost finished with grad school. I feel great pity for those just starting.

The lack of some facilities such as Microfilm viewers and computers.

Sometimes I have trouble accessing specific information about a narrow topic. For example: accessing recent information about the population of red deer in the Republic of Turkey.

It’s so hard to know where to go for everything. I was told to go to the Stacks once for a book and was lost for 10 min.

It is really difficult to locate resources.

Actually, I do not have negative feelings about our library.

Sometimes, when searching for a particular journal or book, you have to go on what feels like a scavenger hunt from one library to the next in order to find it.

Some books are not available, such computer software application.

Sometimes the noise level gets to loud and no one is around to quiet them down.

Everything is here SOMEWHERE.

I love the library.

No major complaints

Nothing

Searching the online database for a book is difficult. The keywords I plug don’t match up to the ones the book is listed under - which makes it very difficult when looking for a book.

1. As I said, the lousy interface to the catalog. I want to conveniently find and get electronic copies of bibliographic information, and it's a fight to the death to extract it from ILLINET Online. 2. For my purposes, being a generalist rather than having a subject specialty, the remote department libraries are a nuisance. When I am retrieving books from several libraries, and have to go all over campus, it is time-consuming and inconvenient. But I think those special subject libraries are good for the students and the professors in those departments who want the materials in their field handy to their classrooms.

Record_id Q_4_2

should be open later

The limited selection of on-line journals and the primitive search capabilities of the on-line databases.

It closes too early. I could study much longer...

People speaking when I'm watching a movie

The lack of Friday and Saturday night hours, the cutbacks on recent books and journals (it seems like recent important texts in communications and economics are very frequently only available by ILL), and the still arcane on-line search interface.
It's so dark in some places!

so many books are missing

I don't like how you have to return books to the specific library where they were checked out from. Sometimes this can be such a hassle if you have checked out books from several different libraries. Also, sometimes the books aren't labeled as to what library they are from. It would be nice if all of the books could be returned to one spot and then they could be distributed to the different libraries by the staff.

the books physically dispersed (have had to travel to 5 different branches across campus to find what I need).

Different journal titles are scattered around campus at different department libraries. It is difficult to visit 8 libraries to obtain a few journal articles. Also, it is very difficult to do research using journals found at the Veterinary Medicine Library because of the building being locked.

I wish I could take reserve stuff out overnight from the Bio library, or at least have it online so it is accessible to me more often. Thanks :) I also wish I could go more freely into the stacks and it wasn't just limited to pre-law club people.

Librarian's not available at night when most students have time to study.

The computer printers in the ungrad were broken everyday. At times it was very frustrating.

lack of group study areas

useless web catalog interface

Everything is fine, nothing's wrong.

The reference people tend to be there during the day. There should be more hours at night that they are available.

I find it extremely frustrating that I cannot enter the stacks. Most of my research materials come from the stacks, and it wastes a great deal of my time to have to wait for someone to find them for me (I've waited up to 40 minutes in the past).

Difficulty getting articles from journals not in our collection, and which cannot be downloaded from a computer. It took me almost 2 weeks to get a copy of a needed article from a journal that had been cut for a while (Phil. Trans. Royal Soc. London). This hinders research.

It gets too loud in the Undergrad library.

I can speak for the Commerce library, the group study that goes on in the outer room is most distracting, seems like the college mess as times. If one wants to escape to the individual study cubicles the noise penetrates thru there too.

The libraries are spread all over campus. It is so uncomfortable to go from library to library to find materials. Even though there is delivery service, but it takes time. The library closing time creates another dissatisfaction too, since it is closed 15 min prior to the posted time. It is very inconvenience to find out that I can't pick up my requested materials at that time period and I have to return back the next day.

I don't like having to go to so many different locations for my reference materials. The logistics are bad. But I know there is nothing that can be done about this.

The only thing that is better about the new online catalog system is that you can look up your fines and books checked out. There is NO avenue to warn you that your books are about due. A simple email message warning you that your renewal date is within the next two days would go a long long
way to improving the system.

The new system requires that you enter your ID twice. Once when first entering the system and then again every time you check for fines and books checked out. This can be cumbersome and aggravating at times.

2567 So many books are snagged.
2568 trying to find something, there are so many ways/searches to find materials that sometimes it is hard to know the right way to find what you want.
2569 library hours in the "specialty" libraries
2572 the scattered nature of the many libraries, and the fact that you may have to go to several different libraries in order to find one or two items that you're looking for.
2573 Some of the books are old and cannot be used for some of my papers.
2575 Feeling a little unsafe downstairs with all the study carols
2576 nothing
2577 Libraries not open until 1:00 on Sundays
2579 The number of foreign titles is lower than I expected.
2581 Materials sometimes damaged and pages missing from some books.
2578 The inability to use the reduce function on most copiers when trying to copy long journal articles. This doubles the amount of copies I'm forced to make.
2582 It bothers me to have to write down call numbers on scraps of paper. I would prefer to have printer access so that I can have them neatly presented on one sheet of paper. But it really isn't a huge complaint. Overall the library is great.
2584 Because there is so much material it takes a long time to search through the results from the online catalog to get what you want and near the end of the semester it's hard to find books that aren't charged or missing.
2586 I can't find a freakin book. All I want to do is search for a book, and EASILY find the actual book. Not where it might be, or where somebody is that can help me find the book, but where the book really is.
2588 The thing that I least like has to be that it has no air conditioning!

It is just too HOT...

Wednesday, June 14, 2000

Record_id Q_4_2
2590 Hours (Friday and Saturday hours are too short for me)
2591 The online catalogue
2592 Too many libraries that to find one book you have to walk to different places for many times.
2593 The Web-Based searches never seem to work
2595 certain libraries close too early—for example the newspaper
2596 The copy machines—If it be useful to have the ability to reduce or enlarge a page on the copy
machines. This would also save paper by allowing patrons to adjust copies to fit a page.

I tend to get frustrated when using the main stacks to find older journal articles—the journals are usually never there, or are still waiting to be shelved.

The departmental libraries could be open maybe an hour later, I think. The libraries are organized very well, but only after you get familiar with them. When first walking into a library it is very intimidating and not always clear how the call numbers are shelved. Some shelves are in a corner and are continued on the opposite wall. But once you become familiar with the libraries, you remember these little quirks and it is easier the next time.

The Undergraduate library opens too late on the weekends.

Sometimes, it is hard to find exactly what you need.

The breaking up of bound journal collections within the main library. The computer directs one to one level, but the journal one needs is really five floors up.

Waiting for the copier and the sometimes poor quality of the copies produced. Also, should have longer hours on the weekends.

Sometimes it seems that the University does not have recent issues of some of the journals I need to request. While I realize that some of these journals are not needed by a majority of the students, it would be nice if they were still being carried.

It can be a little loud at times

Closes too early

Time limits on interlibrary loan items

The book too old

Limited access to the full-text electronic journals

It's not so easy to find a given book on a given topic. Typically I get hundreds of hits which is useless since I don't want to look through all of them.

I think that undergraduate students should also be given a sixteen-week loan period.

The hours are not convenient. There needs to be more group study areas.

The Health Sciences Library is not open long enough, especially during times when the medical school has classes in session but the rest of the campus doesn't. While we can use the Undergraduate library or Grainger late at night and early in the morning throughout the week when undergrads are in class, we don't have enough library space or flexibility with hours to study when undergrads don't have class.

I don't like the fact that it isn't open until 1 pm on Sundays

Graduate students do not have access to library after hours. Graduate students should have their own keys. You can not possibly extend hours as long as necessary to fulfill graduate students needs. Let us come and go freely to and from the library.

I think that the loan times are inadequate for research, because all you end up doing is going back to renew them.

The fairness of library fines are too strict. I was allowed to check out a book over night. I was not told it was a reserve item nor was I told when it was due back. I was then subsequently charged about $80 in fines because I thought I could keep the book for a standard two-week period.

Need more journals and magazines. We do have a lot, but the more current material we have the better our learning capabilities.
I was charged $125 for lost book. But it turned out that I returned them on time, the library clerk just simply didn't register it. And, this thing happened four times during 15 months!!! Every time I have to go to shelves to find the book I returned. It cost me a lot of time and energy.

Having to go into the stacks. It is dimly lit and feels unsafe at times. Also, frequently there are many books left in the aisles or are mishelved.

It is too far of a walk from my house on a cold rainy Sunday, therefore I wished it was much larger and extended to all corners of the campus, or provided a bus service that ran exclusively from my house to the library on Sundays.

I don't like that you have to pay for printing and copying, this is very inconvenient. I pay a lot to attend this University, and I don't think paper should be that big of a problem. Again, I know that the College of ACES offers free printing, I don't understand why other libraries don't adopt this practice. It would be nice if we could at least be given a minimum amount of free copies. Say 50 sheets of paper per i-card. This way students wouldn't have to pay for an assignment that they will be turning into the University, and sometimes not be getting back.

It tends to be to quiet for people who are loud and obnoxiously drunk.

The think I dislike the most is how I know nothing about the libraries or how to use all of the resources provided by them. I think there should be more information given about what the library has to offer because basically all I know is that it is a quiet place to study.

I usually have to order sources through interlibrary loan, despite the vastness of the UI library collection, which is inconvenient. Getting stacks passes is a huge pain: I hate having to ask someone else to get my sources for me, since I usually find other relevant sources next to sources I've requested. Luckily, professors are nice about giving out stacks passes.

On-line access through Illinet is a bit daunting, confusing, and needs to be laid out better. I want to be able to visit the page, and have it be blatently obvious what I need to do to search for a book online, and I want it to take me through the search process step by step.

Even though this is also a big advantage, I think that the size of the library is intimidating and a bit frustrating at times. It can be a nuisance to go to so many libraries for just a few sources.

Not keeping up with purchases of new materials.

I sometimes feel unsafe in the grad stacks as it tends to feel fairly empty, quiet, and not incredibly well lit.

My lack of education about them, and how my classes lack the requirement of looking up resources, and the fact that the Library system is spread out among many buildings.
because inevitably one book in every bunch would not be checked in. Usually I would find it on the shelf, however, to date, one has still not shown up. Along this line, the reshelving time for books seems longer than necessary when it takes an entire semester to get from the main library second floor book return to a shelf inside stacks.

I wish the open hours were longer on the weekends. Also lots of non-students use the non-engineering work station computers on the main floor of Grainger, and squeeze out LAS-Engineering transfer students who don't have an ews id (like me). A U of I password should be required.

Decreasing support on electronic journal subscriptions

The lengthy processing period before a book becomes available for charging. The only materials that the library system seems certain to have available are those more than two years old, while more recent materials aren't even in the catalog.

It takes a while for the librarians to realize that you are standing at the desk waiting for help.

The Undergrad tends to be loud and very hard to concentrate in. It is almost too open. Some of the computer is Grainger also need to be replaced they are slow and lack important programs.

The undergraduate library gets pretty noisy at night.

It's too spread out...I don't know how to use it correctly...If I want to find a book, how do I find it? and the telnet interface...no one ever showed me how it works...still to this day, I'm baffled by it.

It's so big that it's overwhelming at times.

The fact that the computer lab is often used for classes (i.e. in the largest part of the lab), where only Macs are available.

1. Absence of some journals in biology field (especially European ones).

I don't like the atmosphere...it should be more aesthetically pleasing.

The undergraduate library is UGLY. Too many fluorescent lights reminds me of Joe Vs. the Volcano and how Tom Hanks hated working under that light.

Not enough copy machines or machines to add value to stored value card.

With the exception of Grainger, quiet, comfortable, attractive study areas are virtually nonexistent.

I think that the library should be open later at night, because some people may be very busy up until 10 and then they only have a couple of hours to study until the library closes.

Wednesday, June 14, 2000
I can only comment on Grainger library...

Sunday hours: library opens too late
Saturday hours: library closes too early

I've had to go to six different libraries in one trip to get all the books I needed for a paper. I think it's great that we have such a vast selection, but I hate that it can be so inaccessible. Especially since our campus is so huge, it's hard to get around and to get there while the libraries are still open, since they all close at different times.

Finding sources online can be difficult sometimes, and then some books will be charged (whatever that means) or not available or in a library I've never heard of...

It is not opened late enough.

Computer method of finding resources.

It is very hard and confusing when you first go to the libraries at U of I. More freshman tours of the libraries should be given, and if they are they should be better advertised.

Slow update of the book collection

Undergrads aren't allowed in the stacks.

Too busy!

N/A

Cannot get full text on the computer

The amount of items they don't have in the library (cardian sources, etc.)

Online catalog can be confusing.

Too often books I need are lost or misshelved.

I'm not sure where a lot of things are located or how they are to be accessed.

When I needed to search for materials, I found the experience both overwhelming and confusing, and I got nowhere. When I finally found a list of sources, none of them were in the library! And then it was I had to go here, here, and here, to get materials... not very convenient.

Printing is slow, cumbersome. Not enough computers (IBM style)

Several times I have had a book overdue and then, without warning, one day that book would be declared "lost". I realize that having overdue books is bad, but the sudden decision to declare a book "lost" and then charge me for it seems a bit excessive. How about some warnings?

The fact that I go to the art and architecture library expecting to fine architecture books, but have to go to the graduate library because the art and arch library isn't large enough.

The libraries are so spread out. Sometimes for one paper I have to go to 6 different libraries to look at articles in journals.

Sometimes, the internet searches can be confusing.

Sometimes it is difficult to find material.

Often it can be confusing.

Some libraries could be open longer, sometimes the material is not always there

Sometimes it is not very easy to locate what one needs, it take very long because of the way things
are organized.

2721 The dramatic increased emphasis on electronic and web-based services and sources.

2722 The least thing I like about the library is that fact that I don’t know how to best use it.

2723 When people get out of hand and use the library as a hangout and not a study area. It's distracting when people talk and laugh loudly while you are studying.

2724 When people get out of hand and use the library as a hangout and not a study area. It's distracting when people talk and laugh loudly while you are studying.

2725 One thing that is hard to find on campus are quiet places to work. The current library is ok, but I would like to see more places where absolutely no food, drink, and personal entertainment devices, i.e., walkman stereos are allowed. I find it difficult to work sometimes when some a-hole twenty feet away is drinking, munching, and listing to god knows what at a volume level that I can hear.

2726 Sometimes having so much information can be overwhelming in the sense that it becomes hard to navigate and pick which sources are most important.

2727 1 - open hours on weekends
    2 - how searching for online journals and articles can be like a wild goose chase sometimes

2728 The small rooms that some of the collections are housed.

2729 I sometimes have difficulty switching between the different databases, and more conformity would be nice.

2730 It is very difficult to find what I need.

2731 As a freshman, the library system can get kind of confusing. It takes a while to figure out how to use the full capacity of our library system since there are so many different buildings, etc.

Record_id Q_4_2

2732 I do not like the policy of fining graduate students for overdue books, particularly students completing their dissertations in absentia. Equally dissatisfying to me is the recall policy. It does not allow for reasonable delays in getting materials back to the library. Nor does the policy take the holder's academic needs into account. More copies of individual texts are needed to eliminate this problem. In the case of out of print texts, the patron holding the text, should not be allowed to renew it. "Recalls" should be eliminated altogether.

2733 Little to no instruction as to how to use the libraries. Most of anything that I have learned has been first hand or self-taught

2734 Unknowledgeable employees

2735 Difficulty on finding an open PC

2736 Very limited book selection in the biology library. Many interesting books that are published in this field never make it here.

2737 Low local availability of highly specific books

2738 Some of the online stuff is clumsy. It could be better implemented.

2739 That you can hardly ever print… and when you do it costs!

2740 Student staff bad. Copy machines do not allow reduced sized copies on normal paper and frequently are not maintained well. Hours in the summer stink. Collection of technically relevant books (books < 10 years old of new technologies) are never on the shelf and it takes a long time to request them.
Students screwing up facilities with food/drink spillage, graffiti. Students using terminals for email and general web browsing instead of research work.

2743 Macintosh computers.

2745 Difficulty in finding material in such a large campus.

2746 Lack of instruction about how to use it, inconvenience of hours, copy machines, using the online catalog.

2748 I feel intimidated with all of the books that the University has. At times I feel that I will never find what I am looking for because there are so many libraries.

2744 The sheer volume of information makes looking for general information a daunting process and in many ways a more limited selection would suit some of my needs more.

2749 How there are too many libraries and most books come up as noncirculating

2750 Difficulty of using the online searches; it needs to be better organized.

2752 Finding the materials.

2753 lack of available computers

2754 The chemistry library is very dark and unfriendly. I wish it were more like Grainger in its appearance, open and airy and comfortable. The chemistry library doesn't have enough places to study, or places to plug in laptops, and despite the fact that all the material I use is there, I never want to stay there any longer than I absolutely have to. This is unfortunate, as I love libraries.

2756 the way each of the little libraries are spread apart on campus...when doing a lot of research looking for materials becomes a scavenger hunt that can take all day as you go from one part of campus to another.

2757 When I was working on my thesis, I found more recent material at the Champaign Library. UIUC Library has old and moldy stuff. Does not seem to spend money on recent research books.

2759 I do not enjoy studying at the Undergrad Library. I feel that theft is very high there, and it is a lot noisier.

2760 it takes long to deliver a book requested from another library

2761 its difficult to locate Journals via ILLINET Online.

2763 there are too many libraries all over campus

2764 The computers break down often and none of the computer techs seem to know how to fix them. The printer is often broken or backed up and that is a problem when there are only two printers for all the computers. I also would like to be able to drink water in the library.

2767 Need to develop web page more.

2769 The hours are not very long. For example, the music library closes at 5 PM on Friday and opens at 1 PM on Sunday. Those are really bad hours for students who want to use the library Sunday morning and Friday evening.

2770 dated books, references

2771 The library fines (especially for reserves) are ridiculous.

2772 Difficulty finding what I want. Telnet interface is clumsy, web interface seems to not return many results...

2774 having to go to many different locations to get print resources

2775 i don't like libraries at all
Small head space in some of the libraries, like the Agricultural and Mathematics libraries

not all stuff is online

old books

I do not like the telnet interface especially, as it is rather slow, but overall I can tolerate it. It gets the job done, eventually.

1. The hours of the library, especially on weekends, are ridiculous. I believe that there are many students (especially graduate students) would like to use the library on Friday and Saturday evenings.

2. Having undergraduate students be the only staff available on weekends and evenings. Evenings are when I can come to the library but the level of assistance at that time is very very low. Certainly the undergrads mean well and are friendly and pleasant, but evening library users often need professional help and advice and can't get it from undergrads.

I sometimes get frustrated with the equipment

There should be more instructional programs available to students and they should be advertised more.

the lack of signs describing different areas of the library.

n/a

hard to use, because you have to go through so much work in order to find what you're looking for and then it might not even be where you are

the difficulty in learning the web online catalog.

sometimes the noise level can become kind of loud in the undergrad

There are a lot and sometimes you have to go to 3 different libraries to find all you information. In the main library there are not a lot of computers you can sit down and type your paper while you doing research. Maybe the library needs to open a little earlier on saturdays.

It's hard to find what you are looking for. I never know where to start and there is rarely anyone around to help me.

Impossible to find stuff in the undergrad. I've only used the libraries once in my 2 years here and that was for my RHET 105 research paper. I started off in the undergrad library and couldn't find a single thing even with help from the librarians. Until I went to the departmental libraries I found nothing.

I don't like the fact that when closing time comes they threaten students, telling us that if we're not out in a specific time they will call police and that we will be arrested.

COME ON, WERE STUDYING!

Not all libraries have group study rooms.

Needs more on the web and make it easier to access the U of I collection.

ILLINET online is from the 70's. Hard to use. Makes complicated searches hopeless.

lack of personal and quiet study places.

everything is great! No complaints

that it is so spread out

not enough info available online

Sunday should be opened

There should be study rooms where drinks are allowed.
The way in which the library is divided into departmental libraries.

I wish that all of the libraries were in the same spot.

The staff (adult not student) has always treated me like a 2 year old. I have felt very offended every time I have used the library.

I don't like the system at the graduate library. the books I need can never be found. It's also a pain having to go all over campus to go to the other libraries to get books for research

I wish the English Library and the History Library had larger rooms in which to expand their collections.

Traveling to different libraries to pick up various materials need more online text

The bottom floor undergrad bathroom is creepy because no one is around.

I don't like how the library closes so early. I wish it were open later at night.

It is really spread out and difficult to find materials at times. Often the titles that I need are in three different departmental libraries.

The books seem VERY outdated. New materials are needed constantly.

I don't know how to get stuff from other libraries

The libraries do not allow food or drink.

hard to find books are not readily accessible

cold and informal at times

The library needs to be accessible 24 hours a day. It's appalling that such a large school shuts down the library system completely at 1am.

Dumb computer interface. LCS was simple and easy to use. I much prefer it to the existing system.

personal study room needed to be improve.

need more computers

Sometimes when I need access to library resources I cannot get it because the library is closed or computers are unavailable.

limited hours in chemistry library.

I don't like not being able to just browse the stacks.

You have to use your i-card to copy material. It is easily forgotten in the machine and it is expensive to replace.

Interlibrary loans take entirely too long and then once they arrive they only remain for like 2 days or so. That sucks.

It sometimes takes long to receive some books that are ordered from other colleges.

It's always cold in here

Grainger.

It is so big and you don't know where to start.

books are often charged when i look them up or not on the shelves

The only thing that I have found problems with in the past is the weekend hours. A few times, upon
arriving at the library on a Friday evening, I have disappointedly found it closed.

I seem to spend a long time searching for and listing possible resources, then when I look for them in all the different libraries all over campus, they are not on the shelves.

Although our university is supposed to have one of the largest library systems in the country, I often have a very difficult time trying to find sources I need. Many journals and books on psychological or social work issues are just not available here. Instead I have to try to figure out how to get them from ISU or other much smaller colleges and universities via Interlibrary Loan. This semester alone, I had to request about ten sources. I may have eventually gotten five. The Interlibrary Loan service is just not efficient and it is irritating to go to this University with it's library system that is praised repeatedly at Freshman Orientation and not be able to find the sources you need. I am a senior but I will be continuing here for grad school. I fear the next time I have to do a paper.

When it is too busy and there are not enough computers, printers, or desk space for study groups. (Or other study groups are too loud).

Sometimes, the library gets too noisy and there is no one to supervise the noise level. Also, sometimes, it's hard to get a hold of night rides to make it back home safely.

if you reserve a book to use there is no guarantee you'll ever get it

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It's so big, and sometimes you have to go all the way across campus to find the material you want.

On the flip side, it's kind of pain when you do have to go across campus for a resource.

I don't like that they open so late on sundays. a lot of the lamps at grainger don't work.

There's so much information, I don't know where to start.

Confusion with the stacks. I don't know how to get a book out of there, how long it takes, etc. (I've never needed to get one, though.)

Having to travel to many different libraries to find the books I need.

Too noisy in the library during the day, rude staff at the desk, competition for space and computers

hours are limited

Feeling that not enough funding is available for librarians to preserve collections electronically in a robust way - concern that we may be required to choose between print and electronic media when both are very important and essential.

no food policy

The fact that it is spread into a number of departmental libraries rather than all being centralized

In music library: many lost/stolen items particularly music recordings which are difficult/impossible to replace and cannot be loaned from other libraries, somewhat lacking in music scores and recordings after 1970 in comparison to other major music libraries (Northwestern, Indiana, Oberlin, Eastman)

I think that it is annoying that you have to travel all around the campus to get books. I think that is ridiculous. I think that it is most ridiculous, however, that the different libraries all close at different times. So if I am at one library and I need to get and get a book across campus, it is likely that the library will be closed by the time that I get there.

It is difficult to know where to start. There is so much information available, and no one ever really shows you how to access all of it.

The sometimes-strange hours kept.

no food or drink laws
Don't always have the course books I need.

Main stacks is a pain -- you can never find someone to help you unless you go clear back to the entrance of stacks.

The STACKS ARE VERY SCARY. I think that there should be some sort of tour to help you find your way around. Some parts are very poorly lit and the older sections are creepy. I only went there in the day time and as an undergrad I really didn't know what I was doing. I always used the buddy system in there and even the guys in my class didn't want to brave them alone....make the stacks less intimidating and mysterious needs to be open later on weekends

It's difficult to find resources and the environment seems unfriendly to assistance.

It would be great if all the video stuff was converted to DVD with really nice equipment. Beta tapes are annoying, and some of the machines are crusty.

I don't like having to wait for material to be retrieved from the stacks.

I use a lot of journal articles. Very often I can't make a copy of a recent article because the entire volume is being bound and it will be gone for weeks and by the time it gets back on the shelf it's too late. That's really frustrating.

does too early

the guys at the checkout desk can help really a little. Seems to me they know nothing except scanning IDs and desensitize the books. One of them even lost my copy card!

The "unprompt" help

I am a staff employee and frequent libraries when students are not on campus during breaks etc. I find that the libraries are not open during these times which is sometimes inconvenient.

The lights are a little dim and cause sleepiness at times, but it's nothing too big.

different volumes of journals are scattered all over and hard to find.

Lack of computers during busy hours

I can't figure out how to search for materials or renew books online.

Some items are missing and have not been replaced, Their replitor is not as extensive as it could be for their sheet music.

walking in the stacks is just a little on the creepy side

The methodology used in electronic searching for books/journal articles seems to be not straightforward. It should be made as easy as using e.g. internet search engines.

When entering the libraries, it is not usually obvious where I need to look for my materials. The libraries lack clear site maps which leads to aimlessly wandering around in search for the correct section. This was especially true in the Education Library. I was searching for a book in the children's collection but couldn't find the children's collection because it was tucked into a corner. If there had been a map upon entering the library, I could have cut down on the time I spent looking for it.

the undergrad is kind of a distracting atmosphere to work in. But that's not your fault, it's probably ours because we try and avoid studying.

Low recent print material availability. Low state of maintnance of printed material, as well as improper shelving. Further, low quality of main stacks interior.
after five at the law and law libraries there is no one available who knows anything about the collections

Having one of the largest collections in the country doesn't mean anything if it is not well managed. Often books are listed as missing or are available online but not on the shelf. I see student shelve sleeping in the stacks all the time. And I never see ANYBODY shelf-reading, despite what the supervisors may believe. Also, the students are completely unreliable. Several times I have wanted to use a departmental library only to find that some student thought it would be okay to open up 30 minutes late. There is poor supervision in the library. Finally, the reference librarians are annoying. How often am I using the online catalog only to have a reference librarian come over and tell me how to do my search? Instead of bugging patrons, why don't these reference librarians put their time and degrees to use and go shelf read?

I can never seem to find what I need.

Lack of areas for groups to work together in the Education Library.

Difficult for new users to find things on their own.

lack of air-conditioning in most of stacks, which is destroying print materials at a great rate as well as making work there in the summer months intolerable. Surly and ill-trained staff occasionally encountered in Undergrad (Reserve and regular) and at circulation desk (but this seems improved in last couple of years). Impossible delays in shelving in main stacks.

The Web Library Gateway uses java applet too much and the whole thing is rather useless at the moment. (Everytime I try to use the gateway from a Sun workstation in my office, the machine freezes probably due to unnecessarily large memory usage!)

Open hours

I dislike the times when a book I would like to borrow is unavailable or not for personal usage.

Students work at the library, and when you ask them questions about the resources, they have no idea.

It has to many locations (big)

Nothing really.

Unattractive study environment - commerce library

I haven't found a problem with it.

Trying to find materials needed that end up missing.

nothing

I never got a tour of it until my first rhetoric class. A brief tour should be incorporated into campus tours if it isn't already.

Very intimidating. Don't know where to begin looking for what I need.

It's hard to find what you're looking for sometimes when the keyword that you look up providing you with no books, articles, etc.

Limited number of biological science journals. Often have to order articles from other Big ten schools which can take weeks.

Somewhat confusing - books about relatively the same subject are found in different different places on campus.

not sure exactly who to ask for help
certain libraries need to be open later; i would also like to see more group study rooms--there are several at grainger, but these are extremely difficult to obtain, especially during finals week.

The undergraduate library is so unsecure.

i would enjoy longer library hours on weekends and lower fines.

i hate how you have to go to ten million different places on campus to get the same type of articles. you always have to go to the little libraries. it would be better if there was just a couple of places, but i know that is out of the question because of all the material.

its confusing and sort of hard to find things.

the library is fairly easy to use...i can handle the basics of using the computer system, but i know that there are a lot more things i can do from a computer as opposed to going into the library to do them (such as renewing books, reserving them properly) that i've never had instruction in.

the copy machines are often of low-grade quality; and most have the shrink function disabled.

the library staff, although they are friendly and helpful, tend to be condescending in their tone. most of the time i find it more useful to begin my inquiry by letting them know that i am a graduate student with extensive research skills so that we may dispense with the questions of whether i know how to check a book out on-line. it can be frustrating because i feel that i am being treated like an undergraduate.

it could help for it to be open until 2

no open late enough and not enough room to study—i think that grainger engineering library at least the group/individual study areas should be given to engineering students as a priority. leave the libraries open later and open them earlier especially on the weekeneds.

there are not many books i need to check out. i was surprised to hear that uiuc library is one of the biggest libraries in the state.

the long waits to retrieve materials, and the difficulty in finding the material i need.

nothing

sometimes because of the size of the library, it seems overwhelming.

that the library police comes around and scolds you for eating or drinking. people like to snack when they are studying!

the computer access is terrible and could be made much more user-friendly. also, though collections are very thorough, new books and materials (especially in computer science) take an awefully long time to make their way into the collections.

many books are too old. some classes require sources to be at most 18 months old.

non-engineers invading grainger during finals week and taking over valuable study space.

limited group study area.

the interlibrary loan system...it takes an extremely long time to procure materials, and as an undergrad, we don't have the same kind of deadlines that grad students have to work with.

difficulty finding resources

there's nothing i dislike

hard to find books or materials
I have been frustrated when material was recalled because a graduate student or faculty member had priority over what I was using but I understand because the university can't buy 5 copies of each piece of material.

Much of the specific materials (ie books) are not available or remote (ie Vet Med)

the search system is a little confusing

Finding materials can often mean running around to several different departments, sometimes even just for rudimentary reference materials.

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automatically shut off the person checking emails.

not open late enough, should allow food in certain areas

None

very discouraging when you have to travel to three or four libraries to find one book and none of
them have it. especially when you've done a search and found the book is supposed to be at one
particular library and you get sent all over. never enough computers.

It is not very user friendly. It is easy to get lost finding ones way to the undergrad library from the
grad library, much less finding the way to other departmental libraries. Maybe if more information in
terms of maps or location info was offered, it wouldn't be so overwhelming. This is actually why I
browse the library article sources and get them from my own computer at home so I won't have to go
there and get all confused.

I go to the Law Library to study sometimes and am sent away sometimes because I'm not a Law
student. Libraries here on campus are for EVERYONE not just certain people. The problem needs
to be addressed.

the college libraries have too much outdated information that are not useful...for example, the
communications college library in greg hall has next to nothing on internal consumers and
products/services. and that is the biggest trend right now!

Many times I get frustrated with searching for sources electronically, but when I can finally find them,
there are many.

The copies of books are not where I need them to be for research projects, and it's hard to distinguish
where exactly they are. Also the librarians don't seem to eager to help me when I need it, in terms of
finding the material i need elsewhere.

I have a really hard time finding sources on the Computer by myself. The Library has so many
sources, but i find it nearly impossible to find what i need when i need it.

Late opening and early closing times on weekends.

Sometimes it is a pain when a book is in some strange library all the way across campus. Also the
library is sometimes difficult to navigate through.

Too big to find anything

Ethernet jacks often do not work in Grainger

The hours of the library could be better.

It is hard to find a place to check my email in the undergrad.

The difficulty in finding the exact book needed.

Telnet interface should be enhanced in terms of getting more information. It is not very convenient
when i want to find the location of the journals. Old system seemed working better in this manner. i
don't see any improvement of new system. My advisor told me one day it is hopeless.

The librarians were EXtremely helpful!

I wish there was more information about the locations of libraries. For the longest time the only
libraries i knew of were the Undergrad and Grainger. The rest of the libraries are like secrets.

The web does an equally efficient job—why would i use the library then?

Most should be open 24hrs. like other universites.

I don't like the fact that the search systems are difficult and confusing to use.

Often, new books are unavailable. I would very much like to be able to go to the library and read the
It's really confusing to use.

It's pretty hot in the Main Library Stacks.

The Biology Library closes too early on week nights. This is a hardship for a faculty member with family responsibilities who often works late at night on campus. The quality of the photocopying machines is poor in many of the campus libraries. This makes it hard to make transparencies for teaching directly from noncirculating materials.

Some librarians, one in chem especially, seem uneasy to help, like it's a burden to them to answer my questions.

I don't like the fact that the libraries are so spread out around campus. I think that all the libraries should be in one building or in buildings next to each other.

I don't like the library atmosphere in general. So I guess I'd say I hate the fact that they're still libraries.

I don't like how it is set up.

Finding books for research and realizing I have no idea where to go to find them

I do not like the fines system. I feel that it is much too heavy, especially for compact discs.

I get confused when I'm on the Telnet Interface looking up books. When it says ALS stacks is the location for a given reference, it's sometimes in the regular ALS library.

It is very large and difficult to learn how to use. For students who have had no real research experience, coming into such a large library system it is somewhat intimidating to learn how to use.
At times it is hard to know where to start researsh in a library this large. Once you do find things, it can be difficult getting all the materials since the library is spread out.

The hours

Having to go all over campus to get things sometimes.

Least like the time I must put into finding magazine articles

I have had many problems with the printers and the computer staff. the majority of the time i needed a printer, they were not working. i think that the printers in the library need to be more reliable, because some grades depend on it. and the staff, if not able to solve the problem, should be more considerate.

There are approx. 40,000 students that attend this university. Do you think that maybe 5%, which comes out to be 2,000 students would like to study on a friday or sat. right. Where can he/she go. The libraries should be open on the weekends for longer hours (evening hours)

I would like extended hours on the weekend.

It is too big and too hard to find subjects you need.

The librarian staff later on in the evening is less educated about what is in their library.

hours open. I wish they were open later with buses running...also it's hard to know how to narrow your search down to find the best sources. also, printers are needed in the library...

early closing hours on the weekends

I think it is too confusing in that I ALWAYS need to use the Help me desk

sometimes i find that the staff (at least at the grad library) is on the slower-paced side. the printer in the undergrad library is not very dependable.

Since the library has EVERYTHING, it's a little hard to find.

I feel that some of the libraries should have the computer labs open later.

Re-shelving time was way too long in the stacks. As a James Scholar, parts of the stacks were downright scary, with books all over the floor, lights out, alarms going off at closing time with no explanation (they sound like fire alarms)...I hated going in the stacks but it was a lot faster for me. Plus, a lot of the copy machines were in sad shape. Very few made clear copies, and you had to search long and hard to find the ones with duplexing capabilities - a MUST-HAVE for copying long articles, along with WORKING reduce/enlarge functions. I miss the free printing on the dot matrix printers.

It is very difficult to get books because they are scattered everywhere and many are never available.

It's a little hard to get started on research. on a specific topic especially.

The ACES library is really hard to use. It was hard for me to find the books I was looking for.

The librarians tend to be fairly unhelpful and unaccomadating.

I wish there were more material that wasn't ruined, such as the books in some of the libraries. It is important to preserve such resources so I think that the security issue in protecting the books from missing pages, etc., would be helpful.

One microfilm machine in my area's library. Several faculty members have tried to "bump" me off after only 15-20 use, or harrassed me until I became disgusted and left. Library personnel should have deferred these persons to another machine or emphasized the two hour access period which I was supposed to have been allowed access to the machine.

It is sometimes hard to find what you are looking for
The long wait for interlibrary document delivery service

Amount of time it takes to have materials delivered. Some workers treat people like morons when they don't know how to find materials.

None.

I do not like how the search databases are set up. They are confusing, and do not always find the right info on the topic that you are looking for.

Sometimes the undergrad, where I usually am, is way too loud even on the bottom level.

It is still difficult to use the online catalog, I find that the personal knowledge of the staff is more helpful for locating items. Few students need the library consistently and few have the time to master the searching system.

well, golly.....oh! too many books are in these stacks and those stacks are inaccessible. more full text documents should be offered of the electronic journals and where the hell are the winnie the pooh books

I dislike people without EWS accounts going to Grainger.

The thing I like least about the library is having to wait 30 minutes for a page to find me 2 books!

hard to find journals

too many books, hard to find books for research

How you have to travel to different libraries on campus to get the books or other materials you may need.

Sometimes, I wish the library (especially the Undergrad Library) was opened until 2am.

The Undergrad is always exceedingly warm, and there are not any 24 hour libraries.

the waits at copy machines and especially printers and the printers always being down. Also, not enough computers for the amount of students who wish to use them.

Even the simple task of trying to find a resource is confusing and difficult.

The online catalog is horrible (most outdated!)

Nothing that I can think of offhand.

Telnet, the fact that there is very little initial instruction when you first come to the University, lack of computers in the Undergrad, too many Macs and not enough PCs

noise in quiet areas

I can't really say. Virtually all of my experience with the University Library has been at Grainger, and nothing's wrong there. The one time I went to the main library, it took a while for the book to be retrieved from the stacks, but that's understandable.

The four things that I like least are: Lack of availability of reserved items, lack of electronic copies of printed materials being available both in the library and online (IE, why can there not be a postscript copy of everything in the library?), lack of visible staff, and finally the quality of older books in the library is atrocious to say the least.

It is difficult for me to find useful print materials. Most of the ones I'm interested in are at different universities, and I never have time to get those.
The fines are too expensive, and we are given too little time to pay them before they go on our student accounts. Fines should be reduced to $0.10 a day. After all, we are college students.

Too many books are unavailable or missing.

Could use more help because there is so much material.

searching for books in gateway and the telnet interface

difficult to find some materials and look up books.

The early return requirements on books checked out overnight, it should be more around 10:30am.

Student help—It is often slow, uncourteous, and not very knowledgeable. Also, the library fine policy. I think the $125 charge is ridiculous for items that clearly cost less to replace (like children’s books). The charge should be based on the book, not some arbitrary number. And the $10 late fee is way too high. We’re college students—that $10 can really hurt a budget.

What I like least is that though the libraries have a lot of books a lot of them are very advanced. I’d like to see some books written for the laypeople and not just the experts in the fields.

I do not like the atmosphere of the undergrad library. It is too sterile. It needs character.

It sometimes gets too loud.... I also hate when they announce every five minutes that there is no food aloud in the undergraduate library and how it is a high theft area... it is very distracting!!!

It’s distance from my dorm.

Learning to use the stacks was difficult and assistance was unavailable.

So much information available that it is easy to be overwhelmed.

ILLINET is not too good. Needs a lot more improvement. So searching for journals, proceedings or conferences etc... are very very difficult and time consuming. Unfortunately, not many library staff are too knowledgeable about it, since most of them are students themselves.

Sheer volume of material makes it hard to browse efficiently. I guess that’s not all bad...

Having to go from different libraries across campus to get information on a subject

It is sometimes very hard to search effectively for articles on a certain topic. Also, the libraries containing material I would use are very spread out over campus. There also are not enough sites to add money to your copy card. Those machines should be in every library.

Even though there is a lot of information, I find it hard to locate the materials I need. Since the campus is full of procrastinators, it is hard to get things in time on the slow interlibrary borrowing system.

Everything is located somewhere else. Usually there is only one or two copies of books, especially on popular topics, and they are always gone when needed.

Complexity of the computer/search system. The great number of departmental libraries, making it sometimes annoying to track down materials when I have to get them from 3-4 different departmental libraries.

I do not like the high fines for reserved books.

Staff is generally incompetent. I know more about where the resources are than they do, which shouldn’t happen. Plus, the reference librarians in the law school are only there during the day, but law students need the most research assistance at night. And the non-reference staff knows NOTHING about the library, which doesn’t help. When I need to find a book, I never find out anything from them that I didn’t already know from ILLINET. All they do is police the library from people eating in there.
to find an exact material what I wanted through a computer is not easy.

More accessible and easy computer system is required.

I dislike how few classes have old exams or notes that you can look up.

hours

Complicated to figure out where things are.

The selection, availability, and accessibility of books, particularly fiction books like novels. I have had trouble finding general books to read for enjoyment.

Too much information and I have too little information to find what I am looking for. Finding sources online only to discover they are not available in the library.

The main stacks need serious re-organization. First of all, the stacks are not maintained at all. Materials are never shelved promptly, and it is a rare event to find items shelved in their appropriate locations. There is apparently no attempt made to keep the materials in order. It makes me wonder what the library staff does all day.

Second of all, the ordering of the shelves themselves follows no rhyme or reason. The floors need to be re-organized and more signs should be posted in order to allow patrons to situate themselves in the labyrinth better known as the stacks.

This is not only a problem for patrons attempting to retrieve library materials, but also for the preservation of the materials themselves. I’ve seen knee-high piles of books in the middle of aisles in the stacks. The main stacks are more like a book disposal area than a library.

It is VERY VERY VERY annoying that there is only one copier that has a reduction capability in the main stacks. I cannot for the life of me figure out why you guys did this. It's a pain.

the undergrad is disgusting as a study atmosphere and a general place to spend time. It looks and feels like my grandma’s basement. The noise level is like a party, and the colors/decor make me ill. Also, the limited Friday/Saturday hours, and late night hours during the week at the education library bother me. As an education major who student teaches, and goes to class during the week, I often cannot go to the library when it is open. If it was open until 1 pm on weekdays, that would help a lot.

limited hours and difficulty of sorting through vast resources. Also waiting time in the stacks is unreasonable.

There are too many libraries. There should be two or three big huge libraries. It is difficult to reach to certain libraries because of the distance. It is somewhat unsafe traveling at night especially if one must walk. Also the reserve system should be improved... need more staff to put books on shelves at a quicker pace.

- Sometimes the overload of information makes it kind of overwhelming when I begin the research process. I don’t know where to start, and half the time, I’m not sure where the certain library is that the database directs me to.

The staff is too small. Need more people who know the library and how to use the equipment.

For being a University of significant size, we should have more journals in our collection.

The hours, especially during summer some of the libraries such as Graiger needs to be open for longer time.

Being replaced by internet material.
Although I understand the desire to have departmental libraries, it is very inconvenient to have to go to 5 different libraries to gather the research material I need. Also why are some journals split between 2 libraries where some of the older volumes are in a different library? Also inconvenient not to be able to add money to copy cards at all copiers. Sometimes I don't want $10 worth of change to make 5 copies. 

I least like the fact that there is always a long line to get on a computer, especially if you just need to check email.

The Library System is hard to figure out for a person who does not use it very often. In fact, because of its size, the library can seem very intimidating.

I lack of computers. 
How about providing email-checking-only computers, separately? Lots of people use computers to check emails only. Thus, if there are extra computers to check email only, it would be more convenient for using on-line catalog as well as checking emails.

2. Print on-line catalog. 
we used to write everything down from on-line catalog. But, Sometimes, we should try to find bunch of materials. At this time, writing all the titles and call no. and etc. is time consuming. If it could be printed, it would be more accurate and helpful.

Sometimes too noisy or over-crowded.

Longer hours!!! Even 1 am for the undergrad is pretty bad, but the other ones aren't open late at all, especially on the weekends

The Arch/Arts library closes too early.

Nobody ever really told me about the library. I wasn't aware that there were more libraries than Granger, Undergrad, and Grad. There needs to be a more effective handout or tour or orientation. I wish someone would have told me how the library system worked and where the different departments were.

Unfamiliarity with number system

Location (far from Hendrick House)

Very big and confusing. Takes longer to find a source than to use it.

The unavailability of a lot of "less heavy" resources that I would normally find at a local library. Also the scattered collections throughout the campus makes looking for resources very difficult sometimes.

The main stacks need to have a more efficient system.

1. Missing of books
2. Inconsistent charge: Charge for the photocopy but not for printing.

Number of full time librarians; short library hours on holidays, weekends and weeknights.

Undergrad dirty, disorganized, poorly maintained; hard to find materials; virtually impossible to figure anything out on one's own, either online or in print.

Everytime I get materials for a research project I seem to find a missing or mishelved book. More journals should be available, or at least one copy that could not be checked out by anyone.

The library is very confusing for many people. I feel that the books should be more easily marked on where to go and such.

I am unaware which materials can only be checked out for a day and why this is so.
I recently went to the history/phil library and the librarian was not of much help in finding certain magazines
I would like to see more magazine articles available
the current system for finding magazine articles is a little difficult.

Record_id Q_4_2
I am confused on how to get books! The ones I find available are not always shelved the first time I went there, I had no idea what I was doing and no one really came to my assistance. So, I learned by looking at the home page. Lucky for me, it has a good explanation of how to operate the system.

It is inconvenient to go to the undergrad and then find out that most of the books you need are scattered across the campus. The lines are huge.

I cannot decide on what I like least. I am unsure. Not many months ago, however, the idea arose to possibly discontinue the Residence Hall Libraries. The resources in the Halls have provided me with the majority of excellent material needed for several research papers this academic year. They should be maintained.

The undergraduate library is too noisy to study at. It is not a "library" in the sense of the word. It should be called the "undergraduate center" or something. I am all for group interaction and collaboration in a library, but it has gotten out of hand. I cannot concentrate and study there. Therefore I don't go there anymore. There should separate rooms for group meetings among students. That way the library remains quiet.

Sometimes it is hard to find materials that you are looking for. Especially in the main library it can be overwhelming to find specifics by yourself for a paper or project for a class.

My least favorite part of the library is trying to find a book by call number in the stacks!

It takes too long to get books from the main circulation. The books are too spread out because the libraries are located all over campus. Sometimes we need to get from one side to the other side just to get one book. There should be a way to get books without having to lug around campus. Also the checkout periods are too long for some books. There should be a max of 2 weeks for checkout.

It is too far from my residence.

It needs to provide course reserve materials electronically.

Hard to find the obscure libraries.

The poor attention and updating of certain resources, such as the poor selection in terms of new material in the Art & Architecture Library.

It is sometimes very hard to find material, even with all the indexes and online help. Also, it would be nice if more full-text journal articles were available online.

I have had the hardest time with the card catalog on line. I would like to be able to limit my search to a particular library (not just u of i but one such as the undergrad or modern language).

The fact that you may have to go to several libraries to access all necessary information.

Noise levels in library.

Some lack of electronic articles.

The lack of security.

At lot of times there isn't enough space for everyone to study the way they prefer (either there aren't enough individual spaces, or there aren't enough group spaces, or there aren't quiet/noisy areas available).

Nothing.

The buildings are so spread out around campus that if you need something the day you are looking for it and it is in another library, it takes up a lot of time hunting it down.

When I walk into Grainger or one of the other libraries, there is usually no place to sit. When I study, I like to sit where I have room and not be confined to a little box. Everybody else seems to want to
do the same thing. I wish there were more places for us to study with longer hours. When 1am hits at Grainger, it's a pain to have to study at Perkin's or another place. If we could have longer hours, I
definitely think it would be a benefit to students. Also, I get really mad about the Internet access with
laptops at Grainger. What's up with us having to go to a specific site in order to log on. Why we
can't just plug in is beyond me and makes me angry. We have awesome resources here, so why limit
us? Who cares if other people are coming in and using our resources. If that's the case, just have
us put some kind of software on our computer. Let it be like the U of I direct system. Just some
thoughts.

I wish that it was open for more hours.
that when you need material at another library it is difficult to access.
It always seems like the book I need is at another library, even though U of I has such a huge print
collection. Also, sometimes the books I need are all away across campus, which is inconvenient.

Interlibrary Loan:
This takes forever (12-16weeks) to happen. By that time, I would probably already NOT NEED the
item anymore. I came from Arizona State University (Tempe/Phoenix, AZ). It takes about a week
to get materials from Univ of Arizona (Tucson, AZ). So, why does it take months to get anything
here????
Recall/Request: This also takes TOO long.
the confusion about which library to go to get the information
I spent 4 hours at the undergraduate Library trying to find 3 books..

The telnet interface when trying to locate a journal and find out if it is at the UofI. I wish that when
you find an article in an article database that from there you could find out if the journal was available
at the UofI.

The lack of really comfortable seating that is at the same time conducive to work would be my only
problem with the library. There are very few places, especially in the Undergraduate Library, where one
can study in comfort and quiet.

pain to find some things, and waiting for computers
Limited number of machines to add value to copy cards
the smell
availability of high use books
Searching for materials is very confusing.
security problems. It's a bit unnerving to be in a row of books late at night or early in the morning
especially with the reports of males exposing themselves.

Not enough computers.
The library closes at 1 am, while libraries at smaller colleges often stay open all night.
Sometimes the books are at the Library but they can not find them or they have misplaced them.

Need for more full-text online materials.
Also, the hours are busy. Sunday open at 1:00?? Sundays are when most people study so the
library should be open accordingly. Close at 1:00?? It would be fine if it actually closed at 1. But,
you have to deal with the "closing procedures" for up to an hour early. The lights shut off every 15
minutes and library personnel hassel you with stupid announcements.

I do not like the electronic journal searches. I am never able to find articles on the topics I am
researching.
I don't like the time that it takes to reshel a book. I had two weeks to write a paper. And when I did
looked up books, the online catalog said that you had them in the main stacks. And after waiting 20
minutes for them to be retrieved, they weren't even there. Even though the catalog said they were in,
they couldn't be found - they weren't on the shelf. And by the time that they were found, my paper
was almost due.

Copying machines take way too long to use at non-undergrad libraries.

In the Communications Library, there are 4 computers, and only one to check e-mail.

that they are not open 24 hours like other Big Ten schools.

they should close later and it is not important for them to open early

need to be open more, like earlier in the morning, later at night.

open hours are not enough. better open 24 hours. (especially around the final)

I do not like the 45 minute wait sometimes for a library book that is in the main stacks.

short loan periods

ONG A COLLEGE CAMPUS (ESPECIALLY SUCH A PRESTIGIOUS ONE WHERE ACADEMICS
SHOULD COME FIRST), THERE SHOULD ALWAYS BE A 24 HOUR LIBRARY FOR STUDY,
NOT JUST DURING FINALS.

Limited hours

how some of the employees can not even help me find a resource that i may be looking for and how
they treat you as if you knew nothing about the library.

I feel that my particular departmental library is slow in receiving new books and needs to be more
lenient with the checking out of reference materials for the purpose of computer scanning images.

confusing to order materials transferred from one library to another.

The library system is so huge and no one told me how to use it, at all. I get frustrated when I am
looking for information but can't get to it because it is in another library or it needs to be shipped from
another institution.

the Library on-line tutorial was confusing at times and difficult to enter the sistem when taking the quiz
for a class (like speech com 111).

The hours are not at my convenience.

in many of the smaller, departmental libraries (ie Educ & Soc Sci, ALS) there are very few computers
and one usually has to wait in line or go elsewhere

Library Hours

Computers are not sufficient

Need more assistance in finding items, training for staff on how to use the library (especially since it's
been years since I've been in school)

It is hard to find back issues of periodicals in Aces library

Walking all over campus to get materials; individual libraries often stuffy/hot/poorly lighted; it takes too
long for journals to get bound; Health Sciences materials are in a separate database, which is
inconvenient.

When looking for specific titles in education, I have found on several
occasions that UIUC did not have the title, but Illinois State did.

I don’t have time. Therefore anything to help link me closer from my office is helpful.
the fractioned collection across campus

Doesn't always have books on what I'm researching

The order of the shelves, reshelf of items is slow and not that accurate.

I wish that each library carried more material in its own field of research

the difficulty of finding full text articles online

I find the online system awkward to use. You have so much stuff and it is so spread out. You should publicize what is available to the community.

The student help within certain libraries. Some do not seem at all knowledgeable or helpful. More training regarding the library usage and customer service skills might help.

I have on occasion had difficulty locating materials--especially books--because they are improperly shelved or missing.

1. Provide more comfortable study areas like there are in Granger Library throughout campus.
   2. Hours need to be extended. Library needs to open earlier on the weekends!

   hard to find what you are looking for

   This survey. It meanders all over the place and takes too long.

   I wish there were three or four convenient book drop-offs scattered throughout campus.

   Nothing

   the lack of printed afro-american sheet music

   Although I am a graduate student and have full access to the stacks and library materials, I must say that I dislike the policy of denying stack access to undergraduates excepting James scholars and other "elite" students.

    Parking

    High theft area

    Ethnic studies materials are not collected, catalogued, or given preference.

    fat girls

    Library web system disorganized and it can be difficult to get accurate searches done

    Yhe copy machines in the biology library are often busy, and copies cost too much.

    Difficulty in parking near main library.

    I think more parking is needed.

That you have to trek across campus for a book sometimes.

I've had little to no information about where libraries are, and what purpose they would serve to me.

Searching for articles can be confusing and time consuming.

parking availability

Sometimes it is hard to find an item, which can be quite time consuming.

It is very hard to get a handle on exactly how to find the resources one needs. as a freshman the library was very intimidating and was a place that I dreaded. now, finally, as a senior I actually almost feel comfortable using the library. All students need to have an introduction to the library, even students to place out of the really low level writing classes (since they seem to be the only ones who ever get library instruction).
Many journals have been dropped the last few years because of budget cuts. While I certainly can understand that cuts must be made in some areas, this is a premier library system... in the world, so every effort must be made to keep it at its forefront. The whole system seemed to languish under the previous head librarian; he didn't sell it effectively to those who could most assist in obtaining new resources of support (legislative involvement, for instance).

We should have a state of the art, web-based online access system. The one we have doesn't work (or at least it doesn't work for me). Therefore, I have to use a dos-type system that I have to relearn everytime I sign on.

1. The time it takes for journals to be bound and re-shelved.
2. It is difficult to photocopy some bound journals. (There probably is not much you can do about this.)

The location and size of the library intimidates me. I will do web searching and phone calls before attempting to enter the building physically. Not a complaint, just an observation.

difficult to search via online system

There are not enough computers, you are always waiting for a line. People should be able to add money to their card at a desk, not just the machine. The machine is broken, and it only takes $1 bills. Longer hours. Most people are not done studying at 1. If you ever are there during finals, granted, it's finals, but more people are there late than early.

need to move to electronic information dissemination and use as quickly as possible

Inaccurate re-shelving, books turning up missing because they were mishelved.

The journals and other library materials are scattered all over campus in various libraries. It takes me a long time to gather materials for a lit review because I spend hours walking all over campus. It is also hard to determine which a library a specific journal is in sometimes because the location listing can be confusing. There should be a master list on the library or gateway homepage that lists where all of the journals are located. This would make it easier than having to go through telnet to discover where the journals are.

Interlibrary loan. I ordered something 2 months before a paper was due, and I got the materials 3 weeks after I turned in the paper. I was told it would only take 7-10 business days- not 3 months.

library hours

The fact that we cannot return loaned books via Campus Mail. If this were the case, I would utilize the UIUC library more often.

From home the service is very slow, but I guess that is to be expected.

Record_id  Q_4_2

department libraries' hours are not convinient

distance from my office, but accessing the library online takes care of that

sometimes I am not confident in my ability to do searches in my office, I need to ask a student to remind me how to do it

I wish I could get around better in the on-line library for other libraries.

Again, because I am staff with academic interests and aspirations, I find it annoying that check-out time is only a month while grad students have 16 weeks. In addition to the problem with checkout time, I wish there was a way to return large numbers of books centrally, that is in one place without having to travel to several different libraries.

The stacks in the main library seem very unsafe. As a female, I dread going into them alone.
I am also frustrated by the number of missing books from Grainger Library. Books that are indicated as being available are often missing from the shelves, in addition to those already indicated as missing on Illinet.

I am worried about the narrowness of the survey above. The access to the library materials is restricted. I hope the library will expand our ability to bridge disciplinary boundaries, not other way around!

Mathematics library did not implement on line services!

Eastern European Library badly needs resources to preserve and systematise its collection. It is a very important cultural resource for all the trade that goes from here to there.

That the journals do not always seem logically located, e.g. Child Abuse and Neglect is in the Agriculture Library rather than Ed and Social Sciences. There is a great deal of running about necessary to obtain journal articles for a particular topic.

It's spread all over campus (I know ... it's easier for the departments!).

I wish interlibrary loan items could be delivered through campus mail. And I really wish there was a return box on the north side of the quad. I have a limp and walking down to the main library is not my favorite activity. I don't drive to work, so returning items is difficult.

A minor complaint: only one copy machine, as far as I know, reduces. Nothing else!

That the facilities of this world class library are in such deplorable condition. Deferred repairs and insufficient facilities budgets have helped contribute to this condition. Whole sections of the main building need to be gutted and rebuilt completely. After many years of the most expert of bandage repairs, it's time to invest some serious money.

Parking difficulty. Waiting for computer use.

Vacation and weekend opening hours. e.g Spring Break. For researchers and graduate students this is _the_ time when they can concentrate on their work - by this token the time when the library is most important to them. Yet the library opening hours are severely limited. It is difficult to understand why this might be, it isn't as if the undergraduates make up the bulk of main library users.

The Commerce library doesn't have good places for small groups to work without disturbing others.

It would be helpful if certain libraries would not close so early on Friday evening--some close at 5:00 pm and others close at 6:00 pm. Also, it would be helpful if the libraries opened earlier on Sunday--I believe that most of the libraries open at 1:00 pm. However, in general, I am very pleased with the number of hours that the libraries are open.

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Unreliable computers and computer applications
Finding a book not on the shelf when it's listed as available
It's invisibility to non-faculty, non-student employees.

1) Telnet catalog is the preferred catalog; it is ANCIENT and a pain.

2) Web based catalog and services. The web pages are a web ... cause one to get lost and frustrated.

It is bothersome and time consuming to actually retrieve materials from the main stacks, without a stacks pass. Unless I can find the materials I need in the undergrad. I don't even bother getting the material. I find the main library, and to a certain extent the undergrad, a hindrance in my studies. I rarely use the library as a source of materials but in occasion when forced I find that the
departmental libraries most beneficial, but the hours are sometimes inconvenient.

3557 Trying to get information from the library via Telnet or the Gateway is a nightmare.

3559 Parking

3561 Missing/improperly shelved books.

3569 The facilities are so large they are somewhat intimidating.

3570 not so good and sometimes unsafe environment in some libraries (including main library)

3571 Engineering library help had a horrid attitude before Grainger - students at the desk wouldn't show
users around their convoluted premises or call in a pro when they were unable to answer questions. I
hope it's improved but I don't visit, I only call. I get good help on the phone.

3573 Little support; difficult to get questions answered.

3574 Sometimes it shows that a book or publication is in, but it is not.

3575 the multiple libraries and difficulty establishing which journal you own

3576 It is huge and hard to find stuff in it

3577 Need more people to help us dummies who are not use to using the library resources that are
available.

3578 Hard to search other databases or figure out how to do it.

3580 For my research, I must use resources in many dept libraries. I often need to reserve a full day to
get around to libraries in Biology, Beckman, Vet Med, Chemistry, Nat. Resources, and Psych... there
are items in each that seem to be out of place. I can receive these items via campus mail, but for
journal articles, I'd prefer to get them myself (and I can't afford to have them copied for me.)

3582 not enough group/study rooms in Grainger

3583 It is so large that I sometimes have trouble locating items.

3586 The difficulty of getting articles at the main library, waiting so long for them is kind of a pain.

3588 I can't think of any particular problem.

3589 Like it all. It's too bad few people appreciate it.

3590 I wished the library opened earlier in the day.

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3591 The system is totally unfriendly and detached from the reality of real research. I can find a 100 yr old
book faster than I can find a modern journal.

3592 Its hard to find things.

3593 The large number of small libraries, which spreads the items I am interested in across the campus.
On the other hand, I make good use of the delivery service, which works well and keeps me from
having to trek around campus.

3594 I currently have a four week loan period on materials I have had checked out for extended periods for
research. I would like to have the option of having a sixteen week loan period.

3595 Can't find books/not shelved properly

3596 I have been dissatisfied in the past with the availability of certain journals, those that are field specific
(I have never used my departmental library and don't know if I could find these sorts of journals

3597 too many libraries; going across campus to find everything I need, book collection is aging, not enough
biomaterials journals
limited hours and currency of shelving

having to run all over campus to each departmental library for the different magazines.

I wish there was one library that had every scientific journal available under one roof to avoid going to different libraries to find different scientific journals.

Example: Journal Animal Science: Ag Library and Journal of Endocrinology located in Biology Library.

tremendous decline in collection of scholarly books after 1970, frequency with which ILL must be used for those books

The online catalog is a problem. There is not enough retrospective coverage of the collection – too much of the collection remains buried in the card catalog, and few people went to use that interface. Consequently, a huge part of the collection remains underused.

But what ever I asked came from other libraries (via interlibrary loan). Somehow I feel some very important recent books are not here, which is sad.

Purchase of books which are redundant in one topic; i.e. too many books about one artist. It seems that the book of every new PhD on a particular topic is too frequently purchased.

Telnet interface

Nothing

I have had some problems with the interfacing. Some of the screens come up doubled up on top of the last screen. It's frustrating!

online search engine and access

It is intimidating. No training was provided for me as an academic professional employee. I have no idea where to start to use the facility.

BUT the system still has a lot of "bugs"

Sunday hours of operation

Material not being where it should be. Somethings are lost, mutilated, or misfiled, although they still appear in the catalog. It is frustrating to spend time looking for books, journals, etc. numerous times to see if they surface.

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Every time you find a resource you need it is not easy to find it and you end up having to hunt it down visiting various libraries on campus.

Our library does not strike me as very user friendly. One night I was trying to get a book and I had a 45 minute wait to have it brought from the stacks. I had to go to class and never did get the book. Then the library kept sending me notices that it was overdue and I never had the book. I also don't like the feeling I get in the tunnel between the Undergrad Library and the Library.

Because my office is on the outskirts of campus I usually drive my car to the various libraries. It is usually tricky to find parking near many of the libraries.

Telnet interface; and the uninviting, dark stacks

Online catalog is not always easy to use--takes a few tries to find where I want to be. Book drop is not clearly marked outside main library. Movable shelves in west wing are difficult to use at times.

Complex.

Discourteous staff, poor quality of newspaper microfilms, broken microform readers. I would fire over half the staff in the newspaper microforms area. It is obvious they dont want to work and that attitude is found throughout the library. The library system has no idea about public service, only a reluctance
to help.

--off-campus borrowing has some glitches that still need to be ironed out
--The size of our library, while wonderful, is so large that I think that every dept. library is in a
constant state of "catching up", whether it be for shelving, ordering books, getting journals bound, etc.
It's frustrating not to be able to find a book because it hasn't been shelved yet, even though it was
returned a month ago! If there's any way the libraries at U of I can get themselves up to speed with
these sorts of things (even if it means hiring more help), it would decrease the headaches for those
who use the library on a regular basis.

the telnet interface catalog

Items listed online as available not always there - and vice-versa.

Notification lapse: books are returned, yet days later there is indication of a fine. This has been the
case on interlibrary loans only.

copy machines (poor quality)

I have at times found the searching methods and the sheer size of the library to be intimidating.
Perhaps a short introduction or seminar on the use of the library's materials and facilities would help
that.

In Beckman, some of the individual study areas are fairly dirty (lots of pencil marks/graffiti, etc)

It is so big that it is confusing to use. I think that most people entering students are intimidated by it.
I know that I was. Also, I don't think students are made aware of the different services the library
provides or on how to go about using them. That is why I think library information sessions or tours
should be given to all entering students.

Having to figure out which library has which materials and tromping all over campus to find them!

Too far from my office....not much you can do about that though...

The noise levels sometimes make it hard to work.

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The lighting in the undergraduate library is terrible and the biology library needs improvement too. The
whole stack system in the main library, it is terrible. Being a science major, I do a lot of research at the
biology, Health, Agriculture, and Vet libraries. In all of them if I need a journal I just go get it. This
year I needed a Dance journal. First I requested it, then I was told it would be 30 mins. (would only be
5 if I could go myself) Returned 2 days later to pick it up and it was the wrong journal. Another 30
mins, forget it I tried to find it online. That system is really inefficient. If I had to get all of my
research material that way it would take me forever to complete a project. Many people avoid going
there to get information because it is such a pain. What is the point of having the material if people
don't use it because the process is too long and inefficient?

I would like to see increased times during the week.

Difficulty to find exactly what you are looking for. Not all sources are where they are supposed to be
therefore, organization is not all that clear.

Often very basic technical reference books or important works are simply not there. They are often
possible to located through interlibrary loans, but we can't expect the same quality of service from
other libraries. Many of the items I was interested in from other libraries were either not available,
although the computer said they were, or indicated as "stolen" in which cases it becomes almost
impossible to access the reference. The scientific book holdings, particularly engineering, are falling
behind the times, and one cannot count on the library for advanced and up-to-date material.
Unfortunately this is due to the high cost of books and there is probably no way around it.
sometimes too much, hard to find some things
you have to go to different libraries for different classes

This library needs to be open 24 hours a day, as does the EWS lab inside it. Some people do not have
a good environment to study in at home, and there is no where on campus to study 24 hours. And a
lot of work needs to be done on EWS machines. It is sometimes totally unfair how much work
professors assign to be done on these computers, and then expect us to get it done working against a
closing lab. I know many students who would make use of the labs 24 hours per day, not just during
finals week. I think this should be brought to a vote with the students.

-hours of operation are too short
-trouble searching through online interface for UIUC catalog and databases (get too many wrong hits to
sort through, and hard to sort)
-materials not located where online catalog says they should be
-not enough copiers (or out of service too often)
-ILL is almost pointless to use, the materials never come in by the time you need them

Waiting to get help.
i wish there were more private study carrels back in the stack for grad students.
Lack of new books in my area.
Online databases need to be expanded
The short checkout period for grad students using inter-library loans. Often it is 4-6 weeks.
I wish the Chemistry Library was bigger. Although a new group study room has been added, it is still
a bit crowded where the most used journals are shelved (lower room).

the web interface; I'd like to see it design for better readability and more functionality
Hours should go all night.
Not enough downloadable online information available.

I don't understand how to find anything and you always have to go to six places to find all your
resources.
They are all in different libraries.
That the collections are not as complete as they might be—for example, not all of the New Directions
For Teaching and Learning series are available, either on-campus, or thru other system.

There aren't enough group study rooms available on the 4th floor.
The fact that many recent journals and conference proceedings are not searchable electronically.
I am not a big computer user. Library staff have been very helpful in trying to explain how I can check things out on my own, however, I am still resisting this change.

Deterioration of some books

Coming from a multidisciplinary field, I need to use multiple libraries. It's difficult on this campus, but I do understand the logic and I can't think of an alternative. I also dislike the fact that people are allowed to abuse their library privileges by keeping books for years at a time. I've seen some grad students with library books on their shelves that they had checked out months and months ago. Those books need to be returned so others might use them.

Sometimes confusing finding what I want and not enough help to get me were I want to be.

Lack of journals that might be useful in my work.

poor parking at main library

Need more puters for e-mail ;)

What I like least about the U of I Library system is an obvious lack of care by library administration in the form of training for its employees. Too often part-time student employees represent the main desks of all major libraries, and the librarians seem to be "very busy." There also seems to be a lack of library staff in general.

Having to figure out which library has the magazine or other source that I need and then having to go to that library and finding the source.

The libraries are very spread out, and it is difficult to figure out where the materials needed are located

Separation of the different libraries (i.e. not in one location)Access to Main library holdings

Not necessarily I take advantage of on a regular basis.

the state of books in the stacks. many collections are deteriorating.

The method by which monies are allocated to support the collections that will be used by specific departments is not clear.

What I like least would be the fact that you cannot check CDs out of the library. Sometimes I need to listen to these CDs for longer than a few hours and it would help to take them home.

I don't like how the students are treated as a number and not given individual attention.

The costs for copies is too high. I realize this is a Illini Union thing, but the libraries are where most people make copies, so it is associated with your department. My alma mater, Purdue University, only charges 4 cents per copy, here it is 8 cents.

The departmental libraries in the sciences should be consolidated into one main library. Most research is interdisciplinary today, and running around campus to acquire different articles, or just read different journals, is unnecessarily time-consuming. A central science library is needed, and would emphasize the importance of science on this campus.

The audio players need to be replaced.

More computer access

1) The physical facilities of the library are terrible.
2) The collections are too balkanized -- collapse some of the departmental libraries.
3) Librarian resources have to be reallocated to reflect changes in the University's teaching and research mission.
4) All libraries, and particularly the stacks, need to have their easily available materials purged so that
only recently used materials are available. The others can be stored remotely.
5) All libraries need pleasant work environments, ideally with natural light.

3740 Finding materials that should be back on the shelf, but are not.
3741 Signage is a little confusing in some places - or print a little too small to be seen.
3743 The rate at which journals are dropped is disturbing. Although I am a big fan of internet information exchange, I shudder at the thought of completely on-line journals to the exclusion of printed versions. I hate reading on the screen and don't like the printed output. I also think that there needs to be an aggressive push to repair or restore many of the older volumes in the stacks, many of which are in poor condition. Finally the rigid non-circulating policy in some libraries (i.e. Biology) make things difficult for the researcher.

3744 The cramped quarters for some library collections
3745 Lack of online full-text journals, missing journals, lack of psychiatry journals on campus.
3746 not many conference materials
3747 Finding books is sometimes really difficult, especially when sometimes you have to walk all over campus trying to find what you need
3749 Difficulty in locating which print journal is in which library. Also, no central web page which lists all of the journals that the university has access to on-line.

3750 The Undergrad is often very loud in certain areas. Also, the CCSO site is often too crowded and cramped.
3752 Too often items one wants are simply missing. This seems to have gotten better in the last 5 years, but it is still a problem.
3753 It's so huge that is overwhelming.

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3758 Difficult to get assistance from staff, waiting for computers, and odd hours on the weekends
3759 Not very user-friendly, on the web or at the libraries. I wish we had more journals electronically. Sometimes the homepage is down.
3755 There is not enough space for group meetings in Grainger, and in fact there is a total lack of space during finals.
3757 The fact that in the specialty libraries like African Americana or any of the other libraries with minority print books everything is reference. It's hard to do your papers when you can't the books out and it's such a limited amount of books and everybody in the lecture is doing the same paper on the same topic.
3760 Inaccurately reshelved materials. Being charged for returned items which later turn out to have been mishelved by library staff (or finding items that have been reported lost while searching for a different volume).
3763 Very poor service. My observation is that many students (including myself) are treated very rudely by the staff in the Chemistry library.

For a research library, the hours are hours of operation are only convenient for undergraduates.
3764 Although I would prefer to list an item here, I really do not have any complaints.
3766 Photocopiars.
3769 I have had several problems with books being "lost" and being charged for them. On several occasions I have returned books, only to be told that they were not returned. I think part of the problem is that I keep the books until they are well past due, and usually I have rec'd a notice to pay
or return. It seems like, more often than not, books and/or charges are not properly cleared in these situations.

I think that some of the libraries aren't open enough...Ricker being the most prominent example.

The thing that I don't like about the library is that even though it has a lot to offer, I feel very intimidated because the whole system is so huge.

The whole system is kind of big and confusing.

Can't get to it all easily as an undergrad

It's dirty

It is hard to find books and other resources sometimes.

When researching articles on the electronic indexes, it is too difficult to determine if the library (and which library-including Health Sciences) has a particular article or journal issue.

Telnet interface to online catalog

I've been disappointed with the book collection. For instance, computer graphics is an area of significant interest to me. But essentially all the useful books are kept on reserve.

Sometimes I like to work late hours and the libraries are closed.

I think the different sections should be labeled clearer...i.e. fiction, non-fiction, reference, etc.

Over the last few years, the web interface has been essentially unusable. To me, this is the most visible aspect of the library, and should be done in a professional manner.

It's dispersed, compartmentalization, even in one building!

They need to enforce a quiet area, because group projects are really noisy and distracting when you're trying to study.

Unreplaced cubicle lightbulbs - esp. Grainger.

I do not like how sometimes when I ask a question, some librarians say they do not know the answer, and do not inform me on how and who I can get answered by.

having to key in user id

The library's new computer and web-based search engines suck. Period. And you did not provide nearly enough training when the new system was introduced. I went from being a regular UI library user to one that won't even use the UI library anymore. That's how hard the new computer system is to learn to use. Until the library starts offering regular training, and makes wide public announcements about the availability of such training, I'll go through my local public library to get what I need.

I wish that the library was open longer. I have also had difficulty in some of the libraries, people making me feel like helping me is a problem. This generally happens with the students working at the libraries.

ILLINET

No photo stand. (This is about a $250 investment)

Finding materials is always really difficult

There is no specified area for strictly quiet studying. There are some areas where the unspoken rule is to be quiet. Yet often, there are one or two people who may not be aware of this and they make it impossible for anybody in the room to study. The importance of the library is not only its collections but also as a place to study.

The online catalogue is a disaster. The collection of print sources is declining in quality—both because
of deterioration of existing materials and because of failure to maintain an appropriate level of purchasing. If I had to choose between going for all the latest electronic media and the capital needed to reach them on the one hand and maintaining and improving the print collection on the other, I’d choose support of the print collection.

3808 That the web pages can be confusing, I don’t know where to find online journals.

3809 The extent to which its collection is fully accessible via integrated searching tools over the web.

3810 To access some reference materials, you have to go to so many libraries. I wish ALL of reference could be in one place.

3811 Few open space for studying - most libraries are dim and too loud

3812 It’s very hard online to locate where journals are housed on campus. There should be one page, easily understood for this. I’ve spent quite a bit of time searching through the interface to find where collections are housed.

One of the head librarians in Grainger is rude to most people. Sometimes I want help, but don’t want to approach her because she treats people poorly — especially when it’s something she considers easy. If I were a librarian, I might think it was easy, but I’m not, that’s why I need her help. She sets a bad tone in the library also when she’s chastising someone. I just don’t like being in the library when she’s there and come and go quickly. I will say the others in Grainger make up for her. I’ve also had people go the extra mile trying to help me. It’s just that this woman seems to go unchecked.

3813 Needs more current fiction selection.

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3815 The most recent change in fines and fining criteria; perhaps most importantly what seemed to be a closed decision-making process and a poor communication to students.

Also, hours available on the weekend could be better. (Sunday mornings, as example.)

Better network access for laptops for users of the older libraries facilities.

3818 Lack of notification of overdue materials

3819 I am an employee of the U of I and don’t know anything about my library privileges.

3820 not enough and bad copy machines, expensive copies

-> especially bad, when material is needed that cannot be checked out and has to be copied IN the library. It takes hours!!!!

3822 The overall physical condition of the main library. It is a depressing environment. It makes me want to limit my visits to as few as possible and as brief as possible....

3825 It is difficult to get familiar with the online system, and this is the system that most people are using. The print documents are becoming less and less important, at least to undergraduate students.

3821 Some contents in library have very low standards of decency. I realize that it’s easy to be caught up in the “tolerance” fad, but many supports will withdraw their support if they see their contributions being used to fund sexually explicit titles and GLTB agendas. The library should be a place for working and learning, not a place to be used as a pawn by political motives. It’s not that serious yet, but it seems to be creeping in.

3826 The interfaces to find library materials (ILLINET Online) and journal articles (OVID) are very user-Unfriendly, frustrating and dummy to use. The copy machines produce offer substandard print quality and I CANNOT REDUCE THE SIZE I AM COPYING! Many journals can be fit 2 pages on one with just 95% reduction, which would save materials (paper, toner) and bulk, yet this feature is
DISABLED in the copy machines (is this restriction even legal?).

3830  Lack of full text journals available online.

3831  Fragmentation of journals. Staff in biology library can be unfriendly and unhelpful. Older journals are not available over internet - hard to determine which library they are located in.

3833  Hours are not always conducive to student schedules. I would prefer that libraries stayed open at least an extra hour or two.

3834  Parking

3835  I think that the web interface is still a little confusing.

3836  The other libraries need to have more space and better lighting. There is a limited staff that needs to be expanded. It is difficult to find things because there is little assistance.

3838  My frustration in trying to find stuff using electronic mediums.

3840  I do not like the hours of the undergraduate library on Sunday. If students want to study in the morning, they cannot go to the library. Changing the opening time on Sunday is something the library should consider. If I am there right when the Undergrad opens, there are a lot of students waiting for the doors to unlock.

3841  It is difficult to find location of library materials and I also have trouble finding materials through telnet.

3842  none

3843  The one thing that I liked the least would be the two hour time limit on reserve items.

3845  Sometimes the online catalogue and the reality of where things are do not concur.

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3847  Confusion during the computer conversion of searching and ordering books to web page.

3848  The copy machines are always broken or the toner has not been changed. There needs to be a copy room with several copy machines that are maintained on a more regular basis.

3849  I don’t like the fact that you can’t walk away from your table for a minute to use the washroom, get a drink, etc. and have to worry about someone else taking your books, etc. from your area.

3850  How confusing all of the different systems for looking up materials can be.

3852  Not being able to find information from my computer at home.

3856  number of new books/journals due to limited budget

3857  Useless journals (i.e. foreign language journals), not enough electronic journals

3858  The computer system is confusing, you have to travel from library to library to find materials

3862  I sometimes have trouble finding journals that are supposed to be in the stacks.

3865  I don’t believe that there are enough actual books that help for researching. I had to obtain two books minimum for my rhetoric research paper and I could only find one that barely related to my topic.

3869  Having the books I order online not clear my account when I return them. I always have to make a phone call!

3870  -Limited hours
    -Limited journal holdings
Many of the books I’ve required have been charged or on loan for long periods of time. Shortening loan periods and/or increasing penalties for late returns may help resolve this.

Also, many of the books I’ve required require an interlibrary loan from other universities which can take about a week. That’s too long a wait especially if the material is required urgently.

Sometimes the noise level becomes a problem.

short hours, problems using database (mdconsult, etc) off site

Sometimes it’s hard to figure out where to start searching.

The library closes to early during semester breaks.

ILLINET–See above

No parking. Online catalog could be more user-friendly.

I am least satisfied that some books I want to borrow are not available or even can be checked out.

Difficultly and complexity in finding and locating desired resources.

being in the stacks alone in remote sections is a bit uncomfortable

The library is not open late enough for people who need to be up late studying.

The online search capability is clumsy at best, and the library staff are much less than courteous.

There is really nothing that I dislike about the library system. I feel that everything runs quite smoothly considering the volume of students which utilize the library.

The amount of hours that the libraries are open and the times they are open.

departmental libraries need to be open later hours. special attention needs to be paid to those taking off-campus courses. libraries should be open extended hours when they are in town.

Everything is so hard to find! It is almost impossible to find some things without help – the librarians are usually busy so getting help is difficult sometimes.

It is very confusing, it is hard to find where the books that you look up are located and it is a pain to have to go to four different places to get a resource on the same topic

There isn’t a single 24-hour library on campus. It would be nice to have one main library open for studying/working late into the night.

So many smaller libraries around the campus that I don’t know which collection to visit. And, ordering on the web is very difficult (confusing).

Everything is too spread out and departmentalized. Each library seems like its own separate world, and you have to learn the specific peculiarities of EACH departmental library if you want to use it. The overwhelming number of available resources don’t do me any good if only the librarians know about them, and I can’t ask them because I am in class during the day...

Web pages are confusing and I would like more full text articles and abstracts on the data bases...

No change machines or place to get change to obtain a copy card. I had to go all the way to the union to get change for a copy card because the library staff said they could not give change.

telnet interface

it is spread out a little bit it is not that bad

The available literature search engines are inadequate. OVID/Current Contents is difficult to use, especially for doing advanced, qualified searches. SuFinder is good but not available enough hours
and then not enough simultaneous connections.

3915 It's hard to understand how to access all that the library has to offer.

3917 Limited hours during the breaks.

3918 1. The slow and awkward development of the web version of Illinet
    2. Losing books after the patron has checked them back in and then try to charge the patron for it (it happened to me three times).

3919 The fact that I have to go to at least 3 different libraries to get the materials that I need. I would rather browse the material in question before checking out, to make sure it is relevant and useful. In my case, delivery is a useless feature.

3920 Hours

3922 I don't like that it opens at nine.

3924 More group studying rooms.

3925 Shortfalls in maintaining a complete and up-to-date print collection.

3926 It is toooo spread out!

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**Record_id Q_4_2**

3928 photocopying journal articles and not being able to check them out

3931 The University of Illinois brags about having the third largest university library, which is a notable accomplishment. However, I must ask, why is the University of Illinois spending my tuition dollars on books if they won't actually let me see them? The library has been turned into a tomb. Students are never taught how to use the extensive library resources. Furthermore, even if students do learn how to access the library, one the student gets there, the books are hidden away. I can't tell you how many times I have tried to find a book, only to be told that I can't have, that I can't get to it, etc.

3932 it takes time to obtain copies of a certain book, when it is already borrowed

3933 My worst experience with the library was a time when all the printers went out and I needed to print something.

3934 Some things got confusing with all the libraries having different hours and sometimes not being able to find the smaller libraries. Also it would get frustrating trying to use the stacks.

3935 Hours are not long enough in the evening when I study and there are not outlets at the big tables in the law library

3937 the web system of finding articles and books
    they never seem to have what I am looking for on the web, but then I can find it by looking around. i like the old journal location system

3938 Interlibrary loans take a long time.

3940 Students who work at the counter. The library should probably look for person who will not talk at the working time. However, I found only one that seriously talked to her friend while working and when asked for the assistance , she seems unsatisfied. By the way, library hired her to work , not to talk, am I right?

3942 often times the phototcopy requests are not filled very quickly which can be an issue, but I am not certain this is the fault of our library.

3953 - There is no room for isolated group works.
- Can take videos to home.

3966 The difficulty I have finding books in the libraries. You should be able to limit the search to specific libraries. Also there should be a tutorial about how to retrieve books from the main library. I do not know how and am intimidated by it.

3967 It is hard to find things, always have to go to different libraries for books on one subject.

3968 Items missing from shelves when computer indicates they should be there.

3969 Reshelfing not accurate or prompt in my experiences and has nearly resulted in fines.

3970 The limited hours of the newspaper library, the overdue fees charged to graduate students but not professors, and the ILLINET search system in general. The system feels like it is from ten years ago and I find it very tedious to use.

3971 My least favorite thing has to be the intercom at the Undergraduate Library. I am well aware that there have been several reports of theft and that I should not leave my possessions unattended. At least I do not need to be told every hour on the hour especially when I was there for hours at a time.

3972 The non-intuitive web interfaces.

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3963 Limited hours

3964 No entry to main stacks (for undergrads)

3965 There is not enough printers for computers or copy machines.

3966 Sometimes some libraries are overcrowded

3967 The library hours can be made more convenient for students who study at night.

3968 I think that group study rooms would be a good idea because sometimes there are a bunch of loud people in the library which can be distracting, but they have nowhere to go to study.

3969 Sometimes I find books that would be great but the item is lost or not circulating :(

3970 The noise level on the second floor at the undergrad.

3971 I wish that fragile, old items in the rare book room could be kept as an original, and I wish there were copies of these items that we could work from.

3972 I believe that the University of Illinois should place more emphasis on the retrieval of lost books.

3973 Awkward library web-site especially after the recent changes. Please consult other universities.

3974 Claiming I lost a book that I did return — need more accurate record keeping.

3975 How to use them.

3976 Hours- sometimes difficult to get exactly what you need.

3977 The ECON 103 textbook this semester was not on reserve and not even available on the whole campus!! All required textbooks should be at least on reserve somewhere.

3978 The system is too dis-jointed and I never know where to go to find a particular journal. One library may have it up to a certain date and then another library may have it for different dates and it gets VERY confusing!!! and frustrating!

3979 Most of the student assistants are great. However, I have had bad experiences with a small minority of the student employees. Somehow, it needs to be communicated to all students that they need to conduct themselves as if they were working in a private business. That is they need to be courteous to their clients (although I've also seen some rude clients too!).

3980 I don't like going across campus several times when I have one book at one library and another at
another library. It is really inconvenient and that is one of the main reasons why I do not go to the
library that often, instead I look up almost all my sources on the web. It's good to have a lot of
information out there, but there's just too much to handle.

3990 Not open late on the weekends
3996 Reshelving is a little slow sometimes.
4000 I am happy with the current library system.
4001 Staff are detached or disrespectful.
4003 That I have to get to the library to return the books in person.
4004 It is so big and it is sometimes intimidating, but that could be prevented with a tutoring centering about
   how to use the library and its resources.

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Record_id  Q_4_2

4006 Fragmentation - sometimes difficult to locate materials, even if they are a part of the
collection.
4007 I know it is a financial issue, but more computer online information would be great.
4008 I don't particularly like the way it is all organized; it's kind of difficult to find what you're looking for.
4011 The vast collection and helpful librarians.
4012 On-line search doesn't always work, sometimes I have problems finding the page to start my
   particular search from.
4013 Not being able to search the web-based search engines off campus
4014 The computer lab in the undergrad is usually full.
4015 The horrible ILLINET OnLine system. Fix it fast!
4017 Newspaper Library defies comment - it is filthy, dark, difficult to find things. Graduate stacks are dark,
   unorganized, missing/lost materials, not enough copiers, inadequate staff. I do not feel safe in the
   stacks.
   Copiers on microfiche do not work well, if at all. Hours are not designed for people who work full-time
   and go to school. I waste too much time looking up information and finding items on shelves.
4019 Deterioration of the journal subscriptions and technical monograph collections.
4020 Not being able to bring some of the materials home to be looked over better.
   Music materials are my main concern, and some plays
4022 ---
4026 Hours
4027 Reshelving processes are too long, sometimes mishelved. Need to hire more students to
   shelf-reading.
4028 The Chemistry Library is dusty and dark, poor lighting especially in the downstairs stacks. It does not
   provide a good study atmosphere, not enough tables and desks. The library should stay open later.
4023 When I am looking for a journal article on some topic, it is difficult to choose from
   among the many databases provided in the web search form. Without knowing what each of these
   databases contains, it is difficult to know which would be best for my needs.
4024 Finding/locating journals can be quite difficult.
4025 It's very difficult to work with from a remote workstation. For instance, when doing an internship, I
   would like to have the UIUC library available for my use, because my company's library doesn't always
   have such an easy method for finding everything or they don't have everything I want.
4030 The hours could be extended.
the gateway can be confusing in the way it is set up. There is a lot of information that is available and it doesn't seem to be readily available at first glance.

Smaller libraries don't have enough space, staff, or support and the specialized collections are broken up into multiple locations rather than being housed together. (CPLA is a good example of this.)

Walking about in the Stacks is a little unsettling sometimes. It doesn't seem completely safe and exit locations are sometimes quite remote from locations being used.

OPAC still feels clumsy to use.

There are many books that I have been able to find at other university libraries, for example Washington University in St. Louis, that I have been unable to find at the Univ. of IL. These books were very important to me for research for French papers.

I don't like all of the people talking in the Undergraduate library, can't get anything done individually so I am forced to go to quieter places like the other side of campus to Grainger.

The fact that there is not enough control over the students behavior. Sometimes people put their feet on the chairs, tables, etc.

electronic journals are hard to access online

Often Difficult to find what you are looking for, don't know where to begin searching for things

1. Photocopiers in most areas I use are only marginally adequate.
2. Delivery time for items ordered online is often so slow that I prefer to look for them myself if time and weather permits.
3. I've seen some books sitting on the rebinding shelves for several years.

It can be very confusing doing searches.

more space for WS/WID library
more audio/visual availability

It was sometimes hard to track down information because it was scattered all over in different libraries, in the stacks etc. Print indexes should be transferred to electronic databases.

I most dislike that the collection is spread out over campus

Takes forever to get stuff from stacks. Anytime I had to do research the pages I needed were ripped out

The increased emphasis on online resources.

I don't know how to find things there.

Deliver time of requested materials.

When I can not get the book I want

decentralization sometimes inconvenient

The stacks can be a little too desolate at times.

Too cold in summer time.

Periodical database. Tedious to use and search completely.
Also, Library access at College of Veterinary Medicine very difficult. Cannot be accessed after 7 or on weekends by non-veterinary medicine students, due to lock-up of the building. Also, Difficult to access resources scattered at various libraries all over campus, some of which are difficult to find or inaccessible due to distance.

4072 Oftentimes difficult to pinpoint the best sources and the librarians are few and sometimes not very aiding.

4074 I really dislike that as a graduate student, I have several different check out periods ranging from 2 weeks to 16 weeks. I wish that it could be uniform.

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4075 hours

4076 I have never been toured of the library, and many things are confusing.

4077 no pressing complaints.

4078 Those damn beepers when you walk out. They go off for no reason (in the undegrad).

4079 The copiers are always malfunctioning. Material is missing/destroyed. It is sometimes a pain to have to go to four or five different libraries in order to find the sources you need.

4081 Sometimes overwhelming amount of information--too hard to find what you're looking for.

4082 Shelving of journals in Physics Library by call number instead of alphabetically (as in Chemistry).

4083 The collection in the Physics Department Library has much room for improvement. It's a question of funding, not intent.

4084 I would like it if the library stayed open 24 hours, but that probably isn't possible.

4085 Even though our collection is supposedly the third largest in the nation, I would bet that it's probably also the oldest.

4086 Sometimes when I go to the library to get away from the distractions of the dorm life to find a quiet place to study, many times I find it harder to concentrate there. With the groups going on there is a lot of unnecessary talking and conversing. Not too often the computers are all taken up and I have no connection to look up resources.

4091 different libraries scatters information and materials

4092 There is not any training for new students on where to go to find resources. The graduate and undergraduate libraries are massive and intimidating.

4093 Missing and mishelved books.

4094 need more change machines & copy machines. closed sunday am

4095 There are not a lot of study areas in the Commerce library and that is the closest to me.

4096 Sometimes the upper level of the Undergrad gets too noisy at night.

4097 too hot and stuffy

4098 Some library facilities really out of date

4099 I have visited the Geological Survey Library quite a few times. This library cannot even be called a modern library. The cataloguing and shelving is poor. It is not connected to the main library system, one cannot search the library collections in the library and even if you find the call number one cannot locate the book/publications. You always have to ask the person there to find the publication. This library has to improved to serve its clients, have to be connected to the University network, and shelving and call numbers have to be improved.

4100 I don't like how florescent the lights are in all areas of the Undergrad. Grainger is a nicer mix of environments for studying but is so far from the south side of campus. Also the line for a printer is often a problem.
Trying to locate some of the more obscurely-referenced articles. See above example; also often is difficult to locate papers from conference proceedings.

I really don't understand how it works. I don't understand how you can get different things from the different libraries, and how to find out who has what. I have no idea how to order materials from other universities. I just stay in the Education library because it is small and comfortable, but I really don't know how to use anything other than that one library.

The graduate student study carrels are uncomfortable and dirty.

It's too hard to navigate around sometimes. I feel like I need to ask for help too often.

gateway system is confusing and complex. It takes me a lot of time to try to find things on line. The old Telnet system seemed much more straightforward to me.

There really should be a better system in place to educate users about all of the library's little subtleties -- the medical library is a separate body, the latin american library is actually an office and not a collection, etc.

Sometimes there are just too many people working at the computers to get anything done.

I dislike the fact that all the departmental libraries are spread all over campus.

The safety at the library during late hours

Sometimes it is difficult to find a specific book because there are so many books.

Lack of parking...since I am located away from the quad I find it difficult to get to the Commerce Library.

Library employees who reshelve books in the undergrad library playing music too loud on their ear phones. I have trouble studying when one of these loud kids blares their offensive music.

all the libraries are far from each other...should condense more

libraries, like Africana and Women's Studies, have extremely limited hours--no weekends

PARKING!!

I do not like the problems getting the material available. aka stacks passes.

The people working there are rude to me and don't like to help.

The wretched lighting, and overheated stacks which appear to have poor ventilation.

Hours are somewhat limited, especially at times I am often able to go to a specific site (i.e., weekends and holiday/break periods).

how difficult and confusing it is to find books or magazines and then once you find them the library never seem to carry the one you are looking for or you have to walk across campus to a different library to find the book.

Support staff in chemistry library are much less helpful than in either Grainger, Physics, or the Main graduate library.

looking for different material on the online catalog, not find them listed anywhere, but find them in the library, on the shelves
Whenever I tried to go online to find magazines or journals, it was a big pain in the ass. If I wanted to find an article in the New York Times in July of 98 I could spend hours trying to find it, and chances are I would never actually find it. We need to organize our journal collections better, get some kind of central online research catalog. The majority of the time, people are just looking for mainstream stuff, not an article in the most obscure Slavic research journal available. I need a place to go to where I can find the article online I need in a major periodical, and go finish my work.

Probably the lack of space and organization given to areas studies- we need to follow thru on the promise to get area studies into the fourth floor, get some organization to latin american reference material and make that into the dynamic place it could be- also we need to reshelve correctly and make good notes when things are missing.

The on-line system is cumbersome and awkward. When you first log into this system, there is not a set of simple directions to follow. I have had to show other employees how to use, because it didn't make much sense to them...nor to me the first few times I used it. Seems like it could be "new and improved" in some ways.

seem to be a lot of missing or snagged books that aren't replaced

I think the library doses too early.

ever any open computers unless their macintosh computers.

Being unable to figure out how to search for articles most efficiently.

Impossible to find anything in the big selection, need more help than am offered.

Nothing comes to mind. I like and use the University of Illinois Library.

The stacks are often very confusing to navigate – I feel slightly unsafe and frequently lost looking for journal issues in the stacks.

(1) Having to walk a mile to find materials at a satellite library can be a drag, particularly if the given satellite has short hours.

(2) Finding what I'm looking for in the catalog but not be able to locate the item on the shelves.

(3) Finding a book in the catalog, but all copies are checked out and there's a line of holds a decade long.

Space where the computers are.

It can all be confusing to new students with the different places all over campus.

It's not the library, it's the lack of time I have to use it like I would like.

The problems with online catalogs.

hours in vet med

I don't like that the Undergraduate Library is not even half as nice as the engineering library. There is no reason why the engineers should have so much nicer a library than all the rest of the students.

As a staff member it is not always convenient to go to the Library during reg. hours.

It is often hard for me to find exactly what I'm looking for.

The new Web Spirs (or whatever) system. It is slow and difficult to use. I have a fast internet connection on the university and it takes longer than ever to search the Bio Abstracts.
the quality of many materials in the library.

The close time for some other libraries in the main library is a kind of early.
waiting in lines (ex. computers), hours are sometimes odd, when I have questions it is difficult to
find out who to talk to when I have more than a 30 second question
the short hours and the parking!
It's difficult to figure out exactly where to start looking for information.
--
Some subject specific materials are difficult to obtain, especially if a faculty member is using them for
class reserves. However, I have had the opportunity to get the books from other libraries.
I think that along with its size, comes its intimidation. The library can be very difficult and frustrating
for students, simply because we don't know HOW to use it.

2 items:
1) The condition of the stacks is deplorable. Begin on 2 East and work up.
2) Many books which in other, less well-equipped libraries would not be in the STX are in the STX in
our library. We desperately need a Rare Book LIBRARY.
The hours and the book are very old!
The lack of rooms or places for groups to study.
longer hours are necessary
Not being able to use 24 hours a day.
I can't get to the Illinois Historical collection except when the
Rare Book room is open.
how these resources are spread throughout different libraries, it could take you up to three hours to
just go to each library on campus to find six sources because each source is in another building.
This may sound petty, but the lighting in the stacks is terrible. I always feel like I'm in the set of a horror
movie when I'm in the stacks.
I like least the loss of the master card catalogue index from the main desk area of library.
Collections are disorganized. It is difficult to find relevant materials. Possibly shorten loan periods to
make it easier to access popular materials.
Not sure where all the libraries are located.
The lack of easy access internet information
System is not easy to use if you don't use it often. Sometimes the choices are confusing
It is confusing as to which library one should go to.
NO!
Sometimes it can be overwhelming to find out where a resource is!
It's hard to learn how to use it efficiently, after 4 years, I've become proficient and now I have to
leave. That's too bad.
It takes too long to get materials retrieved from the main stacks for checkout

Needs to have longer hours.

Law collection very weak in my areas of interest and law library understaffed.

There needs to be more voice collections of art songs available in the music library. And also, CDs need to be available to be checked out of the music library. They do me no good just sitting in the library. Few people actually have time to sit and listen in the library, plus it doesn't give you any time to work with the music in the privacy of your own home. The expense this may raise does to losses should be covered by the university. ... IT IS WORTH THE EXPENSE!!

There are so many different library locations. Some are out of the way and are not open as late as the main library or undergraduate library.

The study areas--too dark. cannot eat or drink (drink more important).

The smaller libraries, such as the Foreign Languages Library, is not very helpful in explaining where necessary course information is located.

not enough staff willing to help to the fullest.

NORTH OPEN ON SAT SUN MID MORNINGS -- GRAD STUDENT ARE UP AT EARLY HOURS (AS COMPARED TO UNDERGRADS) WANTING TO DO WORK AT THE LIBRARY

I don't have time to take full advantage of all the services provided by the library.

Split up all over the campus.

Journals are often very difficult to find, plus not all issues of individual journals are collected, especially in departmental library, e.g. the 'environmental' libraries where literature is constantly being revised in the journals and the libraries are not keeping up to date with them. In this case journals are more important than outdated books.

Crappy electronic catalog

I don't like that a lot of times a person doesn't know what they are doing when searching for sources. It can be complicated sometimes. I think a tutorial for all the library uses would help.

no

Nothing

books I want are often checked out

It is difficult to find a parking space near the library when I have a heavy load of books to return.

closes too early.

The quality of the copymachines.

Not open late enough for studying at night

The Commerce Library homepage supplies no information about its location on campus other than street address. Also, this information was not readily available, if at all, on the Library Gateway homepage.

I least like the fact that not all libraries are available for student use (i.e. the Law Library). I also dislike the fact that it is very confusing to use the library.

Sometimes feel unsafe

ACES library
As an undergraduate without admittance to the stacks, I find the waiting period and the frequency with which materials that I request are not found frustrating and wasteful. It should be possible for interested undergraduates to apply for course-specific stacks passes.

Illnet. The new system.

The library help is not very courteous. They act like you are bothering them when you ask for help. Isn't that their job?? You might want to ask them.

Need more efficient printing at Undergraduate lab. Don't like the lines at undergrad just to use a computer. Some librarians at Commerce Library were not very helpful, they didn't know very much and took a long time to find stuff. The graphics department should get a fax machine. That would be so more convenient. I don't like how grad library closes at 6:00pm on both Friday and Saturday, some people do their work one of those nights, so it's inconvenient. Maybe extend the hours either by including Saturday morning or Saturday evening.

It is hard to make up with university time due to class schedule

That the group study areas are not closed off with a door so that it isn't so loud--particularly the first level of the undergrad.

It is very difficult to find parking near the library during busy hours.

very frustrating to learn for the first time. I remember as a freshman I almost didn't do my final research paper because I got so frustrated with finding what I needed. But once you figure it out it's not too bad. Just the initial experience is intimidating.

They are sometimes dangerous especially at night because they aren't very well lit outside.

The online article search server - returns tons of articles that you may not be able to get from our library system and doesn't tell how to get them from anyone else.

short hours, lines for copiers, shelving seems to be slow, especially in the stacks area

Libraries should be 24 hours all the time, not just during finals.

The library hours are too short. And it's too cold in summer.

The hours and and locations can be hard to get to at times.

It's not close to where I live.

Many music sources are found in Main Stacks. Why?

I honestly don't like the web pages or the interfaces for the libraries on campus. They don't seem very user friendly. I periodically try to use them, but I ultimately give up almost every time.

Navigation of the main library building can be confusing.

There are so many materials that finding exactly what you need becomes a difficult and time consuming task.

lack of late night times during weekend

ILLNET online.

There are not enough computers available for individual use.
It is very confusing trying to figure out which book is located at which library and then trying to figure out if you have access to those particular stacks.

very few books on subjects that aren't real popular.

I think some of the items are outdated, the VCRS are often old, and the video library is old. There aren't very many newspapers either.

It can be difficult to go from library to library because it's so big, there seem to be inconsistent rules about checking out reserve material, and that makes it difficult for patrons. In some libraries, reserve material is available for check out over night, and not in others. Consistency lessens confusion.

I have not had a lot of complaints about the library. However, I think it would be very helpful to provide links to departmental library web pages from the gateway main page. It is not easy to find a specific library online without noting the address.

I wish that all of the libraries were open 24 hours a day, 7 days a week. Also, it takes forever to get on a computer, and there aren't enough printers. Finally, I am an undergraduate student and I think that all U of I students should be able to access the graduate stacks.

not enough current books

On the few occasions I have needed to use the library, staff seemed somewhat difficult to find. However, this was not a serious issue for me.

The inconvenience of having to go there. The size. I like the English Lib. because it is small.

Some of the computerized search elements can be confusing and difficult to use on your own the first few times. I guess the set-up is kind of a primitive format computer wise and takes so getting used to after all of the user friendly systems in the computer labs.

I like to work throughout the night and the library closes early in relation to my preferences.

The library hours: access is limited during the weekend, and that's when I need to go there the most.

Nothing. Sometimes, however, I have been surprised to find that a reference librarian did not know of an online journal that was available through the U of I, but which my friend or I knew about.

when I do a journal article search, I want to be able to only see articles that UIUC has. It is annoying to have to do all the extra searching.

Telnet interface is hard to use.

The prices for books when they are turned in late.

The only thing about having so many resources available is that not a lot of people know how to access them through the library system. There needs to be more help, or training sessions in that area.

Not being able to tell if a journal is out being bound or not.

computer labs

I wish the Library had a bigger computer lab with more computer printers. I also would like to see the Library open before 1pm on Sunday.

The incessant reminder broadcast across the PA system that "the library will close in an hour," or even especially "do not leave your belongings unattended!" This is distracting. I also wish the library was open till at least 2 AM since I am often studying late into the night.

I don't like the fact that some of the libraries are too loud and books are very hard to find.

It really would be nice to have faster computers and more of them in the undergrad.
Hard to find parking

I often have to utilize the intralibrary loans (which are great) but I wish the journals I was looking for were on file at the library.

the distance from my dorm

I think that at least a portion of most libraries should be open 24 hours.

too old fashioned

I don't really know how to use it all that well.

computer searches should be more accurate and quick.  also better search programmes for social sciences.

The building and the many corridors.

the telnet catalog interface

Inadequate or old print resources

The limited computers.

Even though it wouldn't be practical or make sense to have the library centralized, it can be a pain when you have to go to several different libraries to find the needed material.

Shortened hours during summer session.

What irks me the most in dealing with the library is when the computer says a book is on the shelf but it's not--or when a professor or grad student has a book out and it's not due back for a long time. I preferred the 4-week borrowing period with option to renew (although I'm sure the library had good reasons to make the change, and although I didn't always renew my books on time).

I find the library system very confusing and the Main Library a very intimidating place. I did not receive any type of orientation and so I have trouble finding and using the materials.

Not enough computers at certain times in the day.

There are too many people talking and eating in the library

It seems that things are always missing, or mishelved, or damaged.

some of its not all good

Besides Grainger, the other libraries are a little run down

I think that ILLINET is sometimes difficult to use, but that may be because I am not using the program correctly. Overall, I have no complaints about the library.

Sometimes hard to find journal or article looking for (missing, etc.)

Some of the books are really, really old and not of much use.

Sometimes more multiple copies available at different locations might be helpful - i.e. - a specific book on WWII might only be available the Education Library, it seems like it would make more sense that it be located at either the history stacks or main stacks or be located at each library.

Going into the main stack in the Islamic literature section and finding the books out of order and strewn all over the floor - of which I have noticed the SAME BOOKS on the floor for over a year!!!

Decline in journal collections, screw-up with conversion to Web-based system, decentralization of
collections in health sciences and Statistics.

4368 not open late enough

4370 way too many different locations, and searching online does not inform you where the material will be
found (which library it is located in)

4372 not being able to find materials on the shelf

4373 The noise gets out of control sometimes, especially at the undergraduate.

4374 I always get frustrated when I can't find what I want. There never seem to be books on my topic,
and finding related books can be difficult.

4377 The thing I like least is the accessibility of all articles. I do not like the idea of having to trek across
campus to find one article in a completely different library when I should be able to retrieve the article
at any library or over the Internet.

4378 i don't like having to learn how to use things, and the library is so large that I have to learn, but there's
no way, really, to change this

4379 I'll be glad when the Ag library is done because it is really hot in there and cramped in the current one.

4381 I hate the fact that I have no idea how to use the library. I know how to look up online articles, and
that is it.

4382 How many books and articles are missing and are not available

4383 very confusing!

4384 The location of the different libraries is an inconvenience when doing research about a broad topic. The
different sources are located in different libraries which makes it time consuming to get them all.

4385 Many departmental libraries/buildings close too early to get research done. Graduate students also
have difficulties getting good copies of materials needed for departmental use without spending their
own money and getting reimbursed from petty-cash. Copiers cannot reduce to save money/space,
and require campus-vend cards. Departmental cards should be available at all copiers.

4386 Can't return items through campus mail.
Cannot return items to most convenient library, but must
return them to the one in which they reside. Lack of
book drop-off sites.

4388 The hours

4389 I hate the fact that if I need to use a computer, there isn't one available--even if I were to use the
underground or engineering libraries. And if I did, these computers aren't the least bit up to date and
do not have any applications that often are needed to read attachments or files. Most computers
have a sign that says that we aren't allowed to email however in an increasingly computer-driven
environment, where tas respond exclusively via email, I find it ridiculous to wait say a half an hour to
use an iMac at the underground, or use the mac "email stations" at altgeld which are at least ten
years old--unforgivable in this era of advanced technology.

4391 ILLINET because I have trouble finding all that I need and some of the comments are unclear.

Record_id Q_4_2

4394 When a book that is supposed to be on the shelf isn't or is in the wrong location.

4395 There are not enough fiction books

4396 the system is not user friendly and it's hard to get someone to help you or teach you how to use it.

4398 The hours should be extended.

4400 They're not open 24 hours.
they are a little confusing to use at first

Lack of resources in religion-related collections, unhelpful or un-knowledgable attitude of many staff members (especially undergraduate student staff), inconvenience of departmental library system

There is very little information about how the system at UIUC works, especially when students first come to the university.

Many times the journals are not full text, and I wish there were more full text journals on the web.

I wish there was somewhere open 24 hours and that the people were a little more helpful

library hours are not convenient

Sometimes it is hard to find what you are looking for. There is so much information to look through (which is good and bad) but it is hard to narrow down my searches.

Separation of library materials makes it difficult to research because you must hike across campus to find a book that may realize won't even work for your assignment.

Not enough computers.

Hours of study areas close too early. They should be open all night.

stacks take a long time to get through.

Early closing time.

Sometimes I can't always find what I need but that is because I was never properly introduced to the library.

All the different libraries closing at different times is hard to keep track of.

The vending machine area in the tunnel between undergrad and main libraries could be improved. Having an acceptable place to consume twinkies and coffee is a must for dedicated college students.

The interface to the online catalog, as mentioned in 2.5 above.

some periodical articles are very hard to find

Sometimes it's difficult to tell in which collection a book or other resource is; also, the computerized card catalogs should all be connected to working printers to ensure easiest finding.

The books in the Special Collections room are not always shelved accurately.

The Library is spread out and sometimes it's hard to find a book; or sometimes it's necessary to walk across campus.

I don't like how the books and materials are shelved—it is often hard to find materials because they are out of place.

I think it would be nice if there were more computers in the libraries.

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library collection is insufficient

needs to have a 24hr library open. we're in college everyone needs to have a place to look up at all times

I often need assistance in finding materials. I know the materials are in the library but since it is so big I need others to help me.

Takes a long time to retrieve books from the stacks.

not open late enough

a little overwhelming

Many articles found online are not full text. This would be helpful because I use the Gateway Library homepage for doing research from my room.
inaccessibility to retrieve books from the main stacks
evening reference people, and even in daytime, it's hard to find a librarian or GA that knows enough
about the chem search engines to be much help
I seldom find journals what I want to see
Other libraries (other than Grainger) can be uncomfortable: crowded, unsightly, etc. I understand the space/budget issues, but you asked what I like least.
Lost/Stolen books are not replaced.
There are not enough computers at the music library. And in general there are not enough copy
machines that minimize documents.
There is SO many books, etc. that I feel overwhelmed, like I cannot find ANY of the
information/search that I need. I just give up.
Uneducated Student Assistants the are not very capable of telling you what is going on if you need
something or can't find it.
not enough computers to type on at certain hours
not many computers ( esp in undergrad library)
Limited hours.
Reserving books sometimes takes too long. I put a book on reserve over a week and a half ago and it
isn't ready to be picked up yet.
There are not enough electric outlets to plug laptops into.
Library hours of the Graingers library. They should be increases
Many of the computer systems are difficult to use and staff members are not always around to help,
so I have had to figure them out for my self.
The Undergrad Library is loud, dirty, and ugly.
Difficulty finding Journal articles
On-line data base and electrical journal searches were confusing.
There are not enough computers.
Not being able to get a full copy of an article and having a somewhat difficult time of finding an actual
copy of the New York Times magazine.
Found search engines to be inadequate at times.
I hate the fact that you can't charge print jobs on the computers in the computer area towards the
back, (that you have to have money on your I-card). I always use the "bill me" option on the front
computers.
Library hours can be extended. More online journals can be made available to students.
The fact that the some important books which are not enough for the demand have length of
loan period for the whole term.
The undergraduate should be opened later.
The lack of availability of full text articles
I need to take time to do a workshop on using the library. I would like to learn more about advanced
on-line searches and wish more materials were available on-line. I wish all the librarians were as helpful
as those in the Education library.

4488 I really do not like having to get help to retrieve books from the main stacks. It is just a pain to sit there and wait.

4489 many times the books are not in the proper places in the reference section.

4490 Fines

4491 I don't like how the books are in 15 different places, and I don't like the Stacks.

4495 lack of parking

4497 Telnet version gives too complicated of a description for advanced searches. The syntax seemed strange so I just ignored it.

4500 I'm not that well-informed on where and how to find some sources of information.

4501 The limitations of the resources available over the internet. More resources = more convenience.

4502 don't know about or know how to use many of the current resources

4503 I do not like the set-up of most of the libraries. Often times the placement of books are hard to get or in strange places. Also I get the feeling that the libraries are run down and not orderly.

4504 lack of knowledgeable personnel to help with searches etc.

4505 not enough late night hours

4507 I don't like that so much money is spent on the Engineering Library and not on other libraries.

4508 searching on ILLINET Online can be frustrating

4509 It is so big—traveling to different libraries to get the articles I need.

4512 It was very difficult for me to find information on a research topic, and when I did the books were scattered at several different libraries.

4513 I am supposed to have a stacks pass, but I don't know where to get it! Also, I wish more journal articles were available over the web on the gateway program. I am not good with computer programs, and I would like to see the library provide workshops or brochures on how to operate the telnet search and the gateway search more effectively.

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4514 The fact that I have to roam around to many different libraries to do my research.

4515 The difficulty is searching for resources online.

4516 When doing a research paper it is very hard to find all the materials you need in one place. You have to run from library to library looking for stuff.

4518 There are so many resources that it can be difficult to find things. Also, it is difficult to learn how to operate library systems such as the microfilms.

4520 I don't like the fact that sometimes you have to travel across campus to find your books. I would like it to be more centralized. Also I have found that the newspaper archives are pretty bad.

4524 Repeat Announcements before closing time

4526 Maybe run a duster over some of the shelves more often

4527 N/A

4529 It is hard to find printed info. at the specific library you are at. The search engines should show what is available at that specific library, not at many colleges that cannot be accessed.

4530 That search results often refer to journals not held by the library.

4531 Getting books from the Main stacks...annoying process.
I hate how so many books have been lost and not replaced. I do not have time to be standing around all day to get one book. There should be more allowance to the stacks themselves. Or even limit the number of people in the area at once. It is inefficient use of time for the students to need a book and wait hours to receive it.

The hours on the weekends should be extended. However, I don't know much about the libraries. I was never really introduced to them as a whole. I think I have been to the library twice in my two years here and not once have I even needed to search for any hard copy materials. I am not even aware of what services are available or how to get around in the library system.

The hours on the weekends should be extended. However, I don't know much about the libraries. I was never really introduced to them as a whole. I think I have been to the library twice in my two years here and not once have I even needed to search for any hard copy materials. I am not even aware of what services are available or how to get around in the library system.

needs quicker reshelving, needs better website interface for finding articles rather than books, too little group study rooms, needs full-text documents on the internet, too little computers in the library

The copiers have bad quality, and because of this, I have to bring the journals to another copier in another building.

That everything is so scattered. I often spend my days trudging from one library to another.

I had to do the Cobalt report this semester, and the Ninth Collective Index (the one we were supposed to start with) was missing after the first week. People with my compound found it very difficult to locate articles on it.

The students at the front desk as you enter always look condescending. They are difficult to approach with questions.

trying to find useful and accessible research information

I wish they had a couple of closed rooms like Grainger for say 2 people where it can be totally quiet especially in the Undergrad. Why are some things so spread out around campus. I was researching a topic that I needed a refereed journal for but it was all the way at the Law library and by the time I found it on the web the Law library was closed. When I go to another library I don't like the fact that I cannot sign in on the computer because I'm not in that College (e.g. Engineering)

The closing procedure

I don't like having to wait three or more days to obtain a book that I reserve from the Main Stacks just because I don't have a stacks pass. It's ridiculous to say the least.

sifting through titles on illinet that are from other libraries that there is really little chance of being able to get promptly enough to be of any use.

Some of the workers do not know much about the library and the departments.

Can you PLEASE, PLEASE, PLEASE stop the announcements about no food, drink and watch your bag in library- it is sooo annoying when studying. Also stop flashing the lights on and off. I think everyone knows the policies by now as well as the hours.

I dislike the numerous mac computers.

The library all need the CCSO software because all classes are so involved with the internet, the library needs more PCs

the long wait for books at the main stacks.
Many books/journals are missing, making finding relevant texts hard to find.

It seems like when one class has a paper due then you can't find any books on that subject, don't know what you can do about that, maybe pay attention what subjects seem to be checked out a lot and get more books?  that might be kinda impossible...

Difficulty in accessing some items. Even as a graduate student going into the stacks can be a hassle.

I can never find what I am looking for.

As an engineering student, who frequently needs to reference material at Grainger, I find it ludicrous that I cannot find any space. Grainger is consistently filled with students from LAS and other majors who have no specific reason to be in Grainger, as opposed to any other library.

The time it takes to get books from the stacks and getting help finding materials.

I have not had any problems with any of the libraries.

Unavailability of library resources (books, etc.).

The extensive nature of materials means it is sometimes spread out quite a bit.

I don't like that it sometimes takes me all day to find the materials I am looking for.

Too many people checking their email at Grainger when I need to use the computers for library research. This happens far too often for my taste.

The system of finding a book or articles; very confusing.

It's not easy to find things on the computer.

1. Lacks important journals, book series, and reports in field.
2. Poor state of the stacks collections
3. Study areas not updated (i.e. poor lighting and plugs for computers
4. Copiers poor quality or not maintained

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It has taken me two complete years to even start to understand how to find materials. I think it would be a good idea to add a library seminar to freshman orientation.

I go to the library to study usually because its too noisy in the dorm. Therefore I am searching for a quiet area to work. However, I've been to the library many times when the students have been awfully chatty and nobody does anything to maintain the quiet work environment.

I don't like to go in the stacks and it sometimes takes to long if I ask the staff to find such items.

My only complaint is that I think the library closes a little soon.

confusion with the online catalogues/ shortage of reference librarian help.

I always dread having to go and look up information. I like that the library has many resources available, yet it is difficult to understand what is available and how to utilize the many things available. Also, the process of needing a book and being able to get it is always such a many-stepped process and it is confusing at first to know where to go and how to do it.

the undergrad library has horrible tables, chairs, and lighting.

You won't subscribe to certain journals that are used in our department so I spend $2500 on just one that others come to use.

I am concerned about inadequate new acquisitions in my field (civil engineering). The quality of the library rests on our ability to keep current with new books/journals.

Printers being down for a prolonged period during this semester.

There is a librarian up in the English library named Bill Ogg. He is rude, cocky, and generally the most unfriendly person that I know of. The English library would be a much better place without him.
I hate having to do research at the Library. It's nice having so much information at my fingertips, but it's so hard to sort through. Perhaps I just don't know how to use the search engines. It seems that my search results either turn up hundreds of thousands of results, or none—never a reasonable amount.

I dislike how the U of I libraries do not have more convenient book drop stations.

It closes too long around Holidays.

Too many libraries scattered all across the campus!

nothing

sometimes requested books do not come in, but there is no notification so I am left waiting uselessly.

I have been frustrated at times because being an Undergraduate student I do not have access to the Stacks. You can look up books on the Online catalog, but sometimes nothing compares to being able to go to the stacks themselves and look for books.

I'm not in a wheelchair or anything, but sometimes I have trouble walking. Parking and walking distances into the main library from the parking lots could be more convenient. I'm not a senior citizen yet, but I'm getting there. Handicap Parking is all well and good, but they don't give out hangtags for being "old" and having difficulty getting around. I think accessibility could be improved the "almost handicapped."

Can't think of anything.

The CCSO site in the undergrad library needs to expand - it is way too small, especially when a class is meeting in the inner room.

Slow delivery time on inter-library loans (ILLINET)

Not being able to return books via campus mail.

To big sometimes!!

I tend to like to use the library most during the summer, and that's exactly when the hours are cut back.

Journals containing specific article I want often are missing, being bound, or otherwise unavailable.

undergrad is kinda scary

Searching the online catalog by subject or keyword is clunky.

Terrible study/readng areas (biology library).

Not enough computers.

The search databases are too difficult to use.

the craziness of how the books are located everywhere, but I understand that that is inevitable

they do not open until 1 on sundays

It is sometimes hard to find skilled librarians to help you.

It takes too much time to learn the online interface by yourself and it could be made more user friendly.

The fact that many subject collections are concentrated in only one library. This can be inconvenient. Also, something needs to be done about the heat in the Math library. During the winter, it's frequently
very hot in there. Not only can this be uncomfortable but it also can't be good for the books.

I wish the libraries were more centrally located. The art and architecture library is very small. A lot of the journals and books are not even kept there, but are in some annex. They have little to no art exhibition catalogs. They don't subscribe to all the journals which I think are important. The U of I is one of the only major colleges to offer a degree in Glass/Sculpture, and they don't even carry one of the leading journals in the field. The library has no vending machine for loading money onto print card and Art people make a lot of copies.

Annoying to try and get hold of books which could be all over campus eg need to use Grainger and NRES library, about a mile apart

Resident hall libraries are not integral to system.

It is difficult to find older materials -- those purchased before computerization or purchased over 5 years ago. This is a detriment to historical research.

The decline in the updates to the collection, especially in the area of newer contemporary literary fiction. Also, I don't like the elements of the on-line catalogue that are not user-friendly (like typing in identification so many times to find, take out, and verify book requests).

Supply of books-on-tape is embarrassingly low!

I'm not familiar enough with searching for non-U of I material and do need some training regarding appropriate or best methods for searching on the computer system.

SGML electronic format. Why not PDF?

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other people

Temperature - either too hot or too cold

I don't know where a lot of the resources are. It is hard when you come here as a freshman because no one has time to show you where everything is.

Trying to figure out which library contains what resources. I've had to be redirected to another location more than once.

It takes a long time to get books sometimes from other libraries that are charged.

I don't like going there.

Closed when the students are on break - many graduate students cannot take advantage of the library while the students are gone and they have a break from teaching

Sometimes I have to walk all over campus to get what I need.

It is so large it is sometimes overwhelming.

main stacks are like a dungeon (but I also kind of like that) they do need better lighting there

I really want more electronic journals. Sounds kind of like instant gratification, but the ability to instantly access a journal article from my desktop is a very wonderful and helpful item for research and teaching.

There are not enough workers in the Main Library's Circulation/Stack department.

The decentralized partitioning of the library into so many smaller libraries is inconvenient at times. Though centralizing returned materials has lessened the frustration considerably. I also find searching journal indexes online a bit tedious as one has to repeat the search for each index... though progress is being made and I'm appreciative that it's online in the first place.

Nothing

Computers are often overbooked, printers are too slow
The online system seems cumbersome compared to the old one.

need more internet hookups in law library

so many of the books are from the 1950's and 60's, and they often don't pertain well to what I am trying to accomplish.

It really really big....

Two things:
1) There are not enough copiers, and those that are available generally make low-quality copies and do not allow shrinking so that you can fit multiple pages per copied sheet.
2) In general the library fine system is okay. However, on numerous occasions my colleagues and I received overdue notices two or three weeks after an item was due, when the fine started the day it was due.

materials that are popular are not always very well kept (i.e. toni morrison novels; iyanla vanzant)

The fact that books consistently cannot be found in a timely fashion. On one occasion, I had a book that was on hold for me (only two days) and when I went to retrieve it, it had been checked out by someone else about 1 hour prior. I needed this book for a research paper. I had already waited approximately five days for them to find it, and when I discovered it was checked out, I could not afford to wait another week or two for a replacement to be sent from another library.

Finding and waiting in line to use a copy machine.

It's somewhat difficult to find specific information on research material, for example; it takes a lot of time and patience to search for something on Illinet online - specifically - a long time to find what I need.

It is a big place and some material are hard to find if you don't know what you are doing.

hard to find books on Illinet unless you know specifically which books you're looking for. ugh.

I know office delivery is available, but I'm not sure how to request it.

Too slow in mailing books or materials.

Using it remotely...isn't as straightforward as it should be. The holdings, subscriptions, etc...have not been maintained.

the hours

Often the information you are looking for has been destroyed or torn out of the book. This is annoying.

When they shut of the lights and force people out of the library early (undergrad)

discontinuing journals...very disheartening

No food

People other than students, staff, and faculty using the computers for non-academic purposes. Also, certain homework assignments cannot be completed on the computers at Grainger library.

Some journals are difficult to obtain; some copy machines are not in good condition and give poor copy quality.

how the libraries are scattered all over the place, the undergrad is grimy/unclean/books overused, the periodicals and microfilm section is always a bit haphazard, the periodical indexes on the website are a bit overwhelming—would like to see some major compilation here.

COME GET THE LIBRARY ENVELOPES WITH WHICH YOU DELIVER BOOKS. THIS COULD EASILY BE A STUDENT WORKER JOB, TO COME WEEKLY TO EACH OF THE BUILDINGS AND GET THE ENVELOPES TO RECYCLE. I UNDERSTAND THE LIBRARY USED TO PROVIDE THIS SERVICE. PLEASE DO IT AGAIN!
If you don't have computer at home, then you usually spend all day going from library to library to locate your article/book. At first it was difficult to learn how to use the different databases to do initial work to locate the materials, it would be nice if there was a tutorial for this.

The difficulty in finding materials at times.

RESOURCES NEEDED FOR REPORTS OFTEN ALREADY CHECKED OUT OR NOT YET RESHELVED. BOOKS OUT OF PLACE. MATERIAL NEEDED OFTEN NOT ON SHELF AND LOCATION IS UNKNOWN.

books out of date. Time to buy books with updated subject matter

Some libraries are staffed too infrequently. There should be better printing and copying + more computers at some libraries

very secluded in the evening and anyone can wander in

The difficulty at finding articles. Sometimes entire evenings are spent looking for a specific article.

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Record id Q_4_2

the databases to search for library materials is very off. If you search for books about the Bauhaus, it comes up with very very few, although there are many about that. However, if you don't know any titles of those books you don't get anywhere in finding things that are actually there.

Confusing layout of collection; many similar items are cataloged in various unrelated locations.

I don't know...I have been happy with my interactions with the UI library....

Unable to access reserve materials from the Internet

The staff at the main stacks circulation desk is very rude.

Being a freshman, it was hard knowing where to begin. My Speech Com. TA made us do the online tutorials and quizzes, that really helped.

I don't like how many libraries there are because it seems like every book i need is in a different one.

Lack of later hours (24 hours a day)

The poor job done in listing directions to library users. Info needs to be more visible and more informative. The printing using the laser printers is very confusing. When students choose to bill their accounts, the computer should automatically send it to the undergrad printer. The current procedure through which the student must select bill me and then change the printers is very confusing. Changing the program should not be very difficult.

waiting at the stacks...extremely slow, limit of four is harsh when looking for certain data, staff not very helpful

very few librarians

The main library building. It is hot and uncomfortable and not a pleasant place to be. I avoid it if at all possible.

I don't like the fact that the library closes so early. I think that should be at least one library that is open 24 hours. Or at least until 3 am

Did not have as very many books available on the subjects I was interested. Lines are usually too long. The people behind the desk are not very friendly.

quit getting rid of journals, but rather, add more and more

The loud librarians who continue to chat in quiet areas are very inconsiderate.

The computer search engine, which doesn't always work efficiently. We need to broaden the search
sometimes the workers (not the students) behind the circulation desk in the main library are rude to patrons. 

inaccurate shelving of books from time to time... also - the checkout length of library material might be too long...

the extremely slow delivery time when items are mailed to a campus location & the inability to search for articles in the online catalog.

Not being able to place a hold on a book that is already checked out. I would like to have the option to check out a book from a specific library without being automatically sent to the interlibrary loan system where I can receive a book from any of a number of libraries.

website is confusing and limited number of online articles and other references. difficulty in finding articles and books in libraries

record_id: Q_4_2

everyone need more room in downstairs chemistry library for sitting and studying / reading journals

the workers

giving change for copy machines

the size (physical) of the library buildings and system in general.

hours

the writer's workshop was helpful, but i didn't know that an appointment was necessary

Closing at 5 p.m. on Friday when I come in for weekend classes is not convenient.

hard to find materials, both looking them up online, and finding them in the book stacks

too noisy sometimes

the limited hours.

Grainger library chairs need rubber bottoms to reduce noise when pulling chairs in and out

Professional libraries are too severely limited to the publications of the profession.

the hours could be lengthened substantially to meet the needs of those students who would really benefit by having access to library materials and resources late at night or on weekends

I don't like the copiers and the online ask a librarian really wasn't that helpful the time I used it.

It is very difficult to find actual books, with out being sent to several other libraries in order to find it.

Hard to figure out as a freshman, although a lot of space to study, not very comfortable study space.

Also it would be nice to have a special library book free section where people could study while having a drink or snack...

printers take long time and there are few of them

difficulty in returning items to other on campus libraries.

The printing is ridiculous

Not being able to access it on Sunday mornings.

Since there are so many books, it is time consuming to find the right book in short time.

deteriorating infrastructure

The lighting and cubicles at the undergraduate library

At times I would like libraries to be open later.
It is daunting. I feel that I should know how to use the resources, but as a senior, I needed it more this year and felt I could not find my way around without help.

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- the cutback in hours, especially during interim periods and weekends
- how long it takes to reshelve print materials
- ending subscriptions to some important periodicals (like The National Journal) and switching to electronic access; it is harder to search whole issues and sometimes the database won't load
- the loss of page service in the carrels
- the laxity in enforcing library rules. People constantly bring food and drink into the library and very many, maybe most patrons, do not observe the no email rule on machines meant for online catalogue use
- people used to observe the no talking rule in the library but no longer; some sections of the Commerce Library, e.g. seemed to be used for group study

Trying to locate the materials you want to check out. I don't use the library system often enough to be familiar with what is located where.

I can't renew books that borrow from other universities through Illinet Online system.

I really hate how the libraries are all spread out around campus. Once can really tell that the priorities here are the professors and graduate students. This way of laying out the libraries doesn't really work best for students doing interdisciplinary work or taking classes in more than one subject. For my latest paper I had to go to eight different libraries. We need one monster building with everything in it.

Difficulty with using the Web application

the copy machines are usually terrible and few. There should be more computers and printers. Everything should be open 24 hours. Online catalogue on web should be completely redone in order for it to make any sense at all.

Material can be hard to find. The hours are not quite as extensive as I'd like, but they are sufficient. There needs to be better advertised web-search utilities. Especially those accessible remotely.

not enough room to work on group projects that require computer use

The chem library needs more space.

Places in the STX like 3East where there are sometimes books dirty and on the ground. Few people care, perhaps, about religious history, but clearly that area needs to be reorganized to make more space for some of the books so that they can be better maintained.

Understanding the network of libraries and the online search

a little difficult to find books esp. in the main stack

needs longer hours to accommodate students schedule and more open computers. I have had to wait over forty-five minutes to use a PC and that is ridiculous.

I think that the library should provide more printers.

I do not think the the library should be open to non-lawstudents during finals.

Everything is so spread out and the materials are hard to find either in print, on film, on the computer, or in the right library.

Not enough computers in each. Especially the bigger libraries (i.e. undergraduate library)
should be open later—particularly during last month or two of semester, when students have lots of
projects due.

missing books! I've requested ~15 books in the past week from stacks,
and 4 were missing.

Record_id Q_4_2

Once you find what you are looking for on the computer, it is often difficult to figure out how to get
this material into your hands. You are never quite sure where it is, or how to go about getting it

I don't like the fact that the study areas in the library are too loud and no one says anything to the
people being loud. People are trying to study for finals and other people around are yelling and laughing.

Relatively inconvenient hours during university down time (esp. spring and winter break and
intersession, relatively poor holdings in fields of highest interest to me; minor inconveniences of current
online catalogue.

Different library home pages differ in their focus and format, so it can be difficult to move effectively
from one to another.

The unavailability to get more full text online journals, having to go to multiple libraries to get the
needed materials, poor copy quality from some of the copiers, the inability to charge a department
account number at each library. The unfriendliness of some of the librarians. I understand that
students can be a pain, but were all not like that. Some of us are respectful.

What I least like about the University of Illinois Library is the service that Grainger Library provides.
They have no idea about what they have in the library. Also, books are also either misplaced or
shelved incorrectly.

The Chemistry library hours are very limiting

The Undergrad is so ugly that I don't like being there.

Interlibrary loans take too long to get here. Photocopy request take too long too. This is critical when
doing research. Sometimes a certain journal subscription has been cancelled and we need to find a
current article in that journal. In several occasions, have tried to obtain the article through a
photocopy request but it takes weeks to get here. THIS IS UNACCEPTABLE!

Personnel who won't check out a book when there are 15.5 minutes left before closing and their sign
says "No checkout at 15 minutes before closing." Come on!

sometimes rowdy

The online catalog is a little difficult to understand and follow. It's hard to figure out the interface.

The billing system is so slow. It takes a long time for credits to be put through on students bills.

I can't stand the telnet version of the catalogue and the web-page interface still has too many bugs.
It is hard to find what is here at UIUC, it normally it takes about 8-10 weeks to order something. I
have taken an LIS course and I work in a specialty area. None the less, I spend hours looking for
something that was supposed to be on the shelf, or the computer might tell me it doesn't exist, then a
librarian can produce it. It is inefficient and frustrating.

Often, books/materials in the same general subject are scattered throughout the library system. I
realize that this is because there are so many overlapping areas, but it can be really frustrating to
have to visit four or five libraries to do your research.

Education library has a good mix of journals, but they need to expand on some other areas.

The ALS library was no help. It seemed that most of articles that I needed were not held by the
library, and the books were old. They need a big upgrade on materials.
Most copier machines are not very good... don't allow double-sided options which I think is important

What's not to like?

Books that you look for are not always in the right places or missing

Sorting through the vast selection of materials. could use a map too

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keeping stack material in the library. difficult to know what you need right there.

Lack of introductory training for new academics/professional staff. Had I not had great colleagues who demonstrated the wonderful things I could access from my office computer, I would still be lost. I encourage the development of more focused training for new employees.

The way that the immense size of the whole UIUC library system can discourage me from looking for books that I need because it can be hard to find a book that could either be checked out or its location is just unknown.

Please open Grainger library for 24-hours, if possible. I think it is important for the engineering library.

Printers seem to be broken a lot.

The Telnet and web interfaces.

Especially in the chemistry library, there is very limited place to study.

The copy machines do not work well sometimes. Poor print quality is obtained.

Parking! The libraries are very spread out, and it can be inconvenient to get from one library to another. I recommend putting more materials on the web. Then I could access those materials from one library, and not have to waste time gathering materials.

Parking! The libraries are very spread out, and it can be inconvenient to get from one library to another. I recommend putting more materials on the web. Then I could access those materials from one library, and not have to waste time gathering materials.

Its too hard to find stuff in the stacks and last time i was there it took nearly an hour before I got the books that I requested from the stacks

It is not easy to find books or magazine articles.

I wish the library was open for later hours in the night.

There are so many libraries that it can take you days to find a book. You find out about it at one library and then have to go all the way across campus to get it at another library.

The hours on Friday and Saturday nights are too short and it seems like the library should open earlier than 8 am

that it sometimes take almost a month to get a book from another library

Library resources can be difficult to figure out at times. Every student should get more formal training in library.

Sometimes I need to spend a few hours with an item, and it's only allowed out for no more than an hour.

There are still problems with the web-search interface -- not as many options as the telnet interface; the telnet interface much harder to use, and it seems less well-tuned than a couple of years ago.
difficulty and inconvenience in finding actual materials (after finding them on telnet)

It is difficult and intimidating to navigate.

often crowded

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Some library's where student's work, they are not that knowledgeable—obviously, because they are not librarians, but it would be helpful if they knew more or there was always a librarian around.

Large and disorienting

The specialty libraries do not always have convenient hours. Some are 9-5 with no early morning or evening hours. Also, the stacks don't seem very safe.

Many books are lost often (or the ones I'm looking for). It would also be helpful to find full journal articles on the web system.

the hours in the Math library on Saturday, and nights

I dislike the difficulty I have finding books. I had a friend who worked as a librarian for two years at College of Dupage, and even she felt that the system here was too difficult to use. I also dislike the vagrants who seem to hang around outside (and sometimes inside) the building. It makes me feel unsafe. And the copiers sometimes don't work properly (once mangled my ID).

Sometimes things are not put back where they are supposed to be, or it seems to take forever for commonly used journals to be reshelved. I guess what I like least is the fact that some of the employees in the department libraries don't seem to care, and take their own sweet time getting things back in order.

There is an Industrial Design major at this university, yet you fail to get ID Magazine—a reference that is extremely useful to more than just the Industrial Design majors. All art and architecture majors can find this magazine useful.

very confusing and overwhelming

a lot of times I find that the books I want are located at other schools. this especially happens in the music library.

There are too many people using the rooms or computers especially during finals.

It's hard to find things

Some video reserves must be watched in the library. I'd prefer a checkout system. I dislike having to wait for interlibrary loaned books, but I might just be impatient.

Having books available only at locations other than the current one. Missing bound journals in the main stacks.

The fact that journals are restricted to only two hour take out periods and the slowness they take while they are being bound. Also the no food/drink policy isn't that great.

there's so many of them it gets confusing

Can not check out journals for a few hours to go to a cheaper copy machine. I don't think the university should be trying to make money from copies. If a student has access to a cheaper (or free) copy machine, then good for him. He should be able to check a reference journal out for 2 hours to make copies elsewhere. I am poor, like most students, and I sure don't want to spend money on copies when I can walk to another building and get free copies. I would bring the journal right back.

Physical environment in the main library. It is in need of updating. It needs more comfortable chairs in particular.

I often have to go to other schools or use interlibrary loan to access materials related to social work.
I wish it were open earlier on Saturday (I know that’s silly.)

It’s overwhelming.

reserve material acquisition does not always come easily.

Sometimes when I meet with a group there we can not find anywhere to do our work together.

Lots of material were missing when I was researching a certain topic and I found this extremely frustrating.

Too many Libraries spread too far apart.

The trickiness of using the online systems to search for materials.

I really feel that the selection of journals is lacking. Often when I need to find certain journals, they are not available either electronically or in print or the library has discontinued carrying them. It is very frustrating.

The facilities seem to be in very poor shape. The collections may be wonderful, but the shabby surroundings detract from it.

I don’t like the atmosphere of the undergraduate library. It is too musky and it is not at all conducive to studying and reading. You should brighten the place up or something and make the areas that are designated for individual study more appealing to work and read in.

hours are not late enough; web/telnet are a bit confusing w/too many different kinds of searches, especially for periodicals.

sometimes hard to find what you need, or its at a different library and you have to go halfway across campus to get it

not allowed to eat in Grainger.

Whenever I do searches I can’t find any sources that are in. Maybe have a section where u search for only available library resources. I’d also like to see more stuff available online, like newspaper and journal articles.

journals are not recent enough

I hate going from library to library to find the exact book I want. If I could just find all I need in one sitting and all the information, I would be ecstatic.

The organization of the library is a bit confusing. It should be easier to find the materials.

the occasional snooty librarian and the florescent lights

Printers are down too often.

I would like more instruction on how to use online resources.

Sometimes it is quite a problem to attain library materials. If more items were available electronically, it would be a great benefit. However, I realize that it is quite a task.

I feel there should be more computers in the library, and there should be more fiction books.

not enough magazine selection!!!

The interloan system is VERY slow and inefficient. It is almost impossible to get a book/journal when you need it through the interloan system.

It seems as if many of the biology journals (specifically, the primate journals) have been cancelled within the past few years. I can see cancelling one or two of these publications, but not 4 out of the 6....
Also, there should be more copiers in the biology library!

Record_id Q_4_2

4963 nothing
4964 It's very difficult to find what I need in the telnet search.
4966 Coming up with a promising list of items only to find out that they are checked out for the next year and a half or missing or I will have to travel all over campus to get the books.
4968 Printing in the computer lab in UG takes TOO long!
4969 One issue which bothers me is that Undergraduate students (the majority of them) are denied access to the Main Stacks. I understand limiting access, but perhaps the library should be more accommodating to undergrads who would like to utilize the Main Stacks for paper/project research.
4971 That Grainger and other libraries aren't open all night
4974 At times during the past 4 years, I have wished the UofI library opened earlier on the weekends.
4977 sometimes time consuming to get print (main stacks)
4978 Icky annoying crappy fines!
4980 I tend to start studying later than most people. I would be a huge benefit for me if it were open later during the week. Also, I hate how they lock the bathrooms before they close down.
4981 The difficulty with conducting research. Many books that are used by the same course year after year are in poor condition.
4982 The difficulty on finding those sources
4984 the florescent lights. It is also confusing for an unexperienced researcher.
4985 The library is so huge that it is sometimes hard to find what you are looking for.
4987 Having to go all over campus to acquire materials
4988 The libraries are way to spread out over campus and that is really inconvenient for students without transportation.
4991 A number of books that I have searched for always seem to be checked out or missing completely.
4992 more web access to books
4995 The library can sometimes be confusing and it is frustrating to have to go to departmental libraries to find some of the books that you need.
4996 I find that the librarians are often less than anxious to help and assist patrons. Students and staff are often short and rude or do not know answers. I find the exclusion of undergrads from the main stacks as unfair. The fact that SO many books in the main stacks get misplaced or mis-shelved is embarrassing.
4997 Some of the periodicals are not kept up well, but this is mostly due to abuse by library patrons.
4999 Lack of electronic subscriptions to key science journals; Libraries close "early."

5000 The fact that money seems to be controlled so tightly that library staff--in some departmental libraries, at least--have to beg and plead for adequate equipment (fax machines, chairs, typewriters, phones).
5001 Trying to find books and they are already reserved or they can not be found.
There are a lot of books in the catalog listed as "missing". I know that if there is a book misplaced (in the main stacks, for instance), it will probably never be found for many years. That really bothers me. The size works against the university in that sense.

It is too big and hard to find things. May be third largest academic collection, but that does not do too much good if one cannot easily find things.

Closed space (need more windows)

Cramped quarters in some of the departmental libraries. Remote/hard to find locations of some departmental libraries.

lack of online computer access for full documents

un-trained student assistants

The worst part for an undergraduate is the exclusion from Main Stacks. It is a hindrance on research and also causes some students that I know to avoid the whole process of getting a source that is located in the stacks. This reflects in the student's papers and as a result poorer quality papers are turned in at times.

Materials frequently missing, new materials not always ordered

Sometimes the LIR library isn't open when I need it to be, but it's also very convenient, so it balances out.

The libraries are very confusing, and it is inconvenient to have to go from one to the next. Also I can't even go into the main stacks, and it takes forever for them to find the materials and get it to me.

Different hours in the different libraries.

Not enough online full-text documents

sometimes hard to find books and materials

I would like some way of obtaining books quicker. Often the sole copy is borrowed so there is no way to get it. Sometimes it comes from other sources which are due back within about 2 weeks after receiving it. This is on top of the long wait.

Sometimes when I've visited the library in person, there are lines to check out, request help, etc. Most of the time, I'm in a hurry, on my lunch hour, etc. so time is of the essence. Usually, I've seen more people, but they are picking up books or sorting through them to reshelve. It seems to me this should be done when there are few or no customers waiting in line.

The libraries are so huge that it is sometimes difficult to know where to look to find the materials that you need.

It needs more computers. Also printing is ALWAYS down! My course work is very demanding and sometimes I need to be at the library late on a weekend, but the library closes! Also it needs to open earlier on Sundays.

Although we have the third largest public library system....that doesn't really mean a whole lot when you can't get to half of the books. Don't limit access to the stacks. Those are for the most part publicly funded books, let the public have access. Also having 40 different libraries may be a braging right, but it is a pain to have to access all of these different locations.

I have only two complaints.
First, I cannot borrow from other science libraries, even a limited two hour photocopying borrow. I refer to journals in both Grainger and Chemistry libraries and it is irritating (and occasionally expensive) to have to get a pile of quarters together before I go.
Secondly, why is the Journal of Geophysical Research received by Geology but then sent to the Grainger, where again I cannot borrow?
The way to go about finding the information is not very easy. The personnel is not very helpful many times. Also the hours they are available are not very convenient to students who have class all day.

We really need to look into expanding the hours. It is essential.

I think it feels, to a first year student, an intimidating place. I think that this fact scares a lot of people from going in because they thing they won't be able to find anything. I have also had trouble finding things, and I'm not always clear as to what library I should be going to, undergraduate, or graduate.

the cancelling of journals and periodicals, as well as the reduction of books purchased, due to budget problems.

The Biology Library Staff are not very friendly.

Lack of new computers

Some library spaces are cramped and dingy.

Not enough working computers in Ricker

Some of the quieter libraries close to early

1. It happened several times. When I found an article in ERIC, I had no access to the article because our library just didn't have the Journal.

2. I need four articles but they are in four different libraries.

3. I go to the library at 11:00 AM on Sunday, but I have to wait for two hours to get in.

Online services. Web catalog still in beta version. Time to use email more.

The fact that some of the libraries are scattered all over campus...but what can you do?

When books are missing or misshelved, it is incredibly frustrating for patrons that really need that particular book/magazine. I realize that it's hard to regulate, but anti-theft systems and fines should really be emphasized.

Sometimes, I really wish that there were more computers around and that students could access their e-mail accounts from library computers.

It is impossible to do research. The process is tedious, ineffective, and is too time consuming. The only way I can do research without going crazy is through the internet. There are not enough pc's.

It is very difficult to find books. The program to look up books that you need is hard to understand.

It would be nicer to have more computers.

early closing hours on weekends

The hours NEED to be increased.

On the same subject, it's too big. I get frustrated that one search for books leads to a half-day of just going to 4 or 5 libraries to look at all the books I want to see.

The searching system in ILLINET online is troublesome for certain cases. For example, if we try to find books with 'Visual C++', then nothing related to Visual C++ shows up.

Books are sometimes not where they should be, and that is extremely irritating. Also, good, current translations of books are not always available, and the computer does not always differentiate whether or not a work is in English or another language. I've had a few experiences in which I've went through a lot of trouble to get a book, only to realize that it was in a language I could not read as the computer did not indicate that it wasn't in English.
late openings, early closing times on weekends

The old deteriorated look and feel of most of the departmental libraries.

Not enough variety

That the librarians are not very willing to help you when you have questions or are just starting to use the library.

Seems very complicated to check out books. Should be able to browse areas and pick up what's needed and take them to check-out.

I find looking for books outside the library difficult

The fact that there are so many different libraries and they are spread out.

There is so much information, it can be hard to know where to go.

I dislike the fact that it can take so long to find books and articles. I also dislike having to run all over campus (from library to library) in search of certain items.

It should stay open longer on Fridays and Saturdays, and should open up sooner on Sundays!!

Journal cancellations

takes too long to get journal article copies from other universities for journals we don't have

The information that needs to be there is not always there in a quick amount of time.

It doesn't have everything

The commerce library is too dark and I think it needs to improve the light system. When I study in the studying area, my eyes hurt during the night.

Cannot limit my searches to printed musical scores.

Have old books to use as resources or books that are non-circulating, missing, etc.

It asks for identification a lot of times, although it's important but it's too irritating!

sometimes it is difficult to find information on simple topics. The realm of info is too large

web access seems unfriendly

I have a hard time locating the resources that I need

There are so many libraries and resources that it is somewhat intimidating to try finding materials. I'm always worried that I might not be looking in the right place for the materials I need.

lack of cleanliness

Bible seems to be missing or in short supply.

The standard medical texts in the Vet Med Library are many editions out-of-date. Need interlibrary loans available electronically. Usually only need manuscripts, not books.

The copy machines are terrible, they don't have important functions such as shrinking, which I need the most.

sometimes there are scary people there...

I hate when things aren't reshelved

The fact that the holds very short Saturday hours. A lot of people spend their Saturdays doing work and the library should be open for their convenience. I also don't like the fact that the main library book
STACKS CLOSES SO EARLY... I THINK AT 5PM

5123 I don't like that the chairs are so uncomfortable. I don't mean to be petty, but when you are there for hours at a time, that kind of thing matters.
5124 can't eat in them.
5125 I have trouble finding things. Not enough experience in the library to really know how to locate things.
5126 IIRC is incredibly slow. At stacks they are really bad about checking in books I've got three notices about books that I have returned but they were incorrectly checked in.
5127 I have been frustrated looking for Journal articles on Illinet, finding them listed as in the library, only to go to the stacks and find that only certain volumes are there and many of the volumes are missing.
5128 I think it could be a lot easier to use. I am intimidated by the Main Stacks and refuse to use them because I tried once and it took over an hour to get one book. The online guide to find books is very hard to use, and noone wants to have to take a class to understand how to use something that should be simple, and only exist to help the users.
5132 Copying services.
5133 Assistance is not readily available.
5134 I really want a fultext online journals would be nice.
5135 more lighted study space for students.
5136 waiting for computers, and the printing in the undergrad totally sucks
5137 The clusters of business students who dominate the Grainger Library conference rooms for days on end.
5138 The online catalog. and the web page. There is no reason to have Java scripts on the web page -- it just slows things down.
5139 The personnel at the main circulation desk are sometimes not very professional or helpful.
5140 Outdated information on Civil Service testing (Gregg Reference Manual). Should contain more updated testing information versus the old and outdated way.
5143 That grad students and faculty get higher priority on books loaned-- something like 16 weeks to 4 weeks for undergrads. Not really fair.
5145 The hassle of copying journal articles in some libraries. Waiting in line, poor quality of the copies, or worse. Every library should have well-maintained copiers that can be used with a personal or project account number that is inter-departmental. I have to buy a card from the Union in order to copy journal articles in some campus libraries.
5146 I haven't been in the bio library for a while, so maybe they solved this problem.
5147 I like the Engineering library system (printing services card) that you can use for their copy machines--your project is billed.

Record_id Q_4_2

5150 I don't like how the lights are turned off when people make announcements over the speakers. Also, the computer labs get VERY loud and it is really hard to concentrate when you are doing a paper or homework over the internet.
It's not open late enough.

Inability to access with ease this large collection for various reasons, stolen, misshelved, damaged, etc.

The cost for using the copy machines should be at a level that encourages use of the machine instead of the above. The cost presently and increasing cost does not do this job. The copy machines should not be viewed as money making, but money saving in that this is less damage to the collection resulting in less replacement costs that are astronomical.

The fact that Political Science has no library. For an average PoliSci course, I have to use the Education, Newspaper, Stacks, Undergrad, History, and Law library to find the sources I need. This wouldn't be such a problem if there was one central Library Campus. That's the one thing I like better about Northwestern's Library-one building.

Its size - finding what I need sometimes is difficult because there is so much!

Nothing that I can think of.

I do not like the when I do a search online and it brings up Journal and magazine sources and I search if they are at any library on campus and they are nowhere to be found. This is a common occurrence.

Not a lot of books on certain topics. Like, Environmentalism and Green Party politics.

Sometimes it is difficult to find accurate assistance.

Think some libraries should be open longer and allow eating and drinking, especially the graduate libraries and during finals.

Having to go to 5 different libraries to obtain materials for a project

Sometimes it takes too long to receive materials that have been requested for interlibrary loan.

sometimes I became confused on the internet searches and where material was being sent or printed

Group Study Rooms being used for professional interviews - shouldn't this be done in the Union instead?

I hate how early they close on non-school nights. I realize much fewer people go to the library during those times, but there are a lot of students who want to use the library on Friday and Saturday nights.

Also, the normal fiction section (813's), for a library this size, is very small.

I need a study space till 3a.m. That usually means having to go to Denny's unfortunately

The confusion of the different libraries and what's online in full text.

I'd

Limited hours for departmental libraries

everything is so confusing. I liked it better in 4th grade when you looked up a book and went and found it yourself instead of having to go through 7 different people in different libraries.

the fact that most of the books I have needed in the past for research papers the libraries on campus have not had them. For such a large library system I would have expected to have a greater variety of books.

Having to go to multiple libraries across campus to get research materials.

there are so few people working - every single desk should always (ideally) have someone sitting at it. but it doesn't.

not enough artwork, research is for the most part boring until you find a hot source, so give us something to look at in the meantime�
Hard to find books that are what I'm looking for, often find critiques of author rather than his/her actual work.

The hours that the ACES library is open and the little amount of turfgrass literature it contains.

don't like the small number of reserve copies put out by classes. many times, the item I need is in someone else's hands—that wastes my time.

NO GOOD BOOKS IN UNDERGRAD... they're all in the stacks where I can't get to them

The way it closes at 5pm on Friday.

Noisy areas (like the Main Library Reference Room)
Confusing hours (different for every library), no phone message with library hours after hours

Basically, the Main Library. Hard to navigate (some elevators don't even go up to the third floor LIS Library), hidden away closed stacks, acoustically amplified flooring that renders loud phones, talking, and noisy shoes even louder, and no place for reliable quiet study

The reduced hours of operation between semesters.

It seems that the two places I go to have only two copy machines and I never seem to get the computer connected to a printer. I still use the pencil and paper method although I never use the card catalogs anymore!

The computers are outdated

While it may be convenient to have specific information in separate library, I have often times found myself running from library to library because the subject I am working on requires journals from 3 or more libraries.

It seemed that the way books were shelved varied from library to library on campus...somewhat annoying

There always seems to be a problem of some sort with the printers or login systems. It's very irritating and frustrating.

It is decentralized and time-consuming to find some information.

Nothing

need color copiers in ALL uiuc libraries—especially needed in Architecture and Art library.

books in different languages

unease of checking out books from Main Library

not open long enough, not enough people to help locate materials.

Undergrad library can get quite loud at times

Having to pay for every print job. The student employees. the lack of course books on reserve.

bad experience with employee yesterday, not very helpful but on the whole the library is good.

Can be difficult to locate resources quickly

Record_id Q_4_2

DRA.

need more electronic document storage

The professional librarians at the chem library have a tendency to be relatively rude as compared to other libraries on campus.

going into the stacks - very scary and confusing - poor lighting and poor safety in some areas.

Obvious need for more preservation efforts - especially in GovDocs on Level 5
Don’t feel safe in the bathrooms or stacks. Also, no individual study desks for grad students working on dissertation.

Too complicated and not user friendly. Need MORE introductory courses that are better advertised and more readily available.

Few copies of important volumes. End up needing to go to all sorts of departmental libraries all over campus for similar materials. Faulty system for dealing with the return of other libraries’ materials, materials lost and students blamed.

Don’t know how to tap into all of the resources provided by the library.

Somewhat frustrating to actually find materials at times.

the hours of operations

Graniger library closing at 1 a.m. on the weekdays. I think it should be opened 24 hours a day.

It’s hard to find stuff because the library is so big. I always look for books in one library and it’s not there and I’m supposed to go across campus to find the damn book.

It is hard sometimes when you need to find something and it is at another library far away that you do not even know where it is.

It is difficult to navigate at first

The fact that the Undergrad doesn’t open until like 12:00 on Sundays is ridiculous. Not all students are alcoholics and actually have work to do on Sunday mornings.

organization is a little funny

less hours

Making copy on the copy machine becomes a big chore with the slow card machine that takes for ever to return your card. There is a lack of parking around the library; a parking garage should be built around the stacks.

The main stacks are scary.

I don’t like to have to wait to get a computer sometimes.

because of size, it is difficult to coordinate between sections.

Take finding articles in the undergraduate library for instance. I used to find magazine articles by searching on the two computers stationed near the reference area; however, since the change to the internet, I have no idea where to even begin looking for articles and finding them in the undergraduate library. More training and help with the library website would be nice.

the difficulty it is to get an article that is not very recent, and finding articles is not explained very well

That it is scattered and sometimes hard to find certain libraries.

Wednesday, June 14, 2000

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The decentralization can be a hassle at some times, but it can be dealt with.

Online resources seem difficult to use. They may have many valuable features, but I am not aware of them, nor do I know how to use them.

Nothing really

not applicable

The amount of parking around the libraries is limited.

—difficulty obtaining books from the stacks (for undergraduates)

Often books and other resources are difficult to find. The searches over the web and on the
computers are not easy to follow and not completely accurate. An easy to understand, user-friendly
guide on finding books would really help.

5251 I have had more than one occurrence of thinking ahead, checking out a text that I need for a class,
and right when I need it most it is requested to be returned, probably by another student in my class,
and I am forced to return it. I feel this is unfair because I thought ahead and at the last minute
someone can just come and take it from me. This is extremely frustrating.

5262 1. Seemingly lack of competence of many student library staff.

2. Having to wait until noon on Saturdays and one (!) on Sundays before able to use the facilities.

5263 The fact that your information is spread all over the campus, and that undergrads are not allowed in to
the main stacks

5264 The amount of time required to obtain books from inter library loan. Difficulty finding proceedings and
conference information even if it was held at UIUC.

5265 Nothing at this time

5266 Even though we have so many books and other materials, it is very hard to get to them or access
them. They are all over campus that many people get lazy or they need it right away and can't get to
them. I needed to check out some magazines for a research project and they were not available to
be checked out.

5268 The scattered holdings of collections and until recently the policy of having to return materials to the
department from which they were checked out.

5269 hours of operation

5270 The training on resources.

5272 Not enough journal articles available to download online

5273 hard to find the materials you want because there are so many materials

5274 The uncomfortable chairs and the ugly, stubble pencils and pads.

5275 In these last few years I have been disappointed with the courtesy (not) shown by several library
staffpersons. Their level of condescension can be intolerable. Just as they are not experts in my
field, I am not an expert in library science. I feel like they pull a needed power trip because I need
there assistance at times. This is frustrating when I think of how much I am PAYING to use this
library system. I have noticed such condescension primarily at the Main Library desks (i.e. the head
librarian in the stacks, and some persons at the information desk). At departmental libraries,
however, I have not noticed this problem - in general these librarians have been more than helpful.

5277 I can never find the paper journals I need when I look for them in the library itself.

Wednesday, June 14, 2000

Record_id Q_4_2

5280 I wish some of the libraries could be open more

5281 change in grad student fines policy (I understand it generates revenue, but...)

5282 web interface is rather slow (might just be my computer, but it takes quite a while to load)

5283 The closed stacks at the Graduate Library.

5284 the slow macintoshes within the undergrad, as well as the confusion when looking up journals or books

5285 Organization and complexity of remote user interfaces

5286 Hours are a bit short.

5287 sometimes too crowded; course reserves not available

5288 I don't like the fact that only the grad students and the James Scholars' have the ability to use the
The library is not open early in the morning when I am most ready to tackle projects. Sometimes they are overcrowded or they are loud; you can't study in a loud library. The student workers (undergraduates) are not extremely motivated and it shows in the manner in which they fulfill their duties. I do not like the way that the undergraduate library works, it is too confusing. The Undergrad closes way too early!!!! Not always open when I need it; photocopiers don't always work.

Since Ricker is the main library that I use, it is very very inconvenient that it closes at 10pm. I wish it were open until 12, that would accommodate not only my schedule, but the schedules of many other people who are busy in the later parts of the day. The online catalogue. This written by and for librarians. Do it again and field check it on 6th graders. If they can access all the services, then you have done it right.

The Undergrad has huge tables and is a place that doesn’t make one feel relaxed and in the mood to study...rather to sleep (unlike Granger which is very comfortable)

The hours are not long enough for college schedules. Reshelving took a long time, there are even problems of dropping off the books and then I would receive a slip saying that I didn't drop it off.

The fact that, due to the University's terrible support of dial-up access, I can usually only dial-in to the library between 1am and 4pm.

The horrible Undergraduate building, buried, decaying, and fluorescent, attesting to the university's continuing indifference to its undergrads. Why not a Grainger-quality facility for "all" undergrads? Undergrads now drive out to Barnes and Noble to find a comfortable place to study--and who can blame them?

The hours are not long enough for college schedules. Reshelving took a long time, there are even problems of dropping off the books and then I would receive a slip saying that I didn't drop it off.

Having to go to several libraries around campus.

Not aware of all available libraries. Very difficult to find certain libraries. Also the hours at some of the smaller libraries are very limited and inconvenient.

Very often a book will be listed online as available in one library or another, yet it is not on the shelf. This is very frustrating.

I do not like the fact that the printers are always broken and the people that work there do not know how to fix the problems.

Nothing really

The stacks, distributed nature of the collection

how spread out all the libraries are

...
On line catalog. Very difficult to find materials

I do not like the fact that when the computer tells me a certain material is in stock and I go to find it and I cannot. Also I think finding journals is sometimes difficult due to the fact that all libraries do not have the same hours.

How dreary and mundane the appearance of the Main Library facility (building interior) has become. Admittedly, people merely pass through the main hallways and fewer people probably climb the main stairways; but these areas were once lighted and, like the huge mural/maps in the stairwells, once served as quite beautiful frontispieces for the libraries they led to! Somewhere through the years the goal seems to have evolved to make these areas seem as utilitarian as the tunnel to the Undergraduate Library. Simply adding bright swathes of glaring color is not the answer. Instead need to clean, refurbish, update and enhance the character of these areas.

If you remember, we received an email message approx. one yr. ago, that library services will be reduced because they're installing a new computer system. What I like least is interruptions in library service.

The mis-shelving, which makes items to all intents and purposes unavailable. The on-line catalogue, which sometimes stymies my efforts to find what I need (this in spite of workshops taken to learn the "new" system). I would use the library Friday and Saturday evenings—but I prefer to see funds put to buying books than to keeping the library open extra hours.

Students working in the Interlibrary Borrowing Office do the level of work of graduate students. They are always working, not like departmental library student workers who do homework half of the time. They deserve a raise above minimum wage. Also, many librarians do not know the correct answers to questions, and end up misguiding patrons.

Orientation in graduate library is not that easy

Checking our reserve materials was time consuming and inconvenient

Some of the students who work at the library aren't too knowledgeable about how to use the electronic catalog to search for journal articles. (Biology Library) To inexperienced computer users like me, the online catalog can be overwhelming at times.

The number of computers is usually less than required at rush times

Using the copy machines, when I would rather just take out the book but can't.

Inconsiderate people there - patrons, not employees. I think the system itself is great!

other people being discourteous, loud, and disrespectful of others studying around them.

Spread out all over campus. Have to go all over town to get all of the materials you need for a paper

That there isn't that big of a selection of books on Wicca, Pagan issues, and just occult books. There are some but they are usually hecked out or missing. And they are somewhat outdated.

I have never encountered any "real" difficulty in obtaining a source, however, certain government documents are rarely found in the libraries thus making it quite expensive to obtain.

I have never encountered any "real" difficulty in obtaining a source, however, certain government documents are rarely found in the libraries thus making it quite expensive to obtain.

The printing services and temperature control services are horrible.

The opening hours during the weekends are quite poor-especially those of the graduate library. Graduate students need to do library work on weekends and evenings. Longer opening hours on Fridays and Saturdays please - and earlier opening hours on Sundays please. Also - there is a need for a computer lab in the main library.
Books that sometimes are unavailable may take up to a month to be available, having the required book a month later is useless.

hours are not long enough

lack of group study areas, not enough outlets for computers, dark study areas (commerce library), too few computer terminals with word processing and printing facilities, opening hours during the weekend

For a library that is a top library every book that I need for a class is always missing.

The old buildings and low ceilings in stacks

I can't usually find what I need.

Sometimes it can be difficult to track someone down to help you find things or with miscellaneous library problems.

I'm not satisfied with the promptness of reshelving books.

The stacks! I can't believe how disgraceful they are. There are books on the floor in some of the upper decks. Books aren't shelved in a timely fashion and none of the librarians seem surprised! When the last time you did an inventory? I really needed a book to finish a presentation I was doing...according to the catalog it was there but no one could find it. 4 weeks later I was notified that it was found. Too late for me!

I like that we have such a large collection, but it is hard to find what you need when there is so much to look through. Half the time when you conduct a search on gateway, the materials are in libraries scattered across the campus or are not at UIUC at all.

I do not spend enough time there, and the pencils are all dull when I am there.

High Theft at the Undergraduate Library.

having to get something in stacks without a stacks pass!

There are not enough places in the library for groups to work without disturbing individuals. I wish the hours were extended as well for us night-owls.

The fact that there are so many resources that attempting to find work is extremely difficult.

I would like to see at least one library open on Saturday and Sunday morning (if there is one open, they need to advertise it more). The library hours are fair good except for limited weekend hours.

Not enough xerox machines.

The library does not subscribe (print or electronically) to many of the scientific journals I need.

Personal staff safety

Difficult to find resources at times, especially in some of the departmental libraries (Ricker)

LACK OF WORD PROCESSING IN GRANINGER AND SHOULD BE OPEN TO 2

Copy machine, I'd appreciate it if the copy machine would allow to copy double sided, and zoom function works.

The library is not open at all hours. Sometimes I need to get late-night studying done.

Hum...
not enough computers or group study rooms.

I've continually had frustrating experiences with the interlibrary loan department. They don't answer e-mail questions, they frequently allege that books have arrived when they never have, and they seem unwilling to help patrons with questions.

The online Illinet.

I still don't know where I can just find a fictional book. One that requires little thought and just has entertainment value. I think having these types of books assessible is important because with all the stress and hard work we do, it would be nice to have something that can relax us.

It's a little daunting in its size; can be hard to find a useable amount of information. And despite its size, alot of materials are not available either due to being missing or, for example magazines, not being subscribed to.

The Saturday and Sunday hours are rather inconvenient, particularly since this is the perfect time for grad students to study and look for resources. The microform and microfilm readers are really terrible.

The online Illinet. I still don't know where i can just find a fictional book. One that requires little thought and just has entertainment value. I think having these types of books assessible is important because with all the stress and hard work we do, it would be nice to have something that can relax us.

Steven Werkheiser.

I usually study late at night, and I would benifit from the library staying open later during the week.

The poor treatment of the wonderful print collection and poor prioritization. No wonder the library ranking is slipping. Also, the circulation staff is abominable. They are slow, impolite, ignorant and generally unpleasant.

It confuses me again, loading on web using my student card id (which is about 9 numbers) instead of my user-id and password like i use for everything else.

undergrads cannot browse stacks.

I know of someone who returned late books and was told the books had been written off as lost because she had them so long. She got a bill for $130 for late charges. She was able to get out of paying the fines and got to keep the 13 books! This is not fair to those who do pay their fines or who return their books on time.

Libraries spread all across campus. Often need to go to 2-3 libraries (ALS, Health Sciences and Vet Med) to find what I need.

The online catalog - Sometimes it is difficult to obtain call numbers for certain publications, such as journals. Also, when searching for a common author name, often only initials come up and it is difficult to narrow down the search. Then access is slow for each author as you narrow down the list. It takes a long time to find the correct one, and often it may not even be there.

The other set of doors above ground that dont open and embarass me when i try

Sometimes there is a lack of table space for studying at busy times.
I don’t like undergraduate library workers who are rude. I like even less the frequency with which I find books misshelved. (I used to work in a library so I know it’s a difficult and absolutely essential task!)

Too few computers—especially PC’s

I’m experienced some rude librarians. It’s stressful enough trying to find things, but when the people that should help you treat you as if you’re stupid it makes you not want to come to the library.

At times, the books are shelved incorrectly or can be hard to find if you don’t know the library.

There is not enough help offered to teach how to use all the resources in the library.

I do not know whether you count the Writing Studies library (housed in the English Building) as part of your collection...but UIUC as a whole is still lacking key journals for our work. Could you survey our dept. to find out what we need?

One major problem with the layout of the Main Library—it was developed when “fields” or “disciplines” were assumed to be very discrete. But Writing Studies is very interdisciplinary, which means that the materials I need are scattered (main stacks, education, English, modern languages, history, philosophy, sociology...) The online ordering is helping, but it’s still a problem.

The hours.

Ever so often there is material that I cannot find at uiuc so I have to get an inter library loan which often takes up to a week. I would like to see faster delivery for that service if possible

Many books are missing or perhaps misplaced - even ones listed as available. It is very frustrating. Some materials are fairly deteriorated.

The most important thing is to place primary emphasis on retaining subscriptions to scientific journals and to purchasing new books.

That I do not have access to a lot of the other libraries simply because I’m an undergrad.

 Vet school library only has a few books and I have to go on to campus to find the materials that I need which often takes at least 1 hour for the whole trip just to get one article.

I think the library is relying too much on an inefficient Interlibrary loan system. Also the reference librarians at the law school do not know anything about law -except for the permanent ones. One reason I choose Illinois was because of its so called extensive collections however in the past two years I have been unable to find updated editions of many books, many articles I need for research I must go out of the school. I also need articles from a French newspaper and found out that this school does not even subscribe to it and it is a major paper. I am in total shock at the lack of resources given to the foreign collections. It is horribly out of date. Legal research must be kept up to date and relying on Lexis and Westlaw to fulfill students and researchers needs misses most substantial resources.

photocopy request service—if you claim you need only 10 days to deliver, why does it take 2-3 months on average for me to receive papers?? false advertising whether its free or not.

I find that the hours when I can most devote time to research studies are precisely the hours that the music library closes down. Friday nights, Saturday all day and Sunday mornings are the few times when my assistantship responsibilities are completely out of the picture, but I find that I must split my time constantly to get studying done when the building is open. I also spend large amounts of money making copies to read at home/office during these week-end hours, instead of being able to utilize the library.

The libraries don’t all have the same material.

not all the same standard of quality...the atmosphere needs to be more conducive to a comfortable work/study enviroinment.

can’t think of anything right now.
No email policy on computers.
Not so many copies for popular items.
I don’t like how so many of the books I find using the computer are not available at the undergraduated library.
Parking anywhere near any library location.
Closing early Friday evening and Saturday night
not open 24 hours all the time.
It needs to be open longer!
Too dispersed - all journals for all years should be in one place
Too many books missing
Sometimes I want to study at 5AM on Saturday, however, I couldn’t do it because of the library schedule. Please give us more flexible library time.
Lots of small libraries spread through campus.
difficult to find items...the catalog says that they are at the library but the items cannot be found on the shelves
Didn’t open 24/7
It is often discouraging to have to go to several libraries across campus to get the materials you need.
computers especially the macs
The theft levels!!
The undergrad hours are sometimes inconvenient.

As I already stated I dislike that the graduate library stacks are not open up to undergraduates. We can still have the books but someone else has to get them which takes a great deal of time that could have been saved by us just being able to get the books ourselves. But I guess it is good that we are even able to use the library.

i tried to request a book from another library three weeks in advance. i got the response that the library finally received the book the day after my lab report (which i needed the information for) was due. in all, it took way too long for the book to be delivered to me. i was told it would take up to 10 days. however, it took 21 days.

Parking at the engineering library is horrible before 5 pm.
Sometimes I don’t know where to go. I guess that happens in large places, though, and I wouldn’t want the quantity or quality of resources sacrificed in any way. I think that the setup overall is good, and there is always someone there to help if you need them.
no fiction
Sometimes, desk assistants do not know how to perform simple functions–like renewing books/CDs, or finding reserve materials.
the undergraduate library can get kind of loud on the first level.
Food and drinks are not allowed into the library. I have classes over the lunch hour in library seminar rooms. They bag check before I leave but no one ever looks at the materials in my bag. Half the time I have 3-4 library books in my bag... so what’s the point?
expensive copy fee (I think it is most expensive among schools which I knew)
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expensive copy fee (I think it is most expensive among schools which I knew)

One instance I was studying for finals and it was 3am and I needed a ride home, night rides were
closed. The librarians were not very nice in helping me out, and had the attitude of "tough luck." I had to walk home by myself in fear of my safety.

5513 The online card catalog is too complicated for the normal user
5517 complicated database search systems - difficult to determine which system to use and then remember how to use it - difficult to switch between systems quickly
5519 There are not enough computers at the Music Library. And some are now used for e-mail which makes it harder for students who want to use the online catalog to find materials.
5520 doesn’t always feel safe
5522 the amount of journal collection printing should be free
5523 the amount of people that are there.
5524 necessity of searching the card catalog - everything should be in the online catalog - especially for people who don’t use the main stacks as their main library!
5527 I think it’s a real problem that the library is not devoting more resources/money to undergraduate library instruction. Our undergrad librarians need to have at least one computer classroom at their disposal, as I think going to instruction as a class is much more effective than signing up for sessions individually.
5529 I don’t always feel safe in the stacks. They need better lighting. It’s also hard to read the call numbers.
5531 This is most frustrating thing is when I search for the list of books that I have found to be available for my topic, and usually only half are not on the shelf.
5532 Difficult to navigate through the large collection at times

Record_id Q_4_2

5533 I can not bring foods or drinks inside. If I want to eat or drink, I have to repack all my things.
5537 delayed delivery of requested items (nobody can predict when it will be available!)
5530 I study mainly at Grainger and sometimes at Vet Med library. It is always FREEZING cold in Grainger and everyone is always complaining about the temperature!!! Also, and much more of a complaint regarding Grainger is the amount of NOISE. It is very difficult to focus on studying when there are constantly tour groups going through the library!!! This is a place for quiet, not for large tour groups!!! I realize that maybe these people are donating money, but it is very unfair for those of us who pay a high tuition to have to listen to tour groups and banquets during heavy study times. This, as far as I am concerned, is unacceptable!!! Also, the vet med library carrolls need lights in them like Grainger. It’s hard to study in the dark.
5536 The inability to access stacks personally, without grad honors or professors temporary pass status...
This is really troublesome, especially if you have worked for the library and do know what you are doing.
5541 Some times librarian don’t want to assist with computer related problems and expect the person to find out on their own, although they might not have anything to do.
5542 Not being able to find books. They say they are available but are nowhere to be find - misshelved?
5544 It is very inconvenient that almost no libraries open until 1 pm on Sunday.
5545 the undergraduate library does not have books, need assistance when going to main library
5546 I have no idea how to find library materials and which library they are located in . no clue whatsoever.
5547 The hours - I wish it would be open earlier and longer on weekends and holidays, because to many graduate students, they will be working regardless of the days of the week or time of the year.
Can't check out anything... too many items are non-circulating.

I found it hard to find some journals. Librarians didn't know either

search engines are difficult to use

TELNET often doesn't produce results

Not open longer hours during the weekend

The Main Library's policy on who has access into the stacks.

- Maybe I just had bad luck this year, but on several occasions (at least 6 or 7) the sources I was looking for were missing, I assume perhaps they had been stolen or misplaced. Sometimes though the computer said they were on the shelves, in fact, they weren't

- Some of the subject libraries have very inconvenient hours (for example, the Asian library is closed on weekends).

lack of study space, lack of internet connections, hours

There should definitely be more copy machines, especially in the Biology library. There are only two copy machines by the reference area and that is hardly sufficient to accommodate the many students who have to xerox materials for courses.

I found the whole system to be VERY confusing. When I would ask for help, they were not very helpful, would answer my question and leave. Being able to go on the internet and find the materials was nice. But it would be nice to also know where they could be found and the usage of the programs a little more person friendly. I found the system hard to use and confusing. It was very frustrating when I had to reseach things for class. I couldn't make sense of the computer and a class would have helped.

You usually have to go all over campus to get the material you need, which takes forever

Record_id Q_4_2

low employee pay

-Deteriorating number of monograph acquisitions

-Several very unhelpful library assistants

-Clumsy online catalog

-Lengthy book charge period means heavily used volumes are less likely to be available

I am sometimes frustrated with the decentralization of the libraries.

I have found that a lot of the books aren't shelved in teh correct places.

The printers are always broken and there are not enough computers

Limited selection of ophthalmology journals.

It is illogically spread out over the campus, and the collections assigned to each library do not seem equally maintained.

Books are way too often listed as missing, and even when not, often they cannot be found by the staff when I go to the stacks for them.

Nothing.

although effort to assit me was made, the end-result was often marginal;
also, the librarians awarded me a large fine while their reserve return checks were often faulty; they did not let me argue with them;
while usual fine was posted as a notice, the reserve fine was not.

The library is not open all the time.

The fact that alot of the books I need are either missing or the articles I need are missing.
Having more copies of the same book/journal in different departmental libraries would make finding a library item easier.

I don't like having to go to the main stacks for 10 year old journals.

nothing

The search units are too confusing and it is difficult to find sources

The amount of and types of full-text documents that are available online.

There is not alot of Security because there is so much, it is difficult to find what it is that you are looking for in the library.

I am very upset with the length of time it takes to re-shelve books. I am currently at the library where I need a book desperately that was brought in over a week ago but yet to be shelved! What is the point of having the largest library when you can't even get the one book you need even though it is here somewhere!

materials are so hard to find. you have to go all over campus to find one source.

I am very disappointed with the degradation of the Undergraduate Library. There is a lot of information available, but the physical locale is not conducive to research or study.

The level of complication to endure while attempting to figure out the gateway and online resources.

I would like for the library to stay open later on Friday and Saturday nights.

when needing to view videos (or use for class presentations, it would be more convenient to be able to charge these materials out, instead of going through professors and/or tas.

The lack of up-to-date books regarding aeronautical and astronautical engineering. No current plane books that you can check out.

Noisy.

lots of books

Something, that I like least about the library is that I don't think the library has enough librarians to help the students that need assistance in locating the materials.

That they close at 1:00.

I have no suggestion.

Searching for articles/materials on a computer from the library webpage can be very confusing and, at times, frustrating. When searching for information on a particular subject (in the ALS library), I actually found it to be quicker and easier to find what I needed by flipping through the journals manually. This was more efficient than searching for articles using the computer because Illinet and Telnet were not always helpful in finding materials on what I needed.

I do not like not knowing where everything is in the library and all the possibilities that are offered.

Limited library hours (i.e. not open 24 hours)

In certain college libraries, they only have copy machines that accept your student ID, but with no machines to put money in your card! There should either be more machines or at the very least two machines—one that accepts your I-card and one that accepts change.

It is sometimes difficult to find information with all the materials.

Non-existence of new books in special fields.

That some books are due back by the next day.
I do not like to travel between several different libraries to obtain one article. I also do not like the lengthy waiting period to obtain books from the graduate library stacks.

Many related journals are in scattered places around campus.

Having to find out where the different periodicals are - such as earlier journals sometimes being in Main Stacks, sometimes in Education.

Parking

too noisy sometime

The fact that I need a pass to get in the grad library, often times that's the place I need to get alot of info.

Short hours on Friday (Mathematics library).

Too many study-carols. There should be more tables, because science, and math require a lot of space to spread your things out. Or even in the case of doing research papers, and study-carols too often do not supply an adequate amount of space.

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I do not like that some of the staff doesn't seem very willing to help the students. Also, sometimes I feel very unsafe if I am at the library by myself at night, but I am not really sure what can be done about that. Also, a lot of people use the research computers for internet/email, and this is a pain when I need to research and I have to wait for them, when they aren't even using the computer for its purpose.

The library should be open more hours.

I least like navigating the main stacks. There should be more maps posted.

What I like least about the University of Illinois Library is that it is not open 24 hours.

Many related journals are in scattered places around campus.

Sometimes it's a pain in the ass to have to hike it around to all the departmental libraries, but that can't really be helped.

I don't like that there are not people working at the help desk during all of the hours that the undergraduate library is open. It seems like every time that I need help, no one is working. Also, most people do their work at night time, so when the majority of the people need help, there is no one working.

When I'm in the undergraduate, there's never a computer open. This is partly due to classes. Also, if there is a computer open, it's probably a mac which doesn't help me because I have a pc at home. This is a large inconvenience. I would recommend to even the distribution of pcs to macs.

I personally prefer e-journals because I can print them out to my printer w/o going to the library to hunt for the thick volume of the journal and make a copy of it. It can become a real chore if the papers I need are at different places. If these can be archive electronically... it will be really wonderful.

Sometimes I have a hard time to find the right Library for the journals I'm looking for. And there are a lot of journals which are not at all or not any more in the Library. The webinterface is sometimes confusing for me, but I never spend a lot of time to learn more about it.

I'd rather use a web browser instead of a telnet interface to search for material. Also, the library
hours at the main library are not long enough

5661 having to go to another library to get the sources I need
5662 not enough computers especially during finals
printers are slow too often

5663 Some of the library hours are short and or not convenient.
5664 sometimes books are missing. newspaper articles are missing

5665 How slow the graduate library is at getting books for undergrads...

5666 The fact that it is so big... but that is okay! The larger it is the more information available

5667 undergrad is flat out ugly

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5668 Copy machines:
Non-availability of reduction (Only one[?] machine is available but with limited functions.)
Low level of maintenance - Printing quality is not always good enough. Repairment, etc. is not always prompt.

Microfilm viewers and printers:
Maintenance of viewers is poor
Printers are too few. (Only one for positive and one for negative). No change is available. (Quarters can’t be used.)

5669 We have virtually NO materials of value related to instructional/educational technology. Considering Illinois is suppose to be one of the leading technology-oriented campuses in the world, what we have in the way of instructional technology materials (book, journals, or anything) is embarrassing, at best, and insulting, at minimum. Open up the purse strings and buy some new books.

5670 number of journals available is too limited
5673 The telnet online catalog...
5675 The hours could be better.

5676 I dislike the lack of newer research materials.

5678 The short hours of operation of the departmental libraries...many times these libraries close at 5pm on Friday and Saturdays...I understand that for undergraduates...but for the graduate students, who seem to work continuously, it is too early! It seems Uofl is “training” folks to go to happy-hour. Even if this time hours don’t change...maybe for one or two nights a week, the libraries could stay open until midnight?

5679 the books
5680 I dislike the selection of African-American knowledge based books. I don’t think that there is enough reference dedicated to the African American population here. I also think that whoever is working the reference desk in the afternoon is very rude and there should be more ATTENTIVE and FRIENDLY service to the students and customers.

5684 The interlibrary loan is slow. It would be nice to be able to receive the copy or book within a week or so, not a month.

5685 It is unsettling to have such a high crime rate in the library.
The fact that the library system is so spread out. Some journals are applicable to multiple disciplines, yet can only be found in one library. This is not so much of an issue if more journals are available on-line.

Waiting at peak times for computers

Being told to be quiet when there is no group study area and volume is kept low.

Sometimes the online catalog can be very confusing. Also, it would help if the staff was more knowledgeable about library operations.

I don't like that there are no morning hours on weekends and that the library closes early on Friday evenings (for grad students with nothing else to do but study), those are important hours to look for materials, do research, or study in the library. Also, I don't like that there are VERY SHORT loan periods (sometimes less than 2 weeks) for materials received through the inter-library loan office (Room 104??) like dissertations, books, etc.

Sometimes the employees aren't as courteous as they could be. I would really appreciate them taking time to help me, rather than taking more interest in talking to their fellow employees.

The gateway homepage can get confusing sometimes as well as the Illinet telnet online; however, when used properly and the ability is there to use it, then it is invaluable.

It's big and it's all over the place.
(Actually I don't mind this at all.)

Much of the best material is usually in stacks so you have to wait to get your information. There are too many libraries.

That I can't view full-text documents on-line after I have found them.

The aforementioned problems with the on-line catalog. When it tells me a book is not available, I no longer believe it! Maybe I'm not searching correctly....

Have to trek all over campus to find right books. Plus, I am a night time student. It is more convenient for me to go at late hours, when the library is closed.

There is only one thing that would greatly improve my research capabilities and make my life as a grad student easier. That is to have more electronic journals available through the library.

I find that some of the employees working at the Main Stacks are not very courteous and the chain of command involving fines do not seem to always get remedied.

The quiet study areas are NEVER quiet! Also, I think the no food and drink policy should be discarded! For one thing nobody listens and another, we are college students. Therefore, we know now to have drink around a computer or food around books. But, if we are just studying I do not see the harm in it! The library should stay open later on Friday and Saturday and open earlier on Sunday!!

In certain libraries, the staff can not always answer important questions.

And I think that it is silly that not everyone has access to all the libraries. The law library is only open to law students, yet it is the most conducive to studying because it is so quiet.

when I can't find a source I'm looking for or if it's just not available at one of our libraries for example Mary Shelley's Frankenstein

no security.

chairs are not comfy.

book smells, dusty.

I don't like the copy situation for the graduate library in LIS. I usually do my index searching in the undergraduate library in order to be close to the copy center.
If we need to load our debit cards for copying, then there should be an ATM machine in the library.

not being able to check out compact discs at least overnight.

I am easily confused about where I need to go to find the materials I've located online. A nice sized map of U of I libraries at the entrance of each library would be nice so I could more easily figure out where I need to go.

The way in which the libraries are spread out and so in order to find hard copies of information, it is sometimes necessary to travel across campus to then find out the source is being used or is no longer usable. Although separating by subjects of study is important, sometimes it makes use of the libraries too difficult.

Sometimes it is hard to find what I am looking for because there are so many different databases and ways to look things up.

this year I have had problems with the laser printing system. it is expensive and at the library I frequent most often is out of order.

Closes too early on Friday and Saturday

I cannot stand ILLINET Online. It is very hard to consistently be able to use it correctly.

Philosophy journals are not shelved quickly enough. They often languish on the desk of the history/philosophy librarian while she's reading book reviews.

The compact shelving in the stacks. Having to go to so many different libraries around campus to get the resources I need.

More people needed in the Writer Workshop near the end of semesters.

Librarians are not helpful and the library system set-up is not user-friendly. If one is not familiar with each aspect of the library, it is extremely difficult and time-consuming to attempt to find materials. Additionally, librarians do not simplify the task. Often, they demean students by appearing as though their problems are trivial and ignorant.

The online programs are easy to use once you go though a bunch of red tape. They should be easier to use, and hassle free.

I hate that I cannot check my email and the hours for the libraries suck.

there is way too much
it is too confusing and I hate having to run to 10 different places
keep it simple and concise

Limited amount of printed music

sometimes the material needed is not available

I need to wait more than two days for finding some books.

The time it takes to receive a new book and see it placed on the shelves is entirely too long and unacceptable. So many times I am forced to go to CIC-VEL to get books that we have "on order" or in some other processing status. We've already purchased these books yet now must pay other schools to loan them because we can't get them to the patrons fast enough.

condition of materials, treatment of materials

all the libraries are spread out and do not have the same hours of operation.

I find searching for books a little cumbersome.

service is bad! Especially the chemistry library. Most of the full time staff members are rude and
can be hard to find resources because there are so many late Sunday opening hours; no ability to place holds on materials checked out; poor lighting in many libraries and lack of group working areas open hours are limited Ease of use and capabilities of telnet search Going to other libraries to get articles that are only in one library. It's so large it's easy to get discouraged in finding material. Not enough individual assistance from actual librarians (not students) trying to locate the smaller departmental libraries.  

ONCE IN A WHILE, I WOULD FIND MYSELF RUNNING AROUND TO 12 DIFFERENT LIBRARIES LOOKING FOR ONE BOOK. SOMETIMES THE LIBRARY SYSTEM SEEMS TOO COMPLICATED. Not open when I usually do my work (between 10PM and 2AM). Not enough full-text references available online. Too many databases to choose from, with inadequate descriptions, when doing web queries. having to go across campus to find a book at a different library Often it is difficult to receive the librarian's assistance. Perhaps more staff is necessary. I do not like the fact that I have to go all around town to find the book or journal I am looking for. Journal binding seems to take forever (source I need is always out), collection lacks many important journals in life sciences, electronic journals should all be linked to single page, should have more access to other electronic journals There are a lot of lost/missing/misplaced books and journals that need to be replaced. I dislike the fact that the ALS purchased videos for my class and that, after they were housed in the Undergraduate library, I was hassled about returning them every 3 days. Why can’t we have the videos for an extended time period or have one of their staff come by to pick them up since it’s difficult to make it to the library every 3 days? Well some of the journals in my field of study should be here in our library but I never find this journals Its hours and its lack of faculty. That it is so big and at times it takes long to research When researching, you often have to hike all around campus to ten different libraries to find the articles you need. It's a hassle to find where the book is located and to get it (e.g. if it's in the stacks). Also, the online services are not that good--confusing. I do not like that the libraries aren't open late enough. I wish the library was open at least an hour or two later at night. One o'clock is too early to close a library. Temperature is consistently too hot in winter, particularly in the stacks, where I must spend a lot of time. I become close to ill from the heat quite often. when looking for less academic reading, I found numerous authors and books that I would have liked to
have read on my own, yet were not available.

5765 I have had trouble using the computer interface and I routinely get a warning or request for routine for books that I have borrowed from other libraries through the U of I interlibrary system.

5766 Most libraries (especially the undergrad) are very noisy during peak hours, which makes it hard to work. Perhaps group rooms would help, but I think it's more socializing than groups working together on projects.

5768 I needed a document that was a vital part of our project, but someone checked it out 2 years ago and never returned it to the commerce library. I would have liked to seen that they would have replaced the document by now since so much time had lapsed.

5770 Too crowded (during finals) and not enough seat available.

5771 The lack of some of the journals of campus

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5772 Cannot deliver full text documents to computer.

5773 In the library, there are not as many as desks and chairs to study. And the illumination is too dark and atmosphere is also dark compared to the granger libarary.

5774 Not all the scientific journals are available electronically.

5776 The new Webspars interface is terrible. The old one runs circles around it in terms of speed and user-friendliness

5777 I would like to see more copies of popular books because it seems that I have searched for a particular book plenty of times and it's always checked out. Also there are few books on different programming languages, while there are vast amounts of books that explain theory. I would like to see more programming language books because in classes they only teach theory and there is nowhere to learn the languages unless a student buys the book himself.

5778 There are not enough group/seminar rooms.

5783 Having to travel all over the campus for different topics.

5784 Sometimes it says the books are there, but are not really on the shelf. Then, a search party is formed, but I usually never receive my book.

5785 slow shelving of returned materials

5786 Searching for the location of journals and the fact that they are so spread out everywhere I don't care for too much. It would be kind of nice if there was a single building dedicated to all the journals and arranged in that building by subject matter. It would be much more convenient that running back and forth between different library locations.

5787 1.being searched backpack in Asian Library

2.being fined three times even after I returned a reserve at City Planning Library.

5789 Some of the sources (books) are getting older.

5793 Hours not late enough.

5798 1. can never find books--students don't even know where to start looking

2. Granger is way too cold --why??--I do not go there due to the freezing temp

5792 I feel like it is not safe to go anywhere within a library without carrying my backpack with me or worrying about something getting stolen.

5795 Waiting for open copier...did not have to that much, but this is really my only complaint.

5800 Not finding something and having to wait at least 10 days for the photocopy request to be filled.
Sometimes books on the same subject are in different locations all over the library.

so many of them and so far from each other

The web page searches for articles is confusing, aggravating and virtually useless.

Confusing networking

the fact that it is very difficult for many people to learn how to use...you could possibly offer more
"using the library" information sessions!

I do not like the fact that the library closes so early on Fridays.

I like everything about the library.

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The undergrad is not very asthetically pleasing and not nearly as conducive to studying as Grainger

The hours are bad. you need to extend hours like have a couple of libraries open 24 hrs everyday.

Poor and uneven availability of e-journals, specially in the AGRICULTURAL (ACES) and STATISTICS parts are poor
(e.g. No e-version of Journal of American Statistical Society!
Poultry Science, Livestock Production!, Genetic, Selection and Evolution!, Acta Agriculturae Scand...)

not open late enough

Some books are very popular, and are always checked out. For these books that are requested often, it would be useful for the library to purchase a second copy or so, or make those popular books as reference material.

Longer Hours, undergrad library is a pit

should be open longer.

The online catalogue.