

*Record\_id Q\_4\_2*

- 18 It is frustrating when materials are not available because they were not shelved correctly or lost in some fashion.
- 19 Not open late enough
- 20 Difficult for undergrads to access stacks  
Lots of lost books  
Bad search system
- 22 Sometimes it is difficult to find something (as I explained above).
- 23 The personel
- 24 The atmosphere of many of the libraries isn't very good. many seem cold or run down. A freindly, warm, comfortable environment would be helpful.
- 25 Decentralization
- 26 The material located all over the campus.
- 27 Telnet interface, inter library loan will not get books that we have on reserve. They do not get enough copies of popular books. Fine system. Plus, the main library is a depressing place to have to spend much time. Grainger much better.
- 28 confusing to find
- 29 ...sometimes it just takes awhile though.
- 30 I have repeatedly been sent the wrong item, and I had to go to the stacks TWICE to find items that I had returned that were not recorded as returned. I love our library system, but I don't really trust it anymore to accurately keep track of its holdings or to record my returns accurately.
- 31 It is very intimidating to freshmen, and nobody wants to go through a tutorial or workshop about a library. finding books and magazines is a lost cause.
- 32 online access - just needs to improve as fast as possible to keep up with the way we work
- 33 Idiosyncratic technical equipment without much support
- 34 It's size - but the net is changing that
- 35 DRA.
- 36 DRA interface
- 39 The timings are a bit inconvenient on weekends!
- 42 Wish dept. library open later on Friday night... its geeky, but thats when I have free time adn would like to use the library.
- 43 Graduate library hours on the weekend
- 44 The computer printers.
- 45 The books, particularly journals are not reshelved in time and in order. The photocopying of articles from Inter-Library loan takes too long and the progress is not trackable.

*Wednesday, June 14, 2000*

*Page 1 of 174*

*Record\_id Q\_4\_2*

- 46 Difficult to learn where everything is and how to go about finding it.
- 48 Online interfaces hard to navigate to find materials. People shouldn't need to take a course to be able to use them.
- 49 I dislike the policy of only one journal subscription - I can't go to Vet Med to get articles. I don't like the loan period -- in a doctoral program I often need things for longer periods of time -- especially the interlibrary loan materials. I dislike that the system does not allow me to pick one of my two campus

addresses for delivery.

- 50 Takes significant effort to let you in before 8:00 in the morning.
- 53 lack of important journals
- 54 It is difficult to find what I am looking for sometimes because the information I need can be in several different libraries.
- 55 Some areas could use more computers...maybe quite computer rooms.
- 57 There are not enough computers and copy machines and copy card machines.
- 58 Wait for books at the Main Stacks
- 59 WAITING FOR SOMEONE TO RETRIEVE MATERIALS FROM STACKS
- 52 many items that are supposed to be on the shelf are not there and can't be located!
- 56 The lines at the main circulation desk in the Main Library can move VERY slowly, especially on weekends.
- 60 The fact that they are not all in one convenient place. I know this can't be changed though...that and they are always so HOT in there.
- 62 There is really inadequate work space in the main stacks.
- 66 sometimes it is hard to locate journals, either paper or online
- 67 I wish there was more instruction about all of the electronic material and how to use them for my purposes.
- 68 confusing catalog, hard to navigate main library stacks
- 69 The searching of backpacks on users of the main stacks. The undergrad library does not subject students to a search so why are graduate students subjected to this? I have been treated very rudely by some people on my way out of the stacks at times, people going through my stuff without reasonable cause (i.e. the buzzer going off). Access is already limited to the main stacks, there is no reason to subject graduate students and faculty to this search.
- 71 They fact that some times when researching a subject, I have to go to three different libraries across campus to find the books that I am looking for. It is time that I could be researching rather than walking from library to library.
- 72 In Asia Library, staff check students' bag before the students'leaving the front desk. I was so surprised when a staff at the circulation desk asked me to open my bag before I left that library On April 19. But he pointed a notice on the library wall, which said that's the policy in that library. I really hate this!
- 73 I don't feel the searches are always user friendly. I do not use the telnet interface search unless I have to. It is difficult for me to find the resources I want on that.
- 76 I don't like it when the library doesn't have a particular journal yet lists it in the online catalog.

*Wednesday, June 14, 2000*

*Page 2 of 174*

***Record\_id Q\_4\_2***

- 78 It seems that when I'm looking for articles, I find lots of titles that are not available at our library. The other day I think I filled out an electronic request for interlibrary loan, but I'm not sure...it said something about being accessed electronically, but I haven't heard about it since, so I guess it didn't work. Good think I didn't need that article that bad.
- 79 Journals that I need for my thesis are either not available or not in the U of I collection. However many times the computer shows that U of I does have the journals? They can never be found on the shelves and the library staff responds "I don't know. You'll just have to keep coming back and looking for the journal."

- 80 N/A
- 81 Limited number of microfilm machines available in commerce.
- 82 not enough computers and reserved materials when you need them. sometime it can get noisy when you want to study
- 83 Printers always having problems.
- 84 I think the study carrels need to be maintained. I feel Undergrad is run down and needs some work myself. Especially when you compare it to some of the other college libraries around campus.
- 90 it's hard to get book in some libraries, especially those in foreign languages
- 91 The space is too small.
- 94 There really is nothing about the library I dislike other than parking issues (I can never find parking on campus!).
- 86 Short borrowing periods, renewal difficulty, slow shelving and number of lost/in process books, and short hours.
- 88 several libraries are very disorganized and finding items can be hard: a few times, items are missing although they are still in the database, librarian assistance was unhelpful ;among the libraries that i frequent: the biology and agriculture libraries are the worst, chemistry, engineering and physics are better. the main stacks library is just one big dungeon!
- 89 The main stacks circulation desk is hopelessly inefficient. I hate standing there for 10 minutes watching staff cutting pieces of paper on the paper cutter (how much does it really matter what size and how neat they are?). When they finally decide that stamping and cutting is complete, being greeted rudely and with assumptions about what I want. This is usually an assumption that I paged a book from stx that is not ready yet, when in fact I have ILL books to pick up.
- 97 the hours
- 98 don't feel safe in the stax in main library
- 100 Can never find articles ON campus which relate to my topic. Something at SIUC or ISU does NOT help me.
- 102 I really don't like how almost all the copiers don't reduce. I do a lot of copying and it's a real pain that only one copier reduces. It's just a way to make the user pay more. Also, the condition of the microfilm and fiche readers in this library is a real crying shame. The newspaper library has the best selection, but even that is a real mess. The library needs to get more of those. There's a lot of stuff that will never go on line cuz it's so obscure and so these readers will always be needed, so make them better.
- 104 all the departmental libraries! I regularly go to 3-4 libraries after one lit search!
- 107 The web site needs a bit of work, in order to make it more accessible and easy to use from anywhere. The Java menu serving as navigation is awful and should be gotten rid of entirely. The appearance of the site as well as the navigation need improvement, the catalog included. It would also be helpful to include more maps, like the floorplan of the main library for easier finding of the libraries within it.

*Wednesday, June 14, 2000*

*Page 3 of 174*

**Record\_id Q\_4\_2**

- 108 Confusing departmental structure...the online catalog...having to look things up in many different places, and go to many different places to get things.
- 110 finding what you need. both in which library and through a search.
- 111 I am bothered by the fact that after 7pm I am no longer allowed access to the vet med library unless I have called in advance. As an animal science major, many journal articles that I need for research are located at vet med. Often times, I do not realize that I need a particular journal from vet med until it is too late to call and gain access to the building.

- 112 partial journal collections: Yes, physica status solidi is at grainger, but if you want any recent volumes, you have to go to Physics/astronomy.
- 114 journals
- 117 nasty, rude & often ignorant staff
- 119 nonlibrarians at reference/circulation desk
- 120 Looking for books and journals
- 121 The communication problems associated with bureaucracy.
- 113 Difficulty in finding materials.
- 116 I often have to run around to 3 or more locations to obtain all the books I need. For example, I'll have to photocopy something on reserve in the undergrad, then get something from the main stacks, then run up to the English library to check out more items.  
Also, photocopying gets to be quite expensive. I've spent near \$40 this semester alone photocopying articles from journals, etc.
- 118 The lack of easily accessible directions on how to use different things on the webpage. Most things can be figured out in time but some things need more explanation. For example, one may not notice that telnet allows you to reserve books.
- 125 it big
- 126 It seems that the librarians in the Chem Library have no clue as to what they are doing sometimes. The head librarian (Tina) does an excellent job, but the student workers and the two daytime librarians A) sit around talking, B) are not courteous, C) are not helpful in my opinion. Hire some Chem grad students or some chem undergrads that use the library—they would be more helpful. This topic about the librarians is not just me—it's a topic of discussion amongst many grad students.
- 127 Lazy librarians! Not all of them are lazy, for sure, but some are really bad. Keep talking on the phone or with their coworkers, do not seem to hurry up when people are waiting in line....
- 128 It is still difficult to get full text articles at times.
- 130 All of the collections are in different buildings and I have to wander all over campus to access resources. Also the library closes in the evenings during breaks. The evenings during breaks are for me probably the best time to be at the library, but it's closed.
- 131 I don't like the decentralization of the libraries. There are benefits, of course, but for me it triples my time travelling around campus.
- 132 takes too long to get books out of stacks. must know exact title to find some books
- 135 Sometimes you are unable to tell whether UI owns it or not by the TEINET catalogue.
- 138 That not all of the sources are in full text...

*Wednesday, June 14, 2000*

*Page 4 of 174*

***Record\_id Q\_4\_2***

- 141 The Commerce Lib should buy MORE newly published books!
- In my field of study, there are many very good new books (which we can find from Amazon.doc), but I seldom find them on the ILLINI-online list!
- Please check the new(current year)/old books ratio in Com Lib!
- 143 The hours are terrible
- 144 The number of computers; there aren't enough. I needed to do a project for rhet at the undergrad but all of them were full. We had to wait 15 min. for a comp

- 145 not a whole lot of group rooms, lack of access to main stacks (in graduate library), heat issues (it's always SO hot in libraries), lack of e-mail stations
- 146 Journals related to some subjects, e.g., surface science, are divided among several libraries.
- 150 The telnet interface
- 149 I would prefer to have longer times to keep materials.
- 151 The awkwardness of the current online user interface (I actually preferred the one before, much to my surprise); the fact that the University does not seem committed to maintaining and improving the number of items in the collections.
- 153 Interlibrary Loan service is fulfilling loan requests pretty slowly (3-4 weeks)and the Document Delivery (rush service) is available only for certain items on the list.
- 154 Sometimes it is difficult to find what I want using the online catalog
- 155 I never get books I have requested in a timely manner. Even if the book is on campus it stills takes over a week for the item to get to me.
- 156 The lack of computers. It seemed like a chore to go to one library, and find out that all the computers were being taken up.
- 159 The copiers are sub-standard.
- 160 Often the books that I need are charged out.It is very diifficult to get a copy of the book in a reasonable amount of time.The books arrive,but sometimes too late to be of any help.
- 161 The times at which the department libraries are open at inconvient sometimes.
- 163 I found the new Ilinet system a pain to learn a couple of years ago and, instead, just have my librarians do it for me.
- 165 Nothing.
- 166 Repeatedly receiving incorrect items for Interlibrary loan requests which increases request fulfillment time to 9+ weeks. Frequently requested items arrive weeks after need date and are no longer relevant to work.
- 167 Close early on Saturday. Collection at ACE lib. is not that good. Too many libraries, too.
- 169 Sometimes do not have the journals I would like to see.
- 170 sometimes hard to find location
- 172 The overwhelming complexity and the "flux" rate change.
- 173 it is very difficult to find books because of the reshelfing, and there are not enough journals that are kept updated.

*Wednesday, June 14, 2000*

*Page 5 of 174*

***Record\_id Q\_4\_2***

- 174 The Rare Materials Library needs to be open later than 5:00. I can't get there after work and have classes in the morning.
- 177 new books are not enough
- 181 it's very stuffy in the stacks - need better ventilation
- 182 The people who work in the chemistry library are rude and less than helpful.
- 175 Problems with accessing the main collection because of horrible stacks design, improper shelving and material deterioration.
- 178 I do not like the fact that you cannot get a lot of things through the computer. You can look them up online, but to actually get the documents you have to physically go down to the library.
- 180 Often my interlibrary loan requests do not transmit through the computer. I don't know why this is.

- 183 The people who work in the chemistry library are rude and less than helpful.
- 184 need more architecture books
- 185 The strange hours on the weekends...
- 186 Online catalog seems to be a bit hit-and-miss regarding multiple copies of the same title, ie the same book being listed under different titles and not being linked together.
- 188 The online catalog doesn't do multiple level searches.
- 189 I like to check my e-mail while working on projects. There are very few computers at the music library to check e-mail, and waiying in line is a waiost of time. I think it would also be easier for elderly and handicapped to access to the second floor music library if there were a handier elevator.
- 191 The surly, uncooperative, clerks which lamentably occupy the chemistry library. I'm glad that most everything is online now so that I never have to go over there in person and be forced to interact with them. Occupy is a good word because I have never seen either of them do any actual work.
- 192 Having to go to 2 or 3 different libraries to get journals.
- 195 Having to go to so many different locations to get the material I need
- 196 The random journals or magazines that have been allowed to lapse in subscription while smaller libraries like Governor's State (etc.) maintain current subscriptions.
- 198 I don't like how dispersed across campus many of the libraries are.
- 199 That I'll be leaving town in near future.
- 201 It takes long time sometime to loan materials from other schools
- 203 Hours of operation are too short.
- 205 I don't like that this university does not use the library of Congress shelving system. A number of journals (that I happen to need) were cancelled in the past.
- 206 study spaces should be more separated from each other. there's too much noise occasionally. reshelving is sometimes inaccurate.
- 207 no
- 208 some libraries are cramped, like the women studies library

*Wednesday, June 14, 2000*

*Page 6 of 174*

***Record\_id Q\_4\_2***

- 211 Lack of up to date computing and software books
- 216 Need more hours during non-session times: holidays, summer, Friday nights (later hours), during inter-sessions.
- 217 N/A
- 218 I really have not used it much this semester.
- 219 I am kind of confused on exactly how to access information that isnt located in magazines or newspapers, and even with those, I am still a little confused; I think that there should be instructions on how to operated the library through the web.
- 209 The library needs to have longer hours (open earlier on weekends) and they should not interrupt studying every 10 minutes for an hour and a half before closing time forcing students out half an hour before closing (undergrad) the main library should stay open later. also, many of the books available are out of date. The library should focus on getting newer materials.
- 214 none, it's fine.
- 220 It is huge and sometimes locating something can become quite difficult. Maybe larger maps at prime

locations

- 222 Umm, the fact that there is no food or drinks allowed. It is understandable, but sometimes you just want a beverage while you are studying.
- 224 Some library staff are quite rude (circulation desk!)but most of them are awesome.
- 226 can be too many books to find the ones I want.
- 227 I don't like the underground walkway between the graduate library and the undergrad library. There is a funny smell from the vending machines.
- 228 The inability to check out the Merck index on CD-Rom and not being able to get to read books and handouts on-line
- 229 dreary atmosphere in the undergrad
- 232 I had difficulty using the moving shelves in the western sections of the stacks.
- 233 Lack of availability of articles from online journals.
- 234 The hours
- 235 I can hardly ever find a book that is relevant. There is an amazing amount of books, but not a one on something I'm looking for. For example, I'm trying to find a book on the small speaker parameters for finding the frequency response of a loud speaker, and I can't find a book that even mentions these formulas in the entire Inspec database!
- 236 Hard to get to the material that you actually want. Have to wait a million years to get things from the stacks or have to run across campus to different libraries trying to find things.
- 237 It's very very large.
- 238 takes too long to get books from stacks. Finding periodicals is not easy.
- 239 Sometimes books are missing and the librarians and computers don't know it, or pages are missing (not really anyone's fault, though).
- 240 I think it sucks that everything is all spread out. It just gets me angry some times. Its like..I want the book now, and then I find out its somewhere else on campus. Can't they just build a big building and put all the books in there? the library being spread out is a major draw back.

*Wednesday, June 14, 2000*

*Page 7 of 174*

*Record\_id Q\_4\_2*

- 242 I don't like how it is difficult to browse, and how all of the libraries are scattered all over campus in hard to find places.
- 245 Finding articles can be hard, there should be a better way to search electronically. I would have liked to have gotten a tour/demo on how to use the library at the beginning of the year so I wouldn't be so intimidated by all the big scary information it holds.
- 249 shelving of books should be more efficient and the accuracy in being able to locate the books in the designated shelves.
- 250 It's so big and too overwhelming! Checking out a book can be such a hassle b/c there are libraries scattered all over campus.
- 254 Hard to find what I want using computer. (journals)
- 255 older issues of journals and MRS Proceedings are often not available because somebody has checked them out over a long period
- 247 It is very frustrating how sources are practically scattered all over campus—the rush of coming to and fro from one location to another. There are also ambiguities as to how, what, where, why, etc., on access to certain materials.

- 251 Availability. I've visited several other major colleges across the United States -- they invariably have at least one "main" library center that is open 24/7, or at the very least, it is open late into the night, say 3:00 or 4:00 AM. I know full-time service is expensive, but what I imagine is holding "normal business hours" as usual, then keeping the doors open with a skeleton staff, i.e. not every library service need be available during the night, but students can still get access to the basics, i.e. book checkouts.
- 257 Lack of consultants
- 259 Employees often have loud personal conversations as though they worked in a business office and not a library.
- 260 Most of the sources (especially books) I find are so old...five to 10 years old.
- 262 operating hours
- 263 crowded computers  
study areas  
photocopy machines!  
photocopy machines!  
photocopy machines!  
access to data on cd's (commerce library)
- 264 The distance it is from where I live.
- 265 Its scary, sometimes I think there are monsters in there
- 266 -Insufficient (at any hour of the day or night) number of reference librarians  
-Forced to trek to remote locations to pick up books in departmental libraries  
-Extremely inefficient, frustrating and confusing online catalog  
-Outdated books, in some categories there are NO up-to-date books
- 268 the 30 minute wait for books at the main stacks
- 269 nothing
- 270 Towards the end of the year, light bulbs are burnt out at Grainger Library study areas. They're not replaced in time. Secondly, the washrooms are not maintained properly during finals time.

*Wednesday, June 14, 2000*

*Page 8 of 174*

**Record\_id Q\_4\_2**

- 279 The library needs to have more resources for students. More computers is a must, and ones that are new and work. The computers on the first floor of Grainger on the east side of the building are horrible. Half of them rarely work. Group study rooms are a must.
- 280 The department libraries make it harder to get all the books I need. I had to go to 4 different locations for just six books for my research paper.
- 282 Some librarians in some of the departmental libraries really don't have much of a clue as to what is available and where it is available in the library. Also I don't feel there are enough computers in the libraries.
- 283 The check out system for books is complicated, or just not explained to new students. I am a junior and still don't know all the procedures
- 286 The slow service
- 288 Lack of online content.
- 290 Sometimes the study areas can be rather crowded, so group study can be more difficult.
- 293 security issues. you cannot go to the library alone unless you want your stuff stolen.
- 299 waiting time at the main stacks is too long
- 300 Fines.



- 284 I don't believe that there is anything that you can do about it, but since the Library is so huge, sometimes I have to do a lot of Library "jumping" when searching for reference materials, ie, one book is the commerce lib, while another at education lib, while another at the undergrad, while a fourth at grainger.
- 291 It's annoying that there are times I need to go to more than one library to get the subject related info I need. For example- I had to go to the chem library, physics, and Grainger to find books on one topic in my field- they seemed scattered. I also don't like how the copiers don't take dollar bills- that may seem silly, but I don't always have all the change on me when I need to make copies last minute. The least they can do is have a change machine for those instances- especially when my copy card is about to run out too and all I have is dollar bills on me.
- 295 the collections - most of the time, the journal article or conference proceedings I am looking for is not at this library and must be ordered through interlibrary loan. I don't understand how the collections have managed to get such a good reputation - I guess my interests don't match the usual.
- 296 Our Library has been very slow switching to a web-based system.
- Some parts of the library has been poorly managed. In some cases, such as the Asian Library, this has been to such an extent that patrons like me have found those parts unfriendly and unwelcoming. I would have used the Asian Library a lot more if the environment in that library would have been more friendly.
- 301 need to apply for stack pass
- 302 the residence hall libraries need to be immensely enlarged
- 303 I don't like the noise level on second floor of Undergrad.
- 304 Does not remain open 24 hours a day, 7 days a week
- 306 The inability to know where to go when in need of something specific
- 308 Sometimes it takes too long from charging a book to get it held.
- 310 n/a

*Wednesday, June 14, 2000*

*Page 9 of 174*

*Record\_id Q\_4\_2*

- 312 the fact that all the materials are separated.. sometimes in weird ways.. such as that more biological things might be found in the chemistry library, and vice versa.
- 313 often inaccurate correspondence between shelves and book status on the computer
- 316 Though the vastness of the library is great, it has a small draw back: Many times students are not given the opportunity to actually browse through shelves of books to pick the books themselves. We must rather pick books from the computer and wait approx. 30 min. to see if we even want to use them.
- 317 Crowded at times, concerned about safety of my belongings.
- 318 Long delivery time when you want the materials to be delivered in your campus mailbox. I had to always specify Grainger, and go and pick the material there. It was much faster. I do not know why!!!
- 319 Since the school is so large and the library's book collection is so large it is sometimes hard to search for books without getting a long list of things you didn't want. Maybe some kind of program to help refine searches other than the advanced search tool.
- 320 No food policy.
- 322 loud radiators :c)
- 326 The resident hall libraries.
- 329 Fines on reserve books should not be posted automatically but by the Library personnel. It's unfair to get a fine for being couple minutes late, especially whe nobody else is in need of the specific book.

- 331 Sometimes the hours aren't very convenient, and there aren't enough computers. Some of the books are also not in the best shape. A few of the libraries don't have enough tables.
- 321 Not knowing how to find materials because it's my first time using that particular source. There should be an instruction guide that tells you how to use every source, in simple directions, not with 10 pages. Also, the undergrad should be more quiet, people should stop talking so loudly!
- 323 Not opened late enough—there should be at least one library, preferably undergrad, open 24 hours!!!!!!!!!!!!!!!!!!!!!! This is necessary at an institution of education such as U of I! Also, more training in how to use the library. As a freshman, this is very confusing. Training should be included in orientation.
- 325 the online book system requires an explanation in how to use it. there is no handy guide to it while in the lab. in order to use this one must ask a librarian what everything means. for example call numbers are not just call numbers, they also determine what library to look in, however, if one is at the undergraduate library, how would one know that they are looking for books all across campus by sitting down at an online card catalog in the building.
- 328 I think there are some staff members that are not very helpful and rather grumpy. They kind of intimidate me which makes me not want to ask for help.
- 332 nothing really, except it gets crowded sometimes
- 333 I think it would be best if it were open 24-7, but I understand that would be very difficult.
- 334 Safety, theft
- 336 a lot of the time, it's hard to find a desk to sit at where i can work by myself with no distractions.
- 337 Many journals of importance are not subscribed too.  
The engineering book collection is not satisfactory.

*Wednesday, June 14, 2000*

*Page 10 of 174*

*Record\_id Q\_4\_2*

- 338 The accessibility to this amazing collection is decidedly worse than my undergrad library, which had about 1/3 the resources. If something is not on the shelf in the main stacks yet listed as "available" in the online catalog, I basically have to give up on it for my research. Additionally, at my undergrad library, ILL articles took about a week to arrive—here they take a month. The library depends too much on the strength of its own collection, making often necessary alternative access to materials prohibitively time consuming. While the Ilnet is great for books, if a journal volume is not on the shelf, missing, at the bindery, etc., then I simply can't use any articles from it for my research, for it takes way too long to get them. The vast collection here is useless if the material can't be found and no alternatives are offered.
- 340 Everything was fine, nothing that I didn't like.
- 341 I'm not always sure how to get the most out of these resources.
- 344 some books or journals wanted are not in the local library.
- 346 locations of books. Unsafety in main stacks. difficult to find books or article (not readily accessible)
- 348 i hate the fines. i hate the fact that if i go to pay my fine then some RUDE girl at the desk will tell me she can't take my dollar bill and give me change back for a \$.50 when i just want to pay my fine. i feel like this is a plot the university has to take more of my money (that i don't have) by tacking on some ten dollar fine because i didn't have correct change to go pay my fine on time.
- 349 i dont like how hard it is to find relevant articles for a particular research topic. i wish libraries were open longer.
- 352 how long it takes to retrieve books from stacks....

- 353 Lack of sources
- 354 Some materials hard to find.  
Or at other locations.
- 355 Lack of online journal articles
- 356 The announcements.
- 359 There should be more rooms for study group.
- 360 No
- 363 I would like to connect to the internet with my laptop. However there are a few places to plug in my cable. I would like you to increase plug numbers
- 361 The library has repeatedly lost books that I have returned, and I have been forced to waste time either complaining or locating them myself.
- 365 inability to gain access to the library website and databases during peak hours.
- 366 Crowded.
- 367 Libraries are scattered across campus.
- 369 The reserve files. I always go to get class files, but they are always lost or checked out
- 370 The initiation process. The library system is difficult to understand at first because as a new student, no information is given regarding how to use it.
- 371 Overcrowding of Grainger Engineering library during finals weeks, largely due to non-engineering majors.

*Wednesday, June 14, 2000*

*Page 11 of 174*

***Record\_id Q\_4\_2***

- 373 the lack of group study rooms/areas. Grainger gets filled up too easy. The hours of most of the libraries are horrible minus undergrad. the Staff at NEwspaper collections need to be better instructed on how to locate particular articles.
- 374 Ummmmmm.... the labyrinth that is the main library?
- 375 The computer searches are not easy to use and not explained as to what type of document is in the database searched, as shown on a card in a card catalog.
- 377 none
- 378 on-line services
- 379 The lack of early weekend hours and also lack of obscure journals that smaller schools have.
- 380 If all your places were open 24 hours that would be nice. Other than that, I can't really complain.
- 381 I don't like the hours of specialized libraries, need to be open perhaps an hour later. Also, I spend most of my time getting class documents at the Chem library & I hate filling out the name & numbers when there are computers right next to it that could scan them in.
- 383 the online catalog is too hard to figure out, as well as the search engines
- 384 Inconvenient location to Classics library.
- 385 helpfulness of employees
- 386 There are many small libraries within the library. Sometimes it is really difficult to find and gather all materials you need. For instance, one journal or book is in education lib, the other (even they are related to same subject) is in history lib.
- 387 all the different separate libraries, so you have to go to many different locations
- 388 This is probably irrelevant, but often when I try to study at a UIUC library, I find the ambient

temperature to be uncomfortable. I've experienced this at the undergrad and the law library.

- 389 I would like more materials to be on-line. Part of it is a personal safety issue, as I would rather work from home than go back to campus at night. I am also concerned about the deterioration of the collection in terms of aging and budget cuts/
- 391 Lack of interface.
- 392 web interface
- 396 Number of copies of standard textbooks or reference materials are too less. Once somebody issues them, keeps indefinitely, so cannot be referenced immediately.
- 398 Too many libraries. Can't get the books I need.
- 399 TOO BIG!! I have to go to stacks to reserves back to stacks. I am so confused and intimidated if I need to find information at the library
- 403 However, I was much more productive using the old Telnet interface. The request-based nature of the web and the difficulty with which state can be stored over HTTP make the new interface less interactive and responsive.
- 401 The terrible new system that's replaced the previous one -- the search system is irritating ( and often useless); the inability to renew certain materials on-line is frustrating; the fines that accrue are unfair; the additional steps in requesting materials from the stacks (in person) are inefficient. The entire new system is markedly worse than the old one! The old cards where one could easily see if an item was overdue or recalled was very convenient.

*Wednesday, June 14, 2000*

*Page 12 of 174*

***Record\_id Q\_4\_2***

- 404 No online tutorial
- 408 Collection decimated - we have been spending money on everything except the most important thing -archival books and journals. What good is a library if you do not have up to date books and journals?
- What is going to happen in 20 years when most of your collection is 30 years old or more.
- 411 The limited number of scanners and monitors available for the visually impaired outside of the undergrad library. I also do not appreciate the rude people at the key checkout site at the undergrad. I also feel the 2 hour limit on the visual accomodation rooms/closets is ridiculous when you consider the length of time it takes to scan information into the computer and then have the computer read it to you.
- 412 I wish the hours in the law library were increased more during finals. We have final exams for 2 weeks, rather than one week like the under-grads. It would be nice to see increased hours the week prior to the increased hours seen the following weeks for undergrads.
- 413 Closed during holidays
- 418 I use the webpage a lot. From it, it is sometimes hard to tell where I can find certain materials in the library.
- 419 With a few exceptions, the library facilities are not inviting places in which to work.
- 420 Library inaccessible over the weekend, between semesters.
- 421 The current online catalogue has no simple title&author search.
- Slow, web-form, searching of bibliographic databases.  
(I mostly use INSPEC)
- The fact that important print journals have been cancelled.
- 422 I do a lot of research and I am exasperated in the stacks a lot when the computers says a book is available and I get to the stacks and the book isn't there or there is a big heap of books on the floor or the books are all out of order in the section I'm looking at. Also. The east stacks are sometimes

quite frightening alone. Some of them are so dark and remote. I often wonder if anyone would hear me if I screamed.

- 424 I've had several instances in 2 years here, where materials I've returned have not been charged back in, and I've received fine notices....I've gone to the stacks myself and found the items I returned. One of these happened while i was at home (out of state) for the summer. Quite frustrating. Also, I find that while the - for example, scores - while there may be multiple copies of a given work by a composer, another work that is "not" obscure isn't owned by the library. I'd rather see perhaps fewer copies of some things, and more variety. I realize the library can't own everything that's ever been published, as I mentioned, I'm speaking of works that are not at all obscure. Also, either the recording library is not as complete as it could be, or the cataloging is lacking;
- 428 Have not used it extensively enough to find anything particularly unfavorable.
- 430 There's only one copy machine on the lower level of the chemistry library. I get the impression that new book acquisition has been sacrificed so that more administration buildings can be built.
- 431 That the employees are not very friendly and the library is not very user friendly.
- 433 Need continued focus on improving collections, not just maintaining them.
- 434 Cigarette refuse on south side of Grainger. Need more recepticals.
- 435 parking is terrible everywhere
- 436 Non-integrity of search engines, which make me go through different sources in order to find an item.

*Wednesday, June 14, 2000*

*Page 13 of 174*

*Record\_id Q\_4\_2*

- 437 there are a lot of libraries that i don't go to since i cannot park.  
i mostly go to the law library only because i can park there easily.  
is it impossible to have the day's newspapers??? they are always 3 days behind-- so frustrating
- 438 Need better access to on-line services from non-UIUC domains (by this I mean uiuc.edu)
- 442 nothing
- 443 it is difficult to track/find items at times, especially when looking for recordings a musical pieces that are part of collections (series of works)
- 444 when I'm looking for a book and it has been stolen
- 446 The size of this library system can be a bit overwhelming to a beginner .
- 448 The Copy machines being out of paper and the uncourteous nature of the people who work the reserves desk
- 449 I'm very happy with the libraries, but of course I would love to be able to find every book and journal I ever search for -- keep building your collections! Also, I think it's great to have departmental and special subject libraries -- this can really speed research in special subjects; however, having said libraries scattered all over the campus is extremely inconvenient and nearly defeats any advantage gained from having the special library in the first place.
- 450 Nothing so far
- 452 In contrast to what I like most, I am also amazed at the resources I am unable to locate. I have often found that the government documents I have needed were once available and now are missing. I am assuming that someone borrowed them for research and never returned them, but I would have supposed that the Library would eventually have replaced them.
- 454 Selections of journal subscriptions. I need things from journals that rank low on citation index (etc) and have trouble getting these.
- 455 reserved materials have limited borrowing hours.

- 456 The dreadful electronic catalog, and the fact that a shelf read hasn't been done (at least in the Music Library) for over ten years!!! There are far too many times when I'm told that an item is "missing," when it was only misshelved nine years ago and has yet to be rediscovered!
- 457 The different hours for each library.
- 458 Sometimes it's difficult to find which sub-library a work is in. Then requesting it or going over there is a little inconvenient.
- 460 Since most students study past midnight, I think that the library hours should be extended to give students a quiet place to study. A quiet place to study is hard to find outside of the library.
- 461 On line catalog
- 462 The 34 day grace period before fines start accumulating. Why assign a due date if the overdue material has another month to return to the library? It's inconvenient to the students who might need this material.
- 463 Staff is annoyed by small questions and distracted in the work place
- 465 The lack of knowledge of student staff, the lack of laser printers in libraries.
- 466 The electronic catalog is the pits.
- 467 library hours. I miss my older days at MIT where the Haydon Science Library only closed from Saturday 8 to 12 PM per week.

*Wednesday, June 14, 2000*

*Page 14 of 174*

**Record\_id Q\_4\_2**

- 469 Wish the libraries as a whole were open more, but that's not a big deal. That's due more to my odd sleeping habits. If you can make the online library materials ALOT better, then library hours will no longer matter.
- 470 No automatic renewal of books for faculty when there is no recall
- 471 Reshelving. One out of 2 books that I return is not reshelved properly or removed from my account. I always have to call when I get a fine/notice to have them find it or go to the library in person and find it. I think the shelvers do a careless job. I just had to call last week to the stacks library to have them search a book that I had returned a month ago to the stacks library book-drop. They found it after an hour and removed the \$10.00 fine from my account. This situation is very stressful everytime thinking that will get a notice even when you return the book. The only thing that libraries are good at is sending fines quickly while doing a lousy job of proper reshelving.
- 472 The OPAC
- 473 somewhat difficult to search
- 476 Very high fines for off campus books.
- 477 I do not like the inconvenient hours of the libraries, especially regarding the weekends, when it closes very early on Fridays and opens very late on Sundays.
- 479 The library does not really provide a quiet place to go study. The places that are supposed to be quiet never are, and never are policed for quietness.
- 480 Sometimes difficult to find the info i want (mostly when looking for journal articles)
- 481 Grainger opens way too late on sundays, sunday should be like any other day of the week
- 482 The fact that a substantial percentage of foreign law books, particularly Russian law books are placed in the main library, thus splitting an excellent Russian law collection into two virtually unusable law collections.
- 484 the law library is not open early enough. Many times classes start at 8 - it would be nice to have the library open earlier.

- 487 old
- 488 Some articles are missing out of the magazines
- 489 Keep up the good work.
- 490 I would appreciate the system more if there was more of a web base. Also, many of the computers in the libraries lack the software that many of my classes demand. I also found the printing card system to be a hassle. I could not print at certain places unless I had put money on my I-Card at the Illini Union. There are many ways to make printing easier to work with, and I hope to see improvements in the future.
- 491 Being unable to access a resource due to computer problems or poor shelving.
- 494 The amount of the campus over which the information is spread through departmental and other library subbranches.
- 516 I would like it if some of the libraries were open later than 9AM-5PM.
- 492 In the Susan Stout library, the copy machines are completely inadequate for the amount of copying that needs to be done. Everyone is copying 30+ page journal articles, and the 2 machines -- one coin-operated, one with a grant code -- are still single-page copiers.

*Wednesday, June 14, 2000*

*Page 15 of 174*

[Record\\_id Q\\_4\\_2](#)

- 493 I don't like the hours, I think that they should be extended and I also do not like the way the Catalogs can be accessed, I found them less user friendly. I also do not like the way beginning students are a bit uninformed about the Library and its many uses, research, studying and what not.
- 503 Some of the libraries are cramped, hot, undesirable places to stay for a long period of time. ie, the ACES and Chemistry library I've found to be unpleasant.
- 504 I don't like the way that they train or inform people about illinet online. no one wants to come to an extra seminar and not enough people go to the library to read the little handouts that are by the computers.
- 507 I cannot take tapes home for a week from the audio collection. That is ridiculous, and I have protested, but to no avail. I bet if you check the circulation records, you will find they are hardly used at all. Great lectures. Great talks. All sitting there unused because we cannot take them out to listen to in our cars or at home. It's stupid.
- 513 I attended several information sessions on use of various search programs etc when I first started my program of study. As an older student who was not computer oriented, I found it very difficult to keep up with all the changes made in the system (Illinet, book catalogs in satellite libraries). Especially in libraries that I used infrequently. Usually could not find things on my own but had to have help using the computer systems.
- 517 Having to dig through tons of paper materials in order to find articles/papers that are not indexed electronically.
- 518 I wish the Art& Architecture Library had a real quiet study area. It is a wonderful and very friendly place to browse for books and talk to students, but there isn't a convenient, nice, motivating individual study area. I usually go to Grainger to read, but lately I have not felt safe there (thefts of books and other belongings)
- 521 There are not enough MIS related journals in the Commerce Library...Most are in Grainger or are not subscribed to.
- 522 I least like those occasions when I find things shelved incorrectly, or not at all.
- 524 Some collestion areas are quite lacking
- 525 Groups can be very loud!

- 527 I dislike the fact that the hours of operation are so limited, especially with the Biology library. While I understand that money is limited for journal purchase, it would be nice if the journals could all be stored in one place so that when looking for articles I can maximize my efficiency by not running all over campus.
- 532 So scattered around campus.
- 534 Sometimes it's hard to FIND what you need, because there is SO MUCH available.
- 540 Rain or snow between my building and the library.
- 541 construction around it.
- 542 I don't understand why students cannot bring drinks into the libraries.
- 543 the stacks
- 529 As a graduate student I want access to my library whenever it is open. Even though the library is open the building may not be and the keys were taken away. This was very unfair!!!!!!
- 536 I really don't like how far away it is from my dorm. I would love to use the library at night, but it's too far away to walk by myself and I usually can't get a buddy to go with me. I also don't like the way the stacks work in the Graduate library. I waited 45 minutes one day because someone regretted to inform me that the particular book I was looking for could not be found. It really wasted my time.

*Wednesday, June 14, 2000*

*Page 16 of 174*

*Record\_id Q\_4\_2*

- 539 The unreliability of getting books from other libraries OUTSIDE the ILLINET (direct access) database of libraries. Very often, I get a note saying that the order could not be filled after weeks of waiting.
- 544 The only thing that I really don't like is the fact that there is no change machine in the chemistry library.
- 545 I and my cohorts are often looking for children's books, and inevitably, the books we find in our search that are in the library according to the computer cannot be found in the S collection or stacks at education library. They are so often mysteriously lost. The education library employs too many students who don't know what is going on. It needs more librarians who know about the library and ed. materials, the librarians who are there know a lot and are helpful, but are few and hard to find.
- 546 Not all subject collections are up-to-date with latest books. (Experience limited to Computer Science section at Grainger)
- 547 \*facilities are good but it is really old !! sometimes its really spooky going into the rather dimly lited areas in the stacks. would like to see more lighting and to do away with the yellow lighting in the stacks.  
\*have more terminals and free laser printers where people would bring their own paper to print  
\*i sometimes wish that the media resource library at the ugi were more updated with good materials that i can use for my class. the materials there are pretty dated too.
- 549 The fact that there is so much information can make it very frustrating to try and locate it within the system.
- 553 Open hours
- 554 I sometimes find it difficult to find books in the stacks because they haven't been reshelfed and the holding area is too messy.
- 555 Loan periods are very long. Specially if there is just one copy of the book available.
- 556 you don't have enough specialized journals
- 557 Often, requests for books in the Main stacks come back empty. The book shows up as "available" when doing a search through Telnet, but the runner is unable to find the book in its proper place.
- 558 My only primary complaint is that, despite the library's size, I continually seem to have to order books from other libraries. I would like to see the library carry more books, and I think it's humorous that



this is not listed as an option for future focus for the library in section 3.1 above. My minor complaint is that the Carrel system seems a bit haphazard and not well structured.

- 559 Unable to take journals out, even for a few hours, and so I have to use the copying machines inside the library. However, the quality may not be so good. In fact, I waste a few sheets of paper everytime I use those copying machines.
- 560 One can be overwhelmed by the size of the libraries.
- 561 Availability of current journals and copy card system
- 563 The hours on Sunday. I work the most in the mornings on weekends and I don't like not being able to go until one o'clock in the afternoon.
- 569 My only complaint is the early closing hours.
- 562 sometimes requests for book deliveries via campus mail are not serviced promptly.
- parking by the main library is not readily available.
- 571 I have found that the books and resources in the undergraduate library are fairly limited, and do not allow for a variety of sources when working on projects.
- 572 awful copy machines; shrinking/enlargement features don't work; not enough

*Wednesday, June 14, 2000*

*Page 17 of 174*

***Record\_id Q\_4\_2***

- 573 Library frequently lacks desired books.  
Copying costs too high.  
Distribution of info. on how to request special services could be better and some library staff members are not courteous, especially if one does not know protocol for special services (requesting interlibrary loan).
- 574 I found it impossible to ever see any course reserves.
- 576 (Presumably due to budget constraints), many mainstream biological journals have either been discontinued or were never even collected.
- 577 the need to relearn how to access the collection electronically every other time i wish to do so (overstatement)
- 578 Graduate students are allowed to keep books so long, and even the recall time period is too long to make a book available when an undergraduate student needs it. Also the search feature on the computer needs to be updated badly.
- 579 Limited hours and reference librarian help at Grainger on evenings/weekends. TelNet version of ILLINET on-line catalogue, which is the only one I can use because the web-interface servers are always too busy.
- 581 It is often quite loud at times. I wish the library could be quieter than it is. Sometimes, it is hard to study with all the noise going on around me.
- 583 Limited opening hours  
poor quality copying machines in some libraries  
some library assistants not courteous
- 584 But, it is not particularly comfortable, in terms of atmosphere, seating, carrels, desks, etc.
- 586 Understanding that there needs to be security for the library collection, I would like to see less paperwork for undergraduates in accessing the collection. Particularly stacks access. Take into consideration the graduate units that an undergrad might be taking. I would be happy to discuss this in more detail with someone if they would contact me. kmccand@uiuc.edu
- 587 Difficulty in finding materials manually.
- 588 I have found that it can take up to a month for items to be reshelved in the stacks. This is incredibly

inconvenient, and has resulted in numerous false notifications of lost material.

- 589 Longer hours
- 592 1) the historical musical instrument collections (Sousa et al) are seriously neglected (underfunded/understaffed) to the extent that this valuable resource is deteriorating while few are even aware of its existence.  
2) it takes too long to get a private study carrel (over a year!)  
3) not enough computers to access the catalogues during "prime time" in the music library
- 593 If I have a question, I feel like I have to talk to at least two people before someone understands what I'm asking for.
- 598 It's not easy to use. I get intimidated that I never do my research there. I know we have a large library, but it's not very friendly.
- 600 I do not like it that there are very few new books and the books are very hard to find.
- 602 Hard to find a spot or find things at times

*Wednesday, June 14, 2000*

*Page 18 of 174*

*Record\_id Q\_4\_2*

- 595 In the stacks the shelves are sometimes a mess. I think that this library needs to make it more clear to students that they should not take a book out of a shelf and then leave in another area of the stacks, I believe that many books get lost or misplaced this way. In the stacks as well as other areas of the main library have poor lighting and no apparent safety measures at night, there should be alarms or video cameras.
- 599 The archaic system for searching for journals via the web!!!
- 601 Many books missing. No consistent recall notices. Sometimes I will get a card saying this is the third notice when I haven't even received the first!
- 603 There is nowhere to read comfortably. My undergrad library at Oberlin college had really great couch and chair reading areas which made the library more than a warehouse for books. You could actually read there. The carrels are not conducive to reading.
- 2nd--The Art Library is terrible. The contemporary collection dreadful, and the care of the books, worse!
- 605 I don't like how some material is found across campus and not in libraries with similar information (but I don't think this is a fault of the system).
- 607 Closing early on Fridays and weekends, having limited hours over vacation. Vacations are when I'm most likely to be trying to do my own research and yet that's when libraries have limited hours--ditto for weekends.  
A minor complaint--copy machines won't reduce.
- 608 Sometimes the noise levels were too loud in the library, and it would help if there was an area where drinks can be allowed while studying because I like to drink a beverage as I read.
- 609 talking and use of noisy laptop computers in the quiet study areas
- 610 Can not think of least like, do miss the formally free xerox copies.
- 611 The back up in stacks after finals.
- 612 Not enough recent computer books.
- 613 Having to "walk" the materials back to the libraries.
- 614 Too far away

- 616 Limited printing capabilities in Commerce. Need group study rooms. Commerce students' education focuses on group/team work; therefore, the library should be able to accomodate such activities.
- 618 often confusing and little staff to ask for direction
- 619 I think you must spend too much money in running so many small libraries around campus. I would rather see that money spent on the collection. Why can't we RETURN books through campus mail???
- 620 Instructors don't have much freedom on how long reserve books may be checked out for. Instead of just having the 2 hour option, perhaps a 24 hour option could be added.
- 623 1)The inability to reshelve books quickly.  
2) The fact that about 20% of the books I return are not handled properly and I am later erroneously given "overdue" notices on them and must come to the library and find them myself. 20%!!!  
3) The fact the Illinet OnLine has made searches more difficult.
- 624 There are many books that are missing, but that are not being replaced.
- 625 I was looking for a video in the undergraduate library, and the one I wanted was only available on DVD (not VHS), which was a problem because the classrooms I teach in (I wanted to use the video for a class) don't have DVD players.

*Wednesday, June 14, 2000*

*Page 19 of 174*

[Record\\_id Q\\_4\\_2](#)

- 627 often trying to find books is like going on a wild goose chase.
- 629 There are not enough laptop (working) hookups and not enough printers available.
- 626 The daytime staff in Chem Library (Not Tina, she's great).
- 628 I don't like that many times I may find articles I need and realize that they are located in three different libraries in different locations.
- 630 The lack of open hours during school breaks/summer
- 631 Libraries on campus do not have uniform hours of operation. The departmental libraries close much earlier than the main and undergraduate libraries.
- 635 The web site.
- 637 I really hate going to the periodicals to find a specific magazine and finding out that it has been sent off for binding, right in the middle of the semester, and won't be back until the end of may. This is really dumb. I will have no use for the magazine when I'm not in school, so get them bound over the summer instead of during the semester.
- 639 Damaged material
- 640 INTERLIBRARY LOAN
- 642 Theft problems, many times the reference librarians weren't available.
- 644 I have been kept waiting on many occasions by the circulation staff at the main bookstacks. I have learned that I have to plan on an extra 15 minutes to check out materials on my way out of the stacks, even if I am the only person in line. While many of the librarians there are helpful and efficient, a couple of the librarians are consistently unfriendly and occasionally rude.
- 645 On the other hand there are so many libraries that it requires a lot of time just going library to library to find the material. Also the hours for some of the smaller libraries (ie. 4th floor libraries at the Graduate Library) are at times inconvenient.
- 649 Printed copies of those Journals of interest to me (Cardiovascular related) are located at 3 different libraries and very few are available at the Vet Med library. This sucks.
- 651 The difficulty of finding some of the materials. In many cases, items which a bibliography search might come up with cannot be found easily using the online book search

- 652 Library Gateway webpage. It's confusing.
- 653 Journals can not be checked out.
- 656 none
- 657 Limited hours--the library closes Saturday evenings and before midnight, that's not appropriate
- 659 Sadly, too many "snagged" books that are not replaced. Post-1975 books often need to be accessed thru inter-library loan.
- 663 It's hours on Friday. (I'm Friday's only.)
- 668 The sorry state of Illinet.
- 669 As with most libraries, the U of I library system doesn't always have the very newest books and resources. It takes a year or two to catch up.
- 672 I hate the online catalog

*Wednesday, June 14, 2000*

*Page 20 of 174*

**Record\_id Q\_4\_2**

- 673 limitations in Arabic collection and low priority given to it. it is incomplete, incompletely catalogued, and I never can rely on it! Lack of interested staff in Asian library - Arabic seems the lowest priority.
- 674 Often the Telnet searches are repetitive in the information they provide.
- 661 I dislike the ILLINET database. It is one of the worst I have ever used. Many times I have searched for books I know the library has, but because I don't know the key word the search engine prefers, cannot find that book. I used to go through Melvyl, at UC Davis, to find books here.
- 662 The selection of magazines is terrible. And why is everything in an actual hard copy--get microfische, it's so much easier to use. I went to high school near NIU so I'm used to doing my research at their library It is so much easier to use.
- 664 The fact that Grainger is used as a dining hall. The people who plan these events don't care about the students. On several occasions, I have been forced to leave the second floor of Grainger so some "important" people can have a social hour. This has even takes place during finals week. The second floor of Grainger is the best and most productive study area on campus. When they have their parties, the entire 2nd floor is made worthless. I've been told in the past that I could study on one of the side rooms, but the noise carries and makes it very hard to concentrate.
- 665 The Telnet interface. Another program needs to be written and installed--perhaps one that can be downloaded from the library's website so students can have it on their own computers. The web-based interface is confusing and doesn't work very well.
- 676 I think the hours are way too short, especially in the departmental libraries. For example, I think the ALS library should be open until at least midnight every night (except maybe Friday and Saturday).
- 679 The difficulty in finding certain rare subjects.
- 680 I don't like how undergraduate students can't access the graduate library if they wanted to.
- 681 Again, there are a number of inconsistencies that I have noticed over the last two years. I hope that a system can be input/enhanced to avoid these complications and serve library users efficiently.
- 684 fines
- 685 web interface too cumbersome and inflexible, not enough info on the books on the web
- 686 it is not open late enough!
- 687 Sources more difficult to obtain from other campus libraries (aside from undergrad)
- 688 Very occasionally, when I have brought back a book to the library, it was either not checked in properly or was not reshelfed properly--with the result that it was counted lost and I was fined.

- 690 Limited materials.  
Materials available are too old for current research.  
Weekend and after hours are too limited when students catch up with their work. The library needs to stay open till later hours at night.  
No group study rooms, not even one.  
Ancient matrix printers. It takes too long to print references wasting the precious and limited time of researchers.  
Library student workers are not much help when the librarian is not in, all they know is how to check out books.  
The Graduate Library is so first-time user unfriendly. No materials visually and readily available to guide the first-time user.
- 694 There are so many libraries that one can get lost when trying to locate information. Sometimes a student knows what he/she is looking for, but he/she has to ask several different libraries for the information.
- 696 I find myself confused when and don't know where to start when I have a project or paper to work on

*Wednesday, June 14, 2000*

*Page 21 of 174*

*Record\_id Q\_4\_2*

- 699 Tough question- you're doing a good job.  
I guess that the stacks take so long to get a book from.
- 689 The way the library admin does not use the power of the resources they have: People, patrons, faculty, staff, building, computers, collection. This is a structural problem that ruins an otherwise library. The way in the past that technology resources seem to have been given free rein to the programmers, technophiles, and personalities who are not really very socially-adept. I repeat the phrase "you'll get used to it." That is offensive, but seemed to be somewhat of a black-humor statement from staff, since that is what they might have been told by the techies. My opinion, eh?
- 691 The way the library admin does not use the power of the resources they have: People, patrons, faculty, staff, building, computers, collection. This is a structural problem that ruins an otherwise library. The way in the past that technology resources seem to have been given free rein to the programmers, technophiles, and personalities who are not really very socially-adept. I repeat the phrase "you'll get used to it." That is offensive, but seemed to be somewhat of a black-humor statement from staff, since that is what they might have been told by the techies. My opinion, eh?
- 695 the STX get confusing sometimes and it is too hot there, which makes going there painful at times
- 697 I have become very frustrated with the reshelving backlog in Stacks this term. Please get the books on the shelves faster. The books on the floor in many aisles of Stacks are also worrisome.  
These two factors suggest that the library is not paying enough attention to its core print collections. The printed books and journals are what make this library special. Anyone can have good online resources, but the print collection is unique. Please keep it in good order and up to date.
- 698 Need more journals and books in the education and social science library  
Having to go to different libraries to find books that could have been kept in one area.  
Not enough copy machines that take coins.
- 700 Library hours are not always convenient for students.
- 713 The desks and chairs are suitable to people.
- 714 There is never anyone around when you need help looking for a book.
- 716 It takes too long to get interlibrary loan materials. Sometimes when the materials arrive, it's already too late
- 724 But MANY students are intimidated by the size and don't know where to find what they are looking for, so they don't ever bother learning. Maybe even a mandatory seminar for freshman is the idea I am leaning towards cause many students won't do it on their own!

- 726 Because this is such a large system, it can be difficult to track down a document-- especially from a different library.
- 706 difficult. Maybe that I seem to be a different type of student than most others in that I prefer to work on Friday and Saturday evenings and Sunday morning. But I think I should accept the library not to be open at those times.
- 708 Hard chairs for extended use. Not enough conveniently located and lighted work surfaces + chairs in the stacks. I have spent hours combing through turn-of-the-century periodical volumes in the stacks, only to end up stiff-legged, bow-backed and crooked. I need a massage after I get out of there. Not to mention...bring a camel, it's so damn dry. However, I understand the lack of humidity for protection and conservation of the materials.
- 711 when I was looking for information on xenotransplantation, there were very few books on the issue-- maybe 8. out of the 8 I was only able to get 1 because all the rest of the books were either lost, missing, or not shelved yet because they were new books. with the U of I as one of the leading library institutions, shouldn't books be more available to the students?

*Wednesday, June 14, 2000*

*Page 22 of 174*

*Record\_id Q\_4\_2*

- 717 LET US PRINT WITH MONEY! When I'm on deadline the last thing I want to worry about is purchasing one of those printing cards - half the time that machine is out of order. It would be much more convenient to allow students to print with spare change or, like the newspaper archives, with a automatic billing to your student account.
- 718 Difficulty in accessing online journals from home. I do much of my research and reading from my home, which is far from campus. It is sometimes difficult to access online journals such as Science and Nature from an off-campus computer.
- 719 They don't have an easy way of requesting books that aren't at this school. Inter-library loans aren't very clear. The Illinet Online interface needs to explain the process in how to get books in certain areas (e.g. what do I do if a book is in main stacks, is in education stacks, etc).
- 723 What I like the least about the library systems is that to an unknowing freshman, the libraries can be very intimidating and not much time during orientation is spent on educating students on the different capacities of all the libraries on campus.
- 727 Those many, many resources are hard to get. You have to run around campus, its hard to find specific resources, the copy card machines are never working.
- 730 noise level in the undergrad
- 731 I find the online catalog difficult to work with. Also, I am at a total loss regarding how to use the internet to look for articles, and I have not been able to find someone who can help me learn.
- 733 On-line catalog really needs help
- 735 The hours that residence hall libraries are open.
- 738 The use of information technology by the library is positively archaic.
- 739 I think that making copies is too expensive.
- 740 the hours aren't as good as they could be for the smaller library branches.
- 741 computer interface design for accessing the library remotely
- 743 occasional inaccuracies in shelving, not enough computers
- 744 Reserves are difficult to use because the loan period is so short.
- 745 it can be very confusing... where books are located.

- 746 The study areas are underlight, noisy and not very conducive to individual, quiet studying. Also, the computer areas are consistantly understaffed.
- 747 This semester I have ME280, senior design. When searching for literature on our design topic, I was able to find lots of articles through Compendex. However, the University of Illinois discontinued most of the journals several years ago, and we couldn't get any of the more recent articles that we needed. I remember finding 30 good sources from one search; we were only able to get 4 from the University of Illinois.
- 748 Sometimes it's confusing to find some books when they aren't in the undergraduate library.
- 750 :-/, no opinion here
- 751 The student workers in the law library don't know anything about the library beyond the check-out procedures. I know it isn't possible to staff the library at all times with reference librarians, but maybe a little more training would be helpful. Also, closer to finals,(the last month of school) the law library should be open at 9am on weekends, until midnight.

*Wednesday, June 14, 2000*

*Page 23 of 174*

***Record\_id Q\_4\_2***

- 753 I dislike the hours that the libraries are open. I wish that they were open earlier on Sundays and later on Fridays and Saturdays.
- 754 library hours are too short
- 756 Inter library loan services can't even order the right books for me when I give them all the information in advance: and more generally an attitude that they always know more than the scholars they serve.
- 758 Commerce Library building needs improvement. No laptop ports available. No power outlets available either.  
Grainger should have a small cafe to improve service to students working long hours.  
There is no information about how to use the library
- 759 Incorrectly shelved books, and shorter hours than in the past.
- 762 The Undergraduate Library is very noisy and you can't study there. The Commerce Library is too small.
- 763 Having to chase books/journals all over campus.  
Waiting half an hour to get a book from the main stacks.
- 764 Collection is huge, but I'd like it a bit bigger in some interdisciplinary areas :) Example: Planteray Science (Mars, Venus, etc.)  
  
Also some electronic databases return way too many results for simple searches... but that's the fault of the particular databases and not the UIUC library.
- 766 The attitude of librarians. Total lack of enthusiasm and a feeling of being imposed upon to deal with people.
- 767 The library hours!! There needs to be a library that opens 24-7 because students often have differing study schedules. Some study well during the day and some during the night. I don't think there is any library that accomodateds these needs.
- 768 The staff probably needs to be a little more courteous and patient to those not able to everything perfectly.
- 774 waiting for the stacks, but it's a small price to pay for such a great selection of material
- 776 Every time I want a recent journal it is out being bound.
- 781 not enough computers for use
- 785 People playing solitaire, or chatting in chat rooms when I need the computer.....Checking email is fine,

but not the other stuff....

- 786 the chairs are really uncomfortable, at least in commerce.
- 772 Sometimes it is confusing as to which library the book I am looking for is in. And then when I do find what I need, I need to run all over the place to get it.
- 775 The online catalog is kind of a mess. A book may be on the library but it is hard to find, you, have to try if it was entered through the author, the title or even the publisher. This is a problem specially with journals. It's very time consuming.
- 777 As an Education student, I get very frustrated when visiting the Education library's book collection. Both the children's books and the educational adult books are always out of order. The shelves are messy and I often leave the library without finding what I need!

*Wednesday, June 14, 2000*

*Page 24 of 174*

***Record\_id Q\_4\_2***

- 779 the abysmal online catalog and no backup!
- book collection is BAD ... yes, you have millions of books.  
But while a 110 year old journal is useful, even vital, a 30 year old book is frequently getting near worthless
- the Chemistry library needs a TRIPLED or QUADRUPLED book budget, probably same for Grainger
- 784 World's largest library.....sometimes it is very hard to find the information you are looking for.
- 788 trying to find articles is too complicated of a process. no one knows which search engine to use.
- 789 How materials are scattered all over campus at different libraries. It's not possible to put all materials in one library, but if the libraries were closer together, it would make it much easier.
- 790 The hours on sundays. Closing dates throughout the week.
- 791 Somewhat fragmented between departmental libraries but what are you to do when the campus and library itself are so big.
- 792 The collection of journals for mathematics education is pathetic. Even standard trade journals like "Mathematics Teacher" are not available in the Education Library (they're at Uni High School!) There is a lot of human error in the checkout process. I have a book charged to my account indefinitely as a result of such an error.
- 793 Information is very spread out. Some books about the same topic are spread out at more than two libraries.
- 794 difficulty to check out some books
- 798 I do not like the lighting, it makes me feel ill so I hardly ever go but I send research students very very frequently. I did not know about all the computer acces possibilities. Perhaps you should send us faculty e mail addresses to acces these services
- 800
- Sometimes the library is very noisy. Hopefully, students will try to keep it down
- 802 Reserves not allowed out for a long enough time
- 804 i find it difficult to find materials.
- 805 The difficulties students encouter when doing research, it's very hard to find what your looking for in some instances. I also dislike finding out something I need is in the stacks because when I have a



week long project and I have to wait to get the resources from the stacks because I can't go in there, I don't even bother with them.

- 806 The difficulty in finding some of the smaller libraries inside the Graduate library.
- 812 Undergrade Library too noisy
- 808 - I had to order materials from other schools via the web and I wished I had found out how to track these orders or even confirm that I entered all the right fields properly.  
(also, some microfiche printers are not the best)
- 809 it's very difficult to find online information about the libraries.
- 811 The inter-library loan system is inefficient. While I love the libraries web resources, an important thing lacking is the tracking of my request for loan articles through inter-library loan.

*Wednesday, June 14, 2000*

*Page 25 of 174*

*Record\_id Q\_4\_2*

- 814 THE SEARCHING ABILITY. THERE ARE SO MANY BOOKS, BUT I AM UNABLE TO FIND THEM!! THE SEARCH ENGINE NEEDS TO BE IMPROVED DRAMATICALLY. I AM SURE THAT THE RESOURCES WE HAVE ON THIS CAMPUS WOULD BE MUCH EASIER TO USE IF I COULD ACTUALLY FIND THE BOOKS I NEEDED THROUGH THE ONLINE SEARCH ENGINE. WE NEED TO DEVELOP AN ACCURATE WEB SEARCH PROGRAM THAT STUDENTS CAN ACCESS OVER THE INTERNET BEFORE WE GO TO THE LIBRARY TO FIND THE BOOKS WE NEED. SIMPLE AS THAT
- 815 Even though I found what I specifically was looking for, I don't think I really knew/know what's available (size is probably a considerable factor).
- 816 it is hard to find a librarian to help me when i don't know where to look for something.
- 817 lack of study areas, computer facilities (for personal use)
- 819 The new telnet and web interface are useless.
- 821 Ordering a book and having to run all over campus to the library that the book is located. Bad departmental library hours. 10 p.m. is early for students.
- 822 What I like least about the University of Illinois Library does not really involve the Library. Several of the materials that I have needed for research have been "missing." I understand that this is not the Library's fault.
- 825 You can't get change very easily for the copy machines.
- 826 as long as i can find the materials i need, not really:-)
- 827 The law school library is too hot.
- 828 I feel that the hours of the library should be extended. There should be at least one library that is open 24 hours a day, seven days a week. This would allow for those who study better at night, a place to study. Furthermore, those who are working on papers could have a place to work. Other universities provide this service, I cannot believe that we don't.
- 829 I always find WHAT research I need to find, but the library is so big that I often can't actually GET what I need. There isn't always someone for me to ask and so I usually give up. The newspapers in the Commerce library are very unkempt and it was hard to do research in them.
- 830 How crowded and loud the Undergrad is when I'm attempting to study in between classes.
- 832 Difficulty of using the user-interface to on-line services.
- 833 The poor distribution of UIUC Library resources to the ACES Library. The ACES library has the highest client faculty:Library faculty ratio yet it is poorly funded.
- 836 The limited hours. Often, students go beyond midnight when working. After leaving the library due to closing, it interrupts study flow.

- 834 If you are not familiar with the library system here, it is difficult to figure out how to find materials. There is no comprehensive resource that explains how to use different databases and where they are all located.
- 838 I HATE when I print out a sheet of books that I need for research and they are at seven different libraries across campus. I don't know what can be done about this, all I know that this is the most annoying thing in the world. Maybe, if everything was via WEB I could just research at home without dragging myself to the seven different libraries complaining the whole time.
- 839 Can't say (don't use all of them).. I know I hated waiting for materials at the main stacks, though.
- 840 Not enough computer port for walk up computing. The whole idea of stack.
- 841 none

*Wednesday, June 14, 2000*

*Page 26 of 174*

*Record\_id Q\_4\_2*

- 844 it is hard to get to the stuff...confusing
- 845 The College of Law library is dark, dingy and gross. Needs better lighting. Also, it's like a furnace most of the year.
- 846 library not open 24 hrs or very few hrs during holidays, different libraries scattered -- don't know which library has which journals.
- 847 I have no major negative issues with the library system.
- 849 library hours are ridiculously short for such a large school. weekends provide the most time to do indepth research, at least they would be if the library was open for more than 6 hours at a time. i have often had to leave work early to check out books on a friday. no library at a major university should close at 6 p.m.
- it takes too long to recieve a notice that materials requested online are unavailable. it is often 2-3 weeks before that information arrives in my mailbox. by then, there is not enough time to find a alternate resource.
- 851 When no one has access to the stacks and has to wait for certain books. Sometimes when doing research it helps to look in the areas of a certain book because you'll find more sources that didn't come up on the search.
- 853 the outdated science books. i tried recently to find a book entitled Brain and Behavior or a similar subjected one. i was displeased to see that my search consisted of books from the 1970's. its important to me that the biology be kept up to date with the latest trends in every field.
- 854 The online services are poor especially considering this is the University of Illinois.
- 855 Books that you need are sometimes scattered between several different libraries.
- 857 theres just SO much information that its hard to find what you're looking for.
- 858 Often times, the books or resources I need are marked as "missing" or "late" or "unavailable". This is frustrating.
- 860 The Undergrad library is sometimes too loud to study, but it is great for meeting a group for a project!
- 861 Online magazine searches only cover recent years and not the whole collection of the university.
- 863 Too big. Lots of books scare me and intimidate me, so I avoid the libraries at all costs.
- 865 1. The search system on the internet is not powerful, it is hard to search the books i want.  
2. The versions of textbooks are too old
- 873 room temp. varied greatly. Commerce lib. was usually above a comfortable level.
- 874 decentralization
- 877 Books that are charged are not replaced promptly. I spend a lot of time waiting for books to come

back to the library.

- 878 Often I could find the material I need on the catalog but could not find the book on the shelf.
- 875 The staff could be a little more friendly and have a better knowledge of the computer systems.
- 879 Library hours on weekends

*Wednesday, June 14, 2000*

*Page 27 of 174*

*Record\_id Q\_4\_2*

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

- 903 Web searching is often incomplete. Electronic journal searching could be better implemented. Electronic databases should go back further in time.
- 904 chemistry library is too disorganized
- 906 It seems that most sources are checked out or reserved when I want them.
- 907 As I said before, I've had problems locating all the sources relevant to the topic I am researching.

*Wednesday, June 14, 2000*

*Page 28 of 174*

**Record\_id Q\_4\_2**

- 908 The surey form puts me inn chemical siences, becaus it dosent have a setigh for chemical engineering.
- 909 Some libraries don't reshelve the items more quickly and accurately.It's hard to find them out.
- 912 We need to spend far more money on books (not simply computer data bases) and in preserving the books we do have.
- 913 Inadequate funds for acquisition of printed material
- 914 The distances between some of the libraries makes it hard to conduct some research.
- 918 many data bases to search to find info.
- 919 Not everything is online.
- 923 The online catalog.
- 925 The long wait for a computer.
- 927 The hours could use some work, especailly the main library.
- 929 The libraries are distributed across the campus.
- 930 There's tons of libraries so you've gotta go all over campus sometimes to find something
- 931 The difficulty in searching for journal articles (periodicals)
- 933 Searching our book bags as we leave the music library is absolutely outrageous. The library is a police state because of this - and not even police are allowed to search private property without proper cause and a warrant. This is an insult, and a worse than useless excercise, since my bag is packed so full, there is almost no way a library person could see if there were library materials in there with their cursory look, and they \*never\* check to see if library materials are properly checked out when they \*do\* find them. It is a sham, and a highly offensive one.
- 934 Nothing comes to mind.
- 935 Book renewal have to be done one by one. Can be improved better.
- 937 hard to use the telnet interface. the web version is much nicer.
- 940 The telnet and Gateway library system is VERY confusing and its difficult to find the references that I want in a timely manner.
- 942 Many times libraries like grainger tend to get crowded and there does not appear to be enough space.
- 945 As a freshman, I didn't realize that you don't just go to the undergrad and get a book, the book may be in the one of the libraries in the main library or somewhere else on campus. I now inderstand why that is, but it surprised me the first time I used the library as a freshman.
- 946 undergrad
- 948 The resources for which I was searching were somewhat limited. Especially, scholarship on certain novels.
- 951 Surprisingly well known books and/or journals are unavailable and must be accessed through interlibrary loan.
- 953 The sheer size of the resources can be daunting, and i don't think that I even know about half of the things which are available to me.

954 unfamiliar setting to beginning students

Wednesday, June 14, 2000

Page 29 of 174

Record\_id Q\_4\_2

- 955 i wish the library were open a little earlier on sundays.
- 957 Difficult to locate material needed for a paper
- 950 The journal search database. It is much poorer than several other universities with heavy research focus.
- 952 How I'm not able to check out books from the career cluster--all I'd need them for is a week at least. But the Undergrad and the Career Center both refuse to let me check them out. This is ludicrous and doesn't help me any when my career is so important to me. I'd understand if there'd be a limit as to how many you could check out at a time and for how long...just let me have the book!! PLEASE!
- 958 There should be more librarians to assist students
- 960 Its very hard to find books, either other students have them or you can't find them. Usually there is only one copy of the book and a student got it first and keeps it for months. The book keeping system is really difficult to follow (I give up looking for a book, because I can't find it)
- 961 Computer problems relating to the status of materials and which libraries that they are available in.
- 962 Sometimes don't know how to fully take advantage of the library services
- 963 The hours need to be augmented. Sometimes the hours are not very conducive to studying on weekends.
- 964 Some times the library is missing a book. One time I tried to check out 6 books and all of them were missing.
- 965 Listings of on-line journals not complete - that is, the bio library webpage said "if what you want isn't here, try health sciences webpage or chemistry... etc." A single listing for all of campus would be much more helpful because of the interdisciplinary nature of most people's research. I think this was improved recently, but I haven't checked up on it.
- 966 It seems as if materials are very difficult to locate and actually get in your hands. I think that there should be more library education--using the library and how to search.
- 967 I wish the shelves were designed to give more information about what is available.
- 969 slow to reshelve...few computers...help is sometimes difficult to find...workers often are unfamiliar with resources in library
- 972 I dislike most the relentless and mechanized pursuit of overdue books. Since I work on several long and difficult projects at once, I have many books checked out (I almost never bring books home, preferring instead to keep them in my library study), and for long periods of time.
- 973 needs fancy web-browser
- 975 The motorized shelving system is very convenient, BUT the the labeling in the main stacks is usually a great deal off. It makes it very difficult at times to find books. The books themselves are almost always shelved in order, the main issue is putting correct labels on the shelves. Also, Illinet should be improved so that info is up to date concerning location of materials. Many times as well, one author will be listed under several entries (often one in lowercase, one in all capitals, one without the middle name, etc.). This is inconvenient. Fairly often, I also have to wait several minutes before a staff member comes to check out my books in the main stacks area.
- 977 The prohibition of access to the stacks.
- 980 sometimes, it is difficult to get new issued books.
- 981 Few computers access to the journal article database.

Record\_id Q\_4\_2

- 982 How books on the same topic can be scattered across the campus.
- 983 When I went to get newspaper articles for BA202 class, it was very difficult to find the relevant articles in the stacks of unorganized newspapers at the commerce library, and then I didn't have enough change for photocopying, and the change machine was far away. The library then closed before I could finish photocopying my articles.
- 984 discouraging when the book you want is at another library across campus
- 986 Increasing more security.
- 987 There aren't any normal computers (NON-EWS) in Grainger. Engineers still have to write papers and lab reports on WORD, EXCEL, etc. !!!
- 988 Sometimes things are confusing.
- 989 Early closing of library.
- 991 The ALS library, which I use the most, closes too early.
- 992 Many old books in the Stacks are in serious need of preservation. The East Stacks really need to be renovated. More staff needs to be added. Sometimes I have to find books in the sorting area, and around the end of the semester it's impossible to find some books or get the staff to do a search for a missing item because the library is understaffed.
- 994 Confusion regarding renewals/ due dates particularly in case of inter-library loans
- 995 lack of group study areas
- 996 The time allotted for check out is very short if you are an undergrad who is teaching a class. It would be helpful if there was a program where if a student is teaching, they can check out materials for a longer time than two-four weeks. I know that I would be willing to return materials if someone else needed them, but at the same time, it can be a hassle to have short check-out periods.
- 997 The main stacks are a pain in the neck.
- 999 I least like the fact that the libraries are spread out all over campus. When I need to have a book a.s.a.p., it takes a lot of time going from library to library to find the book that I want.
- 1001 The video library collection seems to be a little limited, but I do not have a lot of experience using it.. so it may just have been the topic I was researching.
- 1003 Education and especially special education journals are not enough...  
  
I can never find the journal I am looking for. Sometimes there is a journal but certain issues are missing. Sometimes library stopped buying specific journals. It is the same with books.
- 1004 The only library I like is the Grainger Engineering library. I wish there was something like that for Commerce.
- 1006 The hours for just about any department library are lousy, and when they are open, they aren't adequately staffed.
- 1008 Hours...especially on weekends. Should be open earlier and close later on Saturdays! Also at least the undergrad should be open 24 hrs throughout the semester!
- 1010 Slow acquisition.
- 1012 inconvenience of the illinet online (unix) and the bad updates of the web version.
- 1013 people who go to the Undergrad to socialize

*Record\_id Q\_4\_2*

- 1009 "One trip" to the library typically consists of stops at several departmental libraries. This eats up quite a lot of time.
- My undergraduate students often appear to be intimidated by the library, and by the search options.
- Unclear communication about where and how to return books – i.e., I've had frequent "lost" charges from texts which turn up later in the wrong library, and I'm told by some staff members that it's due to using the dropbox and by other staff members that it shouldn't matter....
- 1014 That the University does not seem committed to maintaining high quality of Library collection or services.
- 1015 Our preservation effort has been anemic. I hate the sight of paper turning to dust.
- 1016 It is virtually impossible to find anything on your own, it takes a long time to figure it out. Sometimes there isn't enough staff to help everyone figure it out.
- 1019 it's sort of far away for me to get to
- 1021 A lot of the books are old with pages missing and it is hard to do research when half a page is gone.
- 1022 It is difficult to get full text journals via the internet
- 1023 I can't always find my materials using Telnet, when we do indeed own them. A startling number of the materials I've looked for have been listed as missing. It takes too long to order materials from other libraries, and when they arrive I am not notified right away.
- 1025 I think that the City Planning and Research Library is horrible and that is the department that I am in. It is small and cramped and makes me not want to go there at all. The staff there (especially the students) and not courteous or knowledgeable so I do all of my research remotely.
- 1026 Having to run all over campus for resources on the same subject. It is inconvenient, but understandable.
- 1027 not enough group study areas  
sometimes too loud for individual study
- 1028 Kinda hard to find the material at the shelves
- 1029 In the Media Center there is too much noise sometimes and when watching a film, one can hear both the film sound track and the students talking and laughing.:(
- 1031 A lot of biology resources are in the ACES library which is inconvenient to the biology researchers in Morrill and Burnill Halls.  
A lot of environmental science resources are in Grainger, which is inconvenient to researchers in Turner Hall.
- 1032 The quality of the science and engineering holdings is abysmal. There are several occasions on which I've wanted to find science or engineering texts and found that I would have had to order them from off-campus. For instance, Michael Abrash's book on graphics programming is considered the bible of assembly language optimization by professionals, but it is nowhere to be found. Similarly, there are important journals which faculty members in the physics department publish in (such as Biophysical Journal) which the physics department library no longer subscribes to.
- 1034 Better search engines need to be in place
- 1035 There are so many collections and departmental libraries that it is difficult to find the physical copy of something after its listing has been found in the index.
- 1037 The difficulty in which the library has in keeping track of where some books are.
- 1038 some books /papers are not available.

*Record\_id Q\_4\_2*

- 1039 The funds do not exist for ordering some of the more specialized journals that I want for my area of study.
- 1033 i dislike having to click huge numbers of times just to search all the engineering and science databases.
- the illinet on-line interface is often inconsistent with what is on the shelves. i regularly find books on the shelves that illinet on-line says are lost, and many lost books that illinet on-line says are on the shelves.
- the offerings of journals and books in my discipline are very limited, while other disciplines (e.g., history) have more book/journal funds than they can spend in a non-wasteful manner.
- 1036 I always have a problem finding copy machines for some reason. And when I do find them, sometimes they do not have a change slot on them [i.e., they only take the I-card]. Kind of annoying in that respect.
- 1040 It is often too crowded during peak study times (i.e. finals week), and the web interface can be confusing to use.
- 1041 the sunday library hours. I like the library to open before one
- 1042 noise in quiet areas, complexity of online resources, no freshman orientation to the library.
- 1044 Stacks passes!
- 1047 The Undergrad Library seriously needs some remodeling. It is old and ugly and depressing to be in. I suspect that's why most students prefer Grainger Library to study at. The Undergrad could use new chairs at least for the study areas. They are incredibly uncomfortable. Just adding new desks and chairs would make a huge difference.
- 1049 Libraries need better copy machines. Particularly the architecture library.
- 1050 I don't like the lack of copycard and change machines in the stacks. This means you have to exit stacks if you run out of money on your copycard and don't have change, and that can be quite a hassle.
- 1051 It can be confusing until you first learn the library system. I'm not sure if one exists, but it would be nice to offer some kind of training to learn certain resources.
- 1052 The CCSO lab doesn't have nearly enough computers, ILLINET Online could use improving
- 1053 Attitude of some of the workers.
- 1055 The library is really pathetic actually. All of the books of any consequence in engineering are stolen by students. I can think of at least 15 books I have wanted to use in the last 2 years in my grad work of which you had multiple copies at one time that were all stolen. In engineering, there are certain books which are recognized as the preeminent works in their field. All of those books are stolen. It makes it difficult to do a thesis when you need those books and the are all "charged". Replace those books that are most important when they get stolen!
- 1056 Trying to find things on my own.
- 1058 The book I'm looking for is either halfway across campus, or assumed missing/lost. (And sometimes it's right on the shelf when it says that)
- 1059 No comments.
- 1061 Sometimes it is hard to get a book you find at a small school in IL.



Record\_id Q\_4\_2

- 1062 I think that a course during orientation to orient students to the library web page and to the organization of the libraries (the fact that there are so many different libraries and how you know which one to go to and where they all are) would be extremely helpful. I think that to some degree the staff could be a little more helpful in that respect as well.
- 1064 Copiers
- 1065 difficulty in accessing materials through web pages
- 1066 N/A
- 1068 - environment is not study-like (too many people talking/chatting).  
- no access (other than for graduate and honor students) to the library stacks
- 1069 The complex interface.
- 1070 The new journal issues are not orderly enough shelved.
- 1071 The fact that many times you have to get to a different library for the material you need.
- 1073 There should be a 24 hour library open to study and deal with last minute research and able to use the resources all the time for the people that have very busy times during the day.
- 1074 Don't know how to use the online catalogs as well.
- 1076 Confusing opening hours.
- 1078 Nothing's coming to mind.
- 1079 The physics library has course materials on reserve, such as class notes and answers to the homework sets. The day before a test, these items are always checked out, so only one student benefits from them. A copy of these things should be placed on reserve that students are allowed to use in the library but not check out.
- 1080 The library needs to be open more (at least the graduate sections). Also, the main stacks are pretty dump.
- 1082 Not many problems.
- 1083 Having to trek across campus to get books at different libraries, waiting for 45 minutes at the Main Stacks while my books are retrieved, not being able to find journal articles on subjects I want to write about. I wish everything was online in full text. It would make life a lot easier.
- 1084 There are no good places to study.
- 1085 The journal CATENA should be in the ACES library NOT in geology.
- 1086 poor hours
- 1087 The library needs to have an accurate way of finding out which library one needs to go to to find a certain item. I was looking for the Journal of the American Medical Association and could not find it anywhere. The Ovid database (which a reference staff member warned me was not accurate) said it was at the Undergraduate library, the paper file in the undergraduate library told me it was at health sciences. Finally a librarian told me it was no longer in print and found the microfilm for me. There is no accurate way that I know of to locate library materials correctly every time.
- 1089 The printers in the undergrad, the lack of special collections (specific) journal in Ed and SS Library.
- 1096 more material online
- 1097 Books that are listed as on the shelf are sometimes not there.

Record\_id Q\_4\_2

- 1099 (1) Some periodicals, like government docs. are spread over the campus. For example, if you want a complete Labor Monthly Review, you should go to three different places: Docs, Mains Stacks Docs, and Main Stacks. It makes difficult to see if the collection is complete, and if some part of the publication (like some tables) were discontinued or not.  
(2) The high amount of missing materials.
- 1100 I worry about security in the main stacks.
- 1101 seems somewhat complicated, no one taught me how to really use it to its full potential
- 1102 There needs to be some sort of listing on where to find articles of a certain subject for the articles that are in printed form.
- 1103 I can not study or use workstation in Grainger conveniently on weekend.
- 1108 the fact taht you can't sort by individual library while searching for books
- 1109 The services for getting books from the stacks are uncoordinated; i went to get two books and it took them 45 minutes only to tell me that one is missing and the other is later in being returned
- 1112 Home page is a bit confusing. Beginning a search for the first time is unclear, because the link is not very obvious. Also, the books available at the Undergrad are often very old. If a student needs a newer source, it is hard to obtain because of the restricted stacks access.
- 1114 I really would like to see the library have more hours. ON the weekends I like to get up early an study, but the library is not open yet. Also, I would like the libraries to be open later on the weekends. Perhaps until midnight.
- 1115 Having to dig through that selection of materials to find exactly what I need
- 1116 Aside from my DRA comments above, I least like having to dig through the sort shelves in stacks and finding books on the floor or piled up on the regular shelves. On the other hand, the people who do search requests seem to work miracles in finding things I can't.
- 1117 Only one copier in the chem library will reduce the size documents, and many chem journals are very slightly too large to fit two pages on one sheet, or in some cases, get all of thr material from one page on one sheet. I'm not even sure if this is a library issue. Also, one of the workers in the chem library is rude lazy, and often late opening.
- 1119 The Printer is slow or jammed often. The photographic service that the Undergrad uses is slow and a rip-off, also the cost to download a disk in the photographic services is steep.
- 1120 it probably doesn't get enough money to conserve books etc and pay library staff what it's worth...
- 1121 The difficulty in finding some books.
- 1122 help from library staff in the undergrad is not good. other libraries are though.
- 1123 Some books are charged most of the time
- 1124 The fiction selections are mediocre at best- I know this is a university library and so must be oriented toward research and study but pleasure reading is important too.
- 1127 there aren't enough computers to go around, and every now and then i have to give up my seat because a class had reserved them.
- 1128 Sometimes it is difficult to locate books because of incorrect shelving or simply because of the size of the library system. I don't know how this could be rectified, but it is frustrating.
- 1129 The transfer from printed card catalog to electronic wasn't very smooth, though it is getting better. The telnet version of Illinet online is hard to use, and the web version is unstable.

Record id Q\_4\_2

- 1130 I have yet to find out how to locate what libraries the different journals are in when i need them. a list would help a lot if there already isn't one that i haven't found.
- 1132 The system is extremely spread out. I know this can't be helped, but when writing a paper that crosses the boundaries of multiple libraries, it can be quite tiresome to have to trek across campus to a different library.
- 1134 you can't go look at the books in the main library. I want to know if that is the book I want before checking it out.
- 1135 slow reshelving  
books get lost  
books are not always available
- 1138 Not enough computers for everyone.
- 1139 but , we need nice environment such as the carpet for floor for studying.
- 1140 Everything is so spread out all over campus, it seems like. The quality of the books at the undergrad aren't what I expect from a university library. My library at home has better resouces than the ones I find here.
- 1141 No comment.
- 1143 Finding materials is so very hard because the web page is so confusing.
- 1144 The frustrating and unusable computer catalog
- 1145 The resources and collections are sometimes out-of-date or lacking for my purposes.
- 1146 The telnet interface is not very good. Also, many libraries need reshelving, especially the main library and physics library. The main stack seems to need more shelves. The math library is niced shelved but they need obtain more new books.
- 1147 that it is often hard to search for and find what you want within that collection
- 1148 MOST employees are too busy doing their homework/goofing around on the internet to help you. If you do ask for help most are not knowledgable or willing to get off of their seat to help.
- 1149 the collections seem small and outdated
- 1150 interface for searching books.  
Hard to find some popular books.
- 1152 no
- 1153 The fact that materials I need could be in 6 different libraries and i have to go between all of them to find something.
- 1154 Unavailability of people who KNOW something during weekend and evening hours. Most of the student employees try to be helpful – and some of them are fairly successful at it – but much of the time, the best they can do is say, "come back during the work day and talk to a real librarian." (If it had been convenient for me to come in on a weekday morning or afternoon, I would have done so to begin with.) It's nice to know that e-mail assistance is available. That will help on occasions when I'm able to plan ahead – but for times when I visit a library on an evening or weekend and run into a snag with my search, it sure would be nice to have a professional available for assistance.
- 1156 the departmental libraries sometimes don't even have weekend hours or close rather early - it limits the usage students can get out of it, especially if they also have other classes and/or jobs to schedule around
- 1158 web net is confusing

Record\_id Q\_4\_2

- 1160 space, like in the chem library...cramped
- 1163 Subscriptions are being cut. The library should be a budget priority.
- 1164 A man named Bill--who works in the English library.
- 1166 Some online documents are available only in SGML. Not everybody has a PC, you know. PS or PDF for all would be nice
- 1167 not open 24 hours
- 1165 Limited journal holdings--often don't have journal I need; mainstacks are creepy; library hours are bad--grad and health sciences library should be open til 1am weekly and 24hours during major exam weeks like other big universities
- 1168 Resources can be difficult to find--even for an experienced user. I realize that this is unavoidable with a collection as large as the U of I collection. The size of the collection, however, is why librarian assistance is very important. I have found the service inconsistent. Sometimes I have received excellent help from courteous librarians. Other times I have been ignored, received inadequate assistance, and been treated rudely.
- 1170 It does not always have the journal i am looking for.
- 1171 ACES library hours are atrociously limited. The copiers are old and need to be replaced with those that can take cards.
- 1172 -
- 1176 some of the staff members don't know much about the library resources, are not helpful
- 1177 Reserve materials cannot be checked out for more than two hours.
- 1178 internet information access
- 1179 Inter-library material takes more time than expected
- 1181 failure to keep up with acquisitions in the areas of historic strength as well as failure to build up collections fast enough in new areas
- 1184 Library open 24 hrs would be great
- 1185 Has very little information relating to more obscure subjects. Staff can be rude at times.
- 1187 I have trouble finding things on the computer without the help of staff.
- 1188 None
- 1189 The poor web interface that doesn't allow users to request materials. Patrons are forced to use the Telnet interface.  
Also, there are no drop boxes for the Graduate and Undergrad libraries for after hours drop-off. This is unacceptable.
- 1190 Sometimes it's tough to navigate all the different specialized libraries. You lok for a book, see that it's in some library you've never been to, and don't know how to get to.
- 1191 New books are slow to get onto the shelf for borrowers.  
  
The quality of copies made by library copiers, though better, is still not good.
- 1192 materials found electronically are often difficult to obtain because they are spread out across the campus or are not placed in the correct place.

*Record\_id Q\_4\_2*

- 1194 Not a full-time user.
- 1196 The delivery takes too long.
- 1198 More than once I needed a book which has been charged by someone else. The only solution would be to order from a different library, and then i'd have to wait about two weeks before I get the book. This is very problematic.
- 1200 Illinet Online can be difficult to maneuver through because it requires you to "go back" and won't let you use any kind of sophisticated command.
- 1201 It's okay
- 1202 items not being processed (checked) in in a timely manner (the same day they are returned to the library).
- 1203 That there are so many of them, and if you really need info on a certain topic, you could find yourself running all over campus to all of the different libraries. It can be very annoying and time-consuming.
- 1204 workers sometimes are clueless as to what exists in the library
- 1208 Books that say they should be in the stack sand then they aren't.
- 1209 The stacks get a bit confusing - some let undergraduates look for their own books and others don't and it's hard to know which allows what. It's a bit overwhelming and confusing.
- 1211 Rude student help.  
Some journals in Health Sciences not accurately listed in Illinet Online.
- 1213 somewhat disorganized, hard to figure out where stuff is.
- 1215 Very hard to use stacks and document are hard to find
- 1205 hours! we work all the time - can you stay open later? (until midnight during the week?) Even if you don't have full services it would be nice to just run over and copy a paper later at night.
- 1216 Sometimes books are outdated and there is no new material regarding the topic
- 1217 The fact that there are separate libraries for each individual college becomes an annoying factor in tracking down items (especially when you have to trek from one end of the campus to another). Also, there have been SEVERAL occasions where all copies of the book I am looking for have been lost or stolen. It would be nice to replenish the supply of books that are missing before purchasing more.
- 1219 Need more internet services...full text.
- 1220 The printers!!!!!! When I need to print something out, and so do other students, and when we're all standing in a big line for the same two printers, it's gets a bit annoying. Not to mention the fact that the printers take an eternity to process the info from the computer and print it. Once I was in line for 40 min. trying to print two pages...I think that's a little excessive.
- 1221 hours on weekend and weekend nights -- too short
- 1224 Since there are many libararies, it is sometimes inconvenient to go to other library to find materials that i need. Also, the dealine for certain books are way too long, and I have to wait so long until the book is returned by others.
- 1225 There are a lot of missing books that causes students to have to request them from other schools and they don't usually get to you in time for you to effectively use them in the work you're doing.
- 1230 The undergrad is just not safe. It is a "high theft area".
- 1233 I don't like the article databases... sometimes have problems finding what I need...

- 1235 Library hours of Operation.  
Friday's and Saturday's closing times (too early)....it should be 1:00AM Also!!  
Sunday's open time (Too late!!!!).....it should be early in the morning.
- 1236 I least like the times.  
I wish they would open earlier on weekends and later on the weekdays.
- 1239 Materials outside of Academic is few.
- 1243 At times the staff is very rude. Also, sometimes it is hard to find materials that you are looking for.
- 1244 nothing
- 1245 I like studying at the Law Library too, but lately that has been available to Law students only. This is inconvenient, I think the libraries should be open to everyone.
- 1246 Untrained staff
- 1248 At the undergraduate library, there are NO study rooms. The lighting could be brighter as well. White lights are more suitable for studying than yellow lights. There's also a certain "smell" to the undergraduate library that should be taken care of.
- 1251 The law library is ALWAYS too hot, which makes it miserable to ever do any reserach there.
- 1254 The copy machines. I think they should be a bit newer. And also that a book will be listed as being on the shelf, but I won't be able to locate it.
- 1249 Having to go across campus to another library to get a book/resource to find that its not what you thought it would be.....or to not get the same amount of help from the resource department
- 1250 - Even though I like the web catalog, it has a lot of work to be done yet.
- 1257 Not open late enough, not enough parking, and WHEN THEY TURN THE LIGHTS OFF EVERY FIVE MINUTES FOR THE LAST HALF HOUR BEFORE THEY CLASE
- 1258 I would like to see more hours at night (for late night studying) - 7 days a week.
- 1259 In the main stacks, books are sometimes not treated very well by those who reshelve them (esp the employees it seems) – I see (and trip over) books and shelving materials (e.g. bookends) on the floor; books are stuffed carelessly into the shelves, on top of other books sometimes.
- 1260 when searching for articles or books...there are SOOOOOOOOO many to choose from...it takes a long time to look for those perfect sources...
- 1262 The somewhat undiversified quality on some subjects
- 1263 hard to understand
- 1264 Not enough journals
- 1265 The library is being ruined by budget cuts. Many journals we used to receive (or of which we received two copies for different libraries) have been eliminated. Harder to get items.
- 1266 people who abuse the library
- 1267 Limited Journals on Social Work, Sociology, et.
- 1269 none
- 1270 Ricker Library does not have enough material in photography, Spanish and Latin American Art.
- 1271 no enough signs to aid in locating the library materials.

*Wednesday, June 14, 2000*

*Page 39 of 174*

**Record\_id Q\_4\_2**

- 1272 Lack of information on using the system.
- 1273 The library is not open enough on the weekends especially. What is the deal with opening at 1pm on Sundays??? Not the entire student body is in church, some of us have projects that require use of

libraries. I also do not like how some of the help desks (Gov't Docs especially) close at 5pm. This is a great inconvenience for student like myself that have to work to pay for our education. Later hours or expanded weekend hours would be great.

- 1274 Too few books in the collection for systems control engineering.  
The photocopiers are just awful. One cannot print double pages, books, collate. Still using pretty old technologies.
- 1275 I don't like having to put money on my student ID card. It should be all in a database which goes directly onto my student account.
- 1278 They could use a little more group study space like the forth floor of the Grainger Engineering Library.
- 1276 There were a few things that I thought could have been improved in the library system. The first are the hours of operation of the Undergrad Library. Personally, I feel that an 8a.m. opening time is a little late in the morning. There were many times where I wished that this library was open earlier in the morning to grab a book that I needed to look something up in, or just to have a safe and comfortable place to study before class. I also disliked the frequent talking over the load speaker. I think that we are able to decide for ourselves if we think that we can leave our bags alone.
- 1279 That the whole system is not centralized. I have to go to several libraries to find a small amount of material, and assistance.  
The Undergraduate Library is, honestly, quite imbarssing. I've seen many other universities, colleges and high schools that their library is appealing to go to, easy to use, and friendly. I greatly dread going to and using some of the University's libraries. Just contrast it to Grangier Library. If it means my tuition goes up \$250/semester, let it be so. My time is much more valuable!..than to be wasted by the UofI tring to save money and not INVESTING in the library system; Simply stated, a library that is simple, apealing and easy to use, will inevitably be used by a greater student population, more frequently, while increasing the overall excellence in our education.
- 1280 not being able to download stuff on to the desktop of the computer and printing method
- 1281 Waiting for books at the main stacks.
- 1282 ILL, and requests; your returned book/clear record/off-campus item system is terrible,confusing, and causes fine-headaqches for patrons.
- 1283 \* Sometimes is difficult to find library materials (books not accurately shelved).  
\* Cannot find journals even if they are posted on the Web page.  
\* Grainger Lybrary is not open on Sunday mornings.
- 1284 Main/Undergrad library is huge. Sometimes hard to find things.
- 1285 I find it sometimes difficult to locate articles or books that are needed with such a huge system. Although it is true that you can find the information you need, sometimes physically getting it seems impossible. Also, it would be nice if you caould always aquire full articles on the internet.
- 1286 Library not open late enough on weekends.
- 1289 On the clinical side of the house at McKinley, our principle interest are in the clinical collections, which of course are principally owned and/or licensed through UIC. Access to certain licensed materials is restricted to those of us with medical school appointments, which most of us don't have. I wish that the UIUC system could enter into the same licensing agreements that UIC does.

*Wednesday, June 14, 2000*

*Page 40 of 174*

***Record\_id Q\_4\_2***

- 1290 hours. at another major u.s. university on the east coast, in 1990, the main laibrary was open at 7.30 and closed at 1am (one branch of it at 2am). this was every day (no major closed down on the weekends, like happens here).

also, ability to search ONE freaking database for journal articles instead of 1,000!!! we may have what i need but i may not find it just because there are tons of different databases under which i have to search!!!

- 1291 Library Gateway page requires advanced web browser (those popup menus on the left) and loads slowly. Online journal access still seems disorganized (so many different ways and interfaces for getting to online databases).
- 1292 There are no reference librarians at night or on the weekends, at least that has been my experience in the Biology library.
- 1293 after i find books online, it is really hard to find the actual book in the library. there are so many different libraries.
- 1297 Can still be difficult to find resources, especially online.
- 1298 A lot of times what i'm looking for is unavailable.
- 1299 I would like to be able to pay fines at the library.
- 1300 Good libraries like Grainger are so far away from the real campus...well there is little you can do about that now.
- 1301 Not enough group study rooms.
- 1303 There are far too many books that are missing or improperly shelved.
- 1304 I really did not have a bad experience with the University of Illinois library system.
- 1305 The tracking of returned books needs to be vigilantly watched. I've had to pay for books I've returned but the library lost in the system.
- 1307 I haven't had the chance to fully take advantage of the University of Illinois Library. The only libraries I have gone to are the Grainger Engineering Library and the Mathematics Library. I would like to have more computers in the Math Library. Also, when the exam period comes around, the group study rooms in the Grainger are often full. So, I would like to have more group study rooms in the Grainger.
- 1308 Even though it's convenient, it's also confusing. There's very little effort that goes into preparing the students for library use. Specifically in the music library, a lot of the materials cannot be checked out which makes studying an inconvenience.
- 1309 inability to print documents from a disk, esp at the ugl. CCSO is a seperate department from the library, i understand that, but realize that it makes the library system look bad, if there aren't any printers at ccso, maybe the bosses of each of your department should work something out
- 1310 The Illinet catalog is difficult to navigate through. I don't know anyone that does it with ease.
- 1312 sometimes overwhelming
- 1315 Some libraries should be open 24 hours
- 1316 It's HUGE, so it's a bit intimidating, but again, the staff is very helpful
- 1317 the interactions to readers, like seminar, training, not sufficient.
- 1318 As of yet, nothing.
- 1320 Gotta be the stacks. Feels like Being John Malkovich on the 7 1/2th floor.

*Wednesday, June 14, 2000*

*Page 41 of 174*

***Record\_id Q\_4\_2***

- 1321 The libraries lacks space for studies. There are not enough desk to study.
- 1325 Keep charging me for books I've already turned in; often have to go to shelf, get book, and show clerk I've turned it in already. Annoying when journal I need always out getting bound. Government documents staff could be more accessible.
- 1329 The fact that you have to wait for someone to go get your books in the main stacks of the library,



and that you can only get four books at a time.

- 1330 book collections
- 1331 often difficult to find an item based if only a little bit of information is known about the material, the system often requires the user to be more specific than the user is capable of being, the system is not very intuitive
- 1332 Computers sometimes don't tell exactly where journals I want are.
- 1333 it not having everything, like ever having to use interlibrary loan
- 1334 Sometimes, the libraries can be too crowded or even a tad noisy when one is trying to study. That is not the fault of the library, but of those who choose to be ignorant when coming to the library.
- 1336 i would like the libraries to be open later
- 1337 It closes too early
- 1341 The lack of available computers.
- 1347 the sometimes lack of book materials
- 1348 Not enough computers in the libraries.
- 1349 I wish the library could be open 24 hours, or at least part of it being open 24 hours.
- 1340 The thing that I like the least is that material is lost or missing. Also, material that you would expect to find in say the ALS library will be in another library (for that reason conducting a search and finding material can be more time consuming than you would like).
- 1342 You lack of good public resources for e-mail reading at the library.  
The time schedule should be 24/7 which is what other good schools have.  
The Grainger library should be more consistent with noise and study room rules enforcement.
- 1343 unable to find what I want. much easier to find what I'm looking for at my local library.  
  
The university has a lot of stuff, which is great, but it doesn't help me when I'm writing about Mars and when I search for material all I get is governmental "minutes" from meetings with NASA.
- 1345 Format of online article databases (too many of them, and so many cross-reference each other so much that they could probably be combined into some larger ones),
- 1350 The only thing I do not like about certain libraries on campus sometimes is the noise level. At both Grainger and the Undergraduate Library, I have found myself distracted by faculty members talking and laughing more than once (and not because they were helping library patrons). Sometimes the library staff has conversations in areas where people might prefer a more quiet study. Still, at both libraries, I was easily able to relocate to a different area away from the staff where it was much quieter.
- 1351 Lack of up-to-date books.
- 1352 The libraries should be open till late.
- 1353 Web card catalog needs to be more specific which library certain books are in.

*Wednesday, June 14, 2000*

*Page 42 of 174*

**Record\_id Q\_4\_2**

- 1355 It is a confusing place if one is new to the system. There is really no guidance for someone trying to use that library for the very first time at the University. Also, there should be more online resources that can be downloaded.
- 1356 I think the hours, if possible, should extended.
- 1357 nothing really
- 1358 should improve the web linking efficiency for us to conveniently borrow books online

- 1360 This year I have spent lots of time and money copying microfiche documents. Can't we get these online?
- 1362 telnet not reliable
- 1363 It's hard to find departmental libraries, because they're scattered around campus in a seemingly senseless order. Example, education library is inside main library, not Education building. Also, English library is on the third floor of main library (accessible only by certain staircases), and not in the English building.
- 1365 close a bit earlier than I hope
- 1366 Books returned need to better handles. Including inter lib loans. Have been fined UNFAIRLY!!
- 1367 The facilities do need to be upgraded in many of the libraries.
- 1369 The libraries need more computers as well as more computers that are more up to date.
- 1370 The fact that sometimes the books aren't in one central location but spread out at libraries all over campus. (I'm pretty sure that you can request them to go to one library, but it would be nicer if things were more consolidated.
- 1371 People in the biology library are not as helpful as they can be. The copy machines are terrible & don't work half the time. There are not enough text books. We need more books in broad subject areas like microbiology, genetics, molecular biology etc. Not only the prescribed course text books but books by other authors. We need to keep some lab manuals too.
- 1372 the journals are often shelved out of alphabetical order. Why is this? Isn't it hard enough to figure out what the journal is listed under (i.e. Journal of American Vet. Med. Assoc. is under A)? Take note that "Exotics DVM" and "Equine" are shelved under J. I work in the library part-time and I still can't figure this out. It makes my job unnecessarily harder.
- 1373 I don't really know how to use it.
- 1374 Sometimes I find things on the web and then they aren't on the shelves. The library system is also so big that it seems a little scary and overwhelming. It would also be nice if the libraries were open later.
- 1375 The fear that the Physics and Astronomy Library will be coerced into merging with some large, impersonal, physically remote entity. This would make the department far less attractive to me.
- 1376 Collections of journals seem to be disappearing, selection of books for students interested in Nutrition and Functional Foods/Phytochemicals is very limited. Interlibrary loan takes a lot longer than the two weeks specified on the web page. In today's fast-paced world, everything is about ease and convenience, it gets very frustrating when you can't find what you need readily available.
- 1377 illinet interface is old and slow. there should also be a system that sends an e-mail (suscribers) to remind them when books are due. You can charge for this service, because it would save people money in library fines.

*Wednesday, June 14, 2000*

*Page 43 of 174*

***Record\_id Q\_4\_2***

- 1378 Related materials are spread out too much. For example materials related to my major (Civil Engineering) are located on the third floor, Lower Level and on the second floor as well as in Mumford Hall. I find myself commuting back and forth from one library to the next just to get a book. Also it appears that the library does not carry a lot of the supplemental readings suggested by professors for CEE courses. This semester I could not find suggested readings for two of my subjects anywhere in the library. Materials found were extremely dated (1970's)
- 1379 I do not like that the bathrooms in the undergraduate library are very secluded. I also think it would be helpful if all incoming freshmen were required to go through a library tutorial. IT is a very confusing library and some navigation would help.

- 1380 Online (web) stuff could be much easier to use.
- 1383 Things are spread all over campus.
- 1384 it is hard to navigate and find all the departmental libraries, but this is the result of having such an extensive collection.
- 1388 a lot of people just go there and chill
- 1390 I dislike the numerous library system. It is often confusing and not helpful.
- 1391 Searching for materials. Should be simpler.
- 1395 in weekends the libraries close at 10pm, soon if you want to study in fridaynight
- 1389 Stacks are too inefficient, and not enough material, especially government-related, is available outside of stacks.
- 1393 I do not think there are enough computers in the Undergraduate Library. This is especially noticeable when the PC room is being used for a class -- this is extremely inconvenient, to have the only computer lab in that library with 50% of its resources tied up.
- 1396 The music library reserved materials are not well-organized.
- 1397 i think it assumed that people know how to use the library and miss out on alot. i think theres alot more there that hasnt been introduced.
- 1398 It is really spread out.
- 1400 I only checked out materials once from the library. When I returned the items, I returned them all together, even though they came from different departmental libraries (I called asking if this was okay). I then received a fine later for a misplaced item that I had returned, but never made it to the correct library. There is an inconsistency here with the services offered.
- 1402 The library is very confusing, and It is a jungle, if you don't know where everything is. Unless you have been into the library for years, you cannot know where everything is. It is very hard to find information, if oyu don't know where to look.
- 1405 The lack of convenient hours.
- 1406 It isn't open late enough during breaks and the walk late at night from the library to my car.
- 1407 Journals are all over the place and i do not have time to run around and get the necessary information
- 1408 I can not use all the resources you have to find materials because I don know how to use them
- 1409 The computer lab needs more computers and a faster printer.
- 1410 kind of confusing sometimes

*Wednesday, June 14, 2000*

*Page 44 of 174*

**Record\_id Q\_4\_2**

- 1411 Although I love the stacks and love working in the stacks, I don't always feel safe, especially at night. Additionally, there are few computers, and the copiers don't always work, so its sometimes necessary to wander around quite a distance in the course of working in the stacks.
- 1412 Much too spread out, often when I make a search for information, I would have to spend the entire day walking around the campus to look at all the books so I can know if they're necessary. This is incredibly inconvenient and even frustrating.
- 1414 The photocopier machines are few and far between, low quality copies and have few conveniences (stapling function, collating function, etc.). Many materials are not shelved properly and are missing when on-line catalog indicates they are available.
- 1415 Rude - non-helpful work study workers, and some librarians with a major attitude (main circ desk - others seem quite nice). I worked as a circulation librarian for years before coming to get my PhD,

and I'm embarrassed by the shoddy help and patron treatment the libraries allow. And I'm not being unreasonable. Work-study people having personal phone calls while you are waiting for them. Shameful - and Unprofessional!!!!!!

- 1416 It is sometimes hard to receive an article or a book, especially if people are not sure how to use the program. There should definitely be more training involved so students and staff are more familiar with the online library.
- 1422 This isn't a dislike, per se, but I would like to see more full-text resources on the Internet - and I'm sure a lot of students feel that way too.
- 1425 The department libraries are often disconnected from each other. When students find something that isn't in the library where they know where it is, they will not use that source. Is there a loan system between the libraries of UIUC? I don't know where any libraries are off campus beside ILIR.
- 1421 Scarcity of computers is a problem when it is crowded. Also, some people do not keep the noise level down even in a noise restricted area. Sometimes, the staff does not help much, seeing as they are bound to other tasks.
- 1428 When I was doing research on the politics of Russia and Chile, all of the materials that I found were in the languages of that country - and the online catalog had not said anything about that!
- 1431 The dogs always bite me.
- 1432 closes as early as 6pm on Saturday and;  
opens as late as 12noon on Sunday
- 1433 The Interlibrary Loan system - I have repeatedly NEVER heard back about a request that I had made and after calling have found out that it was "lost." The amount of time it takes to get something through ILL is ridiculous. If the staff would be up front and give an estimate, it would be one thing. But they never do!
- 1435 I have not had any problems lately.
- 1436 I was doing a project for a journalism class and needed old newspapers. Staff at the newspaper library said they were not allowed to give me any, even if they were to be recycled the next day! They also informed me it would be theft if I took them out of the recycling bin. That is a stupid policy made by an unfeeling bureaucrat.
- 1437 Not open late enough
- 1438 Hours for some library is limited (such as Natural History Library), and the xerox service.
- 1439 Sometimes looking for materials online with the telnet interface is really difficult.
- 1441 Although the library boasts one of the largest academic collections, it seems that this large collection is represented by government documents that I will never use. I think that some very good and widely used journals have been left off the holdings list.

*Wednesday, June 14, 2000*

*Page 45 of 174*

*Record\_id Q\_4\_2*

- 1443 Well, sometimes they tended to get a little loud and crowded (like on days before a big project or exam for instance) but I suppose that's only to be expected at a school as big as ours.
- 1444 Hello.
- 1445 Slow reshelve time
- 1447 The hours when school is not in session.
- 1452 I wish the library had extended hours on the weekends.
- 1453 not very much in the way of fiction books
- 1454 Sometimes the books I want are at remote libraries that aren't open, but I guess there isn't much you can do about that

- 1455 lack of education for new students on how to use the Library, simpler web page...
- 1459 they should try to have a printer for every 3 computers your doing research on.
- 1461 I work full time during the week- 2nd shift. Longer hours would have been more beneficial to me. Also on Saturdays earlier hours would be better.
- 1462 It should be open later.
- 1463 Difficult to find what I need to
- 1465 Its not open all the time
- 1458 The online catalog has a few glitches in it as far as organization goes. It seems that if you search on a subject, keyword, author, title, etc. every book does not come up. Several times I have conducted a search on a specific subject and it returned only three or four results. But when looking for those results in the library, I find five or six more books directly next to it that focus on the same subject matter.
- 1460 Library web pages almost "always" crash my Netscape browser. Please go light on all the Java stuff. Also, the content accessible from within the library is sometimes "different" than the content accessible from other .uiuc.edu domain computers. Confusing... The gym has longer weekend hours than the library...
- 1468 Missing items
- 1469 a general overview (like a map) of the library system would be nice, so you know where to go without going from one library to the next
- 1470 journal/conf. proc. searches are somewhat difficult. also, cannot yet download such materials electronically, which would be a huge time saver (i can avoid making a trip to the library, charging up my copy card, etc....)
- 1472 It takes for ever to get a book from the stacks and 50% of them are lost. I know most of my friends drive to the Champaign city library because UIUCS is too hard to use.
- 1473 Lack of quiet places to go study at.
- 1474 Safety Issues; Lack of Computers in Library
- 1475 My main complaint is with reserve items. Only being able to take out a reserve item for 2 hours when it is a 400 page book renders the book almost inaccessible. Recently, I ordered a book by mail from another library in Illinois since the only copy of the book here was on reserve. This book was not for any course and I may have been the only person to request it this year.
- 1476 Often times, very crowded and noisy.

*Wednesday, June 14, 2000*

*Page 46 of 174*

***Record\_id Q\_4\_2***

- 1477 Reference Librarian hours often match my own, so it is difficult to get assistance when I need it after hours.
- 1478 Given that are several university buildings open almost 7/24, one would expect the library to be one of them. Hence from time to time I go to the library and find it closed (never remember the service hours).
- 1479 The main stacks aren't open at good times on the weekend. They should have extended hours because that's when people use them the most.
- 1481 the telnet interface  
student workers in Ed library often are not helpful (except MLS students) - the professional staff is great though, so I just usually hunt for workers I know from LIS or full time staffers
- 1485 shelving of the journals

- 1486 It's overwhelming and i can never seem to find what i need. Too much useless information
- 1487 I graduated from the university with the largest library system (public and private) and it is very disappointing and surprising to see that the selection of scientific journals here is so lacking. I have noted a number of journals that any major reserach university should have but the UIUC either does not subscribe to them or canceled the subscription back in the early 90's.
- 1488 Having to wait to get books from the main stacks
- 1490 DRA
- 1491 People who work there are often rude.
- 1493 The hours of the library. they should be longer.
- 1494 But, U of I is the worst place to find a book. I remember looking for a nobel, but I still couldn't find it even though I was helped by many Librarians. NEEDS BETTER ORGANIZATION OR SORTING OF THE DAMN BOOKS!!!  
(P.S. what's the point of being 3rd largest Library in the nation if a student can NOT find a bood due to it's lack of service?)
- 1495 there are so many libraries!! Sometimes you don't know which one to go to when you need stuff!!
- 1497 a few gripes:  
  
1) it takes forever to get articles I order...I know I'm "just an undergrad," but the post-docs in the lab I am doing an honors thesis in noticed the same thing  
2) how about a few more journals in bio psych/neuroscience?  
3) as above, PLEASE make the bio stacks more logical in order
- 1499 the online catalog is hard to use
- 1498 I get really upset when people talk on the lower level of the undergraduate library. Its a quiet study area but a lot of people who never come to the library don't know that. There need to be more signs to tell people not to talk. Also the undergrad is really dark on the lower level, there needs to be better lighting for peopke who study there a lot.
- 1501 I never go to the undergraduate library unless absolutely necessary for a gen ed class. It intimidates me because I'm not sure how to use it. I'm sure I could figure it out if I tried, wanted to, or asked someone...I'd just rather not.
- 1502 Not really anything.
- 1504 Opening hours

*Wednesday, June 14, 2000*

*Page 47 of 174*

**Record\_id Q\_4\_2**

- 1505 Lacks collections in some areas (ie. Asian, magazines). Interlibrary loans not always easy. Lacks hours on weekends (especially Sunday morning).
- 1506 Searching for journals is a real pain.
- 1507 The library does not have enough study areas, especially during finals week it is usually very full. And sometimes the items were not sorted correctly
- 1508 Web page is a little confusing when looking at it the first couple of times.
- 1510 The libraries are not near my apartment in Urbana
- 1512 The noise levels in study areas.
- 1513 Cancelled subscriptions. Some important journals (for example, ICARUS) have been cancelled in the print version, and are not available on-line. If the print version is going to be cancelled, an online subscription should be started to maintain the availability of the journal.
- 1515 Nothing specific!

- 1516 I would like more group study rooms
- 1518 limited number of computers
- 1519 it is hard to figure out where certain books are if you are not familiar with the library!
- 1520 I don't like using copy cards. You can only add money at a few locations. There needs to be more.
- 1522 i don't know how to use the web stuff
- 1525 Too lenient check-out period and renewal policy. Some books are never available until a hold request is made.
- 1526 There are not many computers in the grainger and mathematics library.
- 1527 complicated and takes time to get around
- 1528 the telnet version of the online catalog is hard to use sometimes
- 1530 The hours.
- 1531 I dislike the fact that books within the same subject are often dispersed across several libraries. I also find the books in the graduate library fairly inaccessible; it is inconvenient and difficult to get to them. The library catalog is not straightforward as compared to the catalog for the Urbana Free Library.
- 1532 unavailable books and articles
- 1534 Finding sources on the web seems a little confusing.
- 1535 Lack of knowing how to access information more easily. One shouldn't have to research using the library to do a research paper.
- 1538 ?
- 1540 difficult to find group study rooms, the Sunday Tribune is never in on time at the Undergrad, sometimes the library is so crowded that it is difficult to find a place to study.
- 1542 It is so large, it often feels like I am looking for a needle in a haystack.

*Wednesday, June 14, 2000*

*Page 48 of 174*

**Record\_id Q\_4\_2**

- 1536 the library should have licenses with all the electronic journal databases currently available on the Web, in order to be able to print or download articles; this is VERY important.  
there should be laser printers in the libraries (charging the university ID) and photocopiers should be modernized (at least should support double-sided printing to save on paper waste).  
video collection should include more material from foreign countries.
- 1537 1) The on-line searching is awful. I can hardly ever find books I need if I don't know the title of the book. Author searches are bad because I don't know how to enter the subject classification.  
2) Hours : It would be really helpful if the Math library has longer hours on weekends - that's when people have time to do research, so that's when they need the library.
- 1539 copy machine
- 1541 I have been unjustly accused of losing books which were sitting on the shelf. Bicycle parking is terribly inconvenient at best. The people who work at most libraries are idiots (Chemistry and Music are exceptions). Books are layed out in a terribly inconvenient way at Grainger. Grainger has almost no copy machines on the first floor where they are needed most.
- 1543 Many times it takes a long time to receive your books.

- 1547 different systems in departmental libraries (say biology vs. ACES)  
worn-out coping machines  
messy libraries (ACES and Slavic)  
unsuccessful subject searches with ILLINET  
SO MANY UNDERGRADS DONT KNOW HOW TO USE THE SYSTEM!!
- 1548 sometime I feel like there is are not enough places that are reserved for "quiet study" only....people  
tend to talk a lot and then its hard to get work done
- 1549 Not enough computers to share with. Always have to wait for quite a while.
- 1550 It's kind of too spaced out. The specilized library are difficult to find.
- 1552 I wish that the stacks were in better shape. The books aren't always shelved properly in there.
- 1555 Some libraries are so huge that it is difficult to find things
- 1556 Library services staff are frequently unfriendly and unhelpful.  
Libraries should be open 24 hours / day.
- 1557 The online catalog
- 1558 The hours at the Main Stacks and the lack of copy machines in some areas. The fine policy needs to  
be explained to upperclass students better because they have changed since we were freshman.
- 1562 the lack of training, and information freshman recieve about the libraries.
- 1563 It should be open later on the weekends.
- 1577 There is so much to go through to find something. it gets kind of confusing sometimes
- 1559 The fact that everyone keeps reminding me how we have the third largest library but then say, oh we  
don't have that journal. So who does!

*Wednesday, June 14, 2000*

*Page 49 of 174*

**Record\_id Q\_4\_2**

- 1564 The lack of oboe sheet music and recordings,the lack of GOOD CD's of classical works (need more  
top American orchestras, such as Cleveland Orchestra, New York Philharmonic, Los Angeles  
Philharmonic, and Chicago Symphony). Microfilm viewers are PATHETIC. There's no use looking at  
microfilm, because the screen's too fuzzy to view the information! Also, the library is underdecorated  
and drab-looking. Not enough computers at the music library- there is always a line.
- 1565 Sometimes you can end up running around from library to library in search of the sources that you  
desire, if you don't have time for them to send it from the one library to the other.
- 1571 Each library has quite limited journal titles, especially in the medical and biological science arenas.  
Full-text journal papers from OVID are difficult to download and print. (Computers tend to crash.) Too  
few copies of popular books. When there are several copies, most are missing. When book is  
obtained through inter-library loan, a couple of months is needed to obtain the book and it can only be  
retained for about a week afterwards. Finally, difficult to navigate on library web pages. (Useful links  
are not clearly shown.)
- 1572 The majority of the student staff at Grainger is not well trained.Many appear to just sit behind the  
front desk and just gossip.
- This is not true however,of the more permanent (Grainger) staff. I've found them to be quite  
knowledge able and helpful.
- 1574 What I like the least is the help provided from the lab assistants in the computer labs (like at  
Grainger). Some of the lab assistants don't seem to care to help...let me mind you there are only a  
few that I have had that experience with.



- 1578 Library hours too restricted, online searching capability
- 1579 The Undergrad library is a fair distance from my residence, so sometimes (especially in bad weather), it is a pain to get to.
- 1580 none
- 1581 I feel the that Undergraduate library is not the most academic setting.
- 1584 The print collection for my field is dispersed through 7 locations, and I find that I spend a long time locating journals (I usually ask staff to do this for me.) For convenience of parking, I do this at night, but several of the libraries I need are closed early. I find the atmosphere of the bio library very unappealing, and the shelves to be laid out in a difficult to follow path.
- 1589 none
- 1591 Missing or lost books. Very irritating. Difficult at times to get materials that are very recent sometimes.
- 1593 I was told that I was supposed to be getting a book by interlibrary loan within 6 days, yet no one knew anything about it when I checked up on it. Three months later I received a paper saying they couldn't get it after all.
- 1594 What I like least about the library is that there are times I need a journal article and it is not available to me due to the fact the library does not receive the journal.
- 1597 strange hours, esp. on weekends.
- 1590 Most of the times the head librarian is way to loud. she doesn't care that that students need to study. Even when we ask her is she can close her door because she is so loud it is open again 10 minutes later, and we can still hear her conversations. She doesn't respect our need for quietness.
- 1596 ?

*Wednesday, June 14, 2000*

*Page 50 of 174*

**Record id Q\_4\_2**

- 1598 You need to step up to what should become this University's destiny: we INVENTED the WWW and we have the world's 3rd largest academic library... (this should be an easy one)
- Let's get innovative. No one will deny that it's all about information technology now, so why is it that the library seems to be so be making web pages and on-line services that belong in 1996?
- Additionally, no one seems to talk to the researchers (arguably, the undergrad library is nice, but this library IS and SHOULD BE geared toward the Uoff's researchers) about what kind of on-line services they would like to see available. Maybe this does occur, but this survey DOES NOT COUNT! I've had to go so far as to develop my own tools to perform searches because the library doesn't have them.
- 1599 its not open late on friday or saturday
- 1600 Each library has quite limited journal titles, especially in the medical and biological science arenas. Popular books are often not available or missing, even when there are several copies. Library web pages are notoriously difficult to navigate. Most often used links are not directly visible on the home page.
- 1603 The cost of copy machines
- 1606 Not a lot of books available at the Undergrad.
- 1607 hours on sundays - not open early enough
- 1608 need some more study space, especially for groups

- 1609 The library doesn't carry many NEW books.
- 1611 interlibrary loan takes WAY TOO LONG.  
it's nowhere near 7-10 days like it says it is. it's more like a month before you get journal articles you ordered.
- 1613 I had to teach myself how to use system. Would have been easier if through a class like rhetoric where they take a day to learn the system. Of course, the web system was not in place until my sophomore or junior year.
- 1614 The fact that many days the books are checked out or on reserve.
- 1615 Collections
- 1616 Finding references on the web is still difficult for me. I still like an old-fashioned card catalog to find journal locations. Some of the copy machines aren't very good and the copies look pretty bad.
- 1618 Actually, i can't think of anything. I would, however, jump at the opportunity to do an internship there next year.
- 1619 I am a History Major and I oftentimes use the stacks. I have in the past tried to check out materials, but when I got to desk to check them out I was told that the material had to be used in the library only. This is fine, but they would not let me reshelve the books, the next time I went back to use the books they were lost and have been lost for the last 2 months. The stacks is a mess and it is ridiculous that I could not put the books back sice the staff does not have the ability.
- 1620 Web interface searching needs a LOT more work
- 1624 Sometimes it is very hard to look up a subject on telnet. Often, I knew there were books on a subject, but when I typed it in, telnet would come up with nothing.
- 1627 I don't like only having one microfilm reader/printer in the music library.
- 1629 It needs to be open 24 hours per day

*Wednesday, June 14, 2000*

*Page 51 of 174*

*Record\_id Q\_4\_2*

- 1628 In the quiet areas of the library there always seems to be too much socialization. Most of the time when I come specifically to study it seems as though the library has become the new place to hang out and meet up with friends. Maybe a person could patrol the area and ask people that are doing group work to relocate themselves.
- 1630 NA
- 1631 It is not open long enough, and there are not enough conference rooms. Also, I hate -HATE - the copy card system. It is a real pain in the butt and usually impossible to get money on your card, so on and so on. why can't we just run up a tab like they do in the dorm printing services, which would be attached to our bill?
- 1632 The Chemistry Library needs to have LONGER hours ... and have people that work their that know how to use the materials!!
- 1634 The facilities need to be improved — more computers, more printers, more photocopiers — and must be available at a low cost to students.
- 1636 Many materials already checked out. I can recall but it takes time. Need to keep track of most frequently used books and purchase more copies.
- 1637 I would like to see the library open more on the weekend. 1pm is way to late...
- 1640 Waiting to get materials from the undergraduate library.
- 1641 it is too large
- 1643 Doesn't contain a whole lot of books pertaining to area of study.

If library notices a particular book subject to high frequency check out, it may be wise for library to order more copies of it.

- 1644 staff is not always friendly, helpful, or knowledgeable; they often seem more concerned about themselves than helping patrons; during evening hours no one knows anything why not let grad students have a key for their departmental library? some departments do, some don't--why? we're being trusted with very expensive experimental equipment but not with books? it doesn't make sense  
(these comments are directed primarily at the chemistry library)
- 1645 its too big and confusing
- 1646 My only complaint is for ILL requests--often I will request ILL materials at the start of my research for a paper or project, but the materials will usually not arrive until the project is nearly finished, or turned in all together--and the materials are no longer necessary.
- 1647 confusing order of books in shelves, different libraries scattered out everywhere
- 1648 more computers are needed in the music library
- 1649 When i cant get a certain book for longer than 2 hours
- 1650 when they don't have journals I need often
- 1651 Nothing, really.
- 1653 I'm not very impressed with the library hours. Coming from an Undergrad institution where there were libraries open 24 hours or very close to that, I was rather taken aback that the libraries close early.
- 1654 Undergrad lab has too many IMAC's.
- 1657 The limited number of group study rooms. In the evenings, there are rarely any available and in the afternoons they are frequently all reserved for interviews (specifically Grainger).

*Wednesday, June 14, 2000*

*Page 52 of 174*

**Record\_id Q\_4\_2**

- 1660 The fact that articles are not online. At least the journals that we are not subscribed to should be online.
- 1663 I don't like the atmosphere in the Undergrad library. It's hard to find materials and it always looks dirty.
- 1665 The interlibrary loan takes too long. I would like to have more recent journals kept in the library. For instance, at least from 1990-2000.
- 1671 Some libraries have paths to them that are dark and not well-lit at night.
- 1658 I am a transfer student and haven't attended an orientation session--I haven't seen info on when they are offered-- so I would probably be better able to take advantage of the library if I knew better how to access it.
- 1659 The thing I like least about the library is that you cannot go into the main stacks without a pass. Many times, the books that help you the most are the ones you find while browsing or by complete coincidence. I also don't like that all of the books are separated by departments. If you are doing research on something, it could take hours to find everything you're looking for. I think this is a very inefficient system.
- 1662 (1) The online catalog needs improvement.
- (2) More and better space is needed for several libraries: main stacks, newspaper, archives, rare books come immediately to mind.
- (3) The religion collection, which I use frequently, is very good up until about 1970, then many serials were discontinued and books were no longer purchased. The philosophy library has in recent years been unwilling to order even important books in religious studies.
- (4) It's too bad Friday and Saturday evening hours were discontinued.

- 1666 The HUGE problem of books called "missing" because they are not reshelfed properly. Long waits in the stacks when not enough staff is available (up to 10 mn just to check out a book!). The physical distance between deptmental libraries. Lack of tables and chairs in the stacks: VERY inconvenient when you want to consult a stack of books without checking them out. Not enough good photocopy machines.
- 1668 I dislike studying in the Undergrad. The chairs are not very comfortable and the tables are not nice either. If the Undergrad could be changed to the likes of Grainger, it would be a wonderful place.
- 1672 too spread out, having to pay for print-outs
- 1673 Outdated facilities
- 1675 1. Web searching is poor - results not clear, hard to find what I'm looking for, too many search engines.  
2. Bums in the Undergrad!  
3. Need 24 hour place to study!  
4. Magazines not up to date.
- 1676 1. Web searching is poor - results not clear, hard to find what I'm looking for, too many search engines.  
2. Bums in the Undergrad!  
3. Need 24 hour place to study!  
4. Magazines not up to date.
- 1678 There need to be more computers in the Biology Library; as well as better individual study areas.
- 1680 Hardly buy any new books on engineering.
- 1681 they close too early some times
- 1682 The video viewing center at the Undergraduate library is very, very uncomfortable and crumby. I'm not sure if there is any possibility of darkening the viewing areas or creating little sound booths? The cubicles are so unbearable. (I had to watch over 25 videos there last semester.)

*Wednesday, June 14, 2000*

*Page 53 of 174*

*Record\_id Q\_4\_2*

- 1683 undergrad library is ugly and i detest spending time there. and it smells funny too.
- 1684 Ummm, that the Main Library is SOO big.
- 1686 It is so big sometimes it is overwhelming and it is hard to make an effort to use it.
- 1687 it is so large, that it is so easy to get lost in...i find it difficult to find materials that i want because there is so much to look through...i think that the online way of searching is important, but very cumbersome.
- 1688 The thing that I like least is the times that the library is open. Many students do work over the weekend and the libraries close early on those days.
- 1690 Unite online reference system among libraries.
- 1691 Hours.
- 1692 computer lab always packed and need more pc's
- 1694 The hours
- 1695 Inaccurate and incomplete online catalog. Web based catalog is inconsistent, telnet based catalog in slow and clumsy.
- 1697 I rarely go to the library.
- 1698 Some of the older, extremely important, engineering books are starting to get in poor condition and there is only a single copy of them. These books are the "standards" of engineering practice today. Perhaps the Library can speak with Professors to find out which books should have priority with getting new copies or of preservation. As an engineer I have only been able to speak of engineering materials. However I am sure this applies to other courses of study as well

- 1699 I don't like to trek all over campus from library to library when I'm looking for different journal articles that are found in different departmental libraries. I don't like the Illinet Online telnet search interface, it's hard to find materials with it.
- 1702 When it gets busy, it is hard to find a place to study if you are with a group of people.
- 1703 The worst thing is the web interface. There is no natural way to use it, I get in troubles many times, and there is no way to get help from the system itself in a easy way. Also, it doesn't return accurate info, that's why the librarian personel itself uses the tyelnet interface when the search is complex.
- 1704 I think there could more efficient ways of locating material-- and for resources for new students to learn about the library(even though I think that there are already great ones in existence). Perhaps more publicity about the kinds of services and resources that the library has...finally, I think that the MOST IMPORTANT element of the library is the staff-- getting enthusiastic and knowledgable staff-- especially in this technological age. Good people/librarians will make the most of our system-- these employees are SO VALUABLE!!! Let;s treat the ones we have with respect and great salaries, and pursue similarly wonderful librarians in the future.....
- 1708 needs more online full text journals
- 1710 It is sometimes difficult to obtain the service required when asking the help of an undergraduate hourly worker -- as a graduate student I've encountered frustration at this.
- 1712 updated material. some subjects don't have printed material from this decade, which makes finding recent research difficult
- 1713 Nothing

*Wednesday, June 14, 2000*

*Page 54 of 174*

*Record\_id Q\_4\_2*

- 1716 The music library course reserve materials are a disaster. It takes sometimes over a week for materials placed on reserve to become available to check out. The card catalog indexing these materials is often inaccurate, forcing the user to look through all of the cards in order to find the proper materials. (For instance, sometimes books are cataloged under the editor's name and not the author's, or the author is missing altogether and the book is listed under title only.) I would suggest that the professors placing materials on reserve indicate precisely how the book should be cataloged so that the catalog corresponds to the course handouts.
- 1717 Sometimes feel unsafe. Sometimes resources hard to find.
- 1720 The Staff is often not helpful and there is no way to learn the library system better.
- 1721 Having to go to each library in order to find books. It's very time consuming
- 1723 I don't really have anything to rank as not liking it
- 1722 While I don't have major problems with the computer interface with the library system, it is still less than intuitive and/or easy to navigate.
- 1725 There are a lot of journals housed in the Biology library that I would love to see in the Ag library. Though, I realize they are expensive and both departments probably require their use.
- 1727 The printing cost is high
- 1729 Access to economic data - such as general time series from the U.S. Bureau of Census - via cd-rom or web. Recently, I spent more than one week typing data from print matter publications into my personal computer. I am almost sure that these data are available on-line or in cd-rom, but the University of Illinois Library does not have those collections.
- 1731 There are not enough group study areas in which to study in. At some of the libraries, the study carrels do not have enough lighting.

- 1732 the book I need the most is always missing
- 1735 Nothing comes to mind.
- 1736 Stacks are creepy; little security.
- 1737 Some materials from outside of U of I libraries are not allowed to extend the loan period. I wish it can be extended through telnet just like any other materials from U of I.
- 1738 Can not find space to take notes on books that must stay in the main stacks.
- 1739 I'd like more open hours
- 1740 The limited hours, it may not be solely the lib. responsibility, but it's ridiculous that at such a huge U. with so many student needs that there are not some more 24 lib. and computer resources
- 1743 All of the materials are all at different places around the campus. One book could be at the undergrad while another one could be across campus. Nobody wants to go to another library to get one book. They may not even want it. They should all be at one library.
- 1744 the sources
- 1745 Restricted library hours (especially in the weekends)
- 1746 Sometimes when I search for something using the online search, I cannot find what I am looking for, but when I actually end up looking in the shelves, I find just the right book. This really bothers me, and it wastes a lot of time. I also don't like the whole copy card system... why can't the copiers take change as well as the copy cards... that and the computer printers, since I don't live in a dorm, I don't have ILLINET and cannot use my ID to print off of the computers in the library... why don't those computers take change as well?

*Wednesday, June 14, 2000*

*Page 55 of 174*

***Record id Q\_4\_2***

- 1747 Nothing
- 1748 quality of copiers.
- 1750 The distance between libraries!
- 1751 You have to go to different libraries in order to get the materials you need. They are not under one roof.
- 1752 I would like to be able to drink a beverage when I study in the library.
- 1755 place more machines conveniently that puts money on copy cards near the copiers/
- 1757 Interlibrary loan periods-- books borrowed from non-Illinois sources have too short a loan period. This is probably out of your control, but nonetheless...
- 1758 The library should have longer hours. I like to study in the morning and all day Sunday. The undergrad doesn't open until 1 pm. It should open at 10 am.
- 1761 few computers available especially at the undergraduate library.
- 1763 If the library were to stay open just a little bit later, it would be fantastic!
- 1766 FINES!!!
- 1767 nothing particular
- 1768 Sometimes the Stacks people are rude
- 1770 It seems the books I need are usually checked out. The amount of time a grad-student can keep a book is ridiculous. I have had continued problems with returning books to the CPLA library. I am constantly getting overdue notices for books I have turned in. I go to the library and find that book on the shelf. They somehow forget to check the book back in before they reshelve it. Many other students have also had this same problem.
- 1772 the ILLINET could be more user friendly for users who are not familiar

- with the program
- 1773 Should be open later than 1:00, especially during midterms and the end of the semester.
- 1774 thelimitedhours
- 1775 The complicated Illinet system
- 1776 missing books and/or books not in collection that should be.
- 1777 I'm very pleased with the library overall. Nothing neg to say
- 1778 The hours could go maybe an hour later.
- 1780 The U of I libraries carry no Art Therapy journals. Requesting copies of Art Therapy articles takes several weeks, much longer than the amount of time I have to complete my assignments. Currently, I have to drive to ISU to copy articles in their library.
- 1782 a little bit lost at the beginning. we don't know where to go to find a book. the stacks are not so well organize (especially architecture building).
- 1785 Videos can't be checked out - illinet online is limited to the U of I only - I don't even know if they have a CD collection anywhere in the whole place!
- 1786 The stacks area of the library is dark and difficult to navigate.

*Wednesday, June 14, 2000*

*Page 56 of 174*

***Record\_id Q\_4\_2***

- 1787 The undergraduate library is not conducive to studying. It is loud because of lack of study group rooms and the lighting is not pleasant( think Grainger) Most of the study carrels seem to go unused.
- 1788 Not open in the weekend morning.
- 1793 Sometimes I can't find what exactly I want.  
The computers are all occupied by others.
- 1795 It is very confusing to use the online search for sources. Many times I don't even find books or journals I'm looking for. It is very difficult to use that program if you are not familiar with it.
- 1797 Not enough windows to allow some sunlight
- 1798 physically unattractive chemistry library
- 1800 The copy machines: why not allow double-sided AND reduced size? Save paper AND money!  
  
The quality of the copies are so bad it impairs reading.
- 1803 Difficult to visit library if you don't live on campus because of limited parking.  
Weekend hours (when more parking is available) are limited - assuming that students will be partying and won't need/want access to library.
- 1805 The weekend hours are far to limiting. I think the library should be open past midnight Friday and Saturday nights. As a student with many projects, studies, and research to conduct, the 10:30 closing times on the weekend limit my studies greatly. I think extended library hours would enhance students' overall education experiences here.
- 1806 Not enough articles on ABI Inform are available in text form.
- 1807 crowded conditions of Ricker library and CPLA library.
- 1808 i use the ricker library extensively, and have found it lacking in contemporary art materials. i would like to see that collection brought up to date.
- 1809 Fragmentation: materials I need scattered over half a dozen libraries, have to search multiple databases, ways to feel like I'm getting at what's in the collections.
- 1812 slow computers and it's HOT!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

!!

- 1813 Trying to \_find\_ something, but that's what you pay for volume and diversity I guess
- 1816 very short loan periods--not long enough to do papers without having to renew a few times.
- 1817 the hours aren't long enough, especially on weekends
- 1818 Many of the libraries are dingy and are far from an "ideal" place to study. As a business student, I wish I didn't have to walk to Grainger to find a pleasant environment to study.
- 1820 many of the equipment seems either out of date or have deteriorated in its ability to perform well. e.g laser discs, videos. Also the library's collect of books seem very small in the areas of history, slavic languages, and in general overall volume.
- 1821 Too few copymachines, and they are of bad quality
- 1822 when things are reshelfed wrong or too slowly
- 1824 Difficulty in finding remote libraries.
- 1826 It could be open later. It could open earlier on Sunday.
- 1827 Too many important titles missing or are not available for check-out.

*Wednesday, June 14, 2000*

*Page 57 of 174*

***Record\_id Q\_4\_2***

- 1828 Freshman come to this school not knowing enough about the library systems here.
- 1831 Not open late on Friday and Saturday nights, or open early on Sundays
- 1833 Limited hour
- 1834 There's too much stuff and its confusing and its all been changed since I learned how to use it in rhet 105.
- 1835 I have difficulty in finding books
- 1837 I wish that most of the libraries opened a little bit earlier on Saturday and Sunday.
- 1836 the library hours. i would like to be able to go into at least one area at just about any hour of day/night to study or research on a computer.
- 1840 Searching for a specific book with no alternatives and having every copy come listed as "missing" (using ILLINET)
- 1841 Many people say they don't like the general atmosphere of the undergraduate library. I've noticed a kind of oppressive, closed-in feeling, caused in part from an overload of cubicles and books and tables, and all too frequent announcements on theft and food and drink rules.
- 1842 N/A
- 1843 I wish the library was open for longer hours and there was more web access.
- 1844 Limited access to course reserves.
- 1845 The hours on Sunday! People want to work before 1pm!
- 1846 The library is way too warm inside and full text documents should be delivered to my computer. Also, we should be able to place change in copy machines and we should not have to come to the library with broken copiers all of the time.
- 1847 My work routinely sends me to three libraries (Vet Med, Chem, and Biology) and it is difficult to justify time out of my day to run around, please get more online journals.
- 1849 Library hours, especially department libraries that are only open 9-5 weekdays
- 1850 The staff are overworked and underpaid. If these issues were redressed, I believe that the quality and care of the services would improve, although they are very high now. Also, you should consider hiring more staff.



- 1851 not always the books I need; and I prefer NOTIS
- 1852 Strange arrangement of journals in different libraries--e.g., why is Applied Psycholinguistics in MDL and Stacks but Journal of Psycholinguistic Research in ED library?
- 1853 I have trouble when a source is incorrectly listed in the database, e.g. when telnet lists the journal as held in the biology library but it is actually in the health sci library.  
I would also like an easier way to search for journal location. There used to be a convenient journal search on the library search pages (e.g., psych info, eric) that allowed us to enter the journal name and get the location. Telnet can be confusing for that.  
It would be great if the copiers let us reduce in size to save money and paper
- 1854 Books are not centralized. Books are often shelved inaccurately. Access to stacks is frustrating.
- 1855 More comfortable seats would be nice.
- 1856 Chemistry library is not a convenient place for group/individual study

*Wednesday, June 14, 2000*

*Page 58 of 174*

*Record\_id Q\_4\_2*

- 1858 Very little reference material. Too few books (latest ones). Inconvenient library hours.
- 1859 sometimes it is not open long enough, or early enough
- 1860 librarians are not courteous
- 1861 It would be much easier to use the resources if there was more on-line training and capabilities.
- 1862 The safety issues and lack of seating in some places.
- 1863 Well, I wish they could reshelve the books back up much quickly, especially the periodicals
- 1866 The individual study areas are usually full of students who keep talking.
- 1872 It doesn't stay open long enough during finals. It should be open 24 hours during this time.
- 1873 some libraries close to early and do not have enough staff, to reshelve books and magazines quickly.
- 1875 Often, when I look for materials in the library they are either not available or lost. I would like it if either the loan period was less, or the recall waiting period was shorter.
- 1876 I don't think the library has a enough variety of sources for their books
- 1865 I wish there were more study areas like the pink and green rooms at Grainger. They fill up so quickly.  
I also wish the reference desks could provide exact locations of materials, such as dated journals.  
Sometimes the library I am referred to for a particular journal does not have the volume I need, either because it hasn't carried the journal until recently, or because the journal has been cancelled.
- 1869 Several times over the course of my college studies the library has lost some of the materials that I have returned. I am a very responsible person and TO THIS DAY I can swear that I returned them....I even made the effort to return them to the correct library. Nevertheless the books were lost in the reshelving process and I had to pay \$150!!!! Ridiculous. It is great that we have so many sources, but it is no good if the system isn't organized and at the end of the semester when many people return books they used to do research papers the library messes up (and poor students suffer and are defenseless...we just have to pay)! This is unfair...it is unfair that I should have to get the name and initials of the person who handles my returns for the fear that somehow I will end up being blamed for losing a book.
- 1871 The distance between the different libraries - it makes it hard to get all the books you want when they are all in different libraries.
- 1877 The huge scope of the library makes using it often impractical - large backlog of shelving, no subject access to large parts of collection, decentralized, etc.
- 1879 I don't like our lack of full weekend hours.

Sometimes I've called reference librarians with questions and they haven't followed up and called me back, even to tell me they couldn't find the info.

1880 The Math Library is closed after 5pm on Friday, and it's closed on Saturday except between 1pm and 5pm. It should be open longer.

1881 The way you have to check out books at the graduate library. It takes forever!

1882 It is not aesthetically pleasing

*Wednesday, June 14, 2000*

*Page 59 of 174*

*Record\_id Q\_4\_2*

1883 I don't like the fact tha undergrads do not have the ability to go in the main stacks. I do understand that there would be immense consequences if the main stacks was open to everyone. I wish that the staff had a more efficient way of gathering material. Often, when books are said to be missing, I have found that they actually aren't.

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

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

1886 I really don't have any major concerns.

1889 I think the library should have longer operating hours  
And perhaps there should be more 24 hour study facilities open during funals week.

1891 All is positive

1893 the library is not open late enough

1895 the long wait to check out materials from the main stacks

1899 Chairs uncomfortable  
VetMed Library TOO LOUD!!!

1904 1. not enough data base for video materials  
- there should be enough recorded tapes for distinguished or important lectures  
2. search engines  
3. connection, when I use an engineering search engine -INSPEC,  
I cannot find book location on the same engine. not convenient

1906 Overwhelming size.

1907 It is sometimes difficult to find the material you need and help is not that good

1912 Lack of parking—I'm on the norht campus, too far to walk usually. I compensate by using the online services.

1913 It is too big to just walk around and see what is there.

1914 not enough information or instruction on how to sort through the quantity of info.

1901 The undergrad library is noisy a lot, and the hours could be a little longer. It gets tedious to request books instead of just getting them yourself.

1902 There aren't any books anymore. I can go back home to my public library and actually find good books I need, but here they're scattered everywhere IF they're even here. Most of the time I need interlibrary loans, which take too long to get. The main stacks are a joke. We should have access to ALL books DIRECTLY. Why is 345.730268 in the rare book area? Seriously, this is such a joke...

1908 my experience with the staff of the undergraduate library is poor and the ones i have encountered

have not been very helpful to me.

- 1910 Interlibrary loan system is too SLOW. Some books are in the electric catalog, but do not physically exist.
- 1911 I think it is silly that undergraduates are not able to use the stacks in the Main Library. I don't understand why it should be a problem. I think that the library would be more beneficial to undergrads if they were allowed to use the stacks and see everything the library has to offer.
- 1916 It's too large, and thus hard to find what we need.

*Wednesday, June 14, 2000*

*Page 60 of 174*

***Record\_id Q\_4\_2***

- 1919 THE PHOTOCOPY MACHINES CANNOT REDUCE SIZE. THIS IS A CHEAP PLOY TO MAKE US SPEND MORE MONEY MAKING COPIES OF ARTICLES AND IS A SEVERE INCONVENIENCE WHEN WE ARE TRYING TO MAKE COPIES OF A LARGE BOOK. I THINK THIS PRACTICE IS UNETHICAL, DIRTY, CHEAP, AND EVIL. IT MAKES ME WANT TO SET FIRE TO THE LIBRARY. WHOEVER CAME UP WITH THIS IDEA SHOULD BE DRUG OUT INTO THE STREET AND SHOT.
- 1921 There needs to be more computers, and I also would like to see the library open longer.
- 1922 it always so hot in there and difficult to find some books and magazines.
- 1926 Lack of parking to use library. Users (particularly those of us who live off campus and drive in only to use library) have no ease of access to facilities, yet we pay fees for services. Should not have to pay several dollars in meter fees, 2-3-4 blocks from Med/Sci library just to use it.
- 1930 None
- 1931 I don't like the way that the library is set-up (meaning where all the materials are in respect to one another). It has very confusing set-up, everything seems to be jumbled up and I sometimes can't find what I am looking for or even where to begin looking.
- 1932 Very often, do not get the books I want .should keep multiple copies of popular books.
- 1933 music library should use a single cataloguing system
- 1935 I have found a large number of the books have been damaged by writing with pens, pencils, etc. A means to prevent this type of vandalism would be appreciated.
- 1938 Library hours
- 1939 having to walk around so much to get journal articles
- 1942 Many times items are not reshelfed, or important bound journals will be checked out for months. Some things, even though they are older, should not be allowed to be checked out.
- 1940 That the items are all over campus rather than centralized. That I can't ever find journal articles that I know exist, let alone ones I want to find out about. That the stacks are scary.
- 1944 Libraries not open that late
- 1947 The organization of the library system is chaotic and fragmented. I don't know how new students ever learn to use it.
- 1949 1. Lack of signage and easy to read directions for the Main Stacks.  
2. The way print materials, including folios, are left in disarray, allowing structural damage to the pieces to occur, especially in the Main Stacks.
- 1950 The lack of computers that can be used for research.
- 1951 Computers are often used and costs too much to print
- 1952 Books seemed particularly difficult to find.

- 1954 I would like it if the Library stayed open later.
- 1955 not open long enough, not enough computers
- 1956 There is not much concerning the University of Illinois library that I am dissatisfied with.
- 1957 I don't know

*Wednesday, June 14, 2000*

*Page 61 of 174*

*Record\_id Q\_4\_2*

- 1958 There needs to be more study room, more private areas to study than the large tables in the middle of a major library throughfare like the setup is now (in the Undergrad). The computer system for finding journals and information in the Undergrad is also very confusing, and needs to display clarification on the screen, rather than always requiring the help of a librarian to clear things up. Online archives are especially perplexing and I hated having to search them.
- 1959 I am not very fond of the system used to check out books in the Main Library, waiting for twenty minutes for a staff member to check out a book for me. I'm not sure why we don't have access to the books ourselves.
- 1961 not being able to check out music materials, the cutting down of the newspaper collection, the messiness of the stacks, and most of all the host of missing books that are not replaced.
- 1965 -
- 1966 I have tried searching for materials and finding books but it is labor intensive and to time consuming, also it is very frustrating
- 1967 nothing to say...
- 1968 Sometimes, I have found it hard to find books that I am looking for.
- 1969 Figuring out where books are...I can look them up easily but I can't figure out WHERE they are located within the library system
- 1970 DRA.
- 1972 I don't like the short hours
- 1973 I think that the Grainger library opens too late on Sunday mornings. I would find it very helpful if it opened at least one, if not a couple, of hours earlier on Sunday. I know
- 1974 The librarian was not very helpful when I was trying to get a book in a Friday afternoon ten minutes before 5PM. It might be because of police, but I didn't like the attitude they showed me.
- 1975 staff could be more friendly to library patrons.
- 1971 Not all of the libraries employees are competent. I can understand that from the part-time student employees, but when they ask a full-time employee and they can't do anything, the employees are worthless.
- 1976 Having to go to the Undergrad Library to collect printed materials (when there is no money on the I-card).
- 1977 Many books can not find, many were charged out...Maybe we need more copies of some books.....
- 1978 that sometimes the books are out forever, there should be a limit for the same person to have a book
- 1979 finding a book you want and then learning that you have to cross campus to go pick it up at another library
- 1980 having to tromp all over campus if I have an immediate need for a reference
- 1982 While individual "libraries" housed within one building is convenient

for those in the college, it seemed intimidating for those new to campus and a waste of overall space.

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

*Wednesday, June 14, 2000*

*Page 62 of 174*

*Record\_id Q\_4\_2*

- 1986 That the collection is cataloged according to Dewey and not to LC classification.
- 1987 Knowing that what I need could be across campus....but that goes with a big library such as this one
- 1988 inconvenient hours, hard to find an available computer
- 1990 The online catalog; access to materials in the History and Philosophy Library (see below).
- 1991 The low number of copies for the reserve material.
- 1992 It is difficult to do research sometimes because one resource could be at the Vet-med library, another at the med library, and another at the undergraduate library.
- 1993 It is hard for me to find articles. And, it takes up a lot of time to not be able to access the main stacks, and to only be able to request 4 items at a time from the stacks.
- 1994 Sometimes there is a long line for using the computers.
- 1995 Too many announcements are made at the Undergrad Library before closing.
- 1996 the data base system to look up the journals is not up to par
- 1998 There're some dot-matrix printers which make hell a lot of noise in the library. These ought to be replaced by a laserjet printer. If it is too expensive to do it, then charge the person who wants to use it.  
I don't like the online searching program because most of the time, the limited search options returns a whole bunch of data and the book I am looking for may or may not be buried in the pile. It's a pain going through the list to spot the book I wanted.
- 1999 Pain in the ass to find what I want. Also, the quiet study areas aren't always quiet.
- 2001 I don't like that not all of the libraries have the machine to add value to an I-card (for copy-making). I spent a lot of time in the Chemistry Library this last semester, and it was inconvenient to have to scrounge for change or walk over to the Undergraduate library when my card ran out of money.
- 2003 In my field, I did not find many recently published books (e.g. 1998-2000).
- 2005 Million places to go for research, takes too much time.
- 2008 There needs to be some e-mail stations on each floor.
- 2011 inconvenient library hours during weekend and summer
- 2012 I am pretty satisfied with it
- 2015 The problems I seem to encounter the most are: 1) missing library materials, especially in the periodical section and 2) the telnet search engines keep getting changed. I've been hear for 4 years and it seems like every year after I finally figure out how to use the search engine it gets changed!!!
- 2006 Online catalog. We have been promised for more than two years and things don't seem to be moving at all. The new system as it stands now is much less usable than the old one. If you want to do anything to improve this great library, get the online catalog fix first.
- 2009 There should be more study carrels in the undergraduate library. Also, there should be more carrels there that have access to electronic outlets. In addition, the temperature in the library is too cold! Especially in the winter, on the basement level.
- 2016 I would stay at the library more if it remained quiet... perhaps some type of group study room would be nice for group projects.

2017 I feel very uneasy going to the library because I was never instructed how to use the library properly when I came to the University as a freshman.

*Wednesday, June 14, 2000*

*Page 63 of 174*

***Record\_id Q\_4\_2***

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

2021 There needs to be more computers.

2022 Lack of study areas for business students...we love to use Grainger library but would really like our own place to work.

2024 personal safety

2025 The library is always very hot inside and uncomfortable.

2026 i don't like the fact that some books we cannot check out for longer than one day. even if i needed the book for 4 days, i still would not be able to check it out. then when i return it within that one day, and come back 4 days later to check it out again, NO ONE CAN FIND IT because it has yet to be reshelved. but that problem would not have happened if i were allowed to check it out in the first place.

2027 Occasional lack of organization b/c of size of library.

2029 Sometimes it's a pain to get books from the Main stacks when you are an undergrad.

2030 Hours.

2032 delay in getting materials from main library

2033 inability to return books by campus mail

2034 book search on web site is not as good as online bookstores

2035 It's a wonderful library but absolutely no training is provided on how to use it. Law students are given a 10 minute guided tour during orientation and that's about it. The tour is conducted by another law student whose only training was the 10-minute tour he got during orientation. The reference librarians are extremely knowledgeable and helpful, but it appears not to be their job to train people on how to use the library. I'm a 3L and just found out by accident on April 21 that some man named "Hal" works in the library and supposedly is responsible for the training function. Too bad the dean's office neglected to inform students of this service. Almost 200 law students will graduate this year and not have a clue about how to use a law library. There are a few exceptions, however. One writing section had an excellent writing & research professor who taught them how to find all the wonderful resources in the library. Unfortunately, I was not in that section.

2038 Again, that undergrads cannot check CD's out from teh library. the same fo rorchestral nusic parts- it would be better if the library coul down them instead of the school ofmusic...

2039 i don't like how there are books at like million different locations. i wish they were all in one building.

2040 The system is sooooo confusing and no one every shows you how to really use it

2044 The temperature of Grainger - I study there a lot and it is very cold there sometimes, particularly in the bathrooms.

2046 Getting to Grainger would be a lot safer if the lights on that Quad were lit. I have walked there at night a few times and the lamps were not on and it was very dark.

2041 Since there is so much information, it's always difficult to find exactly what you are looking for.

2047 I don't like that undergraduates can not go into the stacks at the main library. It takes too long for the desired text to be found.

2048 I dislike looking for a series of journals and finding it significantly incomplete, such as having the years 85, 86, 92 and 99 but none of the others.

2049 The ease in obtaining hard bound books via the stacks.

Wednesday, June 14, 2000

Page 64 of 174

Record\_id Q\_4\_2

- 2050 I dont really like the length of time one must wait in order to get materials from the stacks.
- 2052 business quad should have a library like grainger
- 2054 that as an undergraduate i do not have direct access to the main stacks. As i am a junior i have needed to do research projects that used a number of books from the main stacks and there was sometimes confusion on which editions i needed which could have been avoided if was allowed to access the stacks myself. i uderstand the need to keep the number of people to a minimum and ensure the safety of the collection by allowing only a select group up there, but i did feel inconvenienced by the policy.  
Speaking of inconveniences, i was quite put out by policies at the grainger library. there is no vending area (the one between the undergrad and main library is very nice) and i was not able to use the computers there because i'm a student in LAS. Its a lovely facility but its too exclusive.
- 2055 I don't like the announcements every few minutes. I think that the higher level gets too loud. I wish that there were more tables to study at, I know there is limited space, but there has to be more space somewhere.
- 2056 the individual study carrols are not very nice or comfortable to study at.
- 2059 Sometimes it is a pain to have to go to a different location for certain collections. Also (and maybe I am just not aware) does the library provide new books (i.e. bestsellers, etc.?) If not, we should get that.
- 2060 I don't like that you can not view all articles in full text when you are going through the articles on gateway library. There are a lot of really good articles, especially in infotrac under the legal portion of it, that are not viewable. This makes it difficult to know which ones will be good for your topic because you have to go to the library and look them up. Half the time when you do this, though, you end up searching for 10-15 articles and coming out of the library with only 3 or 4.
- 2061 Have at least one library open late friday, saturday, and early sunday. It is ridiculus that sometimes I cannot find a place to study because it is friday past 10.
- 2064 i dont like how the stacks are off limits to undergrads, i think the libraries are very confusing
- 2066 More MAc than PC computers.
- 2067 The residential libraries are not open until the afternoon.
- 2068 The undergrad isn't the nicest place to work, the atmosphere is kinda of dull (thats why so many people like to study at Grainger I think). Although it might look boring though it gets it job done I guess.
- 2069 NO ATM MACHINE ANY WHERE NEAR THE GRADUATE/UNGRADUATE LIBRARY!
- 2070  
It doesn't have many books needed for the course and so you have to buy them.
- 2073 They are all over the place. ie. Vet Med and Grainger. especially graduate library which is in all little seperate rooms
- 2074 ilinet tells me that the U of I doesn't have journals/books that it has
- 2075 Too much running around to different Libraries for related information. Looking forward to the new ACES Library.
- 2076 want more working hours
- 2077 its decentralized. i have to run around everywhere to get things.
- 2078 Nothing at all, currently I am completely pleased with the library

Record\_id Q\_4\_2

- 2079 I dislike not having access to the stacks as an undergrad. When I research topics on my own, it helps to be able to look up a few books, and then to go to the sections they are located and browse the area. I lot can be found that way that cannot be found on an electronic search. Especially if you do not know all the authors on a particular subject.
- 2080 The fact that I have had trouble finding any books on some subjects due to the fact that over half the titles found were missing from the system.
- 2082 The Illinet Online Catalog is very very substandar and poor for such a terrific libraries in campus.
- 2083 the online searching
- 2088 how everything is so divided up and that you have to walk cross-campus for something as simple as the Wall Street Journal if you are an Engineering student. There should be staple subscriptions at each library.
- 2090 My ability to find materials in the collection seems to be lower than at any of the several other university libraries that I have worked at in the past.
- 2091 there are too many libraries. I would prefer all of the materials be centralized at one main library.
- 2092 It's too hard to figure out how to use many of the resources in the library. Most people have never used a system like illinet, and there is not much easily available information.
- 2093 I have experienced a centralized science library system and found it worked quite well, thus am not completely pleased when I require documents/journals from Biology, Psychology, Engineering and ALS libraries, and am closest to the main library.  
Also, the collection housed in the ALS library is limiting and requires trips to the stacks often.
- 2094 not enough group study rooms and not open 24 hours. There should be somewhere on the campus where a student should be able to study at any time of the day or night, and there isn't.
- 2095 Closes too early sometimes.
- 2096 The collections part of the library is not very accurate. Students should not be charged for books that they return and are reshelfed without being realized by the staff.
- 2099 Not enough study areas, esp during finals. Not enough staff to help out.  
short opening hours.
- 2102 not enough computers and printers  
difficult to find what you need
- 2103 limitations of online resources
- 2104 IEEE collection not available on web, only on hard-to-use CDROM  
machine in Grainger.
- 2106 I don't find the searching process very appealing. Telnet really stinks, and I can't figure out how to access the webpage catalog.
- 2108 the noise
- 2112 I don't like the distance i have to walk to get there
- 2114 Possibility of falling behind other leading collections, based on budget projections for the library.
- 2109 As a person who lives off campus I think its difficult to actually get to the library because parking is so limited.
- 2113 Some libraries should be open longer, to better fit the needs of the students.



Record\_id Q\_4\_2

- 2115 You send the journals to be bound and they disappear for six months. Also, you should maybe not send such recent issues to be bound. Wait until they are 5 years old or so. I hate it that often volumes from the last year or two are not available. You close so early on the weekends, for graduate students this is bad.
- 2116 that 90% of the books I order have to come from another campus; that books returned to the outside drop box sometimes get lost; that there is an expectation that non-UIUC books have to be returned somewhere differently from UIUC books (not 'real' ILL, ILCSO books); that there are different search interfaces for different journal article listings; that searching for articles is separate from searching for books; that I get timed out when using journal searching (sometimes in the time it takes to answer the phone or look up something)
- 2118 Don't really have one
- 2119 its too hard to find the link to "my account" on the homepage. make it on the index.html file so its easier to find.
- 2120 The interlibrary loan system confused me when I arrived and I could not find information on ILL service without asking at the library.  
I wish there was more on the webpage (or more obviously on the website) about features like ILL, renewing online, reviewing library accounts etc.
- 2121 article search
- 2122 Get lost in everything easily. Want specific info...where to start??
- 2123 more full documents and stuff online
- 2124 There isn't a single library open past 1am.
- 2125 I find that it is hard to perform searches for materials.
- 2126 The basement of Main library
- 2127 The cancellation of many journals over the past three years.
- 2129 Sometimes it is difficult to find lp's in the Music library.
- 2130 Some of the library staff are really rude and it makes me not want to get help.
- 2131 since i only use ricker, i would like the hours in the evening extended. i maintain employment most evenings until 9:30pm, and ricker art and architecture library only stays open until 10 i believe, so books i need to study with on desk reserve are only available during sporadic breaks in my daily schedule.
- 2133 the spread out distance of them
- 2135 I don't like that it costs money to print from the computers. There are also not enough IBM computers.
- 2136 hard to find the exact materials you want the first time
- 2137 Some sites are aging quickly. Some of the lighting, chairs, etc just seems to be getting a little aged in spots...
- 2138 I can't get books myself. Too many libraries to go to find things.
- 2139 The libraries are extremely spread out and diversified. If I need a specific book, finding it in the many different libraries can be a bad experience.
- 2140 It should be open later because I usually like to study late in the evening.
- 2141 I wish the hours on Friday and Saturday would be extended.

Record\_id Q\_4\_2

- 2144 The staff sometimes isnt equipped to service all teh students.
- 2147 I am satisfied with it
- 2142 Before taking certain courses late in my academic career, I had little to no knowlege about the "stacks" or archives, nor how to access them. To this day I do not know weather or not you need to be enrolled in certain courses to have access to them, or how to recieve a pass when you are not directly issued one by a professor for a certain course. I would like to have known about them earlier, because I know that it would have been helpful to me for past assignments.
- 2145 1. Need more study carrels – Needs to be open everyday the same timings
- 2146 I would like for the library (grad and undergrad) to be open later during the week.
- 2148 I is extremely intimidating, and I have yet to learn how to use any of it's resources.
- 2149 it's huge.  
the more text you make available on the web, the better. It's much easier than searching shelves all over campus.
- 2151 Getting help is hard
- 2152 its not open 24 hours 7 days
- 2156 the staff is sometimes rude...i have had jobs where I had to serve people, too, and I never used having a bad day as an excuse to be rude or having an attitude towards other people.
- 2157 undergrad library is always too loud. and servic is ok.
- 2160 I think it should be open earlier.
- 2162 I don't like it when people are loud in the library
- 2163 The noise level made by people who shelf books. Some are careful while others seem not to care at all that there are students or staff working who may prefer silence. The Library officers also talk very loudly.
- 2165 physical layout - if I physically came in, I do not think I would be able to find what I would be looking for thus I use the www
- 2166 no space with vending machines for break time(just one in undergraduate library). why not in grainger?
- 2167 it would be great to have longer hours due my being a grad student, late hours are not only necessary but more conducive to solitude and productivity.
- 2172 There are so many different libraries that have different systems that are very confusing. I know I won't figure out the library systems until I graduate! there should be a "dummies guide to using the library systems at the UI" that would make me happy.
- 2174 hard to refine searches for materials, especially articles (since there are so many databases)
- 2175 That undergrads do not have access to the Main Stacks. They should give them automatically to people with B averages.
- 2176 Uhm... hard to say. I'm glad, really!
- 2179 around busy times, not enough computers
- 2180 Biology library is like something from the 1950s as far as physical environment. Not enough copy machines.
- 2181 The undergrad library frequently closes earlier than its posted time at night.

*Record\_id Q\_4\_2*

- 2183 Sometimes only one copy of materials, library should get multiple copies of books and materials.
- 2177 I don't feel safe in the central circulation stacks--occasionally I've seen a security officer wandering around through there, but not often. This semester especially I've had problems locating materials in stacks due to misshelvings, etc.
- 2186 It is very big
- 2187 No kind of training or acquaintance program--the first time I used the library I was absolutely clueless as to what to do
- 2188 The lack of safety in the library rooms in terms of possible loss of the texts and other important materials.
- 2189 Searching for articles in article databases on the web - layout is confusing, unhelpful. Inconsistency of loaning policy in different libraries, especially with periodicals. WebSpirs. Cambridge Scientific.
- 2190 Copy machines with broken zoom buttons.
- 2191 The process of receiving these materials.
- 2192 Professional staff are often the least friendly and least open persons I meet during the week on campus. I get tired of their dog-in-a-manger attitudes. The physical plant is often inadequate (tight space old fixtures), making it drudgery to use some of the facilities.
- 2193 The hours are restrictive, and telephone service from the Modern Languages Library varies from quite good to terrible.
- 2194 it seems like you can always find articles on the computers but they are never in any of the libraries
- 2195 The quality of the copy machines are really very unsatisfactory.
- 2196 short hours on Sunday
- 2198 It begins to kill my requests.
- 2199 Too much money is spent on academically worthless magazines such as Glamour or People magazine which can be referenced through local libraries. Let's spend our limited resources on academic journals.
- 2200 There are not enough computers, especially if I need to type a paper.
- 2201 Some of the workers are unfriendly and impatient.
- 2202 The search for articles because it is difficult and confusing. The fact that there are not two copies of reserve books--one to check out and one on reserve. The way the books are put in the undergraduate library.
- 2203 The hours on the weekends. I think the library needs to open a little earlier. There are people that want to use the library in the mornings on a weekend.
- 2204 The fact that the bars are open later than the libraries.
- 2205 environment. undergrad - too loud and no privacy  
beckman - too quiet, makes me fall asleep  
Ricker (architecture) - messy, old, small
- 2209 I hate the fact that I wouldn't even know where to check out a book and haven't really even seen books around...
- 2212 I didn't like the non-friendly interface to find material online
- 2213 some of the student workers not quite as friendly as full-time staff

- 2214 sometimes it seems very dark
- 2215 The hallways where the bathrooms are located, they are remote, low traveled areas and are dimly lit. Especially on the side that is closed off. Not very safe to me, afraid to go there.
- 2216 the length of time the library is open
- 2217 The library provides several sources yet sometimes it is difficult to find the library the source is at.
- 2221 It is ridiculous how much work you have to go through to get some books out of this library & into yours hands. The stacks workers are too few & it should NOT take 2 hours to get a book that you need from a library.
- 2222 The not-so-user-friendly Telnet search program. It could be a little more user friendly. Some color coding and a nicer font would do the job.
- 2224 I think that library hours should be increased.
- 2225 that it takes so much time to get books back on the shelf
- 2227 N/A
- 2228 I may have to go to 10 different libraries on different ends of campus to get the resources I need.
- 2232 The fact that only certain people are allowed in to the stacks. I am not saying everyone should be allowed in there b/c that would destroy everything, but not just graduate students and pre-law club members.
- 2233 The hours and the fact that the items are never perfectly shelved.
- 2234 I don't really know how to access all of the resources available to me and I don't really even know what there is available.
- 2235 That all texts are not available electronically
- 2236 I have had problems serahing for journal articles and the library has stopped carrying many journals
- 2237 only open til 1
- 2238 Limited hours, especially weekend nights!  
Dearth of photocopy machines.  
Poor maintenance & cleaning of study carrels in stacks.
- 2242 Everything is sooooo protective. I feel like I'm walking around in a jail.
- 2243 Many times it is necessary to request a materials from another library, when these materials could be included in our own collection.
- 2244 It closes too early. I need to be able to access it all night.
- 2245 I dislike that often times I cannot have an article emailed to me or must pay (a heafy sum) to have it faxed. Although it is a students fault for waiting last miunte to do research on a paper/project, that is the way it usually works and to have an article instantly is of great importance.
- 2246 Lots of errors when checking books back in. I often get overdue notices for books that are on the shelf. I mean OFTEN.
- 2247 Some have short hours.
- 2248 Loud
- 2253 The hours need to be extended.

*Wednesday, June 14, 2000*

*Page 70 of 174*

**Record\_id Q\_4\_2**

- 2254 books are organized easily if you're finding a book for academic purposes, but without the book jackets it's hard to find a book to read for pleasure unless you're looking for a specific book. there should be a best seller room, or books of the month, or some kind of area with suggested leisure reading.

- 2256 I guess what I like least are the stupid frat boys who talk in the quiet study area in the undergrad library. But that's hardly your fault, eh?
- 2257 annoying and slow to learn interface for online searches & databases
- 2258 too many - don't know which one to go to sometimes
- 2259 Sources are missing.
- 2264 The hours are limited
- 2265 A lot of books missing, and not replaced.
- 2269 the hours
- 2270 I hate it when i have to get books from the stacks because it takes a long time.
- 2272 if resource you want can't be found or is "lost", very frustrating
- 2273 difficulty narrowing searches
- 2275 Nothing.
- 2260 Dead lightbulbs in personal study desks. I hate it.  
I don't understand why they don't check the bulbs and replace them promptly.
- 2267 I do not like how every library closes at 1:00. I think that at least the undergraduate should be open 24 hours like most college libraries. It is silly to think that everyone's studying ends at 1:00.
- 2271 Trying to online search fo scientific journals that WILL DEFINITELY be available at that specific library or on campus somewhere.
- 2274 I had an incident when I decided to go to the main graduate library in order to find a book in the stacks. I went on a saturday and had a paper to write due thursday. The librarian assistant couldn't find my book in the stacks, and said she would e-mail me when they could find it. I got an e-mail three weeks later.
- 2276 It was difficult to find group study rooms to meet with project groups at the library. They ususally fill up quickly. Groups I was in usually had to find a different location to meet in because of the inconvenience.
- 2277 The fact that many books that might be needed by many people are checked out for long periods of time.
- 2278 How they always nag you about having something to eat or drink. When you are studying for a long time you get hungry and thirsty. I understand that you don't want the library to get nasty from having food in there, but it is not like we are eating pizza there, we are eating stuff like pretzels and drinking sprite...I know there is an etaing area right outside the library by the vending machines but then you have to drag all your stuff out there too because the library is a "high theft area" and that is a pain...
- 2279 As someone using the library for the first time this year, i was a little overwhelmed, and did not exactly know where to begin, or what was where.
- 2280 It's very hard to find things in the libraries. I always get the call numbers, and then can't find the book.
- 2281 It's sometimes hard to find things your looking for b/c you have to go to all different libraries to find what you want
- 2284 Often wish the Illinois Historial Library was open on Saturday morning.

*Wednesday, June 14, 2000*

*Page 71 of 174*

*Record\_id Q\_4\_2*

- 2285 I am frequently annoyed with the burned out lights in the main library. Some areas are too dark to see the call numbers on the books. While I will continue to bring a flashlight from home, it would be great if the lighting situation would be attended to. It is also ridiculous that it can take 2 months to get articles from Interlibrary Loan. It would be very beneficial if the articles could be obtained in a more prompt manner.

- 2286 the CCSO labs are always full. Computers are hard to use without a wait
- 2288 I do not like the noise level in the library. At Vet Med, library staff tend to be the biggest culprits. They often talk and laugh loudly among themselves when students are trying to study, and do not ensure that the noise level among students in the library is kept down so that other students can study. The shape of the room does not help; it is funnel-shaped like a megaphone, with library staff offices at the mouth. They probably don't realize it, but everything they say in their offices is magnified and can be heard throughout the library. There is also a noisy, clunky old copier in the main room and there seems to be a perpetual problem with keeping the copiers in working order and stocked with paper.
- 2290 Poor music (audio recordings) selection.
- 2291 the lack of computers for such a large university
- 2292 the inaccessibility of resources in stacks and delay in reshelving materials. also the computer search systems are not user friendly at all.
- 2293 Very poor selection of CS books in Grainger.
- 2294 I think I have a hard time finding exactly what I'm looking for. I do a lot of independent studying. I probably don't utilize the library staff like I ought, though. I'm not quite sure how to do that.
- 2289 When I am studying at Grainger, I find it very annoying when banquets are held in the study areas (i.e. the 2nd floor). Not only do these types of banquets take up study space which is already limited, but the guests typically are noisy. Also, many of the rooms on the 4th floor, could be turned into group study rooms, but instead they are being used for offices.
- 2295 The hours and having to wait for a computer
- 2296 I seems so inefficient in the service, the layout, the organization, and the web access
- 2298 Sometimes you have to travel to other parts of campus in order to receive sources.
- 2300 Not enough computers in the library..esp. the Education library.
- 2301 I think that the library is so big that it can seem intimidating. More effort needs to be put into making students aware on how to use the library not only correctly but efficiently (not being sent all over campus for different books from separate libraries)
- 2302 The main stacks sometimes look like a war zone. Books should be shelved properly and not on the floor.
- 2306 I don't feel as if I have access to any of the materials in the library- for instance, I found a book over the telet directory and went to the grad library to find the book. I was told to wait in line so someone else could find it for me (like at a deli or something) but when I came back to pick up the book- they said it was en route from downstairs and won't be there for a year or something.
- 2307 I feel that the checkout periods for some books is too short, esp. when they are from a remote library.
- 2310 they're confusing, there's so many and it's a pain to look up books at the undergrad then have to go to a different library to find the book
- 2314 The hours, it would be nice to have 24 hour availability for resources and study other than during finals week.

*Wednesday, June 14, 2000*

*Page 72 of 174*

**Record\_id Q\_4\_2**

- 2315 I do not agree with the procedures for fining students. The system for fining students, especially the steep \$120-\$125 base fee and the \$10 late, non-refundable fee is not fair to students. There is no system set up to allow students to appeal their fines if they find just cause and if they don't pay, then there are penalties levied against the student which go far beyond not paying a monetary fee. I feel that because of the immense nature of the stacks and that students with a stacks pass and all

graduate students with free access there is open window for students to take materials which other students will have to pay for in the end. I personally was fined for a book that I returned and that was not caught in a "stacks search." Continued below:

- 2316 having to wait in line at stacks
- 2318 The main graduate stacks are intimidating but with the number of books the library has I guess it's a problem that is not easy to solve.
- 2323 It is often hard to find current periodicals.
- 2330 Finding stuff can sometimes be difficult and have to travel between different libraries to get information needed.
- 2332 Stacks access is not provided to all undergraduates. Also, some collections seem not to be getting updated very much.
- 2333 Many of our materials, especially in CPLA are outdate. Library hours for department libraries are inconvenient. All libraries should have the same hours. And weekend hours are horrible!!
- 2335 Limited collection makes special ordering materials almost required, which takes too much time
- 2337 The system of finding the call numbers and then figuring out how to find them somewhere at on eof the libraries is very difficult sometimes. Also, the temperature is always too hot or too cold in the Undergrad.
- 2328 There are always a bunch of homeless guys in the undergrad, and I always hear about people having their backpacks stolen there.
- 2329 I have not returned to the library since I tried to research for a paper...I needed five sources, preferably magazine articles. I was horribly dissatisfied with the way the computer search for periodicals was set up, and relied on my user-friendly dorm library and my own Newsweek subscription.
- 2338 the staff at Grainger seem like they are getting paid to do their homework. They know little about the library's resources, so when they actually look up from their studies they are USELESS. Please hire engineering students who at least might have some idea of what you're talking about, not some stupid LAS who has never heard of OVID
- 2341 younger student employees are sometimes flippant in attitude. also, web pages could be more user-friendly. perhaps having a page that asks "what kind of resources do you want to look for?" followed by prompts or options would be better. i sometimes get lost trying to get to the search page i'm looking for.
- 2342 the temperature is hot all the time making people feel very drowsy, should be at a temperature level like grainger engineering library, cool enough so not to fall asleep
- 2343 problems with actually getting the books i need. although the library has lots of materials, it's often very hard to find them.
- 2344 It needs to have more online text
- 2346 The hours are not long enough, and the amount of journals that have been discontinued is very great. just because you don't need them doesn't mean that other people won't in the future.
- 2349 how spread out it is, and that there are rooms I can't get to(stacks)
- 2350 The fact that sometimes I have to wait for so long for a book or an article because there are not enough units of a particular item that I need.
- 2351 Time opened.

*Wednesday, June 14, 2000*

*Page 73 of 174*

*Record\_id Q\_4\_2*

- 2354 Libraries close too early. Also, the necessity to travel all around campus to five different libraries to obtain the materials I need. Security people at the undergrad library are idiots and should be fired.
- 2357 The problems with finding journals actually within the system at the university of Illinois, it is very

difficult to find resources especially when 10 out of the 13 resources onne pulls up on the screen are not in the system, or one has to skip around continuously to check in the illinois data base.

- 2358 Inter library loan take to long and not effective, especially the articles from journals.
- 2359 Not enough tables at Grainger
- 2360 My only negative experience has been with the stacks. I have checked out building use only books one day, and then had them reported missing the next because they weren't shelved.
- 2361 Nothing
- 2364 i don't like not being able to charge out books online. and having to wait more than half an hour for books from the main stacks after someone has told me it will only take 15-20 minutes.
- 2369 The whole web page is very confusing,. Also, it is a pain in the butt to have to wait to get your books from the stacks. Sometimes I would just rather browse for appropriate books instead of waiting for twenty minutes for books that may not even be useful to me.
- 2371 everything is so hard to locate, very confusing, sort of intimidating.
- 2362 In commerce library, the personal study area is quite few and old. some of the facilities are out of order, but no one fixed it.
- 2363 I feel that it is not completely safe to leave my belongings when I am going to find a book, for example, and sometimes it is inconvenient to take my belongings with me.
- 2365 I wish that it would be open for longer hours and i do not appreciate that ever 15 minutes for the last hour at the undergrad that they keep turning the lights off and going over the speaker to tell us that the library is going to close. Say it once and give us that last hour to be able to really concentrate.
- 2367 The Main Stacks line is always so long. They are always very slow and it takes a huge amount of time to request a book and to get the book once your number is called.
- 2370 Sometimes, the library can get noisy and it seems that the staff doesn't really care about it or do anything about it. Also, the undergrad does not have a sufficient number of computers. Most students go there, so a large amount of computers is needed.
- 2372 Some times the student workers have attitude problems. Some student workers will not ask for assistance right away when they do not know how to perform a task so they tell lies.
- 2373 the hours are too sporadic
- 2374 more computer needed
- 2376 -
- 2377 there never seems to be anyone around for help. And when a student has never used the library before, they get frustrated and don't want to return in the future, because it was more of a hassel than a help to go to the libary.
- 2379 library of congress cataaloging system not used. I hate the dewey system.
- 2380 I dislike not having enough group study rooms and those that have at least a window and ventelation. Grainger library is the only place to study in groups with some privacy and many times that area is full.

*Wednesday, June 14, 2000*

*Page 74 of 174*

***Record\_id Q\_4\_2***

- 2381
1. ILL service is not efficient enough.
  2. In Spring 2000 semester half of the bibliography I need was not in your library.
  3. It seems you don't have most of the material I need for my study field. It does not make any sense to me having MAMA III, but not MAMA II (Monumante Antiqua Minoris Asiae). Leave German-Austrian book series, this library even do not have U-Penn Archaeology books, etc. Forget L'AIEMA series (Italian, on mosaics).



4. Even during the semester, the reshelving is extremely poor. I have received notifications twice for a periodical (Belleten) that I have returned. I have inform the library that it is returned. When I have received the second notification, I went up to the stx took the periodical to the circulation desk to discharge it from my account!!

- 2382 computers are not enough, we need more computer.  
sometimes the computers are very-very old.
- 2383 My only real complaints with the services provided at Grainger are the hours of operation. I think that 1 am is a fair closing time, but there are several occasions when I want to work at the library before 8 in the morning. I imagine library use before 8 would be low, but it would be convenient for students wishing to study before an early exam, or finish up a homework before class. Weekend hours need some revamping, at least for Grainger. Maybe there is a low demand for library usage before 1 pm on weekends, but I'm sure that there are a multitude of Engineering students who would be ready to use the library as early as 9 or 10 am on weekends.
- 2389 Printer situation at terminals sucks--you have to pay with an inconvenient card reader system.
- 2384 Sometimes book listed on the online catalog are not available at the library. Usually the book is missing or never existed and was never indicated by the catalog.
- 2387 I do not like the fact that, whenever there is a holiday or a break at the university, the library is open for a short time. that is the time when graduate students and academic professionals like me have more time for research, but then the library is also closed.
- 2390 Access to books outside of the university system. I have found the request option for books outside the university to NOT be very successful. As well, interlibrary loan periods are far too short.
- 2392 Vet Med Library is very loud, making it hard to study in there. More group study areas would be helpful. It would also be helpful if Donna Draves would try to keep her voice below 200 Decibels. She is the loudest person I have ever heard in a "quiet" environment.
- 2393 It would be great if at least one library was open 24 hours all of the time. I know that this would call for increased security, but it would be useful so long as it was advertised. I don't feel safe at all times in the undergrad library, it's one of the main reasons I don't go there that often. For instance, yesterday the cops had to come to take away a man that had gone insane.
- 2394 It is very difficult to understand the journal searches. Once I was trying to look up something on a journal search and I could not figure out where I could find the location of the journal. It was a real pain.
- 2395 lack of access of library on 24-hour bases
- 2396 i still have to get up and go to the library. i know i'm lazy, but it's a deal if you live off campus, and discover you need resources while the library is closed
- 2400 ACES library
- 2401 Library hours need to be 24/7
- 2403 Non availability of some materials
- 2404 It is a little confusing and overwhelming and needs better introductory services for new students.
- 2405 Theft!

*Wednesday, June 14, 2000*

*Page 75 of 174*

*Record\_id Q\_4\_2*

- 2406 The house in the graduate libraries, particularly Education & Social Sciences and the main graduate stacks, are terrible! We are graduate students. We need more access to the library & better hours.
- 2407 The copiers are poor and the searches that you can perform on the web are too wide. I want the ability to narrow my searches, i.e. to a specific library.

- 2408 Typically the books that I need are missing or charged. There should be more enforcement to encourage the faculty to return books.
- 2409 Having to switch between various search systems to look for journals, books etc. and then having to go to a different system to request the book or get the electronic journal. Ideally I would love to find a resource in the data base and with one click be linked to the electronic journal or to the catalog to request the book.
- 2410 hassel if you need a book from the stacks.
- 2411 Due to its size, it is sometimes difficult to narrow searches.
- 2412 Hours during the weekend.
- 2413 shelving  
copy machines  
air quality
- 2414 the present online catalogue is a headache to use at best.
- 2415 Not enough knowledge people to help students
- 2417 I fear for my safety
- 2418 Some times the Math Library doesn't stay open late enough, but I think that's because not many people go there.
- 2419 Illinet Online is cumbersome.
- 2422 The Undergrad is too loud! This is supposed to be a library,not a social scene. Also, it is very ugly along with the Commerce library.
- 2421 It's so intimidating that I'm scared of death of doing research. I don't understand where I should even start looking when I need to find resources. I don't have the slightest clue how to find anything because there are so many libraries and so many ways to start searching on the computers.
- 2423 I really dislike the illinet search system. I never go on it unless I absolutely have to because it is so darned archaic and user-unfriendly. I opt for web journals and texts and consequently miss out on all the wonderful paper-based resources we have simply because I cannot stand the illinet system... In addition, I find that I cannot even find the information easily to renew my books, and so end up having to pay fines all the time, which is ridiculous, because given how much time I spend on web I should be easily able to renew my books online.
- 2429 I have a difficult time knowing what journals the library subscribed to and where they are and what dates are bound and what dates are microfilmed. There needs to be some service of connection between journal searches and availability.
- 2430 Rudeness of personnel (at least those answering phones)
- 2432 Closing time is too early for being college library.
- 2433 hard to access full-text recent journal through web page.

*Wednesday, June 14, 2000*

*Page 76 of 174*

***Record\_id Q\_4\_2***

- 2434 the libraries aren't open enough....I spend at least 2 nights a week up until 4am studying, and it is not that conducive to studying when in a darkened room with a roommate trying to sleep because the university doesn't have any place open to study.....I mean, does the university really expect that all of us are done studying at 1am?
- 2435 poor biology & medical journal collection  
the med. sci. library is an embarrassment

- 2436 there is always room for improvement, I think the library is very progressive, but should instal more conference rooms for students working on group projects.
- 2438 I don't like the fact that we can't check our e-mails there because sometimes we have to check if our ta's e-mailed us back with the specific information needed from the library.
- 2439 I have a hard time with the web. I usually just go to the library and look in the index to find the clue words I am looking for. I also wish you could have journal articles via the web. That would be very convinient. Also, course reserves would too. Most of the classes are already on the web. It would be just easier to check out an article on the web.
- 2440 Multiple listings in catalog for the same material.  
clean up database?
- 2441 Limited to no training on how to use it during our freshman year.
- 2442 The library is very large and sometimes it is confusing to find resources because they are located in several different buildings. However, I don't know how this can be helped because it supports a huge school and that is the only way to do it because we need a lot of materials.
- 2443 The web page needs huge amounts of work. Most of the stuff on the main page, students barely use. Yes, it is important to keep those links, but the main use of the library is research. Those links should be more direct. Furthermore, the layout of the page is almost overwhelming and confusing to those who haven't used it from what I hear. The link to find library materials needs to be more center-focused. Try to design a more user-friendly layout.
- 2447 The fact that assistance is not available always.
- 2448 Its underground setting.
- 2449 Library hours are limiting to study efficiency.
- 2450 Often there are not some print journals available that I would otherwise have used and sometimes there are long waits for the computers.
- 2452 it is complicated to make a research, you never know where to start, so you have to ask librarian all the time
- 2444 There are so many places and different libraries. Also, if you are not shown how to use the library, I think it is so big that it would be difficult to use.
- 2446 Conference rooms get crowded very early often with people who are not conducting group study. There should be a system where you can reserve these rooms in advance for your group sessions.
- 2451 Lack of actual, trained librarians. Some of the staff is surly and unhelpful. Student help receives very little training.
- 2454 people in main graduate library stacks were sometimes rude.  
the magazines are sometimes missing
- 2455 The resources and libraries are everywhere. IT is annoying to have to go from one library to the next. Also, Ilinet is not very user friendly.

*Wednesday, June 14, 2000*

*Page 77 of 174*

*Record\_id Q\_4\_2*

- 2458 The new web interface can be very confusing. I think the older indexes were more user friendly. There is so much available now and it's just in a big list on the screen. It takes a long time to sort out how to use some of them.
- 2459 The computer sysyem is sometimes confusing to use and I never feel like I have located ALL of the material on a particular subject.
- 2460 As a grad student in the School of Chemical Sciences, I am often frustrated on Friday when the

- library closes at 5:00 pm. It wouldn't be fair to the librarians to ask them to keep the library open until 10:00 pm (usual weekday closing hours) on a Friday night, but perhaps 7:00 pm would be a good compromise.
- 2461 There is no overnight borrowing of reserved books and the maths library closes somewhat early, especially on a weekend.
- 2462 hours, should be open longer on Sat. and earlier on Sunday. More full text electronic journals.
- 2463 not open more at night on weekends
- 2464 Complaint deals with Main library personnel, not History library. They're too untrained and often downright unfriendly.
- 2468 librarians
- 2469 At times, when I request a book, they end up bringing the wrong volume of the book up to the front. Then I have to wait another couple days to get the correct volume.
- 2470 Despite the signs asking people to be quiet, many a time these signs are greatly ignored. I usually only use the library system for research. I used to study at the library, but the noise level is just too much to concentrate or study. I try to avoid studying there.
- 2472 Difficult in researching because of lack of help from employees.
- 2474 Limitations of the journal collection.
- 2475 equipment needs to be upgraded
- 2478 There are not enough seats at Grainger Engineering Library for all the students who want to study there.
- 2481 Word processing computer stations are extremely limited in all library locations. It takes up to 1.5 hours to wait for an available computer.
- 2473 lack of useful resources as to search and save techniques, e.g. interface with Endnote, electronic databases in general are provided with little explanation of how they are optimally used.
- I am also deeply concerned about the historically significant material being pilfered due to casual security in the library.
- 2482 Fines from off-campus libraries excessive
- 2486 lack of supervision and consequently students eating and drinking and talking too loud inside the library, even inside the individual study areas. Best example of this: Commerce Library (go there on any random day!).
- 2487 The lighting in some areas. It is not easy to read sometimes for a couple of hours straight.
- 2489 I would like to be able to download or view more documents online.
- 2490 difficult to get full-text web journals
- 2491 I don't like Grainger because I can't get into the computer system unless I'm an Engineering major. I don't like the Undergraduate Library because it is loud

*Wednesday, June 14, 2000*

*Page 78 of 174*

***Record\_id Q\_4\_2***

- 2492 There is not a lot of convenient parking. I live in apartment s that are quite aways away. On cold nights it is pretty crappy.
- 2494 the fact that there is no 24 hour library on campus
- 2495 The thing I like least is that each library has a different copy system. For example, chemistry allows you to copy with an account number but if you go to biology or physics, you have to have a copy card or money on your id card. Also, I have noticed a difference in check out policies. Chem will let you take a bound journal for 2 hours whereas physics won't let you take them out of the library at all.

- 2496 Finding things
- 2497 I dislike how there are few people at Grainger to help with the computers on the 4th and basement. At the undergrad, there should be completely quiet areas to study
- 2499 The size of the computer labs and the unreliable printers. There's been many times, before I bought my own computer, that I worked in the Undergraduate lab and my floppy disk got a virus, ruining the paper I was working on. The attendants on duty helped me all they could, but it took about an hour each time. Then the printers wouldn't work.
- 2501 sometimes it is difficult to find exactly what i need b/c the system is SO big.
- 2503 the fact that I can't figure out how to find materials in order to request them. the information and computer explosion has by-passed me. I'm just grateful I'm almost finished with grad school, i feel great pity for those just starting
- 2504 The lack of some facilities such as Microfilm viewers and computers.
- 2506 Sometimes I have trouble accessing specific information about a narrow topic.  
For example: accessing recent information about the population of red deer in the Republic of Turkey.
- 2507 It is so hard to know where to go for everything. I was told to go to the Stacks once for a book and was lost for 10 min.
- 2508 It is really difficult to locate resources.
- 2509 Actually, I do not have negative feelings about our library.
- 2512 sometimes, when searching for a particular journal or book, you have to go on what feels like a scavenger hunt from one library to the next in order to find it.
- 2514 Some books are not available, such computer software application.
- 2515 sometimes the noise level gets to loud and no one is around to quiet them down.
- 2517 everything is here SOMEWHERE
- 2520 i love the library
- 2521 no major complaints
- 2523 nothing
- 2522 Searching the online database for a book is difficult. The keywords I plug don't match up to the ones the book is listed under - which makes it very difficult when looking for a book.
- 2524 1. As I said, the lousy interface to the catalog. I want to conveniently find and get electronic copies of bibliographic information, and it's a fight to the death to extract it from ILLINET Online. 2. For my purposes, being a generalist rather than having a subject specialty, the remote department libraries are a nuisance. When I am retrieving books from several libraries, and have to go all over campus, it is time-consuming and inconvenient. But I think those special subject libraries are good for the students and the professors in those departments who want the materials in their field handy to their classrooms.

*Wednesday, June 14, 2000*

*Page 79 of 174*

**Record\_id Q\_4\_2**

- 2525 should be open later
- 2527 The limited selection of on-line journals and the primitive search capabilities of the on-line databases.
- 2528 It closes too early. I could study much longer....
- 2529 people speaking when I'm watching a movie
- 2531 The lack of Friday and Saturday night hours, the cutbacks on recent books and journals (it seems like recent important texts in communications and economics are very frequently only available by ILL), and the still arcane on-line search interface.

- 2533 It's so dark in some places!
- 2534 so many books are missing
- 2535 I don't like how you have to return books to the specific library where they were checked out from. Sometimes this can be such a hassle if you have checked out books from several different libraries. Also, sometimes the books aren't labeled as to what library they are from. It would be nice if all of the books could be returned to one spot and then they could be distributed to the different libraries by the staff.
- 2537 the books
- 2538 physically dispersed (have had to travel to 5 different branches across campus to find what I need).
- 2540 Different journal titles are scattered around campus at different department libraries. It is difficult to visit 8 libraries to obtain a few journal articles. Also, it is very difficult to do research using journals found at the Veterinary Medicine Library because of the building being locked.
- 2544 I wish I could take reserve stuff out overnight from the Bio library, or at least have it online so it is accessible to me more often. Thanks :) I also wish I could go more freely into the stacks and it wasn't just limited to pre-law club people.
- 2549 Librarian's not available at night when most students have time to study.
- 2550 The computer printers in the ungrad were broken everyday. At times it was very frustrating.
- 2554 lack of group study areas
- 2557 useless web catalog interface
- 2565 Everything is fine, nothing's wrong.
- 2551 The reference people tend to be there during the day. There should be more hours at night that they are available.
- 2553 I find it extremely frustrating that I cannot enter the stacks. Most of my research materials come from the stacks, and it wastes a great deal of my time to have to wait for someone to find them for me (I've waited up to 40 minutes in the past).
- 2555 Difficulty getting articles from journals not in our collection, and which cannot be downloaded from a computer. It took me almost 2 weeks to get a copy of a needed article from a journal that had been cut for a while (Phil. Trans. Royal Soc. London). This hinders research.
- 2556 It gets too loud in the Undergrad library.
- 2561 i can speak for the Commerce library, the group study that goes on in the outer room is most distracting. seems like the college mess as times. if one wants to escape to the individual study cubicles the noise penetrates thru there too.

*Wednesday, June 14, 2000*

*Page 80 of 174*

**Record\_id Q\_4\_2**

- 2562 The libraries are spread all over campus. It is so uncomfortable to go from library to library to find materials. Even though there is delivery service, but it takes time. The library closing time create another dissatisfaction too, since it is closed 15 min prior to the posted time. It is very inconvenience to find out that I can't pick up my requested materials at that time period and I have to return back the next day.
- 2566 I don't like having to go to so many different locations for my reference materials. The logistics are bad. But I know there is nothing that can be done about this.

The only thing that is better about the new online catalog system is that you can look up your fines and books checked out. There is NO avenue to warn you that your books are about due. A simple email message warning you that your renewal date is within the next two days would go a long long

way to improving the system.

The new system requires that you enter your ID twice. Once when first entering the system and then again every time you check for fines and books checked out. This can be cumbersome and aggravating at times.

- 2567 So many books are snagged.
- 2568 trying to find something. there are so many ways/searches to find materials that sometimes it is hard to know the right way to find what you want.
- 2569 library hours in the "specialty" libraries
- 2572 the scattered nature of the many libraries, and the fact that you may have to go to several different libraries in order to find one or two items that you're looking for.
- 2573 Some of the books are old and cannot be used for some of my papers.
- 2575 Feeling a little unsafe downstairs with all the study carols
- 2576 nothing
- 2577 Libraries not open til 1:00 on Sundays
- 2579 The number of foreign titles is lower than I expected.
- 2581 Materials sometimes damaged and pages missing from some books.
- 2578 The inability to use the reduce function on most copiers when trying to copy long journal articles. This doubles the amount of copies I'm forced to make.
- 2582 It bothers me to have to write down call numbers on scraps of paper. I would prefer to have printer access so that I can have them neatly presented on one sheet of paper. But it really isn't a huge complaint. Overall the library is great.
- 2584 Because there is so much material it takes a long time to search through the results from the online catalog to get what you want and near the end of the semester it's hard to find books that aren't charged or missing.
- 2586 I can't find a freakin book. All i want to do is search for a book, and EASILY find the actual book. Not where it might be, or where somebody is that can help me find the book, but where the book really is.
- 2588 The thing that I least like has to be that it has no air conditioning!
- It is just too HOT...

*Wednesday, June 14, 2000*

*Page 81 of 174*

***Record\_id Q\_4\_2***

- 2590 Hours (Friday and Saturday hours are too short for me)
- The online catalogue
- 2591 Too many libraries that to find one book you have to walk to different places for many times.
- 2592 The Web-Based searches nver seem to work
- 2593 I think that the hours should be longer, at least until 2 or 3 in the morning.
- 2595 certain libraries close too early—newspaper for example
- 2596 The copy machines—it'd be useful to have the ability to reduce or enlarge a page on the copy

machines. This would also save paper by allowing patrons to adjust copies to fit a page.

- 2597 I tend to get frustrated when using the main stacks to find older journal articles—the journals are usually never there, or are still waiting to be shelved.
- 2598 The departmental libraries could be open maybe an hour later, I think. The libraries are organized very well, but only after you get familiar with them. When first walking into a library it is very intimidating and not always clear how the call numbers are shelved. Some shelves are in a corner and are continued on the opposite wall. But once you become familiar with the libraries, you remember these little quirks and it is easier the next time.
- 2599 The Undergraduate library opens too late on the weekends.
- 2601 Sometimes, it is hard to find exactly what you need.
- 2602 The breaking up of bound journal collections within the main library. The computer directs one to one level, but the journal one needs is really five floors up.
- 2604 Waiting for the copier and the sometimes poor quality of the copies produced. Also, should have longer hours on the weekends.
- 2606 Sometimes it seems that the University does not have recent issues of some of the journals I need to request. While I realize that some of these journals are not needed by a majority of the students, it would be nice if they were still being carried.
- 2609 It can be a little loud at times
- 2610 Closes too early
- 2611 Time limits on interlibrary loan items
- 2615 The book too old
- 2617 limited access to the full-text electronic journals
- 2618 it's not so easy to find a given book on a given topic. Typically I get hundreds of hits which is useless since I don't want to look through all of them.
- 2619 I think that undergraduate students should also be given a sixteen-week loan period.
- 2616 the hours are not convenient.  
there needs to be more group study areas
- 2620 The Health Sciences Library is not open long enough, especially during times when the medical school has classes in session but the rest of the campus doesn't. While we can use the Undergraduate library or Grainger late at night and early in the morning throughout the week when undergrads are in class, we don't have enough library space or flexibility with hours to study when undergrads don't have class.

*Wednesday, June 14, 2000*

*Page 82 of 174*

***Record\_id Q\_4\_2***

- 2622 I don't like the fact that it isn't open until 1 pm on Sundays
- 2623 Graduate students do not have access to library after hours. Graduate students should have their own keys. You can not possibly extend hours as long as necessary to fulfill graduate students needs. Let us come and go freely to and from the library.
- 2625 I think that the loan times are inadequate for research, because all you end up doing is going back to renew them.
- 2626 The fairness of library fines are too strict. I was allowed to check out a book over night. I was not told it was a reserve item nor was I told when it was due back. I was then subsequently charged about \$80 in fines because I thought I could keep the book for a standard two-week period.
- 2628 Need more journals and magazines. We do have a lot, but the more current material we have the better our learning capabilities



- 2629 I was charged \$125 for lost book. But it turned out that I returned them on time, the library clerk just simply didn't register it. And, this thing happened four times during 15 months!!! Every time I have to go to shelves to find the book I returned. It cost me a lot of time and energy.
- 2630 Having to go into the stacks. It is dimly lit and feels unsafe at times. Also, frequently there are many books left in the aisles or are mishelved.
- 2633 It is too far of a walk from my house on a cold rainy Sunday, therefore I wished it was much larger and extended to all corners of the campus, or provided a bus service that ran exclusively from my house to the library on Sundays.
- 2634 I don't like that you have to pay for printing and copying, this is very inconvenient. I pay a lot to attend this University, and I don't think paper should be that big of a problem. Again, I know that the College of ACES offers free printing, I don't understand why other libraries don't adopt this practice. It would be nice if we could at least be given a minimum amount of free copies. Say 50 sheets of paper per i-card. This way students wouldn't have to pay for an assignment that they will be turning into the University, and sometimes not be getting back.
- 2635 it tends to be quiet for people who are loud and obviously drunk.
- 2636 The thing I dislike the most is how I know nothing about the libraries or how to use all of the resources provided by them. I think there should be more information given about what the library has to offer because basically all I know is that it is a quiet place to study
- 2637 I usually have to order sources through interlibrary loan, despite the vastness of the UI library collection, which is inconvenient. Getting stacks passes is a huge pain- I hate having to ask someone else to get my sources for me, since I usually find other relevant sources next to sources I've requested. Luckily, professors are nice about giving out stacks passes.
- 2640 On-line access (Iliinet) is a bit daunting, confusing, and needs to be laid out better. I want to be able to visit the page, and have it be blatantly obvious what I need to do to search for a book on-line, and I want it to take me through the search process step by step.
- 2641 Even though this is also a big advantage, I think that the size of the library is intimidating and a bit frustrating at times. It can be a nuisance to go to so many libraries for just a few sources.
- 2642 Not keeping up with purchases of new materials.
- 2643 I sometimes feel unsafe in the grad stacks as it tends to feel fairly empty, quiet, and not incredibly well lit
- 2644 My lack of education about them, and how my classes lack the requirement of looking up resources, and the fact that the Library system is spread out among many buildings

*Wednesday, June 14, 2000*

*Page 83 of 174*

**Record\_id Q\_4\_2**

- 2645 none
- 2647 The people helping have the biggest frown on their face much of the time.
- 2646 restricted entrance to the law library
- 2648 Although necessary, the spread-out nature of many departmental libraries.
- 2650 First, there are so few individual study spaces, we don't even have carrels for grad. students in our department (and since we only have one small TA office for over 15 of us, we can't study or store too much there either). I did sign up for a carrel in stacks, but the space assigned was not satisfactory. I was extremely dirty, had no chair at the desk and because it was open, I would never be able to keep books there. Second, books seem to disappear in the stack's book drop in the parking lot. I no longer use it

because inevitably one book in every bunch would not be checked in. Usually I would find it on the shelf, however, to date, one has still not shown up. Along this line, the reshelving time for books seems longer than necessary when it takes an entire semester to get from the main library second floor book return to a shelf inside stacks.

- 2652 I wish the open hours were longer on the weekends. Also lots of non-students use the non-engineering work station computers on the main floor of Grainger, and squeeze out LAS-Engineering transfer students who don't have an ews id (like me). A U of I password should be required.
- 2653 Decreasing support on electronic journal subscriptions
- 2654 It is difficult to use
- 2655 The lengthy processing period before a book becomes available for charging. The only materials that the library system seems certain to have available are those more than two years old, while more recent materials aren't even in the catalog.
- 2656 It takes a while for the librarians to realize that you are standing at the desk waiting for help.
- 2658 The Undergrad tends to be loud and very hard to concentrate in. It is almost too open. Some of the computer is Grainger also need to be replaced they are slow and lack important programs.
- 2659 The undergraduate library gets pretty noisy at night.
- 2661 it's too spread out...i don't know how to use it correctly...if i want to find a book, how do find it? and the telnet interface...no one ever showed me how it works...still to this day, i'm baffled by it.
- 2663 It's so big that it's overwhelming at times.
- 2664 The fact that the computer lab is often used for classes (i.e. in the largest part of the lab), where only macs are available.
- 2665 1. Absence of some journals in biology field (especially European ones).
- 2666 I don't like the atmosphere...it should be more aesthetically pleasing.
- 2667 NA
- 2668 The undergraduate library is UGLY. Too many fluorescent lights reminds me of Joe Vs. the Volcano and how Tom Hanks hated working under that light.
- 2669 Not enough copy machines or machines to add value to stored value card.
- 2671 With the exception of Grainger, quiet, comfortable, attractive study areas are virtually nonexistent.
- 2672 I think that the library should be open later at night, because some people may be very busy up until 10 and then they only have a couple of hours to study until the library closes.

*Wednesday, June 14, 2000*

*Page 84 of 174*

***Record\_id Q\_4\_2***

- 2674 because of the enormity, it's a goose chase to find a book in different buildings.
- 2676 Weekend and holiday hours - a lot of students still hang around during these times and would like to use the library.
- 2677 Every book I want is either lost or checked out.
- 2678 It's hard to find fiction books in the catalog.
- 2681 as an undergraduate, i am not allowed in the stacks. i am very responsible, and i think maybe there should be an evaluation. the people that want to destroy the books probably aren't even going to make it to the stacks in the first place.
- 2673 Difficult to use the electronic search engines to find material and there are not good links from the common article databases to tell you where to find the articles you want.
- 2675 Hours

- I can only comment on Grainger library...  
Sunday hours: library opens too late  
Saturday hours: library closes too early
- 2679 I've had to go to six different libraries in one trip to get all the books I needed for a paper. I think it's great that we have such a vast selection, but I hate that it can be so inaccessible. Especially since our campus is so huge, it's hard to get around and to get there while the libraries are still open, since they all close at different times.
- 2680 finding sources online can be difficult sometimes, and then some books will be charged (whatever that means) or not available or in a library I've never heard of...
- 2686 It is not opened late enough.
- 2688 Computer method of finding resources.
- 2689 It is very hard and confusing when you first go to the libraries at U of I. More freshman tours of the libraries should be given, and if they are they should be better advertised.
- 2691 slow update of the book collection
- 2692 Undergrads aren't allowed in the stacks.
- 2693 Too busy!
- 2694 N/A
- 2695 cannot get full text on the computer
- 2697 The amount of items they don't have in the library (certain sources, etc.)
- 2698 Online catalog can be confusing.
- 2699 Too often books I need are lost or misshelved.
- 2700 I'm not sure where a lot of things are located or how they are to be accessed.
- 2703 When I needed to search for materials, I found the experience both overwhelming and confusing, and I got nowhere. When I finally found a list of sources, none of them were in the library! And then it was I had to go here, here, and here, to get materials... not very convenient.
- 2704 Printing is slow, cumbersome. Not enough computers (IBM style)

*Wednesday, June 14, 2000*

*Page 85 of 174*

***Record id Q\_4\_2***

- 2706 the library web page.
- Several times I have had a book overdue and then, without warning, one day that book would be declared "lost". I realize that having overdue books is bad, but the sudden decision to declare a book "lost" and then charge me for it seems a bit excessive. How about some warnings?
- 2707 The fact that I go to the art and architecture library expecting to find architecture books, but have to go to the graduate library because the art and arch library isn't large enough.
- 2708 The libraries are so spread out. Sometimes for one paper I have to go to 6 different libraries to look at articles in journals.
- 2712 Sometimes, the internet searches can be confusing.
- 2715 Sometimes it is difficult to find material.
- 2716 Often it can be confusing.
- 2717 some libraries could be open longer, sometimes the material is not always there
- 2719 Sometimes it is not very easy to locate what one needs, it takes very long because of the way things

- are organized.
- 2721 The dramatic increased emphasis on electronic and web-based services and sources.
- 2722 The least thing I like about the library is that fact that I don't know how to best use it.
- 2713 when people get out of hand and use the library as a hangout and not a study area. it's distracting when people talk and laugh loudly while you are studying.
- 2714 when people get out of hand and use the library as a hangout and not a study area. it's distracting when people talk and laugh loudly while you are studying.
- 2720 One thing that is hard to find on campus are quiet places to work. The current library is ok, but I would like to see more places where absolutely no food, drink, and personal entertainment devices, i.e., walkman stereos are allowed. I find it difficult to work sometimes when some a-hole twenty feet away is drinking, munching, and listening to god knows what at a volume level that I can hear.
- 2724 Sometimes having so much information can be overwhelming in the sense that it becomes hard to navigate and pick which sources are most important.
- 2725 1 - open hours on weekends  
2 - how searching for online journals and articles can be like a wild goose chase sometimes
- 2726 The small rooms that some of the collections are housed.
- 2727 I sometimes have difficulty switching between the different databases, and more conformity would be nice.
- 2728 It is very difficult to find what I need.
- 2729 Iliinet on-line
- 2730 library journal localization search (the telnet version)
- 2731 As a freshman, the library system can get kind of confusing. It takes a while to figure out how to use the full capacity of our library system since there are so many different buildings, etc.

*Wednesday, June 14, 2000*

*Page 86 of 174*

*Record\_id Q\_4\_2*

- 2732 I do not like the policy of fining graduate students for overdue books, particularly students completing their dissertations in absentia. Equally dissatisfying to me is the recall policy. It does not allow for reasonable delays in getting materials back to the library. Nor does the policy take the holder's academic needs into account. More copies of individual texts are needed to eliminate this problem. In the case of out of print texts, the patron holding the text, should not be allowed to renew it. "Recalls" should be eliminated altogether.
- 2733 Little to no instruction as to how to use the libraries. Most of anything that I have learned has been first hand or self-taught
- 2734 unknowledgeable employees
- 2737 Difficulty on finding an open PC
- 2738 Very limited book selection in the biology library. Many interesting books that are published in this field never make it here.
- 2739 Low local availability of highly specific books
- 2740 Some of the online stuff is clumsy. It could be better implemented.
- 2741 That you can hardly ever print...and when you do it costs!
- 2742 Student staff bad. Copy machines do not allow reduced sized copies on normal paper and frequently are not maintained well. Hours in the summer stink. Collection of technically relevant books (books < 10 years old of new technologies) are never on the shelf and it takes a long time to request them.

Students screwing up facilities with food/drink spillage, graffiti. Students using terminals for email and general web browsing instead of research work.

- 2743 Macintosh computers.
- 2745 Difficulty in finding material in such a large campus.
- 2746 Lack of instruction about how to use it, inconvenience of hours, copy machines, using the online catalog.
- 2748 I feel intimidated with all of the books that the University has. At times I feel that I will never find what I am looking for because there are so many libraries.
- 2744 The sheer volume of information makes looking for general information a daunting process and in many ways a more limited selection would suit some of my needs more.
- 2749 How there are too many libraries and most books come up as noncirculating
- 2750 Difficulty of using the online searches; it needs to be better organized.
- 2752 Finding the materials.
- 2753 lack of available computers
- 2754 The chemistry library is very dark and unfriendly. I wish it were more like Grainger in its appearance, open and airy and comfortable. The chemistry library doesn't have enough places to study, or places to plug in laptops, and despite the fact that all the material I use is there, I never want to stay there any longer than I absolutely have to. This is unfortunate, as I love libraries.
- 2756 the way each of the little libraries are spread apart on campus...when doing a lot of research looking for materials becomes a scavenger hunt that can take all day as you go from one part of campus to another.
- 2757 When I was working on my thesis, I found more recent material at the Champaign Library. UIUC Library has old and moldy stuff. Does not seem to spend money on recent research books.
- 2759 I do not enjoy studying at the Undergrad Library. I feel that theft is very high there, and it is a lot noisier.

*Wednesday, June 14, 2000*

*Page 87 of 174*

*Record\_id Q\_4\_2*

- 2760
- 2761 it takes long to deliver a book requested from another library
- 2763 It's difficult to locate Journals via ILLINET Online.
- 2764 there are too many libraries all over campus
- 2765 The computers break down often and none of the computer tech's seem to know how to fix them. The printer is often broken or backed up and that is a problem when there are only two printers for all the computers. I also would like to be able to drink water in the library.
- 2767 Need to develop web page more.
- 2769 The hours are not very long. For example, the music library closes at 5 PM on Friday and opens at 1 PM on Sunday. These are really bad hours for students who want to use the library Sunday morning and Friday evening.
- 2770 dated books, references
- 2771 The library fines (especially for reserves) are ridiculous.
- 2772 Difficulty finding what I want. Telnet interface is clumsy, web interface seems to not return many results...
- 2774 having to go to many different locations to get print resources
- 2775 i don't like libraries at all

- 2776 Small head space in some of the libraries, like the Agricultural and Mathematics libraries
- 2781 not all stuff is online
- 2783 old books
- 2784 I do not like the telnet interface especially, as it is rather slow, but overall I can tolerate it. It gets the job done. eventually.
- 2785 1. The hours of the library, especially on weekends, are ridiculous. I believe that there are many students (especially graduate students) would like to use the library on Friday and Saturday evenings.
2. Having undergraduate students be the only staff available on weekends and evenings. Evenings are when I can come to the library but the level of assistance at that time is very very low. Certainly the undergrads mean well and are friendly and pleasant, but evening library users often need professional help and advice and can't get it from undergrads.
- 2786 I sometimes get frustrated with the equipment
- 2787 There should be more instructional programs available to students and they should be advertised more.
- 2790 the lack of signs describing different areas of the library.
- 2792 n/a
- 2795 hard to use, because you have to go through so much work in order to find what you're looking for and then it might not even be where you are
- 2796 the difficulty in learning the web online catalog.
- 2797 sometimes the noise level can become kind of loud in the undergrad

*Wednesday, June 14, 2000*

*Page 88 of 174*

***Record\_id Q\_4\_2***

- 2799 There are a lot and sometimes you have to go to 3 different libraries to find all you information. In the main library there are not a lot of computers you can sit down and type your paper while you doing research. Maybe the library needs to open a little earlier on Saturdays.
- 2801 It's hard to find what you are looking for. I never know where to start and there is rarely anyone around to help me.
- 2803 Impossible to find stuff in the undergrad. I've only used the libraries once in my 2 years here and that was for my RHET 105 research paper. I started off in the undergrad library and couldn't find a single thing even with help from the librarians. Until I went to the departmental libraries I found nothing.
- 2804 I don't like the fact that when closing time comes they threaten students, telling us that if we're not out in a specific time they will call police and that we will be arrested.
- COME ON, WERE STUDYING!
- 2805 Not all libraries have group study rooms.
- 2806 Needs more on the web and make it easier to access the U of I collection.
- 2813 ILLINET online is from the 70's. Hard to use. Makes complicated searches hopeless.
- 2817 lack of personal and quiet study places.
- 2819 everything is great! No complaints
- 2820 that it is so spread out
- 2822 not enough info available online
- 2825 Sunday should be opened
- 2826 There should be study rooms where drinks are allowed.

- 2828 The way in which the library is divided into departmental libraries.
- 2830 I wish that all of the libraries were in the same spot.
- 2831 The staff (adult not student) has always treated me like a 2 year old. I have felt very offended every time I have used the library.
- 2832 I don't like the system at the graduate library. the books I need can never be found. It's also a pain having to go all over campus to go to the other libraries to get books for research
- 2834 I wish the English Library and the History Library had larger rooms in which to expand their collections.
- 2835 Traveling to different libraries to pick up various materials-need more online text
- 2836 The bottom floor undergrad bathroom is creepy because no one is around.
- 2837 I don't like how the library closes so early. I wish it were open later at night.
- 2839 It is really spread out and difficult to find materials at times. Often the titles that I need are in three different departmental libraries.
- 2840 The books seem VERY outdated. New materials are needed constantly.
- 2841 Times.
- 2842 I don't know how to get stuff from other libraries

*Wednesday, June 14, 2000*

*Page 89 of 174*

***Record\_id Q\_4\_2***

- 2843 The libraries do not allow food or drink.
- 2844 hard to find books are not readily accessible
- 2845 cold and informal at times
- 2847 The library needs to be accessible 24 hours a day. It's appalling that such a large school shuts down the library system completely at 1am.
- 2848 Dumb computer interface. LCS was simple and easy to use. I much prefer it to the existing system.
- 2849 personal study room needed to be improve.
- 2850 need more computers
- 2851 Sometimes when I need access to library resources I cannot get it because the library is closed or computers are unavailable.
- 2853 limited hours in chemistry library.
- 2854 I don't like not being able to just browse the stacks.
- 2856 You have to use your i-card to copy material. It is easily forgotten in the machine and it is expensive to replace.
- 2858 Interlibrary loans take entirely too long and then once they arrive they only remain for like 2 days or so. That sucks.
- 2859 It sometimes takes long to receive some books that are ordered from other colleges.
- 2863 It's always cold in here
- 2864 Grainger.
- 2865 It is so big and you don't know where to start.
- 2866 books are often charged when i look them up or not on the shelves
- 2867 The only thing that I have found problems with in the past is the weekend hours. A few times, upon

arriving at the library on a Friday evening, I have disappointedly found it closed.

2868 I seems to spend a long time searching for and listing possible resources, then when I look for them in all the different libraries all over campus, they are not on the shelves.

2870 Although our university is supposed to have one of the largest library systems in the country, I often have a very difficult time trying to find sources I need. Many journals and books on psychological or social work issues are just not available here. Instead I have to try to figure out how to get them from ISU or other much smaller colleges and universities via Interlibrary Loan. This semester alone, I had to request about ten sources. I may have eventually gotten five. The Interlibrary Loan service is just not efficient and it is irritating to go to this University with it library system that is praised repeatedly at Freshman Orientation and not be able to find the sources you need. I am a senior but I will be continuing here for grad school. I fear the next time I have to do a paper.

2873 When it is too busy and there are not enough computers, printers, or desk space for study groups. (Or other study groups are too loud).

2874 Sometimes, the library gets too noisy and there is no one to supervise the noise level. Also, sometimes, it's hard to get a hold of night rides to make it back home safely.

2876 if you reserve a book to use there is no guarantee you'll ever get it

*Wednesday, June 14, 2000*

*Page 90 of 174*

**Record\_id Q\_4\_2**

2877 none

2880 It's so big, and sometimes you have to go all the way across campus to find the material you want.

2882 On the flip side, it's kind of pain when you do have to go across campus for a resource.

2884 i don't like that they open so late on sundays. a lot of the lamps at grainger don't work.

2885 There's so much information, I don't know where to start.

2886 Confusion with the stacks. I don't know how to get a book out of there, how long it takes, etc. (I've never needed to get one, though.)

2887 Having to travel to many different libraries to find the books I need.

2889 Too noisy in the library during the day, rude staff at the desk, competition for space and computers

2891 hours are limited

2892 Feeling that not enough funding is available for librarians to preserve collections electronically in a robust way - concern that we may be required to choose between print and electronic media when both are very important and essential.

2893 no food policy

2894 The fact that it is spread into a number of departmental libraries rather than all being centralized

2895 In music library: many lost/stolen items particularly music recordings which are difficult/impossible to replace and cannot be loaned from other libraries, somewhat lacking in music scores and recordings after 1975 in comparison to other major music libraries (Northwestern, Indiana, Oberlin, Eastman)

2896 I think that it is annoying that you have to travel all around the campus to get books. I think that is ridiculous. I think that it is most ridiculous, however, that the different libraries all close at different times. So if I am at one library and I need to go and get a book across campus, it is likely that the library will be closed by the time that I get there.

2897 It is difficult to know where to start. There is so much information available, and no one ever really shows you how to access all of it.

2898 The sometimes-strange hours kept.

2899 no food or drink laws



- 2901 Don't always have the course books I need.
- 2902 Main stacks is a pain – you can never find someone to help you unless you go clear back to the entrance of stacks.
- 2904 The STACKS ARE VERY SCARY. I think that there should be some sort of tour to help you find your way around. Some parts are very poorly lit and the older sections are creepy. I only went there in the day time and as an undergrad I really didn't know what I was doing. I always used the buddy system in there and even the guys in my class didn't want to brave them alone.....make the stacks less intimidating and mysterious
- 2905 needs to be open later on weekends
- 2907 It's difficult to find resources and the environment seems unfriendly to assistance.
- 2908 Dirtiness of Undergrad

*Wednesday, June 14, 2000*

*Page 91 of 174*

*Record\_id Q\_4\_2*

- 2911 It would be great if all the video stuff was converted to DVD with really nice equipment. Beta tapes are annoying, and some of the machines are crusty.
- 2914 I don't like having to wait for material to be retrieved from the stacks.
- 2915 I use a lot of journal articles. Very often I can't make a copy of a recent article because the entire volume is being bound and it will be gone for weeks and by the time it gets back on the shelf it's too late. That's really frustrating.
- 2918 closes too early
- 2919 the guys at the checkout desk can help really a little. Seems to me they know nothing except scanning IDs and desensitize the books. One of them even lost my copy card!
- 2921 The "unprompt" help
- 2923 I am a staff employee and frequent libraries when students are not on campus during breaks etc. I find that the libraries are not open during these times which is sometimes inconvenient.
- 2926 The lights are a little dim and cause sleepiness at times, but it's nothing too big.
- 2930 Different volumes of journals are scattered all over and hard to find.
- 2931 LAck of computers during busy hours
- 2933 I can't figure out how to search for materials or renew books online.
- 2934 Some items are missing and have not been replaced, Their repitoir is not as extensive as it could be for their sheet music.
- 2935 walking in the stacks is just a little on the creepy side
- 2929 The methodology used in electronic searching for books/journal articles seems to be not straightforward. It should be made as easy as using e.g. internet search engines.
- 2932 When entering the libraries, it is not usually obvious where I need to look for my materials. The libraries lack clear site maps which leads to aimlessly wandering around in search for the correct section. This was especially true in the Education Library. I was searching for a book in the children's collection but couldn't find the children's collection because it was tucked into a corner. If there had been a map upon entering the library, I could have cut down on the time I spent looking for it.
- 2938 the undergrad is kind of a distracting atmosphere to work in. But that's not your fault, it's probably ours because we try and avoid studying.
- 2939 Low recent print material availability. Low state of mainnace of printed material, as well as improper shelving. Further, low quality of main stacks interior.

- 2942 after five at the lir and law libraries there is no one available who knows anything about the collections
- 2943 ppl who talks about their night before... (ie. parties, bars)
- 2946 Having one of the largest collections in the country doesn't mean anything if it is not well managed. Often books are listed as missing or are available online but not on the shelf. I see student shelvers sleeping in the stacks all the time. And I never see ANYBODY shelf-reading, despite what the supervisors may believe. Also, the students are completely unreliable. Several times I have wanted to use a departmental library only to find that some student thought it would be okay to open up 30 minutes late. There is poor supervision in the library. Finally, the reference librarians are annoying. How often am I using the online catalog only to have a reference librarian come over and tell me how to do my search? Instead of bugging patrons, why don't these reference librarians put their time and degrees to use and go shelf read?
- 2947 I can never seem to find what I need.

*Wednesday, June 14, 2000*

*Page 92 of 174*

*Record\_id Q\_4\_2*

- 2948 Lack of areas for groups to work together in the Education Library.
- 2949 Difficult for new users to find things on their own.
- 2950 lack of air-conditioning in most of stacks, which is destroying print materials at a great rate as well as making work there in the summer months intolerable. Surly and ill-trained staff occasionally encountered in Undergrad (Reserve and regular) and at circulation desk (but this seems improved in last couple of years). Impossible delays in shelving in main stacks.
- 2951 The Web Library Gateway uses java applet too much and the whole thing is rather useless at the moment.  
(Everytime I try to use the gateway from a Sun workstation in my office, the machine freezes probably due to unnecessarily large memory usagel)
- 2952 Open hours
- 2953 I dislike the times when a book I would like to borrow is unavailable or not for personal usage.
- 2954 Students work at the library, and when you ask them questions about the resources, they have no idea.
- 2955 its has to many locations (big)
- 2958 Nothing really.
- 2961 Unattractive study environment - commerce library
- 2962 I haven't found a problem with it.
- 2963 Trying to find materials needed that end up missing.
- 2964 nothing
- 2965 I never got a tour of it until my first rhetoric class. A brief tour should be incorporated into campus tours if it isn't already.
- 2966 Very intimidating. Don't know where to begin looking for what I need.
- 2967 It's hard to find what you're looking for sometimes when the keyword that you look up providing you with no books, articles, etc.
- 2968 Limited number of biological science journals. Often have to order articles from other Big ten schools which can take weeks.
- 2969 Somewhat confusing - books about relatively the same subject are found in different different places on campus.
- 2970 not sure exactly who to ask for help

- 2975 certain libraries need to be open later; i would also like to see more group study rooms--there are several at grainger, but these are extremely difficult to obtain, especially during finals week
- 2976 The undergraduate library is so unsecure.
- 2979 I would enjoy longer library hours on weekends and lower fines.
- 2980 I hate how you have to go to ten million different places on campus to get the same type of articles. You always have to go to the little libraries. It would be better if there was just a couple of places, but I know that is out of the question because of all the material.
- 2981 Its confusing and sort of hard to find things.

*Wednesday, June 14, 2000*

*Page 93 of 174*

***Record\_id Q\_4\_2***

- 2982 the library is fairly easy to use....i can handle the basics of using the computer system, but i know that there are a lot more things i can do from a computer as opposed to going into the library to do them (such as renewing books, reserving them properly) that i've never had instruction in.
- 2983 The copy machines are often of low-grade quality; and most have the shrink function disabled.
- The library staff, although they are friendly and helpful, tend to be condescending in their tone. Most of the time I find it more useful to begin my inquiry by letting them know that I am a graduate student with extensive research skills so that we may dispense with the questions of whether I know how to check a book out on-line. It can be frustrating because I feel that I am being treated like an undergraduate.
- 2984 It could help for it to be open until 2
- 2986 no open late enough and not enough room to study--i think that grainger engineering library at least the group/individual study areas should be given to engineering students as a priority..leave the libraries open later and open them earlier especially on the weekeneds.
- 2988 There are not many books I need to check out. I was surprised to hear that UIUC library is one of the biggest libraries in the state.
- 2989 The long waits to retrieve materials, and the difficulty in finding the material I need.
- 2991 Nothing
- 2995 Sometimes because of the size of the library, it seems overwhelming.
- 2996 That the library police comes around and scolds you for eating or drinking. People like to snack when they are studying!
- 2999 The computer access is terrible and could be made much more user-friendly. Also, though collections are very thorough, new books and materials (especially in computer science) take an awefully long time to make their way into the collections.
- 3002 Many books are too old. Some classes require sources to be at most 18 months old.
- 3004 Non-engineers invading Grainger during finals week and taking over valuable study space.
- Limited group study area.
- 3006 the interlibrary loan system...it takes an extremely long time to procure materials, and as an undergrad, we don't have the same kind of deadlines that grad students have to work with.
- 3007 difficulty finding resources
- 3008 There's nothing i dislike
- 3009 hard to find books or materials

- 3001 I have been frustrated when material was recalled because a graduate student or faculty member had priority over what I was using but I understand because the university can't buy 5 copies of each piece of material.
- 3012 Much of the specific materials (ie books) are not available or remote (ie Vet Med)
- 3013 the search system is a little confusing  
it's a pain to have to go to different libraries to get materials. I wish everyting was in the mian stacks
- 3014 Finding materials can often mean running around to several different departments, sometimes even just for rudimentary reference materials.

*Wednesday, June 14, 2000*

*Page 94 of 174*

*Record\_id Q\_4\_2*

- 3015 I hate having to go to so many different places for one report because they all have different focuses.
- 3016 Its underground!
- 3017 1. Not enough magazines  
2. Not enough ethernet jet
- 3018 I do not like the way the books are treated by the employees.
- 3019 This may be because I haven't explored the matter fully, but I haven't found (in my limited looking) that great of a fiction section. As in just mysteries and fiction that's fun to read.
- 3020 Sometimes I get confused about the locations of the various departmental libraries. However, someone is always able to tell me where they are, so it's not that big of a problem.
- 3022 Library hours should be expanded -- or at least some library hours, like the central stax. At some places, books are too numerous to fit on shelves and are placed all over. It can be ghird to find books sometimes. I have had some difficulty with misplaced books in the History and Phil Library on numerous occasions.
- 3024 Some of the people there aren't very friendly
- 3025 Some of the other libraries are not as helpful. I have encountered some unfriendly students who work in the English library who are not as helpful.
- 3026 that damn statue in front of Grainger, that thing totally freaks me out
- 3028 its too large, difficult to find material
- 3030 There are not enough computers in the lower level of the undergrad library and I also think that the internet resources finder should be able to find more specific articles
- 3032 Sometimes I have to read through many sources before I find precisely what I want.
- 3034 the size. I have never used the libraries because they are too big. I went once and couldn't find what I needed. I have used the web for everything since then.
- 3035 More full text resources should be available (from any location), more printers and also computers, more group study rooms--you can't have group meetings to work on projects on the lower level of the Undergrad because it's a "silent" floor but the table areas on the main floor can be too noisy and distracting!
- 3036 Chairs at ALS library are very umcomforatble. Also, its atposphere is dreay and the lighting makes me sleepy.
- 3037 not being able to find the resourses found in searches is frustrating, being lost in the piles of information without enough people to help
- 3038 The library is very hard to use for someone who has never used it here before, and is often intimidating to ask for help, especially when you have no idea where to start.
- 3039 i wish that there were more computers so that we could check emails, but have a time limit that would

automatically shut off the person checking emails.

- 3040 not open late enough, should allow food in certain areas
- 3042 None
- 3043 its very discouraging when you have to travel to three or four libraries to find one book and none of them have it. espocially when you've done a search and found the book is supposed to be at one particular library and you get sent all over. never enough computers.

*Wednesday, June 14, 2000*

*Page 95 of 174*

*Record\_id Q\_4\_2*

- 3041 It is not very user friendly. It is easy to get lost finding ones way to the undergrad library from the grad library, much less finding the way to other departmental libraries. Maybe if more information in terms of maps or location info was offered, it wouldn't be so overwhelming. This is actually why I browse the library article sources and get them from my own computer at home so I won't have to go there and get all confused.
- 3044 I go to the Law Library to study sometimes and am sent away sometimes because I'm not a Law student. Libraries here on campus are for EVERYONE not just certain people. The problem needs to be addressed.
- 3047 the college libraries have too much outdated information that are not useful...for example, the communications college library in greg hall has next to nothing on internet consumers and products/services. and that is the biggest trend right now!
- 3049 Many times I get frustrated with searching for sources electronically, but when I can finally find them, there are many.
- 3051 The copies of books are not where I need them to be for research projects, and it's hard to distinguish where exactly they are. Also the librarians don't seem to eager to help me when I need it, in terms of finding the material I need elsewhere.
- 3052 I have a really hard time finding sources on the Computer by myself. The Library has so many sources, but I find it nearly impossible to find what I need when I need it.
- 3053 Late opening and early closing times on weekends.
- 3054 Sometimes it is a pain when a book is in some strange library all the way across campus. Also the library is sometimes difficult to navigate through.
- 3056 Too big to find anything
- 3057 Ethernet jacks often do not work in Grainger
- 3058 The hours of the library could be better.
- 3059 It is hard to find a place to check my email in the undergrad.
- 3060 The difculty in finding the exact book needed.
- 3065 Telnet interface should be enhanced in terms of getting more information. It is not very convenient when I want to find the location of the journals. Old system seemed working better in this manner. I don't see any improvement of new system. My advisor told me one day it is hopeless.
- 3066 The librarians were EXtremely helpful!
- 3067 I wish there was more information about the locations of libraries. For the longest time the only libraries I knew of were the Undergrad and Grainger. The rest of the libraries are like secrets.
- 3068 The web does an equally efficient job--why would I use the library then?
- 3069 Most should be open 24hrs. like other universities.
- 3072 I don't like the fact that the search systems are difficult and confusing to use.
- 3074 Often, new books are unavailable. I would very much like to be able to go to the library and read the

new Crichton, Grisham, Wolfe, and so on.

3077 It's really confusing to use.

3079 limits to stacks

3083 Not everyone is as knowledgeable as is needed sometimes.

*Wednesday, June 14, 2000*

*Page 96 of 174*

***Record id Q\_4\_2***

3084 If you do find a source that fits your needs, it is usually is some library you've never heard of that is a fair distance away from anywhere you generally go.

3078 It's pretty hot in the Main Library Stacks.

3082 The Biology Library closes too early on week nights. This is a hardship for a faculty member with family responsibilities who often works late at night on campus. The quality of the photocopying machines is poor in many of the campus libraries. This makes it hard to make transparencies for teaching directly from noncirculating materials.

3085 Some librarians, one in chem especially, seem uneager to help, like it's a burden to them to answer my questions.

3089 I don't like the fact that the libraries are so spread out around campus. I think that all the libraries should be in either one building or in buildings next to each other.

3090 I don't like the library atmosphere in general. So I guess I'd say I hate the fact that they're still libraries.

3092 Difficult to find books needed, unsafe to be around late at night.

3093 Studying environment in Commerce Library

3094 I'd like the hours to be a little bit more later  
more outlets for audio players  
should allow minimal amount of food

3097 that you always have to go to other libraries to find the books

3099 too big cannot browse books b/c you cannot look at them without specifically ordering them

3100 The hours of the help staff should correspond to the library hours

3101 the many, many different libraries and having to go all over to get the different books from the different libraries.

3102 dirty

3103 Many times, all of the computers are taken up, and it takes a lot of time to wait for a computer to open up and search for whatever you are looking for

3104 I feel like I don't know how to use/find so much

3105 Too many different libraries I have to go to. I look on Illinet Telnet, then it says i have to go to five different libraries for five different books

3106 not open 24 hours a day

3107 Does not support UNIX on the web site.

3108 i dont like how it is set up.

3110 Finding books for research and realizing I have no idea where to go to find them

3111 I do not like the fines system. I feel that it is much to heavy, especially for compact discs.

3112 I get confused when I'm on the Telnet Interface looking up books. When it says ALS stacks is the location for a given reference, it's sometimes in the regular ALS library.

3115 It is very large and difficult to learn how to use. For students who have had no real research experience, coming into such a large library system it is somewhat intimidating to learn how to use.

Record\_id Q\_4\_2

- 3118 At times it is hard to know where to start research in a library this large. Once you do find things, it can be difficult getting all the materials since the library is spread out.
- 3120 the hours
- 3122 Having to go all over campus to get things sometimes.
- 3123 Least like the time I must put into finding magazine articles
- 3125 i have had many problems with the printers and the computer staff. the majority of the time i needed a printer, they were not working. i think that the printers in the library need to be more reliable, because some grades depend on it. and the staff, if not able to solve the problem, should be more considerate.
- 3126 There are approx. 40,000 students that attend this university. Do you think that maybe 5%, which comes out to be 2,000 students would like to study on a friday or sat. night. Where can he/she go. The libraries should be open on the weekends for longer hours (evening hours)
- 3127 I would like extended hours on the weekend.
- 3128 It is too big and too hard to find subjects you need.
- 3129 The librarian staff later on in the evening is less educated about what is in their library.
- 3133 hours open...I wish they were open later with buses running....also it's hard to know how to narrow your search down to find the best sources. also, printers are needed in the library....
- 3135 early closing hours on the weekends
- 3137 I think it is too confusing in that I ALWAYS need to use the Help me desk
- 3138 sometimes i find that the staff (at least at the grad library) is on the slower-paced side. the printer in the undergrad library is not very dependable.
- 3139 Since the library has EVERYTHING, it's a little hard to find.
- 3144 I feel that some of the libraries should have the computer labs open later.
- 3146 Re-shelving time was way too long in the stacks. As a James Scholar, parts of the stacks were downright scary, with books all over the floor, lights out, alarms going off at closing time with no explanation (they sound like fire alarms)...I hated going in the stacks but it was a lot faster for me. Plus, a lot of the copy machines were in sad shape. Very few made clear copies, and you had to search long and hard to find the ones with duplexing capabilities - a MUST HAVE for copying long articles, along with WORKING reduce/enlarge functions. I miss the free printing on the dot matrix printers.
- 3148 It is very difficult to get books because they are scattered everywhere and many are never available.
- 3149 It's a little hard to get started on research, on a specific topic especially.
- 3151 The ACES library is really hard to use. It was hard for me to find the books I was looking for.
- 3154 The librarians tend to be fairly unhelpful and unaccommodating.
- 3155 I wish there were more material that wasn't ruined, such as the books in some of the libraries. It is important to preserve such resources so I think that the security issue in protecting the books from missing pages, etc., would be helpful.
- 3157 One microfilm machine in my area's library. Several faculty members have tried to "bump" me off after only 15-20 use, or harassed me until I became disgusted and left. Library personnel should have deferred these persons to another machine or emphasized the two hour access period which I was supposed to have been allowed access to the machine.
- 3159 It is sometimes hard to find what you are looking for

Record\_id Q\_4\_2

- 3163 The long wait for interlibrary document delivery service
- 3167 Amount of time it takes to have materials delivered.  
Some workers treat people like morons when they don't know how to find materials.
- 3169 None.
- 3171 I do not like how the search databases are set up. They are confusing, and do not always find the right info on the topic that you are looking for.
- 3176 Sometimes the undergrad, where I usually am, is way too loud even on the bottom level.
- 3178 It is still difficult to use the online catalog. I find that the personal knowledge of the staff is more helpful for locating items. Few students need the library consistently and few have the time to master the searching system.
- 3179 well, golly....oh! too many books are in these stacks and those stacks are inaccessible more full text documents should be offered of the electronic journals and where the hell are the winnie the pooh books
- 3180 I dislike people without EWS accounts going to Grainger.
- 3182 The thing I like least about the library is having to wait 30 minutes for a page to find me 2 books!
- 3183 hard to find journals
- 3187 too many books, hard to find books for research
- 3191 How you have to travel to different libraries on campus to get the books or other materials you may need.
- 3192 Sometimes, I wish the library (especially the Undergrad Library) was opened until 2am.
- 3193 The Undergrad is always exceedingly warm, and there are not any 24 hour libraries.
- 3195 the waits at copy machines and especially printers and the printers always being down. Also, not enough computers for the amount of students who wish to use them.
- 3198 Even the simple task of trying to find a resource is confusing and difficult.
- 3200 The online catalog is horrible (most outdated)!
- 3201 Nothing that I can think of offhand.
- 3207 Telnet, the fact that there is very little initial instruction when you first come to the University, lack of computers in the Undergrad, too many Macs and not enough PCs
- 3208 noise in quiet areas
- 3210 I can't really say. Virtually all of my experience with the University Library has been at Grainger, and nothing's wrong there. The one time I went to the main library, it took a while for the book to be retrieved from the stacks, but that's understandable.
- 3211 The four things that I like least are: Lack of availability of reserved items, lack of electronic copies of printed materials being available both in the library and online (IE, why can there not be a postscript copy of everything in the library?), lack of visible staff, and finally the quality of older books in the library is atrocious to say the least.
- 3212 It is difficult for me to find useful print materials. Most of the ones I'm interested in are at different universities, and I never have time to get those.



*Record\_id Q\_4\_2*

- 3213 The fines are too expensive, and we are given too little time to pay them before they go on our student accounts. Fines should be reduced to \$0.10 a day. Afterall, we are college students..
- 3217 Too many books are unavailable or missing
- 3219 Could use more help because there is so much material.
- 3220 searching for books in gateway and the telnet interface
- 3225 Difficult to find some materials and look up books.
- 3214 The early return requirements on books checked out overnight, it should be more around 10:30am.
- 3221 Student help--It is often slow, uncourteous, and not very knowledgeable. Also, the library fine policy. I think the \$125 charge is ridiculous for items that clearly cost less to replace (like children's books). The charge should be based on the book, not some arbitrary number. And the \$10 late fee is way too high. We're college students--that \$10 can really hurt a budget.
- 3226 What I like least is that though the libraries have a lot of books a lot of them are very advanced. I'd like to see some books written for the laypeople and not just the experts in the fields.
- 3228 I do not like the atmosphere of the undergrad library. It is too sterily. It needs character.
- 3231 it sometimes gets too loud....i also hate when they announce every five minutes that there is no food aloud in the undergraduate library and how it is a high theft area....it is very distracting!!!!
- 3232 It's distance from my dorm.
- 3234 Learning to use the stacks was difficult and assistance was unavailable.
- 3235 So much information available that it is easy to be overwhelmed.
- 3237 illinet is not too good. needs a lot more improvement.  
so searching for journals, proceedings or conferences etc... are very very difficult and time consuming. unfortunately, not many library staff are too knowledgeable abt it, since most of them are students themselves.
- 3238 Sheer volume of material makes it hard to browse efficiently. I guess that's not all bad...
- 3239 Having to go from different libraries across campus to get information on a subject
- 3240 It is sometimes very hard to search effectively for articles on a certain topic. Also, the libraries containing material I would use are very spread out over campus. There also are not enough sites to add money to your copy card. Those machines should be in every library.
- 3245 Even though there is a lot of information, I find it hard to locate the materials I need. Since the campus is full of procrastinators, it is hard to get things in time on the slow interlibrary borrowing system.  
Everything is located someplace else. Usually there is only one or two copies of books, especially on popular topics, and they are always gone when needed.
- 3246 complexity of the computer/search system. The great number of departmental libraries, making it sometimes annoying to track down materials when I have to get them from 3-4 different departmental libraries.
- 3247 I do not like the high fines for reserved book
- 3248 Staff is generally incompetent. I know more about where the resources are than they do, which shouldn't happen. Plus, the reference librarians in the law school are only there during the day, but law students need the most research assistance at night. And the non-reference staff knows NOTHING about the library, which doesn't help. When I need to find a book, I never find out anything from them that I didn't already know from ILLINET. All they do is police the library from people eating in there.

- 3250 to find an exact material what I wanted through a computer is not easy. More accessible and easy computer system is required.
- 3253 I dislike how few classes have old exams or notes that you can look up.
- 3255 hours
- 3256 Complicated to figure out where things are.
- 3257 The selection, availability, and accessibility of books, particularly fiction books like novels. I have had trouble finding general books to read for enjoyment.
- 3258 Too much information and I have too little information to find what I am looking for. Finding sources online only to discover they are not available in the library.
- 3254 The main stacks need \_serious\_ re-organization. First of all, the stacks are not maintained \_at all\_. Materials are \_never\_ shelved promptly, and it is a rare event to find items shelved in their appropriate locations. There is apparently no attempt made to keep the materials in order. It makes me wonder what the library staff does all day.
- Second of all, the ordering of the shelves themselves follows no rhyme or reason. The floors need to be re-organized and more signs should be posted in order to allow patrons to situate themselves in the labyrinth better known as the stacks.
- This is not only a problem for patrons attempting to retrieve library materials, but also for the preservation of the materials themselves. I've seen knee-high piles of books in the middle of aisles in the stacks. The main stacks are more like a book disposal area than a library.
- 3259 It is VERY VERY VERY annoying that there is only one copier that has a reduction capability in the main stacks. I cannot for the life of me figure out why you guys did this. It's a pain.
- 3260 the undergrad is disgusting as a study atmosphere and a general place to spend time. it looks and feels like my grandma's basement. the noise level is like a party, and the colors/decor make me ill. also, the limited friday/saturday hours, and late night hours during the week at the education library bother me. as an education major who student teaches, and goes to class during the week, i often cannot go to the library when it is open. if it was open until 1pm on weekdays, that would help a lot.
- 3262 limited hours and difficulty of sorting through vast resources. Also waiting time in the stacks is unreasonable
- 3263 There are too many libraries. There should be two or three big huge libraries. It is difficult to reach to certain libraries because of the distance. It is somewhat unsafe traveling at night especially if one must walk. Also the reserve system should be improved... need more staff to put books on shelves at a quicker pace.
- 3264 -
- 3265 Sometimes the overload of information makes it kind of overwhelming when I begin the research process. I don't know where to start, and half the time, I'm not sure where the certain library is that the database directs me to.
- 3266 copiers
- 3268 The staff is too small. Need more people who know the library and how to use the equipment
- 3269 For being a University of significant size, we should have more journals in our collection.
- 3270 The hours, especially during summer some of the libraries such as graiger needs to be open for longer time.
- 3271 Being replaced by internet material

- 3272 Although I understand the desire to have departmental libraries, it is very inconvenient to have to go to 5 different libraries to gather the research material I need. Also why are some journals split between 2 libraries where some of the older volumes are in a different library? Also inconvenient not to be able to add money to copy cards at all copiers. Sometimes I don't want \$10 worth of change to make 5 copies.
- 3273 I least like the fact that there is always a long line to get on a computer, especially if you just need to check email.
- 3274 The Library System is hard to figure out for a person who does not use it very often. In fact, because of its size, the library can seem very intimidating.
- 3275 1.lack of computers.  
How about providing email-checking-only computers, separately? Lots of people use computers to check emails only. Thus, if there are extra computers to check email only, it would be more convenient for using on-line catalog as well as checking emails.  
2. print on-line catalog.  
we used to write everything down from on-line catalog. But, Sometimes, we should try to find bunch of materials. At this time, writing all the titles and call no. and etc. is time consuming. If it could be printed, it would be more accurate and helpful.
- 3276 Sometimes too noisy or over-crowded.
- 3277 Longer hours!!!! Even 1am for the undergrad is pretty bad, but the other ones aren't open late at all, especially on the weekends
- 3278 The Arch/Arts library closes too early.
- 3280 Nobody ever really told me about the library. I wasn't aware that there were more libraries than Granger, Undergrad, and Grad. There needs to be a more effective handout or tour or orientation. I wish someone would have told me how the library system worked and where the different departments were.
- 3281 unfamiliarity with number system
- 3282 Location (far from Hendrick House)
- 3283 Very big and confusing. Takes longer to find a source than to use it.
- 3286 The unavailability of a lot of "less heavy" resources that I would normally find at a local library. Also the scattered collections throughout the campus makes looking for resources very difficult sometimes.
- 3288 The main stacks need to have a more efficient system.
- 3289 1. Missing of books  
2. Inconsistent charge: Charge for the photocopy but not for printing.
- 3291 Number of full time librarians; short library hours on holidays, weekends and weeknites.
- 3292 Undergrad dirty, disorganized, poorly maintained; hard to find materials; virtually impossible to figure anything out on one's own, either online or in print
- 3294 Everytime I get materials for a research project I seem to find a missing or mishelved book. More journals should be available, or at least one copy that could not be checked out by anyone.
- 3295 The library is very confusing for many people. I feel that the books should be more easily marked on where to go and such.
- 3298 I am unaware which materials can only be checked out for a day and why this is so.  
I recently went to the history/phil library and the librarian was not of much help in finding certain magazines  
I would like to see more magazine articles available  
the current system for finding magazine articles is a little difficult.

- 3301 I am confused on how to get books! The ones I find available are not always shelved
- 3302 the first time i went there, i had no idea what i was doing and no one really came to my assistance. so, i learned by looking at the home page. lucky for me, it has a good explanation of how to operate the system.
- 3303 It is inconvenient to go to the undergrad and then find out that most of the books you need are scattered across the campus. The fines are huge.
- 3304 I cannot decide on what I like least. I am unsure. Not many months ago, however, the idea arose to possibly discontinue the Residence Hall Libraries. The recourses in the Halls have provided me with the majority of excellent material needed for several research papers this academic year. They should me maintained.
- 3305 The undergraduate library is too noisy to study at. It is not a "library" in the sense of the word. It should be called the "undergraduate center" or something. I am all for group interaction and collaboration in a library, but it has gotten out of hand. I cannot concentrate and study there. Therefore i don't go there anymore. There should seperate rooms for group meetings among students. That way the library remains quiet.
- 3306 Sometimes it's hard to find materials that you are looking for. Especially in the main library
- 3308 can be overwhelming to find specifics by yourself for a paper or project for a class
- 3312 My least favorite part of the library is trying to find a book by call number in the stacks!!
- 3313 Takes too long to get books from the main circulation. The books are too spread out because the libraries are located all over campus. Sometimes we need to get from one side to the other side just to get one book. There should be a way to get books without having to lug around campus. Also the checkout periods are too long for some books. There should be a max of 2 weeks for checkout.
- 3314 It is too far from my residence.
- 3316 It needs to provide course reserve materials electronically
- 3317 Hard to find the obscure libraries.
- 3318 The poor attention and updating of certain resources, such as the poor selection in terms of new material in the Art & Architecture Library.
- 3321 It is sometimes very hard to find material, even with all the indexes and online help. Also, it would be nice if more full-text journal articles were available online.
- 3315 I have had the hardest time with the card catalog on line. I would like to be able to limit my search to a particular library (not just u of i but one such as the undergrad or modern language).
- 3323 The fact that you may have to go to several libraries to access all necessary information
- 3324 Noise levels in library.
- 3326 Some lack of electronic articles.
- 3327 The lack of security.
- 3328 a lot of times there isn't enough space for everyone to study the way they prefer (either there aren't enough individual spaces, or there aren't enough group spaces, or there aren't quiet/noisy areas available).
- 3329 Nothing.
- 3330 the buildings are so spread out around campus that if you need something the day you are looking for it and it is in another library, it takes up a lot of time hunting it down.

*Wednesday, June 14, 2000*

*Page 103 of 174*

***Record\_id Q\_4\_2***

- 3331 When I walk into Grainger or one of the other libraries, there is usually no place to sit. When I study, I like to sit where I have room and not be confined to a little box. Everybody else seems to want to

do the same thing. I wish there were more places for us to study with longer hours. When 1am hits at Grainger, it's a pain to have to study at Perkin's or another place. If we could have longer hours, I definitely think it would be a benefit to students. Also, I get really mad about the Internet access with laptops at Grianger. What's up with us having to go to a specific site in order to log on. Why we can't just plug in is beyond me and makes me angry. We have awesome resources here, so why limit us? Who cares if other people are coming in and using our resources. If that's the case, just have us put some kind of software on our computer. Let it be like the U of I direct system. Just some thoughts.

- 3332 I wish that it was open for more hours.
- 3333 that when you need material at another library it is difficult to access.
- 3334 It always seems like the book I need is at another library, even though U of I has such a huge print collection. Also, sometimes the books I need are all away across campus, which is inconvenient.
- 3335 Interlibrary Loan:  
This takes forever (12-16weeks) to happen. By that time, I would probably already NOT NEED the item anymore. I came from Arizona State University (Tempe/Phoenix, AZ). It takes about a week to get materials from Univ of Arizona (Tucson, AZ). So, why does it take months to get anything here???
- Recall/Request: This also takes TOO long.
- 3336 the confusion about which library to go to get the information  
i spent 4 hours at the undergraduate library trying to find 3 books..
- 3337 The telnet interface when trying to locate a journal and find out if it is at the UofI. I wish that when you find an article in an article database that from there you could find out if the journal was available at the UofI.
- 3338 The lack of really comfortable seating that is at the same time conducive to work would be my only problem with the library. There are very few place, especially in the Undergraduate Library, where one can study in confort and quiet.
- 3339 pain to find some things, and waiting for computers
- 3340 Limited number of machines to add value to copy cards
- 3343 the smell
- 3347 availability of high use books
- 3348 Searching for materials is very confusing.
- 3349 security problems. it's a bit unnerving to be in a row of books late at night or early in the morning especially with the reports of males exposing themselves.
- 3350 Not enough computers.
- 3352 The library closes at 1 am, while libraries at smaller colleges often stay open all night.
- 3353 Sometimes the books are at the Library but they can not find them or they have misplaced them.
- 3345 Need for more full-text online materials.  
Also, the hours are lousy. Sunday open at 1:00?? Sundays are when most people study so the library should be open accordingly. Close at 1:00?? It would be fine if it actually closed at 1. But, you have to deal with the "closing procedures" for up to an hour early. The lights shut off every 15 minutes and library personnel hassel you with stupid announcements.
- 3351 I do not like the electronic journal searches. I am never able to find articles on the topics i am researching.

*Wednesday, June 14, 2000*

*Page 104 of 174*

***Record\_id Q\_4\_2***

- 3354 The quality and number of copy machines, especially in the stacks.
- 3355 fine and operation hour

- 3356 I don't like the time that it takes to reshelv a book. I had two weeks to write a paper. And when I did looked up books, the online catalog said that you had them in the main stacks. And after waiting 20 minutes for them to be retrieved, they weren't even there. Even though the catalog said they were in, they couldn't be found - they weren't on the shelf. And by the time that they were found, my paper was almost due.
- 3358 Copying machines take way too long to use at non-undergrad libraries.
- 3360 In the Communications Library, there are 4 computers, and only one to check e-mail.
- 3361 that they are not open 24 hours like other Big Ten schools.
- 3365 they should close later and it is not important for them to open early
- 3366 need to be open more. like earlier in the morning, later at night.
- 3367 open hours are not enough. better open 24 hours. (expecially around the final)
- 3368 I do not like the 45 minute wait sometimes for a library book that is in the main stacks.
- 3369 short loan periods
- 3371 ON A COLLEGE CAMPUS (ESPECIALLY SUCH A PRESTIGIOUS ONE WHERE ACADEMICS SHOULD COME FIRST), THERE SHOULD ALWAYS BE A 24 HOUR LIBRARY FOR STUDY, NOT JUST DURING FINALS.
- 3372 Limited hours
- 3373 how some of the employees can not even help me find a resource that i may be looking for and how they treat you as if you knew nothing about the library.
- 3375 I feel that my particular departmental library is slow in receiving new books and needs to be more lenient with the checking out of reference materials for the purpose of computer scanning images.
- 3376 confusing to order materials transferred from one library to another.
- 3378 The library system is so huge and no one told me how to use it, at all. I get frustrated when I am looking for information but can't get to it because it is in another library or it needs to be shipped from another institution.
- 3380 the Library on-line tutorial was confusing at times and difficult to enter the system when taking the quiz for a class (like speech com 111).
- 3381 The hours are not at my convenience.
- 3382 in many of the smaller, departmental libraries (ie Educ & Soc Sci, ALS) there are very few computers and one usually has to wait in line or go elsewhere
- 3383 Library Hours
- 3392 Computers are not sufficient
- 3393 Need more assistance in finding items, training for staff on how to use the library (especially since it's been years since I've been in school)
- 3395 It is hard to find back issues of periodicals in Aces library

*Wednesday, June 14, 2000*

*Page 105 of 174*

***Record\_id Q\_4\_2***

- 3394 Walking all over campus to get materials; individual libraries often stuffy/hot/poorly lighted; it takes too long for journals to get bound; Health Sciences materials are in a separate database, which is inconvenient.
- 3402 When looking for specific titles in education, I have found on several occasions that UIUC did not have the title, but Illinois State did.
- 3405 I don't have time. Therefore anything to help link me closer from my office is helpful.

- 3407 the fractioned collection across campus
- 3411 Doesn't always have books on what I'm researching
- 3412 The order of the shelves, reshelve of items is slow and not that accurate.
- 3413 I wish that each library carried more material in its own field of research
- 3414 the difficulty of finding full text articles online
- 3417 I find the online system awkward to use. You have so much stuff and it is so spread out. You should publicize what is available to the community.
- 3418 The student help within certain libraries. Some do not seem at all knowledgeable or helpful. More training regarding the library useage and customer service skills might help.
- 3423 I have on occasion had difficulty locating materials--especially books--because they are improperly shelved or missing.
- 3433 1. Provide more comfortable study areas like there are in Granger Library throughout campus.  
2. Hours need to be extended. Library needs to open earlier on the weekends!
- 3435 hard to find what you are looking for
- 3436 This survey. It meanders all over the place and takes too long.
- 3445 I wish there were three or four convenient book drop-offs scattered throughout campus.
- 3446 Nothing
- 3447 the lack of printed afro-american sheet music
- 3448 Although I am a graduate student and have full access to the stacks and library materials, I must say that I dislike the policy of denying stack access to undergraduates excepting James scholars and other "elite" students.
- 3452 Parking
- 3453 High thef area
- 3455 Ethnic studies materials are not collected, catalogued, or given preference.
- 3456 fat girls
- 3458 Library web system disorganized and it can be difficult to get accurate searches done
- 3459 Yhe copy machines in the biology library are often busy, and copies cost too much.
- 3464 Difficulty in parking near main library.
- 3467 I think more parking is needed.

*Wednesday, June 14, 2000*

*Page 106 of 174*

***Record\_id Q\_4\_2***

- 3473 That you have to trek across campus for a book sometimes.
- 3477 Ive had little to no information about where libraries are, and what purpose they would serve to me.
- 3480 Searching for articles can be confusing and time consuming.
- 3481 parking availability
- 3485 Sometimes it is hard to find an item, which can be quite time consuming.
- 3461 it is very hard to get a handle on exactly how to find the resources one needs. as a freshman the library was very intimidating and was a place that i dreaded. now, finally, as a senior i actually almost feel comfortable using the library. ALL students need to have an introduction to the library, even students to place out of the really low level writing classes (since they seem to be the only ones who ever get library instuction).

- 3474 Many journals have been dropped the last few years because of budget cuts. While I certainly can understand that cuts must be made in some areas, this IS a premier library system.....in the world, so every effort must be made to keep it at its forefront. The whold system seemed to languish under the previous head librarian; he didnt sell it effectively to those who could most assist in obtaining new resources of support (legislative involvement, for instance).
- 3483 We should have a state of the art, web-based online access system. The one we have doesn't work (or at least it doesn't work for me). Therefore, I have to use a dos-type system that I have to relearn everytime I sign on.
- 3488 1. The time it takes for journals to be bound and re-shelved.  
2. It is difficult to photocopy some bound journals. (There probably is not much you can do about this.)
- 3492 The location and size of the library intimidates me. I will do web searching and phone calls before attempting to enter the building physically. Not a complaint, just an observation.
- 3493 difficult to search via online system
- 3496 There are not enough computers, you are always waiting for aline. People should be able to add money to their card at a desk, not just the machine. The machine is broken, and it only takes \$1 bills. Longer hours. Most people are not done studying at 1. If you ever there during finals, granted, it's finals, but more people are there late than early.
- 3499 need to move to electronic information dissemination and use as quickly as possible
- 3504 Inaccurate reshelving, books turning up missing because they were misshelved.
- 3506 The journals and other library materials are scattered all over campus in various libraries. It takes me a long time to gather materials for a lit review because I spend hours walking all over campus. It is also hard to determine which a library a specific journal is in sometimes because the location listing can be confusing. There should be a master list on the library or gateway homepage that lists where all of the journals are located. This would make it easier than having to go through telnet to discover where the journals are.
- 3507 Interlibrary loan. I ordered something 2 months before a paper was due, and I got the materials 3 weeks after I turned in the paper. I was told it wold only take 7-10 business days- not 3 months.
- 3508 library hours
- 3510 fines
- 3513 The fact that we cannot return loaned books via Campus Mail. If this were the case, I would utilize the UIUC library more often.
- 3514 From home the service is very slow, but I guess that is to be expected.

*Wednesday, June 14, 2000*

*Page 107 of 174*

**Record\_id Q\_4\_2**

- 3515 dept. libraries' hours are not convinient
- 3516 distance from my office, but accessing the library online takes care of that
- 3517 sometimes i am not confident in my ability to do searches in my office, I need to ask a student to remind me how to do it
- 3519 i wish i could get around better in the on-line library for other libraries.
- 3518 Again, because I am staff with academic interests and aspirations, I find it annoying that check out time is only a month while fac/grads have 16 weeks. In addition to the problem with checkout time, I wish there was a way to return large numbers of books centrally, that is in one place without having to travel to several different libraries.
- 3520 The stacks in the main library seem very unsafe. As a female, I dread going into them alone.



I am also frustrated by the number of missing books from Grainger Library. Books that are indicated as being available are often missing from the shelves, in addition to those already indicated as missing on Ilinet.

3522 I am worried about the narrowness of the survey above. The access to the library materials is restricted. I hope, the library will expand our ability to bridge disciplinary boundaries, not other way around!

Mathematics library did not implement on line services!

Eastern European Library badly needs resources to preserve and systematise its collection. It is a very important cultural resource for all the trade that goes from here to there.

3523 That the journals do not always seem logically located, e.g. Child Abuse and Neglect is in the Agriculture Library rather than Ed and Social Sciences. There is a great deal of running about necessary to obtain journal articles for a particular topic.

3525 It's spread all over campus (I know ... it's easier for the departments!).

3527 I wish interlibrary loan items could be delivered through campus mail. And I really wish there was a return box on the north side of the quad. I have a limp and walking down to the main library is not my favorite activity. I don't drive to work, so returning items is difficult.

3528 A minor complaint: only one copy machine, as far as I know, reduces. Nothing else!

3530 .

3533 That the facilities of this world class library are in such deplorable condition. Deferred repairs and insufficient facilities budgets have helped contribute to this condition. Whole sections of the main building need to be gutted and rebuilt completely. After many years of the most expert of bandage repairs, it's time to invest some serious money.

3539 Parking difficulty. Waiting for computer use.

3541 'Vacation' and weekend opening hours. e.g. Spring Break. For researchers and graduate students this is the time when they can concentrate on their work - by this token the time when the library is most important to them. Yet the library opening hours are severely limited. It is difficult to understand why this might be, it isn't as if the undergraduates make up the bulk of main library users.

3547 The Commerce library doesn't have good places for small groups to work without disturbing others.

3549 It would be helpful if certain libraries would not close so early on Friday evening--some close at 5:00 pm and others close at 6:00 pm. Also, it would be helpful if the libraries opened earlier on Sunday--I believe that most of the libraries open at 1:00 pm. However, in general, I am very pleased with the number of hours that the libraries are open.

*Wednesday, June 14, 2000*

*Page 108 of 174*

***Record\_id Q\_4\_2***

3553 Unreliable computers and computer applications

3558 Finding a book not on the shelf when its listed as available

3542 It's invisibility to non-faculty, non-student employees.

3550 1)Telnet catalog is the preferred catalog..it is ANCIENT and a pain.

2)Web based catalog and services. The web pages are a web ..cause one to get lost and frustrated. I have problem reaching the ILL from the catalog.

3555 It is bothersome and time consuming to actually retrieve materials from the main stacks, without a stacks pass. Unless I can find the materials I need in the undergrad. I don't even bother getting the material. I find the main library, and to a certain extent the undergrad, a hinderance in my studies. I rarely use the library as a source of materials but in occassion when forced I find that the

departmental libraries most beneficial , but the hours are sometimes inconvenient.

- 3557 Trying to get information from the library via Telnet or the Gateway is a nightmare.
- 3559 Parking!
- 3561 Missing/Improperly shelved books.
- 3569 The facilities are so large they are somewhat intimidating.
- 3570 not so good and sometimes unsafe environment in some libraries (including main library)
- 3571 Engineering library help had a horrid attitude before Grainger - students at the desk wouldn't show users around their convoluted premises or call in a pro when they were unable to answer questions. I hope it's improved but I don't visit, I only call. I get good help on the phone.
- 3573 Little support; difficult to get questions answered.
- 3574 Sometimes it shows that a book or publication is in, but it is not.
- 3575 the multiple libraries and difficulty establishing which journal you own
- 3576 It is huge and hard to find stuff in it
- 3577 Need more people to help us dummies who are not use to using the library resources that are available.
- 3578 Hard to search other databases or figure out how to do it.
- 3580 For my research, I must use resources in many dept libraries: I often need to reserve a full day to get around to libraries in Biology, Beckman, Vet Med, Chemistry, Nat. Resources, and Psych... there are items in each that seem to be out of place. I can receive these items via campus mail, but for journal articles, I'd prefer to get them myself (and I can't afford to have them copied for me.)
- 3582 not enough group/study rooms in grainger
- 3583 It is so large that I sometimes have trouble locating items.
- 3586 The difficulty of getting articles at the main library. waiting so long for them is kind of a pain.
- 3588 I can't think of any particular problem.
- 3589 Like it all. It's too bad few people appreciate it.
- 3590 I wished the library opened earlier in the day.

*Wednesday, June 14, 2000*

*Page 109 of 174*

**Record\_id Q\_4\_2**

- 3591 The system is totally unfriendly and detached from the reality of real research. I can find a 100 yr old book faster than I can find a modern journal.
- 3592 its hard to find things.
- 3593 The large number of small libraries, which spreads the items I am interested in across the campus. On the other hand, I make good use of the delivery service, which works well and keeps me from having to trek around campus.
- 3594 I currently have a four week loan period on materials I have had checked out for extended periods for research. I would like to have the option of having a sixteen week loan period.
- 3595 Can't find books/not shelved properly
- 3596 I have been dissatisfied in the past with the availability of certain journals, those that are field specific
- (I have never used my departmental library and don't know if I could find these sorts of journals
- 3597 too many libraries; going across campus to find everything I need; book collection is aging; not enough biomaterials journals

- 3598 limited hours and currency of shelving
- 3599 having to run all over campus to each departmental library for the different magazines.
- 3602 I wish there was one library that had every scientific journal available under one roof to avoid going to different libraries to find different scientific journals.
- Example: Journal Animal Science: Ag Library and Journal of Endocrinology located in Biology Library.
- 3605 tremendous decline in collection of scholarly books after 1970, frequency with which ILL must be used for those books
- 3606 The online catalog is a problem. There is not enough retrospective coverage of the collection – too much of the collection remains buried in the card catalog, and few people want to use that interface. Consequently, a huge part of the collection remains underused.
- 3608 But what ever I asked came from other libraries (via interlibrary loan). Somehow I feel some very important recent books are not here, which is sad.
- 3616 Purchase of books which are redundant in one topic; i.e. too many books about one artist. It seems that the book of every new PhD on a particular topic is too frequently purchased.
- 3617 Telnet interface
- 3619 Nothing
- 3622 I have had some problems with the interfacing. Some of the screens come up doubled up on top of the last screen. It's frustrating!
- 3623 online search engine and access
- 3629 It is intimidating. No training was provided for me as an academic professional employee. I have no idea where to start to use the facility.
- 3630 BUT the system still has a lot of "bugs"
- 3631 Sunday hours of operation
- 3638 Material not being where it should be. Somethings are lost, mutilated, or misfiled, although they still appear in the catalog. It is frustrating to spend time looking for books, journals, etc. numerous times to see if they surface.

*Wednesday, June 14, 2000*

*Page 110 of 174*

*Record\_id Q\_4\_2*

- 3640 Every time you find a resource you need it is not easy to find it and you end up having to hunt it down visiting various libraries on campus.
- 3627 Our library does not strike me as very user friendly. One night I was trying to get a book and I had a 45 minute wait to have it brought from the stacks. I had to go to class and never did get the book. Then the library kept sending me notices that it was overdue and I never had the book. I also don't like the feeling I get in the tunnel between the Undergrad Library and the Library.
- 3632 Because my office is on the outskirts of campus I usually drive my car to the various libraries. It is usually tricky to find parking near many of the libraries.
- 3635 telnet interface; and the uninviting, dark stacks
- 3639 Online catalog is not always easy to use–takes a few tries to find where I want to be. Book drop is not clearly marked outside main library. Movable shelves in west wing are difficult to use at times.
- 3641 Complex.
- 3644 Discourteous staff, poor quality of newspaper microfilms, broken microfilm readers. I would fire over half the staff in the newspaper microforms area. It is obvious they don't want to work and that attitude is found throughout the library. The library system has no idea about public service, only a reluctance

to help.

- 3646 –off-campus borrowing has some glitches that still need to be ironed out  
–The size of our library, while wonderful, is so large that I think that every dept. library is in a constant state of "catching up", whether it be for shelving, ordering books, getting journals bound, etc. It's frustrating not to be able to find a book because it hasn't been shelved yet, even though it was returned a month ago! If there's any way the libraries at U of I can get themselves up to speed with these sorts of things (even if it means hiring more help), it would decrease the headaches for those who use the library on a regular basis.
- 3647 the telnet interface catalog
- 3648 Items listed online as available not always there - and vice-versa.
- 3652 Notification lapse: books are returned, yet days later there is indication of a fine. This has been the case on interlibrary loans only.
- 3653 copy machines (poor quality)
- 3655 I have at times found the searching methods and the sheer size of the library to be intimidating. Perhaps a short introduction or seminar on the use of the library's materials and facilities would help that.
- 3656 In Beckman, some of the individual study areas are fairly dirty (lots of pencil marks/graffiti, etc)
- 3662 It is so big that it is confusing to use. I think that most people entering students are intimidated by it, I know that I was. Also, I don't think students are made aware of the different services the library provides or on how to go about using them. That is why I think library information sessions or tours should be given to all entering students.
- 3663 Having to figure out which library has which materials and tromping all over campus to find them!
- 3664 Too far from my office....not much you can do about that though...
- 3665 The noise levels sometimes make it hard to work.

*Wednesday, June 14, 2000*

*Page 111 of 174*

*Record\_id Q\_4\_2*

- 3650 The lighting in the undergraduate library is terrible and the biology library needs improvement too. The whole stack system in the main library, it is terrible. Being a science major, I do a lot of research at the biology, Health, Agriculture, and Vet libraries. In all of them if I need a journal I just go get it. This year I needed a Dance journal. First I requested it, then I was told it would be 30 mins. (would only be 5 if I could go myself) Returned 2 days later to pick it up and it was the wrong journal. Another 30 mins, forget it I tried to find it online. That system is really inefficient. If I had to get all of my research material that way it would take me forever to complete a project. Many people avoid going there to get information because it is such a pain. What is the point of having the material if people don't use it because the process is too long and inefficient?
- 3667 I would like to see increased times during the week.
- 3668 Difficulty to find exactly what you are looking for. Not all sources are where they are supposed to be therefore, organization is not all that clear.
- 3669 Often very basic technical reference books or important works are simply not there. They are often possible to locate through interlibrary loans, but we can't expect the same quality of service from other libraries. Many of the items I was interested in from other libraries were either not available, although the computer said they were, or indicated as "stolen" in which cases it becomes almost impossible to access the reference. The scientific book holdings, particularly engineering, are falling behind the times, and one cannot count on the library for advanced and up-to-date material. Unfortunately this is due to the high cost of books and there is probably no way around it.

- 3670 sometimes too much, hard to find some things  
you have to go to different libraries for different classes
- 3671 This library needs to be open 24 hours/ day, as does the EWS lab inside it. Some people do not have a good environment to study in at home, and there is no where on campus to study 24 hours. And a lot of work needs to be done on EWS machines. It is sometimes totally unfair how much work professors assign to be done on these computers, and then expect us to get it done working against a closing lab. I know many students who would make use of the labs 24 hours per day, not just during finals week. I think this should be brought to a vote with the students.
- 3672 -hours of operation are too short  
-trouble searching through online interface for UIUC catalog and databases(get too many wrong hits to sort through, and hard to sort)  
-materials not located where online catalog says they should be  
-not enough copiers (or out of service too often)  
-ILL is almost pointless to use, the materials never come in by the time you need them
- 3674 Waiting to get help.
- 3675 i wish there were more private study carrels back in the stax for grad students.
- 3676 Lack of new books in my area.
- 3677 Online databases need to be expanded
- 3680 The short checkout period for grad students using inter-library loans. Often it is 4-6 weeks.
- 3681 I wish the Chemistry Library was bigger. Although a new group study room has been added, it is still a bit crowded where the most used journals are shelved (lower room).
- 3682 the web interface; i'd like to see it design for better readability and more functionality
- 3684 Hours should go all night.
- 3687 Not enough downloadable online information available.
- 3689 It's very difficult to find in what departmental library a journal is located.

*Wednesday, June 14, 2000*

*Page 112 of 174*

**Record id Q\_4\_2**

- 3694 having to wait for books to come from the stacks. A lot of the time the graduate students or others move books in the stacks. The computer will say the book is in, but the book will not be found.
- 3683 -Lighting and temperature control in commerce library  
-Spacing needs to be reorganized  
-Newspapers poorly organized  
-Lack of latest editions of textbooks (atleast couple of copies should be on reserve)
- 3691 A lot of staff people I know are somewhat intimidated by the size and scope of materials available -- they feel that it's not set up for them and often aren't aware of what it has to offer them.
- 3692 It is still kind of difficult to find where (in which library) can I find the journal or book I am interested in.
- 3693 I don't understand how to find anything and you always have to go to six places to find all your resources.
- 3696 They are all in different libraries.
- 3697 That the collections are not as complete as they might be--for example, not all of the New Directions For Teaching and Learning series are available, either on-campus, or thru other system.
- 3698 There aren't enough group study rooms available on the 4th floor.
- 3701 The fact that many recent journals and conference proceedings are not searchable electronically.

- 3704 I am not a big computer user. Library staff have been very helpful in trying to explain how I can check things out on my own, however, I am still resisting this change.
- 3705 Deterioration of some books
- 3707 Coming from a multidisciplinary field, I need to use multiple libraries. It's difficult on this campus, but I do understand the logic and I can't think of an alternative. I also dislike the fact that people are allowed to abuse their library privileges by keeping books for years at a time. I've seen some grad students with library books on their shelves that they had checked out months and months ago. Those books need to be returned so others might use them.
- 3708 Sometimes confusing finding what I want and not enough help to get me where I want to be.
- 3709 Lack of journals that might be useful in my work.
- 3710 More study areas.
- 3711 poor parking at main library
- 3712 Need more puters for e-mail .)
- 3714 What I like least about the U of I Library system is an obvious lack of care by library administration in the form of training for its employees. Too often part-time student employees represent the main desks of all major libraries, and the librarians seem to be "very busy." There also seems to be a lack of library staff in general.
- 3715 Having to figure out which library has the magazine or other source that I need and then having to go to that library and finding the source.
- 3716 The libraries are very spread out, and it is difficult to figure out where the materials needed are located
- 3719 Separation of the different libraries (i.e. not in one location)Access to Main library holdings
- 3721 Not necessarily I take advantage of on a regular basis.
- 3727 the state of books in the stacks. many collections are deteriorating.

*Wednesday, June 14, 2000*

*Page 113 of 174*

**Record\_id Q\_4\_2**

- 3718 The method by which monies are allocated to support the collections that will be used by specific departments is not clear.
- 3722 What I like least would be the fact that you cannot check CDs out of the library. Sometimes I need to listen to these CDs for longer than a few hours and it would help to take them home.
- 3729 I don't like how the students are treated as a number and not given individual attention.
- 3732 The costs for copies is too high. I realize this is a Illini Union thing, but the libraries are where most people make copies, so it is associated with your department. My alma mater, Purdue University, only charges 4 cents per copy, here it is 8 cents.
- 3734 The departmental libraries in the sciences should be consolidated into one main library. Most research is interdisciplinary today, and running around campus to acquire different articles, or just read different journals, is unnecessarily time-consuming. A central science library is needed, and would emphasize the importance of science on this campus.
- 3736 The audio players need to be replaced.
- 3737 More computer access
- 3738 1) The physical facilities of the library are terrible.  
 2) The collections are too balkanized – collapse some of the departmental libraries.  
 3) Librarian resources have to be reallocated to reflect changes in the University's teaching and research mission.  
 4) All libraries, and particularly the stacks, need to have their easily available materials purged so that

only recently used materials are available. The others can be stored remotely.  
5) All libraries need pleasant work environments, ideally with natural light.

- 3740 Finding materials that should be back on the shelf, but are not.
- 3741 Signage is a little confusing in some places - or print a little too small to be seen.
- 3743 The rate at which journals are dropped is disturbing. Although I am a big fan of internet information exchange, I shudder at the thought of completely on-line journals to the exclusion of printed versions. I hate reading on the screen and don't like the printed output. I also think that there needs to be an aggressive push to repair or restore many of the older volumes in the stacks, many of which are in poor condition. Finally the rigid non-circulating policy in some libraries (i.e. Biology) make things difficult for the researcher.
- 3744 The cramped quarters for some library collections
- 3745 Lack of online full-text journals, missing journals, lack of psychiatry journals on campus.
- 3746 not many conference materials
- 3747 Finding books is sometimes really difficult, especially when sometimes you have to walk all over campus trying to find what you need
- 3749 Difficulty in locating which print journal is in which library. Also, no central web page which lists all of the journals that the university has access to on-line.
- 3750  
The Undergrad is often very loud in certain areas. Also, the CCSO site is often too crowded and cramped.
- 3752 Too often items one wants are simply missing. This seems to have gotten better in the last 5 years, but it is still a problem.
- 3753 It's so huge that is overwhelming.

*Wednesday, June 14, 2000*

*Page 114 of 174*

***Record\_id Q\_4\_2***

- 3758 Difficult to get assistance from staff, waiting for computers, and odd hours on the weekends
- 3759 Not very user-friendly, on the web or at the libraries. I wish we had more journals electronically. Sometimes the homepage is down.
- 3755 There is not enough space for group meetings in Grainger, and in fact there is a total lack of space during finals.
- 3757 The fact that in the specialty libraries like African Americana or any of the other libraries with minority print books everything is reference. It's hard to do your papers when you can't the books out and it's such a limited amount of books and everybody in the lecture is doing the same paper on the same topic.
- 3760 Inaccurately reshelfed materials. Being charged for returned items which later turn out to have been mishelved by library staff (or finding items that have been reported lost while searching for a different volume!).
- 3763 Very poor service. My observation is that many students (including myself) are treated very rudely by the staff in the Chemistry library.
- For a research library, the hours of operation are only convenient for undergraduates.
- 3764 Although I would prefer to list an item here, I really do not have any complaints.
- 3766 Photocopiers.
- 3769 I have had several problems with books being "lost" and being charged for them. On several occasions I have returned books, only to be told that they were not returned. I think part of the problem is that I keep the books until they are well past-due, and usually I have rec'd a notice to pay

or return. It seems like, more often than not, books and/or charges are not properly cleared in these situations.

- 3772 I think that some of the libraries aren't open enough...Ricker being the most prominent example.
- 3773 The thing that I don't like about the library is that even though it has a lot to offer, I feel very intimidated because the whole system is so huge.
- 3774 The whole system is kind of big and confusing.
- 3776 Can't get to it all easily as an undergrad
- 3777 It's dirty
- 3778 It is hard to find books and otherresources sometimes.
- 3782 When researching articles on the electronic indexes, it is too difficult to determine if the library (and which library-including Health Sciences) has a particular articles or journal issue.
- 3783 Telenet interface to online catalog
- 3784 I've been disappointed with the book collection. For instance, computer graphics is an area of significant interest to me. But essentially all the useful books are kept on reserve.
- 3786 Sometimes I like to work late hours and the libraries are closed.
- 3787 none
- 3788 I think the different sections shouldbe labeled clearer...i.e. fiction, non-fiction, reference, etc.
- 3789 Over the last few years, the web interface has been essentially unusable. To me, this is the most visible aspect of the library, and should be done in a professional manner.
- 3791 Its dispersed, compartmentization, even in one building!

*Wednesday, June 14, 2000*

*Page 115 of 174*

**Record\_id Q\_4\_2**

- 3794 They need to enforce a quiet area, because group projects are really noisy and distracting when you're trying to study.
- 3795 Unreplaced cubicle lightbulbs - esp. Grainger.
- 3796 I do not like how sometimes when I ask a question, some librarians say they do not know the answer, and do not inform me on how and who I can get answered by.
- 3797 having to key in user id
- 3798 The library's new computer and web-based search engines suck. Period. And you did not provide nearly enough training when the new system was introduced. I went from being a regular UI library user to one that won't even use the UI library anymore. That's how hard the new computer system is to learn to use. Until the library starts offering regular training, and makes wide public announcements about the availability of such training, I'll go through my local public library to get what I need.
- 3799 I wish that the library was open longer. I have also had difficulty in some of the libraries, people making me feel like helping me is a problem. This generally happens with the students working at the libraries.
- 3800 ILLINET
- 3802 No photo stand. (This is about a \$250 investment)
- 3804 Finding materials is always really difficult
- 3805 There is no specified area for strictly quiet studying. There are some areas where the unspoken rule is to be quiet. Yet often, there are one or two people who may not be aware of this and they make it impossible for anybody in the room to study. The importance of the library is not only its collections but also as a place to study.
- 3806 The online catalogue is a disaster. The collection of print sources is declining in quality--both because



of deterioration of existing materials and because of failure to maintain an appropriate level of purchasing. If I had to choose between going for all the latest electronic media and the capital needed to reach them on the one hand and maintaining and improving the print collection on the other, I'd choose support of the print collection.

- 3808 That the web pages can be confusing, I don't know where to find online journals..!
- 3809 The extent to which its collection is fully accessible via integrated searching tools over the web
- 3810 To access some reference materials, you have to go to so many libraries. I wish ALL of reference could be in one place.
- 3811 Few open space for studying - most libraries are dim and too loud
- 3812 It's very hard online to locate where journals are housed on campus. There should be one page, easily understood for this. I've spent quite a bit of time searching through the interface to find where collections are housed.

One of the head librarians in Grainger is rude to most people. Sometimes I want help, but don't want to approach her because she treats people poorly -- especially when it's something she considers easy. If I were a librarian, I might think it was easy, but I'm not, that's why I need her help. She sets a bad tone in the library also when she's chastising someone. I just don't like being in the library when she's there and come and go quickly. I will say the others in Grainger make up for her. I've also had people go the extra mile trying to help me. It's just that this woman seems to go unchecked.

- 3813 Needs more current fiction selection.

*Wednesday, June 14, 2000*

*Page 116 of 174*

*Record\_id Q\_4\_2*

- 3815 The most recent change in fines and fining criteria; perhaps most importantly what seemed to be a closed decision-making process and a poor communication to students.
- Also, hours available on the weekend could be better. (Sunday mornings, as example.)
- Better network access for laptops for users of the older libraries facilities.
- 3818 Lack of notification of overdue materials
- 3819 I am an employee of the U of I and don't know anything about my library privileges.
- 3820 not enough and bad copy machines, expensive copies  
-> especially bad, when material is needed that cannot be checked out and has to be copied IN the library. it takes hours!!!!
- 3822 The overall physical condition of the main library. It is a depressing environment. It makes me want to limit my visits to as few as possible and as brief as possible....
- 3825 It is difficult to get familiar with the online system, and this is the system that most people are using. The print documents are becoming less and less important, at least to undergraduate students.
- 3821 Some contents in library have very low standards of decency. I realize that it's easy to be caught up in the "tolerance" fad, but many supports will withdraw their support if they see their contributions being used to fund sexually explicit titles and GLTB agendas. The library should be a place for working and learning, not a place to be used as a pawn by political motives. It's not that serious yet, but it seems to be creeping in.
- 3826 The interfaces to find library materials (ILLINET Online) and journal articles (OVID) are very user-UNfriendly, frustrating and clumsy to use. The copy machines produce often substandard print quality and I CANNOT REDUCE THE SIZE I AM COPYING! Many journals can be fit 2 pages on one with just 95% reduction, which would save materials (paper, toner) and bulk, yet this feature is

DISABLED in the copy machines (is this restriction even legal?).

- 3830 Lack of full text journals available online.
- 3831 Fragmentation of journals. Staff in biology library can be unfriendly and unhelpful. Older journals are not available over internet - hard to determine which library they are located in.
- 3833 Hours are not always conducive to student schedules. I would prefer that libraries stayed open at least an extra hour or two.
- 3834 Parking
- 3835 I think that the web interface is still a little confusing
- 3838 The other libraries need to have more space and better lighting. There is a limited staff that needs to be expanded. It is difficult to find things because there is little assistance.
- 3839 My frustration in trying to find stuff using electronic mediums.
- 3840 I do not like the hours of the undergraduate library on Sunday. If students want to study in the morning, they cannot go to the library. Changing the opening time on Sunday is something the library should consider. If I am there right when the Undergrad opens, there are a lot of students waiting for the doors to unlock.
- 3841 It is difficult to find location of library materials and I also have trouble finding materials through telnet.
- 3842 none
- 3843 The one thing that I liked the least would be the two hour time limit on reserve items.
- 3845 Sometimes the online catalogue and the reality of where things are do not concur.

*Wednesday, June 14, 2000*

*Page 117 of 174*

*Record\_id Q\_4\_2*

- 3847 Confusion during the computer conversion of searching and ordering books to web page.
- 3848 The copy machines are always broken or the toner has not been changed.  
There needs to be a copy room with several copy machines that are maintained on a more regular basis.
- 3849 I don't like the fact that you can't walk away from your table for a minute to use the washroom, get a drink, etc. and have to worry about someone else taking your books, etc. from your area.
- 3850 How confusing all of the different systems for looking up materials can be.
- 3852 Not being able to find information from my computer at home
- 3856 number of new books/journals due to limited budget
- 3857 Useless journals (i.e. foreign language journals), not enough electronic journals
- 3858 The computer system is confusing, you have to travel from library to library to find materials
- 3862 I sometimes have trouble finding journals that are supposed to be in the stacks.
- 3853 Nothing to say.
- 3864 I don't believe that there are enough actual books that help for researching. I had to obtain two books minimum for my rhetoric research paper and I could only find one that barely related to my topic.
- 3865 Carrying books from lower or upper stories to the first story in order to make photocopies because the only photocopy machine works with special cards are located at that level.
- 3869 Having the books I order online not clear my account when I return them. I always have to make a phone call!
- 3870 -Limited hours  
-Limited journal holdings

3871 Many of the books I've required have been charged or on loan for long periods of time. Shortening loan periods and/or increasing penalties for late returns may help resolve this.

Also, many of the books I've required require an interlibrary loan from other universities which can take about a week. That's too long a wait especially if the material is required urgently.

3872 Sometimes the noise level becomes a problem.

3874 short hours, problems using database (mdconsult, etc) off site

3876 Sometimes it's hard to figure out where to start searching.

3877 The library closes to early during semester breaks.

3879 ILLINET--See above

3880 No parking. Online catalog could be more user-friendly.

3882 I am least satisfied that some books I want to borrow are not available or even can be checked out.

3884 Difficulty and complexity in finding and locating desired resources.

3888 being in the stacks alone in remote sections is a bit uncomfortable

3891 The library is not open late enough for people who need to be up late studying.

*Wednesday, June 14, 2000*

*Page 118 of 174*

*Record\_id Q\_4\_2*

3893 The online search capability is clumsy at best, and the library staff are much less than courteous.

3895 There is really nothing that I dislike about the library system. I feel that everything runs quite smoothly considering the volume of students which utilize the library.

3896 The amount of hours that the libraries are open and the times they are open.

3897 departmental libraries need to be open later hours. special attention needs to be paid to those taking off-campus courses. libraries should be open extended hours when they are in town.

3899 Everything is so hard to find! It is almost impossible to find some things without help -- the librarians are usually busy so getting help is difficult sometimes.

3900 It is very confusing, it is hard to find where the books that you look up are located and it is a pain to have to go to four different places to get a resource on the same topic

3907 There isn't a single 24-hour library on campus. It would be nice to have one main library open for studying/working late into the night.

3908 So many smaller libraries around the campus that I don't know which collection to visit. And, ordering on the web is very difficult (confusing).

3905 Everything is too spread out and departmentalized. Each library seems like it's own separate world, and you have to learn the specific peculiarities of EACH departmental library if you want to use it. The overwhelming number of available resources don't do me any good if only the librarians know about them, and I can't ask them because I am in class during the day...

3906 Web pages are confusing and I would like more full text articles and abstracts on the data bases....

3909 No change machines or place to get change to obtain a copy card. I had to go all the way to the union to get change for a copy card because the library staff said they could not give change.

3910 telnet interface

3911 it is spread out a little bit it is not that bad

3913 The available literature search engines are inadequate. OVID/Current Contents is difficult to use, especially for doing advanced, qualified searches. SciFinder is good but not available enough hours

and then not enough simultaneous connections.

- 3915 It's hard to understand how to access all that the library has to offer.
- 3917 Limited hours during the breaks.
- 3918 1. The slow and awkward development of the web version of Illinet  
2. Losing books after the patron has checked them back in and then try to charge the patron for it (it happened to me three times).
- 3919 The fact that I have to go to at least 3 different libraries to get the materials that I need. I would rather browse the material in question before ckecking out, to make sure it is relevant and useful. In my case, delivery is a useless feature.
- 3920 Hours
- 3922 I don't like that it opens at nine.
- 3924 More group studing rooms.
- 3925 Shortfalls in maintaining a complete and up-to-date print collection.
- 3926 It is toooo spread out!

*Wednesday, June 14, 2000*

*Page 119 of 174*

**Record\_id Q\_4\_2**

- 3928 photocopying journal articles and not being able to check them out
- 3931 The University of Illinois brags about having the third largest university library, which is a notable accomplishment. However, I must ask, why is the University of Illinois spending my tuition dollars on books if they won't actually let me see them? The library has been turned into a tomb. Students are never taught how to use the extensive library resources. Furthermore, even if students do learn how to access the library, one the student gets there, the books are hidden away. I can't tell you how many times I have tried to find a book, only to be told that I can't have, that I can't get to it, etc.
- 3932 it takes time to obtain copies of a certain book, when it is already borrowed
- 3933 My worst experience with the library was a time when all the printers went out and I needed to print something.
- 3934 Some things got confusing with all the libraries having different hours and sometimes not being able to find the smaller libraries. Also it would get frustrating trying to use the stacks.
- 3935 Hours are not long enough in the evening when I study and there are not outlets at the big tables in the law library
- 3937 the web system of finding articles and books  
they never seem to have what i am looking for on the web, but then i can find it by looking around.  
i like the old journal location system
- 3938 Inerlibrary loans take a long time.
- 3943 (none)
- 3944 The overall complexity of the library can make finding materials difficult.
- 3945 difficulty of article searches
- 3940 Students whop work at the counter. The library should probably look for person who will not talk at the working time. However, I found only one that seriously talked to her friend while working and when asked for the assistance , she seems unsastified. By the way, library hired her to work ,not to talk, am I right?
- 3942 often times the photocopy requests are not filled very quickly which can be an issue, but i am not certain this is the fault of our library.
- 3953 - There is no room for isolated group works.

- Can take videos to home.

- 3956 The difficulty I have finding books in the libraries. You should be able to limit the search to specific libraries. Also there should be a tutorial about how to retrieve books from the main library. I do not know how and am intimidated by it.
- 3957 It is hard to find things, always have to go to different libraries for books on one subject.
- 3958 Items missing from shelves when computer indicates they should be there
- 3959 reshelving not accurate or prompt in my experiences and has nearly resulted in fines
- 3960 The limited hours of the newspaper library, the overdue fees charged to graduate students but not professors, and the ILLINET search system in general. The system feels like it is from ten years ago and I find it very tedious to use.
- 3961 My least favorite thing has to be the intercom at the Undergraduate Library. I am well aware that there have been several reports of theft and that I should not leave my possessions unattended. At least I do not need to be told every hour on the hour especially when I was there for hours at a time.
- 3962 The non-intuitive web interfaces.

*Wednesday, June 14, 2000*

*Page 120 of 174*

*Record id Q\_4\_2*

- 3963 Limited hours
- 3964 no entry to main stacks (for undergrads)
- 3965 there is not enough printers for computers or copy machines
- 3966 Sometimes some libraries are overcrowded
- 3967 The library hours can be made more convenient for students who study at night!
- 3968 I think that group study rooms would be a good idea because sometimes there are a bunch of loud people in the library which can be distracting, but they have nowhere to go to study.
- 3969 Sometimes I find books that would be great but the item is lost or not circulating :(
- 3973 The noise level on the second floor at the undergrad.
- 3975 I wish that fragile, old items in the rare book room could be kept as an original, and I wish there were copies of these items that we could work from.
- 3979 I believe that the University of Illinois should place more emphasis on the retrieval of lost books.
- 3981 Awkward library web-site especially after the recent changes.  
Please consult other universities.
- 3983 Claiming I lost a book that I did return — need more accurate record keeping
- 3984 How to use them.
- 3987 Hours- sometimes difficult to get exactly what you need
- 3988 the ECON103 textbook this semester was not on reserve and not even available on the whole campus  
!!!  
all required textbooks should be at least on reserve somewhere.
- 3991 the system is too dis-jointed and I never know where to go to find a particular journal. One library may have it up to a certain date and then another library may have it for different dates and it gets VERY confusing!!!! and frustrating!
- 3985 Most of the student assistants are great. However, I have had bad experiences with a small minority of the student employees. Somehow, it needs to be communicated to all students that they need to conduct themselves as if they were working in a private business. That is they need to be courteous to their clients (although I've also seen some rude clients too!).
- 3989 I don't like going across campus several times when I have one book at one library and another at

another library. It is really inconvenient and that is one of the main reasons why i do not go to the library that often, instead i look up almost all my sources on the web. It's good to have a lot of information out there, but there's just too much to handle.

- 3990 Not open late on the weekends
- 3996 reshelving is a little slow sometimes.
- 4000 I am happy with the current library system.
- 4001 Staff often detached or disrespectful.
- 4003 that I have to get to the library to return the books in person.
- 4004 It is so big and it is sometimes intimidating, but that could be prevented with a tutoring centering about how to use the library and its resources.

*Wednesday, June 14, 2000*

*Page 121 of 174*

***Record\_id Q\_4\_2***

- 4006 Fragmentation - sometimes difficult to locate materials needed even if they are a part of the collection.
- 4007 I know it is a financial issue, but more computer online information would be great.
- 4008 I don't particularly like the way it is all organized-it's kind of difficult to find what you're looking for.
- 4011 The vast collection and helpful librarians.
- 4012 On-line search doesn't always work, sometimes I have problems finding the page to start my particular search from.
- 4013 Not being able to search the web-based search engines off campus
- 4014 The computer lab in the undergrad is usually full.
- 4015 The horrible ILLINET OnLine system. Fix it fast!
- 4017 Newspaper library defies comment - it is filthy, dark, difficult to find things. Graduate stacks are dark, unorganized, missing/lost materials, not enough copiers, inadequate staff. I do not feel safe in the stacks.  
Copiers on microfische do not work well, if at all. Hours are not designed for people who work full-time and go to school. I waste far too much time looking up information and finding items on shelves.
- 4019 Deterioration of the journal subscriptions and technical monograph collections.
- 4020 Not being able to bring some of the materials home to be looked over better.  
Music materials are my main concern, and some plays
- 4022 —
- 4026 Hours
- 4027 reshelving processes are too long. sometimes misshelved. Need to hire more students to shelf-reading.
- 4028 The Chemistry Library is dusty and dark, poor lighting especially in the downstairs stacks. It does not provide a good study atmosphere, not enough tables and desks. The library should stay open later.
- 4023 When I am looking for a journal article on some topic, it is difficult to choose from among the many databases provided in the web search form. W/o knowing what each of these databases contains, it is difficult to know which would be best for my needs.
- 4024 Finding/locating journals can be quite difficult.
- 4025 It's very difficult to work with from a remote workstation. For instance, when doing an internship, I would like to have the UIUC library available for my use because my company's library doesn't always have such an easy method for finding everything or they don't have everything I want.
- 4030 The hours could be extended.

- 4031 the gateway can be confusing in the way it is set up. There is a lot of information that is available and it doesn't seem to be readily available at first glance.
- 4034 Smaller libraries don't have enough space, staff, or support and the specialized collections are broken up into multiple locations rather than being housed together. (CPLA is a good example of this.)
- Walking about in the Stacks is a little unsettling sometimes. It doesn't seem completely safe and exit locations are sometimes quite remote from locations being used.
- 4035 OPAC still feels clumsy to use

*Wednesday, June 14, 2000*

*Page 122 of 174*

*Record\_id Q\_4\_2*

- 4036 how it seems so difficult to use. i feel very intimidated by all the options, and i don't know what computers can be used for certain options such as typing a paper, checking email and printing out documents from the internet. are there certain sections for each?
- also, the cassette taped individual tour of the library wasn't very useful and hard to follow.
- 4037 There are many books that I have been able to find at other university libraries, for example Washington University in St. Louis, that I have been unable to find at the Univ. of IL. These books were very important to me for research for French papers.
- 4038 I don't like all of the people talking in the Undergraduate library, can't get anything done individually so I am forced to go to quieter places like the other side of campus to Grainger
- 4039 The fact that there is not enough control over the students behavior.  
Sometimes people put their feet on the chairs, tables, etc.
- 4041 electronic journals are hard to access online
- 4043 Often Difficult to find what you are looking for, don't know where to begin searching for things
- 4044
1. Photocopiers in most areas I use are only marginally adequate.
  2. Delivery time for items ordered online is often so slow that I prefer to look for them myself if time and weather permits.
  3. I've seen some books sitting on the rebinding shelves for several years.
- 4046 It can be very confusing doing searches.
- 4048 more space for WS/WID library  
more audiovisual availability
- 4049 It was sometimes hard to track down information because it was scattered all over in different libraries, in the stacks etc. Print indexes should be transferred to electronic databases.
- 4051 I most dislike that the collection is spread out over campus
- 4052 Takes forever to get stuff from stacks. Anytime I had to do research the pages I needed were ripped out
- 4055 The increased emphasis on online resources.
- 4059 I don't know how to find things there.
- 4060 Deliver time of requested materials.
- 4063 When I can not get the book I want
- 4065 decentralization sometimes inconvenient
- 4067 The stacks can be a little too desolate at times.
- 4070 Too cold in summer time.
- 4071 Periodical database. Tedious to use and search completely.

Also, Library access at College of Veterinary Medicine very difficult. Cannot be accessed after 7 or on weekends by non-veterinary medicine students, due to lock-up of the building.

Also, Difficult to access resources scattered at various libraries all over campus, some of which are difficult to find or inaccessible due to distance.

- 4072 Oftentimes difficult to pinpoint the best sources and the librarians are few and sometimes not very aiding.
- 4074 I really dislike that as a graduate student, I have several different check out periods ranging from 2 weeks to 16 weeks. I wish that it could be uniform.

*Wednesday, June 14, 2000*

*Page 123 of 174*

***Record\_id Q\_4\_2***

- 4075 hours
- 4076 I have never been toured of the library, and many things are confusing.
- 4077 no pressing complaints.
- 4078 Those damn beepers when you walk out. They go off for no reason (in the undergrad).
- 4079 The copiers are always malfunctioning. Material is missing/destroyed! It is sometimes a pain to have to go to four or five different libraries in order to find the sources you need.
- 4081 Sometimes overwhelming amount of information—too hard to find what you're looking for.
- 4082 Shelving of journals in Physics Library by call number instead of alphabetically (as in Chemistry).
- 4083 The collection in the Physics Department library has much room for improvement. It's a question of funding, not intent.
- 4086 I would like it if the library stayed open 24 hours, but that probably isn't possible.
- 4089 Even though our collection is supposedly the third largest in the nation, I would bet that's its probably also the oldest.
- 4091 Sometimes when I go to the library to get away from the distractions of the dorm life to find a quiet place to study, many times I find it harder to concentrate there. With the groups going on there is a lot of unnecessary talking and conversing. Not too often the computers are all taken up and I have no connection to look up resources.
- 4092 different libraries scatters information and materials
- 4093 There is not any training for new students on where to go to find resources. The graduate and undergraduate libraries are massive and intimidating.
- 4098 Missing and mishelved books.
- 4099 need more change machines & copy machines. closed Sunday am
- 4103 There are not a lot of study areas in the Commerce library and that is the closest to me.
- 4104 Sometimes the upper level of the Undergrad gets too noisy at night.
- 4105 too hot and stuffy
- 4107 some library facilities really out of date
- 4096 I have visited the Geological Survey library quite a few times. This library cannot even be called a modern library. The cataloging and shelving is poor. It is not connected to the main library system, one cannot search the library collections in the library and even if you find the call number one cannot locate the book/publications. You always have to ask the person there to find the publication. This library has to improve to serve its clients, have to be connected to the University network, and shelving and call numbers have to be improved.
- 4100 I don't like how fluorescent the lights are in all areas of the Undergrad. Grainger is a nicer mix of environments for studying but is so far from the south side of campus. Also the line for a printer is often a problem.



4102 Trying to locate some of the more obscurely-referenced articles. See above example; also often is difficult to locate papers from conference proceedings.

*Wednesday, June 14, 2000*

*Page 124 of 174*

*Record\_id Q\_4\_2*

4106 I really don't understand how it works. I don't understand how you can get different things from the different libraries, and how to find out who has what. I have no idea how to order materials from other universities. I just stay in the Education library because it is small and comfortable, but I really don't know how to use anything other than that one library.

4108 The graduate student study carrels are uncomfortable and dirty.

4110 It's too hard to navigate around sometimes. I feel like I need to ask for help too often.

4111 gateway system is confusing and complex. it takes me a lot of time to try to find things on line. The old Telnet system seemed much more straightforward to me.

4112 There really should be a better system in place to educate users about all of the library's little subtleties -- the medical library is a separate body, the latin american library is actually an office and not a collection, etc.

4113 Sometimes there are just too many people working at the computers to get anything done.

4115 Hours, until 1:00am is too early to close. One library should be open 24 hours...like the undergrad. Workers should be friendlier and speak english and be more knowledged.

4116 I dislike the fact that all the departmental libraries are spread all over campus.

4118 The safety at the library during late hours

4119 Sometimes it is difficult to find a specific book because there are so many books.

4121 Lack of parking...since I am located away from the quad I find it difficult to get to the Commerce Library.

4123 Library employees who reshelve books in the undergrad library playing music too loud on their ear phones. I have trouble studying when one of these loud kids blares their offensive music.

4125 all the libraries are far from each other...should condense more

4127 libraries, like Africana and Women's Studies, have extremely limited hours--no weekends

4128 PARKING!!!

4134 I do not like the problems getting the material aviable. aka stacks passes.

4136 The people working there are rude to me and don't like to help.

4139 The wretched lighting, and overheated stacks which appear to have poor ventilation.

4129 Hours are somewhat limited, especially at times I am often able to go to a specific site (i.e., weekends and holiday/break periods).

4132 how difficulty and confusing it is to find books or magazines and then once you find them the library never seem to carry the one you are looking for or you have to walk across campus to a different library to find the book.

4137 Support staff in chemsity library are much less helpful than in either Grainger, Physics, or the Main graduate library.

4142 looking for different material on the online catalog, not find them listed anywhere, but find them in the library, on the shelves

Record\_id Q\_4\_2

- 4143 Whenever I tried to go online to find magazines or journals, it was a big pain in the ass. If I wanted to find an article in the New York Times in July of 98 I could spend hours trying to find it, and chances are I would never actually find it. We need to organize our journal collections better, get some kind of central online research catalog. The majority of the time, people are just looking for mainstream stuff, not an article in the most obscure Slavic research journal available. I need a place to go to where I can find the article online I need in a major periodical, and go finish my work.
- 4145 Probably the lack of space and organization given to areas studies- we need to follow thru on the promise to get area studies into the fourth floor, get some organization to latin american reference material and make that into the dynamic place it could be- also we need to reshelve correctly and make good notes when things are missing.
- 4150 The on-line system is cumbersome and awkward. When you first log into this system, there is not a set of simple directions to follow. I have had to show other employees how to use, because it didn't make much sense to them...nor to me the first few times I used it. Seems like it could be "new and improved" in some ways.
- 4151 seem to be a lot of missing or snagged books that aren't replaced
- 4155 I think the library closes too early.
- 4156 never any open computers unless their macintosh computers.
- 4157 Being unable to figure out how to search for articles most efficiently.
- 4158 Impossible to find anything in the big selection, need more help than am offered.
- 4160 Nothing comes to mind; I like and use the University of Illinois Library.
- 4161 The stacks are often very confusing to navigate -- I feel slightly unsafe and frequently lost looking for journal issues in the stacks.
- 4163 (1) Having to walk a mile to find materials at a satellite library can be a drag, particularly if the given satellite has short hours.
- (2) Finding what I'm looking for in the catalog but not be able to locate the item on the shelves.
- (3) Finding a book in the catalog, but all copies are checked out and there's a line of holds a decade long.
- 4165 Space where the computers are.
- 4167 It can all be confusing to new students with the different places all over campus.
- 4168 It's not the library, it's the lack of time I have to use it like I would like.
- 4169 The problems with online catalogs.
- 4172 hours in vet med
- 4166 I don't like that the Undergraduate Library is not even half as nice as the engineering library. There is no reason why the engineers should have so much nicer a library than all the rest of the students.
- 4175 As a staff member it is not always convenient to go to the Library during reg. hours.
- 4176 It is often hard for me to find exactly what I'm looking for.
- 4177 The new Web Spirs (or whatever) system. It is slow and difficult to use. I have a fast internet connection on the university and it takes longer than ever to searcha the Bio Abstracts

4178 the quality of many materials in the library.

*Wednesday, June 14, 2000*

*Page 126 of 174*

***Record\_id Q\_4\_2***

- 4180 The close time for Some other libraries in the main library is a kind of early.
- 4181 waiting in lines (ex. computers). hours are sometimes odd. when i have questions it is difficult to find out who to talk to when i have more than a 30 second question
- 4184 the short hours. and the parking!
- 4185 It's difficult to figure out exactly where to start looking for information.
- 4186 -
- 4189 Some subject specific materials are difficult to obtain, especially if a faculty member is using them for class reserves.  
However, I have had the opportunity to get the books from other libraries.
- 4190 I think that along with its size, comes its intimidation. The library can be very difficult and frustrating for students, simply because we don't know HOW to use it.
- 4191 2 items:  
1) The condition of the stacks is deplorable. Begin on 2 East and work up.  
  
2) Many books which in other, less well-equipped libraries would not be in the STX are in the STX in our library. We desperately need a Rare Book LIBRARY.
- 4195 The hours and the book are very old!
- 4196 The lack of rooms or places for groups to study.
- 4199 longer hours are necessary
- 4200 Not being able to use 24 hours a day.
- 4201 I can't get to the Illinois Historical collection except when the Rare Book room is open.
- 4202 how these resources are spread throughout different libraries. it could take you up to three hours to just go to each library on campus to find six sources because each source is in another building.
- 4204 This may sound petty, but the lighting in the stacks is terrible. I always feel like I'm the set of a horror movie when I'm in the stacks.
- 4205 I like least the loss of the master card catalogue index from the main desk area of library.
- 4209 Collections are disorganized. It is difficult to find relevant materials. Possibly shorten loan periods to make it easier to access popular materials.
- 4210 Not sure where all the libraries are located.
- 4211 The lack of easy access internet information
- 4213 System is not easy to use if you don't use it often. Sometimes the choices are confusing
- 4215 It is confusing as to which library one should go to.
- 4206 NO!
- 4218 Sometimes it can be overwhelming to find out where a resource is!
- 4220 it's hard to learn how to use it efficiently. after 4 years, i've become proficient and now i have to leave. that's too bad.

Record\_id Q\_4\_2

- 4222 It takes too long to get materials retrieved from the main stacks for checkout
- 4225 Needs to have longer hours.
- 4226 Law collection very weak in my areas of interest and law library understaffed.
- 4230 There needs to be more voice collections of art songs available in the music library. And also, CDs need to be available to be checked out of the music library. They do me no good just sitting in the library. Few people actually have time to sit and listen in the library, plus it doesn't give you any time to work with the music in the privacy of your own home. The expense this may raise die to loses should be covered by the university.....IT IS WORTH THE EXPENSE!!!!
- 4233 There are so many different library locations. Some are out of the way and are not open as late as the main library or undergraduate library.
- 4234 The study areas--too dark, cannot eat or drink (drink more important).
- 4235 The smaller libraries, such as the Foreign Languages Library, is not very helpful in explaining where necessary course information is located.
- 4236 not enough staff willing to help to the fullest
- 4237 NOT OPEN ON SAT/SUN MID MORNINGS -- GRAD STUDENT ARE UP AT EARLY HOURS (AS COMPARED TO UNDERGRADS) WANTING TO DO WORK AT THE LIBRARY
- 4238 I don't have time to take full advantage of all the services provided by the library.
- 4239 Split up all over the campus.  
Journals are often very difficult to find, plus not all issues of individual journals are collected, especially in departmental library. eg the 'environmental' libraries where literature is constantly being revised in the journals and the libraries are not keeping up to date with them. In this case journals are more important than outdated books.
- 4240 Crappy electronic catalog
- 4241 I don't like that a lot of times a person doesn't know what they are doing when searching for sources. It can be complicated sometimes. I think a tutorial for all the library uses would help.
- 4242 no
- 4243 Nothing
- 4244 books I want are often checked out
- 4245 It is difficult to find a parking space near the library when I have a heavy load of books to return.
- 4250 closes too early.
- 4251 The quality of the copymachines.
- 4253 Not open late enough for studying at night
- 4254 The Commerce Library homepage supplies no information about its location on campus other than street address. Also, this information was not readily available, if at all, on the Library Gateway homepage.
- 4255 I least like the fact that not all libraries are available for student use (i.e. the Law Library). I also dislike the fact that it is very confusing to use the library.
- 4256 Sometimes feel unsafe
- 4257 ACES library

*Record\_id Q\_4\_2*

- 4258 As an undergraduate without admittance to the stacks, I find the waiting period and the frequency with which materials that I request are not found frustrating and wasteful. It should be possible for interested undergraduates to apply for course-specific stacks passes.
- 4259
- Illinet. The new system.
- 4263 The library help is not very courteous. They act like you are bothering them when you ask for help. Isn't that their job??? You might want to ask them.
- 4264 Need more efficient printing at Undergraduate lab. Don't like the lines at undergrad just to use a computer. Some librarians at Commerce Library were not very helpful, they didn't know very much and took a long time to find stuff. The graphics department should get a fax machine. That would be so more convenient. I don't like how grad library closes at 6:00pm on both Friday and Saturday. some people do their work one of those nights, so it's inconvenient. Maybe extend the hours either by including Saturday morning or Saturday evening.
- 4265 it is hard to make up with university time due to class schedule
- 4266 That the group study areas are not closed off with a door so that it isn't so loud--particularly the first level of the undergrad.
- 4267 It is very difficult to find parking near the library during busy hours.
- 4269 very frustrating to learn for the first time. i remember as a freshman i almost didn't do my final research paper cause I got so frustrated with finding what I needed. But once you figure it out its not too bad. just the initial experience is intimidating.
- 4270 They are sometimes dangerous especially at night because they aren't very well lit outside.
- 4271 The online article search server - returns tons of articles that you may not be able to get from our library system and doesn't tell how to get them from anyone else.
- 4272 short hours, lines for copiers, shelving seems to be slow, especially in the stacks area
- 4273 Libraries should be 24 hours all the time, not just during finals.
- 4274 The library hours are too short. And it's too cold in summer.
- 4275 The hours and and locations can be hard to get to at times.
- 4278 It's not close to where I live.
- 4279 Many music sources are found in Main Stacks. Why?
- 4280 I honestly don't like the web pages or the interfaces for the libraries on campus. They don't seem very user friendly. I periodically try to use them, but I ultimately give up almost every time.
- 4284 Navigation of the main library building can be confusing.
- 4287 There are so many materials that finding exactly what you need becomes a difficult and time consuming task.
- 4288 lack of late night times during weekend
- 4292 ILLINET online.
- 4294 There are not enough computers available for individual use.

- 4295 It is very confusing trying to figure out which book is located at which library and then trying to figure out if you have access to those particular stacks.
- 4297 very few books on subjects that aren't real popular
- 4282 I think some of the items are outdated, the VCRS are often old, and the video library is old. There aren't very many newspapers either.
- 4289 it can be difficult to go from library to library because it's so big, there seem to be inconsistent rules about checking out reserve material, and that makes it difficult for patrons. in some libraries, reserve material is available for check out over night, and not in others. consistency lessens confusion.
- 4293 I have not had a lot of complaints about the library. However, I think it would be very helpful to provide links to departmental library web pages from the gateway main page. It is not easy to find a specific library online without knowing the address.
- 4299 I wish that all of the libraries were open 24 hours a day, 7 days a week. Also, it takes forever to get on a computer, and there aren't enough printers. Finally, I am an undergraduate student and I think that all U of I students should be able to access the graduate stacks.
- 4302 not enough current books
- 4303 On the few occasions I have needed to use the library, staff seemed somewhat difficult to find. However, this was not a serious issue for me.
- 4304 Misshelved items.
- 4305 The inconvenience of having to go there. The size. I like the English Lib. b/c it is small.
- 4306 Some of the computerized search elements can be confusing and difficult to use on your own the first few times. I guess the set-up is kind of a primitive format computer wise and takes so getting used to after all of the user friendly systems in the computer labs.
- 4307 i like to work throughout the night and the library closes early in relation to my preferences
- 4308 The library hours: access is limited during the week end, and that's when I need to go there the most.
- 4310 Nothing. Sometimes, however, I have been surprised to find that a reference librarian did not know of an on-line journal that was available through the U of I, but which my friend or I knew about.
- 4311 when i do a journal article search, i want to be able to only see articles that uiuc has. it is annoying to have to do all the extra searching.
- 4312 Telnet interface is hard to use.
- 4313 The prices for books when they are turned in late.
- 4315 The only thing about having so many resources available is that not a lot of people know how to access them through the library system. There needs to be more help, or training sessions in that area.
- 4316 Not being able to tell if a journal is out being bound or not.
- 4317 computer labs
- 4320 I wish the Library had a bigger computer lab with more computer printers. I also would like to see the Library open before 1pm on Sunday.
- 4322 The incessant reminder broadcast across the PA system that "the library will close in an hour," or even especially "do not leave your belongings unattended!" This is distracting. I also wish the library was open till at least 2 AM since I am often studying late into the night.
- 4324 I don't like the fact that some of the libraries are too loud and books are very hard to find.

*Wednesday, June 14, 2000*

*Page 130 of 174*

***Record\_id Q\_4\_2***

- 4325 It really would be nice to have faster computers and more of them in the undergrad.

- 4326 Hard to find parking
- 4327 Hard to access and searching scholar journal articles
- 4328 I often have to utilize the intralibrary loans (which are great) but I wish the journals I was looking for were on file at the library.
- 4330 the distance from my dorm
- 4331 The hours
- 4332 I think that at least a portion of most libraries should be open 24 hours.
- 4333 too old fashioned
- 4334 I don't really know how to use it all that well.
- 4335 computer searches should be more accurate and quick.  
also better search programmes for social sciences.
- 4337 The building and the many corridors.
- 4338 the telnet catalog interface
- 4339 Inadequate or old print resources
- 4341 The limited computers.
- 4342 Even though it wouldn't be practical or make sense to have the library centralized, it can be a pain when you have to go to several different libraries to find the needed material.
- 4343 Shortened hours during summer session.
- 4344 What irks me the most in dealing with the library is when the computer says a book is on the shelf but it's not--or when a professor or grad student has a book out and it's not due back for a long time. I preferred the 4-week borrowing period with option to renew (although I'm sure the library had good reasons to make the change, and although I didn't always renew my books on time).
- 4346 I find the library system very confusing and the Main Library a very intimidating place. I did not receive any type of orientation and so I have trouble finding and using the materials.
- 4348 Not enough computers at certain times in the day.
- 4351 There are too many people talking and eating in the library
- 4352 It seems that things are always missing, or mishelved, or damaged.
- 4353 some of its not all good
- 4356 Besides Grainger, the other libraries are a little run down
- 4357 I think that ILLINET is sometimes difficult to use, but that may be because I am not using the program correctly. Over all, I have no complaints about the library.
- 4358 Sometimes hard to find journal or article looking for (missing, etc.)
- 4359 Some of the books are really, really old and not of much use.

*Wednesday, June 14, 2000*

*Page 131 of 174*

**Record\_id Q\_4\_2**

- 4361 Sometimes more multiple copies at different locations would be helpful - i.e.- a specific book on WWII might only be available in the Education Library. it seems like it would make more sense that it be located at either the history stacks or main stacks or be located at each library.
- 4362 Going into the main stacks in the Islamic literature section and finding the books out of order and strewn all over the floor--of which I have noticed the SAME BOOKS on the floor for over a year!!!
- 4365 Decline in journal collections, screw-up with conversion to Web-based system, decentralization of

- collections in health sciences and Statistics.
- 4368 not open late enough
- 4370 way too many different locations, and searching online does not inform you where the material will be found (which library it is located in)
- 4372 not being able to find materials on the shelf
- 4373 The noise gets out of control sometimes, especially at the undergraduate.
- 4374 I always get frustrated when I can't find what I want. There never seem to be books on my topic, and finding related books can be difficult.
- 4377 The thing I like least is the accessibility of all articles. I do not like the idea of having to trek across campus to find one article in a completely different library when I should be able to retrieve the article at any library or over the Internet.
- 4378 i don't like having to learn how to use things, and the library is so large that i have to learn, but there's no way, really, to change this
- 4379 I'll be glad when the Ag library is done because it is really hot in there and cramped in the current one.
- 4381 I hate the fact that I have no idea how to use the library. I know how to look up online articles, and that is it.
- 4382 How many books and articles are missing and are not available
- 4383 very confusing!
- 4384 The location of the different libraries is an inconvenience when doing research about a broad topic. The different sources are located in different libraries which makes it time consuming to get them all.
- 4385 Many departmental libraries/buildings close too early to get research done. Graduate students also have difficulties getting good copies of materials needed for departmental use without spending their own money and getting reimbursed from petty-cash. Copiers cannot reduce to save money/space, and require campus-vend cards. Departmental cards should be available at all copiers.
- 4386 Can't return items through campus mail.  
Cannot return items to most convenient library, but must return them to the one in which they reside. Lack of book drop-off sites.
- 4388 The hours
- 4389 I hate the fact that if I need to use a computer, there isn't one available—even if i were to use the underground or engineering libraries. And if i did, these computers aren't the least bit up to date and do not have any applications that often are needed to read attachments or files. Most computers have a sign that says that we aren't allowed to email however in an increasingly computer-driven environment, where tas respond exclusively via email, I find it ridiculous to wait say a half an hour to use an i-mac at the underground, or use the mac "email stations" at allgeld which are at least ten years old—unforgiveable in this era of advanced technology.
- 4391 ILLINET because i have trouble finding all that i need and some of the comments are unclear.

*Wednesday, June 14, 2000*

*Page 132 of 174*

***Record\_id Q\_4\_2***

- 4394 When a book that is supposed to be on the shelf isn't or is in the wrong location.
- 4395 There are not enough fiction books
- 4396 the system is not user friendly and it's hard to get someone to help you or teach you how to use it.
- 4398 The hours should be extended.
- 4400 They're not open 24 hours.



- 4401 they are a little confusing to use at first
- 4402 Lack of resources in religion-related collections, unhelpful or un-knowledgeable attitude of many staff members (especially undergraduate student staff), inconvenience of departmental library system
- 4403 There is very little information about how the system at UIUC works, especially when students first come to the university.
- 4406 Many times the journals are not full text, and I wish there were more full text journals on the web.
- 4407 I wish there was somewhere open 24 hours and that the people were a little more helpful
- 4409 library hours are not convenient
- 4410 Sometimes it is hard to find what you are looking for. There is so much information to look through (which is good and bad) but it is hard to narrow down my searches.
- 4411 Separation of library materials makes it difficult to research because you must hike across campus to find a book that may realize won't even work for your assignment.
- 4413 Not enough computers.
- 4414 Hours of study areas close too early. They should be open all night.
- 4419 stacks take a long time to get through.
- 4420 Early closing time.
- 4421 Sometimes I can't always find what I need but that is because I was never properly introduced to the library.
- 4423 All the different libraries closing at different times is hard to keep track of.
- 4424 The vending machine area in the tunnel between undergrad and main libraries could be improved. Having an acceptable place to consume twinkies and coffee is a must for dedicated college students.
- 4425 The interface to the online catalog, as mentioned in 2.5 above.
- 4427 some periodical articles are very hard to find
- 4428 Sometimes it's difficult to tell in which collection a book or other resource is; also, the computerized card catalogs should all be connected to working printers to ensure easiest finding.
- 4429 The books in the Special Collections room are not always shelved accurately.
- 4430 The Library is spread out and sometimes it's hard to find a book; or sometimes it's necessary to walk across campus.
- 4431 I don't like how the books and materials are shelved—it is often hard to find materials because they are out of place.
- 4433 I think it would be nice if there were more computers in the libraries.

*Wednesday, June 14, 2000*

*Page 133 of 174*

**Record\_id Q\_4\_2**

- 4434 library collection is insufficient
- 4435 needs to have a 24hr library open. we're in college everyone needs to have a place to look up at all times
- 4436 I often need assistance in finding materials. I know the materials are in the library but since it is so big I need others to help me.
- 4437 Takes a long time to retrieve books from the stacks.
- 4439 not open late enough  
a little overwhelming
- 4441 Many articles found online are not full text. This would be helpful because I use the Gateway Library homepage for doing research from my room.

- 4442 inaccessability to retrieve books from the main stacks
- 4443 evening reference people, and even in daytime, it's hard to find a librarian or GA that knows enough about the chem search engines to be much help
- 4444 I seldom find journals what I want to see
- 4445 Other libraries (other than Grainger) can be uncomfortable: crowded, unsightly, etc. I understand the space/budget issues, but you asked what I like least.
- 4448 Lost/Stolen books are not replaced.
- 4449 There are not enough computers at the music library. And in general there are not enough copy machines that minimize documents.
- 4452 There is SO many books, etc. that I feel overwhelmed, like I cannot find ANY of the information/research that I need. I just give up.
- 4455 Uneducated Student Assistants the are not very capable of telling you what is going on if you need something or can't find it.
- 4456 not enough computers to type on at certain hours
- 4457 not many computers ( esp in undergrad library)
- 4459 Limited hours.
- 4460 Reseving books sometimes takes too long. I put a book on reserve over a week and a half ago and it isn't ready to be picked up yet.
- 4461 There are not enough electric outlets to plug laptops into.
- 4464 Library hours of the Graingers library. They should be increases
- 4466 Many of the computer systems are difficult to use and staff members are not always around to help, so I have had to figure them out for my self.
- 4467 The Undergrad Library is loud, dirty, and ugly.
- 4469 Difficulty finding Journal articles
- 4470 On-line data base and eelectical journal searches were confusing.
- 4477 There are not enough computers.

*Wednesday, June 14, 2000*

*Page 134 of 174*

**Record\_id Q\_4\_2**

- 4479 Not being able to get a full copy of an article and having a somewhat difficult time of finding an actual copy of the New York Times magazine.
- 4480 Found search engines to be inadequate at times.
- 4482 I hate the fact that you can't charge print jobs on the computers in the computer area towards the back. (that you have to have money on your I-card). I always use the "bill me" option on the front computers.
- 4483 Library hours can be extended. More online journals can be made available to students.
- 4484  
The fact that the some important books which are not enough for the demand have lenght of loan period for the whole term.
- 4485 The undergraduate should be opened later.
- 4486 The lack of availability of full text articles
- 4487 I need to take time to do a workshop on using the library. I would like to learn more about advanced on-line searches and wish more materials were available on-line. I wish all the librarians were as helpful

as those in the Education library.

- 4488 I really do not like having to get help to retrieve books from the main stacks. It is just a pain to sit there and wait.
- 4489 many times the books are not in the proper places in the reference section.
- 4490 Fines
- 4491 I don't like how the books are in 15 different places, and I don't like the Stacks.
- 4495 lack of parking
- 4497 Telnet version gives too complicated of a description for advanced searches. The syntax seemed strange so I just ignored it.
- 4500 I'm not that well-informed on where and how to find some sources of information.
- 4501 The limitations of the resources available over the internet. More resources = more convenience.
- 4502 don't know about or know how to use many of the current resources
- 4503 I do not like the set-up of most of the libraries. Often times the placement of books are hard to get or in strange places. Also I get the feeling that the libraries are run down and not orderly.
- 4504 lack of knowledgeable personnel to help with searches etc.
- 4505 not enough late night hours
- 4507 I don't like that so much money is spent on the Engineering Library and not on other libraries.
- 4508 searching on ILLINET Online can be frustrating
- 4509 It is so big--traveling to different libraries to get the articles I need.
- 4512 It was very difficult for me to find information on a research topic, and when I did the books were scattered at several different libraries.
- 4513 I am supposed to have a stacks pass, but I don't know where to get it! Also, I wish more journal articles were available over the web on the gateway program... I am not good with computer programs, and I would like to see the library provide workshops or brochures on how to operate the telnet search and the gateway search more effectively.

*Wednesday, June 14, 2000*

*Page 135 of 174*

***Record\_id Q\_4\_2***

- 4514 The fact that I have to roam around to many different libraries to do my research.
- 4515 The difficulty is searching for resources online.
- 4516 When doing a reasearch paper it is very hard to find all the materials you need in one place. You have to run from library to library looking for stuff.
- 4518 There are so many resources that it can be difficult to find things. Also, it is difficult to learn how to operate library systems such as the microfilms.
- 4520 I don't like the fact that sometimes you have to travel across campus to find your books. I would like it to be more centralized. Also I have found that the newspaper archives are pretty bad.
- 4524 Repeat Announcements before closing time
- 4526 Maybe run a duster over some of the shelves more often
- 4527 N/A
- 4529 It is hard to find printed info. at the specific library you are at. The search engines should show what is available at that specific library, not at many colleges that cannot be accessed.
- 4530 That search results often refer to journals not held by the library.
- 4531 Getting books from the Main stacks...annoying process.

- 4532 I hate how so many books have been lost and not replaced.
- 4521 I do not have time to be standing around all day to get one book. There should be more allowance to the stacks themselves. Or even limit the number of people in the area at once. It is inefficient use of time for the students to need a book and wait hours to receive it.
- 4534 The hours on the weekends should be extended.
- 4537 However, I don't know much about the libraries. I was never really introduced to them as a whole. I think I have been to the library twice in my two years here and not once have I even needed to search for any hard copy materials. I am not even aware of what services are available or how to get around in the library systems.
- 4539 needs quicker reshelving, needs better website interface for finding articles rather than books, too little group study rooms, needs full-text documents on the internet, too little computers in the library
- 4540 The copiers have bad quality, and because of this, I have to bring the journals to another copier in another building.
- 4541 That everything is so scattered. I often spend my days trudging from one library to another.
- 4544 hours of the Speech and Hearing Science Library. It is not conveniently open at all.
- 4545 I had to do the Cobalt report this semester, and the Ninth Collective Index (the one we were supposed to start with) was missing after the first week. People with my compound found it very difficult to locate articles on it.
- 4546 The students at the front desk as you enter always look condescending. They are difficult to approach with questions.
- 4548 trying to find useful and accessible research information

*Wednesday, June 14, 2000*

*Page 136 of 174*

***Record\_id Q\_4\_2***

- 4549 I wish they had a couple of closed rooms like Grainger for say 2 people where it can be totally quite especially in the Undergrad. Why are some things so spread out around campus. I was researching a topic that I needed a referred journal for but it was all the way at the Law library and by the time I found it on the web the Law library was closed. When I go to another library I don't like the fact that I cannot sign in on the computer because I'm not in that College (e.g. Engineering)
- 4552 The closing procedure
- 4553 I don't like having to wait three or more days to obtain a book that I reserve from the Main Stacks just because I don't have a stacks pass. It's ridiculous to say the least.
- 4555 sifting through titles on illinet that are from other libraries that there is really little chance of being able to get promptly enough to be of any use.
- 4557 Some of the workers do not know much about the library and the departments.
- 4558 Can you PLEASE, PLEASE, PLEASE stop the announcements about no food, drink and watch your bag in library- it is soooo annoying when studying. Also stop flashing the lights on and off. I think everyone knows the policies by now as well as the hours.
- 4559 I dislike the numerous mac computers.
- The library all need the CCSO software because all classes are so involved with the internet, the library needs more PC's
- 4560 the long wait for books at the main stacks.

- 4561 Many books/journals are missing, making finding relevant texts hard to find.
- 4563 it seems like when one class has a paper due then you can't find any books on that subject, don't know what you can do about that, maybe pay attention what subjects seem to be checked out a lot and get more books? that might be kinda impossible...
- 4562 Difficulty in accessing some items. Even as a graduate student going into the stacks can be a hassle.
- 4564 I can never find what i am looking for
- 4565 As an engineering student, who frequently needs to reference material at Grainger, I find it ludicrous that I can not find any space. Grainger is consistantly filled with students from LAS and other majors who have no specific reason to be in Grainger, as opposed to any other library.
- 4566 The time it takes to get books from the stacks and getting help finding materials.
- 4567 I have not had any problems with any of the libraries
- 4568 Unavailability of library resources (books, etc).
- 4570 The extensive nature of materials means it is sometimes spread out quite a bit.
- 4571 I don't like that it sometimes takes me all day to find the materials I am looking for.
- 4573 Too many people checking their email at Grainger when I need to use the computers for library research. This happens far too often for my taste.
- 4574 The system of finding a book or articles; very confusing.
- 4575 It's not easy to find things on the computer
- 4576
1. Lacks important journals, book series, and reports in field.
  2. Poor state of the stacks collections
  3. Study areas not updated (i.e. poor lighting and plugs for computers)
  4. Copiers poor quality or not maintained

*Wednesday, June 14, 2000*

*Page 137 of 174*

**Record\_id Q\_4\_2**

- 4580 It has taken me two complete years to even start to understand how to find materials. I think it would be a good idea to add a library seminar to freshman orientation
- 4581 I go to the library to study usually because its too noisy in the dorm. Therefore I am searching for a quiet area to work. However, I've been to the library many times when the students have been awfully chatty and nobody does anything to armitainthe quiet work environment.
- 4582 I don't like to go in the stacks and it sometimes takes to long if I ask the staff to find such items.
- 4584 My only complaint is that I think that the library closes a little soon.
- 4585 confusion with the online catalogues/ shortage of reference librarian help.
- 4586 I always dread having to go and look up information. I like that the library has many resources available, yet it is difficult to understand what is available and how to utilize the many things available. Also, the process of needing a book and being able to get it is always such a many-stepped process and it is confusing at first to know where to go and how to do it.
- 4588 the undergrad library has horrible tables, chairs, and lighting
- 4589 You won't subscribe to certain journals that are used in our department so I spend \$2500 on just one that others come to use.
- 4594 I am concerned about inadequate new acquisitions in my field (civil engineering). The quality of the library rests on our ability to keep current with new books/journals.
- 4595 Printers being down for a prolonged period during this semester
- 4596 There is a librarian up in the English library named Bill Ogg. He is rude, cocky, and generally the most unfriendly person that I know of. The English library would be a much better place without him.

- 4601 the fact that you have to go to 5 different libraries to find one source.
- 4602 No parking when you are trying to drop off materials.
- 4590 I hate having to do research at the Library. It's nice having so much information at my fingertips, but it's so hard to sort through. Perhaps I just don't know how to use the search engines. It seems that my search results either turn up hundreds of thousands of results, or none--never a reasonable amount.
- 4597 I dislike how the U of I libraries do not have more convenient book drop stations.
- 4604 It closes too long around Holidays.
- 4605 Too many libraries scattered all across the campus!
- 4606 nothing
- 4607 sometimes requested books do not come in, but there is no notification so i am left waiting uselessly.
- 4608 I have been frustrated at times because being an Undergraduate student I do not have access to the Stacks. You can look up books on the Online catalog, but sometimes nothing compares to being able to go to the stacks themselves and look for books.
- 4609 I'm not in a wheelchair or anything, but sometimes I have trouble walking. Parking and walking distances into the main library from the parking lots could be more convenient. I'm not a senior citizen yet, but I'm getting there. Handicap Parking is all well and good, but they don't give out hangtags for being "old" and having difficulty getting around. I think accessibility could be improved the "almost handicapped."
- 4610 Can't think of anything.
- 4613 Too many obstacles to get information. Too split up. Run here and there to get materials.

*Wednesday, June 14, 2000*

*Page 138 of 174*

*Record\_id Q\_4\_2*

- 4614 The CCSO site in the undergrad library needs to expand - it is way too small, especially when a class is meeting in the inner room.
- 4615 Slow delivery time on inter-library loans (ILLINET)
- 4616 Not being able to return books via campus mail.
- 4617 To big sometimes!!!
- 4618 I tend to like to use the library most during the summer, and that's exactly when the hours are cut back.
- 4622 Journals containing specific article I want often are missing, being bound, or otherwise unavailable.
- 4623 undergrad is kinda scary
- 4625 Searching the online catalog by subject or keyword is clunky.
- 4626 Terrible study/reading areas (biology library).
- 4627 Not enough computers.
- 4630 The search databases are too difficult to use.
- 4631 the craziness of how the books are located everywhere, but i understand that that is inevitable
- 4633 they do not open until 1 on sundays
- 4635 It is sometimes hard to find skilled librarians to help you.
- 4645 It takes too much time to learn the online interface by yourself and it could be made more user friendly.
- 4629 The fact that many subject collections are concentrated in only one library. This can be inconvenient. Also, something needs to be done about the heat in the Math library. During the winter, it's frequently

very hot in there. Not only can this be uncomfortable but it also can't be good for the books.

- 4637 I wish the libraries were more centrally located. The art and architecture library is very small. A lot of the journals and books are not even kept there, but are in some annex. They have little to no art exhibition catalogues. they don't subscribe to all the journals which I think are important. The U of I is one of the only major colleges to offer a degree in Glass/Sculpture, and they don't even carry one of the leading journals in the field. The library has no vending machine for loading money onto print card and Art people make a lot of copies.
- 4639 Annoying to try and get hold of books which could be all over campus eg need to use Grainger and NRES library, about a mile apart
- Resident hall libraries are not integral to system.
- 4646 It is difficult to find older materials--those purchased before computerization or purchased over 5 years ago. This is a detriment to historical research.
- 4647 The decline in the updates to the collection, especially in the area of newer contemporary literary fiction. Also, I don't like the elements of the on-line catalogue that are not user-friendly (like typing in identification so many times to find, take out, and verify book requests).
- 4649 Supply of books-on-tape is embarrassingly low!
- 4651 I'm not familiar enough with searching for non U of I material and do need some training regarding appropriate or best methods for searching on the computer system.
- 4652 SGML electronic format. Why not PDF?

*Wednesday, June 14, 2000*

*Page 139 of 174*

***Record\_id Q\_4\_2***

- 4653 other people
- 4656 Temperature - either too hot or too cold
- 4658 i don't know where a lot of the resources are. it is hard when you come here as a freshman because no one has time to show you where everything is.
- 4659 Trying to figure out which library contains what resources. I've had to be redirected to another location more than once.
- 4661 It takes a long time to get books sometimes from other libraries that are charged.
- 4665 I don't like going there.
- 4669 Closed when the students are on break - many graduate students cannot take advantage of the library while the students are gone and they have a break from teaching
- 4670 Sometimes I have to walk all over campus to get what I need.
- 4671 It is so large it is sometimes overwhelming.
- 4673 main stacks are like a dungeon (but I also kind of like that)-they do need better lighting there
- 4676 I really want more electronic journals. Sounds kind of like instant gratification, but the ability to instantly access a journal article from my desktop is a very wonderful and helpful item for research and teaching.
- 4679 There are not enough workers in the Main Library's Circulation/Stax department.
- 4675 The decentralized partitioning of the library into so many smaller libraries is inconvenient at times. Though centralizing returned materials has lessened the frustration considerably. I also find searching journal indexes online a bit tedious as one has to repeat the search for each index... though progress is being made and I'm appreciative that it's online in the first place.
- 4680 Nothing
- 4681 Computers are often overbooked, printers are too slow

- 4682 The online system seems cumbersome compared to the old one.
- 4683 need more internet hookups in law library
- 4684 so many of the books are from the 1950's and 60's, and they often don't pertain well to what i am trying to accomplish.
- 4687 It really really big.....
- 4688 Two things:  
1) There are not enough copiers, and those that are available generally make low-quality copies and do not allow shrinking so that you can fit multiple pages per copied sheet.  
2) In general the library fine system is okay. However, on numerous occasions my colleagues and I received overdue notices two or three weeks after an item was due, when the fine started the day it was due.
- 4689 materials that are popular are not always very well kept (i.e. toni morrison novels; iyanla vanzant)
- 4691 The fact that books consistantly cannot be found in a timely fashion. On one occasion, I had a book that was on hold for me (only two days) and when I went to retrieve it, it had been checked out by someone else about 1 hour prior. I needed this book for a research paper. I had already waited approximately five days for them to find it, and when I discovered it was checked out, I could not afford to wait another week or two for a replacement to be sent from another library.

*Wednesday, June 14, 2000*

*Page 140 of 174*

**Record\_id Q\_4\_2**

- 4692 Finding and waiting in line to use a copy machine.
- 4694 It's somewhat difficult to find specific information on research material , for example- it takes a lot of time and patience to search for something on illinet online - specifically - a long time to find what i need.
- 4695 It is a big place and some material are hard to find if you don't know what you are doing.
- 4697 hard to find books on illinet unless you know specifically which books you're looking for. ugh.
- 4701 I know office delivery is available, but I'm not sure how to request it.
- 4702 Too slow in mailing books or materials.
- 4704 Using it remotely...isn't as straightforward as it should be. The holdings, subscriptions, etc...have not been maintained.
- 4705 the hours
- 4706 Often the information you are looking for has been destroyed or torn out of the book. This is annoying.
- 4707 When they shut of the lights and force people out of the library early (undergrad)
- 4710 discontinuting journals...very disheartening
- 4716 No food
- 4718 People other than students, staff, and faculty using the computers for non-academic purposes. Also, certain homework assignments cannot be completed on the computers at Grainger library.
- 4720 Some journals are difficult to obtain; some copy machines are not in good condition and give poor copy quality.
- 4708 how the libraries are scattered all over the place, the undergrad is grimy/unclean/looks overused, the periodicals and microfiche section is always a bit haphazard, the periodical indexes on the website are a bit overwhelming--would like to see some major compilation here.
- 4721 COME GET THE LIBRARY ENVELOPES WITH WHICH YOU DELIVER BOOKS.THIS COULD EASILY BE A STUDENT WORKER JOB, TO COME WEEKLY TO EACH OF THE BUILDINGS AND GET THE ENVELOPS TO RECYCLE. I UNDERSTAND THE LIBRARY USED TO PROVIDE THIS SERVICE. PLEASE DO IT AGAIN!!



- 4722 If you don't have a computer at home, then you usually spend all day going from library to library to locate your article/book. At first it was difficult to learn how to use the different databases to do initial work to locate the materials, it would be nice if there was a tutorial for this.
- 4723 never have materials I need
- 4724 The difficulty in finding materials at times.
- 4726 RESOURCES NEEDED FOR REPORTS OFTEN ALREADY CHECKED OUT OR NOT YET RESHELVED. BOOKS OUT OF PLACE. MATERIAL NEEDED OFTEN NOT ON SHELF AND LOCATION IS UNKNOWN.
- 4732 books out of date. time to buy books with updated subject matter
- 4734 Some libraries are staffed too infrequently. There should be better printing and copying + more computers at some libraries
- 4735 very secluded in the evening and anyone can wander in
- 4736 The difficulty at finding articles. Sometimes entire evenings are spent looking for a specific article.

Wednesday, June 14, 2000

Page 141 of 174

*Record\_id Q\_4\_2*

- 4738 the databases to search for library materials is very off. if you search for books about the Bauhaus, it comes up with very very few, although there are many about that. however, if you dont know any titles of those books you dont get anywhere in finding things that are actually there.
- 4741 Confusing layout of collection; many similar items are cataloged in various unrelated locations.
- 4742 I don't know...I have been happy with my interactions with the UI library....
- 4743 Unable to access reserve materials from the Internet
- 4744 The staff at the main stacks circulation desk is very rude.
- 4745 Being a freshman, it was hard knowing where to begin. My Speech Com. TA made us do the online tutorials and quizzes, that really helped.
- 4746 i don't like how many libraries there are because it seems like every book i need is in a different one.
- 4747 Lack of later hours (24 hours a day)
- 4748 The poor job done in listing directions to library users. Info needs to be more visible and more informative. The printing using the laser printers is very confusing. When students choose to bill their accounts, the computer should automatically send it to the undergrad printer. The current procedure through which the student must select bill me and then change the printers is very confusing. Changing the program should not be very difficult.
- 4749 waiting at the stacks...extremely slow, limit of four is harsh when looking for certain data, staff not very helpful
- 4750 very few librarians
- 4751 The main library building. It is hot and uncomfortable and not a pleasant place to be. I avoid it if at all possible.
- 4753 I don't like the fact that the library closes so early. I think that should be at least one library that is open 24 hours. Or at least until 3 am
- 4754 Did not have as very many books available on the subjects I was interested. Lines are usually too long. The people behind the desk are not very friendly.
- 4756 quit getting rid of journals, but rather, add more and more
- 4757 The loud librarians who continue to chat in quiet areas are very inconsiderate.
- 4758 The computer search engine, which doesn't always work efficiently. We need to broaden the search

(all locations) on the first go and find some way to eliminate typing in the 14-digit number multiple times in the same search session.

- 4759 Sometimes the workers (not the students) behind the circulation desk in the Main Library are rude to patrons.
- 4760 Inaccurate shelving of books from time to time... Also - the checkout length of library material might be too long...
- 4763 The extremely slow delivery time when items are mailed to a campus location & the inability to search for articles in the online catalog.
- 4764 Not being able to place a hold on a book that is already checked out. I would like to have the option to check out a book from a specific library without being automatically sent to the interlibrary loan system where I can receive a book from any of a number of libraries.
- 4765 website is confusing and limited number of online articles and other references. difficulty in finding articles and books in libraries

*Wednesday, June 14, 2000*

*Page 142 of 174*

*Record\_id Q\_4\_2*

- 4766 need more room in downstairs chemistry library for sitting and studying / reading journals
- 4769 the workers
- 4770 getting change for copy machines
- 4771 The SIZE (physical) of the LIBRARY buildings and system in general.
- 4772 hours
- 4774 the writer's workshop was helpful, but i didn't know that an appointment was necessary
- 4775 Closing at 5 p.m. on Friday when I come in for weekend classes is not convenient.
- 4776 hard to find materials, both looking them up online, and finding them in the book stacks
- 4777 too noisy sometimes
- 4779 The limited hours.
- 4780 Grainger library chairs need rubber bottoms to reduce noise when pulling chairs in and out
- 4782 Professional libraries are too severely limited to the publications of the profession.
- 4784 The hours could be lengthened substantially to meet the needs of those students who would really benefit by having access to library materials and resources late at night or on weekends
- 4785 I don't like the copiers and the on-line ask a librarian really wasn't that helpful the time I used it.
- 4786 It is very difficult to find actual books, with out being sent to several other libraries in order to find it.
- 4787 Hard to figure out as a freshman, although a lot of space to study, not very comfortable study space. Also it would be nice to have a special library book free section where people could study while having a drink or snack...
- 4790 printers take long time and there are few of them
- 4791 Difficulty in returning items to other on campus libraries.
- 4792 The printing is ridiculous
- 4793 Not being able to access it on Sunday mornings.
- 4794 Since there are so many books, it is time consuming to find the right book in short time.
- 4796 deteriorating infrastructure
- 4798 The lighting and cubicles at the undergraduate library
- 4801 At times I would like libraries to be open later.

4788 It is daunting. I feel that I should know how to use the resources, but as a senior, I needed it more this year and felt I could not find my way around without help.

*Wednesday, June 14, 2000*

*Page 143 of 174*

*Record\_id Q\_4\_2*

- 4799 –the cutback in hours, especially during interim periods and weekends  
–how long it takes to reshelve print materials  
–ending subscriptions to some important periodicals (like The National Journal) and switching to electronic access; it is harder to search whole issues and sometimes the database won't load  
–the loss of page service in the carrels  
–the laxity in enforcing library rules. People constantly bring food and drink into the library and very many, maybe most patrons, do not observe the no email rule on machines meant for online catalogue use  
–people used to observe the no talking rule in the library but no longer; some sections of the Commerce Library, e.g. seemed to be used for group study
  
- 4800 Trying to locate the materials you want to check out. I don't use the library system often enough to be familiar with what is located where.
  
- 4804 I can't renew books that borrow from other universities through Ilinet Online system.
  
- 4805 I really hate how the libraries are all spread out around campus. Once can really tell that the priorities here are the professors and graduate students. This way of laying out the libraries doesn't really work best for students doing interdisciplinary work or taking classes in more than one subject. For my latest paper I had to go to eight different libraries. We need one monster building with everything in it.
  
- 4806 Difficulty with using the Web application
  
- 4807 the copy machines are usually terrible and few. There should be more computers and printers. Everything should be open 24 hours. Online catalogue on web should be completely redone in order for it to make any sense at all.
  
- 4809 Material can be hard to find. The hours are not quite as extensive as I'd like, but they are sufficient. There needs to be better advertised web-search utilities. Especially those accessible remotely.
  
- 4810 not enough room to work on group projects that require computer use
  
- 4813 The chem library needs more space.
  
- 4815 Places in the STX like 3East where there are sometimes books dirty and on the ground. Few people care, perhaps, about religious history, but clearly that area needs to be reorganized to make more space for some of the books so that they can be better maintained.
  
- 4816 Understanding the network of libraries and the online search
  
- 4819 a little difficult to find books esp. in the main stack
  
- 4821 needs longer hours to accomodate students schedule and more open computers. i have had to wait over forty-five minutes to use a PC and that is ridiculous.
  
- 4822 i think that the library should provide more printers.
  
- 4823 I do not think the the library should be open to non-lawstudents during finals.
  
- 4824 Everything is so spread out and the materials are hard to find either in print, on film, on the computer, or in the right library.
  
- 4825 Not enough computers in each. Especially the bigger libraries (i.e. undergraduate library)
  
- 4826 books

4831 should be open later- particularly during last month or two of semester,when students have lots of projects due.

missing books! i've requested ~15 books in the past week from stacks, and 4 were missing.

Wednesday, June 14, 2000

Page 144 of 174

Record\_id Q\_4\_2

- 4833 Once you find what you are looking for on the computer, it is often difficult to figure out how to get this material into your hands. You are never quite sure where it is, or how to go about getting it
- 4827 I don't like the fact that the study areas in the library are too loud and no one says anything to the poepl being loud. People are trying to study for finals and other people around are yelling and laughing.
- 4828 Relatively inconvenient hours during university down time (esp. spring and winter break and intersession, relatively poor holdings in fields of highest interest to me; minor inconveniences of current online catalogue.
- 4829 Different library home pages differ in their focus and format, so it can be difficult to move effectively from one to another.
- 4830 The unavailability to get more full text online journals, having to go to multiple libraries to get the needed materials, poor copy quality from some of the copiers, the inability to charge a department account number at each library. The unfriendliness of some of the librarians. I understand that students can be a pain, but were all not like that. Some of us are respectful.
- 4832 What I least like about the University of Illinois Library is the service that Grainger Library provides. They have no idea about what they have in the library. Also, books are also either misplaced or shelved incorrectly.
- 4836 The Chemistry library hours are very limiting
- 4837 The Undergrad is so ugly that I don't like being there.
- 4842 Interlibrary loans take too long to get here. Photocopy request take too long too. This is critical when doing research. Sometimes a certain journal subscription has been cancelled and we need to find a current article in that journal. In several occassions have tried to obtain the article through a photocopy request but it takes weeks to get here. THIS IS UNACCEPTABLE!
- 4843 Personnel who won't check out a book when there are 15.5 minutes left before closing and their sign says "No checkout at 15 minutes before closing." Come on!
- 4845 sometimes rowdy
- 4846 The online catalog is a little difficult to understand and follow. It's hard to figure out the interface.
- 4847 The billing system is so slow. It takes a long time for credits to be put through on students bills.
- 4850 I can't stand the telnet version of the catalogue and the web-page interface still has too many bugs. It is hard to find what is here at UIUC, it normally it takes about 8-10 weeks to order something. I have taken an LIS course and I work in a speciality area. None the less, I spend hours looking for something that was supposed to be on the shelf, or the computer might tell me it doesn't exist, then a librarian can produce it. It is inefficient and frustrating.
- 4851 Often, books/materials in the same general subject are scattered throughout the library system. I realize that this is because there are so many overlapping areas, but it can be really frustrating to have to visit four or five libraries to do your research.
- 4854 Education library has a good mix of journals, but they need to expand on some other areas.
- The ALS library was no help. It seemed that most of articles that I needed were not held by the library, and the books were old. They need a big upgrade on materials.

- 4855 Most copier machines are not very good... don't allow double-sided options which I think is important
- 4856 What's not to like?
- 4863 Books that you look for are not always in the right places or missing
- 4864 Sorting through the vast selection of materials. could use a map too

*Wednesday, June 14, 2000*

*Page 145 of 174*

*Record\_id Q\_4\_2*

- 4865 keeping stack material in the library. difficult to know what you need right there.
- 4867 Lack of introductory training for new academics/professional staff. Had I not had great colleagues who demonstrated the wonderful things I could access from my office computer, I would still be lost. I encourage the development of more focused training for new employees.
- 4857 The way that the immense size of the whole UIUC library system can discourage me from looking for books that I need because it can be hard to find a book that could either be checked out or its location is just unknown.
- 4868 Please open Grainger library for 24-hours, if possible.  
I think it is important for the engineering library.
- 4869 It takes a long time for books to be reshelved and half the time the computer says the books are available, but the staff cannot find them because they are not shelved properly.
- 4870 Printers seem to be broken a lot.
- 4871 The Telnet and web interfaces.
- 4873 Especially in the chemistry library, there is very limited place to study.  
  
The copy machines do not work well sometimes. Poor print quality is obtained.
- 4877 Parking! The libraries are very spread out, and it can be inconvenient to get from one library to another. I recommend putting more materials on the web. Then I could access those materials from one library, and not have to waste time gathering materials.
- 4878 Parking! The libraries are very spread out, and it can be inconvenient to get from one library to another. I recommend putting more materials on the web. Then I could access those materials from one library, and not have to waste time gathering materials.
- 4879 its too hard to find stuff in the stacks and last time i was there it took nearly an hour before i got the books that i requested from the stacks
- 4880 It is not easy to find books or magazine articles.
- 4881 I wish the library was open for later hours in the night.
- 4883 There are so many libraries that it can take you days to find a book. You find out about it at one library and then have to go all the way across campus to get it at another library.
- 4884 The hours on Friday and Saturday nights are too short and it seems like the library should open earlier than 8 am
- 4886 that it sometimes take almost a month to get a book from another library
- 4887  
Library resources can be difficult to figure out at times. Every student should get more formal training in library.
- 4888 Sometimes I need to spend a few hours with an item, and it's only allowed out for no more than an hour.
- 4890 There are still problems with the web-search interface -- not as many options as the telnet interface; the telnet interface much harder to use, and it seems less well-tuned than a couple of years ago.

- 4892 difficulty and inconvenience in finding actual materials (after finding them on telnet)
- 4893 It is difficult and intimidating to navigate.
- 4895 often crowded

*Wednesday, June 14, 2000*

*Page 146 of 174*

***Record id Q\_4\_2***

- 4896 Some library's where student's work, they are not that knowledgeable-obviously, because they are not librarians, but it would be helpful if they knew more or there was always a librarian around.
- 4897 Large and disorienting
- 4898 The specialty libraries do not always have convenient hours. Some are 9-5 with no early morning or evening hours. Also, the stacks don't seem very safe.
- 4904 Many books are lost often.(or the ones i'm looking for). It would also be helpful to find full Journal articles on the web system.
- 4905 the hours in the Math library on Saturday, and nights
- 4899 I dislike the difficulty I have finding books. I had a friend who worked as a librarian for two years at College of Dupage, and even she felt that the system here was too difficult to use. I also dislike the vagrants who seem to hang around outside (and sometimes inside) the building. It makes me feel unsafe. And the copiers sometimes don't work properly (one mangled my ID).
- 4902 Sometimes things are not put back where they are supposed to be, or it seems to take forever for commonly used journals to be reshelfed. I guess what I like least is the fact that some of the employees in the department libraries don't seem to care, and take their own sweet time getting things back in order.
- 4903 there is an Industrial Design major at this university, yet you fail to get ID Magazine--a reference that is extremely useful to more than just the Industrial Design majors. All art and architecture majors can find this magazine useful.
- 4907 very confusing and overwhelming
- 4909 a lot of times i find that the books i want are located at other schools. this especially happens in the music library.
- 4910 There are too many people using the rooms or computers especially during finals.
- 4911 it's hard to find things
- 4912 Some video reserves must be watched in the library. I'd prefer a checkout system. I dislike having to wait for interlibrary loaned books, but I might just be impatient.
- 4914 Having books available only at locations other than the current one. Missing bound journals in the main stacks.
- 4915 The fact that journals are restricted to only two hour take out periods and the slowness they take while they are being bound. Also the no food/drink policy isn't that great.
- 4918 there's so many of them it gets confusing
- 4919 Can not check out journals for a few hours to go to a cheaper copy machine. I don't think the university should be trying to make money from copies. If a student has access to a cheaper (or free) copy machine, then good for him. He should be able to check a reference journal out for 2 hours to make copies elsewhere. I am poor, like most students, and I sure don't want to spend money on copies when I can walk to another building and get free copies. I would bring the journal right back.
- 4920 Physical environment in the main library. It is in need of updating. It needs more comfortable chairs in particular.
- 4921 I often have to go to other schools or use interlibrary loan to access materials related to social work.

- 4922 No color printing from Internet.
- 4923 I wish it were open earlier on Saturday (I know that's silly.)
- 4925 It's overwhelming.

*Wednesday, June 14, 2000*

*Page 147 of 174*

*Record\_id Q\_4\_2*

- 4927 reserve material acquisition does not always come easily.
- 4929 Sometimes when I meet with a group there we can not find anywhere to do our work together.
- 4937 Lots of material were missing when I was researching a certain topic and I found this extremely frustrating.
- 4939 Too many Libraries spread too far apart.
- 4940 The trickiness of using the online systems to search for materials
- 4941 I really feel that the selection of journals is lacking. Often when I need to find certain journals, they are not available either electronically or in print or the library has discontinued carrying them. It is very frustrating.
- 4933 The facilities seem to be in very poor shape. The collections may be wonderful, but the shabby surroundings detract from it.
- 4942 I don't like the atmosphere of the undergraduate library. it is too musky and it is not at all conducive to studying and reading. you should brighten the place up or something and make the areas that are designated for individual study more appealing to work and read in.
- 4943 hours are not late enough; web/teinet are a bit confusing w/too many different kinds of searches, especially for periodicals.
- 4944 sometimes hard to find what you need, or its at a different library and you have to go halfway across campus to get it
- 4945 not allowed to eat in grainger.
- 4946 Whenever I do searches I can't find any sources that are in. Maybe have a section where u search for only available library resources. I'd also like to see more stuff available online, like newspaper and journal articles.
- 4947 journals are not recent enough
- 4948 I hate going from library to library to find the exact book I want. If I could just find all I need in one sitting and all the information, I would be ecstatic.
- 4951 The organization of the library is a bit confusing...it should be easier to find the materials.
- 4952 the occasional snooty librarian and the flourescent lights
- 4955 Printers are down too often.
- 4956 I would like more instruction on how to use online resources.
- 4957 Sometimes it is quite a problem to attain library materials. If more items were available electronically, it would be a great benefit. However, I realize that it is quite a task.
- 4959 I feel there should be more computers in the library, and there should be more fiction books.
- 4960 not enough magazine selection!!!
- 4961 The interloan system is VERY slow and inefficient. It is almost impossible to get a book/journal when you need it through the interloan system.
- 4962 It seems as if many of the biology journals (specifically, the primate journals) have been cancelled within the past few years. I can see cancelling one or two of these publications, but not 4 out of the 6....

Also, there should be more copiers in the biology library!!

Wednesday, June 14, 2000

Page 148 of 174

Record\_id Q\_4\_2

- 4963 nothing
- 4964 It's very difficult to find what I need in the telnet search.
- 4966 Coming up with a promising list of items only to find out that they are checked out for the next year and a half or missing or I will have to travel all over campus to get the books.
- 4968 Printing in the computer lab in UG takes TOO long!
- 4969 One issue which bothers me is that Undergraduate students (the majority of them) are denied access to the Main Stacks. I understand limiting access, but perhaps the library should be more accomodating to undergrads who would like to utilize the Main Stacks for paper/project research.
- 4971 That Grainger and other libraries aren't open all night
- 4974 At times during the past 4 years, I have wished the Uofl library opened earlier on the weekends.
- 4977 sometimes time consuming to get print (main stacks)
- 4978 lcky annoying crappy fines!
- 4970 I tend to start studying later than most people. I would be a huge benefit for me if it were open later during the week. Also, I hate how they lock the bathrooms before they close down.
- 4981 The difficulty with conducting research. Many books that are used by the same course year after year are in poor condition.
- 4982 The difficulty on finding those sources
- 4984 the florescent lights. It is also confusing for an unexperienced researcher.
- 4985 The library is so huge that it is sometimes hard to find what you are looking for.
- 4987 Having to go all over campus to acquire materials
- 4988 The libraries are way to spread out over campus and that is really inconvenient for students without transportation.
- 4991 A number of books that I have searched for always seem to be checked out or missing completely.
- 4992 more web access to books
- 4995 The library can sometimes be confusing and it is frustrating to have to go to departmental libraries to find some of the books that you need.
- 4996 I find that the librarians are often less than anxious to help and assist patrons. Students and staff are often short and rude or do not know answers. I find the exclusion of undergrads from the main stacks as unfair. The fact that SO many books in the main stacks get misplaced or mis-shelved is embarrassing.
- 4997 Some of the periodicals are not kept up well, but this is mostly due to abuse by library patrons.
- 4999 Lack of electronic subscriptions to key science journals;  
Libraries close "early";
- 5000 The fact that money seems to be controlled so tightly that library staff--in some departmental libraries, at least--have to beg and plead for adequate equipment (fax machines, chairs, typewriters, phones).
- 5001 Trying to find books and they are already reserved or they can not be found.

Wednesday, June 14, 2000

Page 149 of 174



*Record\_id Q\_4\_2*

- 5003 There are a lot of books in the catalog listed as "missing". I know that if there is a book misplaced (in the main stacks, for instance), it will probably never be found for many years. That really bothers me. The size works against the university in that sense.
- 5004 It is too big and hard to find things. May be third largest academic collection, but that does not do too much good if one cannot easily find things
- 5005 Closed space (need more windows)
- 5006 Cramped quarters in some of the departmental libraries. Remote/hard to find locations of some departmental libraries.
- 5007 lack of online computer access for full documents
- 5008 un-trained student assistants
- 5009 The worst part for an undergraduate is the exclusion from Main Stacks. It is a hindrance on research and also causes some students that I know to avoid the whole process of getting a source that is located in the stacks. This reflects in the student's papers and as a result poorer quality papers are turned in at times.
- 5011 Materials frequently missing, new materials not always ordered
- 5016 Sometimes the LIR library isn't open when I need it to be, but it's also very convenient, so it balances out.
- 5019 The libraries are very confusing, and it is inconvenient to have to go from one to the next. Also I can't even go into the main stacks, and it takes forever for them to find the materials and get it to me.
- 5020 Different hours in the different libraries.
- 5026 Not enough online full-text documents
- 5030 sometimes hard to find books and materials
- 5013 I would like some way of obtaining books quicker. Often the sole copy is borrowed so there is no way to get it. Sometimes it comes from other sources which are due back within about 2 weeks after receiving it. This is on top of the long wait.
- 5014 Sometimes when I've visited the library in person, there are lines to check out, request help, etc. Most of the time, I'm in a hurry, on my lunch hour, etc. so time is of the essence. Usually, I've seen more people, but they are picking up books or sorting through them to reshelve. It seems to me this should be done when there are few or no customers waiting in line.
- 5017 The libraries are so huge that it is sometimes difficult to know where to look to find the materials that you need.
- 5022 It needs more computers. Also printing is ALWAYS down! My course work is very demanding and sometimes I need to be at the library late on a weekend, but the library closes! Also it needs to open earlier on Sundays.
- 5025 Although we have the third largest public library system....that doesn't really mean a whole lot when you can't get to half of the books. Don't limit access to the stacks. Those are for the most part publicly funded books, let the public have access. Also having 40 different libraries may be a bragging right, but it is a pain to have to access all of those different locations.
- 5028 I have only two complaints.  
First, I cannot borrow from other science libraries, even a limited two hour photocopying borrow. I refer to journals in both Grainger and Chemistry libraries and it is irritating (and occasionally expensive) to have to get a pile of quarters together before I go.  
Secondly, why is the Journal of Geophysical Research received by Geology but then sent to the Grainger, where again I cannot borrow?

*Record\_id Q\_4\_2*

- 5033 The way to go about finding the information is not very easy. The personnel is not very helpful many times. Also the hours they are available are not very convenient to students who have class all day.
- 5036 We really need to look into expanding the hours. It is essential.
- 5038 I think it feels, to a first year student, an intimidating place. I think that this fact scares a lot of people from going in because they think they won't be able to find anything. I have also had trouble finding things, and I'm not always clear as to what library I should be going to, undergraduate, or graduate.
- 5039 the cancelling of journals and periodicals, as well as the reduction of books purchased, due to budget problems.
- 5041 The Biology Library Staff are not very friendly.
- 5043 LAck of new computers
- 5045 Some library spaces are cramped and dingy.
- 5047 Not enough working computers in Ricker
- 5048 Some of the quieter libraries close to early
- 5051 1. It happened several times. When I found an article in ERIC, I had no access to the article because our library just didn't have the Journal.  
2.I need four articles but they are in four different libraries.  
3. I go to the library at 11:00 AM on Sunday, but I have to wait for two hours to get in.
- 5052 Online services. Web catalog still in beta version. Time to use email more.
- 5055 The fact that some of the libraries are scattered all over campus...but what can you do?
- 5056 When books are missing or misshelved, it is incredibly frustrating for patrons that really need that particular book/magazine. I realize that it's hard to regulate, but anti-theft systems and fines should really be emphasized.
- 5054 Sometimes, I really wish that there were more computers around and that students could access their e-mail accounts from library computers.
- 5062 It is impossible to do research. The process is tedious, ineffective, and is too time consuming. The only way I can do research without going crazy is through the internet. There are not enough pc's.
- 5063 It is very difficult to find books. The program to look up books that you need is hard to understand.
- 5064 It would be nicer to have more computers.
- 5065 early closing hours on weekends
- 5066 The hours NEED to be increased.
- 5067 On the same subject, it's too big. I get frustrated that one search for books leads to a half-day of just going to 4 or 5 libraries to look at all the books I want to see.
- 5072 The searching system in ILLINET online is troublesome for certain cases. For example, if we try to find books with "Visual C++", then nothing related to Visual C++ shows up.
- 5075 Books are sometimes not where they should be, and that is extremely irritating. Also, good, current translations of books are not always available, and the computer does not always differentiate whether or not a work is in English or another language. I've had a few experiences in which I've went through a lot of trouble to get a book, only to realize that it was in a language I could not read as the computer did not indicate that it wasn't in English.

*Record\_id Q\_4\_2*

- 5077 late openings, early closing times on week-ends
- 5078 The old deteriorated look and feel of most of the departmental libraries.
- 5079 Not enough variety
- 5080 That the librarians are not very willing to help you when you have questions or are just starting to use the library.
- 5081 Seems very complicated to check out books. Should be able to browse areas and pick up what's needed and take them to chek-out.
- 5082 I find looking for books outside the library difficult
- 5086 The fact that there are so many different libraries and they are spread out
- 5092 There is so much information, it can be hard to know where to go.
- 5094 I dislike the fact that it can take so long to finds books and articles. I also dislike having to run all over campus (from library to library) in search of certain items.
- 5095 It should stay open longer on Fridays and Saturdays, and should open up sooner on Sundays!!
- 5099 Journal cancellations  
takes too long to get journal article copies from other  
universities for journals we don't have
- 5100 The information that needs to be there is not always there in a quick amount of time.
- 5102 It doesn't have everything
- 5104 The commerce library is too dark and i think it needs to improve the light system. When i study in the studying area, my hurts during the night time
- 5105 Cannot limit my searches to printed musical scores.
- 5108 Have old books to use as resources or books that are non-circulating, missing, etc.
- 5103 it asks for identification a lot of times, although its important but its too irritating!
- 5109 sometimes it is difficult to find information on simple topics. THE realm of info is too large
- 5110 web page access seems unfriendly
- 5111 I have a hard time locating the resources that I need
- 5112 There are so many libraries and resources that it is somewhat intimidating to try finding materials. I'm always worried that I might not be looking in the right place for the materials I need.
- 5113 lack of cleanliness
- 5115 Bible seems to be missing or in short supply.
- 5117 The standard medical texts in the Vet Med Library are many editions out-of-date. Need interlibrary loans available electronically. Usually only need manuscripts, not books.
- 5118 The copy machines are terrible, they don't have important functions such as shrinking, which I need the most.
- 5119  
sometimes there are scary people there...  
i hate when things aren't reshelved

*Wednesday, June 14, 2000*

*Page 152 of 174*

*Record\_id Q\_4\_2*

- 5120 THE FACT THAT THAT IT HOLDS VERY SHORT SATURDAY HOURS. A LOT OF PEOPLE SPEND THEIR SATURDAYS DOING WORK AND THE LIBRARY SHOULD BE OPEN FOR THEIR CONVENIENCE. I ALSO DON'T LIKE THE FACT THAT THE MAIN LIBRARY BOOK

STACKS CLOSES SO EARLY...I THINK AT 5PM

- 5123 I don't like that the chairs are so uncomfortable. I don't mean to be petty, but when you are there for hours at a time, that kind of thing matters.
- 5124 can't eat in them.
- 5125 I have trouble finding things. Not enough experience in the library to really know how to locate things.
- 5126 IRRC is incredibly slow. At stacks they are really bad about checking in books I've got three notices about books that I have returned but they were incorrectly checked in.
- 5127 I have been frustrated looking for Journal articles on Illinet, finding them listed as in the library, only to go to the stacks and find that only certain volumes are there and many of the volumes are missing.
- 5128 I think it could be a lot easier to use. I am intimidated by the Main Stacks and refuse to use them because I tried once and it took over an hour to get one book. The online guide to find books is very hard to use, and no one wants to have to take a class to understand how to use something that should be simple, and only exist to help the users.
- 5132 Copying services.
- 5133 Assistance is not readily available.
- 5134 fulltext online journals would be nice.  
more lighted study space for students.
- 5135 waiting for computers. and the printing in the undergrad totally sucks
- 5137 The clusters of business students who dominate the Grainger Library conference rooms for days on end.
- 5138 The online catalog, and the web page. There is no reason to have Java scripts on the web page -- it just slows things down.
- 5139 The personnel at the main circulation desk are sometimes not very professional or helpful.
- 5140 Outdated information on Civil Service testing (Gregg Reference Manual). Should contain more updated testing information versus the old and outdated way.
- 5143 That grad students and faculty get higher priority on books loaned-- something like 16 weeks to 4 weeks for undergrads. Not really fair.
- 5145 The hassle of copying journal articles in some libraries. Waiting in line, poor quality of the copies, or worse. Every library should have well-maintained copiers that can be used with a personal or project account number that is inter-departmental. (I have to buy a card from the Union in order to copy journal articles in some campus libraries.)  
I haven't been in the bio library for a while, so maybe they solved this problem.
- I like the Engineering library system (printing services card) that you can use for their copy machines--your project is billed.
- 5146 i cant find anything--i dont know how
- 5147 Some materials seem inappropriately placed or are spread out in several different libraries.
- 5148 that i don't see any security around the library at night.
- 5149 I hate waiting for books from the main stacks. It takes a long time. I don't understand why students can't get the books themselves.

*Wednesday, June 14, 2000*

*Page 153 of 174*

*Record\_id Q\_4\_2*

- 5150 I don't like how the lights are turned off when people make announcements over the speakers. Also, the computer labs get VERY loud and it is really hard to concentrate when you are doing a paper or homework over the internet.

- 5151 It's not open late enough.
- 5153 Inability to access with ease this large collection for various reasons, stolen, misshelved, damaged, etc.
- The cost for using the copy machines should be at a level that encourages use of the machine instead of the above. The cost presently and increasing cost does not do this job. The copy machines should not be viewed as money making, but money saving in that this is less damage to the collection resulting in less replacement costs that are astronomical.
- 5154 The fact that Political Science has no library. For an average PoliSci course, I have to use the Education, Newspaper, Stacks, Undergrad, History, and Law library to find the sources I need. This wouldn't be such a problem if there was one central Library Campus. That's the one thing I like better about Northwestern's Library- one building.
- 5155 its size - finding what i need sometimes is difficult because there is so much!
- 5156 Nothing that I can think of.
- 5157 I do not like the when I do a search online and it brings up Journal and magazine sources and I search if they are at any library on campus and they are nowhere to be found. This is a common occurrence.
- 5158 Not a lot of books on certain topics. Like, Environmentalism and Green Party politics.
- 5159 Sometimes it is difficult to find accurate assistance.
- 5166 Think some libraries should be open longer and allow eating and drinking, especially the graduate libraries and during finals.
- 5167 Having to go to 5 different libraries to obtain materials for a project
- 5168 Sometimes it takes too long to receive materials that have been requested for interlibrary loan.
- 5170 sometimes i became confused on the internet searches and where material was being sent or printed
- 5171 Group Study Rooms being used for professional interviews - shouldn't this be done in the Union instead?
- 5165 I hate how early they close on non-school nights. I realize much fewer people go to the library during those times, but there are a lot of students who want to use the library on Friday and Saturday nights.
- Also, the normal fiction section (813's), for a library this size, is very small.
- 5172 I need a study space till 3a.m. That usually means having to go to Denny's unfortunately
- 5173 The confusion of the different libraries and what's online in full text.
- 5174 old
- 5175 Limited hours for departmental libraries
- 5176 everything is so confusing. i liked it better in 4th grade when you looked up a book and went and found it yourself instead of having to go through 7 different people in different libraries.
- 5177 the fact that most of the books I have needed in the past for research papers the libraries on campus have not had them. for such a large library system I would have expected to have a greater variety of books.
- 5179 Having to go to multiple libraries across campus to get research materials.

*Wednesday, June 14, 2000*

*Page 154 of 174*

*Record\_id Q\_4\_2*

- 5180 there are so few people working - every single desk should always (ideally) have someone sitting at it. but it doesn't.
- 5181 not enough artwork, research is for the most part boring until you find a hot source, so give us something to look at in the meantime

- 5182 Hard to find books that are what I'm looking for, often find critiques of author rather than his/her actual work.
- 5184 The hours that the ACES library is open and the little amount of turfgrass literature it contains.
- 5186 i don't like the small number of reserve copies put out by classes. many times, the item i need is in someone else's hands—that wastes my time.
- 5188 NO GOOD BOOKS IN UNDERGRAD... they're all in the stacks where I can't get to them
- 5189 The way it closes at 5pm on friday.
- 5191 Noisy areas (like the Main Library Reference Room)  
Confusing hours (different for every library), no phone message with library hours after hours  
Basically, the Main Library. Hard to navigate (some elevators don't even go up to the third floor LIS Library), hidden away closed stacks,  
acoustically amplified flooring that renders loud phones, talking, and noisy shoes even louder, and no place for reliable quiet study
- 5192 The reduced hours of operation between semesters.
- 5193 It seems that the two places I go to have only two copy machines and I never seem to get the computer connected to a printer. I still use the pencil and paper method although I never use the card catalogs anymore!
- 5195 The computers are outdated
- 5197 While it may be convenient to have specific information in separate library, I have often times found myself running from library to library because the subject I am working on requires journals from 3 or more libraries.
- 5198 It seemed that the way books were shelved varied from library to library on campus....somewhat annoying
- 5199 There always seems to be a problem of some sort with the printers or login systems. It's very irritating and frustrating.
- 5203 It is decentralized and time-consuming to find some information.
- 5204 Nothing
- 5206 need color copiers in ALL uiuc libraries—especially needed in Architecture and Art library.
- 5207 books in different languages  
unease of checking out books from Main Library
- 5208 not open long enough, not enough people to help locate materials.
- 5210 Undergrad library can get quite loud at times
- 5211 Having to pay for every print job. The student employees. the lack of course books on reserve.
- 5212 bad experience with employee yesterday, not very helpful but on the whole the library is good.
- 5214 Can be difficult to locate resources quickly

*Wednesday, June 14, 2000*

*Page 155 of 174*

***Record\_id Q\_4\_2***

- 5217 DRA.
- 5218 need more electronic document storage
- 5219 The professional librarians at the chem library have a tendency to be relatively rude as compared to other libraries on campus.
- 5220 going into the stacks - very scary and confusing - poor lighting and poor safety in some areas.  
Obvious need for more preservation efforts - especially in GovDocs on Level 5

- 5221 Don't feel safe in the bathrooms or stacks. Also, no individual study desks for grad students working on dissertation.
- 5223 Too complicated and not user friendly. Need MORE introductory courses that are better advertised and more readily available.
- 5225 Few copies of important volumes. End up needing to go to all sorts of departmental libraries all over campus for similar materials. Faulty system for dealing with the return of other libraries' materials, materials lost and students blamed.
- 5226 Don't know how to tap into all of the resources provided by the library.
- 5227 Somewhat frustrating to actually find materials at times.
- 5228 the hours of operations
- 5229 Graniger library closing at 1 a.m. on the weekdays, I think it should be opened 24 hours a day.
- 5231 it's hard to find stuff because the library is so big. I always look for books in one library and it's not there and I'm supposed to go across campus to find the damn book.
- 5232 It is hard sometimes when you need to find something and it is at another library far away that you do not even know where it is.
- 5233 it is difficult to navigate at first
- 5234 The fact that the Undergrad doesn't open until like 12:00 on Sundays is ridiculous. Not all students are alcoholics and actually have work to do on Sunday mornings.
- 5237 organization is a little funny
- 5238 less hours
- 5240 Making copie on the copy machine becomes a big chore with the slow card machine that takes for ever to return your card. There is a lack of parking around the library; a parking garage should be built around the stacks.
- 5241 The main stacks are scary.
- 5242 I don't like to have to wait to get a computer sometimes.
- 5243 because of size, it is difficult to coordinate between sections.
- 5244 Take finding articles in the undergraduate library for instance. I used to find magazine articles by searching on the two computers stationed near the reference area; however, since the change to the internet, I have no idea where to even begin looking for articles and finding them in the undergraduate library. More training and help with the library website would be nice.
- 5246 the difficulty it is to get an article that is not very recent, and finding articles is not explained very well
- 5248 That it is scattered and sometimes hard to find certain libraries.

*Wednesday, June 14, 2000*

*Page 156 of 174*

**Record\_id Q\_4\_2**

- 5250 The decentralization can be a hassle at some times, but It can be delt with.
- 5255 Online resources seem difficult to use. They may have many valuable features, but I am not aware of them, nor do I know how to use them.
- 5256 Nothing really
- 5257 not applicable
- 5260 The amount of parking around the libraries is limited.
- 5261 --difficulty obtaining books from the stacks (for undergraduates)
- 5249 Often books and other resources are difficult to find. The searches over the web and on the

- computers are not easy to follow and not completely accurate. An easy to understand, user-friendly guide on finding books would really help.
- 5251 i have had more than one occurrence of thinking ahead, checking out a text that I need for a class, and right when I need it most it is requested to be returned, probably by another student in my class, and I am forced to return it. I feel this is unfair because I thought ahead and at the last minute someone can just come and take it from me. This is extremely frustrating.
- 5262 1.Seemingly lack of competence of many student library staff.  
2.Having to wait until noon on Saturdays and one (!) on Sundays before able to use the facilities.
- 5263 The fact that your information is spread all over the campus, and that undergrads are not allowed in to the main stacks
- 5264 The amount of time required to obtain books from inter library loan. Difficulty finding proceedings and conference information even if it was held at UIUC.
- 5265 Nothing at this time
- 5266 Even though we have so many books and other materials, it is very hard to get to them or access them. They are all over campus that many people get lazy or they need it right away and can't get to them. I needed to check out some magazines for a research project and they were not available to be checked out.
- 5268 The scattered holdings of collections and until recently the policy of having to return materials to the department from which they were checked out.
- 5269 hours of operation
- 5270 The training on resources.
- 5272 Not enough journal articles available to download online
- 5273 hard to find the materials you want because there are so many materials
- 5274 The uncomfortable chairs and the ugly, stubble pencils and pads.
- 5275 In these last few years I have been disappointed with the courtesy (not) shown by several library staffpersons. Their level of condescension can be intolerable. Just as they are not experts in my field, I am not an expert in library science. I feel like they pull a needed power trip because I need their assistance at times. This is frustrating when I think of how much I am PAYING to use this library system. I have noticed such condescension primarily at the Main Library desks (ie. the head librarian in the stacks, and some persons at the information desk). At departmental libraries, however, I have not noticed this problem - in general these librarians have been more than helpful.
- 5277 I can never find the paper journals I need when I look for them in the library itself.

*Wednesday, June 14, 2000*

*Page 157 of 174*

***Record\_id Q\_4\_2***

- 5280 I wish some of the libraries could be open more
- 5281 change in grad student fines policy (I understand it generates revenue, but...)  
  
web interface is rather slow (might just be my computer, but it takes quite a while to load)
- 5282 The closed stacks at the Graduate Library.
- 5283 the slow macintoshes within the undergrad, as well as the confusion when looking up journals or books
- 5285 Organization and complexity of remote user interfaces
- 5286 Hours are a bit short.
- 5287 sometimes too crowded; course reserves not available
- 5288 I don't like the fact that only the grad students and the James Scholars' have the ability to use the



stacks. They should be open to the rest of us as well.

- 5289 The library is not open early in the morning when I am most ready to tackle projects.
- 5292 sometimes they are overcrowded or they are loud...you can't study in a loud library.
- 5294 The student workers (undergraduates) are not extremely motivated and it shows in the manner in which they fulfill their duties.
- 5295 I do not like the way that the undergrade library works, it is to confusing.
- 5297 The Undergrad closes way too early!!!!
- 5298 not always open when i need it. photocopiers don;t always work.
- 5299 since Ricker is the main library that I use, it is very very inconvenient that it closes at 10pm. I wish it were open until 12, that would accomodate not only my schedule, but the schedules of many other people who are busy in the later parts of the day.
- 5300 The on-line catalogue. This written by and for librarians. Do it again and field check it on 6th graders. If they can access all the services, then you have done it right.  
Hours during vacations. Have one night evening hours. Academic professionals can get there only after work. When you are open only the vacation workday hours, we can't get there with sufficient time.
- 5301 Undergrad has huge tables and is a place that doesn't make one feel relaxed and in the mood to study...rather to sleep (unlike Grainger which is very comfortable)
- 5302 The clunky, slow gateway interface.  
  
The fact that, due to the University's terrible support of dial-up access, I can usually only dial-in to the library between 1am and 4pm.  
  
The horrible Undergraduate building, buried, decaying, and flourescent, attesting to the university's continuing indifference to its undergrads. Why not a Grainger-quality facility for "all" undergrads? Undergrads now drive out to Barnes and Noble to find a comfortable place to study--and who can blame them?
- 5303 The hours are not long enough for college schedules.
- 5304 Reshelving took a long time, there are even problems of dropping off the books and then I would receive a slip saying that that I didn't drop it off.
- 5305 Having to go to several libraries around campus.

*Wednesday, June 14, 2000*

*Page 158 of 174*

**Record\_id Q\_4\_2**

- 5306 Not aware of all available libraries.  
Very difficult to find certain libraries.  
Also the hours at some of the smaller libraries are very limited and inconvenient.
- 5307 Very often a book will be listed online as available in one library or another, yet it is not on the shelf.  
This is very frustrating.
- 5311 I do not like the fact that the printers are always broken and the people that work there do not know how to fix the problems.
- 5315 Nothing really
- 5318 The stacks, distributed nature of the collection
- 5319 how spread out all the libraries are
- 5326 —
- 5330 -

- 5331 On line catalog. Very difficult to find materials
- 5309 I do not like the fact that when the computer tells me a certain material is in stock and I go to find it and I can not. Also I think finding journals is sometimes difficult due to the fact that all libraries do not have the same hours.
- 5321 How dreary and mundane the appearance of the Main Library facility (building interior) has become. Admittedly, people merely pass through the main hallways and fewer people probably climb the main stairways; but these areas were once lighted and, like the huge mural/maps in the stairwells, once served as quite beautiful frontespieces for the libraries they led to! Somewhere through the years the goal seems to have evolved to make these areas seem as utilitarian as the tunnel to the Undergraduate Library. Simply adding bright swatches of glaring color is not the answer. Instead need to clean, refurbish, update and enhance the character of these areas.
- 5324 If you remember, we received an email message approx. one yr. ago, that library services will be reduced because they're installing a new computer system. What I like least is interruptions in library service.
- 5328 The mis-shelving, which makes items to all intents and purposes unavailable. The on-line catalogue, which sometimes stymies my efforts to find what I need (this in spite of workshops taken to learn the "new" system). I would use the library Friday and Saturday evenings--but I prefer to see funds put to buying books than to keeping the library open extra hours.
- 5329 Students working in the Interlibrary Borrowing Office do the level of work of graduate students. They are always working, not like departmental library student workers who do homework half of the time. They deserve a raise above minimum wage. Also, many librarians do not know the correct answers to questions, and end up misguiding patrons.
- 5332 orientation in graduate library is not that easy
- 5335 Checking our reserve materials was time consuming and inconvent
- 5337 Some of the students who work at the library aren't too knowledgeable about how to use the electronic catalog to search for journal articles. (Biology Library) To ixperienced computer users like me, the online catalog can be overwhelming at times.
- 5338 The number of computers is usually less than required at rush times
- 5341 Using the copy machines, when I would rather just take out the book but can't.
- 5342 Inconsiderate people there - patrons, not employees. I think the system itself is great!

*Wednesday, June 14, 2000*

*Page 159 of 174*

***Record\_id Q\_4\_2***

- 5343 other people being discourteous, loud, and disrespectful of others studying around them.
- 5344 Spread out all over campus. Have to go all over town to get all of the materials you need for a paper
- 5345 That there isn't that big of a selection of books pn Wicca, Pagan issues, and just occult books. There are some but they are usually hecked out or missing. And they are somewhat outdated.
- 5346 I have never encountered any "real" difficulty in obtaining a source, however, certain government documents are rarely found in the libraries thus making it quite expensive to obtain.
- 5347 I have never encountered any "real" difficulty in obtaining a source, however, certain government documents are rarely found in the libraries thus making it quite expensive to obtain.
- 5349 The printing services and temperature control services are horrible.
- 5352 The opening hours during the weekends are quite poor- especially those of the graduate library. Graduate students need to do library work on weekends and evenings. Longer opening hours on Fridays and Saturdays please - and earlier opening hours on Sundays please.  
Also - there is a need for a computer lab in the main library

- 5355 Books that sometimes are unavailable may take up to a month to be available, having the required book a month later is useless.
- 5360 hours are not long enough
- 5361
- 5362 lack of group study areas, not enough outlets for computers, dark study areas (commerce library), too few computer terminals with word processing and printing facilities, opening hours during the weekend
- 5364 For a library that is a top library every book that I need for a class is always missing.
- 5365 The old buildings and low ceilings in stacks
- 5366 The old buildings and low ceilings in stacks
- 5367 I can't usually find what I need.
- 5368 Sometimes it can be difficult to track someone down to help you find things or with miscellaneous library problems.
- 5369 I'm not satisfied with the promptness of reshelving books.
- 5370 The stacks! I can't believe how disgraceful they are. There are books on the floor in some of the upper decks. Books aren't shelved in a timely fashion and none of the librarians seem surprised! When's the last time you did an inventory? I really needed a book to finish a presentation I was doing....according to the catalog it was there but no one could find it. 4 weeks later I was notified that it was found. Too late for me!
- 5377 I like that we have such a large collection, but it is hard to find what you need when there is so much to look through. Half the time when you conduct a search on gateway, the materials are in libraries scattered across the campus or are not at UIUC at all.
- 5379 I do not spend enough time there, and the pencils are all dull when I am there.
- 5380 High Theft at the Undergraduate Library.
- 5381 having to get something in stacks without a stacks pass!
- 5382 There are not enough places in the library for groups to work without disturbing individuals. I wish the hours were extended as well for us night-owls.

*Wednesday, June 14, 2000*

*Page 160 of 174*

*Record\_id Q\_4\_2*

- 5384 The fact that there are so many resources that attempting to find work is extremely difficult.
- 5386 I would like to see at least one library open on Saturday and Sunday morning (if there is one open, they need to advertise it more). The library hours are fair good except for limited weekend hours.
- 5387 Not enough xerox machines.
- 5388 none
- 5389 The library does not subscribe (print or electronically) to many of the scientific journals I need.
- 5392 Personal staff safty
- 5397 Difficult to find resources at times, especially in some of the departmental libraries (Ricker)
- 5398 LACK OF WORD PROCESSING IN GRAINGER AND SHOULD BE OPEN TO 2
- 5399 Copy machine, I'd appreciate it if the copy machine would allow to copy double sided, and zoom function works.
- 5401 The library is not open at all hours. Sometimes I need to get late-night studying done.
- 5402 Hum....

- 5403 not enough computers or group study rooms.
- 5406 I've continually had frustrating experiences with the interlibrary loan department. They don't answer e-mail questions, they frequently allege that books have arrived when they never have, and they seem unwilling to help patrons with questions.
- 5410 SERVICE
- 5415 The online ILLINET.
- 5416 I still don't know where I can just find a fictional book. One that requires little thought and just has entertainment value. I think having these types of books accessible is important because with all the stress and hard work we do, it would be nice to have something that can relax us.
- 5418 It's a little daunting in its size; can be hard to find a useable amount of information. And despite its size, a lot of materials are not available either due to being missing or, for example magazines, not being subscribed to.
- 5420 The Saturday and Sunday hours are rather inconvenient, particularly since this is the perfect time for grad students to study and look for resources. The microform and microfilm readers are really terrible.
- 5423 The closing times.
- 5424 The search resources. I honestly have no clue how to use ILLINET, and I have been here for 5 years now. It is confusing and built so computer-inexperienced people have trouble using it. I don't understand why it can't be laid out like a regular webpage which is easy to use.
- 5425 Steven Werkheiser.
- 5426 I usually study late at night, and I would benefit from the library staying open later during the week.
- 5427 The poor treatment of the wonderful print collection and poor prioritization. No wonder the library ranking is slipping. Also, the circulation staff is abominable. They are slow, impolite, ignorant and generally unpleasant.
- 5428 it confuses me
- 5431 Chasing around to find materials in respective libraries.

*Wednesday, June 14, 2000*

*Page 161 of 174*

***Record\_id Q\_4\_2***

- 5432 I don't like ILLINET, I would like something cleaner and easier in which to navigate.
- 5435 It is difficult to find my way around, sometimes I get lost.
- 5430 again, logging on web using my student card id (which is about 9 numbers) instead of my user-id and password like I use for everything else.
- 5436 undergrads cannot browse stacks.
- 5437 I know of someone who returned late books and was told the books had been written off as lost because she had them so long. She got a bill for \$130 for late charges. She was able to get out of paying the fines and got to keep the 13 books! This is not fair to those who do pay their fines or who return their books on time.
- 5438 Libraries spread all across campus. Often need to go to 2-3 libraries (ALS, Health Sciences and Vet Med) to find what I need.
- 5440 The online catalog - Sometimes it is difficult to obtain call numbers for certain publications, such as journals. Also, when searching for a common author name, often only initials come up and it is difficult to narrow down the search. Then access is slow for each author as you narrow down the list. It takes a long time to find the correct one, and often it may not even be there.
- 5441 The other set of doors above ground that don't open and embarrass me when I try
- 5443 Sometimes there is a lack of table space for studying at busy times.

- 5444 I don't like undergraduate library workers who are rude; I like even less the frequency with which I find books misshelved. (I used to work in a library so I know it's a difficult and absolutely essential task!)
- 5446 Too few computers--especially PC's
- 5447 I'm experienced some rude librarians. It's stressful enough trying to find things, but when the people that should help you treat you as if you're stupid it makes you not want to come to the library.
- 5448 At times, the books are shelved incorrectly or can be hard to find if you don't know the library.
- 5449 There is not enough help offered to teach how to use all the resources in the library.
- 5450 I do not know whether you count the Writing Studies library (housed in the English Building) as part of your collection...but UIUC as a whole is still lacking key journals for our work. Could you survey our dept. to find out what we need?
- One major problem with the layout of the Main Library--it was developed when "fields" or "disciplines" were assumed to be very discrete. But Writing Studies is very interdisciplinary, which means that the materials I need are scattered (main stacks, education, English, modern languages, history, philosophy, sociology...) The online ordering is helping, but it's still a problem.
- 5451 The hours.
- 5454 Ever so often there is material that I cannot find at UIUC so I have to get an inter library loan which often takes up to a week. I would like to see faster delivery for that service if possible
- 5455 Many books are missing or perhaps misplaced - even ones listed as available. It is very frustrating. Some materials are fairly deteriorated.
- 5456 The most important thing is to place primary emphasis on retaining subscriptions to scientific journals and to purchasing new books.
- 5457 That I do not have access to a lot of the other libraries simply because I'm an undergrad.
- 5461 Vet school library only has a few books and I have to go on to campus to find the materials that I need which often takes at least 1 hour for the whole trip just to get one article.

*Wednesday, June 14, 2000*

*Page 162 of 174*

*Record\_id Q\_4\_2*

- 5458 I think the library is relying too much on an inefficient Interlibrary loan system. Also the reference librarians at the law school do not know anything about law -except for the permanent ones. One reason I choose Illinois was because of its so called extensive collections however in the past two years I have been unable to find updated editions of many books, many articles I need for research I must go out of the school. I also need articles from a French newspaper and found out that this school does not even subscribe to it and it is a major paper. I am in total shock at the lack of resources given to the foreign collections. It is horribly out of date. Legal research must be kept up to date and relying on Lexis and Westlaw to fulfill students and researchers needs misses most substantial resources.
- 5459 photocopy request service--if you claim you need only 10 days to deliver, why does it take 2-3 months on average for me to receive papers?? false advertising whether its free or not.
- 5460 I find that the hours when I can most devote time to research studies are precisely the hours that the music library closes down. Friday nights, Saturday all day and Sunday mornings are the few times when my assistantship responsibilities are completely out of the picture, but I find that I must split my time constantly to get studying done when the building is open. I also spend large amounts of money making copies to read at home/office during these week-end hours, instead of being able to utilize the library.
- 5463 The libraries don't all have the same material.
- 5469 not all the same standard of quality...the atmosphere needs to be more conducive to a comfortable work/study environment.
- 5470 can't think of anything right now.

5472 No email policy on computers.

5476 Not so many copies for popular items.

5477 I don't like how so many of the books I find using the computer are not available at the undergraduated library.

5478 Parking anywhere near any library location.

5479 Closing early Friday evening and Saturday night

5480 not open 24 hours all the time.

5483 It needs to be open longer!

5484 Too dispersed - all journals for all years should be in one place

Too many books missing

5485 Sometimes I want to study at 8AM on Saturday, however, I couldn't do it because of the library schedule. Please give us more flexible library time.

5486 Lots of small libraries spread throught campus.

5487 difficult to find items...the catalog says that they are at the library but the items cannot be found on the shelves

5489 Didn't open 24/7

5491 It is often discouraging to have to go to several libraries across campus to get the materials you need.

5495 computers especially the macs

5497 The theft levels!!

5500 The undergrads hours are sometimes inconvenient.

*Wednesday, June 14, 2000*

*Page 163 of 174*

*Record\_id Q\_4\_2*

5503 As I already stated I dislike that the graduate library stacks are not open up to undergraduates. We can still have the books but someone else has to get them which takes a great deal of time that could have been saved by us just being able to get the books ourselves. But I guess it is good that we are even able to use the library.

5488 i tried to request a book from another library three weeks in advance. i got the response that the library finally received the book the day after my lab repor (which i needed the information for) was due. in all, it took way too long for the book to be delievered to me. i was told it would take up to 10 days. however, it took 21 days.

5490 Parking at the engineering library is horrible before 5 pm.

5494 Sometimes I don't know where to go. I guess that happens in large places, though, and I wouldn't want the quantity or quality of resources sacraficed in any way. I think that the setup overall is good, and there is always someone there to help if you need them.

5504 no fiction

5505 Sometimes, desk assistants do not know how to perform simple functions--like renewing books/CDs, or finding reserve materials.

5506 the undergraduate library can get kind of loud on the first level.

5507 Food and drinks are not allowed into the library. I have classes over the lunch hour in library seminar rooms. They bag check before I leave but no one ever looks at the materials in my bag. Half the time I have 3-4 library books in my bag... so what's the point?

5510 expensive copy fee ( I think it is most expensive among schools which I knew)

5511 One instance I was studying for finals and it was 3am and i needed a ride home,night rides was

closed. The librarians were not very nice in helping me out, and had the attitude of "tough luck." I had to walk home by myself in fear of my safety.

- 5513 The online card catalog is too complicated for the normal user
- 5517 complicated database search systems- difficult to determine which system to use and then remember how to use it  
-difficult to switch between systems quickly
- 5519 There are not enough computers at the Music Library. And some are now used for e-mail which makes it harder for students who want to use the online catalog to find materials.
- 5520 doesn't always feel safe
- 5522 the amount of journal collection  
printing should be free
- 5523 the amount of people that are there.
- 5524 necessity of searching the card catalog - everything should be in the online catalog -especially for people who don't use the main stacks as their main library!
- 5527 I think it's a real problem that the library is not devoting more resources/money to undergraduate library instruction. Our undergrad librarians need to have at least one computer classroom at their disposal, as I think going to instruction as a class is much more effective than signing up for sessions individually.
- 5529 i don't always feel safe in the stacks. they need better lighting. it's also hard to read the call numbers
- 5531 The most frustrating thing is when I search for the list of books that I have found to be available for my topic, and usually only half are not on the shelf.
- 5532 Difficult to navigate through the large collection at times

*Wednesday, June 14, 2000*

*Page 164 of 174*

***Record\_id Q\_4\_2***

- 5533 I can not bring foods or drinks inside.  
If I want to eat or drink, I have to repack all my things.
- 5537 delayed delivery of requested items (Nobody can predict when it will be available!)
- 5530 I study mainly at Grainger and sometimes at Vet Med library. It is always FREEZING cold in Grainger and everyone is always complaining about the temperature!!! Also, and much more of a complaint regarding Grainger is the amount of NOISE. It is very difficult to focus on studying when there are constantly tour groups going through the library!!! This is a place for quiet, not for large tour groups!! I realize that maybe these people are donating money, but it is very unfair for those of us who pay a high tuition to have to listen to tour groups and banquets during heavy study times. This, as far as I am concerned, is unacceptable!!! Also, the vet med library carrolls need lights in them like Grainger. It's hard to study in the dark
- 5536 The inability to access stacks personally, without grad,honors,or professors temporary pass status...  
This is really troublesome, especially if you have worked for the library and do know what you are doing.
- 5541 Some times librarian don't want to assist with computer related problems and expect the person to find out on their own, although they might not have anything to do.
- 5542 Not being able to find books. They say they are available but are nowhere to be find - mishelved?
- 5544 It is very inconvenient that almost no libraries open until 1 pm on Sunday.
- 5545 the undergraduate library does not have books, need assistance when going to main library
- 5546 i have no idea how to find library materials and which library they are located in. no clue whatsoever.
- 5547 The hours - I wish it would be open earlier and longer on weekends and holidays, because to many graduate students, they will be working regardless of the days of the week or time of the year.

- 5549 Can't check out anything... too many items are non-circulating.
- 5550 I found it hard to find some journals. Librarians didn't know either
- 5551 search engines are difficult to use  
TELNET often doesn't produce results
- 5552 Not open longer hours during the weekend
- 5553 The Main Library's policy on who has access into the stacks.
- 5558 - Maybe I just had bad luck this year, but on several occasions (at least 6 or 7) the sources I was looking for were missing, I assume perhaps they had been stolen or misplaced. Sometimes though the computer said they were on the shelves, in fact, they weren't  
- Some of the subject libraries have very inconvenient hours (for example, the Asian library is closed on weekends).
- 5561 lack of study space, lack of internet connections, hours
- 5563 There should definitely be more copy machines, especially in the Biology library. There are only two copy machines by the reference area and that is hardly sufficient to accommodate the many students who have to xerox materials for courses.
- 5566 I found the whole system to be VERY confusing. When I would ask for help, they were not very helpful, would answer my question and leave. Being able to go on the internet and find the materials was nice. But it would be nice to also know where they could be found and the usage of the programs a little more person friendly. I found the system hard to use and confusing. It was very frustrating when I had to re-research things for class. I couldn't make sense of the computer and a class would have helped.
- 5567 You usually have to go all over campus to get the material you need, which takes forever

*Wednesday, June 14, 2000*

*Page 165 of 174*

**Record\_id Q\_4\_2**

- 5569 low employee pay
- 5571 -Deteriorating number of monograph acquisitions  
-Several very unhelpful library assistants  
-Clumsy online catalog  
-Lengthy book charge period means heavily used volumes are less likely to be available
- 5573 I am sometimes frustrated with the decentralization of the libraries.
- 5577 I have found that a lot of the books aren't shelved in the correct places.
- 5578 The printers are always broken and there are not enough computers
- 5579 Limited selection of ophthalmology journals.
- 5582 It is illogically spread out over the campus, and the collections assigned to each library do not seem equally maintained.
- 5583 Books are way too often listed as missing, and even when not, often they cannot be found by the staff when I go to the stacks for them.
- 5587 Nothing.
- 5589 although effort to assist me was made, the end-result was often marginal;  
also, the librarians awarded me a large fine while their reserve return checks were often faulty; they did not let me argue with them;  
while usual fine was posted as a notice, the reserve fine was not.
- 5590 The library is not open all the time.
- 5591 The fact that a lot of the books I need are either missing or the articles I need are missing.



- 5594 Having more copies of the same book/journal in different departmental libraries would make finding a library item easier.
- 5595 I don't like having to go to the main stacks for 10 year old journals.
- 5596 nothing
- 5597 The search units are too confusing and is difficult to find sources
- 5598 The amount of and types of full-text documents that are available online.
- 5600 There is not alot of Security
- 5601 because there is so much, it is difficult to find what it is that you are looking for in the library.
- 5602 I am very upset with the length of time it takes to re-shelve books. I am currently at the library where I need a book deperately that was brought in over a week ago but yet to be shelved! What is the point of having the largest library when you can't even get the one book you need een though it is here somewhere!
- 5603 materials are so hard to find. you have to go all over campus to find one source.
- 5606 I am very disappointed with the degradation of the Undergraduate Library. There is a lot of information available, but the physical locale is not conducive to research or study.
- 5607 The level of complication to endure while attempting to figure out the gateway and online resources.
- 5612 I would like for the library to stay open later on Friday and Saturday nights.

*Wednesday, June 14, 2000*

*Page 166 of 174*

***Record\_id Q\_4\_2***

- 5613 when needing to view videos (or use for class presentations, it would be more convenient to be able to charge these materials out, instead of going through professors and/or tas.
- 5615 The lack of up-to-date books regarding aeronautical and astronautical engineering. No current plane books that you can check out.
- 5616 Noisy.
- 5619 lots of books
- 5621 Something, that I like least about the library is that I don't think the library has enough librarians to help the students that need assistance in locating the materials.
- 5622 That they close at 1:00.
- 5623 I have no suggestion.
- 5624 Searching for articles/materials on a computer from the library webpage can be very confusing and, at times, frustrating. When searching for information on a particular subject (in the ALS library), I actually found it to be quicker and easier to find what I needed by flipping through the journals manually. This was more efficient than searching for articles using the computer because Illinet and Telnet were not always helpful in finding materials on what I needed.
- 5625 I do not like not knowing where everything is in the library and all the possibilities that are offered.
- 5626 Limited library hours (i.e. not open 24 hours)
- 5627 In certain college libraries, they only have copy machines that accept your student ID, but with no machines to put money in your card! There should either be more machines or at the very least two machines—one that accepts your I-card and one that accepts change.
- 5628 It is sometimes difficult to find information with all the materials.
- 5631 Non-existence of new books in special files.
- 5632 That some books are due back by the next day.

- 5633 I do not like to travel between several different libraries to obtain one article. I also do not like the lengthy waiting period to obtain books from the graduate library stacks.
- 5634 Many related journals are in scattered places around campus.
- 5636 Having to find out where the different periodicals are - such as earlier journals sometimes being in Main Stacks, sometimes in Education.
- 5637 parking
- 5641 too noisy sometime
- 5642 The fact that I need a pass to get in the grad library, often times that's the place I need to get alot of info.
- 5644 Short hours on Friday (Mathematics library).
- 5645 Too many study-carols. There should be more tables, because science, and math require a lot of space to spread your things out. Or even in the case of doing research papers, and study-carols too often do not supply an adequate amount of space.

*Wednesday, June 14, 2000*

*Page 167 of 174*

*Record\_id Q\_4\_2*

- 5646 I do not like that some of the staff doesnt seem very willing to help the students. Also, sometimes i feel very unsafe if i am at the library by myself at night, but i am not really sure what can be done about that. Also, a lot of people use the research computers for internet/email, and this is a pain when i need to research and i have to wait for them, when they arnt even usign the computer for its purpose.
- 5647 The library should be open more hours.
- 5648 I least like navigating the main stacks. There should be more maps posted.
- 5649 What I like least about the University of Illinois Library is that it is not open 24 hours.
- 5651 Many related journals are in scattered places around campus.
- 5652 Sometimes it's a pain in the ass to have to hike it around to all the departmental libraries, but that can't really be helped.
- 5655 I don't like that there are not people working at the help desk during all of the hours that the undergraduate library is open. It seems like every time that I need help, no one is working. Also, most people do their work at night time, so when the majority of the people need help, there is no one working.
- 5656 When i'm in the undergraduate, there's never a computer open. This is partly due to classes. Also, if there is a computer open, it's probably a mac which doesn't help me because i have a pc at home. This is a large inconvenience. I would recommend to even the distribution of pc's to macs
- 5657 I personally prefer e-journals because I can print them out to my printer w/o going to the library to hunt for the thick volume of the journal and make a copy of it. It can become a real chore if the papers I need are at different places. If these can be archive electronically... it will be really wonderful.
- 5659 Sometimes I have a hard time to find the right Library for the journals I'm looking for. And there are a lot of journals which are not at all or not any more in the Library. The webinterface is sometimes confusing for me, but I never spend a lot of time to learn more about it.
- 5660 I'd rather use a web browser instead of a telnet interface to search for material. Also, the library

hours at the main library are not long enough

- 5661 having to go to another library to get the sources I need
- 5662 not enough computers especially during finals  
printers are slow too often
- 5663 Some of the library hours are short and or not convenient.
- 5664 sometimes books are missing, newspaper articles are missing
- 5665 How slow the graduate library is at getting books for undergrads...
- 5666 The fact that it is so big... but that is okay! The larger it is the more information available
- 5667 undergrad is flat out ugly

*Wednesday, June 14, 2000*

*Page 168 of 174*

*Record id Q\_4\_2*

- 5668 Copy machines:  
Non-availability of reduction (Only one[?] machine is available but with limited functions.)  
Low level of maintenance - Printing quality is not always good enough. Repairment, etc. is not always prompt.  
  
Microfilm viewers and printers:  
Maintenance of viewers is poor.  
Printers are too few. (Only one for positive and one for negative). No change is available. (Quarters can't be used.)
- 5669 We have virtually NO materials of value related to instructional/educational technology. Considering Illinois is suppose to be one of the leading technology-oriented campuses in the world, what we have in the way of instructional technology materials (book, journals, or anything) is embarrassing, at best, and insulting, at minimum. Open up the purse strings and buy some new books.
- 5670 number of journals available is too limited
- 5673 The telnet online catalog.
- 5675 The hours could be better.
- 5676 I dislike the lack of newer research materials.
- 5678 The short hours of operation of the departmental libraries...many times these libraries close at 5pm on Friday and Saturdays....I understand that for undergraduates....but for the graduate students, who seem to work continuously, it is too early! It seems UofI is "training" folks to go to happy-hour. Even if fri/sat hours don't change...maybe for one or two nights a week, the libraries could stay open until midnight?
- 5679 the books
- 5682 I dislike the selection of African-American knowledge based books. I don't think that there is enough reference dedicated to the African American population here. I also think that whomever is working the reference desk in the afternoon is very rude and there should be more ATTENTIVE and FRIENDLY service to the students and customers.
- 5684 The interlibrary loan is slow. It would be nice to be able to receive the copy or book within a week or so, not a month.
- 5685 It is unsettling to have such a high crime rate in the library.

- 5686 The fact that the library system is so spread out. Some journals are applicable to multiple disciplines, yet can only be found in one library. This is not so much of an issue if more journals are available on-line.
- 5688 waiting at peak times for computers
- 5689 Being told to be quiet when there is no group study area and volume is kept low.
- 5690 Sometimes the online catalog can be very confusing. Also, it would help if the staff was more knowledgeable about library operations.
- 5691 I don't like that there are no morning hours on weekends and that the library closes early on Friday evenings (for grad students with nothing else to do but study, those are important hours to look for materials, do research, or study in the library). Also, I don't like that there are VERY SHORT loan periods (sometimes less than 2 weeks) for materials received through the inter-library loan office (Room 104??) like dissertations, books, etc.
- 5692 Sometimes the employees aren't as courteous as they could be. I would really appreciate them taking time to help me, rather than taking more interest in talking to their fellow employees.

*Wednesday, June 14, 2000*

*Page 169 of 174*

*Record\_id Q\_4\_2*

- 5693 The gateway homepage can get confusing sometimes as well as the illinet telnet online; however, when used properly and the ability is there to use it, then it is invaluable.
- 5694 It's big and it's all over the place.  
(Actually I don't mind this at all.)
- 5696 Much of the best material is usually in stacks so you have to wait to get your information. There are too many libraries.
- 5700 That I can't view full-text documents on-line after I have found them.
- 5701 The aforementioned problems with the on-line catalog. When it tells me a book is not available, I no longer believe it! Maybe I'm not searching correctly....
- 5705 Have to trek all over campus to find right books. Plus, I am a night time studier. It is more convenient for me to go at late hours, when the library is closed.
- 5697 There is only one thing that would greatly improve my research capabilities and make my life as a grad student easier. That is to have more electronic journals available through the library.
- 5699 I find that some of the employees working at the Main Stacks are not very courteous and the chain of command involving fines do not seem to always get remedied.
- 5703 The quiet study areas are NEVER quiet!!! Also, I think the no food and drink policy should be discarded!! For one thing nobody listens and another, we are college students. Therefore, we know now to have drink around a computer or food around books. But, if we are just studying I do not see the harm in it!! The library should stay open later on friday and saturday and open earlier on sunday!!
- 5704 In certain libraries, the staff can not always answer important questions.  
And I think that it is silly that not everyone has access to all the libraries. The law library is only open to law students, yet it is the most conducive to studying because it is so quiet.
- 5706 when i can't find a source i'm looking for or if it's just not available at one of our libraries for example Mary Shelley's Frankenstein
- 5707 no security.  
chairs are not comfy.  
book smells, dusty.
- 5708 I don't like the copy situation for the graduate library in LIS. I usually do my index searching in the undergraduate library in order to be close to the copy center.

If we need to load our debit cards for copying, then there should be an ATM machine in the library.

- 5709 not being able to check out compact discs at least overnight.
- 5710 I am easily confused about where I need to go to find the materials I've located online. A nice sized map of U of I libraries at the entrance of each library would be nice so I could more easily figure out where I need to go.
- 5711 The way in which the libraries are spread out and so in order to find hard copies of information, it is sometimes necessary to travel across campus to then find out the source is being used or is no longer usable. Although separating by subjects of study is important, sometimes it makes use of the libraries too difficult.
- 5713 Sometimes it is hard to find what I am looking for because there are so many different databases and ways to look things up.
- 5714 this year i have had problems with the laser printing system. it is expensive and at the library i frequent most often is out of order.
- 5715 Closes too early on Friday and Saturday

*Wednesday, June 14, 2000*

*Page 170 of 174*

*Record\_id Q\_4\_2*

- 5717 I cannot stand ILLINET Online. It is very hard to consistently be able to use it correctly.
- 5718 Philosophy journals are not shelved quickly enough. They often languish on the desk of the history/philosophy librarian while she's reading book reviews.
- 5719 The compact shelving in the stacks. Having to go to so many different libraries around campus to get the resources I need.
- 5720 More people needed in the Writer Workshop near the end of semesters.
- 5721 Librarians are not helpful and the library system set-up is not user-friendly. If one is not familiar with each aspect of the library, it is extremely difficult and time-consuming to attempt to find materials. Additionally, librarians do not simplify the task. Often, they demean students by appearing as though their problems are trivial and ignorant.
- 5723 The online programs are easy to use once you go through a bunch of red tape. They should be easier to use, and hassle free.
- 5724 i hate that i cannot check my email and the hours for the libraries suck.
- 5726 there is way too much  
it is too confusing and i hate having to run to 10 different places  
keep it simple and concise
- 5727 Limited amount of printed music
- 5728 sometimes the material needed is not available
- 5731 I need to wait more than two days for finding some books.
- 5722 The time it takes to receive a new book and see it placed on the shelves is entirely too long and unacceptable. So many times I am forced to go to CIC-VEL to get books that we have "on order" or in some other processing status. We've already purchased these books yet now must pay other schools to loan them because we can't get them to the patrons fast enough.
- 5734 condition of materials, treatment of materials
- 5735 all the libraries are spread out and do not have the same hours of operation.
- 5736 I find searching for books a little cumbersome.
- 5737 service is bad! Especially the chemistry library. Most of the full time staff members are rude and

unhelpful.

- 5738 can be hard to find resources because there are so many
- 5739 late Sunday opening hours; no ability to place holds on materials checked out; poor lighting in many libraries and lack of group working areas
- 5740 open hours are limited
- 5741 Ease of use and capabilities of telnet search
- 5742 Going to other libraries to get articles that are only in one library.
- 5743 It's so large it's easy to get discouraged in finding material.
- 5744 Not enough individual assistance from actual librarians (not students)
- 5745 trying to locate the smaller departmental libraries.

*Wednesday, June 14, 2000*

*Page 171 of 174*

**Record\_id Q\_4\_2**

- 5746 ONCE IN A WHILE, I WOULD FIND MYSELF RUNNING AROUND TO 12 DIFFERENT LIBRARIES LOOKING FOR ONE BOOK. SOMETIMES THE LIBRARY SYSTEM SEEMS TOO COMPLICATED.
- 5747 Not open when I usually do my work (between 10PM and 2AM).  
Not enough full-text references available online.  
Too many databases to choose from, with inadequate descriptions, when doing web queries.
- 5749 having to go across campus to find a book at a different library
- 5750 Often it is difficult to receive the librarian's assistance. Perhaps more staff is necessary.
- 5751 I do not like the fact that I have to go all around town to find the bok or journal I am looking for.
- 5752 Journal binding seems to take forever (source I need is always out),  
collection lacks many important journals in life sciences,  
electronic journals should all be linked to single page, should have more access to other electronic journals
- 5753 There are a lot of lost/missing/misplaced books and journals that need to be replaced.
- 5754 I dislike the fact that the ALS purchased videos for my class and that, after they were housed in the Undergraduate library, I was hassled about returning them every 3 days.  
Why can't we have the videos for an extended time period or have one of their staff come by to pick them up since it's difficult to make it to the library every 3 days?
- 5755 Well some of the journals in my field of study should be here in our library but I never find this journals
- 5756 Its hours and its lack of faculty.
- 5760 That it is so big and at times it takes long to research
- 5762 When researching, you often have to hike all around campus to ten different libraries to find the articles you need.
- 5763 It's a hassle to find where the book is located and to get it (e.g. if it's in the stacks). Also, the online services are not that good--confusing.
- 5767 I do not like that the libraries aren't open late enough.
- 5769 I wish the library was open at least an hour or two later at night. One o'clock is too early to close a library.
- 5761 Temperature is consistently too hot in winter, particularly in the stacks, where I must spend a lot of time. I become close to ill from the heat quite often.
- 5764 when looking for less acedemic reading, i found numerous authors and books that i would have liked to

have read on my own, yet were not available.

- 5765 I have had trouble using the computer interface and I routinely get a warning or request for routine for books that I have borrowed from other libraries through the U of I interlibrary system.
- 5766 Most libraries (especially the undergrad) are very noisy during peak hours, which makes it hard to work. Perhaps group rooms would help, but I think it's more socializing than groups working together on projects.
- 5768 I needed a document that was a vital part of our project, but someone checked it out 2 years ago and never returned it to the commerce library. I would have liked to see that they would have replaced the document by now since so much time had lapsed.
- 5770 Too crowded (during finals) and not enough seat available.
- 5771 The lack of some of the journals of campus

*Wednesday, June 14, 2000*

*Page 172 of 174*

*Record\_id Q\_4\_2*

- 5772 Cannot deliver full text documents to computer.
- 5773 In the library, there are not as many as desks and chairs to study. And the illumination is too dark and atmosphere is also dark compared to the grainger library.
- 5774 Not all the scientific journals are available electronically.
- 5776 The new Webspurs interface is terrible. The old one runs circles around it in terms of speed and user-friendliness
- 5777 I would like to see more copies of popular books because it seems that I have searched for a particular book plenty of times and it's always checked out. Also there are few books on different programming languages, while there are vast amounts of books that explain theory. I would like to see more programming language books because in classes they only teach theory and there is nowhere to learn the languages unless a student buys the book himself.
- 5778 There are not enough group/seminar rooms.  
People in groups sometimes disturb individuals studying in the library.
- 5783 Having to travel all over the campus for different topics.
- 5784 Sometimes it says the books are there, but are not really on the shelf. Then, a search party is formed, but I usually never receive my book.
- 5785 slow shelving of returned materials
- 5786 Searching for the location of journals and the fact that they are so spread out everywhere I don't care for to much. It would be kind of nice if there was a single building dedicated to all the journals and arranged in that building by subject matter. It would be much more convenient than running back and forth between different library locations.
- 5787 1.being searched backpack in Asian Library  
2.being fined three times even after I returned a reserve at City Planning Library.
- 5789 Some of the sources (books) are getting older.
- 5793 Hours not late enough.
- 5798 1. can never find books—students don't even know where to start looking  
2. Granger is way too cold—why??—I do not go there due to the freezing temp
- 5792 I feel like it is not safe to go anywhere within a library without carrying my backpack with me or worrying about something getting stolen.
- 5795 Waiting for open copier...did not have to that much, but this is really my only complaint.
- 5800 Not finding something and having to wait at least 10 days for the photocopy request to be filled.

- 5801 Sometimes books on the same subject are in different locations all over the library
- 5802 so many of them and so far from each other
- 5803 The web page searches for articles is confusing, aggravating and virtually useless.
- 5804 Confusing networking
- 5806 the fact that it is very difficult for many people to learn how to use...you could possibly offer more "using the library" information sessions!
- 5807 I do not like the fact that the library closes so early on Fridays.
- 5808 I like everything about the library

*Wednesday, June 14, 2000*

*Page 173 of 174*

***Record\_id Q\_4\_2***

- 5809 The undergrad is not very aesthetically pleasing and not nearly as conducive to studying as Grainger
- 5810 The hours are bad. you need to extend hours like have a couple of libraries open 24 hrs everyday.
- 5812 Poor and uneven availability of e-journals, specially in the AGRICULTURAL (ACES) and STATISTICS parts are poor (e.g. No e-version of Journal of American Statistical Society! Poultry Science, Livestock Production!, Genetic, Selection and Evolution!, Acta Agriculturae Scand....)
- 5813 not open late enough
- 5814 Some books are very popular, and are always checked out. For these books that are requested often, it would be useful for the library to purchase a second copy or so, or make those popular books as reference material.
- 5816 Longer Hours, undergrad library is a pit
- 5817 should be open longer.
- 5818 The online catalogue.



*Wednesday, June 14, 2000*

*Page 174 of 174*