

## *Comments on online catalog from 2000 campus*

### Q\_2\_5

The user interface is cumbersome. Also, it is not possible to check a journal article and place order for the article online (If the journal is checked out).

Very helpful if prefer to stay at home and research.

things need to be made more clearly. I want to do searches to find materials at this University ONLY. After you do your search, you have to look up to see if it is at a U of I library and which one it is. There should be a program available to look up references available and where they are available at this university....may be there is. I am not very good at this library stuff.

I find the telnet interface very cumbersome because of (a) the repeated need to enter my password at various levels, (b) inability to modify mistakes in several different operations without having to start from the beginning. I have not used the web interface much because of my understanding (possibly incorrect) that it samples only a limited portion of the catalogue.

The library system seems to become even more challenging as there are more technological advances, and tutorials and assistance then become necessary.

It would be extremely useful if there were hard copies of the list of periodicals in the U of I library system.

Pamphlets on all or most library policies should be made ready available.

Very often, the system is either too confusing, or too complicated, as there are many separate libraries on campus, and newer innovations continue to pop up. Some would have agreed that the library system was more user friendly before everything was on line.

Web interface is great, however, the last time I used it (about a year ago), it still had not implemented search by ISBN or ISSN number (which telnet did have). This feature should be ported over to the Web interface, if hasn't already.

It's nice, but when searching journal articles using OVID-IBISS online, I have yet to figure out how to delete a search term. This is problematic as if I choose a word that's just plain incorrect for my search, it just hangs around and hangs around. If I am trying to construct a weekly automated search this is simply maddening. I should be able to delete search terms from my search history at will. If I already can, it's not obvious at all.

Pretty useless - it misses too many things.

I find this catalog to be difficult to use. It is especially frustrating that it gives results for all of Illinois, when I want to know if the book/journal is available in the Chemistry library only.

## Q\_2\_5

Needs to be faster

I use only the ABI information journal database. That is not listed as one of your choices. So, whatever that means...

In general it is very useful. However, was there ever a full explanation as to how to use the newspaper room? I didn't look , but it wasn't apparent to me.

I appreciate the flexibility of having multiple search options, such as browse title and title keyword. I would appreciate having a function that would be equivalent to shelf browsing.

Subject searches are terrible... Even if you have some of the right terms it comes up with nothing. Searches for older books are difficult as well. There is no subject and often only part of a title.

The only inconvenience that I have found is that sometimes you may search a book (that is catalogued) by title or author and it does not appear, and you have to try something else. Until I became aware of this I thought a book was not there and did not borrow it because I didn't try looking in other ways.

works good

I don't think that this service is promoted enough by faculty to students.

The "browse" feature is nearly useless for that purpose. One slight misspelling and you get nothing. "Browse" to me means that it would show the items that are alphabetically near the phrase I typed. It would also be helpful if I could limit a current search rather than having to start over with more specific terms.

The telnet interface is the worst one I've ever seen. the web one is coming along. Not too impressed with the main library but the Beckman library is great. The staff there is excellent.

it's a bit confusing

It makes it easy so you don't have to physically go to the library all the time. you can just do it from your home computer.

It is very useful, because the library is confusing, especially to freshmen, who are the ones that really need to learn how to learn these resources. I would like to see more full text articles online though, or a way to search only UIUC available sources.



## Q\_2\_5

The functionality is great, but the user interface is very poor. The web interface holds much more promise.

The use of the bar-code ID number for access is unusual and unnecessary. Why not use netID or social security number?

It Rocks

I find the telnet interface extremely confusing and difficult to use, although I believe I'm a fairly advanced searcher. I also find it highly annoying that it's impossible to check out one part of a multi-part set (i.e. proceedings) using the web interface.

I appreciate the online services available. It is very convenient to work from your office computer and be able to view different articles. I do not use this service very often but when I do I find it somewhat frustrating when I cannot find the pathway I select. I do realize this is my fault due to lack of practice, but maybe if there was a way to get help online. Not Necessarily by talking with someone personally, but possible a "help desk" within the system.

It's a nice interface but the telnet version could be more user friendly! I've tried the web version but most times, I don't find what I need and have to go back to the telnet. I'm eagerly awaiting the "constructed" web interface:)

Thank you for the online databases and ejournals. They make life much easier.

Have always had better, more efficient searches by using the bound periodicals rather than the online catalog.

It is o.k.

Very useful although sometimes I can't find what I am looking for.

Have yet to find the ILLINET Online out of service, keep up the good work!

## Q\_2\_5

It helped alot. It saved alot of time from actually going to each library and seeing if they had what I needed!

The catalog is intuitive and easy to use.

I have had years of experience using the DRA version of Illinet online so I am used to the somewhat clunky interface. It is my hope that the web version will be more user friendly. Because of my experience with Illinet, I have gotten used to using it but there is room for improvement like the ability to limit a search.

Finding journals using Telnet is still confusing to me. It would help if, in doing searches, the catalog would distinguish between books and journals. Also, I think web is the way to go. Make a U of I catalog that looks similar to Ovid - where you can limit searches, find full-text, and email text.

I've never had a problem with it, I've always been able to find what I've needed using it.

I wish it could help find articles, because lots of the article I find on other searchers, like ERIC, are not available at our library and which makes getting ahold of them daunting.

None.

On home computers, telnet interface does not allow renewals.  
Searches for "all" Illinois locations don't quite work right.

## Q\_2\_5

Much better since the upgrade. Definetely like to view account, and renew materials online. Also, requesting materials owned by other libraries and having them delivered is of invaluable assistance! Perhaps, the catalog can also link to other sites of find the material if not in Illinois libraries.

I would really like summary holdings for serials, especially on the web interface. Overall, I have found the telnet interface more difficult to use than the web interface. However, the web interface has some frustrating aspects - but these seem to be gradually getting fixed (just this week you seem to be able to limit searching to UIUC only). Unsuccessful browsing really needs to drop you into the index. It would also be great if unsuccessful browses limited to UIUC would automatically bring up the option of expanding the search to all Illinet libraries, instead of the user having to know to go back and modify the search.

efficient

It is not well-designed. The biggest problem is that you know the library owns a piece of work, but you just cannot pull it out from the online.

sometimes it's too confusing to find a certain article

Can be confusing at times

Under the old catalog, I could log on to the catalog from home easily. Now that they've updated it, it's so complicated I don't do it. I don't see why they had to make it harder. Also, this thing about old fines staying on accounts for four years, even if they're out of date, is crazy. Is that progress?

the old one was much better!! the new one is harder to use, especially in renewing books on line and linking to other libraries.

The interface system needs work, and it would be nice to link to location maps directly from search results.

THe Telnet version is clunky, and the web version still doesn't have full functionality...for example, the Telnet version displays when a book you've requested has arrived on the hold shelf, while the Web interface only lists your outstanding requests, but doesn't tell you when a book is actually there for you.

It would be nice if there were shorter journal summaries: i.e. Say, for Acta Metallurgica, don't list each volume separately, just say "Grainger Engineering Library- volumes 1-44, 48, 49. (1918-1999)"



Q\_2\_5

none

The web catalog is very picky about which option you pick (subject vs. title). If it's in the title, then it should come up under the subject, although this doesn't always happen. So I have to search both of those. Sometimes if there is a word that's part of the title of a book of transactions, then the search engine will not always pull it up.

IT works well.

More training sessions for students, employees, faculty & other patrons would be nice. An online trainer would be better.

it is very easy to use

Sometimes books are only listed either by the author or the title, and this makes search difficult because knowing either will not help finding or locating the book.

The online catalog is great!

The web version needs to be made faster. In addition limiting searches by location would be very helpful.

seems to be limited in some areas of study  
must be exact in area of search

It is very helpful!!

## Q\_2\_5

1. It will be MUCH more helpful if the system is "Window"-based (notr Unix based)
2. It should have "advanced" searching feature - we can use multiple searching criteria at the same time for a search

I think ILLINET is pretty helpful because it allows me to do research at my dorm instead of going to the library itself. If i'm writing a paper late at night, i don't want to to have to go to the library to search for an article. It's a lot more convenient

DRA is one of the worst catalog systems I have ever encountered!

The one thing I find the most irritating is having to re-enter one's ID information every time one queries the borrower info (and each query requires another re-entry, and I often want to query it several times during a given login session). I already have to enter my ID info when I enter the system; I don't want have to re-enter it.

Pretty much satisfied with how it works. A little slow when sorting the large number of records in the search result. Another drawback in the Telnet interface - there is no indication of how many records are found on the screen where search results are listed. I think it is very important to have this information displayed at the top so one can immediately estimate the search strategy used. Not everyone knows that you can look it up under Search History in the Menu.

Overall, think that it's construction was good.

Sometimes it can be confusing using the ILLINET Online system. However, I do enjoy the option of showing closely related words if my specific word isn't there.



## Q\_2\_5

I am rather inexperienced with a lot of issues and services. At this time I am most interested in the electronic access, particularly to journals. But working through Illinet, I am still confused by all the choices and buzz word language. So, I will make one request now. See comments in pane 4.3

The catalog is extremely helpful in finding books and articles, however, it is nearly impossible to use it to find poems even if one knows the author and title of the desired poem.

Not user-friendly.

Good in general. But keyword searching does not always match all the materials which should match.

none

I conduct a lot of research on contemporary artists and I feel the library is not updated enough on its resources. I often use online booksellers to find current information instead. Also, I wish Illinet could include more information on holdings at other schools. I think WorldCat (1st Search) is best for this.

There should be clearer signification of the status of books when using gateway/telnet (ie whether or not books are on order or missing, etc.)

This system could not be more confusing or impossible to use, unless of course you update it again and then I'm sure it will be worse.

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loibrarians at ricker are the best

It would be great if ILLINET had the ability to do multiple level searches and sorts.

Sometimes it is hard to limit a topic. It would also be useful to be able to limit your search to the specific library you use.

The new telnet interface is nearly impossible to use. The web interface isn't much better.

I have stopped using the online catalog because it gives me wrong information on whether a UIUC library has the book or not. One two occasions it said UIUC did not have the book, contrary to what the telnet catalog said.



## Q\_2\_5

The Telnet version can be very, very sensitive and often loses some information over remote connections. Utilizing the web interface is so much easier and more consistent.

improve its working, it messes up the whole screen sometime.

improve its working, it messes up the whole screen sometime.

It could use some more advanced searching tools. I find it hard to look for a title if I don't know the first word.

I prefer the web browser much more than the telnet one but I usually use the telnet one because the web browser is still more limited and not as reliable as telnet

It's perfect.

very useful, I like the web interface better

none, for a student in Electrical Engineering I have probably used the library twice for class notes in my career here and I've been here for 3 years AND I hold a 3.75 GPA. I thought I'd be using the library more when I got to college, but I haven't really had the need to use it.

The on-line is okay. The librarians help a lot. But they do make more noise (talking when they help people) than anyone else.

I have not used it yet this semester.

I love the web interface

## Q\_2\_5

The catalog is a bit difficult to get used to, but once a person learns, it becomes easier. I don't like telnet interfaces in general.

Overall a good job...You should be allowed to check out CD-ROMS (like the Merck index!

The Illinet catalog is very useful. However, as a CS student I find navigating the telnet or website a little confusing. Possibly, the site navigation could be improved to help promote better site navigation? Just some thoughts...

IT is very easy to use and understand and the interface works well.

Not very good. Information is too spread out, it's hard to find things. It would be nice if all articles were online. I don't have time to order anything, or wait in line at the stacks.

Need a better site map for links to various databases.

The Web interface is much better than telnet, but I still have trouble knowing what schools are in my search. Also, what is the difference between keywords search and browse search. The web library web site should be streamlined somehow so that it is easier to navigate. Perhaps hide advanced functions behind a link and make the links more graphical to speed up navigation.

Next to impossible to use, I avoid having to use it at all costs.

It's pretty simple to use.

Magazine articles should be easier to find.

I use it once in a while. Seems decent. The weird thing is that some of the foreign language books in the music dept, come up in german. And my german isn't that great, so sometimes its hard to read. I mean I can read the music that is in the books. so maybe if they could translate the titles to english that would be good.

I think that the online catalog is incredible because I have been able to search for full text articles for research from my home PC. It is sometimes difficult to find nationally known sources in full text, though. The card catalog online is a great idea, because I can see if a book is in and at what library without getting up off of my butt and searching myself. PROBLEM: sometimes I get automatically logged off of Illinet because of a period of time of no activity. This is usually because I am reading an article and taking notes. Then I can't find my way back to where I was because I am logged off and basically kicked out of the search area I was in.



## Q\_2\_5

not very user friendly. could be improved.

It's not user friendly.

Please phase out terminal-based library portals and switch over entirely to web-based ones. The web-based interface can be made to do so much more than a telnet connection could ever afford.

Well organized!

I have only used the Telnet interface, because of its ease and familiarity. Another good thing about the Telnet interface is that the user does not have to wait for graphics to load (very good for those who are using a dial-up connection).

I think it's great and can't really think of anything that could be added.

Great Job!!!

Works fine, as far as I've ever needed it to.

Its nifty

There are WAY too many data bases. These confuse and frustrate the average borrower. There needs to be a set of options - one being the choice to limit your search to ONLY the books in the library that you are SITTING IN, and the other being the choice to access databases listing every known source. I often get so confused and frustrated that I give up after hours of searching and not being able to understand the results.

it seems fine

## Q\_2\_5

I think that the online catalogue is very difficult to use. I just recently learned how to use it to find library materials from a journal. I had to ask one of my friends to show me how to use it. (I was using OVID for the search)

When you request a book, it goes to your "home" library which is set to a default when you enter the university. There should be more emphasis to explain this to incoming students so they are not found in a wild goose chase trying to track down the book they requested. This could be done via the Illinet online terminal

Increase the number of periodicals that are kept online (acrobat or similar form).

I don't really use it, so I can not comment.

what, exactly, is ILLINET?

ok - I wish more material would be found from searches and that more journals were available online.

The online catalog at UI should have been developed much earlier and with a much more user-friendly interface. I found the telnet interface particularly awkward and unnatural. The web is better. But still it does not allow one to work with the catalog smoothly.

i think a graphic user interface would be a lot better. there is too much text and a web style search engine would be a lot more user-friendly.

none



Q\_2\_5

Haven't used it much so cannot comment

I like it alot

I think it is good, but I am not familiar with some of its function until now.

some books could not be renewed online for an unknown reason  
many "available" books could not be found on the shelves

Fairly easy to use. Takes time to learn though.

It's really helpful!

works fine so far

i like it

Pretty easy to use with a decent user interface.

very effective

I think that Illinet is very useful and provides me with adequate information that I need. The library staff is very very helpful, esppecially Marlis in the music library.

Sometimes it's a little awkward, and a little confusing, but overall it's very useful.

ive never used it

Q\_2\_5

With surprisingly few difficulties, the web interface has been much easier to use than the telnet one.

interface of ILLINET Online is not user-friendly. It is hard to get information I really want to look at at times.

i find it confusing. i don't know how to access it from computers outside of the libraries (or even inside the libraries that well, for that matter.)

Good Stuff

It's cool.

Pretty great.

I have no idea.

## Q\_2\_5

Still a bit inefficient in finding exactly what u want. but its a good system overall.

Sometimes during peak hours, I am not able to get into illinet on-line. I get the library home page but do not get a response when I click on links. It can be very irritating.

Cannot recall the last time I have used it. I mainly used the libraries to study.

nice interface, easy to use from home. The web format makes it look a lot cleaner and it is easier to explain how to use it on the web much more so that on telnet

It's nice and functional.

I have found the telnet interface as the only method that will list library materials available at UIUC libraries. One problem I have had is that the library web page has been changed every time I need to use it. It is very hard to find the link to a search on the page, es[pecially when it changes so often.

the more services are on-line, the better

Don't care for telnet

Very user friendly

Since library use different data basis( illinet online, ten-universities network, and ILL) sometimes finding and ordering a book takes to much time, it would be better to search all these data basis at the same time, or to able to link these data basis to each other.

no problem with it.

Needs better interface.

## Q\_2\_5

please improve the Z.3950 interface with bibliographic software such as those distributed by isi Research soft - e.g. Endnote

telnet interface should be more user friendly---say, I misspell a letter in the search string, then I have to write it all again !!!!

Too difficult to use

The new version is rather terrible -- I still can't figure out how to do an author-title search! I don't believe it's possible and this is obviously a real shortcoming.

Needs more documentation - more intuitive interface (cannot find many functions)

Very Helpful

the interface is very slow. The web version is much worse. An example of a good interface was the text-based command line searches in the old (non-web)MELVYL catalogue at the University of californa

Eg:

Find PA Twain M. and TW Yankee.

(Personal Author and Title Word search)

I find online catalog use frustrating: with a card catalog, I could find many things "en route" to my initial search. If I didn't know an exact spelling, or author/title, I could still find it, and other sources that perhaps I didn't know I needed but proved to be extremely valuable. Online catalog listings just seem incomplete - if you don't know exactly what you're looking for, you don't find it. This is not necessarily about ILLINET, but online cataloging in general.

Why should a person need to log in with a library ID and then have to enter the number a second time to view borrower information? Tedious.



## Q\_2\_5

I think that this system is a good system but it's not very user friendly. Also if you don't know how to use it, it is very hard to figure out on your own since there is not a good set of directions on line. Also, since there are so many different commands it is hard to keep them all straight when you use this system.

I've never used it.

Library assistants are always helpful and friendly.

Regarding Boolean Search, availability of some examples online could be helpful for reference.

i don't use it

The user interface of the telnet version is horrible. The previous on-line system was vastly superior in terms of user experience. For the first several months, most of the librarians quietly agreed with this assesment. I would suggest that a process be put in place that prevents the implementation of systems that have not been widely tested and approved by users prior to the system being adopted.

Library is very extensive and easy to use. The librarians are very helpful.

It would be nice if sort/limit were available in all "modes"

useful but not very user friendly

It works fine with me

Increase the processing speed.  
Increase the number of on-line journals with full text articles that we can access from any UIUC computer.  
Provide the library call number when doing OVID journal searches.

The telnet interface is clunky and takes getting used to, but it does seem fast (even via modem) and it gets the job done. The ability to look at the index if a search generates no matches has been very helpful. One thing I'd love to see is the ability to view/print/email records in tab- or comma-delimited format -- this would greatly speed creation of bibliographies. MARC format is troublesome, to say the least.

## Q\_2\_5

The on-line catalog is a real boondoggle. The cross-referencing is HORRIBLE. If I'm looking for a particular "sonata" and list a keyword as "sonata," the item will not come up at all if its keyword is instead listed as "sonatas." It's truly dreadful. As a faculty member, I find using the library one of the few unpleasanties associated with my research here.

I don't really know what it is

It is very confusing with the binding way Telnet works. It is also difficult to finally get to an actual book or call number because the search must be refined so many times, and you can not use a mouse in telnet.

Too slow. Telnet interface faster to use.

I studied at Berkeley from 1981 through 1995 prior to coming here in 1996. During this period I witnessed the growth of their Melvyl system. Even in its early stages it was far better than the UIUC telnet system. It has progressed so far since, that it eclipses anything I have seen here by far. I have always wondered why UIUC did not or could not license that technology for use here, saving all the development effort here that has already been done there.

A few comments.

1. It is confusing. Which database, which catalog, which everything? UC presents a single interface that gives the user control over the search. It is reliable, flexible, accomodating to the needs of novices and advanced users. UIUC? I have no idea if my search is comprehensive, and I have not the time to search each of the catalog options that are presented.

2. The search options are too limited. See Melvyl, or the recent UCB version Gladys, at the UC Berkeley library. Flexible, accomodating, comprehensive.

The online catalog could be improved and be more flexible and easier to use.

Very useful. Good interface, though it took me a while to adjust to this new interface, when the old one was changed.

I think it's a fairly straight-forward, no-nonsense program. Pretty much appropriate for library use.



## Q\_2\_5

search feature is too sensitive and I am never sure if my search results are correct - how about a windows based search device?

the telnet interface is archaic, it may make sense if you are a librarian, but I'm not so it may as well be greek. The web interface is horrible, it's confusing and cluttered, why can't we have an altavista style search system that searches the records? just one input box and a search button

never use it so disregard 2.4

The telnet version is useful, but a bit unwieldy, due to an interface which is foreign to many students. Further development of the web-based system would obviously be a great credit to the University of Illinois Library system.

I found the catalog somewhat hard to use on the first time, it wasn't as user friendly as I thought.

One of the best on-line systems I  
I've seen.

Once people know how to use the online catalog, then they find it helpful. Perhaps teaching them to use it in a rhet 105 class or a spcom 111/112 class would be more helpful because most people have to take those classes. Touring the library isn't helpful, but touring the online catalog is.



## Q\_2\_5

The web interface is a great improvement. Thanks.

I don't believe that this is through ILLINET, but I find the most useful online library resource to be the Digital Libraries Initiative.

void

No real comments. Thanks

I have never used ILLINET Online before.

works well :)

Simple to use. The inter-libraries borrowing system is great and fast.

I never understood why "Limit...Type of Material" is not available when searching with Keywords  
stop worrying about the worthless web interface, and continue (start again) making updates to the telnet version

My only complaint with the current system is that the TELNET system makes it difficult to find journal holdings.

It is fine the way it is.



## Q\_2\_5

sometimes it does not work

I would like more full text article access.

I love it!

Until a few months ago I did not know that the catalog would not indicate materials held here on campus unless one entered their library id number when working from a non-library computer. Because it is somewhat of a pain to get out my id card and enter the long number I previously entered as a "visitor". I think it would be good to state the necessity of using the id number on the web page or discontinue the requirement. The responses from Telnet are sometimes cryptic/misleading

too frequent changes to the web pages and/or the system by which one interfaces with the library catalogue and journals has been more than annoying. in my five years here at the university there has been an incessant process of relearning how to interface with the library's system and there has been little to no support from the library about how to deal with the constant changes. nor do i honestly believe that it is any easier or faster to access and use the system than it was five years ago. slow down--the system works. there is no need to fix it every 6 mos or every year.

Why is it that a university that is known for its computer research has such a cumbersome, inconvenient system for finding materials online?

I have given up trying to use the Web interface, because it is always overloaded and not accessible. The Telnet version is extremely clunky and displays badly on my monitor, but at least I can use it.

It is very satisfying to me. I am really pleased with it.

I have always been able to find what I need using the online catalog



## Q\_2\_5

The online catalog was something i didn't know about until i had a research project but after discovering it, i have found it to be VERY helpful

I would like to see an easier link to finding what resources the library has when looking through data bases such as Sport Discus. If i could just click and request materials be sent to the library of my choice it would be easier than going back to telnet to order things.

Illnet Online has come a great way in the past decade. It isn't perfect, granted, but these systems rarely ever are. The system nonetheless does greatly help with student research with library materials and may actually encourage students to use library materials who would otherwise not use them if they did not have a digital catalog. Other suggestions might include using a human factors or human-computer interaction engineer to assist with the interface issues.

It is frustrating to have to weed through the many sound recordings listed amongst the (very) few actual printed musical scores, only to find that the one and only copy is charged out!

With the extensiveness of the UI collection reported as being the third largest academic institutional library on the continent, I am constantly surprised at how frequently I have found it necessary to use inter-library loan.

There should be a catalog for the journals owned by the university, as well as a searches that look for all possible journal articles. It is frustrating to have to find the articles on line and then check to see if UIUC actually has them.

ILLININET Online has been difficult for me to use. Sometimes, I hit the wrong key and I have to start the search all over again. It's not very user-friendly. And the web interface is too complicated, it should be simplified.

The u of i is very highly ranked nationally in computer science. it is embarrassing how poor the library computer system is. It should be simple to locate a journal on campus. All libraries should be linked together. If i'm looking for a journal, i should be able to go to a library web site and type in the journal name and year and be told where to look. the system as it is now is way too archaic!!!!

I've only used it a few times because I find it confusing

definitely a better interface than the old system.

My students and I CONTINUALLY have problems ordering journals through ILLINET online and the library staff have not been able to help us. It looks like we should be ordering a particular volume of a journal, but what we receive in the mail could be any volume from that journal. A friend who works in the library told me there was a command for selecting a specific journal but that doesn't come up on the menu all the time. Other staff members have said, "You just can't do that anymore" and others have walked me through a series of steps that should work but doesn't. This is the only difficulty I've had with the new system or with the library--in all other respects staff and online catalog are just great!

It was very helpful for my research projects during my undergrad experience. I liked it much more than a card catalog.

cannot comment. have not used it



## Q\_2\_5

Excellent access and resources available, both ALS and undergraduate library video services.

Its better than most schools have, but it limits the subject searches too much

Good service.

I have not personally used the online catalog, however I hear good things about it from others!

The web catalog is a great improvement. I like being able to see what is in the other libraries around the state. Some of the other libraries seem to acquire things faster than UI or do a better job of describing them in the catalog so it is helpful to have their information available.

Pretty user-friendly

Very Helpful

I've taught here 30 years and feel that ILLINET Online is AWFUL! It is more difficult to use than the system it replaced and doesn't do as good a job!. Searches on the old system were much easier and more direct. ILLINET Online has made the library less "user-friendly" for me. Most librarians I've talked with secretly admit it has horrible flaws and they are absolutely right.

Needs better sorting/limiting parameters.

well done, though not immediately intuitive.

I think that the library is resourceful, but my courses have not required of me to do any outside research so I have not been making use of the library much this semester. But from what I've experienced in the past years, I am satisfied with the system.

it is wonderful to use once one learns how. Unfortunately, the interface has some flaws. This makes it difficult to know how to use with out assistance from a librarian. This is a bad thing. Illinet Online should be redesigned so that it is less confusing. Clearly, someone needs to evaluate this interface. It has some immense informational and navigation flaws.

## Q\_2\_5

Nice interface.

Its OK

The only thing I have a problem with ILLINET Online is that you cannot cancel a request after you have made it. Or if it is possible then it's not obvious as to how you go about doing it.

Under the previous system, we could browse the compact disc collection without pulling up all of the printed music and LP/cassette collections. Could this be reinstated? The CD search engine is enormously helpful when doing both teaching preparation and individual research projects.

no comments.

none

The section with the books and older materials needs to be updated. It is difficult to find out call numbers and where the journals are held. I often give up and have a librarian find out that information.

I used to (try to) use it with a MAC. It was a frustrating waste of my time. In August I got a PC. ILLINET runs better (my machine doesn't lock up) but the interface is poorly designed.

I tried to find where the New York Times current issues and back issues were kept. The online catalog only told me about issues from 1964 when, in fact, the actual hard copies and microfilm were right behind me...

I am pleased with the services and delighted to see that they continue to improve.

## Q\_2\_5

The Telnet interface is outdated and looks old.

It seems that it has been years since the system was "under construction," while other universities pass us by. As a result, I rarely use it. One of the attractions when I came here in 1989 was the then-advanced online catalog. I wish I could check 10 items on the above list. If many of these features existed, conveniently, this system would again be one of the strengths of this campus.

It seems as though it is completely unorganized. it is not userfriendly, and it confuses more than helps.

Often, it is difficult to find certain items, especially compact disc recordings, because the search is too broad or too narrow. The "Keywords" search can be extremely easy to use or extremely hard to work with.

Comes in handy. I just haven't had much reason to use it this semester.

I have noticed a substantial number of inconsistencies. Specifically, journals are recorded as "ceasing" in 1979 (for example), and yet I just came from the shelf with all of the journals through the 80s and 90s on it.

Also, case sensitivity and "exact" word matches are kind of a pain.

For the most part, however, it seems like a useful tool.

terrible interface, cumbersome too little info on books, would love to more easily find holdings elsewhere and see journal abstracts -- I don't know how to use some of the resources we have because the interface is tootime consuming to figure out. But being able to get books sent to my office is one of the things that keeps me at the U. of I. I love that. I wish Ricker had space to comfortably read journals and browse, it needs expansion and renovation.

It seems to me the online catalog was easier and simpler to use in its previous incarnation.



## Q\_2\_5

There are many things I have not liked about the new systems. I believe that the underlying databases have been improved, but the interface is unmitigatingly directive, uncaring of my needs, and designed as if by a programmer, not a user.

This past semester I have not used the Library as much as I did before the change. I am mainly interested in searching ERIC and the catalog. The old systems let me get what I want. The newer systems proved to be restrictive and kinda non-intuitive (interface was in my face, not transparent, as it should be).

Staff, including the Librarian HIMSELF told me I will get used to it! What effrontery!!! I am the user, the customer if you will, and so therefore, the system should be designed with me in mind (my needs) rather than any ease of programming, database management, etc.

If the Library would have been for-profit, an Amazon would have taken the business from you. Thank goodness the Sect. of State protected you.

BTW, the staff knows a

None

There are many things I have not liked about the new systems. I believe that the underlying databases have been improved, but the interface is unmitigatingly directive, uncaring of my needs, and designed as if by a programmer, not a user.

BTW, the staff knows about these ongoing problems, but I can feel that they have been terribly scared to tell the truth. The staff has not been trained properly, and they know it. This is a structural problem, and hopefully the new librarian can repair the damage done by the former one.

Staff, including the Librarian HIMSELF told me I will get used to it! What effrontery!!! I am the user, the customer if you will, and so therefore, the system should be designed with me in mind (my needs) rather than any ease of programming, database management, etc.

If the Library would have been for-profit, an Amazon would have taken the business from you. Thank goodness the Sect. of State protected you.

I don't use the ILLINET Online catalog. I think the different libraries on campus have a great benefit, however sometimes because the system is so large, it is intimidating to try to locate information.

I really like it. I do not see what I would like to have added. May be speed.

i have found that it was initially confusing to use

It would be much better if it were easy to search within the results of a search, to narrow it without starting over. For that matter, it is far too inconvenient to limit searches even the first time. It should be simple to limit by language, year, type of publication, etc. Please make it easy to do more precise searches.

Very time consuming and confusing at times.

good



## Q\_2\_5

\* I cannot handle the telnet interface and am very happy about the web interface.

\* I appreciate it very much that you inform me when an ordered book has arrived. Wouldn't it save you money (and me time) if you sent email instead of letters?

Excellent resource for remote materials searching. I am constantly amazed at the volume of pertinent records that I can query and find either in U of I collections on campus, or through affiliate lending libraries. I have collected an enormous amount of domain knowledge from the U of I library network that I was unable to collect at an Ivy League institution for thesis documentation. Superb system for retrieval + collections of complete journal/periodical runs.

When I search for a certain title, often I only need those that match exactly to come up, but the catalog gives me everything that is related. It's very time consuming to look for the title I need exactly.

I have been very satisfied with ILLINET. Occasionally items that are not related to my search pop up, but I am always finding articles and texts that are new to me. I would like to see the option of being able to print off PDFs; this would make my year a very happy one. Also, it would be nice to be able to connect to online journals more easily.

Telnet interface could be made a bit easier to use. Clean up the UI maybe.

The library system here at the U of I is incredible. The system is great. The only problem I see is that many new students just do not know how to use such an incredibly large library system. Where do I start? Whom can I contact for help? What do the different libraries do in the whole scheme of things?

That is the main problem. Otherwise, the libraries are very well organized and very helpful.



## Q\_2\_5

One of the most frustrating things is when I put in an author's name as SUBJECT. since I want information about that person, and I have to slog through everything that person has written. Alternately, it is frustrating to put an author's name in as author, only to find that half of the materials brought up were not actually written by that person.

Not user friendly. Putting in your ID# more than once should be unnecessary.

Catalog is too cumbersome. Maybe it was done before software was designed to make searching as easy as it should be.

When requesting a certain volume of a periodical you should be able to get the volume you request, not just any volume, without checking a box saying that you only want that volume.

It seems like there are a lot of places to search but it gets confusing what all of them are.

I really appreciate the ability to request books through telnet. I feel it expands the libraries resources to include those of other institutions, and it makes me more prone to use the library facilities.

The catalog is a disgrace. The old Telnet version was awful but at least it worked reliably. Since the new system was implemented the catalog has become difficult to use and is quite unreliable.

I have no comments because I am not very familiar with the online catalog

when i use the catalog for music searches, it is not very helpful because the materials are only listed in the language they were published in. i have trouble finding the most specific search as well.

My overall feedback on the online catalog is extremely negative. I would suggest that the library web-pages, the online catalog and most of the computer interface for library use be re-designed from scratch! It's very user unfriendly, complicated, and frustrating. It takes forever to learn the weird steps to follow for on-line searches when things can be much more simplified with current software.

The new interface has greatly improved the service.

i like the way it is now.

I love to find my research with it!

Haven't had any real problems with it. It does pretty much anything I would want it to.



Q\_2\_5

I may be a slow learner, but I am still not always able to find some kinds of materials as quickly as under the old LCS system.

Also, since I use the catalog a lot for bibliographic checking in my job as journal editor, I wish the on-line records were complete: it seems often that information (2nd and 3rd authors; whether they are editors or authors) gets truncated.

Some journals are entered twice. Ex: SIAM J Computing has at least 2 entries, one of which says you don't have any issues...

I would like to know what is this all about. There is no information to new students about library facilities. I'm international student and OISA should give a brief explanation to the services offered.

User-friendly, and complete for items from recent decades.

It's all right, but it still needs a few things fixed such as maybe a little quicker.

I think it is a convenient way to search for the materials I need in order to complete assignments.

i think it's a really good idea and I like when online text or abstracts are available.

## Q\_2\_5

150 words? You've got to be KIDDING!!! A few will do

TERRIBLE  
EXCRUCIATINGLY BAD  
MAJOR FIASCO

no good features  
worse than the previous one  
designed by idiots

MAJOR FIASCO  
MAJOR FIASCO .... repeated up to 150 words

From the times I have used it, I have found it very useful. I think that if it was expanded, then more students would take advantage of it. Also I don't feel it is publicized enough. I found out from another student about it, I have never seen anything at the library advertising it.

So far it has been helpful in finding what I need. No problems with it.

the telnet version is difficult to use. it has too many menus to easily search for a book.

It is very helpful and I appreciate the fact that it can be accessed from home.

It is very useful and user friendly. I enjoy using it because of the way the library system has it set up in making it accessible from anywhere on campus.

I'm very pleased that we can renew and order books through the Web interface. I am also pleased that the University now has the Z39.50 protocol going so that we can search databases using the "Endnote" program. I would very much like to see full-text versions of journal articles available on line in greater number.

Did not know about it, sounds good



Q\_2\_5

i really dont use it unless i have some research paper to do but i often find it hard to find full text articles that are current online.

Seems fine to me.

Good source of infomation, easy, quick.

It works well, but sometimes it doesn't find what your looking for

THIS NEEDS TO BE MUCH BETTER. HALF THE TIME I SEARCH, 50% OF THE BOOKS IT LISTS ARE EITHER NOT AVAILABLE AT THE LIBRARY I AM AT, OR HAVE BEEN CHECKED OUT. THERE SHOULD BE A SIMPLE SEARCH ENGINE THAT LETS YOU SEARCH THE BOOKS THAT ARE CONTAINED AT A SPECIFIC LIBRARY (INDICATED BY A SELECTION) AND THOSE BOOKS THAT ARE STILL ON THE SHELF. THIS IS THE MAIN REASON I EVEN BOTHERED FILLING THIS OUT.

The new interface is VERY difficult to use and almost completely useless.

I like being able to use ILLINET Online on my home computer. It has saved a lot of valuabel time running back and forth finding and not finding things.

I wish that I could download more materials from home.

the library web site is very good and i am always using it as the primary source to search, however, due to there a alot of search engine available, sometime users are confused in which one to chouse, so if it can be united together and let the used to limite the key words and do the advance serach.

## Q\_2\_5

ILLINET Online has been very helpful. IT is wonderful that I can access it from my room, because then I can find the sources that I need all online before I go and actually find them in the library.

It's pretty fast, but sometimes it tells you a journal is not at this university but if you try the telnet option it will tell you it is in our university, often in the very library I am sitting in.

very useful and excellent service.

The current user interface is clumsy and difficult to use. I liked the "old" system better.

I'm not sure if any of the above options are really that important for me as a student. Although I can't always find what I am looking for, I am glad that there are so many resources on line. It makes searching for journals and other documents much easier when I have a research project.

Many times, there is inaccurate info on availability of journals/materials, and search results are not clear on how to obtain materials (or where).

it is good

to confusing, it is always a struggle to find what I need, when it should be really easy, it should not suggest an article in a magazine that is not at the library(false hopes)

satisfactory, although the user-friendly and advance interactive feature could be added in the future.

I'm a computer science major, so my need for the libraries is minimal. However, I don't know the library server name offhand, so perhaps you could use more publicity for your online services.

i've noticed that sometimes a book will not be found within the university, and my search is not prompted to expand the search to other colleges and universities even though the book can be found at another school.

The online telnet search is terrible. There are too few search functions and there are no advanced searches that I am aware of. Please convert this to a better web interface because the telnet interface is terrible.

It's confusing. It's not always clear where the books are (binding?)



Q\_2\_5

It's easy to use and works well for me! I think it would be nice if you could include more full text documents in the article search.

Presently, I find the on-line catalog to not be particularly helpful. It simply doesn't have the capacity to do the types of advanced limitings that I have found so useful when using the catalogs of other educational institutions.

the search function is not powerful

It is wonderful

It would be nice to get more on-line journals. Often a journal will have an on-line form which comes free to anyone at a particular email address.

none

It's a little confusing, and I have not found the searches to be very effective.

Sometimes I am able to find books with the ISBN number, which do not show up otherwise.

It is good enough.

I have only used the telnet interface until last week. I didn't even know the web interface was there. But once I saw it, I know I will keep using it. You need to do a better job publicizing it. Make telnet still accessible, but make it harder to get to, so people will start using the better web version.

## Q\_2\_5

The more journal articles that become available completely online (i.e. download full-text of bound academic journals), the better. As a telecommuting, full-time grad student, one of the only reasons that I come to campus is to get articles that I've identified on the web, but which don't have full-text available.

It should not be necessary to enter one's ID number more than once per session. Currently it must be entered at logon (in order for the UIUC library to be selected as primary for the session) and then again for each individual request including access to borrower information. This is annoying and very inefficient.

Did not always understand if the materials needed to be ordered from another library or we had them here.

On the web based search mode, there needs to be a clearer description of what the "browse" search and the "keyword" search have to offer.

It really helps me a lot!

It's never clear to me how to search for a journal by title. And especially, suppose I want to find the journal "Nature"; how do I find it without getting a list of hundreds of journals that happen to include that word?

its not that bad, but i find that it is hard to find articles or journals and getting them to download.

not always user friendly when doing broad searches

I have only used it once, but it worked very well

I think it's pretty good.

It's not as useful as DRA.

no comment

## Q\_2\_5

Very good.

It seems as though not all the books available in the library are in the online catalogue. Every time that I've used it, I've located only one or two books that I needed, but when I actually go to the shelf, there are a lot more relevant books.

None

The telnet version is often frustrating because of its ANSI limitations, but otherwise I think it's an extremely useful tool

yes there should be only one search to find something in the entire database. in other words i should only have to enter my keyword(s) once and get everything available in relation to that keyword(s) by submitting only once and not have to do different types of searches.

It is not convinient to use.

It is hard to find out where exactly in the library, which one, call number, etc., the materials are.

It is very helpful, and saves a lot of time and trips to the library. You can reserve a book, then pick it up at the library when it come in, which is very nice.

It's sometimes difficult to locate music recordings

i.e. If I'm looking for a specific flute concerto, and there is an available record that has a number of recordings on it by the same artist (including the concerto I'm looking for), this recording will not show up on a title search.

I am actually very satisfied with the way the library system works. I can find everything I need amongst the numerous amounts of books and resources available.

I enjoy being able to use ILLINET Online from my room on my PC.

It would be nice if the borrower's records are sorted by return date and the borrower can renew a list of books (say, no: 1 to 5) instead to renew one at a time.



## Q\_2\_5

I've found that the telnet catalog doesn't always find the book i'm looking for. For example, once I searched for "Vertical Cavity Surface Emitting", but the book by T.E. Sale entitled "Vertical Cavity Surface Emitting Lasers" didn't come up on the search.

I think that ILLINET is one of the best tools used to look up information. It has helped me a great deal during this semester.

I often don't know which database to use- there are so many I I don't necessarily know which ones are best for what I'm looking for.

Often difficult to use - not user friendly enough.

I wish it were easier to use. Several times I've been unsure just how it works and had to ask a librarian.

Sometimes it is very moody, for example if you look up the title of a specific book, illinet can't find it, but if you look up the author, then it will be listed. In addition, some of the libraries don't seem to keep some of their information in the illinet database up to date, i.e. i'll look up a book and it will say its at a certain library, so i go to that library and they don't know where it is, or they find out that it's lent to another library's reserves, etc.

Perhaps one of the most powerful features that really makes ILLINET Online a valuable tool is that is has the ability to search all of the libraries connected to it simultaneously to find specific materials. This way one does not have to waste time travelling from library to library. Very time efficient.



## Q\_2\_5

Very nice and handy. It seems that nobody teaches us how to use it.

Pretty easy to use. No complaints here.

I think that ILLINET is one of the best tools used to look up information. It has helped me a great deal during this semester.

It is a very cryptic program-not very user friendly

Thank you, for providing this helpful catalog

It does speed up the process of researching subjects, but it is also still too easy to miss important items.

I think the catalog is pretty much satisfactory

It is very good. But the Telnet interface is not as convenient as the web interface when limiting the searched results.

One frustration is that sometimes the status of UIUC books is incorrect: the system will say it's in the stacks when it's on reserve in another library (MLL for example). I realize that we have millions of books, but it is still an inconvenience. Another is that searches do not always yield complete results. There have been several times I have typed in the name of the journal or the author and been told the item wasn't at UIUC, only to search via a different method (subject, keyword, etc.) to find it actually was there

I don't really have a problem with it.

I think that it is a very good online catalog, it is easy to use and it is self explanatory.

I do not use ILLINET online enough to critique it. I've only used it a couple of times in the last 3 years. Primarily, I use Grainger as a place to study.

It really helps me when I am looking for music and can't remember the name. I am given a list by the author and can then find what I need.

## Q\_2\_5

Works great. Its very beneficial to check catalog from home before going to library.

none

The web interface still makes it difficult to do searches for \*exact\* matches; when I perform a keyword search or browse search and want an exact match only, I often get results for phrases that do not correspond to my search parameters, which wastes my time.

The search isn't very good and may be updated.

I think it is a very efficient and handy resource.

I like being able to check my borrower's info and search for books that are available at the University. I think that Illinet is helpful when searching for books, however, I have had trouble finding certain magazines and journals. I think that searching for these types of things should be more user-friendly.

I really liked the previous system; I had no problem finding materials. Now each time I have to ask somebody working there. It is too complicated...

I think it should be more comprehensive. I don't always find what I look for.

I don't find it to be very efficient of a system.

It needs more clear and simple access and written instructions.

Get me to the web version faster.

Make it easier to print citations.

Make more data bases available on line, specifically the Bibliography of the History of Art.

Make sure copy machines are working well.

## Q\_2\_5

the web interface is not updated, things that i couldn't find there, actually do exist and i've found them using the unix version.

the unix version is very unfriendly, not intuitive and not flexible.

the unix version asks for your id (a 14 digit number) too many times and that is very inconvenient.

this whole system can be much better.

Too bad DRA doesn't allow us to build our own front-ends. After taking Tim Cole's course, I bet any of our GSLIS grad. students could run rings around what DRA has produced. I can hardly wait for Sara Randall's committee to fix this mess.

It is convenient to be able to get articles from the library while you are home. I think that more should be made available. It is an excellent resource.

It is very useful and a lot easier than looking things up in books.

It is really the only part of the library that I use.

More than once I haven't been able to find sources and have had to have the reference librarian do special searches to locate them for me. It's a waste of my time and theirs.

I find ILLINET Online extremely easy to use as well as extremely efficient. However, the only thing that could make it better is if notification of the arrival of materials could be emailed to my students account instead of the traditional mail, as traditional mail takes longer and is not environmentally considerate in the wasting of paper that occurs.

I like it, but I find a couple of features more difficult to use than in the older format. I guess finding articles is somewhat time consuming because one has to do first the search in Articles First or WorldCat (for books), after go back in the Telnet and find it. But it is a lot easier to get the books and it is great to be able to do a search in the other universities' catalogues when our library does not have them available!!

The web interface is still, to my knowledge, marked as "experimental", and so I avoid using it, because it is not clear to me that it will present me with the same number of choices as the telnet interface. Also, the "start searching now" page is not well configured, as it usually lists first and most prominently "search using telnet," which is why I usually use that.



## Q\_2\_5

illinet online is a major hassle. it is way way too slow. it is way to hard to find the link from the main library page (even after you finally find a link that looks like it should be to illinet online, it is often some link to a tutorial or something). also, illinet online has numerous "blind spots", where an item is on the shelf and not in illinet on-line (e.g., proceedings).

OVID takes way too many clicks to search all the databases. one click should be enough to search all the science/engg databases.

Listing the status of a book as "charged" is not a very obvious way of saying it has been checked out. Rewording this would make the catalog easier for first-time users.

Sometimes the online catalog will refer you to the wrong library on campus, making it a challenge to find the book you are looking for.

The setup of ILLINET is fine. The only suggestion I would have is to make it easier to back up. As it is you have to hit ALT and then the right arrow twice to get to the backup option. A one-button backup would be easier and more efficient.

Telnet version difficult at first. Not as straightforward as could be. Also, the web version is too cluttered- cleaning up the web interface to simplify would help.

I think it would be extremely helpful to be able to perform a search for a keyword, etc. within a certain journal.

I also have found that searching for books and other materials often leads to a listing with a certain article or book listed several times. That is something that I wish would be fixed.

I understand that the Telnet version is being phased out. I also understand that the library houses millions of volumes. However, I've had problems with material not being cross-listed (ie you can find something by call number but not by title) that really hinders the efficiency of my search, especially if I'm off-campus. I have had this problem in conjunction with government documents. If there is any way to ensure that as much material as possible is cross-listed on the new web interface, I would greatly appreciate it.

I like the system and it seems to be very resourceful but at times I find it very confusing. I'm not sure about the best way to search because there is such an abundance of information and databases.



## Q\_2\_5

When trying to find books using ILLINET Online I normally just try to find the call number of a book in the category, because my searches have always returned far too many results to sort through. The ILLINET Online would be far greater if it had some way to do searches like Lexis - Nexis using abstracts and ordering them by relevance.

It's good.

Works well and the web interface is much easier to use than the telnet one.

None.

The telnet interface is difficult to use.

It is good.

N/A

I've only had to use it once. I do most of my research online, from web pages.

Sometimes when I type the known call No. from "Numeric", it just gave me the false information as "your search has no hit", yet it should be there, because I got the call No. from "title".

Could this be solved?

Thanks

It has been very helpful in finding sources within the library.

It is a great tool and it is easy but it should be more taught as a tutorial and on how to use it. I guess more user friendly and more publicity about the service

It is convenient to search for your books online and then go to the library to pick them up. That way, you know if the books are there or not.

should be more user friendly

I would appreciate a better keyword system. Title and subject keywords, for example, for both "holocaust memoirs" and "holocaust biography", lead only to very few results, but there are in fact much more items to the subject in the library.

It seems to work just fine.

## Q\_2\_5

I really have no complaints or suggestions. It does its job.

Could use some updating as far as user interface...I think the appearance alone shows it to be outdated.

The online catalog is often difficult to get used to, but after a few hints from librarians and some down and dirty work it gets better. I'd have to say that after you get used to it, the web interface is even easier than the telnet version.

Very helpful in literature search. infact this makes research very easy and interesting.

it works

I get confused sometimes as to which search engine to use. When doing a community health paper, the instructor told us to se medline, but I was very unfamiliar with it and used psychinfo instead because it was more familiar to me, since I normally use Wilson social sciences. It would be helpful to have a description of each search engine so that I would not have to guess which one would be helpful to me simply by looking at the name of it.

I have ordered library materials from other locations, but I always receive them 2-21/2 Months after i order them on line.

it's awesome.

don't use it much at all, don't need to

## Q\_2\_5

i'd like to be able to sort according to a particular library

It is easy to find sources online, but it is difficult to find them in the locations listed. It usually simply says the name of a library and then "stacks". For inexperienced students, finding these libraries is not easy. It would be easier if the online catalog could state where the source is located in more detail and if the student has access to it. (ie...most undergrads don't have access to main stacks)

ILLINET online has been very useful this year in a number of my classes, it has saved me so much time, and has worked very well.

IO is a vital resource these days, but the telnet interface isn't very user freindly. I understand an upgrade to a Windows environment is in progress, and I eagerly await its arrival. A particularly annoying aspect of DRA is the rapid disconnection from the system for periods of slow activity and the long connection delays, with automatic "time outs" in the afternoon. I don't know if these problems can be fixed with the new system, but I hope someone is working on it.

Sometimes it has problems finding materials I know are there. The web version is much better than the telnet version, but I can never find the online version.

I think it is good overall

The full electronic text should be made available.

Needs to be easier to use

it's very easy to use.

there are times when i find it diffult to locate certain journals. the catalog says they have it but they are unclear to where the volumes end and i end up making the trip for nothing or have to take the time to find another source.

It can sometimes be difficult to tell which library the resources you're looking for are at. perhaps a street address with the redults would be helpful.



## Q\_2\_5

I like finding out if the book is already taken or not, it saves a lot of time.

Things are fine.

The full text category is VERY helpful.

Occasionally I find a book that I need and order it. However the system picks up a copy not from our own library but from an other connected libraries. It takes longer that it could. Several times I was refused a book because it was charged to another patron--theoretically, as I understand my request should curfue this holding and reassign it to me.

Very good resource. Helpful for use from remote locations.

I hold this online catalog to be a disaster. Knowing the name of the author and the title of the book frequently is inadequate to get the call number. I usually have to consult with the librarians who use an advanced search method to find the thing. I find this to be a total waste of librarians' time and my own. The thing should be organized so that if one knows the exact title and authors's name you ALWAYS succeed in finding the listing promptly.

Even as much as I've used it, it can still be confusing and difficult to use. It is difficult to navigate easily and conveniently.

I came from OSU. In U of I, I need repeatedly type in my account number and PIN to view my requests, fines and checkout list. This sometimes can be very annoying. In OSU, I need only log in once and I can view all my records at the same time. Maybe that way security will be a big issue but I hope you can find some good way to improve it.

Does it actually do all the things listed in 2.4? I had no idea that it could do really any of that. I had to figure out how to search on my own, and that was really frustrating. I think the students need to be shown how to use the system so that they don't have to waste time figuring it out on their own. Then they will also know all of the things they can actually do with it.

I think that ILLINET should be made to work "backwards". By this I mean one should be able to type in a specific journal/resource and search to see if this resource covers the topic you wish to research. I think that by only being able to search a topic and not specify a journal, it makes things complicated.

The searching interface (telnet version) becomes a mess after a few operations. While the web version doesn't show me all the possible operations the telnet version provides (maybe I neglect some parts), like, "request", "viewing my own account". Also, several times, I have trouble locating some popular books. The search engine just tells me there is no match.

no



## Q\_2\_5

I did not realize that some of the services listed in 2.4 above were available. I'd like to learn more about some of them.

its good, but the subject searches didn't yield many sources that the library had that i found in the bibliography of a book, even though they fit

it is easy to use and I like that I can access it on my home computer-it saves me a lot of time.

The online catalog is ok for doing searches once you know how to get around everything. Maybe you could put more guidance on the page or something, like how to go about searching what you need, like what databases to use. I know I had a hard time searching for specific topics in chemistry.

In its current form, the online catalog does not work smoothly. The version I used previously at University of California, Davis, was a much easier interface for doing searches and categorizing results.

one bug: some materials (at U. of Chicago?and others?) show up when search is performed, but are not located at any specific Illinois library--screen reads: NO HOLDINGS

Book catalog interface visually unappealing, old-school, not wieldy. Love the Ovid interface.

I hate it that the telnet interface always searches by default only in this university. Every time I initiate a search, I have to remove the limits. It's bothersome and unnecessary.

illinet online is an extremely effecient source of information. it saves time and provides the necessary information successfully.

it is relatively easy to use, and opens up many different sources. Usually, the sources are exactly what I am looking for.

Cataloging of boks inb languages other than english must be more systematic.

satisfactory



## Q\_2\_5

I use the phone more than the web.

I have to enter library code too many times!

I have not used it yet.

The web interface has never accepted my User ID. A librarian tried it for me and said that since the web interface is new, I would not be able to place a hold or request materials with it yet. I believe the web interface is a couple of years old and this bug had not been fixed. So I am always forced to use the Telnet version (which is not as user friendly) when I need to request materials.

Overall, the Illinet system works pretty well.

It works very well because I have always been able to use it and successfully find my books.

It's alright.

The (new) online catalog is MUCH harder to use than the "old" one. It is very frustrating to try and get the same type of information that was easily found quickly and easily in the "old" one. For this reason I now very rarely use the computer link to the library (maybe 1 time per semester, if even that), whereas under the "old" system I used it at least several times a week to request UIUC books and used it to find local sources for other books at least 10-12 times a month.

don't even know what it is

very good. There are a few links to magazines that we can't access, though. (I tried Science this week?) Why are these there? If you can only get articles older than 6 mo, can you put that right next to the name of the journal? It's easier to scan through them than clicking the about box (although I do still find this box useful)

I'd like to use UNCOVER on the ILLINET online.

## Q\_2\_5

The system is good except the timeout is sometimes annoying and at times the system stops working. It returns no results for searches unless I close my browser and start over again.

It is fine.

Had one frustrating experience in which the journal "Pain" was not listed as being on campus (found at SIU) - turns out it was in the Health Sciences Library the whole time - very frustrating

Good Resource

I think that the library personel at the Education library are excellent. When ever I go in there for some help they ALWAYSs do an exceptional job. Whenever I talk about my experiences with the library system at the university I refer to these experiences and speak very highly of them.

None.

It needs to be updated often and should never show a book that you're looking for as withdrawn because of nonrequests or missing and not replaced.

I would like to limit my search to one library like the undergrad, and it wouldnt let me.

## Q\_2\_5

Under "options" menu, why both the "previous" and "print" are labelled under "p", very confusing. Besides, after you press one of the options, the menu won't retract.

It is very useful when doing research, but it sometimes does not work appropriately.

(NONE)

The interface is very friendly. However, I'd like the initial results of the search to be shorter (that way being able to have more registers per page, and having a faster result), and also to have combined boolean searches (e.g. author + language + library) with wildcards.

Very comprehensive system.

It is well organized and presented.

I wish that it were possible to limit searches to a specific library/libraries on the UIUC campus -- e.g. "only books in Grainger," "only books in the math library," "only books in the main stacks."  
Otherwise, I am satisfied with the online catalog -- praises and thanks to those who work on it :)

It's pretty good...there seem to be too many search banks though...i wish there was only one...and then everything i need to look for would appear instead of having to search using each search bank

## Q\_2\_5

seems to have a primitive search function

It is not user-friendly, while, it may or may not be powerful, user-friendliness is probably another priority. The interface isn't very clear or aesthetically pleasing.

Most of the screens and directions could be a lot clearer.

very useful when finding broad categories, not helpful with more detailed topics:  
ex: drug abuse vs. adolescent drug abuse

none

It being available online makes it so much the better, 'cause people can access it from their home on campus and from their home home. I like it much better than the telnet interface. The web version is much user friendly and eye-pleasing.

sometimes, the interface is rather slow. It would be nice to inform users that system is undergoing maintenance, try later this afternoon for example .. instead of just blocked out.

Previous to the present online catalog, I was a very frequent user the of the computer to interface with the library. Since the new system has gone into effect, I have only used the computer sparingly, as the interface is absolutely terrible. It is cumbersome, not user-friendly, and wholly inadequate.

I think that the school can make more user friendly software. Sometimes the one now can be a pain to use.

i like the web interface a lot...i don't always have to go to the library but stay home to find useful information

The system is at once archaic and incredibly frustrating --- it lacks any semblance of an intuitive feel or logic. Additionally, the interface itself, while unattractive, does little to help onscreen navigation: the overlapping pull downs and poorly placed search boxes only clutter a search strategy. At best, using the catalogs stronger search features (i.e. limiting location, sorting, and locating texts) approaches the level of arcana. Additionally, teaching the catalog to undergrads is far more labor intensive than necessary; I often find myself teaching the system's quirks rather than good search habits.

The online catalog is generally well designed. I don't use it too often but from what I have found is that it's interface works well for what it is supposed to do.



## Q\_2\_5

would be nice to be able to sort the borrowed items by something else than the bar code # (call number comes to mind, since that is the way the books sit on my shelves). this would make checking whether there is a match btw library records and actual books i have much easier.

In reference to the telnet interface:  
inconsistent and clunky interface;  
the speed is acceptable;  
messages about location and holdings sometimes confusing;  
subject browsing should be improved (all LCSH scope notes, BT, NT, RT, and see alsos should be included);

U of I has an AMAZING library system. That pretty much sums it up.

extremely helpful. Although the setup was a bit confusing the first time I used it, I did get used to it quickly though.

I don't really know much about it.

Its a very useful asset to students here at the U of I. Its easy use and response time is short. The only downside is that at times it gets a bit confusing and you tend to run in circles while searching.

It is a good system.

This was a very convenient system for locating the necessary materials for completing my class assignments. It was also a great help in finding materials I needed for activities outside of school work. Without this system, it would be safe to say that I would have been lost.

I haven't used it yet.

Overall, I find the online catalog very helpful and convenient.

Searches should list first which materials are currently at the library you're at, then other libraries on campus.

Q\_2\_5

i have not used this catalog often enough to comment

It is quite convenient to renew books by myself online.

I have never used ILLINET Online because I did not know it was available until this survey.

could use better instruction on how to use boolean logic in advanced searches...

Web interface coming along nicely - will use it more in future than telnet probably

It's very convenient to search for books and other library materials on your computer at home.

I like the current system, it's easy to use once you have gotten the hang of it

very useful, but sometimes hard to connect (from local server such as Union computers)

it doesn't work as well as the web interface, in that you can't see the text immediately

The library gateway menu (java applet) is a major annoyance with low usability. It breaks one of the standard conventions of hyperlinked navigation in not allowing the user to open links in a new window.

no comment

ILLNET online is a convenient and fast method of completing a search. I use it everytime I have a research paper to do. If there is one thing that could be improved it would have to be how the search can not always find the material needed. For instance the library may have the material however when a search is done nothing is found. Perhaps the search may have been conducted incorrectly, but it would be helpful if there were additional instructions in that case.

## Q\_2\_5

very useful, and easy to use

Great tool.

too many results that I don't want or need.

A little awkward to maneuver, but overall very good for books. Journals are a bit more difficult to find (for example search for New Scientist and see how many entries come up that are the same except for proper capitalization vs. no capitalization).

none

Extremely handy! I'm glad I can access it on the web from anywhere so that I can just go to the library and get what I need.

Interface can be difficult at times.

Usually don't use Illinet thus no comments.

It's a pretty good system, but it needs to specify what books are at what library (not just what studies program it is classified in).

The catalog is somewhat difficult to use, but once you get the hang of it, it is very useful. I have not used it that often, but it helps when I do.

sometimes the web link is busy, we can't use it

it is better that this problem can be solved

The online catalog helps me with so many aspects of my research - finding materials, verifying references, and following up on ideas suggested through other materials. The extensiveness of the library and its continually improving its customer service are truly some of the greatest aspects of being on the U of I campus!

The web server interface is somewhat confusing, because you can't ever tell which link takes you where you want to go. A tutorial would be a really good idea, if it doesn't take too long to go through it. Also, it's confusing to be switching back and forth from the web version and the telnet version; it's hard to tell if you're doing what you want to be doing with the interface.



## Q\_2\_5

It has much more information than the web-type catalogue.

catalog is pretty good!

I feel that it is very difficult to understand with no instruction. I found that because it was so confusing that I avoided it. Also, with the massive amounts of information on the WWW now, my use of books, etc. was drastically reduced.

A web interface would be superior than the telnet one. I think that you have one, but it's not available at all sites.

none

The online catalog is very useful, it makes researching much quicker. I know which libraries to go to and exactly which books are in before I ever leave my room.

The telnet interface, which is what I thought was all that was available, is a bit clunky -- keyboard assignments, erase keys, editing already-entered information are not as smooth as one might like.

A link from the online catalog to the online borrowing site would be very nice.

I find the online catalog very difficult to use. I think the entire library is confusing. I would rather sit at my computer at home to search for article from major online magazines or journals instead of using the online library catalog. It is confusing and takes a long time and does not pick up on the specific topics I am searching. There has to be a new, easier way to search for library materials.

Online access is getting much better, but it is still user unfriendly.

good

It is sometimes confusing and not accurate on the holdings. For instance, when I did a subject search, not all of the books appeared on the screen that were present. I later went back to find authors and searched them, and there were materials relevant to my topic that had not showed up earlier.

## Q\_2\_5

Although I use the Telnet the most, I would the web-based catalogue if it was more reliable. I prefer this interface much more than the Telnet-based system.

I like using it because I can do the research at home. It's really convinience.

its really quite useful but it is sometimes hard to search only because i think many people dont know what keywords or topics they should be serching, whether it is too broad or narrow.

Not user friendly.

i've never used the web interface, i didnt know one existed. the telnet one is great EXCEPT for one problem: any sort of typing error usually screws up an entire session, command buttons on the keyboard often do strange things, etc - sort of like UIDirect. it's difficult to type without any errors, and when you do make an error, you have to start all over.

The catalog is effcient, but It needs to be a little more user friendly, especially with the subject and keyword search. Let the tutorial explain what should be said so that you can actually find books. Also put in a system that lets you limit the years.

System works well.

I'm still trying to figure out what it can do, and how to use it.

I think you should provide more information about how to use it and the advantage and limitations.

the searches never seemto pull up anything worthwhile. I usually have to do like 5 searches before I get anything good.

I thought the telnet version was easier to use in its previous incarnation.

The ILLINET online is a good resource. However, there have times when I wasn't exactly sure how to find something because I felt thtsomething the program told me wasa little to complicated.

## Q\_2\_5

It's very convenient and easy to use. Generally, it is well adapted for locating research items.

It is OK, the Telnet version is dated and can be harder for someone to use, especially since it is used on an older computer platform.

make it graphical user interface

The ability to check my library account is a great service to me, especially the information of due dates of books

The Telnet system is way too complex -- I avoid using it at all costs. I prefer the Web interface hands down.

some of the searches i do don't come up with as much information as they should.

It is a good system in general.

Two suggestions.

- a. It is easier to go back and fourth from my previous and later records
- b. More user friendly

It is convenient to use from home so that I can know if I should wank all the way ovet to the library.

Telnet Sucks! Isnt there a web based way of doing it? If so, please let everyone know. Most of us are unaware of the full potential of the library system.

## Q\_2\_5

Often times, the telnet system is uncomfortable to use.  
Web-based search needs to be more developed.

I was not able to find an issue of a series by a year in the catalog.

It is pretty good, but sometimes a bit tedious because when there are over 100 records, telnet sometimes takes a long time loading every page.

i like it, although sometimes it frustrates me

its fine.

It's sufficient, I've never had a problem finding the materials that I needed

It needs to list all possible outcomes when a search is conducted. There are too many limits!

its k...not bad...pretty detailed and precise!

It is easily accessible.

Frankly, I hate this online catalog. The locations are displayed in a confusing format. Sometimes in order to find out WHERE the item I want is located, I have to go through three or four locations. There has to be a better way!!

It is useful.

Its still really confusing.

Very Good. Needs some explanation of options or possible uses (online renewal, etc).

## Q\_2\_5

I like telnet interface more.  
It'd be very important for me to learn how to use expert keyword search better .  
The catalog isn't always consistent.  
Rather often important items appear to be available, but are, in fact, missing and it takes a very long time to get them.

none.

Great, though the interface seem a bit archaic.

The single most important feature of the illinet catalog is the ability to check if a given resource is available or charged or in reserve.

the command line interface is annoying. It is hard to correct errors. Pull down menus block information displays. Clicking out of some options takes you all the way out of the system. Also perhaps the text concerning materials locations could be clearer, ie,each item should be listed only one time, and all the information should be accessible by selecting that item.

In all, Illinet is good. however, i hope we could go to our account at the beginning, then we could use "request" or "check out" without input our 14-digital ID and pin every time we switch command.

none

although convenient, the online catalog is not useful for students and faculty in the sciences since we use resources like pubmed most often.

The web interface is so much easier to use than the telnet interface!!!

Sometimes too slow.

I would like an easier interface.

I have only used it once, and it was a little confusing. I think it is a pain to go get the materials out of the stacks after you look them up because sometimes after waiting 20 minutes, they don't even have a copy of what you needed.

helpful...use a lot



Q\_2\_5

I don't like telnet that much, its difficult to use and a lot of students are unfamiliar with it. I think that it would be easier to have the catalogue in a form that is easier to use.

I rarely use it. Mainly, I find articles online through the library webpage.

Illinet online is a good UIUC library catalog. It helps the student to find the book easily, and much faster than the old paper catalog

it's ok

I like the online catalog, especially the NewsBank helps me a lot. However, sometimes it's not that convenient to find other aticles from other sources other than the NewsBank. It will be nice if the library can add more websites which help us to find more articles that we can view online.

The title searches are sometimes difficult to use. Sometimes I have entered in the exact name of the title, and no listings came up. Then, I entered the ISBN and the title appeared.

Searching for journals can be extremely difficult. I often find it easier to use the Chem or Eng. libraries journal listings, rather than the ILLINET.

very easy to use if you familiar with system

It helps me when I'm at home and provides the full articles.

Pretty good.

no comment

I think the online services are very effective at providing students with their requested material. It is very is to use and understand.

## Q\_2\_5

Web catalog & telnet catalog do not match in search results.

being not very good at computer i find difficulties sometimes using the online but it is very user friendly so iam learning fast. the accumulated litrature is impressive and well updated

having to type in the Library ID# everytime "Borrower Info" selections are made is extremely tedious. such ID should be requested only ONCE for each session.

I like the web based search better. Illinet Online seems to restrictive and not as user friendly.

I absolutely positively really really really hate having to type in my user numer ten million billion bazillion times just to check and see what I've got checked out, when it's due, and what I've requested.

Word, it is pretty pimp

ILLINET is a bit of pain to use because it doesn't show you how to restrict your search. For eg. if I am in the math library and I know the author's name for a math book I'm searching for and I put in an Author search/keyword, I get entries about Biology or other subjects, which is irrelevant for me. There should be a facility to do \_\_\_ & \_\_\_ searches.

i wish the subject searches worked better

I wish that the articles could be online so you could jut read them right off your computer

No convenient enough when mouse operation is not allowed.



## Q\_2\_5

I find the online catalog very inefficient and difficult to use. I frequently use another college's online catalog first, then search our catalog for specific books. The catalog I use most often is at Ithaca College: [www.ithaca.edu](http://www.ithaca.edu)

The telnet interface seems as though it has much room for improvement. It needs to be made much more user friendly. I now use only the web interface because the telnet interface is much more time consuming and inconvenient.

Once you figure it out, it's pretty good. Needs a function that will look for words similar to the one you typed in, because it's easy to misspell, and sometimes foreign names are spelled a variety of ways in their English translations.

It is very handy to be able to access the library catalogue wherever you are. It is also nice because if the library that you are at does not have the book that you want and you see that another library on campus does you can reserve it until you get a chance to go to the other library.

At first it was difficult to use, but after a while, I got the hang of it. It is really a helpful tool in searching for library materials.

Web interface often does not find many items. No direct link to full text materials. Cannot specify searches on journal titles only.

I actually find the online catalog really useful. It is easy to use and can be accessed from anywhere.

its convenient

It is confusing why there are so many duplicate/similar looking results generated by a search. e.g. if I searched for an exact journal title, I will get 10 or more listings. Also, it is unclear why some listings of the same journal are in all caps or not. I thought that an exact name search would be easy and accurate.



## Q\_2\_5

I have been unable to renew books online that were borrowed from a non-UIUC library. I'd like to be able to do this and not have to make a phonecall.

Also, It'd be WONDERFUL if we could receive email reminders when a book is about due. I would prefer this to the printed notice that usually arrives LATE in the mail.

With the help of a librarian I can figure out whatever I'm confused with. So that is nice. I like how I'm able to find stuff on articles in the library from my own computer. But I dont like how you can only get abstracts for alot of the stuff. i want to be able to get the whole article from the computer

Need to expand the searching capabilities

I'm happy with it. It is fairly easy to use.

I find it difficult to get location and holding information efficiently regardless of which interface I use. Usually I get a large number of non UIUC records. I also find errors in cataloging. eg Peptides is at the BIX but not cataloged.

I haven't heard much about it. Maybe you should try and get the word out so students know what is available to them.

Overall, I am satisfied with the system. Searching is easy and being able to review my account and renew books is a huge plus.

I like it, but it needs basically every feature listed above added. Renewing books can be a pain. The telnet version is fast and easy; the web version, I do not prefer. A fine example of searching and flexibility can be found in the NLM's Pubmed service, the finest literature search tool in existance -- web-based, fast and powerful.

Web interface cannot find many items, so I don't use it much. The telnet interface cannot specify searches on journal titles only.  
No direct link from the search result pages to full text materials.



Q\_2\_5

Sometimes I get confused with the interface, and need to start my search over from scratch.

It is organized well and has not disappointed me in searches.

ILLINET is a great idea, because you can save a lot of time by looking up the information at home, then you can just go where you need to for resources.

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## Q\_2\_5

It is pretty good. It is usually very easy to find things and I don't have to much trouble. Basically, I was able to figure out how to use it for myself. I suppose if I was going to change something, I would make it a font that is easier to read, if that's possible. I know it's a fairly minor change, but it makes a difference.

it's a good setup .... but it needs to be made more user-friendly so computer-illiterate people that are as dumb as nails can even use it.

It is a very good system. I love the fact that I can check my own borrower information and I can have a book I need dropped off at the most convenient library!

I like it.

I've had very little problems. It's very efficient and simple to understand.

Sometimes it can be rather confusing

a good system overall; only minor (probably unavoidable) annoyances

kind of hard.. confusing

I often have trouble locating journals or papers that have the title:  
IEE 19XX International Conference Proceedings: ... or  
SPIE:...

The classification of such journals are vague, and I often have to scroll through numerous 19XX dated papers to find the one I need.

it's relatively easy to use, which is the biggest advantage of it. I like how we can use it at home through the web so we don't necessarily have to go to the library to get things like magazine articles.

ITS DOPE

I just LOVE being able to search via telnet.

I have been very satisfied with ILLINET. Only on scarce occasions has the website led me to the STAX, only to find the book has been checked out. Small price to pay for such an efficient system.

Telnet interface is rather confusing and not intuitive. However, this is a problem with telnet on the whole.



## Q\_2\_5

The results pages are a little confusing when you first use it, but understandable.

I am usually looking for journal entries in journals that I know the University carries but they always seem to fall between the recent periodicals section and the older ones that are in the stacks. As such, I can never seem to find these since they aren't in either of these locations but the computer indicates you have them (but not where they are).

When I search and ask for an article that exists outside of the university, the service is really really really really . . . . lousy.

The articles take forever to arrive here. With today's advances in Internet and communications these articles should be online with only a click away !!! Also There should be a way for people to request for journals that are not subscribed by uiuc library. An Easy way I mean not a half a day ordeal of talking to people and getting ping ponged around and at the end finding out that there is no way to convince the library to subscribe. I think there should be a request button on the web site so that librarians know how many people are requesting for which journals and which journals are most in demand.

One more thing I am not sure if the hours that the reference staff work at are optimal. Info Hungry people in campus are usually mostly booked from morning all the way to 3:00 for taking care of teaching, administrative stuff, etc . . . maybe you should

(1) There isn't really any reason even to ask for a user's ID unless the user is ordering a book or checking personal information, such as books charged. Replace the initial option to login as a user or guest with an option to search the entire system or a particular library.

(2) Limit by date should take dates of the form 1600-1799 or -1950. Using wildcards for decade is not nearly good enough.

(3) The several hundred thousand subject cards in the main library catalog not represented in the online catalog should be converted.

(4) The web interface, though not bad, could be improved. The OCLC FirstSearch website is an excellent model.

In general, it's very useful. I like the fact that you can find and read articles online and print them out.

it needs to be more user friendly

I experienced some problems while borrowing and returning books from other Illinois libraries using ILLINET online. It reports 'overdue' even when I had returned them months ago.

It is too touchy. I think that it needs to not be like telnet. Many people I have talked to find it very difficult to use, especially from personal computers. That is where most people do library research and it is hard from our home computers.



## Q\_2\_5

The ILLINET Online just seems too outdated. I always wonder if the records that it gives me are too old and if there are more recent records.

The layout of the screen is too cluttered. It's hard to identify the information that you really need.

The buttons are confusing. For example, I don't know when to press "back" and when to press "Ctrl-P".

I have not used ILLINET for two years now, after having a very difficult time with it. I want ONE search engine. I hated the multiple searching tools, all with different output. After I found something, I often had absolutely no clue on how to get it! My suggestion - one search engine - color code results for different resources - provide help links in ENGLISH, NOT librarian speak!

I have not used ILLINET for two years now, after having a very difficult time with it. I want ONE search engine. I hated the multiple searching tools, all with different output. After I found something, I often had absolutely no clue on how to get it! My suggestion - one search engine - color code results for different resources - provide help links in ENGLISH, NOT librarian speak!

The online catalog has been getting much easier to use over the past year.

It is pretty good. I hope you can add more information in borrower information/items checked out, such as library name checked out/calling number.

Have only used several times - but has worked excellent.

although wonderful to have, system seems archaic--although i'm sure compared to other universities, illinet online is the zenith of computing

I think it's really cool... not many people know about it though. I think that the res. hall libraries should have a link on the UIUC libraries page, too. (=0) Just a thought.

Illinet online is a good catalog because a person can find any material they want and where to locate it

You should unite library online list. When I find result from the biology library that it's not on campus, and I request inter library loan. Sometime, I receive the message that I can find the book from other library of this campus.

It's ok.

The telnet interface is clumsy and sometimes difficult to navigate. Especially when going deep into the provided information for a specific call number.



## Q\_2\_5

i have neer used it. SO I cannot really rate it.

I rarely go to the library. I used the chemistry library, and the undergrad library maybe 2 or 3 times. I have never used the online library.

I have never used the web interface to ILLINET, only the telnet interface. I find the telnet interface to be too clunky and not very intuitive. Not only that, but I wish it were easier to narrow searches to books that can only be found in the U of I libraries, not other university libraries.

I think that this is an excellent system....my only suggestion is that, because it is such a large system, to have more discipline-specifics ways to limit searches-- in other words, more efficient ways of searching, within a large system, for specifically what you want.

It is a wonderful system but a bit slow when utilized at home (off of the campus).

Its very convenient and easy to use.

I like it. It is very helpful and easy to use.

I use the TELNET interface only because the web interface is not as useful. I would much prefer using a web interface.

Working well. Could be slightly more user friendly for computer illiterate, but fine for me.

It's efficient and effective in it's purpose.

i think it's fine, but could use a little more information about the content in the searches

## Q\_2\_5

Pretty good

The online ILLINET system is very convenient. However, I feel that several improvements would help students find the material in a more timely manner.

I am able to save a lot of time by requesting materials to be mailed to my office. Also, it is a great system that I can return those mailed books to any near by U of I libraries. Thank you.  
In addition, interlibrary loan system is wonderful, if only the services could get a bit quicker than now.

There need to be more options to refine the search, once something is searched you should be able to search from the new list.

no comments

I do have sometimes problems finding some journal papers. Also I'd love if inter-library loan procedure might be faster.

It's very nice when it gives the names of the different libraries where the book can be found.

It seems so ancient. I mean, it's a great system, and i am thankful that there is an online search, but there has to be some way to not make it so slow and more up to date.

Very Good.



Q\_2\_5

The Illinet Online is very helpful because I am able to look up the material I need at home and then go to the library to get the items.

easy to use and has been helpful.

i like the web interface better but it still seems unfinished

i think that it would be a good idea to incorporate how to use ILLINET online into freshmen orientation

What the heck is it?

None

Sometimes it is difficult to find materials located in other libraries when our library does not have something. I have heard it is possible to order materials if I need them, but have no idea how to do this or how long it would take.

I think it is a very useful tool, and enables one to efficiently access the library records.

Q\_2\_5

I wish I had the option to view other libraries at the same time.  
So that I could search UIUC or other libraries. (if it is already  
available, I wish it was easier to find!)

Very good, if it can remember all the selected items in multiple result pages.

it's better than before, it'd be nice if it were faster

is it possible to limit power search to UIUC library?

It can be a little confusing when doing a search. Searching the online catalog is not self-explanatory, which makes the process tedious and frustrating.

none

Some records are old, i was looking for a book that was a translation of a german book into english, but the information given was not sufficient to determine what language the book was in.

It's sufficient. It does its purpose.

## Q\_2\_5

It's a useful program. I wish that the status of books were displayed on the list so that i would know before looking up information on something whether or not it was available.

Kind of a clumsy interface, a bit complicated

It doesn't tell me when my requested book is ready. I think this is its biggest drawback.

It works pretty well, but still some enhancements can be done with the advanced search option (example: when one knows the name of one of the authors - but not the first one listed - of a book, and cannot recall the exact book title or publisher).

Also, once one enters the Borrower's Info, it should suffice to enter the code number and password once, and then go back and forth among the available options freely, instead of having to enter the code each time one visits each of 'checked out books', 'library fines', 'pending requests' etc.



Q\_2\_5

I have not had the need to use it.

There is absolutely no reason why full text documents should not be delivered to my computer.

The times I have tried to use it I have been unable to find the things I was looking for, for example journals in the Health Sciences library, so I stopped using it.

Is this Ovid? I have some articles that cross two or more databases (psycINFO or Eric), I would like to do them both at the same time

satisfactory

It has been very helpful especially e-mailing documents.

Very convenient

The telnet interface need to be more user-friendly.

This is very helpful if you don't have time to physically go to the library and research. I like it a lot!!!

## Q\_2\_5

I like the program, but the first time you use it it is a little difficult to understand.

It isn't too helpful. It's very broad in the context of information given.

I don't even know where to begin. Start with a retrospective conversion of the card catalog to the online catalog. Of course, this is a logistical and financial nightmare. More control by the user, more use of thesaurus, link catalog to journal indexes. So much to do. Good luck.

It would be great to have a better way of dealing with journals. Where I used to be, we used Innopac and that was fab with magazines. Also, I would like a better breakdown of subjects and keyword results, like with Wilson or Gale databases, so that you know where your search screwed up and what words you should stick with. Oh, and better documentation of online journals we subscribe to would be great.

it's okay



## Q\_2\_5

When searching for material, the different databases can be confusing if it isn't in my area of study. For example, I'm trying to find anthropological instead of psychological books for a paper. I don't know what the different databases offer. Which one do I search under?

It is very helpful. Thanks alot!

Never heard of it.

The online catalog is helpful because i can check if the book i ordered came in, and i can also renew my book online.

The UIUC library system as a whole is a total joke. I don't need Illinet to tell me what \*other\* libraries have. I need research for a paper \*now\* with material physically available for me to peruse here.

there is no information for recorded tapes about lectures and seminars.

It is helpfu

the telnet interface is highly confusing and not very helpful at all

I have found that my most frustrating experience is to order a book, have it delivered in an untimely way such that it is due basically the day that I recieve it, and I am unable to use the book because another patron has put a save on it.

I use the online catalog from my office several times a week. I'm delighted with the availability of materials and seldom fail to find what I need. Delivery service is a real treat, parking being what it is. It is a major consideration--I'll lose the campus mail delivery privilege if I retire!

It would be great to have more full text articles available online

## Q\_2\_5

I didn't think it was working because the most prominent feature on the library websites is the telnet interface.

No comment

Sometimes when using it, it is rather confusing and frustrating... sometimes I feel like I don't know where to start or even where to look. I think that it should have simpler instructions.. or just be simplified because it is rather confusing.

It is very helpful. though the user interface needs improvement.  
is cryptic for new users.

often the cross-referencing capabilities of this system are limited and what may appear in a collection of works rather than by itself is not listed when basic initial searches by title are done, very frustrating.

The online catalog is very user friendly. However, I did have cases that it did not find existing book records especially off-campus books.

It is just fine the way it is

The web version has mysterious quirks and seems to be very temperamental (like some, but only some, of the librarians)

I have been unable to search for journal articles using this procedure. It seems awfully complicated and I still haven't been able to figure out how to do such a search to my satisfaction.

It's great that we can find books and request/renew them online, but the journal search really bothers me.



## Q\_2\_5

more full text articles

Was a very helpful in finding research articles to use with reports.

Pretty user-friendly, but a little difficult to figure out for beginning users.

It's a great resource.

I think the web-based version is kind of confusing, but perhaps just because I have not used it much. There are so many databases and I don't know if there is different information in the ones under the same category, but I feel like I may overlook some important information.

no

Very useful and easy to use.

None

never heard of it until now

the online catalog for journals is very difficult to use. it is hard to figure out which index you need. the indexes are also organized differently and it is difficult to figure out how to retrieve the information you need. they also do not tell you where to find the magazines, which is the most important information of all.

It works pretty well -- I enjoy it a lot. It saves me a lot of time.

I find it very helpful, but there is always room for improvement. I still have a hard time finding resources, there should be an easier way of finding information that relates in any way to research.

I found it very frustrating to use

excellent facility

Telnet version: I really wish there were a way to limit to UIUC by default, when logging on from home. Is there a script to download that will set location, as is done on the public terminals? Also, it would be nice if the location limit "Type your own code" were listed at the top of the list, not the bottom.

## Q\_2\_5

ILLINET has been very useful.

My largest problem, as an undergrad student, is that so much of the results are too technical. In order to find general information I must often wade through technical journal entries and articles. This tends to be a bigger problem on the web interface than with Telnet.

Good in general, but the location of the book often not clear, don't know where can get it

very useful and easy to use

no comment

It helped when I received information through a librarian on how to use the ILLINET online catalog.

very good

Keep up the good work.

A typically horrible UIUC custom-designed program (like Gradebook, UI Direct, etc.). I recently received a job offer from the University of Missouri and one thing that made me inclined to accept was their much better online library catalog. Look up e.g. "Philosophical Review" here and there and see the difference.

It is hard for me to find articles (as opposed to books) when I do an online search because it seems like there is such a wide variety of places to search from and the searches never return articles quite like what I was looking for, although I'm sure there are tons of articles on my topic available.

## Q\_2\_5

The limited search options severely cripples my ability to locate the book that I need. There should be some advanced searching capability which looks like those advanced search engines on the web. The following additional search options would be nice: (1) year of publication, (2) publisher, (3) edition number, and (4) ISBN number.

All these information should already be in the database, so it just boils down to writing an application program to search for them and present them nicely. There's also a problem with the current online catalog, if too many items are found, then it will give me an out of memory error. Huh?

I was able to find information--journal articles, etc.--that I used for my cobalt report (on which I received a better score than the average) so I am happy with the results I received from the online catalog.

It's not very good :)

Needs to be re-done I think. It just doesn't know how to seperate terms.

I like it because I can access it from home as well as from school.

The transition of the online catalog has been a disaster. I just hope the system can soon take the shape that the UIUC community was promised two years ago.

It is good.u

I love the LIBRARY!!!!!!!

Great and accessible to the student and faculty. Easy to use, nice when working past open hours of the libraries.



## Q\_2\_5

need improving

It has so far been very helpful to me in my research.

it's very good for finding books in any of the libraries on campus. sometimes it's disheartening to find that it is not available at this school because i cannot go all the way out to another school to get materials.

I love the book holding request option. it's great.

The web based search should be more up to data and contain more information about each book (maybe even comments about the book left by others such as online bookstores such as Amazon.com have)

I work at O @ M and did not know the library system was open for my use.

It is very helpful and convenient because i can search for materials from my room. i can go to the library after i know which one it is at instead of checking every library.

Overall, I am very satisfied with ILLINET and the services offered by the system.

## Q\_2\_5

The current system for viewing the borrower account is EXTREMELY painful. Every time I need to obtain some information about my account I need to go through the laborious task of entering my 14 digit ID number and the PIN. It would be very convenient if I could enter all the security information only once, check whatever information I need and then quit the secure environment. Another very useful feature that is not present in the current system is to inform the patron by e-mail whenever an item is overdue. This is particularly relevant for graduate students who have long borrowing periods.

none

It is often hard for me to find materials by searching by "subject" because it usually brings up too many items and the sub-categories are not helpful in finding what i need.

i find it helpful...but there are so many databases to choose from, i never know which database to choose to do my searches in.

i like it

The program gives you many options to chose from, but at the same time, it makes it confusing to know which option will be the best for you specific search needs. Sometimes you limit your search to a few words and it still doesn't give you what you are looking for. There should be a more advanced type of search for topics exceeding a couple of words in order to narrow down your search.

None

I think that it works well, sometimes when it tells me where books are located it gave a location that was inaccessible (the librarian told me). That annoyed me that it said it was available but it really wasn't.

I thought the telnet system could be more specific in its search engine. The Library could be open for longer at the weekends. It would be useful if the search would provide more information about the resource.

It tells me that the U of I doesn't have journals that it has.



## Q\_2\_5

i haven't used this yet, but the telnet interface was pretty good, so an online interface is easier to use.

It's Great!

none

I have been using the web version and I have to say that unfortunately is poorly designed. A database should be flexible and powerfull in the use of "cross references". When you use the feature "subject" the database seems not to recognize anything except exact subjects. When you look for subject the database should retrieve all what is close to your interest including book contents and close titles of books and articles. I don't know if the telnet is better I haven't been able to use it ever. The system sometimes asks for login and passwords I don't know and seems to complicated... We should have a simpler telnet, which takes you directly to the subject, author and title catalog.

I don't like how there is not one search area that searches all the areas at once.

none

This has been a very satisfactory site that has been of a great deal of use to me in my time here at UIUC.

it would be nice to be able to search for books online instead of through the telnet interface (maybe use bluestem)

I'd like to see more online journals (full journal articles) instead of just abstracts. I recently did a research paper for a psychology class and there were no online journals available to me.

Overall, it is "cumbersome" to use, time consuming due to the nature of the commands/keys limited by the interface.

It's not very user friendly, online catalog would be much more helpful.

It's not that user friendly, or maybe it's because i'm not that good with computers. Plus, students often do not know what their pin no. is..there are simply too many numbers on our icard.

More subject catagories maybe would help

## Q\_2\_5

I can't figure out where the webpage interface is, so I always use the telnet version, which is slower and generally less user friendly.

no comment

ID number is ridiculously long. Get a simpler one.

If you make a mistake on the screen once an author or title is selected, the pull-down window (author-title-subject search) covers up the information on the item being searched, and you have to start again. An annoyance.

Generally I am very pleased with the online catalogue. If there is one major recurring problem it is that often (yes, often) a book cannot be found using an author's name, but the title appears, and other times it does not appear under the title, but will be found under the author's name. This happens even when the information is correct and full.

I don't know why when I'm not on campus and am at home the ILLINET catalog doesn't list materials held by the University of Illinois first. It would be helpful if there were a way to select U of I materials be listed first. Often, time is a factor and I don't care what NIU's library has.

pretty good! the cataloging of journals not very good though. finding articles is sometimes a pain.

Nice configuration.



### Q\_2\_5

It would be good to have an option to renew all books in the borrower info. This would be helpful for grad students and faculty who often have many books signed out at a given time.

I think it is a useful resource and is easy to use once instructed on how to use it.

I like it and its pretty simple to use. I really like the fact that I can look up materials from my computer in my room and then just go to the library to pick up the sorces I need.

Overall, its formatted really well. I'm very satisfied with it.

Although there are some occaisons in which the online catalog does not list materials that I know for a fact the U of I owns, I have been more than satisfied with its ability to help me locate materials.

ITs great

I think it is a great resource and I use it often to get books that I need.

I have never used it because I was never told what it is or how it works.

## Q\_2\_5

The online catalog is fine but most times the information that you find is not specific enough for your topic or can't be found on this campus.

don't usually use it!

it is useful and easy to use.

I think it is fairly easy to use and makes finding a particular item fast.

there are some materials not on list of the online catalog even though they seem very important materials.

It is a very complicated system, and I feel like I don't know how to use it! It takes me more time to find a resource than it takes me to listen to it at the music Library!

A search within a search option and an ability to search for things with certain words adjacent to one another would help.

The web version needs a lot of work. Some things I find in Telnet are not listed on the web.

Being able to simultaneously find call numbers for journals & journal articles would save a lot of time-- I've not had much success yet using the web interface which might allow this.

A bit clunky sometimes.

I don't think I've ever used it.

Okay, but hard to find out what library book or whatever is new.

## Q\_2\_5

It is very irritating to have to enter a long id number each time a request is made.

Difficult to do subject search

Difficult to read location listing

Please consolidate names in database (e.g. "Thompson, Hunter S.", "THOMPSON, HUNTER S.", and "Thompson, Hunter S. Fear in Loathing in Las Vegas" are all the same person)

In the music library, it is very confusing to locate sources of materials. I know it's clear to staff how to use key word searches, but to students, it is hard to distinguish between: browse title, browse subject, keyword subject and keyword title.

N/A

when checking chinese materials, i find that the ILLINET Online is using the wye-chao (sound) system instead of the more popular Pin Yin System to represent the sound of Chinese characters. this made the search rather difficult as the wye-chao system is quite out of date and a lot of Chinese students/teachers from mainland China do not know how use that system. oftentimes i have to give up checking and ask for the help of a librarian. maybe the Pin Yin system is more effective and current for the search of Chinese materials.

I have been able to find what I was looking for the times I have searched for something.

A little bit hard to use, the telnet version is highly effecient, the web version is too slow, and I do hope that my request won't be killed even if our library has the book on reserve -- I need the book in my hand but I don't want to buy it at killing prices.

I think that this is a useful system. The only problem that I have had is when I need to find where in the University I can find the journal or book. The only way that I know how to do that is by using the Telnet system. If you can make this available to home use, that would be wonderful.

i find it confusing



Q\_2\_5

Should explain what this program is. I have no idea how to take advantage of this resource.

I find Infotrac to be the most useful, though I am not too familiar with the other resources.

i think it is very good and useful when i need to find resources

I like using it from my dorm room and think it's very convenient.

It is very helpful, but you could spend some more time making the user interface more user friendly, not just the black and white squares people have to use.

Very good system

It's not as user friendly as I would like. It would be excellent if it could be designed to be more point & click oriented.

I think that it is a faster online search but it is very difficult to use and understand when you are first starting out and such. I mean that I have not used it in a while and I forget on how to use it exactly. Also when you find your resources they are all spread out across campus and difficult to find.

Q\_2\_5

don't really use it

Basically, I just really appreciate being able to access so much information simply on a computer.

Honestly, with being as busy as I am, I do not know if I would get some of work done on time if it were not for ILLINET. I can sit in my room, or at a nearby computer lab, do all of my research in that sitting and then be in and out of the library in 15 min. or less. That is, of course, if I could not simply have had all of my sources emailed to me.

I find it quite often incomplete. Many times a book is listed by the title, but when you try to find it in the author search it doesn't appear or vice versa

None

uh...yeah

It is a very convenient searching device.

I definitely find more books when I use the Telnet interface rather than the Web based interface. Even so, it's pretty incredible how fast and powerful the searches are.

I haven't used the library this semester much, but I was on the debate team for two years and used it several times daily in the past. I really liked the old system (before the web interface) that i used in '94-95 much much better. It was clearer- it always told you easily the location of the item searched for, and searches were more customizable and easier to accomplish. I end up getting too much stuff when i do a search now- stuff from other schools that would take too ong to get, stuff that i cannot limit my search to not include once the search is over...etc. ALSO YOU NEED BETTER INSTRUCTIONS ON HOW TO USE THE SYSTEM IN FRONT OF THE COMPUTERS

havent used it yet

It is somewhat helpful, but for some of the topic, more sources are needed (some of the sources have disappear).

## Q\_2\_5

very efficient, except finding full length journal articles online is a bit tricky.

N/A

I think one of the most important aspects is finding full text articles. This is extremely helpful. If possible more articles should be able to view in full text.

I've never used ILLINET online, and i don't really know much about it. I've never even heard of a friend using it, so maybe there should be more encouragement to students to use ILLINET online.

works well for me

dont know

I am very pleased with the service offered by Illinet, I find it difficult to travel to the library at times, and by allowing me to research sources from my home computer is very helpful.

A more graphical interface might be easier to use.

It was a big help in finding books for my research paper. I could search for books and see whether or not they were available from the comfort of my own room.

Really like the interface that the Allen County Library in Fort Wayne Indian has.

Sometimes when I have requested materials and want to go back to the list of materials the online system freezes and I have to start over, which makes searching twice as long. It would be nice if clicking on the browse list would take you back to where you were when you started to request something, instead of the beginning of the browse list.

having more abstracts of breif descriptions of material would be helpful

It's better to have such a service: I want to borrow a book, but all of the copies were charged. So I request it, the library should notice the people who borrowed those books and ask them (or one of them) to return the book within two weeks.

I have only used it a couple of times. Materials that we need in Vet Med are usually given to us in class, we buy them, or they are on reserve.

## Q\_2\_5

Personally I think that the online catalog is awful. It is impractical and clumsy. Sometimes one wants to do a broad search for sources, but the search requirements can be so limiting. Also, it seems like some part of the web site isn't working whenever I use it to search for resources. The only thing worse than using the website to find materials is trying to actually find things at the library. Also, I think that more things should be offered in full text online.

The request feature is very useful!

I do not have a lot of experience yet with the library but i learn new things all the time through my increased usage. The one thing I would like to comment on are the full text articles online such as infotrack that have helped me so much this semester. I could not believe how much credible information i was able to access through my computer in my dorm room.

good

It would be nice if more journals articles were offered with full text downloads or availability online.

The ILLINET Online (speaking of the Telnet Interface) is pretty basic to use, but sometimes with the different libraries on campus, it's difficult to know what some of the codes mean or where the libraries are that have the book. Words like "in transit" can be confusing and time consuming as to whether it means that the book is within the interlibrary loan system or being transferred between UIUC libraries and dormitory halls. A link to an explanation and/or exact location of libraries (such as History and Philosophy 4th floor Graduate Library) would be very helpful.



Q\_2\_5

The ILLINET online is very handy. I particularly like the ability to request books from other universities and have it delivered to my campus mailbox. It is a great feature of the library.

I have had no problems using this system. It has helped me find everything that I have had to look for.

Its Great. It could stand some improvement for finding recent journals.

I wish you could have it only return books that are located in the library that you are physically in.

I really haven't used it much but it certainly provide a lot of information when using it. It can be a little difficult sorting through the information.

It's not easy to understand how to get information i want. it needs a well defined explanation of each category.

It works beautifully. I use it often, it is clear and easy to use. If only the article databases were so good.

pretty easy to use

My password won't work, and i don't know why

good

## Q\_2\_5

Please make the telnet interface more forgiving to errors when conducting a search. The current menu system is not very user friendly.

Very adequate--I especially like the new database updates and the IRRC Website.

Very good and efficient.

I think it is very useful, but the interface should be improved.

It would be nice to have a system that only looked up the Journals we have in the Illinois University libraries on campus instead of having to go back to Telnet everytime i find a journal in another search such as Psych info or Ovid.

We need a better online catalog to search the book or journal subscribe. I feel that the hits of search are very confuse, especially we don't know that we are getting the book or journal. There should be some ways to let the user know that which are journal or textbook.

The internet is too slow. This is why I usually use telnet. Also, I don't feel that the web interface is quite as effective in my searches. Searching for articles using databases is sometimes a pain, simply because it is not always easy to find out where the journals are located, or even if uiuc has them.

I hardly use the library, however when I did, I liked the functionality of the search system you had for the 96-97 school year (name escapes me). Have good and easy use of search software

extremely helpful, but i miss being able to charge out books online instead of having to go to main desk to request them.



## Q\_2\_5

It is hard to use and I do not like it very much.

it's pretty good.

no comment

Great.

I t should not ask for personal info more than once in a session.

More full-text versions of articles should be accessible to students or easier to obtain within a day's time at no cost. Also, it's frustrating to only be able to use one word when searching databases. Whether you use a + or not, most times you are forced to revise your search terms.

Unfortunately, there are publications that you have in the library not listed on the online catalog. Even though the book is there, sometimes it does not show it. It is a wonder to me how the Denkschriften Wien book series are recorded and what should one write so that the book will come up on the telnet surface. It seems there is a complicated recording system of the books in other languages, especially German. Forget, the periodicals and journals, there are so few that could easily be found. Almost, for all the periodicals I had to consult to the reference desk.

It is good already but the telnet program is too old. Maybe we can use newer version of telnet.

I would like to be able to access it through the web. Sometimes the telnet version is slow.

The system hides information. It is very unintuitively presented and lacks important information necessary to determine the inclusiveness of searches. I need to better be able to search what I think I am searching and my students need better instructions to help them find what they need. Library staff are wonderful but no where is it suggested that they are a necessary part of searching the library's collections.

I find the Illinet catalog very useful and partially user-friendly yet I would like to see further options available in regards to books unavailable in the University system.

I think that the online catalog is an excellent source for researching. It allows us to find out where books are from home and then go to whatever library we need to go to to get our books. It's a huge convenience.

It is very easy to use, however, it is always unclear how to get to it. It always takes me a few minutes to even get to the page.



Q\_2\_5

It is very helpful.

Overall good, some errors in terms of whether the journals or books are actually checked out

I found it difficult to find a material at a specific library

I like being able to request materials sent to my campus mail box- but not all materials appear to be able to be requested that way. The system is a bit clunky and it would be nice to have it more integrated with other searches like Ovid does.

over all i think that the library has done a good job with it's internet side of business.

It can sometimes be overwhelming and confusing.

Present telnet user interface is not user friendly.  
Web interface is still so incomplete as to  
be virtually useless.  
Logging in with long pin everytime is annoying.  
Notification that you have requested materials that  
someone else currently has on loan is unclear.

Its easy

The online catalog is great for big or small research projects.

## Q\_2\_5

The terminology for "checked out" and "on-shelf" is not clear at first. One has to go searching for records with the other status in order to determine the meaning.

I find it very convenient to use it from home so I can spend the sometimes lengthy search time in the comfort of my home then simply going into the library to pick up materials.

Very useful and has helped me a lot when looking for books owned by the University of Illinois. Thanks.

cool

it is a very good resource to have, but as any database does, needs improvement every year.

This is a very easy and effective way to find the sources that you are looking for. I like how you can find sources according to almost any classification that you need (such as dates, authors, etc.).

I'm tired of typing in my library id number.  
Too long. Have to take my card out every time. Why not let user choose if he/she wants to use ssn or another number of his/her choosing?... Do not like it that I get multiple headings for the same book/journal. Clean it up.  
Time out is a bit too fast.

I wish there was a general alphabetical index of which journals are in which libraries on campus and their call numbers. That way, I would not have to waste time looking them up on the online catalog. I know that this information is found there, but it takes 5-6 steps just to find out if Genome is held at the ACES or Biology library. If I could access this information directly from the web page that would be wonderful. The web page itself needs better organization.

Very efficient system, giving prompt service. It is easy to use and has helped me with my class studies in a multitude of ways.



## Q\_2\_5

It is a very good system, as such. I have important suggestions to make:

- 1) It is pretty difficult to search for a journal paper by its reference. (I am not sure if OVID is part of our library). OVID is more helpful but not ILLINET online
- 2) The fact that very recent (1999 papers) are sent for binding is very disadvantageous. The most required papers are the recent ones.  
It might make sense to keep a photocopy of the recent papers in the current periodicals section before sending it to binding.

I've found it pretty helpful in finding various materials.

Very hard to use. Doesn't contain the references at the health science library/UIUC. Citations do not always give the ISSN or ISBN. Does not allow you to sort the results of your search.

I think it is a little complicated to use, because you never know in which direction you should go to have the best research. It is not very explicit for me, so I always require the help of a librarian

i think this interface is sufficient but it is a little hard to manage sometimes so in that sense the web based version is a little easier to use but ive had a lot of problems with the web interface.. books that appear on telnet wont show on the web interface.

IT is not very user friendly. It is hard to search what you're looking for. You need to come up with all sorts of keywords. The electronic card catalogs at public libraries are much more useful many times.

There are too many windows to go through before getting to the indexes (like the Wilson index). Subject searches on the telnet version are highly irregular.

It can be a little difficult to use sometime. I always find good material, but I am sure that there is more that I am unable to access because I do not know the system better.

It's really good to be able to get hold of books from other libraries if UIUC doesn't own them.

It's fine.

Very effective, and easy to use.



Q\_2\_5

I have found ILLINET quite satisfactory.

none

very helpful but could be more user-friendly

I have been very pleased with it during the past two years. I feel there's no need to alter the current catalog.

Very good system but needs to improve ILL.

I don't use it because I find it confusing. I use Infotrac.

This works great. The only problem is that it is kind of a pain to get hooked up.

good catalog

This is the most archaic system I have EVER used! It is awful to try to find anything useful. I know there must be a good reason for the terrible interface and confusing search strings, but I haven't figured it out yet. For normal students (not grads looking for ultra-specific information), it would be MUCH nicer and more useful to have a system similar to the public library's. One place where I can search for Title, Author, etc and get an answer I can understand like: Book: on shelf, Call #: 1234, Location: undergrad library. That would be useful - the current system is NOT!

## Q\_2\_5

I wondered if the Telenet interface could be used to find resources other than books. e.g. journal articles, newspaper articles, etc. because the book search is so vast and helpful. It would be even more helpful if the book search had an advanced search that could limit books written after a certain date, etc.

I am very pleased with this library option. It is relatively easy to use and has a great option to email articles to yourself.

I really miss the option of the old system which let me narrow or broaden my search. I wish the UI system were more like worldcat also, it is insane that the default option for requesting a journal issue is "please send me any random copy of this journal" after already selecting the specific issue. the default option should be "please send me the issue I just selected"

It is very difficult to locate information in my discipline on a specific topic. Sometimes I get lucky and stumble onto the right thing, but usually I spend hours searching before I can actually read something helpful.

I believe it needs to be improved. At this time it is not satisfactory, yet. Previously I was using 'Command line search' to find articles in another country. When I compare web based article searching and Illinet Online to find books and other library materials with my previous experiences I find our current system at University of Illinois poor. Especially the Illinet Online.

never really used it

It is very useful.

it is very efficient

default should not limit the search to uiuc



## Q\_2\_5

IO is so cumbersome and difficult to use, that I routinely log onto the MELVYL catalog of the U. of Calif. system to search by keyword, find a specific title, and then log onto IO to search for that title. Particularly exasperating in the telnet interface is the way the cursor drops back to the start of the line when I make a mistake, so that I have to type the whole search over again. Also in telnet, moving forward in menus is not obvious or comfortable, and I almost always accidentally exit when I was trying to move forward. The mechanism for remotely requesting books used to be clear, but now there is no sign that the request went through, or whether the books will be sent. The interface for the article databases is also cumbersome. Typing in a boolean search is much faster than navigating screens (and endlessly scrolling down, and searching for the "Search" button, which is always in a different place).

works well

The search options are lackluster and time consuming.

no comment

no comment

It is very helpful. I like that I can use this service without even leaving my dorm room!

Take some of the graphics off of the libraries main page. CCSO sites might have T-1 connections, but most of us at home are using a 33600 dial up

none

I haven't used this system much but in the few times I have, the program was very efficient in helping me find what I was looking for.

It's sometimes intimidating to use, especially because it's not a point-and-click interface. I wish I could just click on one of the "Items found" and see it's information instead of having to go through so many steps just to find its location and its availability.



## Q\_2\_5

No comments.

Could be a little more user friendly

Once a user has logged in, the system should not request that they reenter information for every operation (ex. viewing items checked out)

good

It's nice and user friendly...I never really had a tough time understanding what or how to do something. Very nice web interface.

The web interface is far too slow for research purposes. Unless you already know exactly what book you are looking for, it is next to (and sometimes, as when it says "No such records" when in fact its just clogged, worse than) useless. It is also a waste of time to have to scroll down a search page every time you use the advanced search. The buttons should all be visible on the first screen.

Not applicable, never used it.

I have no problem using the online catalog since I use it so often and I am familiar with the features. Using the ILLINET Online has helped me find the materials that I am looking for, either at UIUC library or at other libraries.

Liked it, easy to use.

see item 4.2

It could be a lot more user friendly

none

the journal search needs improvement!

Sometimes i do get confused with illinet online. there are so many links and i don't know where to start.

Overall, I am satisfied with its capabilities.

## Q\_2\_5

I find it to be a very flexible system.

When i look for a book, i don't give a rats ass that the University of Botswana has it. When i look for a book, i want it now, and i want to know how to get it. Every time ask for help from Library people, i get run around in circles. The whole system sucks.

I think that the full text of every article on ILLINET Online should be available. It saves the person time and headaches! b/c sometimes the person just doesn't want to look for the article twice (online and in person). For example: Like some of the articles in Mother Jones....

Very Helpful

I think it could and should be improved. I tend to use other libraries (like MIT) on line to save time as I find their search machine to be more efficient for me.

None.

It would be more time-efficient for both the library staff & the library patrons if patrons could renew all off-campus books through the online system (I am unable to do so for a few off-campus library books). However, I realize this may be beyond the UI library's control since it has more to do w/the other library computer systems.

I think there could be more to help you find books that fit your needs...for example, sometimes it is difficult to find books about a topic because it is under subject headings that are similar but not the exact wording you used in the search...hope that made sense.



## Q\_2\_5

N/A

The telnet version is a little difficult to navigate, but the web interface is pretty good.

I don't use it too much.

With the large assortment of material available, I find that allowing for a web search before I get to the library is very beneficial. That way, I don't have to waste time once I get to the library looking for materials that you may or may not have, example: journals that are no longer carried here.

It somehow confused me in which database to search for when I just started using the ILLNET. Now I am more or less still searching in the databases that I am familiar with. It would be helpful to have a short text to explain those database initially, if possible.

sometime can't find what is looking for

frustrating sometimes.

needs to be updated periodically because call numbers sometimes are not right

the previous version was more user friendly in the sense that it was very clear as far as doing searches. This version one can also do this but it is much less transparent and one must take some time before getting used to it.

I find the ILLINET ONLINE very help because it allows me to search for a variety of things from articles to magazines to look for information. In addition, if I am not sure what I am looking for, or only have some of the information, I can do a general search to find what I need.

It is sometimes confusing to use since I am not all that familiar with the library system.

## Q\_2\_5

it's ok, though not very powerful and convenient to use

I use PsycInfo frequently. I believe the connection to PsycInfo should be faster than it actually is. For instance, when I click PsycInfo, I do not automatically go to that site, instead I go to another menu where I have to click on PsycInfo again. I'm wondering if the connection can be quicker.

I don't think I've ever used the online catalogue.

This is a very useful tool, because it saves on the actual amount of time one spends looking for items in the library. What I find most advantageous are items that I can find by FullText, because I don't like to worry about checking out and returning books. I also find this a useful tool when composing a works cited page, because it helps me know exactly what I need to know this way I avoid any possibility of accidental plagiarism.

Often the results of searches and the records are very lengthy in the amount of detail they return and this is overwhelming when all one needs to know is (1) if the book is on campus (2) if it is available, and (3) which library/call no. area do I go to to find the book. So, it would be nice to have a kinder/gentler record return that gives me just the facts I need to know to find my book and then an optional gory details record if I need that much info (language, date published, ISBN, etc., etc.)

Journal databases have proved to be very helpful in numerous papers I have written. There is a database for nearly every subject, and it is very helpful that online text is sometimes available. I also like to email the records to myself.

I'm not sure if this is all part of the ILLINET Online interface, but I've noticed that the education library site lists the links for the online journal searches (i.e. the Ovid searches: ERIC, PsycInfo, etc.), and I don't believe I've seen that on other library websites. I find the layout of it very useful

easy

none

Too confusing and does not serve the need of the students. Seems that when the web was designed no student inputs were taken.

I have no complaints.

It would be nice if Interlibrary loan would list a title for the material checked out on the student record because I often have more than one book. Additionally, it would be helpful if books requested via Interlibrary loan showed up as "requests" after being submitted--both for my own records and to make sure the request was submitted. There have been a handful of times when I got the "Submitted" message on the Interlibrary loan web form--but the book never came, the office didn't know anything about it, and I had to resubmit it.



## Q\_2\_5

It is good.

I had no clue that many of the options mentioned in the above question were offered by Illinet Online. And when using the web interface, it usually takes an inordinate amount of time for the computer to process my login and present my account information.

I think this program is decent, but could be a little more user friendly. The first time someone may use it they may find it difficult or too complicated.

none

I think that the bugs should be worked out of the program, because I used to be able to use the online catalog, but suddenly (e.g. this semester), I haven't been able to access it with my student ID number. I've only been allowed to access it as a guest.

ILLINET is a very good system although frustrating to use if unfamiliar. However, there are plenty of opportunities to learn how to use it and the classes are well-taught. Even with only minimal knowledge, you can stumble around and usually find something close to what you need.

I like searching for materials from my room.



Q\_2\_5

I'm glad we can access it from anywhere and not have to actually be at the library.

It is very helpful, it makes researching easier.

Rarely use it - usually only shows me what U of I DOESN'T have (tells me what's at other libraries - like that is ANY HELP AT ALL).

I have no problem with books online, but cannot figure out journals or magazine articles!

Illinet online is and extremely useful tool and it greatly increases the number of useful sources found

It works very well, and helps me out tremendously with my research papers.

Seems confusing when searching and when going through results. Difficult to actually get materials.

Works well for me!

## Q\_2\_5

The web version takes lots of time to load.

I primarily use Telnet to look for library materials. To do this, I have to go to the site, then click three times before I get to a telnet interface. The telnet interface is excellent, but it is extremely wasteful that I have to click so many times to get to it. More alarming is the fact that the library front-end (most of which is useless to me) requires so much memory that it crashes my browser every time I try to access the web page. So, I walk to the library, and use it there. Why does the library have such a big front end on its webpage? It looks nice, but since it only connects to the old telnet interface (which is, by itself, efficient and useful), then all the front end does for \_me\_ is waste my time.

no commen

it's good

It could be far more modern, i.e., more user friendly and windows like.

I like the way the old system let us sort and limit our searches. I found that it was much more precise than this system. With the old system I was able to find items that I have not been able to locate since, despite help from librarians even. I also miss the feature of being able to limit periodicals by year or volumn to see if the desired issue was available, checked out or missing. Now I have to go to the location to see if I can derive its status. I also liked being to direct the search to either UIUC libraries OR all libraries. Sometimes, I believe, the new system does not allow me to easily direct a search to another library if we do not ourselves also carry the item. It seems fine if we carry it, but ours is unavailable, but, if we don't carry it, I haven't been able to tell the sytem to look elsewhere. All in all, I find this a VASTLY inferior system.

I don't know how to properly use it.

There should be many more keywords listed for each text. To have only 2 or 3 really limits how many items will come up for a search, and it's very difficult to find exactly what I'm looking for. You have one of the best collections in the nation, but I've seen better organization at.....well....just about every other library I've ever been to.

very not user-friendly...why can't it be more like med-line: i. e. accessed via the web rather than thru telnet which requires the use of several arcane memorized commands, displays more than a few entries per screen in an easy-toread format, a way to cross from author search to boolean search to journal localization easily while within the program, etc,etc



## Q\_2\_5

I think it is a good system, since you can access it from your home computer. Although the menu system is a little old fashioned looking and it is annoying that you cannot use the mouse.

It is particularly frustrating to request a journal or a number of journals and have the wrong volume sent to me because the system (or some other posting, perhaps, at the library computers) does not indicate that an "item specific" request must be computed. The impression given when I move the cursor to the item number is that I have specified the text needed. This lack of information wastes time.

It is great tool, and has really helped my research. When I don't feel like leaving my room to go look something up and spend hours at the library; the catalog helps to eliminate some of that wasted time.

Very helpful.

I prefer to use Medline catalog but one in a while I use ILLINET.  
So, I don't know much about this catalog

It should work somewhat faster

I like the web interface better.

Doing good!

I like the telnet version a lot because it is pretty fast. I am sometimes frustrated by how difficult it seems to be to limit searches. I really liked the old text based Engineering index search. That was fast and easy to use. The web versions are clunky, slow, but functional. Also, why the hell should I care if a word is commonly used? your search engine should be smart enough to only search on common words if necessary to differentiate entries.

Quite possibly the most convenient way to procure needed research from the comfort of my dorm room.

It is great to have the libraries using the internet.

Instructions are poor. How is the average student or employee supposed to know how to use it? Nobody ever showed me.

I feel that the online catalog is very beneficial. However, I do not think many students know how to get to it or even know about it. I think there should be a mandatory lesson that all students should take.

It is very useful - I use it because I want to avoid going to a whole bunch of different libraries. I can take my time on it at home.

Needs to be simplified and perhaps have more workshops on how-to-use it.

I like how Telnet will find where your item should alphabetically be, if it can not find the exact item.

I find ILLINET Online to be a very useful and robust catalog.



Q\_2\_5

Computer has crashed when clicking on Library from UIUC home page.

It's difficult to figure out which Library receives the Journal you are looking for. I try to guess intuitively or ask a Librarian, but that information should be made more easily available via ILLINET Online.

It is somewhat confusing at first but is easy after you learn how to use it.

searches very broad

No comment.

I find the user interface (Telnet) not very user friendly.

searches are difficult

Q\_2\_5

It's easy because you can reserve the items and then just go and pick them up

none

I do not like how it shows holdings at other schools. This should be an option you may turn on, not automatically on.

i find that it is very confusing and i am a senior and i still have trouble finding material quickly.

Very helpful, I like it a lot.

easy to use

ILLINET online is a joke, and you know it if you've done any research, or even talked to librarians about it. Even though I am not a daily user, I am frequently astounded by the poor design. Hope your contractor fulfuls their original obligation some day (or gets sued for big bucks).

Q\_2\_5

I would like to be able to access more full texts from my home computer.

It is very, very helpful. Easily accessible

more text documents needed on the web  
also, i don't like looking up a topic and having to go to 5 different libraies to get info. you should be able to narrow down the such by what library you want to look at

please change Illinet Online to web interface

Never Used It

It is quite convenient.

results found by searches aren't always helpful and aren't catagorized in a helpful manner

Now that I am accustomed to the new system, I find it very "user friendly."

It works well enough even though I have sometimes experienced problems working it due to net lag.

the online catalog is very helpful and easy to use.

Q\_2\_5

little hard to use at first, but increased use brought knowledge

The current system is terrible. I routinely used LCS. It was simple and effective. The new interface is awkward. I cannot do even simple things like renew a book. I have gotten lost book charges assessed and then found it next to impossible to get things straightened out. Even after I return the book, I am still assessed and no one at the library seems to be able to help. In short, I hate the current system.

None

I really like the full-text documents online

I find it very helpful and even more so, the ability to access the catalog from my personal computer at home.

No comment

This is very difficult to use. More frustrating

## Q\_2\_5

Especially helpful when a short summary of article is included

I think that the materials listed should be kept more up to date. Most of them are, however, there are a few materials which are a couple of years old.

none

Sometimes I find the online catalog difficult to use, either because I don't know which database to use or because I have trouble finding the right keywords to use.

generally good

no comment

My experience is that the web interface is slow, and the telnet interface is not very helpful, if one needs help. But, it is an important resource and one that I value highly.

the system is very efficient for all types of users

overall the catalog works well, more advanced limiting would be useful for music searches -- for example only searching for CD or LP media, searching for materials issued between certain dates, ability to search contents of recordings with greater detail (largely a limitation of the data already entered in the catalog)

I think that it is very useful, however there are times when I get lost in the program and have to start over every time that I want to do something and that gets annoying.

I'm never sure if I can trust its results.

Q\_2\_5

Works fine.

I have discovered that some of the ILLINET Oline entries are not accurate. This has caused significant hassle as I have gone to various libraries as listed by ILLINET Online only to find out the ILLINET ONline's listed location for a document was wrong.

Once I got the hang of how to use the catalog, I was really easy and helpful while I was doing research for my History 298 class. I was able to find some pretty obscure sources for a very narrow topic.

great

I have not used the online catalog.

no comments

My main use/needs are to find a specific book, or specific journal article, based on either title of book/article and/or author.

## Q\_2\_5

I tried it once, but found it too confusing, so I just go to the library in person.

I like being able to download full-text articles from my computer at home-- it is convenient and cheap, and I can use the library's resources at my leisure.

Search of books is many times prohibited by awkward filing system of books. Books not found under subjects which they are related to.

blah

Renewing books is a hassle. Why should we have to input that we want to renew or view requests, etc.? Why not just give us one main menu AFTER we input our library id? And why is our library id number so long? This is ridiculous! It's like memorizing pi to 26 places. Also, having to hold down CONTROL with everything is really annoying. Why not just hit enter to see more results? Has somebody been thinking too much? Also, why can't we do recalls online? This is the most ridiculous feature of them all. I have to call someone on some special phone and promise my first child just to recall a book! There are just too many problems with the system to say in 150 words. And your ILL procedure is a joke. You make it so complex, I can't even count the number of catalogs I'm supposed to search before I'm "allowed" to make an ILL request. If it's not in UIUC, let us make an ILL request and let someone else get paid to sit and wait 35 minutes for the Penn State catalog to go back "online".

Keep it simple. For the web version, do not use java applet, for example. The web pages don't have to look neat to be useful. Simple links will do.

It works extremely well.

conveinant, but web site needs to be more explanatory



Q\_2\_5

It is great for finding materials, but frustrating when the articles or journals found are missing from the library or can not be found.

Overall it is very good, but sometimes the search misses items that should show up. For instance, "horology" often does not bring up all available and relevant items as does browsing by category

it's very convinient and well set up, i dig it.

none.

If ILLINET Online is the section where the screen is black (not the internet page), then it is a little primitive--i think with all the technology at the university the system could be updated.

The telnet interface is really out-of-date and unworthy of such a center of higher education. It needs to be gotten rid of.

Q\_2\_5

It has been sufficient to my needs so far

i have no idea what it is...

It's pretty user-friendly and I was able to find most of the resources on the online catalog.

It is very hard to use and a counter-intuitive interface. As klunky as the old system was, I found it much more usable. After a couple of years, I still find the telnet access frustratingly hard to use and the web page often too slow.

I've heard there is a way to connect to the neighborhood libraries in Champaign/Urbana through ILLINET Online but I have not found any clues as to how I can learn the procedure. I think that should be an easy process because I know that our library is complemented by the resources of libraries such as The Urbana Free Library.

I think I've only used it once.

now, that i've reached my 4th year here, have finally got it figured out.

I've never use it

not bad

## Q\_2\_5

The web version is not very good in my opinion. Frequently, I get a return on a search that includes books that cannot be checked from anywhere (including other Illinois libraries).

i can't really say much, I don't use it that often

It is very helpful once you know how to use it-I had to learn in my rhet class last year and now it's pretty self-explanatory and helpful.

None.

I really enjoy being able to access the catalog from my dorm room. It helps a lot to be able to know where the book I am looking for is before I even leave my room. Thanks!

It would be good to be able to use our school userID and password. Using the library ID and a different password is quite cumbersome. Also, it would be good not to have to enter it more than once.

Get a decent interface!

None, I have never used it.

I would like to be able to limit my online search to either all IL libraries, or ONLY UIUC locations. I also like being to access ERIC and WILSON from the library site. Being able to customize my preferences for searches would be a nice time saver also.

The Undergrad Library's telnet book search in the basement doesn't do a very good job of sorting hits in searches. It's very confusing to use.

It is fine how it has been.

None

never used

The ability to download full-text articles for research papers is great! All resources should be available this way.

It's confusing when trying to access the system withough any previous knowledge.

## Q\_2\_5

It seems to be very efficient and user friendly. I am not very good with computers and I don't have any trouble moving about on the online catalog.

None

it could be improved.....more downloadable text for journals would be good...sometimes journal categories are hard to distinguish.

The web interface is so much better than the telnet one... Telnet is far more difficult to use. Searching online for materials is usually something I do at my home, so I want the simplest way possible to locate my materials.

I guess when I've tried to use it, it was a little confusing. It would be nice if it was more "user friendly" so that you don't have to go through tutorials and such to pick up on how to use it.

I don't like when I think I found a book and get all excited only to find out it's only available at another library - in another city that is. There should be a way to separate the books found only at UIUC libraries from those you need to order. (I usually don't have time to wait for the order, so I need to find the books we have here.)

I haven't used the online catalog often.  
I really don't have any comments on it because I have used it so infrequently.

The catalog is very useful, but sometimes speaking with a librarian seems to be the most productive.



Q\_2\_5

It is somewhat daunting when you try to use it the first time and do not know what you are doing

It is very efficient.

I find the catalog somewhat confusing and difficult to use. I don't use the library that often. I usually go to the public library. The system there is not as confusing.

ILLINET needs to be connected to more libraries--perhaps directly to OCLC. So, if we need to find a book that is not within ILLINET, then we will automatically be able to searcher "wider."

ok

none

none

Havn't really used it or figured it out yet.

I have tried several times to use the web interface version of ILLINET online. However, frustration ensues because of speed of connection or lack of clarity. I always end up using the telnet version.

It works very thouroughly.

None.

Q\_2\_5

i don't use it often to comment.

I have never used it!

I cannot access the web page because it does not support UNIX.

It works very well for my needs.

It is a very convenient feature. It would be even better if it supplied more full text articles.

Very difficult to use!

The online catalog has been great for me, once I learned to use it efficiently.

its great

Very helpful

## Q\_2\_5

I find that it is very accomadating as well as extremely useful...Trying to locate materials is an endless and frustrating job, if I decifer if an article is good from its abstract that can eliminate the endless frustrating job of looking through books.

It is useful since we will know which library our book is at before going to the wrong one.

Very usesfull in finding articles could be a little bit more user friendly thought

i really like being able to borrow books for my english class using the interlibrary system

Not a very user-friendly interface through telnet. I used OVID to do most of my searches on PsychInfo. Then by comparison, finding the actual location of the artical was difficult. I did like having the ability to search other libraries, however, and found the InterLibrary Loan quite useful.

It would be easier if while searching for library materials if there would be a letter indicating whether the book is available instead of having to spend the extra time going into the information.

## Q\_2\_5

Generally, I have been satisfied with the online catalog. I get the information I need right away and can continue quickly with my search on foot. And I like the fact that I have access to it outside of the library so that way I can search for material in my room and then quickly retrieve it once at the library. It's a huge time saver!

Sometimes the summaries of the articles are deceiving as to what the article is actually about. I think the service works fine.

This system is too difficult to use and there is not enough personnel at the library to attend to students needs, and if the system is accessed from a home computer there is no help available.

It is sometimes confusing. Hard to find materials on different topics.

The online catalog seems to work quite well. I think a lot of students find it very convenient to search for material online.

It seems to have expanded into too many things at once. It needs to have more localized searching capabilities depending on which library you are searching from. The re-design was a little more confusing than anything. It needs to be self-explanatory.



Q\_2\_5

very convenient

I have none

I think the catalog system is a very valuable resource that has helped me find excellent research for numerous research papers.

I don't like it!  
It's not well constructed, that is, it's definitely outdated.

It is a pain to have to enter your 14-digit ID twice to reserve a book. Once is bad enough.

hard to type, strange layout and too sensitive. jumps back to main page too often. can't view lots of pages at once,  
SLOW

## Q\_2\_5

It is inconvenient to be automatically logged out when left idle too long, but the need for this is understandable

Usually when I'm doing research, I'm only interested in materials I can get on the UIUC Campus. It would be very nice if there was an easy way to prevent the catalog from including materials from other campuses in the search results.

needs to be more user friendly. I really like how the journals search are set up.

The catalog is nice, but it would be really nice if it could somehow incorporate journal articles into the database. I know there are numerous journal databases available, but they are often irritating in that you never know whether or not UIUC has the journal.

It can be inefficient at times.

It works well with the information I need to access.

It works well and I am very pleased with the improvements that have been made in the past few years.

I might be useful to setup wizards which can be accessed by users if they are searching for particular information. For example, "I want to find articles about "data mining" in business journals.

## Q\_2\_5

Unfortunately it has a lot to be improved on. mainly, it is too selective and requires exact titles etc... also, it is not too easy to find proceedings of conferences, not-so-famous journals etc.... even though they are available at the library

Hard to find what you are looking for without going through other material on unrelated topics.

The interface is not too user-friendly. I often have to go to many different library web pages to complete one search, especially for online journals. There should be one simple broad system in place to search all library holdings and online journals more easily.

I like the online catalog because it has a great selection and is easy to use.

It just seems like there is so much information, that it is really hard to find exactly what you are looking for without spending too much time on a silly little project.

No comment

Illinet is pretty good, although it could work better if it didn't take so long to request materials. whenever I have done that, i have to constantly re-enter my 14-number ID. It's a pain in the you know what.

seemed to be pretty convenient, thought entering the long, hard to remember library number off the i-card is ridiculous

## Q\_2\_5

I don't have any suggestions, but I thought the system seemed a little bit confusing. It isn't very user friendly

Categories should be erased and should not show up as an option if the library has no record of them. [specifically: after the selection is made, a message comes up that is in all CAPS saying there is no record (or something to that effect). The option of selecting this should be eliminated!

The online catalog is very helpful. I have used it over and over and found helpful academically and also non academically as well. I also think that online catalog is very user friendly. anyone can use it with or without good prior knowledge about computer

The web interface is too slow both on library computers and at home. Also it says do not include articles (like "the") but if in "the" occurs in the middle of the title then it will not find it unless you include "the". It would be better if it would search for similar items as well as exact matches. Also it would be nice to have a journal title category for easy searches to find the call numbers of journals (many other library search pages have this and it's great!)

It has been helpful for me so far. I don't use it that often though.

It is not easy to find some materials such as specific song title.

I was not aware of the web format.

nice

Very very confusing and time consuming.

The new system is cluttered and less user friendly than the old system. Also the search engine is too sensitive or does not find "all" the books. It is too difficult to find periodicals and journals, or to search them.

It is very helpful for looking up references. It is very user friendly and a very simple program to use. I have been using it since high school and am very comfortable with the program.

I found many books are missing (stolen!) from the library. To avoid this, ILLINET may be extended so that nobody could get access to the stack personally but only thru ILLINET and library personnel.



## Q\_2\_5

I think that there needs to be better instruction to first year students to acquaint them with how the whole system works. Often times, small details which could be easily explained are the sources of frustration to students trying to do research.

The telnet interface is terrible, but I was unaware that there even IS an online version. Ease of use and clarity are the most important factors for this kind of online catalog. If users knew what they were doing or how to go about looking for something, they would be able to arrive in the Undergrad and use the reference materials. However, most of us don't know what we're looking for or how to find it, so ease of use and a user-friendly interface are KEY to an online catalog.

My only real dissatisfaction is that there is not a more extensive introduction to the system. I began at the U of I in 1991 so maybe this is irrelevant now anyway.

Little confusing about how and when books are sent to the library for you... when do you pick them up? How do you know they are ready?

as a freshman i was pretty intimidated by the whole library system. but, when i actually sat down at the computer, i got a better understanding of the procedures. the illinet online is really helpful. the directions are easy to follow and it's nice to search the library from my own computer.

I like the fact that I could search by subject. This made it easier for me to find the best sources for my projects.

It is easy to access, but difficult to limit.

it is a little hard to use



Q\_2\_5

none

ok

Has been very helpful in letting me do my research from home, and not have to travel to the library until I need to pick up my resources.

Haven't used.

It's fine, keep it the way it is.

often hard to sift through search results to find appropriate materials.

I'd like to see an easier interface for students to use that's definitely more user friendly. I dislike the way it's set up. If we could have something with buttons that we can click our mice on, that'd be great. I dislike Telnet all-together, but that's where I come from.

I am really pleased with it.

There are still some needs to improve the search options for the web interface. More categories for the advanced searched will make it complete.

Full Text articles are very appealing to me.

The changes to the new catalog have been wonderful. I am very pleased with the adding of an easy way to renew materials. This has more than made it worth learning the new system. I am very very pleased with ILLINET online.

Good

## Q\_2\_5

multiple titles with same names becomes confusing in the index of a search.

on the online and telnet interface, it's nice to see whether a book is charged or available. very helpful.

It is great. Especially the ability to email records. It is very convenient.

In general, it is satisfied.

I think it is very convenient. It has a lot of resources in one place.

fine the way it is

it's pretty good.

no additional comments

I WAS NOT TRAINED ON THIS NEW SYSTEM WHEN IT WAS INSTALLED SINCE I WAS NOT A NEW STUDENT. I FOUND IT VERY HARD TO FIND WHAT I WANTED. I ENTERED IN 1994 AND WHATEVER SYSTEM WAS IN USE THEN WAS EASIER FOR ME.

it seems very complex to use. for instance... to search up a certain magazine, it's very difficult to find where one needs to go to find that certain magazine.

Q\_2\_5

I'm not exactly sure what it is. If its the program I use to find resources in the library I think it needs some work. A lot of times I'll find a listing for exactly what I'm looking for but the computer won't tell me where the resource is or how to get to it.

Very convenient. Takes away the need to physically go to campus to get books. Very helpful way to find course books.

Before online catalog I was able to check out my books and the books would be delivered to me via campus mail. This procedure doesn't seem to work any more; therefore I have been unable to enjoy the library like I did in the past.

The online catalog is good, but some of the individual databases are akward.

I seem to be purchasing many more books than before and I use the WWW to do much preliminary research.

Q\_2\_5

I think it needs updated

I find it awkward to use beginning with entering that long id number!

I use this facility very seldom but when I do I find it easy to use.

Illinet is poorly conceived and set up (and slow)--I've given up using it in favor of California's Melvyl. Looks like we could certainly do better.

Q\_2\_5

This is such a time and effort saver!

no comment

there needs to be a mor4e convenient way to find out if the uiuc library actually has the materials listed online - and there needs to be some more information for students on how to conduct useful searches on the online catalogs.

Q\_2\_5

Very difficult to find journals and books with one-word titles, like "Theatre."

I am a transfer student and I was not aware of a new student orientation to the library system. I have been gaining information on the libraries here through grad students. There should be a booklet given to all new students that has all of the information about the libraries in it. Information like hours, locations, computer labs, etc.

Seems to be greatly improved since its initial availability; librarians are well versed in its use and applications, and very helpful...always!

I've never used it, didn't know it existed.

Hard to access, old fashioned interface, have to remember long code to access, not transparent, hard to go backwards

I am satisfied with the ILLINET Online service. The only thing that is troublesome sometimes is limiting a search to a particular area of Illinois. For example, being able to sort items based on location, if I wanted books only at UIUC.

It's useful, but there is one annoying thing. In telnet I can specify a journal title, but a search will still turn up books.

## Q\_2\_5

6 years ago, while in school here, the catalog seemed much more friendly to use. It may be lack of exposure now, but it seems to be more difficult to search for an item. It's much easier to do an internet search than to go through the university library system.

I don't use the libraries very often.

Several of the journals kept at the library are not listed in the computer. It would also be useful to have a keyword search for journal titles kept within the U of I library. Often the search engine for journals requires a very specific version of the title in order to find the particular title.

It seems I am using the library less frequently...

The majority of the people with whom I've had contact at the main library are either not well trained or just not very nice. They are generally less than helpful, slow and sometimes down right rude.

It seems that morale may be low because turnover appears to be high.

it's okay

the only annoying thing is that everything has to be typed in perfect, you cannot just have an idea of what you are looking for, you have to KNOW.

The service is excellent

I think the ILLINET Online Catalog is fine. I have not had a lot of complaints about it.

## Q\_2\_5

i seem to have more difficulty looking to see if other libraries have the books i want. the old system seemed easier for me.

It often seems that books are listed as being available and are then not on the shelves of Grainger. It is also very frustrating to see that UIUC has multiple copies of books, but all are listed as being missing. It would be helpful if searches could be limited to displaying only books available for check-out, not those missing or charged to other patrons.

It is clumsy and restrictive! All of the above selections are important to some extent. Limiting choices to 3 is too narrow. There exist hierarchies of priorities, that are not even touched upon the program.

I really like it.

I have had difficulty in finding a list of all electronic journals available in Illinet.

I do find it very helpful when searching for sources outside of u of i library system. very easy to use.

I have not used this service any time recently. This survey may stimulate me to investigate it again--if I can find it! Is it listed prominently on the front page of our campus or university web page?

Keep up the good work



Q\_2\_5

None

Illnet Online is not very user friendly. I need more help to find things I want and to be able to use its features.

I have had little success with Telnet. It seems that every time I try to use it there is a glitch or the system isn't working properly. I also didn't find it particularly easy to use.

I don't find it very useful other than for boolean searches.

Limit of 3 in #2.4 makes my response look odd, as I DEPEND on at least 6 of the items listed there.

I had a problem knowing if online acknowledged my request.  
University personnel very helpful.

It seems that it doesn't list all the materials in the libraries.  
(couldn't find a book in the catalog, but could actually find it at the library) Sometimes it returns wrong results.  
Inconsistency  
between web catalog and telnet catalog

I still don't know how to use it, I didn't know there was a new staff orientation. I want to attend one.

## Q\_2\_5

Once I search web spirs it is very difficult to dtermine where and if the U of I owns the journal I need. Could a tutorial on that be added to the web site. I am a new grad student and find this multiple library system very confusing.

SOMETimes it is a real pain in the ass to use.

I don't think a lot of people will use the service unless the web interface works well. We had a presentation on the new interface but I have stayed with the telnet interface because of confusion by the person who was showing us the new system. The telnet interface is not good, but it is what I use.

This service hasn't been advertised much.

I like the online catalog, but I am often frustrated by the links to 'locations' - it is still not intuitive to use 'Control-N' to get to other screens!

much approved

it is easier to use than the card catalog system.

Survey misspelled "telephone" as telepone.

The online is useful for finding library materials without having to go to the library itself. It doesn't always seem to work when you want to request a book be sent to you that you have requested on-line, but overall it is a good service.

Without a doubt it is the worst catalog to search I have ever seen and I have seen a few. The Journal search is pathetic. Have a look at the Australian National Library method. Much better. The people are good the library is second class to most international libraries. It is way underfunded. Interlibrary loan is awful.

I stopped using the web interface for awhile because JAVA kept making the boxes I had to fill in disappear. Since the telnet version is so not-user friendly, I went back to the web version and have had much better luck with it.

too many duplicate records; rudimentary searching; what's with the "library has no holdings of this title" entry?



Q\_2\_5

The telnet version is hard to use, haven't spent time to use web-based, seemed like a lot of trouble to have to use the number off my i.d.

I thought at one time that UI Library materials could be delivered anywhere on campus, but when I recently tried to electronically order a book, I discovered that they can only be delivered to specific sites--I think this is a bad idea. I think materials should be mailed any where on campus without any problems.

I wish there was more complete retrospective coverage in the catalog.

I conduct most of the activities listed above in 2.4, and would not wish to see any of those capabilities reduced.

It's okay, I don't use it that often.

The Graphics do not contribute to ease of use.

I have found searching on the new telnet interface difficult and erratic. Items the library owns don't necessarily come up in a search. It's harder to find items at other schools.

On the plus sign, renewing books is much easier. The new access to Lexis-Nexis is great. I also use and am pleased with many of the online reference tools (BGMI, WorldCat to name two).

not used

I also think doing advanced searches is important, since the basic search is too vague.

## Q\_2\_5

I have found this to be very helpful in my work to find publications needed to get tenure for faculty candidates that we bring in in faculty searches. Even if I can't find something in the publications on line, this narrows my search. I also use this service quite a bit in my courses that I am taking to earn a degree from EIU.

The telnet interface is not user-friendly, downloading titles etc. is also cumbersome .

Front pages not very intuitive. Took a few tries to finally understand where I wanted to go within the catalog. May be frustrating to individuals who are not familiar with the catalog. Provide more on-line assistance.

I feel as if the online catalog still has some bugs in its system. There are serious discrepancies in the number of items one finds when using the different search methods ("search" vs. "browse"). You have to be extremely creative and have an open mind about the types of search words you use, or else you risk skipping over a book or magazine article that might be very useful for research. The CIC-VEL also has been an unreliable source for off-campus resources; an item that should arrive in 2 weeks often takes over a month to get to UIUC. That's just about the same time it takes for an ILL book, so there's not much advantage to using CIC-VEL over ILL (with the exception of having a loan period longer than 10 days!)

It shouldn't take three clicks to launch the telnet interface off of the library's gateway.

Dump DRA!



## Q\_2\_5

It is a good system, and I hope it gets better.

I wonder whether a subject headings list or thesaurus (either print or online) could be provided to users?

Please provide the online recall the old system used to provide.

The catalog is extremely well set up, and I am amazed at how fast it works. However, I wish there was a way to search a list I have already found. For example: say I am researching a topic, and I have already started my online searching. I have a last name for an author of an article, but simply searching for his name, "Greene", yields too many results. I need a way to search the list of authors named "Greene" for a subject keyword, so I can narrow down my search. There will be far fewer entries of "Greene" who wrote articles on my subject than in general.

It would be helpful if the online database was precise and consistently updated. Items which are claimed to be there are not and it is somewhat difficult to find material without the aid of a librarian or previous knowledge of the library arrangement.

The new online catalog works OK, but oddly enough, the old online version was more friendly to use. Some operations are not completely intuitive and especially when one has to select items to renew material. It takes some time to get used to it, and one has basically to figure it out on one's own, the tutorial does not (and probably cannot) explain such details clearly. I wonder if inexperienced users give up out of frustration. But overall it works out fine for me once I got used to it.

easy to use



## Q\_2\_5

Great.

I am not familiar with how to access it or use it. I would like to know.

My only complaint is with the rather haphazard collection of periodical databases. I wish there was one comprehensive social science database.

I don't know much about the use of our library, except that I do order books occasionally to read just for person use. I use the Champaign Public Library, but I don't know what privileges I have as a staff member here, only that I can borrow novels, and do.

Save much time!!! I especially like all the online subscriptions that we have here at UIUC to the scientific and engineering journals where we can download publications in \*.pdf format for immediate printing. No wasting of time walking to the library.

More terminals required in the undergrad library.  
Commerce library - terminals should be spread out.

It's ok- although if I need to look up something in a journal it's near impossible; books are fine.

I really don't know how to use it. I have figured out how to find books, but I have no idea how to find anything else. I have been here four years and I have managed to stay away from the library as much as possible because I don't know how to find anything.



## Q\_2\_5

All too often, I cannot find material thru the on-line resources, although I know an exact author or title. The library telephone service may not help either; however, the resource librarians in the Ed Library always eventually locate the material. Why is the system so difficult to use to get results?

I have been frequently unable to locate items published in journals. I don't know whether this is due to my inexperience, or the fact that the information is not available online.

Make it easier to find CD's :)

I guess my only comment is that it's okay. I'm not overly thrilled with it, because I think it could be a little less cluttered in the menu bar and a bit more straight-forward.

I am used to the system, but I don't like having to use so many key strikes to find out where something is located.

It is easy to use and effective.

## Q\_2\_5

the only problem I have had is due to the frequent changes in the way the web pages are set up.

I think the library is very helpful, because you can research without ever going to the library, all from your own computer. You can also find full text articles, which makes it even easier!

I use the catalog frequently and have never had a problem finding the information that I need.

Articles can be searched only as far back as the 1990s. An option to search databases over different time periods (1970s, 1980s, etc) is needed.

The Univ. of California system Melvyl still gives me more articles when searched using the same keywords as the Illinet system. Illinet misses some citations.

A vast improvement over earlier editions.

The web interface is not all that intuitive. A few more examples at the beginning would really help. For example, I want to find a paper in a scientific journal by title. How do I go about doing that. Things of that nature. Don't get me started on the telnet version, some of the logic used in finding materials in that system are just plain bizarre. Plus the interface looks like you are working on a Comodore 64 or Apple2e system from the early 80s.

It's annoying to have to sort through several entries with the same title (due to different capitalization), and I haven't been able to figure out an easy way to limit the search to UIUC libraries. Also, I've noticed that some journals listed at a few libraries are actually recieved at other libraries at UIUC that are not listed in the system (like the Health-Sciences library).

good

is confusing to use, i had to have people help me several times before i understood it



Q\_2\_5

I have not used this feature in two years, but when I did it was quite awful. The interface was not user-friendly and I had to restart many times, however, I am sure by now you have fixed this problem.

none

Have not had success with online catalog. Have tried searching for library materials from office on campus and have never been able to get into system (beyond first page). I have no problem using the computers in the various libraries; whenever I attempt to get into system from my office, catalog freezes up. Very frustrating.

Sometimes when I get the results of where a certain item is located i get a little confused about where exactly that is.

## Q\_2\_5

AARGGH!

The telnet version kicks users off the system way too quickly.  
Please triple the inactivity time.

Journal titles when available electronically should be linked inside the catalog.

Thanks.

When searching online from either my office or home, when I find a journal article of interest to me I would like an easier way to know if the library has that journal and that particular issue. It is easy to search the indexes, but once I find something in an index it is too cumbersome to determine how to get it to me.

The latest version gives no confirmation that you've successfully sent a request for a mail delivery to an office. The previous version popped up your mailing address with such a notice.

Telnet version is still cumbersome to use. Since you ask if I use the WEB version, I'll have to back to your Web site to see if I can access it. I've been hoping \*that\* version would eliminate some of these kinks in this update.

none

I feel the online catalog is very user friendly, and I used it very often.

Assistance in vocabulary switching between databases and the OPAC is much needed.

You should have the option of clicking on something so that you only pull up records at the University of Illinois.

It very useful when I want to find online print version resources for my Rhetoric research papers. And I also like how I can just print journals, etc. online, and do searching without even going to the library.

I feel at times that it is difficult, or not user friendly when using the telnet or for that matter the web interface.

As a new employee two years ago, it seemed that there were a lot of little snags getting into the system. Several times a librarian via telephone needed to walk me through the process, explaining, "this isn't clear here," or "you just have to know." Perhaps this has been fixed; I don't have any such problems now.



## Q\_2\_5

Ever since the library switched to the new computer system, I have been unable to do library searches. I need \*extensive\* training, \*much\* more than what is available online, before I will be able to use this new system, and this training was NOT made widely available when the system was launched. I feel very disappointed that not enough training was made available and widely announced to the public to train the University's current employees on how to use the new system, especially since the library seems to be doing extensive training sessions for NEW faculty, staff, and students. What announcements were sent out when the system was launched were phrased in such a way as to discourage staff from coming in for training, as if the library staff really didn't want to do their jobs of training staff to use the new system. You really dropped the ball on this one. I suggest you start making training available to current staff, and you do announce it in such a way that demonstrates you

I have found it very difficult to use, so I haven't used it in a year.

I think I can't take full advantage of the web interface because I'm not aware of all the data bases there are. It would be great to have emailed announcements sent when my books are about to become due. In addition to photocopiers the library should have a photo stand with tungsten lights (so that people can make slides/pictures from books). (The art library has one but LAS affiliates are forbidden to use it.) It would also be nice to be able to check out more journals.

VERY clunky interface.

It absolutely stinks. Much as I hated its predecessor, the dinosaur installed by Hugh Atkinson, it was easier to use and more reliable. The web version remains incomplete and is therefore of doubtful utility and reliability. The telnet version is complex, unwieldy, and largely unusable for anything beyond utterly routine tasks. I want a system that will tell me, RELIABLY, what is available where and will allow me to request items I want without fuss or aggravation. Everything else that it might offer is bells and whistles; let's get the basics down first!

Could be more comprehensive with more accessible documentation on what's available and could be more integrated so that author or keyword searches would cover all applicable resources with a single, user-supplies query.

Sometimes, it crashes too often (it was about a year ago). And I believe it was running on a slow network?

Seems pretty limited and hard to use. Not very user-friendly.



## Q\_2\_5

sometimes material is difficult to find if keyword search is used

Very useful to get articles for research.

Why do we have such an outdated system. The telnet version seems so 1980s.

I mostly use the TELNET interface. The web-based interface has historically been down so much that I have given it up. The TELNET interface, however, is very cumbersome and frustrating to use, here are the most aggravating features:

1. UIUC holdings are listed last, requiring several <ctrl-N> keystrokes
2. Backing up is hard, and often I have to start my search from beginning
3. Holdings locations are not clear, nor the specific volumes/year available at UIUC (I've made several trips to the library in vain)

Perhaps I am not using the system properly, but it can be very confusing to have the scientific journals I frequently use spread out between 4-5 different libraries. Often when I use ILLINET to try to find out which library the journal I am interested in finding is located, I am told it cannot be found. There should be an easier way to search for journals in each library.

The fact that the system works by commands, can be a little frustrating. At times, if a command is entered incorrectly, the screen will freeze up. This makes it less user friendly than I would like.

Using the web interface: If it is possible, I have not been able to figure out how to place a hold on a particular copy, rather than first available. For instance, sometimes if I'm not in a particular hurry for an item, I would prefer to wait for the vet med library's copy rather than inter-loan an item.

ILLINET has worked fine for now but it would help to have a better searching system. Sometimes it takes me many chances to search for a particular book or periodical.

My online searches of the library books and journals are somewhat frustrating. I type in what the author is or the title or what I think the keywords would be and I have about a 50/50 chance of finding what I'm looking for. For example, last semester I had to do a paper on any chemistry topic using journal articles. I wanted to look into treatments for depression. Some of the keywords I tried were depression, specific medicines used in its treatment, specific neural transmitters. The end results is I had to change my topic to the treatment of migraine headaches cause that's the only thing I could find enough sources for.



## Q\_2\_5

have not really used it that much.

get more scientific journals online

I didn't know you could do all of the above!

I found the online catalog very helpful, and user friendly. I have never had any problems when trying to find books about a topic that I have been researching.

Very useful usually.

I don't know whether the librarian used the ILLINET Online or not but she retrieved the greatest material from magazines on "The Arrow Collar Model, Artist and Advertisements" that I could ever ask for. There was material there that I had never dreamed of that I was thrilled speechless to receive. She did a great job.

I had trouble with my searching. I would type in a subject or keyword and often I received unhelpful hits. I guess it might need better sorting, if that is at all possible.

It would be nice to have more journals originated from Europe or Asia, especially in civil engineering.

Q\_2\_5

The only occasion I have to use any library is to chaperon students during the summer Principal's Scholars Program Session when they are assigned to library time. When I retire, I will probably use it on a more regular basis. Right now, I simply do not have the time to spend any quality time there.

None.

The current online access is terrible--much worse than the one it replaced. It has the feel of something out of the 1970s or early 1980s. The user has to enter a 14 digit id number on more than one occasion. The ILLINET has very poor interface with other Illinois libraries. Materials from some other libraries cannot be renewed by computer. This need immediate improvement.

The service is good.

It was very helpful to me in requesting books for research.

Subject searches are less than satisfying, and it can be confusing dealing with the non-federated data sources that we have. Some parts (such as the multiinstitution title/author search) work extremely well, but others (such as federating diverse journal resources) just don't.

In my opinion, with the 'new online catalog' you have taken a bad system and actually managed to make it worse!

## Q\_2\_5

It is a very helpful resource, it is just hard to find the materials that you need after you search the web. There needs to be some sort of pamphlet or book that can tell you where to find the materials you need and how to get them.

It would be helpful to be able to do author-title searches in the telnet interface; and to do a global renew online.

I like the telnet version. Please don't take it away.

Have only used once, but I had a hard time finding it on-line and then it took me forever to get through the list of journals I was looking for.

Very difficult to use. I wound up having to call to request materials.

telnet interface is outdated

Needs more advanced search features.

The omission of "Accurate Reflection of Library Holdings" from Question 2.4 tells it all - it's not on your radar yet. I have come to START with a stack search. Audit your useless catalog.

It works fine. I like also being able to see how long an item will be out.

none

Q\_2\_5

I think that it is very confusing for people who use it for the first time. While I have grown accustomed to it, I think that something should be done in the way of an orientation for new students on how to use the library system.

It was hard to get use to at first, but once I used it ore, I became more familiar with it

It is welll organized and easy to follow. More instructons are needed to maximize the use of different data bases.

would like to be able to access all the search options on line, eg engineering index

(none)

I have only used it a few times. It was easy to use and generally satisfactory.

it would be a lot more useful if the search pages were more accesible and quick to get to. every time i want to do a search i have to click on several things just to get to the search page.

Adding new search engines would be great. I can not reach articles from Wall Street Journal.

## Q\_2\_5

I have difficulty finding where journals are located when they have a simple title, such as Social Work. So many other titles come up and it is difficult to locate the journal among the other records. It would help if journals had their own separate listing.

often does not list as many sources as actually are available, e.g. I can take the call number for a book and browse in the library for similar call numbers and find many more books than listed.

Fairly good, but i really do not use it all that much.

I find the current ILLINET system extremely user "unfriendly." It feels like it is a search system that could have been used a decade ago. When the search system was changed in the fall of 1998, I feel like it took a step backward. Searching is tedious, the system is slow, the screen is hard on the eyes and it is very difficult to find out whether the U of Il library has particular editions of journals.

When searching for documents, the directions for going about searching for documents seemed a little vague. Eventually I figured out where I wanted to go on the search computers, but often the categories I was looking for seemed hard to get to. For instance, I was in Grainger Library searching for a specific Environmental Engineering book. It was faster for me to look in a general area where I knew Environmental Engineering books were than to try and look it up on one of the computers.

It helped a lot in searching for the materials and books that I wanted for my reaserchs

It is pretty good, so I don't have much to write about it!

I wish I could use my mouse!!!!

I thought the online catalog was very helpful finding journals which I needed for research at the U of I and at other schools.



Q\_2\_5

I visited many university that have better user interfaces.  
I would recommend that a visit to other universities to  
check their online services to compare with those of ours.

If it is easy to get content of Journal paper.

I never used this before.

it is very confusing!

Overall I think it works good.

It would be convenient to return books via campus mail, since they can be delivered to staff via campus mail.

I think that it should be gone over in every class that might use it. I am a junior and this semester was the first time that it was explained to me because I didn't take my comp I requirement here.

The online catalog has been very helpful.

It's fine!

## Q\_2\_5

It has been really slow lately. I am often in a hurry and have to wait a long time for my computer to connect and then wait for the typed words in the search to even appear.

Having to repeatedly insert the long ID number is annoying.

It doesn't always find books that I know the library has. In particular, it is very difficult to locate sheet music using the web-based search engine.

It is very user-friendly, and makes research much less arduous and painful. Now that I am familiar with the program, I enjoy doing research, but I could not have done it without extensive library personnel assistance.

EXTREMELY frustrating to deal with. Counter-Intuitive, balky, riddled with errors. There are many books I know the UIUC library has (having used them in the past) which simply cannot be found by me or my students using the ILINET Online catalog. The catalog should start with what's available at the UIUC library, and only then move on to other Illinois libraries. I know this is not terribly constructive, but you should know that I really HATE this system. I waste much more time using it than I ever did with the earlier system.

Awkward. Difficult to use. Counter-intuitive. Clunky. Time-consuming.

I do not like impersonal things.

Searching for and locating journals are the most difficult part. Particularly finding a particular volume. Otherwise I think that it is a very good tool.

It's hard to tell if something is a video, book, journal, etc.

I use it all the time and for me it is a wonderful resource.

--Need to be able to search combined Name and Title.  
--Need to be able to search for books by subject or topic.



Q\_2\_5

I didn't realize that you are not always able to find a specific journal article by title. I thought some resources were unavailable though finally did find them by searching for the journal. I can't figure out how to search for reports from conference proceedings (or the ones I want just aren't available).

never used it, do not know anything about it or what it can be used for

Don't use it. I use databases that give me Electronic Full Text Material.

It's a good system. There's no easier way to find the things you need.

I think the ILLINET online service is okay. It is pretty easy to understand and I think it clearly states where books and things are located.

The addition of the web-faced catalog was very helpful and efficient.

DRA is not a very good system. It sometimes finds things and sometimes it doesn't.

No opinion.

Q\_2\_5

It is good enough.

Ideally, the Illinet would also be able to search journal publications and articles published in journals owned by the university.

Oftentimes, using ILLINET from home PC proves more difficult than when using it from the Undergraduate Library computers. This should be remedied or explained how user can make easier.

System seems to work o.k. I almost always use the web version, which is much, much better than the telnet version, however, some library staff person told me the telnet version is more accurate than the web version and I think that is a problem. The web version is so much more user friendly, it needs to be brought up to date (assuming what I was told is accurate).

It is useful.

This program can be frustrating as it may list items as not at U of I, but they are really there.

It is extremely hard to find edited volumes and journals

While somewhat difficult to deal with the interface, overall it is an excellent resource and is very helpful to be able to look for titles without even needing to come in to the library.

## Q\_2\_5

I believe it is often hard to find credited information these days especially via the web. Usually when I go to the undergraduate library to find information on a topic I have to do extensive research on I can get it done fairly quickly and leave knowing it is from a referred journal that is credited for the information. Through the many times that I have gone to the undergraduate to get research I have been able to have access to a computer in short time. It has been pretty convenient. With the guiding from the computer itself it is easy to find the material I need and then get off and out. It is an added bonus that the resources can be emailed directly to our account.

very useful, I wish I could limit searching to just one library.  
For example: I am an artist looking for images, and want to look for books with images instead of text. So I would confine my search to the books in the Rickert (art & architecture) library so I don't have to waste time looking at long lists of books in other libraries on campus that would be more text heavy.

I think it is very helpful but I don't use it all that much! But when I do it helps.

very useful

In general very helpful (and improving). Better capability to search some unusual title/authors would be helpful. For example looked for the following paper: H. Schlichting, 1937, Experimental Investigation on the Problem of Surface Roughness: Technical Memorandum No. 823, National Advisory Committee for Aeronautics. Some government-published documents are difficult to locate.

There's a lot I like about the online catalog. I would have also checked doing advanced searches, requesting materials, requesting delivery to office, verifying borrower account information, customizing and saving searches.

It is difficult to find out which library houses certain journals. The old system seemed easier in that regard

Is there a tutorial online for how to put together LC subject headings? Or even a scaled down database of LC subject headings from which a student could draw?

I think it is a good system, but sometimes a bit confusing.



## Q\_2\_5

I have used many aspects of the online catalog and it has almost always fulfilled my needs.

I don't use this service very frequently because my coursework doesn't require the use of this service.

I would like a better web interface that is more simple to use, but gives the option to use advanced tools if the user asks for it.

A good system, may consider a daily/weekly update of new material.  
Include Health Sciences in the Telnet system!

Fairly easy to use and effective at locating/requesting materials.

I think it works well.

I find it to not be very user friendly. I think it is hard to find what you are looking for. Maybe it would be easier if someone would show you how to work it as a freshman or have some kind of tutorial. It needs something because I know people who make it their goal not to ever use the library because it is so difficult and too time consuming to search for something simple.

very accessible and easy to use

Where can I find stuff that is in the "Stacks???" It should be more specific.

Searching for articles is overwhelmingly confusing w/ out the help of library personnel.

## Q\_2\_5

seems like I get funny results at home- for example if I hit the go back button it actually makes me start over- or sometimes I'm allowed to sort a search result and sometimes not. Otherwise, I'm not terribly unhappy with it but only because many people (library students) have taught me how to use it- otherwise I would be very frustrated- also I do hate having to put in such a long series of numbers from our ID- there must be some other way to access our library accounts- why not have it linked to email accounts? Just a suggestion, but I do understand how complicated the whole system is.

Hard to use; not user-friendly. It is great being able to have the books sent through campus mail.

it saves a ton of time.  
your not spending hours looking for materials anymore.

When using PsychInfo or ERIC, it is unfortunate that if you don't know the exact keyword, you may not be able to find all the articles on the subject. It would be helpful if there was some way to assist those of us who don't exactly have deep knowledge of the subjects in finding the appropriate terms to enter in the search box.

I sometimes have difficulty getting the exact results I want, but that is probably my fault for not knowing exactly how to proceed.

the telnet version often doesn't make intuitive sense.

There is a SERIOUS problem with the library web page: Many versions of Netscape Navigator for unix (including recent ones) crash when accessing the page. The crashes are caused by the Java applets on the page. I am a network administrator in Physics, and I have to make apologies to a lot of users who have trouble with the Library web site and think it's MY fault. You should fix the page -- i.e., you should simplify it by getting rid of the applets.

I find the online catalog very useful, especially when doing research because I can use my own computer to find sources and see if they are available at the library.



## Q\_2\_5

I think the different databases are confusing. Sometimes what I want to search for doesn't fall into a specific category.

Haven't used it much.

I find this to be pretty efficient, but limiting sometimes.

The online catalog is useful to a degree but it is also limiting in that even if books are available they might not be found or located.

Telnet is also not user friendly in that commands are sometimes ambiguous and leads patrons astray.

I haven't used it much, but it seems kind of hard to find exactly what you're looking for. It's hard to narrow down the search enough to get a reasonable amount of resources.

I like it, but it used to let you search at home and request from the stacks. By the time that you walked there (to the library), the book was already waiting for you. That was better.

the illinet online catalog is very useful in finding materials on this campus and other locations. it is not confusing to use and is also useful in finding out information on library accounts, such as requests, books on loan, and fines owed to the library.

sometimes it is hard to borrow a text book because one user can hold a book for a long time.

it works but it is difficult to get started for the first time if you are not very familiar with libraries and computers. once you get going, all right. but sometimes just don't know where to start.

i didn't know that i could check my account online or renew online - these are great ideas, though!

The online catalog has been very helpful to me when finding research materials. However, I also believe that the interface could be improved to be more user-friendly.

The on-line catalog is dismal. I can't wait until we get the Web-based version. It's long overdue and hopefully will be a big improvement.



Q\_2\_5

It is easy to use and available from my home computer

It makes researching easier, and that makes getting papers and such done with a little less stress.

You spelled telephone as telepone up above.

I like the library and the online access.

I think online catalog is very helpful for the reader

Don't like it.

I have never used it.

I like the illinet online! it is easy and convenient to use!

very nice, but the telnet interface is too hard to use and the web interface is too slow. still, i prefer the web because of the ease of use.

Q\_2\_5

I don't understand why I have to enter the same LONG identification number repeatedly. It is a huge waste of time. Once should be enough.

Its a very good system that eases my search needs, especially because I can conduct advanced searches simultaneously and can have access to all the library materials at one sitting.

Most cluttered and poorly organized electronic catalog I have ever enocuntered - and I have seen many!

no

The VEL is an EXCELLENT resource, as are the online full-text journals. The catalog is very easy to use. --And thanks to this survey, I learned that I can now use the web interface to search and order books.

I appreciate being able to access databases like the MLA bibliography and WorldCat, being able to email my hits, and especially being able to send books from UIUC and other libraries to my office. The references librarians area also always helpful when i call them.

## Q\_2\_5

Illinet Online is very useful to use both at home and at the library.

It is somewhat confusing to use at times, but I like how you can reserve materials and have them waiting for you at the library.

The user interface is not very intuitive. It could use some updating. I think it would be beneficial to try to mimic Windows 95 in the way that the menu and dialog systems are accessed. Granted, ILLINET is text based, but the ESC key should not cause you to completely start over sometimes. Instead it should allow the user to back up one step or exit only from the currently open pull-down menu.

It will be better if you will provide in the Current Contents the last 5 weeks, each separately, and not only the last update.

More on-line journals will be welcome.

Information on a book's location is often ambiguous. If a book is not available or lost, I've seen the online catalog say anything from reported lost, missing, charged and due a date long passed; it is helpful to know for certain that the book is permanently gone, or if there is any chance of finding it in the future.

I find it extremely "user-unfriendly" and "un-intuitive" and therefore use it not very often or get help when I need to use it.

The program is somewhat primitive.

it took me awhile to get use to, but now it's o.k. Many times I cannot logon as a student, usually I have to be a guest, because it didn't take my number. That was pretty inconvenient. This is not directly related to ILLINET, but it would be nice to search magazines or journals for specific topics.

it is ver y helpful

It is sometimes complicated and confusing because the advanced search doesn't seem to work properly.

It's very convenient because I can use it from my own computer in my room.



## Q\_2\_5

Interlibrary requests are so easy and fast. Saves everyone lots of time.

It sometimes seems more difficult than it should be.

When searching, the DEFAULT location option should put the users local library first. I should not have to scroll past SIU, EUI etc to find out if the item is in Grainger, for example.

usually very easy to use. generally clear. very fast and efficient. could offer more tutorials on how to search...some people feel inadequate to using it.

Web version is too slow.

I feel that the updated version of ILLINET is much less user friendly. I have also requested articles and then receive an e-mail telling me that the article is on campus. I have done numerous searches, but there are times in which I simply can not find the article?

It is very convenient.

It is rather confusing, with all the different libraries on campus and the like. Also, it is confusing about which stacks normal students have access to.

finish Web version- not always consistent with the telnet version

None.

No comment

Q\_2\_5

It could be a little more user friendly by providing an online help, for example.

Sorry but I have never used it!!

Keep working on the web-based interface. It is getting easier to use and better with time.

when i search for journal articles, i would like to immediately know which are available at uiuc.

I find that the telnet version is very difficult to use. Its too archaic and should be updated to a web based system like any web based search program like [www.google.com](http://www.google.com) I like the journal browser at <http://www.library.uiuc.edu/ejournals/all.asp?start=A&type=EJ> The whole system should be that easy to use.

I don't know much about this service because I haven't used it.

Adequate

Efficient to use. Should indicate where each stack is so that it would be easier to find.

It is hard in searching for scholar jurnal reports.

I would think there would be ways of making ILLINET more user friendly. Telnet on a whole is not user friendly. Sometimes I get stuck because I didn't type something exactly right and then I have to start completely over. Telnet is discouraging sometimes.

## Q\_2\_5

none

its fairly easy to use and i don't have many problems finding what i need.

I came to the University of Illinois becausee of the library,  
that was in my equation when deciding to move here.

I still find it very hard to conduct jounral articles search.  
I have been told that telnet is still better than web for book search.

It is not very computer friendly outcome which is surprising given  
that we are in a super computer environment.

The online catalog is very heplful in finding an article about something specific. The limits are also very helpful  
because you can usually find exactly what you want in the correct time frame and everything.

I am poorly equipped to use the online catalog. It is very difficult for me to figure out how to use it. I need a tutorial or  
instruction book to learn how to access different kinds of publications - books, journals, etc.

The new Web interface is very good. The old telnet was not  
good. Everything is really good -- maybe speed is the only  
minor concern.

seems okay



## Q\_2\_5

Never used it.

I think that it is a beneficial program in general. Sometimes I find ILLINET difficult to use, especially when I am trying to determine if the library has a certain journal. When you browse the name of the journal, sometimes it's impossible to find the journal itself. Rather the computer presents you with hundreds of other options.

- \* shouldn't show the ID number as we type them
- \* Definitely should do automatic linked search when items aren't found in any of the illinois libraries
- \* keep the online renewing option and online viewing of records

I think it's great that through the proxy server, users can have access to all the resources available! It would be very inconvenient otherwise.

I have problems with successfully using the Web interface. I know the telnet is on its way out, but it is easier to use. With the Web interface, I often get no 'hits'.

The change in ILLINET Online a couple of years ago was a huge degradation of services. The Telnet version is vastly inferior to the previous system, and the test Web versions were unreliable to the point of being unusable. The current test Web version seems to be much improved, and I am currently using it some. We have a wonderful library with wonderful services, but the premature switch to an untested and inadequate system remains incomprehensible to me.

Sometimes books that are listed to be available in a certain library in the online catalog are actually missing.

It is very nice. The advanced search is hard to find. I haven't quite figured it out

I don't have any comments.

I usually have trouble finding sources on my topic. Then again, I usually have difficult topics like Beef Cattle in Jamaica.

Being able to search for articles online is a big help. It's so much easier and faster to search at home on my computer than it is to go to the library and search manually.

beats walking to the library in the rain only to find that the item you need isn't there



## Q\_2\_5

It could be more user friendly. Very confusing!

The only big problem that I ran into was when I found a really good source, it was not available because it was missing or overdue.

I wish more articles had full online text available.

As a freshman, I am scared to death of the library system here. I have only entered the library once-because I had to. I wish that at somepoint I had taken an in person tour and learning session on how to use the library. I think orientation would have been a great time for that. In essence, I really wish that someone had made me learn how to use the library at orientation, for example.

When doing a journal search, I'd like the ability to quickly determine if a journal is available at UIUC. In the past, the little frame-window in ovid searches has not worked. Most journal searches do not work for me, and I must look at the journal lists of the individual libraries online to check for availability.

I really wish we could return a book we get through campus mail to \*ANY\* of the libraries...not just the one it came from. Or even better, return them through campus mail!!

I have found that there are resources that do not come up with almost all serches that i run beacuse they are not listed the way I am looking for them

I feel that there should not be a limit of 3 renewals on the web interface. Also, I think that the university has a relatively weak fiction section, especially where brand new books are concerned.

The one time that I attempted to use it...I was very confused, and asked another student for help...which he offered, but I needed standby instructions through the entire service.



## Q\_2\_5

I also think that on the question 2.4 should have the following checked:

search for materials in other places if not available at UIUC  
emailing records  
viewing your own borrower records  
submitting requests and comments online

I also think that when new people come to the university then they should receive information on how all of the libraries are run and the basic information.

It has been very helpful to find a wide variety of resources about any subject I've needed and I found the sources easy to locate.

its pretty convenient

Searching for a topic is difficult when you must specify if you are looking for journals or books. It would be helpful to be able to find information on a subject regardless of the format of the information.

very helpful, but sometimes hard to use.

It is a good thing. It helps me find the material I need in a quick manner.

It seemed to work just fine.

It would be really helpful if I didn't have to enter my ID number for each transaction, but only once per session instead. Especially because it's hard to correct typos in the telnet interface (hitting backspace sends me to the beginning of the line). Also, if there are multiple copies of a given book, I have to check each copy (which can be quite a lot) to find where they are all located. It might be simpler if the results were consolidated.



Q\_2\_5

Not as useful as telnet

I think the online catalog is useful, but only to a certain extent. It can be very useless in finding specific information without coming up with hits that don't even relate to a topic.

I enjoy the very comprehensive search that is made for resources I am searching for.

Need to be more user friendly.

works great, but an open free orientation offerened to the students through their 1st semester's rhet class would familurize them.

I think that it is helpful in me finding information. It helps me by narrowing my choices and assiting my searches

no comment

it's good to find material, but it needs to be made more intuitively.

It's very convenient and easy to use.

At first I thought it was very cumbersome when it was new but now that I have been using it for a while I am quite used to it. However, as a library student assistant it is sometimes hard to explain to others, especially older folks trying to explain how you can't use the mouse.

Q\_2\_5

It seems like it could work quite a bit better.

Illinet Online is beneficial because most people use the Internet over any other thing.

I hope that ILLNET will look attractive. Design is also very important to attract users even on On-line catalog

Overall i am satisfied the services provided by the online catalog

The online catalog is difficult to use. The brochures that are usually near the computer are hard to decipher, but the staff at the libraries are very helpful and quickly taught me how to use the program.

I always use the telnet version.

I find the system to be very confusing. I usually just get very frustrated and angry when using the system. Something needs to be done to help students find materials in a more timely manner.

Very helpful in finding periodicals. I'm just curious why Infotrac never has a full article from the New York Times but only extended citations.

We have a good web design, but it still can be improved to a better level. More online resources, journals can have links through the library web page.

## Q\_2\_5

I think is very good but I would like to have many other options to sort, to search.

It is very frustrating when you get logged off the system from your home computer for trying to read the articles. It only gives you a couple minutes to read the article.

Useful

I think the system works well as it is.

Telnet version gives too complicated of a description for advanced searches.

The online catalog seems to be very helpful when locating the whereabouts of books. It makes is easier and less time consuming.

Very useful.

I find the online catalog more difficult to use than I would like. Also often times I do not find the materials I'm looking for without assistance.

A bit difficult to organize the search.

I think that it needs to be more user-friendly. There should also be more tips on how to search as well as searching by journal.

## Q\_2\_5

Overall very good.

I think it is great, however, I don't think I am using all of the features...

I think it is great that I can access the library online from my own computer. Making it more user friendly would be helpful.

Old and outdated. Not very easy to use, not user friendly. Updating the program would help tremendously.

The online catalog is fairly easy to use. Searches are direct and simple. The fact that search results list all UIUC libraries, plus additional libraries around the state is seful.

In order for computer ot work faster, ILLINET really needs to be mouse controlled. There is too much wasted with the pld fashioned way of pushing specific buttons. Bools should be found with onyl a few clicks.

It works pretty well.

Very helpful.

It would be greawt if more documents were full text documents!!

This is very convenient for research. The University should continue to use this service. More fulltext articles should be available online.

The catalog is nice, but I would have like to have been able to see a description of the books that were found in my searches. This way I wouldn't have to check out a multitude of books that are of little to no use to me.

It is very useful in doing research. I, especially, like being able to access and obtain articles from my home computer.

## Q\_2\_5

The online catalog is very informative, very helpful, very useful.

The new interface is much better than the old one.

none

In the past, I have found the search function to be somewhat limited--often I need the information I am looking for to find what I am searching for in the first place.

I like the ILLINET Online catalog but at first it is very confusing.  
I have found help from a librarian yet when one is not available it takes alot longer because they know all the shortcuts. A brief handout may be helpful.

I don't like to have to keep entering my library card number for every little thing I do. I would rather log in and then have the computer remember who I am when I check my records; re-entering the number should be saved for verification purposes.

if in a particular library, its very annoying to have to specify that I don't care about materials in another library/city/country

i think it is pretty good, i am able to find a lot of sources especially magazine articles

I have never heard of it or used it.

The major problem I see with ILLINET is the tendency to too easily "pool" the information from other schools into the search for materials from UIUC.

This interface needs to be made more user friendly it is often very confusing

## Q\_2\_5

I find it extremely useful to be able to search for a book from my room instead of having to go to the actual library to look for it. it is very convenient.

I wish there were a separate online catalogues for books, journals, periodicals, etc.

Very easy to use and well organized.

I think that sometimes the computer system is too complicated, that it would be easier to use a card catalog.

If search results are too long, it is difficult to refine search (especially without starting over).

I am satisfied with the online catalog

IILINET...very useful because it tells you which books are available or charged out. Also helpful to report all other locations. Books I cant find here are normally at ISU library, and they can tell me where they are without me even going there first. One problem is on keywording an author or title. It has to be SO specific that it often brings nothing up.

I use it about once a month or so because my major really doesn't require that many papers. I think it is very easy to use and it didn't take me long to learn the procedure. I really don't have any ideas on how you guys could better it.

Please integrate a feature which will allow searches to be limited by the language the text is written in. The previous online catalogue had this feature, if the present version does, the means to do this is not obvious.

It is a piece of junk and should be buried out on the south farms

I have not had to do any research projects this year, which is why I am still unfamiliar with the library and its resources.

## Q\_2\_5

I don't know why, but every time I use illinet online I feel like I'm on the verge of not knowing what and how the program is working. The interface is somehow not clean, not intuitive. The combo of telnet and web is awkward. Very simply, ILLINET Online needs an overhaul to improve user friendliness.

The online catalog really helps me with my speeches. It has the short references to journal articles which helps me to zone in on material which could help me with papers and speeches. Being able to e-mail this material to myself helps save a lot of time which might be used walking to a library and finding a computer.

Do you have a tutorial?

I haven't had occasion to use the library, but I'm sure I will in the future. From what I know, our library is one of the best in the nation.

i wish it were easier to navigate.

I haven't been able to access the website yet. I've only been able to use the telnet site. The last time I tried to access the website (admittedly over a year ago) it asked me for some kind of password. I didn't know what it wanted, so I gave up and went back to the telnet site. I prefer using the computer to reserve my reading materials and have them delivered to my office.

very helpful. Good resource.

Brief use of library and web page. Encounter was handled with skill. Thank you Left a good impression on me.

The online catalog is fairly detailed and extensive, yet confusing to follow at times...the index at the beginning of the search (key word, browse subject, etc.) needs to be revised - many times, i'm not sure which search tool to use.

It is very helpful to be able to look for sources online in the privacy of your own home.



Q\_2\_5

No comment.

None.

It's much too big and unwieldy. I have a very difficult time using it to do simple searches and my mother is a reference librarian. I grew up in the library. I find it much easier just to do a really quick search to find out what dewey number the books I'm looking for are at and then just looking in the area for any useful books I could use.

I am very pleased with the ability to conduct searches in the comforts of my own home. It makes it easier to do reasearch when i am unable to go to the library at the regular hours.

It seems to be working just fine

The online catalog is not very user-friendly. It doesn't make much sense to someone who isn't a librarian.

Do not like having to re-enter borrower ID everytime you want to check different part of Borrower info menu (eg fines, requests etc). Would be better if only had to enter once.

Searching for articles and books using two different interfaces is a problem. Using just one method and specifying whether it is a book or an article would be more user friendly.

It was hard to use at first, but I'm getting used to it. I learned by trial and error. Some things are not obvious. There are few instructions provided.

## Q\_2\_5

My main gripe with the on-line catalogue is the annoyance of having to enter the huge long string of numbers for identification at so many different junctures.

On-line or off-line, I sure wish you'd stock some of the newer books by writers of contemporary literary fiction...

I have found it to be an extremely valuable resource. Some material I pursue is rather unique and the greater the access to search information which includes other libraries for inter-library loan is extremely important. However, nothing beats spending time physically searching the stacks - there are an endless number of "hidden treasures" within your walls.

Anticipate using this resource more frequently in the future.

The subscription to electronic journals is great. And, now we have the Philosopher's Index! Is there any way to get MORE? E.g., access to past journal articles in electronic form?

I FEEL DISENFRANCHISED AS A LIBRARY USER WITH THE CURRENT SYSTEM IT IS SO CUMBERSOME TO USE. I USED THE OLD SYSTEM ALL OF THE TIME. IF A BOOK WAS CHECKED OUT ON THE OLD SYSTEM IT WOULD ARRIVE IN MY MAILBOX IN A REASONABLE PERIOD OF TIME. THE OLD SYSTEM TOLD YOU WHERE EACH COPY OF A BOOK WAS LOCATED AND YOU WERE ABLE TO CHOOSE THE ONE THAT YOU WANTED. I LIKED CHOOSING ON THE BASIS OF LOCATION AND LENGTH OF CHECKOUT.

I wish there were a way to search for specific articles by subject that the University physically had in the archives.

Maybe my search was too general, but almost every time I had to research a topic I felt like I couldn't get enough specific information. I didn't like having to search all over to find something that could've been tagged easier.

Although I am learning, I still have difficulty locating library materials in the uiuc libraries.

It is very helpful, I especially like the fact that I can use it from my home.



## Q\_2\_5

No complaints. Compared to other schools I have attended (i.e. Loyola University, School of the Art Institute at Chicago) this system is far better.

It was hard to choose 3 from the above list (2.4). Most of the important features revolve around the ability to conduct library business from my desktop computer, without bothering library personnel needlessly.

I think the online catalog is a great step in the right direction.

The online catalog helps a lot. But many times the system is too busy and the speed is too low. Hope somebody can improve that. Thanks.

It seems too old fashioned.

the telnet version is slightly annoying since you can't use the mouse. it would be better if one didn't have to use the keyboard all the time.

It's not pretty. The interface isn't easy on the eyes. But it works perfectly. I was pleased the first time I used it. I found the exact book I was looking for with no problem.

It is fantastic to have access to library searches from my office, and I use the Telnet version often. The web version was buggy and slow when it first became available, so I haven't used it much. The Telnet version works well, but the user interface could use some work.

I love the online process! It's easier and clearer to read on the monitor.

I prefer to use the web interface and enjoy using the Illinet Online catalog system.

illinet should work like the search engines used on the journal databases.

## Q\_2\_5

I recently began using the Web interface and was pleasantly surprised at its relative ease of use. It would be nice if abbreviations of ILCSO libraries were less abbreviated like in the telnet version though. Also, when using electronic databases, sometimes there's an extra space to check whether the library has a journal's holding but that doesn't always seem to be the case, and it would be nice to have that uniformly.

I find the current system unfriendly, overall. I understand something else is on the way, but I'm not sure that the current system is any better than our previous one. I wonder if it was worth the temporary costs for a temporary system.

I am a huge user of Infotrac. If I ever have any research, I head to tyhe undergrad to use it. Then I email full text articles to my house, and I print those up. This research method has saved me so much time.

I find it extremely difficult to find articles in common periodicals (Time, us News World Report, etc.) for research using online search through the library; finding journals or obscure magazines is no problem--weird.

it is a terrible terrible site to navigate, cluttered, unclear, and needs to be redone completely.

I don't use it enough to comment

???

Good search method, but could use some improvements such as links to libraries in other towns such as the hometowns of students.

I love being able to serch in full text and print off needed articles. It would be wonderful if ALL journals could be on line. So keep buying the rights to electronic journals. Also Lexis Nexis is wonderful.



Q\_2\_5

GOOD IDEA

When searching for Journals, list the library they can be found in.

Incredibly user-unfriendly, even by the abysmally low standards of the computer industry -- at least the one time I used it. After that, it was easier to contact a librarian.

It has always worked when I needed it and done what I needed...I don't know what else to say...

the subject search is not that good.

It's handy to be able to look for materials at home and reserve them so I don't have to spend as much time at the library.

I am a sophomore and I still find it a little confusing.

Many statistical sources are organized poorly. It is difficult to find specific volumes with statistics, not volumes containing merely text.

no comments

## Q\_2\_5

It's sufficient for student use.

Please show holdings of ALL libraries in initial search; if nothing is found initially, sometimes it's impossible to broaden the search to other libraries. Also, sometimes it takes a long time before material reaches my office.

Please add the ability to search for journal articles in the online catalog. Currently it isn't possible to do this in ILLINET Online, only through other databases.

give better descriptions on how to find books, what library they are in, if they are available, where to find them in the library

I like to be able to request a book online. However, I do not like my request to automatically be sent to the interlibrary loan system. I would like to have an option (online) where I can request only a book that is available on campus. If that book is already checked out, I would like to be able to place a hold on it (online) without being directed to the interlibrary loan service.

Some of the pages with frames get messed up on the web interface.  
Not really a problem, but rather annoying

I love the catalog. It is so much easier to find resources for papers! Thanks!

i hate when i get tons of hits for a search, only to find that very few of them are at uiuc. i would like to limit my search to only those materials that i can get that day (at uiuc, without ordering)

The online catalog is a valuable resource.



## Q\_2\_5

maybe having a related topics section. ie if you type in for info on cats, it would show what it found for cats but also give you suggestions to try for more info (like domestic pets). That way it would help you to find even more info. Sometimes I find books by looking around the shelf number that was given by another book and end up finding what I want that didn't come up on my computer search because I didn't have the exact right word.

No comments

I think after a few tries you pretty much have it down but it takes some messing up to realize the best way to go about using it

It would be great if there are more journal entries at the libraried on campus which are in the article database.

As a Freshman in 1996, I found Illinet online easy to use. Since it has been updated, I have found it to be frustrating, inaccurate, and a waste of time. Instead, I go directly to the library and look at the shelves for the book I want. Because when I look something up, it says the library has it, but when I see if it is available, it cannot be found.

I have had more trouble with this system than the previous, although I cannot argue that the current system provides much greater access at a single machine. My main problem is with the book search function using the title and author options. The system often does not seem to work correctly. But it is a minior quibble.

It should allow user to check their account without having to type in USER ID and Password again.

dra really really really stinks.  
get a new system.  
i mean it.  
really.



## Q\_2\_5

both the telnet and web versions are confusing, but the web version is so confusing that I don't even try to use it. i am not a genius when it comes to computers, but i can usually figure things out. The web version of the catalogue is ridiculously difficult to deal with.

Advertise it more. It needs more exposure.

Very useful.

I am not familiar with ILLINET so I cannot comment.

It is useful for people that dont have a lot of time

I hope you develop stronger web-friendly interface than telnet.

The magazines are hard to find. Sometimes the computer will tell you they are in one library and they are not and vice versa. It's very frustrating at times.

cool

I still prefer the LCS catalog system for searches, but the borrower account/renewal services are excellent.

it would be nice if it could convert from abbreviated journal names to full journal names and vice versa.

I think ILLINET Online is a great improvement added to the the Grainger and the other Librariied at UIUC. It is quick and gives a range of results to choose from.

## Q\_2\_5

It is very difficult to know how to request a book and then where to go to pick it up. Sometimes you will request a book and then go pick it up and your request will not have gone through, so then you have to start over. Often a librarian has had to assist me in requesting, or just asking me what I requested and forgetting the whole computer process.

ILLINET has been very useful to me, but I think many students would agree that more terminals would be convenient, especially around finals and midterms.

The telnet version is archaic and is not user-friendly. It only indicates if books or journals are available but it doesn't allow you to do an article search. In few words, it is really cumbersome to use. Change it, please!

nice

I haven't used it.

The new program which shows all the listings for the libraries in Illinois is a waste of time. Often the same book has four or five listings. . . It is hard to find what you need here at the U of I.

I have had several problems with trying to find materials by using a subject (ex: equine surgery) and having the catalog respond that there were no matches, but then discovering the book (Equine Surgery) by using a title search. This is confusing and frustrating.

It would be nice if there was a listing on the web of what periodicals are carried in which library.



## Q\_2\_5

good

need more specification as to what to look for. i.e. i looked for charles darwin and found nothing. looked for darwin, charles and found a great deal. more explanation needed

I can find out the books that I want easily using ILLINET Online.  
But I have a trouble to find out the journals and proceedings of the conference using ILLINET Online.

Actually, I would rather have the catalog search only tell me what is available at this University-it gets very confusing trying to find out which articles and books are on campus when there are lots of them from other campuses.

I find it VERY cumbersome to get around in ILLINET Online. It seems so primitive via Telnet, but the web version is unsatisfactory.

Some Asian books should be given more details of publication.  
The same books having translations in several languages should be indicated so as to save time.

It takes a while to become familiar to the catalog. I have run into problems while requesting items from other libraries. It would be helpful if the catalog was more user friendly.

It takes a while to become familiar to the catalog. I have run into problems while requesting items from other libraries. It would be helpful if the catalog was more user friendly.

I think it is very confusing and hard to understand. You should have one as simple as a card catalog and a more advanced one for people who want books that the University may not have. I think few people are interested in books they can't even get at a campus library.

It is a very good and helpful feature, in my opinion.

I like it, very easy to use.

a bit awkward to use and slightly out of date

sometimes can be difficult to do searches on b/c the key words you think to use aren't the correct ones...also it can be difficult to remember exactly what to do when researching through the reference library and you have to go through specific steps on the computer system that are not posted in order to find magazines, journals, etc. it can be very confusing and librarians expect you to know even though it's not something you know how to do or do daily.



Q\_2\_5

I would like to be able to do a search "by language" in a language other than the few that are available right now.

It is good but if you have a common word it is hard to sort!

I am not sure I ever used this.

Keep up the good work.

it works great

## Q\_2\_5

The Web based version, while it has its quirks, is still easier to use than the Telnet version. Please continue to improve it and eventually drop the Telnet version.

I wish the searches could be limited to more specific topics

I think that it is a very convenient that I can do all my searches from my room and even find complete articles online that limit my time at the library and give me more time to do the report or project or etc.

It would be helpful to know when a book is due if it is checked out.

Q\_2\_5

I always have trouble navigating from the home page to the telnet page. Somehow, I seem to go in circles and find myself where I began. (I'm not computer illiterate though).

It has helped me a lot during the course of the year when I had to do a research paper.

I don't really use it that much

At times it can be confusing, but overall it is helpful with the assistance of the librarians.

I haven't had to use it too much but in my limited experience its a good system.

I have never used it.

Helpful search agent. fairly easy to use after once the layout is known. I particularly appreciate being able to renew books online and to submit requests online.

I like it

## Q\_2\_5

very easy to use--well explained

Get that Web interface up and running!!!!

It should be made easier to use as well as give an option for only searching for materials held at the university's libraries.

Being able to limit searches to just readily available UIUC materials would be nice. Also, it would be nice if you could request materials online and have them ready for pick up at the main library rather than having to stand inline to give them all the numbers that they just put back into the computer to process.

It works great.

It's a great service; On the other side, I find it not very user-friendly in doing integrated searches; for example, if I want to search for something in the libraries of UIUC, ILCSO, Big Ten and Scientific Journals, all in one shot or a couple, I still wouldn't know how to do this.

## Q\_2\_5

I find it annoying that Web based catalog requires two clicks from any search to determine the call number of an item or its availability.

the information is too "cryptic" and not very user friendly.

I like it

The Telnet version is OK except for a few glitches as far as being able to limit searches. It would be nice to have the ability to limit searches in all the search options to items such as journals, books, etc. Also it would be nice if it was able to combine words a little easier in searches.

Important to know exact keywords.

Can not handle standard journal abbreviations - this is an absolute must since hard to find actual journal name used Online.

Like to see call number and availability immediately and not scroll down the page by default.

Sometimes it isn't as easy to search as I would like it to be, but that could also be my fault. Otherwise, the information is good and complete.

The online catalog provides a prompt search, which allows research to go forward immediately, instead of having to wait for the material. I know instantly if the material is not available, and because of this I am able to seek different sources if I need to do so.

Very good - certainly the best online catalogue I have ever used (4 total)



Q\_2\_5

none

I have not used this very often and am therefore not very knowledgeable of it.

the long awaited new system is a grave disappointment. the system is unwieldy and problematic when trying to do simple searches and tasks.

It is very helpful

It has been very helpful for locating library materials and performing searches.

It is sometimes difficult to easily find journals in the catalog. It would be helpful if journals and periodicals had their own database.

I'm glad you finally have the Web interface. I like the use of different icons for book and journal on searching results page. It makes things easier.

It has been helpful for the research papers that I have had to write as an undergraduate student. However, sometimes I have requested a book or other material, and it takes too long to get to me.

It takes time getting used to since you can't use the mouse... otherwise, I don't mind it.

## Q\_2\_5

1. Why is the web catalog still in beta version?
2. Asking for library ID and password every time I do different things doesn't make sense. Once logged in, let me do everything without having to reenter those numbers.
3. Use email (instead of regular mail) to notify about overdues and arrivals.

I think that the online catalog is great. However, I think that the Telnet interface is not as user friendly as it could, or should, be. As a library employee, I know all the commands for the program, and people are constantly asking for help. I know that they have other means of doing catalog searches, but Telnet seems to be a very popular one.

I have a hard time searching for a resource in only the Uofl library. I wait till the last minute and I hate sorting through a huge list of books that are only found at some library in southern Illinois.

A pretty helpful source, but it should indicate what language the text is in. (I describe problems I've encountered with that below.)

Very nice user interface.

I'm very pleased with accessibility of all the material I have needed. Especially putting in requests for books from other libraries and campuses.

it's a good system.

Most of the time I will walk down to the Grad library, because I cannot find the ILLINET online at home or at my office.

I think there is a password or something. I write out what I need and they mail it to me. However, to return the same book, I have to take it back. I am not allowed to mail it back. This I would like to be allowed to do.



Q\_2\_5

Full articles, instead of just titles and abstracts, on the web would be nice.

Overall a usable and stable system

In the old one it was possible to limit the TYPE of item. This is very useful for musicians who are looking for SCORES, and are not interested in books about music.

All of my interactions with the library staff have been helpful and a joy. They are such nice people and they are always able to help me solve my searches for information.

Ps: they always have a kind word of support. I always look forward to my time spent in the library.

Easy way to find a lot of information at all the UIUC libraries, by sitting at one computer only. It is easy to find out where books are located from ILLINET, but it is hard to determine what libraries have the journal you are looking for based on your ILLINET search.

## Q\_2\_5

I would like the online catalog to be a little more user-friendly

This service has been extremely helpful and simple. I don't worry too much about when I need to find something because I know it's there. If I can't find it, a staff member has always been willing to help me until I find what I'm looking for.

It returns just what I need

good library system, i like it.

1. Increase the locations where the materials may be collected, e.g. out of state.
2. The telnet version is not too powerful cause some items can't be found in certain ways.

i think that the library system although huge is not too complicated. the staff is friendly and without them i would have failed out long ago!!

i don't use it too often...but i'll use it while at the grad library only.

no comment

It is slow, and i don't think it is very user friendly... When I first had to start using it, I was tempted to go home and use my local Community College library instead because I find it so much more comprehensive. I was confused with the library in general, and Illinet Online didn't help me at all.

no comment

## Q\_2\_5

1. The interface for advanced searches -- ie boolean searches needs to be improved and/or better documented. It would be especially useful to say be able to refine searches, as one can with engines like INSPEC.

2. It should not take 3 clicks to go from the library home-page to get to the catalog.

I can't always tell when my request has been processed. I have been calling the 3-8400 line to have my requests confirmed.

Its too slow and not really organized. Too many keys needed to be punched in order to find the materials or locations.

The interface was difficult to learn at first, but did not take long to get used to. I am not sure, however, if most people would have as easy a time navigating as I eventually did as I have had experience with similar programs before.

the catalog is very useful and beneficial. it easily helps people to access iformation quicker. it saves a lot of time, especially when you are doing a lot of research.

The online catalog is still no as user friendly as examples at other institutions.

When is Books in Print going to be online?

I really like Illinet online compared to telnet. But I think that there could be a better way to log on. I have never really been able to log on with my 14 digit ICard code.



Q\_2\_5

Overall, I've been fairly satisfied with the online catalogue.

the article databases are SOOOOO confusing. a description of each would be nice before one links to the disappointing site and can't get back to the original uiuc page.

I like it, it is very convenient and easy to use. It's very helpful when you need to find sources in a short amount of time too.

It is often difficult to limit searches to certain libraries or to certain types of materials (e.g., books, journals, etc.).

super terrific

I would rather have an option to search JUST the U of I CU library I am at versus all at once, because I think that the book or article will be at the library I am at, but 9 times out of 10, it is somewhere else.

Much like the internet sometimes the keyword searches retrieve too many topics

i like being able to access the catalog from any location with internet access

Telnet interface is not very user friendly...

Read 2.4 immediately above it seems I am not fully aware of all of the capabilities of the online catalog.

Strongly disliked the telnet interface. The web version seems better so far.

## Q\_2\_5

For at least two years now, I always seem to be looking for a topic or journal article from a small, lesser know, harder to find journal every semester. In every instance I have asked for help in locating an article and after some indepth searching and good deal of time it's found in another state/university and mailed to my home...in time to use for my papers. I appreciate this resource a great deal. Thank you.

Ive used it a couple of times. I think its a very annoying ancient system.

It was saitisfactory for my use

It was confusing at first, but once I got the hang of it, I understood.

There should be some direction about the locations listed. For example, a book is located in the gov't main stacks. Where is that? Well, I had to ask, couldn't find it on telnet or the web.

The materials are there, but it is often hard to find what you need because of the confusing way that the materials are sorted.

Nicely organized, needs a better artical search. This one is very ineffiecent.

It still isn't easy to use. I try to find out which library holds different magazines and have had t go in to each library to look at the hardcopy lists. The Vet Med library is the only library that had it's list of magazine holdings in an easy to find location.

Get an OPAC that allows you to move from one bibliographic record to another without having to "backup".

email reminders of due dates, etc... possibly a quick reply to an email notification for easy renewal would be great... I can help build it.... contact me (rankin@uiuc.edu)

## Q\_2\_5

DRA bites!

I really find ILLINET difficult to use, I have not been properly trained nor do I know where to go to receive proper training.

I'm happy with the online catalog.

It's awesome.

Once you get the hang of it, it's not hard to understand, but when you first start, it's kind of confusing and hard to understand.

good

very awkward to use.  
somewhat primitive and takes some getting used to.  
mostly, it is a very useful tool but could be improved.

Extremely confusing. I never know how to access a particular library's webpage. The links are confusing, and links are labeled as if assuming the user understands the difference between them. Also, the organization of the website is extremely lacking. There are a lot of choices available, and for a first-time or irregular user, it can be pretty intimidating.

i like it very much...it helps alot when finding a book and is fine the way it is

## Q\_2\_5

It is pretty functional

The classes held in the beginning of the year on how to use the article databases and ILLINET online were very helpful especially since I was a freshman.

very efficient service

it seems to hve worked nicely every time i have used it.

Overall good

Need to be able to do Boolean and limiting searches. The current way brings up far too many irrelevant hits.

It is very helpful and a big time saver

Illinet Online is pretty useful...I've had no particular problems with using it.

needs to be more user friendly

My present use of the online catalog is for finding current non-circulating holdings in the Music Library for use within the facility.

It's good. I have no complaints.

Effective overall.

## Q\_2\_5

I think it is not bad at all!

not user friendly, many students feel the system is very awkward

works well for my purposes

I don't believe I have ever used the online catalog but the items that I checked are ones that I would want or look for.

I miss the old process of libraries, going to the library finding an article, and then having the librarian find the source.

I am constantly using OVID to search for bound journal articles, usually written in the past 10 years. Every time I enter the journal title, the program always, without fail, says that the journal is not at the University of Illinois. 8 times out of 10, this is inaccurate information. I wish the system would be updated so that every time I wanted to see if the library had a bound journal, it would not be necessary to leave my computer and search for it.

You need simple instructions like: (ON HOME PAGE)

\_\_\_\_SEARCH

1. Do you want to search for a book or journal?

\_\_\_\_Author \_\_\_\_Title \_\_\_\_Subject [just like card catalogues]

2. \_\_\_\_enter Up pops the list with instructions and options there.

What I really hate is wading through the swamp of your home page. Even if you have to repeat instructions, just let us get to where we want to, then lead onward. I can tell you that your site will be much more accessible to people with disabilities if you make a simple, single trail from beginning to end. Give instructions where there are needed, in order, so the patron doesn't have to skip around and change screens. This is murder for people with disabilities.



## Q\_2\_5

Very easy to understand.

I am none-too-happy with this new-fangled Illinet Online.

The thing is pretty cumbersome to use. The old computer catalogue was much faster. With the old system, you'd just hit "return" at a campus search terminal and you'd be a search screen right away. With the new system, you need to wait for the machine to load netscape, then wait while the web page loads, then click to get to another selection screen, and finally wait while telnet loads, and then type in your access code (or 2), and then key down to search and then hit return again to begin.

For end users like me the new system seems to hinder the basic task a catalogue should do--look up books easily.

Also, does the new system really have an equivalent to the old FBR "FXT" command? Its "browse" doesn't seem to do so well with this sort of search.

Well, best wishes. The system is pretty good, but it is slo-o-o-w.

When accessing borrower info, its laborious to enter the long, unfamiliar number from ID. What's worse, if you leave borrower info momentarily and then return, you must re-enter this info. Why not log in once, and log out when finished?

I really like it. I don't have to leave my room to do library research and that is cool.

I used this approx. two yrs. ago and seemed to get referrals to other libraries except UIUC.

Very Good!



## Q\_2\_5

I think it is sufficient, but could be linked to more related resources for a search.

I find it incredible that the current system does not permit something as simple and useful as an author-title search. I have heard that the Library is commissioning new on-line catalogue software: I hope that the time is taken, users are consulted, whatever, to make the system more user-friendly. The group that designed what we now does not seem to have been designed by people who do library research!

I enjoy using the catalog very much.

-

It is terrible!!

I like ILLINET Online because I can check to see if the materials I need are there, even if it's 3:00 A.M.. This is very convenient.

It offers potentially every book/journal that is available in the North West.

I like it!

It's great and absolutely essential when I'm doing research for a paper.

Very useful source of research. However, sometimes frustrating since it may be hard to find sources on a certain topic or subject.

Great

Q\_2\_5

illinet online makes looking for book and articles extremely easy

The Commerce Library needs more outlets for portable computers.

OK

OK

It's ok -- could be easier to use

I'm not sure if I'm even talking about the right thing, but I love all the access that we have to Full Text Journal, newspaper, and magazine articles. This makes researching so much easier. All you have to do is sit down at the computer, find what you need and print it out.

It is sometimes helpful but sometimes it doesn't understand exactly what I am looking for.

Good Stuff! Sometimes they can be better arranged though, some sources aren't relevant to topic searched.

OK

I was unaware of the necessity to use a journal's name in the keyword search when trying to find the call number for journal articles. A librarian from the information desk was kind enough to show me that the references I could not find using author or ISSN searches were in the library's catalog, I simply needed to access them through the journal's name. Although it did not seem logical to type it in as a keyword, it worked.

It is easy to use, but takes too long to find specific topics. There is too much narrowing, because they request for such broad subjects. It is not too frustrating to use but there has to be some way to get the sources you need without scanning the entire general subject.

## Q\_2\_5

I find ILLINET a real discouragement when trying to find works. It seems that ILLINET only works if one types in specific category key words. It does not allow for a more generalized search, such as "women in religion." I have used library systems in which such a phrase would return numerous entries, which is helpful to the student. Here such a system does not exist, which becomes discouraging.

it would be better if the online catalog can read sho with other languages, such as Chinese and Japanese.

Not user-friendly to novice users. Should be more intuitive to follow.

very nice software. May be improved to be more friendly.

I think that the catalog works very well and serves my purposes. Sometimes it is confusing about where you can actually find the material, or whether it is available to be checked out by anyone. Otherwise it is good.

I don't really use it too much.

Wow

no comment

Occasionally I have a problem when using the web interface on my work computer. After I use the catalog and return to regular Web browsing, my browser is unable to connect to any other sites. I generally end up restarting my computer in order to continue using Netscape 4.6. Consequently, I've continued to use the Telnet interface instead of experiencing the frustration of the web interface.

## Q\_2\_5

MAKE IT AS EASY TO USE AS THIS PAGE.

It is not very user friendly. And, I cannot save an item if it is checked out by another patron and I am willing to wait in line for this item.

I work at the undergrad at the reserves desk so learning what the computers here have to offer in the way or resources has lead to my increased use of them. At first it all seemed pretty intimidating, but after a little practice it became easier. I don't particularly like the telnet way to look up books because it is hard to read and the login at first confused me. So that mindset has carried over, though it is rather easy once you know what you are doing.

I think it is very confusing for people who are relatively inexperienced with computers. So many web sites are so easy to use these days, you can just point and click and they are very organized. Why can't ILLINET be like that? It seems that ILLINET is just confusing and it doesn't explain much. I have never had success using it, I just ask the librarians.

It's ok i guess.

It has really helped with my research and gathering more information in a more efficient way than I ever could without it!

I was an undergrad here and had no problem finding books or journals, using the old system it was quite simple now i can't find a thing related to sources when i am looking for a subject and to be quite honnest i don't care about books at other libraries i can't get to i am interested in using the sources which are easily at my disposal here

My only problem with the system at this point is the accessing. It would be so much easier to put in our campus-wide user id and password instead of entering a bunch of student id numbers on our card. It just makes more sense and it's quicker too.



## Q\_2\_5

I would like a better topical search. Sometimes I don't know the book names, but I need info on a subject. I think the subject search should be more in depth.

it is difficult to separate journal searches by title from other materials, for instance a search for the journal Fidelio (by title) will turn up 500 records for the sheet music/recordings of Mozart's Fidelio

Telnet seems so archaic and difficult to navigate.

Text interact is cumbersome.

Seems to work very well, but is sometimes confusing to navigate!

I like to use the online catalog for my searching, but I hate using telnet and don't feel it is any benefit to provide both the web based and telnet access.

the online catalog is not very user friendly, it is difficult to navigate from one spot to another... the search using keyword function is not useful at all

i use it primarily to locate titles that i already know, but have never really found it to be useful searching for new titles

I find the telnet interface to be pretty "clunky" and non-intuitive. The difference between "browsing" and "searching" is somewhat unclear at first; if you have a list of titles, and want to look at one of the titles, and then find out where it is, you can't get directly back to the original search screen -- you have to hit back and back and back, and if you do it wrong you lose the whole search and have to start over. Also, it seems to default to giving all the universities, rather than just UIUC, and you have to dig around to find the UIUC location of the book. I haven't tried the Web interface (got used to the clunky thing I guess), but I just looked at it and it looks much better.

I have no problems and find it sufficient.

I think that the online catalog is very useful. I can use it in any library I wish. This is very convenient. Sometimes, I have difficulty searching because the topics I type in, are not part of the online categories. I can usually find what I am looking for however.

I think it is a real convenience to use the online catalog, but I wish it was a little more user friendly. I think an online tutorial will help look for items you never looked up before.

I have used both the Telnet and Web interfaces--I know that you're still working on the interfaces, but both still tend to be "clunky"--requiring several screens to present the basic information about an item or a search. I don't mind going to other windows/screens for specialized info, but is there a way to reduce the amount of flipping back & forth between screens/windows? Perhaps by using Web frames to summarize info about a particular item?

Is there a way to include a "shelf list" search? In other words, a search that would list books/items that normally would be shelved alongside a particular book? Yes, I can scan the stacks in person at UIUC, but as the library materials become more dispersed (since we can order from several libraries in the system), this is less an option. Thanks!

Functionality is good. The interface could be a little nicer.



## Q\_2\_5

Illinet Inline is really helpful.

ILLNET Online seems kind of slow, awkward and out of date, but I'd rather see scientific journals and books retained and purchased than to see a fancier web interface. You are a library, not an internet service provider!!

I think it is easy to use, but at times I'll spend a long time at the computer and it will tell me that what I'm looking for is not available, but when I go to the stacks to get other books, the one I wanted is in fact there.

I do not like to carry around my student id when I go to the library terminals. Using the 14 number id is not worth it.

Illinet is a little bit more difficult to use when living off campus. Perhaps an easier way to use it could be developed.

Very helpful, but online instructions/terminologies should be made more explicit.

It's fast, efficient and reliable.

Q\_2\_5

The biggest problem with the online catalog is the fact that it so inaccurately represents the true holdings of the library. It's incredibly misleading and frustrating.

It seems like that the web interface of the ILLINET online is not good. It should have more intuitive interface.

it is very accessible and useful. the only problem is that the computers crash sometimes which causes you to start your reasearch all over.

It would help if full journal text articles would be available to students on-line (from off campus)

none

I am pleased with the service. Any problems I have ever had have quickly been solved by easily accesible and friendly library staff.

Quick, easy and effective.

I personnally use materials that are not always accessible. I appreciate being able to seach nationally though 'inter-library loan'.

## Q\_2\_5

i want you to show automatically the location of materials which UI does not have.

NT

The screen is too split up. There is too much to look for on one page. It should be more simple. Also, when it tells you where books are located, it should give more specific directions. It's too confusing to locate books in different libraries.

It is very efficient for to find the book I want.

Sometimes I know that the item is here in the library but it is so hard to find it. I type it into the keyword and other things that have nothing to do with even the subject comes up. I wish that the system was made easier to use.

The system is very helpful to the students. Keep up the goodwork.

Why can't I renew materials from other university libraries online? I'm glad, though, that the library has modified its fine regulations.

the subjects searches aren't very good. i find one book that i need, and then go to the stacks and that book is surrounded by others that are related to the subject i searched, and didnt' come up.

Though difficult to understand at first, very user-friendly once it is understood

the interface is a little slow.

## Q\_2\_5

There should be an email warning system which alerts me a few days before an item is overdue. This could have user customizable features.

its very convenient and comprehensive. probably one of the best libraries network in the world.

I have found it useful but very tedious to use. Would prefer to use it with a mouse.

easy to use, fast, convenient.

Don't like the drop-down menus--it's a terminal interface, not a GUI. It would be best having a simple, powerful command-line interface. Save the fancy stuff for the web version.

I use telnet more often than this, so I can't really comment.

It's hard to use

Fairly easy but can be a little confusing because the information is scattered everywhere. I hate having to try different databases to get information.

It is very convenient to have access to Illinet from my own computer as it saves valuable time. I can look up what materials I will have access to at the libraries, and once I get to the library, all I have to do is retrieve the materials.

Q\_2\_5

It worked pretty well, but it would have been better if on there it could tell you in which library the information was found.

The telnet version of the catalog is slow to search, has a clumsy interface, and makes it difficult to modify searches and browse returned entries. The web interface is even slower and was ridiculously unstable before I gave up using it months ago.

I think that the online catalog is efficient. It has been very helpful in search to find materials.

The web interface for the catalog still sometimes omits items that I know the library has

## Q\_2\_5

good

too confusing, too difficult to find what you are looking for

I have found the online catalog to be a very helpful and efficient way to gather the research materials that I have needed for various courses.

I love the online catalouge, because I dont always have to go out to get materials.

there should be a place with a map online (as part of the library system) that shows where the different libraries are located so that you can find the books you want without having to ask someone where they are. and it should be obvious where this map can be found.

it can be confusing to read at times. i spend more time trying to figure out how to use the program that actually looking for the materials.

Good resource, but not quite as advanced as I would like. I get a lot of junk that I don't need in my searches.

It is somewhat difficult to understand and use at times. The steps are unclear. I attempted to utilize the help option on the Illnet Online Telent Interface and it was not helpful at all.

I've never had any problem with it. It has been very helpful.

I have not used it.

I never use it.

it is confusing to use. even just to get on.

Q\_2\_5

I've only used it once. It seemed to be well organized.

The ILLINET Online is very helpful for my research.

I prefer to find journals and other library materials that are present in the UIUC Library -- I prefer not to have to request materials from other Illinois libraries. When searching for available articles, I pass right over the ones that are not found in the UIUC library because it is much more convenient to use articles that are already right here at my fingertips.

None

A very resourcesful tool at the university. Not only do students benefit from ILLINET, but I am sure it is also so for the professors and TAs. One of the best programs I've seen here at the University that saves a lot of time and heartache.

Essentialy good, but should be more user friendly.

It has been helpful.

I am a graduating senior, and during my four years at UIUC, this has helped me research for many papers and projects for both group and individual work.

I am on sabbatical this year, and I have found it VERY helpful to be able to use Illinet online remotely.

I still think it is a bit hard to use. The other system from 1997-1998 was better and easier.

nice

I have no problems with it.

I think that it works really well if one takes the time to learn how to use and operate it. It allows you to find and reserve materials, which is really good.

When I have used it it has been helpful

It hasn't been absolutely evident to me, but a reference of commonly used abbreviations that are used for journal titles and library resources would be helpful.

## Q\_2\_5

[No comment]

I am on sabbatical this year, and I have found it VERY helpful to be able to use Illinet online remotely.

I like it, because it provides you with information about a variety of resources.

It was quite sufficient.

it will be better if the search engine for illinet is more user friendly. it will be great if the illinet can tell me when a book that has been charged out will be expected to be returned (due date). I always have trouble figuring out when can I get hold of the book that I request. I think that will be a value added service and I don't think its difficult to implement.

I quit using them because they were so confusing. They were not very user friendly.

I noticed the library didn't always have the books the online catalog said it did...whether they were missing or not, I don't know, but the books weren't there

user friendly especialy for first time users

I like this feature. It is very convenient for me.

its easy and efficient to use

All the times that I have used the catalog, I have had no problems. It's finding the books that causes problems.

I think it is great. I like the fact that we can tell if it is available and where.

"Save" would be necessary b/c if there is only one copy and it is charged out, there is no other way to get the book for keeping for a while. Materials through Interlibrary Loan has too short borrowing period.

Recent years have seen the online system moving backwards, instead of forward. One can only hope that some day the system will stop its slide and begin the task of trying to recapture lost ground.

put all functions on web interface as well as telnet

The telnet interface is hard to understand. Everyone is more used to web based applications.

I am generally satisfied with the Online catalog.

Thank you very much for your job.

I start using web-catalog just recently - it's much better than telnet. If I ever thought about the changes on the online catalog - It has been done!

Thanks again!

## Q\_2\_5

Illinet Online is not a pretty good system, but I have never performed some of the tasks listed above.

The catalog is very useful in finding out availability of items quickly.

none

Lexis-Nexus is really really helpful.

Is there possible to get ejournals that goes back longer than 1994?

It would be much faster if we can Borrow/reseive interlibrary Copies direct from that library. The Copy could come as an attachment on email... maybe there are other ways of getting it to go faster but right now its very slow.....

I would like to find an easier way to combine searches. For example, if one is looking for information on something specific, such as computer usage in the elementary classroom. It is sometimes difficult to find specific information using this method.

It was useful the one time I used it.

I haven't really used Illinet for anything this semester because I haven't had any research to do. However, in the past, I haven't had any problems with Illinet.

It would be helpful if I didn't have to enter my library account number so many times (once to log in, once to check on requests, and then again to see items checked out). That slows me down in Telnet.

It works really great, although can at sometimes be a little confusing, but with the help of a library assistant, it works really great.

I find the ILLINET online catalog to be extremely helpful and easy to use.

## Q\_2\_5

It doesn't seem to always work--e.g. you can find a book by its title but can't find the same book by its author, or vice versa. I know I sound like an oldtimer, but the old system seemed to work better!

sometimes it is difficult to find journals online that the libraries have.

It is easy to use but sometimes it is hard to find a specific material that I am looking for. Too much information is presented at once. Search gives out too broad a result.

I don't use it because it is not as fast as the telnet version.

It's pretty good. Though I do get confused as to where I can find a book/journal... I can see that the materials are here at the UofI but I just don't know where they are unless I enlist the help of a librarian.

I wished there was an email option in the telnet version so that we could submit our requests or questions.

It's not user friendly. The language can be difficult to understand. It would be nice to be able to look for books and articles simultaneously.

It is extremely difficult to get the information you want without seeking the help of a librarian each time. If you do not have the exact information, the computer fails you. Sometimes even if you do have the information, the computer does not have the right category available for you to look up that information.

It is fine, but it is a major hassle. It should be simplified.

often too much  
too confusing  
i love full texts



Q\_2\_5

need some more improvement.

It's more difficult to use than other search programs like OVID

Sometimes it's hard to get in. too busy!

I wish that we could call back items checked out by other individuals.

very good

Difficult to figure out how to do simple limitations

Undergrad library is very close to me and of the few I have visited is the easiest to use and most helpful in general.

Search engine too quirky, needs more advanced features, and less keyword order sensitivity (or readily available options for such).

I don't actually use this resource very often, but when I need to, I find it to be quite an indispensable tool.

I wish that the search for articles went back further than 1990.

online service is an excellent way to do search books and papers published in journals

## Q\_2\_5

It is a very convenient way of looking for research materials. I am able to email myself full-text documents which make it very easy for the student. It is a great service. The interface perhaps needs to be a little bit more user-friendly, other than that it is great.

I like being able to use it from my own computer and not having to go to the library unless I have to get the book

I find the help feature on telnet almost impossible to use and have to rely on trial and error to learn what I need to know.

still difficult to use.

I don't have that much experience with it, so I can't say that much about it yet. It seems okay though.

Honestly, I haven't used Illinet Online more than a few times because I don't know much about it and I think it slows me down because I am not well acquainted with it.

I think that it is difficult to find out which library has which journal so a web page listing where all the journals are would be useful.

Great, keep it going.

That's fine so far.

I like the new web interface!

It is kind of a hassle sometimes to enter the ID number that is on my I-card. Sometimes I do not carry it around with me and I surely do not remember the number. It would be much more convenient to enter something I remember like my SS number. Other than that I'm very satisfied with ILLINET.

Not always working!!!  
When it works is excellent

I like how I can type in a subject and find books on it, even if the books do not list the specific subject in their titles.

## Q\_2\_5

The online catalog is a great thing.

It is excellent, but I would like it if there was an easier way to find the locations of journals instead of having to do a search on them. Something else that catalogues all the journals that are available.

"Additional Acquisition" is the most confusing phrase.

Telnet is rather primitive when using it.

It is sometimes confusing to know exactly what to look under when trying to find materials about a certain subject or topic.

I have to admit that I was and still am a little confused with the web searches and so forth, yet every time I would need help a librarian from the reference desk would be there to assist me. Thank you. They are very knowledgeable and friendly.

The catalog is satisfactory and I usually find the information that I need but not specifically what I need sometimes. I usually search for articles. I don't even try to search for books because I end up running around like a chicken with my head cut off trying to locate the book.

I find the Telnet version of ILLINET Online to be painful to use because using a keypad is more uncomfortable than a mouse. I frequently end up "starting over or quitting" when I just wanted to advance an entry.

It works really well. I seldom have any problems with it.

The online catalog is very helpful.

## Q\_2\_5

It has been very useful to me in the past in researching or answering some questions that I had when i was a sophomore or freshman

In various occasions, I was not able to find books that I know are at the library because neither the exact nor the "proxy" searches match the keywords to the book. I guess the only way to improve this is by including more keywords associated to each material.

it works well

I find it a useful tool in my research.

Telnet system has always worked well, menu is a little non-intuitive

i am not really familiar with it.

The online catalog can be very bulky. There have been times when I have gotten different results with similar prompts. I really dislike having to punch in my ID card number so many different times.

