

**Responses to the question:
Please share any suggestions for improving the
University of Illinois Library.**

(all responses included)

"How about changing some of the things I listed under 5.2? The library is one of the few selling points the University has to help attract and retain top quality faculty. Yet I have felt (and I know other colleagues feel the same) that the last two years have seen a real slide in efficiency and service. When I was offered a position at another institution this spring, the question \"but wouldn't you miss the library?\" meant a lot less than it should have."

"Please make the help files more complete. Also, there should be a segment of freshman orientation that allows the incoming freshman to know EXACTLY how to use the library. I did not receive any information about this, and I still am unsure exactly how everything works, and I have not enough time to learn how."

"make full text documents more available, better document delivery services"

"Get the new online catalog software!"

"Rooms for group discussions"

"Continue making the web very easy to use to find materials."

"Overall, it's a great library!"

"I can't think of anything you aren't trying to do already."

"I would like to see a better way of dealing with affiliate staff than just giving them a courtesy card for check out. Our building is not particularly convenient to the Main Library but many of our staff use the online catalog to charge materials and search for articles. I know it's out of your control, but I'd really like to see affiliate staff assigned I-Cards so that we can take full advantage of the services the University offers."

"It's confusing to navigate within the main library if you have never been there before--better signage would help."

"Provide a friendlier interface for electronic access to catalogs and collection (as of last month)"

"Monetary support to acquire needed material"

"Go toward electronic access to journals as fast as possible."

"Laser printing services at the Bio library should be free."

"more computers!!"

"More classes on using the resources in the library and more people helping (willing to help you and give you their time and attention!!!) you with your problems and questions"

"clean up the Undergrad, it is dirty and unsightly"

"This last item affects few people but matters a lot to me: I would like a Dvorak keyboard option on the library computers."

"more detailed internet system. perhaps more availability to more journal articles on-line"

"Bring back the journal subscriptions that were canceled and add new ones. This is essential. Also keep Grainger and the other libraries noise free. I need to go to the library to get away from noise and distractions. Now the libraries are too noisy."

"I AM ALLERGIC TO MOLD, I HAVE AN ASMATHA ATTACK IF I AM IN THE PHYSICS LIBRARY FOR MORE THAN 2 MINUTES SO I HAVE TO HAVE A FRIEND PICK THINGS UP FOR ME. THE AIR QUALITY OF THE PHYSICS LIBRARY PROHIBITS ME FROM USING THIS PLACE AS A STUDY LOCATION WHICH IS VERY DISAPPOINTING FOR ME. THE GRAINGER LIBRARY HAS THE BEST AIR QUALITY BUT SADLY THIS PLACE HAS TURNED INTO A SOCIAL MEETING PLACE AND IS TOO CROWDED WITH PEOPLE THAT ARE JUST THERE TO TALK."

"I think that the Library should conduct computer/search training sessions. A lot of people do not know how to use them."

"Wish Grainger was open 24/7 all the time! :)"

"I still feel that the number of computer terminals to access in the library is not enough, especially in the hours of more demand."

"Improve the online catalog, make it more user friendly, especially for people who are computer illiterate."

"more books ...?"

"Availability of materials/good collections."

"Inability to bring coffee in the libraries, since I would prefer to study in libraries, but I can't study without my coffee!"

"get the web interface sorted!"

"The library was once great. It can be great again. It needs someone who cares about the collection."

"you should consider to extend the library hours"

"none"

"open library longer than now."

"Need to be more print credit card machines"

"Increase the open hours to at least 6 p.m. for the Grainger library during intercessions. Have Saturday morning or Sunday PM open hours during intercession."

"Also, on a personal note, Billboard should be received here. The Communications College here is Top 10 in the country and Billboard is the sound recording trade authority. If Variety is available, Billboard should be too. Drop Melody Maker and get Billboard if you have too."

"I think I've mentioned everything."

"Specifically graduate-oriented training for advanced searches and databases might be nice."

"Would it be possible to automate e-mailing borrowers when their books become overdue? That way I wouldn't have to guess, checking the online renewal every little while."

"update the old call numbers for ease of finding books...I looked up a call number for a book, but since the call numbers have been changed in the library, the librarians did not know what the correlation between the old call numbers and new locations were."

"None"

"Receiving books from the main stacks faster."

"You need to put more copy card machines, or at least have them spread out so that you don't have to walk very far in order to make copies if you run out of money on your card."

"Order more journals having to do with speech language pathology"

"Deliver the books from other library."

"Sometimes I can't find the book I want, lost or borrowed by others. I suggest the library keep one copy per book reserve. So, everybody can check that book or magazine in library."

"I believe that there should be a mandatory program that will teach the incoming students how to use the library. They already have to come for freshman orientation, so this might be a good time to try this."

"--"

"Put everything on the web and provide training to all freshman."

"Sorry, can't think of big ideas but simply to take care of the simple things. Other than that I think that our library is great!"

"put some computers only for checking emails."

"food"

"It is clear to me that the librarians need to work more closely with the faculty on collection development. The librarians appear to be shooting in the dark when buying books. Sometimes hit, too often miss. Also, try to band all state libraries together to improve borrowing rights and coverage. Designate specific areas of responsibility so that every book is at least somewhere..."

"Put all reference books in the same place in the music library"

"Each Library should have at least ONE zip drive in a computer. In today's computers, students are constantly in need of higher disk storage and need the zip disks. In addition, where have all the color laser printers gone????? I searched for 30 mins to get one that was half way across campus with a zip drive. This is very important since people who use color printers for pictures require large disk storage space for that data intensive picture file."

"Need to buy more books."

"Make finding articles and other library materials easier to find."

"Lower the cost of printing in the Biology library, especially. Also, we need more computers in the libraries."

"More hours on weekends and more librarians on the weekends."

"extend the weekend hours"

"Staff libraries more fully -- Don't hesitate to --gasp--cut hours if necessary to do this....Value the service you provide by providing it well when you can rather than by providing it shoddily all the time! This could be a great library, but the test of greatness is not whether or not it is open at midnight on Saturday night...."

"Improving personal support services."

"Increase the hours on both weekdays and weekends. It should be around the clock or at least 20 hours a day."

"Let us return books through campus mail. Yes, returning to any library helps greatly."

"I have a Printing Services copy card that I would love to be able to use in the Education library. I get billed for what I copy, rather than having to put money on the card, like our student cards. A copier in the Ed. library that accepts Printing Services cards would make the time I spend at the library much, much easier."

Heat, mustiness, general conditions of physical plant (ACES library is a lawsuit waiting to happen)."

"Improving the login interface to the online catalog and article databases would be a welcome improvement."

"I know funding is unavailable, but it seems to me that more personnel are needed at every level of operation."

"Get the web-based system up ASAP. Thanks for asking!:)"

"Patrol of the library by uniformed UIUC police periodically could help with the perception of safety. Post the way to contact library staff both physically and electronically when staff seems not to be available. Check on the maintenance and repair of copying machines and other devices more often. A line diagram to help guide patrons to the location of back up equipment would help. Lighting levels are generally

good; however, there are some \"dark\" spots. Some of the moveable stacks seemed to not work; please provide access to staff via a house phone for help. Please continue posting of hours of operation via all available media. Please continue to post prominently library maps and departmental library locations."

"Instruction on the new system have been very poor. Yes, you have held classes, but only at the library. There are no adequate online instructions. Again, it makes no sense for patrons to be able to use and online system, only to force them to leave the comfort of their offices to learn to use that system. Get adequate instructions for both the web-based and the telnet-based online catalogs online as a tutorial. Either that, or bring back the old system. At least IT WORKED!"

"More public education about using services"

"Consider hiring more people for the main stacks, both to work at the circulation desk and to resshelf books/maintain the collection. Parts of the main stacks are sadly unattended, and the staff seems to have more work than can be managed."

"Some standardization of the departmental library homepages might be helpful. Some library homepages provide extensive information about their subjects and the resources available, while others just provide basic information like the library hours and location."

"it would be nice to be able to have a directory for just the university instead of all over"

"Increase multi media collection"

"Make full text articles etc available electronically at low/no cost. (downloadable)"

"More service hours on weekends"

"Really would like the main library and its departmental libraries to open earlier."

"Greater ease of collaboration between libraries."

"Expand the hours for the reference librarians and the government documents librarian."

"Put all resources into electronic access to collections and other materials"

"I am anxious for the web-based catalogue!"

"increase acquisition of books and journals"

"Purchase new titles."

"Fix the telnet search system---or get web based system up and running, without the problems of the other system!! And add some security for our id numbers, please."

"There needs to be seminars on how to use the library"

"Open earlier on the weekends. For those of us who work AND go to school, the weekends provide precious study time."

"Work with the Campus Mail Service to allow us to mail books BACK to the sending library. [They should be reminded that they ARE a SERVICE!] Because they don't allow that, I bring the books to the library nearest me and then I run the risk that the book gets misplaced or even lost. Then I'm at risk!"

"To improve the circulation of documents updatedly and broadly. The accessibility of related documents is important to scientific research. Although UIUC has plenty of collections, some of journals (on biological area) are still unavailable. I know it is impossible to collect all publications, but please at least improve the availability and efficiency of inter-library loan and photocopy request, or increase the accessibility of electronic full-text articles."

"Well, a better card catalog would help, but barring that--more information to patrons is important--whether better signage & maps or WebPages or ads in the DI or a \"greeter\" like at ...something needs to be done. A Security presence would be nice--make patrons feel safer. And preserving your collections is perhaps one of your biggest challenges."

"Consider reducing print costs"
"More copiers that work."

"It would be helpful if the material the Education library has in storage was marked that way on the computer instead of in the shelf list."

"make sure that all staff know basics of printing, copying, and computer work."

"Fix computer access."

"web interface to library critical and needs to be better conceived"

"Make the on-line catalogue more user-friendly and time efficient. Catalogue all the materials under one system--right now, they use both Dewey and Library of Congress"

"Get more copies of heavily used materials!"

"I'm a transfer student from another Big Ten university, and I'm used to being able to go into the stacks, even though I'm an Undergrad. I think that it ought to be easier for Undergrad to gain access to the stacks. Some of us are doing real research!"

"Please try to maintain print and electronic collections. Please do not drop any journal subscriptions if they are available only in paper format."

"electronic full-text should be a priority. a minor but nagging point--you should be able to reduce on all the copiers in the library - it's a waste of paper, time, money & storage space when copying a journal article to have to do one page at a time. if we as a campus are trying

to be environmentally conscious, we should be trying to use as little paper as possible."

"None"

"Overall, I really like the library system of UIUC. Maybe, in ILLINET, the search option can be developed with more detail."

"Don't cut the new book budget."

"More works online. This will decrease the problem of multiple people wanting the same works."

"I think that those in charge of the library should spend less time worrying about how big the library is and start working on making it user-friendly. Of course we have a zillion books there, no one is ever able to find one to actually check out!"

"Put more money into the collections."

"See 5.2"

"periodicals section needs to be shelf read more often!!!!!"

"like to see duplicate of books...especially reference material."

"Staff, including students and part time staff who often man the libraries at night, should always have the reserve readings shelved correctly, and accessible. This is not always the case; many items are often not on file or cannot be located, even though they have been placed on reserve."

"Please take care of building maintenance promptly."

"Please renovate and re-furnish the Biology library. (see above response)"

"Get DLA, a working web interface, with more options than the telnet interface, not less."

"Go back to free dot matrix print out"

"Interlibrary loan takes way too long."

"Speed up the interlibrary loan deliveries."

"improve online catalog, lots of bugs, slow"

"Electronize materials if possible."

"Please, please, please work on the online catalog, and make it as good as it was two years ago."

"Improve some of the DRA problems."

"no idea"

"I do not know anything about the library or the resources I have browsed the web for finding researchers doing research relevant to my topic."

"FIX WEBPAGE PROBLEM"

"More timely cataloging of recently acquire materials, if we have paid for it- it should be accessible to the patron. Make interlibrary loan a more straightforward process for the user (too many options of where to go for ILL materials, ILL webpage is confusing, staff not very public oriented.) Oh, and do the impossible and have UIC materials display in our catalog!"

"Fix deficient lighting, and get a faster, larger server for the library web pages."

"The current status of the online catalog (at least in telnet form). It makes searching for library materials rather difficult and time consuming. Hopefully the new web interface will improve this."

"As stated above, improve the online catalog--showing call numbers and maybe UIUC library location on the results page would be nice. Also, being able to limit to items on campus."

"Give a lot of training to your staff to treat people with RESPECT. Avoid the nonsense regulations: if you put in an electronic alarm, you don't have to inspect people's belongings like delinquents (this is for the people at the Circulation Bookstacks). The same is applied at the Undergraduate library which looks like a police camp!!! Reshelving books is a priority because many of the problems concerning fines come from your inability to reshelve books!!"

"Increase access to electronic journals in all subject disciplines."

"-Invest more in the acquisition of new books
-do not fine graduate students for late books
-the staff has to become more organized - I do not want to be scared every time I return a book that I will be charged for a lost book later on because the library staff has misplaced it."

"I would update the Ag library's reference center - collection of Ag journals and most recent books in print."

"Need to have a way to restrict an Illinet search to only journals."

"Keep up the good work. A big thanks to the staff of the libraries for helping me so many times when I really wanted some material urgently."

"Increase Friday and Saturday hours in the evening."

"increase holiday hours...that's when grad students work! and increase Saturday hours!"

"security and more space"

"Overall, there's nothing that have to be changed about the library services."

"Remedy Things I don't like."

"Connect the health sciences library to the online catalog. Many times when I look for a journal, my citation has only half the journal title (J of Gen Hum). I wish the catalog would be able to resolve this, since I can't resolve these abbreviations myself and don't find the journal I am looking for. More user-friendliness of the library system would be great. IT takes a while to get used to it. some lib staff at the information desk were not aware of the electronic journal requests and I had some problems there. Refreshers for all the lib staff should be required to ensure that frustration levels are low:)"

"Have training sessions on how to use the system and how to do searches easily and quickly."

"Make copy machines easier to use and update the books"

"keep getting books, like libraries do. Don't go entirely to a web/graphical/slow interface. Some of us really prefer command line interfaces."

"friendly staff/better training"

"On line access to journals, ability to print materials from on line sources would be useful."

"Some of the libraries are really noisy because of the way the activity in them is configured. There should be silent areas because there are some people with attention deficit disorder who cannot concentrate with talking and keyboard noise."

"Make it as user-friendly as possible for remote users."

"Doing surveys like this I think is a great start! Way to go! I am impressed!"

"More library hours on Saturday"

"Better interlibrary loan system."

"1) pay staff/students more. Get better quality people in there to help. It actually ends up wasting me time trying to get reference help.
2) Clarify the links to the online journals!!!! Most journals are available with all articles online from '97, but it is damn hard to find the links to them. Going through physics on the web sometimes helps but Grainger has NO MASTER LIST. It is ridiculous!!! These are out there and already available to all of us, they just need to update/collect the links and put them in a place where we can find them.
3) you should be able to TAKE OUT A CD at the music library overnight to listen to/work with in your own home. Just overnight. It would help a LOT."

"Better reshelving of books in all libraries would be much appreciated. The telnet catalog indicates that books are charged, but if it also related when the charged book was due would be a great help."

"Don't have any printing services go to the graphic services printers. Get rid of all Macintosh computers. They are obsolete and students should be trained to use PC's. All companies use PC's."

"Add department photocopy machines (which accept department copy cards) similar to the ones kept at the back of the circulation counters in Grainger in other libraries."

"See above."

"It is a hassle to search through all of the other libraries in the state to see if a collection is on-campus. The system should be sensitive to the location of the user. For a UIUC user, UIUC collections should appear 1st."

"add more computers"

"Tell the Provost and powers that be not to let our collections get neglected in budget cuts!! Our library is the primary reason many grad students and faculty come here. It sure ain't the scenery!"

"Need more group study rooms"

"Open earlier on Sunday?"

- 1) Library employees at technical libraries should at least know a little bit about technical things.
- 2) Re-number all of the books to conform to a rational system. All the books on a certain subject should be TOGETHER.
- 3) The layout of books at Grainger is so irrational it's terrible. Books relevant to Materials Science are on the Third Floor, and in the basement. Could they possibly be farther away from each other?
- 4) I have never ever been to Grainger and found a single quiet place to study. At least make a certain floor into a \"Designated Quiet Area\" for people who actually like to study quietly.
- 5) Grainger needs more (and better) copy machines adjacent to the current periodicals.

"Put book return boxes at all of the residence halls"

"Consolidate the departmental libraries into larger collections and put them into a proper library building. Have uniform open and close times. Increase user education. Create a centralized administrative structure. And design a centralized webpage system that is logical, and easy to navigate WITHOUT benefit of explanation."

"Later hours, especially in the Reference section."

"Please consider building a new building where small libraries, like the city planning library can have more space and maybe they will be better able to keep track of their material. They seem to have quite a bit of material missing. When a Professor tells you something is there, the librarian will say it is not. And even if they know about the source, they can't find it, because it was never returned and they act like they didn't know."

"I think they should provide classes for learning the system all semester. I remember them only being offered in the beginning of this

semester. Students are left to fend for themselves to figure it out. I wish it were user-friendlier. Xeroxing is very expensive and can add up. It would be more useful if more course materials, more full text articles were on the computer. It would save time and money."

"I wish undergraduates could go into stacks themselves. It is very frustrating not being able to, especially junior and senior year when a lot of research papers are required. I find it frustrating that I can only request four items at a time and many times I find when I go to pick them up, they could not be located. I would rather be able to go look for them myself. That would be more convenient and save time. The university is such a technologically up to date school. I really think they need to provide more useful things on the computers, such as reserve course materials, and more full text journal articles."

"more careful reshelving especially in the Stax; better help from ILL when materials not available here."

"completely overhaul the online user access"

"Free beer"

"Later hours on the weekend would be nice, not all the libraries, but maybe Grainger. There are literally no place to study late here on campus (on sat and Fri. night)."

"Late opening hours on weekends."

"Keep up the good work with providing up to date computer technology to U of I students, employees, and staff."

"none"

"It would be really helpful to have class reserves available online."

"have the separate libraries like the English library open until midnight as well"

"Music Library hours 7-11"

"post up more full text documents"

"(see my comments to 5.2)"

"I can always find what I'm looking for. It may take me awhile but if I'm persistent and ask for help I usually have no complaints."

"Just having the staff help out as much as possible, and being there to answer even the silliest of questions."

"The libraries need to hire more educated staff, who know more about the system, or they need to train their employees better so that they are more suited to answer questions and help patrons."

"Have more computers to use."

"Improve the interlibrary loan services. I don't think students should have to wait more than three weeks for a book or article unless there are unusual circumstances."

"Expand departmental libraries. Increase periodical subscriptions! Train student librarians more thoroughly. Improve reliability of web interface. House collections together. Update climate control in stacks to preserve collections. Improve completeness and accuracy of catalog."

"I think what will improve the library is longer hours of operation, free laser printing, and more computer access. Sometimes it takes a while to get a computer when all you want to do is look at something real quick."

"Longer hours and free printing seem to be the best ways to improve."

"Somehow make it more difficult for theft of private property and the destruction of library materials to take place. Security that is known is always a deterrent to crime."

"Make the catalogs easier to use from home."

"Overall, I think the library system is really helpful and well-organized - sometimes people just get frustrated using it because they are pressured for time and often specific resources."

"Continue with the electronic avenue."

"Not much I can say, the library is doing well, just needs some time to finish the web pages, but that isn't something I can really suggest the University does, because it already is..."

"Please try to reinstate delivery of materials to campus addresses."

"None"

"Maintain journal we get and increase other print materials (i.e. books)"

"Make the online system more user friendly. Make explanations of how to use the system easier to understand for none computer literate people."

"Keep it up. The work done so far is super and I congratulate you for doing a fine, great job."

"Make the web pages more clear. Many times students will have to go through many links to get to what they need, which is confusing in itself. Also, it's not always clear what links will lead you where you need to go."

"Have a staff member check the operation of computers and photocopiers on a daily basis, if that is not already done. Renovate the chemistry library. It's cramped."

"Improve the quality of the study areas in the Undergrad Library."

"The magazines need to be made more secure. It seems as if every time I need a particular article, someone has ripped it out."

"Better employee training; easier access of on-line book search."

"Keep working on the usefulness of Ovid."

"Online catalog still confusing."

"Better quiet individual study areas for graduate students in the main stacks. More accurate shelving."

"There needs to be a lot more full-text journal articles on-line."

"1. Keep up the print collections (though work with other libraries to put pressure on the European publishers rip off journal prices)
2. Not only keep up with the electronic revolution but be a leader (if you don't that high ranking is going down down).
3. Produce a world class electronic catalog interface! (or at least don't embarrass us)"

"the music library needs to be updated both physically and probably in the collection and resources dept. as well"

"Make the Web interface of online catalog workable as soon as possible."

"Overall, I am completely satisfied with the University of Illinois Library."

"ONLY PEOPLE FLUENT IN ENGLISH--BOTH READING AND SPEAKING--BE IN A POSITION WHERE THEY MUST COMMUNICATE ON THE PHONE WITH OTHER DEPARTMENTS. MORE TRAINING!!!!!!!!!!!!!!!!!!!!!!THIS IS VERY IMPORTANT. EVEN IF A DEPARTMENT HAVE BEEN IN EXISTANCE FOR YEARS, NEW PEOPLE HAVE BEEN HIRED AND PROCEDURES CHANGE. !!EVERYONE!! NEEDS UPDATED TRAINING ON A REGULAR BASES. SOMETIMES IT IS GOOD TO BE ABLE TO TALK TO THE PERSONS FACE TO FACE IN A MEETING INSTEAD OF ON THE PHONE. IT HELPS TO ELIMINATE TIME CONSUMING PROBLEMS WITH MANY DIFFERENT INDIVIDUALS/ LIBRARIES AT ONE TIME JUST BY GOING OVER PROCEDURES."

"Keep working on the web-based search engine. it looks really good right now, and will be phenomenal when it is fully functional--great job!"

"Obtain printers for the stacks, go back to the old computer system."

"the eastern stacks should be cleaned and better lighting should be installed"

"Change the online catalog"

"Do you have a book review web page? If you don't, make it. Ask profs to recommend a good book for students to read."

"Get a better online catalog."

"Get more new and updated books and erase all the old files of books that are missing"

"Better access to CD-ROM databases online--I, for example, use Anthropology Literature CD-ROM in the Ed Library and the Latin American Studies CD-ROM in the ref library. It'd be nice to be able to access those on-line. The number of dbases on CD-ROM should also be increased

"The capacity in terms of resources(books,articles, journals..etc) as it is the third largest in the country."

"Trying to find the materials upstairs in the main library is difficult and scary which most of the time keeps me away from going there to search myself. Also, there should be more strict security system in order not to let people steal or damage the library materials, many times I was looking for an article in lets say the Economist magazine I was frustrated to see that particular page had been torn by someone. Another thing is sometimes you can not find the books where they are supposed to be and in some cases the library personnel also could not locate it."

"scrutinize the qualification of some of the librarians"

"Get a much larger budget and spend more money on acquisition of books."

"This library is one of the country's most extensive collections. I feel very privileged to have access to such an extensive collection while working on my degree. Any improvements would only enhance the system, but I have no suggestions at this time."

"Increase number of computers in social science library."

"My suggestions are included in the above sections. To reiterate a few, please try to get the Health Sciences Library in telnet, and get rid of \"Additional Information\" and \"Acquisitions\". Also, faster laser printers, free of charge to graduates and faculty, and more printers."

"have the undergrad (or some library) be open really late, or possibly 24 hours, so that students on campus can have a safe quiet place to study at any time. While the library may not be used a whole lot late at night, the students need later study hours as the semester progresses, because they may not have anywhere else to study"

"improve lighting"

"(1) Increase video collection. (2) Better train student workers."

"You have to do something about the new catalog. It's a disgrace. It's slow, unreliable, clumsy."

"If you can extent the hours on Saturday and maybe extent 1:00 A.M everyday of the week would be great. Also, the laser printers should be free like before."

"Finish the web interface, expand the chemistry library just to provide more room."

"Library hours should be increased starting at midterms until the end of the semester. It would be nice if the library was opened later than 5pm in the summer to accommodate those students who work most of the day and can only make time to attend class. I think library hours should be Mon.-Fri, 8am-9pm for the summer sessions."

"More copies that can copy two pages at once"

"get rid of the head librarian and get a new online system"

"more stuff online"

"A revival? Seriously, I don't quite know how to address the morale problem, root of the ennui and sloppiness. I once suggested getting depts. Involved: I'm sure faculty and grad students would volunteer to spend a Saturday reading the shelves, reshelving the materials they use. How long has it been since all the shelves were read? As an on-going project it would never get finished, but if you involved the people who use those books on a volunteer basis, you could accomplish more than just reading shelves...you could build a better relationship between library staff & constituencies, find lost books, save money, have a lot of fun, and have the entire collection tidy within a short time."

"The library might want to offer sessions that would inform patrons on the services available and how to use them. (If this type of session is already offered, it should probably be 'advertised' more widely.)"

"More money for library instead of football"

"The wide selection of books and journals that it has and the ability to get materials that are not at U of I."

"Gateway!!"

"I notice that some rather old books in the stacks are deteriorating badly. They should either be preserved somehow, or scanned and stored on CD-ROM or otherwise digitized, so they won't be forever lost. Also, the older stacks could use some renovation. I think the new longer loan periods for grad students are overly generous, and will cause problems for others wanting books that are checked out for months at a time."

"Get materials on the web."

"I think there should be more electronic full text journals available. Also, the libraries should be open longer on weekends."

"Everything is great so far. Please keep up the good work."

"Acquire as many recent books as possible."

"Make University Printing Service Copy Card usable at more libraries/machines."

"I think the Library at the U of I is Great!"

"Find some way to enhance book shelving technology"

"It would be nice to have some cushioned chairs or sofas."

"Repaint the West End of the Grainger library. That pink is ugly. Get some newer furniture for the undergrad."

"make bigger"

"add more computers, more group study areas, as well as individual study areas, offer info sessions on how to use the library resources"

"I would like to see more CD acquisition of popular music. In classes such as Music 242, 243, 241 and other method classes, there is a great need for musical materials that are approachable to use in public schools. I would also like to see more acquisition of re-mastered CD's of older recordings. Many recordings that I would like to use in the lab school or in my office during meetings with undergrads are inaccessible to me because of lack of analog equipment."

"Divide up the resources more"

"The Interlibrary Loan office has been extremely inefficient lately."

"When someone has to request a book (and such) from interlibrary loan, it should also go on a list to be ordered for this library to own. And have some purchase request that students can fill out to get the materials that the university does not have."

"Buying more of the more popular books and more current publications would be appreciated. Also more copies of class related resources on reserve would be helpful."

"Fix the copiers...and perhaps hire more librarians & train them to be more helpful. Also, use PIN numbers to request books from ILLINET to ensure accuracy & security."

"More full text on Web"

"I would just suggest the provision of more computers, because of the increased availability of information on the WEB. That is going to provide a necessity for computers, and the availability of them. I am overall very pleased not just with the resources, but with the services as well. I know that the level of resources at our institution is often recognized, but the staff should be as well. Because, I have always been treated with a smile, and have enjoyed the services that I have received over the past 4 years. Thank you all!"

"Extend the Undergraduate and Grainger library closing time by 1 or 2 hours."

"It would be nice if, when a record in DRA is called up and is charged, it stated when the item is due. This would give the patron more flexibility in deciding if she really needed to recall an item or wait for it. This was available in my undergraduate library for all materials, including reserves, giving the time an item was due, and it was very helpful."

"I have no real suggestions other than the library staff should receive more recognition for their tireless efforts."

"The only thing I would like to suggest is to have the copies of the Black Panther's newspaper which I could not find here and that I needed for my thesis."

"help learning the online system"

"I think that books, magazines, etc. could be reshelved a little quicker and more accurately."

"Make available the option to have a dot matrix printer for use free of charge so that citations could be printed up easily and cheap."

"1) Improve laptop computer access from within the library (more outlets would help, and more Ethernet ports would be a bonus)

2) Continue to improve remote access - both in terms of technical aspects and variety and quality of content. I have problems, for example, when accessing article databases such as ABI-INFORM from a non-university (high bandwidth) connection. It works for a while then ends the session do to a \"system error...\", etc."

"Departmental libraries should stay open longer."

"This library has a great collection, but a good deal of it is rotting in the stacks. Don't skimp on preservation (preventative and retrospective)."

"Consolidate Chemistry and Biology libraries; it would save money in duplicate subscription and make searches easier."

"Have more books for engineering, especially those that are on reserve. It is very hard to just borrow a book for 2 hours to do research. Better photocopy machines (book format - 2 sided for example)"

"Hire more real librarians!"

"overall satisfied"

"They have done pretty well."

"1. Allow users to log in with net-id and kerberos password.
2. Allow users to return books through campus mail.
3. Don't force users to enter their user id so many times in the telnet interface."

"Use email instead of campus mail to inform us about the status of the requested books. Thanks"

"Build the LARGEST library of any university in the WORLD!"

"More full text articles"

"I think there should be more knowledge about using the stacks, and there should be ways to get special one or two day stack passes for undergraduates. I often find the most relevant books by finding a general area to look in, and then scanning through all of the books,

rather than searching for them all in the catalog first. It is quicker, and usually easier, but I can't do that with the stacks books."

"The stacks... I like just about everything about the main stacks, except the lack of consistent reshelving. As a graduate student, I like the fact that access is available to me, but not to all students, which would cause further mayhem in misplaced books."

"Again, this concerns the rare books that are misplaced in the main stacks... the library ought to consider beginning a search (it may take years) for its rare books that are located in the stacks -- hire a few undergraduates or use the ones already employed to save these books from poor care and increase the holdings in the RBR."

"Enlarge collection volume"

"more art on the walls!"

"Shorter loan periods? I do not personally have problems with books I need being checked out, but I know of others which this is a big problem for."

"Journals should circulate; Get more recent papers at the newspaper library."

"Cleanse the library of the sick/weird/perverted/insane townies who abuse the computers provided for the students."

"Perhaps more attention should be paid to mundane matters of accurately keeping track of their books. I would feel better if the conditions in the stacks were a little better for books, e.g. high temperatures in the upper levels."

"More designated quiet study areas in the Undergraduate Library and Health Sciences Library and also more computers and extended hours."

"1) Send overdue notices by email
2) Give the Main Library comfy chairs like Grainger-- why should the engineers get all the toys?
3) Improve lighting in stacks."

"Increase outlet accessibility and quieter areas. Could put carrels in the basement. Much too loud for any decent studying, this is why it is so important to be able to get into the library early or stay very late."

"Just improve the web and telnet interface. Possibly changing the long password to just the telnet address and password"

"Those copiers would be nice if they could bill your account."

"Librarians are nice!"

"You really have to make the search function on the web and in telnet work efficiently."

"Some students will stay in the campus to take some external professional qualification exams. After the semester end. It is suggested to have the libraries to open longer hours after the end of the semester."

"See question #5.2"

"Getting an easy to search update webbased article system (SIRS comes to mind) would be great, I rarely need books, but being able to get to the full text of current articles without leaving my desk would be great."

"Open longer, more full-text available on computers."

"Add hooks to the doors of the stalls in the restroom for women outside of the undergrad library. The Commerce Library needs more microfilm viewers. Finally, is it possible to provide the magazine ELLE in the undergrad library?"

"My best friend and my parents went to Iowa State University. They all had to take a one hour pass/fail library course in order to graduate. Because of the course, they could learn how to use the resources available to them. Here at Illinois, I know that there are vast resources available, it's just too difficult to use them."

"Post signs or have staff make people be quiet"

"Better training for undergrad staff -- I often get blank stares when I'm asking for help, or showing them a damaged book from the stacks, or whatever, and the shelving is CRUCIAL - maybe more frequent shelf-reading?"

"Get the web interface done. Allow for free dot matrix printing. Increase the time that you can check books out for."

"Remote access interface for search of library holdings. Also, I have an ISDN line, and can't access some resources without disconnecting it and going in through a modem. Ideally, resources like the Encyclopaedia Britannica would be accessed via library ID."

"improve the lighting----- I love bright light and I most people do when studying, and at least reading. Increasing air circulation allows for nice smells to be abundant, rather than the stagnation of journals permeating the air"

"Refine design of the electronic card catalogue. Consider consulting industrial design/human factors psychology experts who may be able to aid in creating a usable system."

"Get the libraries closer together or let us order them on-line and we can pick ALL of them up at a central spot the next day."

"Spend more money on books and journals - paper versions, not electronic!"

"Could you make it so that a recall notice does not go into effect immediately? When I check a book out until May 30, I assume that I have until May 30 to read it, and prioritize accordingly. I don't think it is just that another patron can request the book on April 30, and I immediately have to turn it back in."

"I have no suggestions"

"Books/articles located on 2nd Floor Main Library Stacks should be reshelved and relocated much quicker!!!!!!!!!!"

"While conducting a search, make it easier to determine whether that item is held here & can the request process be simplified?"

"More contemporary music scores and CDs."

"in order to improve students use of the mass amount of resources available to them, I believe a library orientation should be a part of freshman orientation or included in a handout to new students."

"The main library could perhaps do with better facilities for patrons to sit and read there. The present ambience is a bit stuffy and poorly lit, the chairs and tables don't make for a comfortable reading experience."

"When I am looking for a journal I know is on campus, it would be nice to be able to find it online so I know which library I have to go to. Same with books."

"Introductory visit or literature about library and services as well as location of materials and libraries"

"Just make the online catalog a little better! Please!!! Also, perhaps an simple and clear tutorial on how to use the article databases for undergraduates would be helpful. That way they won't be mobbing you for a semester to help them find articles."

"Keep up the good work!"

"The catalog should be reachable in under 5 seconds: it sometimes takes 20-30."

"Make the online catalogue system more intuitive to use."

"Increase hours during the week 'til 2:30am"

"Make everything more user friendly and convenient"

"Continue work to encourage the campus and the University to adequately fund the library!"

"MORE HOURS WOULD BE GREAT FOR \"NIGHT OWLS\"."

"I wish the Education Library would increase the amount of mathematics education journals is received. Perhaps if there were an easier way to request certain journals be subscribed to or something."

"more instruction offered on how to use the whole library system"

"I feel that the university should lower their fines."

"The people are wonderful. The new software is not as wonderful."

"more lights please"

"I'm not sure I can offer any good suggestions, I just think there need to be more books in Asian areas of study"

"I appreciate the fact that the library tries to stay on the cutting edge with respect to technology and hope that the University maintains its commitment to making U of I's library one of the finest in the country."

"Needs more advertisement around campus and some accessible explanations on how to use the system efficiently."

"Get a better program for the online catalogue."

"Hire more librarians like the Illinois Natural History Survey Librarians."

"1. email stations such as those in the Union are REALLY cheap -- obsolete computers are enough for a telnet connection. 2. open the Undergrad earlier on Sundays."

"Longer hours, more electronic services"

"I appreciate the library provide so many collections, but I DO hope we can have more journals. Maybe the library can have a survey every semester to ask users (at least faculties and grad. students) for recommendation of new journals/books."

"More libraries should have add value machines so that if I'm in the communications library, I don't have to go back to the undergrad or education library to add value to my copy card."

"See 5.2"

"Have better hours on Sunday."

"I've appreciated courteous service on most of my visits to the library and I greatly appreciated it. On a couple of occasions, however, I have felt ignored while I waited on service."

"I've appreciated courteous service on most of my visits to the library and I greatly appreciated it. On a couple of occasions, however, I have felt ignored while I waited on service."

"Permit payment of library fines at a central location somewhere on campus"

"Often in the smaller libraries on the 3rd and 4th floors of the Main, I don't think the LIBRARIANS realize that they are in a LIBRARY. They are usually the loudest ones in the room -- many times, just talking on the phone with someone."

"Thank you for asking our opinions!"

"More on-line articles would be nice. It would also be nice to have articles that are required for classes to be on-line as well."

"mainstacks - need direction using coloring, more copy machine and computer, and safety etc. floor carpeting! Buy new collections-books..."

"Reshelve books more quickly."

"The libraries should be open earlier on the weekends."

"refinement of search system improvement of microfilm machines in stx (or if there are better ones somewhere else, a sign indicating such)-- also, it would be nice to have someone to actually HELP you once you're in the stx, especially in the microfilm section!"

"Increase Hours."

"It would be nice to see more hours, but only if you hire more staff too!!!"

"changing library hours to be more like each other, and perhaps to be able to reach the stacks from home, etc. and have what I am looking for waiting for me when I get there"

"Definitely increase the hours of the departmental libraries and also for the Undergraduate library as well."

"The main library is a depressing place to have to study. It needs to be remodeled. You need more individual study areas (cubicles) and a snack lounge. And you need copiers at the main library that will take the gold cards that are provided by print services (like the libraries at the north end of campus will do)."

"Let people hold materials from reserve room inside small libraries (like Physics/Astronomy one) for as long as they need: If somebody else needs that book, there is no problem in finding them INSIDE the library. Only taking books from reserve OUTSIDE should be limited."

"See above."

"I would suggest consulting with a user interface expert from the computer science department about making the web pages easier to use."

"I think that the library should be open earlier on Sundays."

"Well, what I'd like to have done would take a billion dollars (new buildings, consolidated libraries, reduction of redundant collections, etc.). It seems that because the library has evolved over the years; the library structures have become inefficient and at times ineffective. Think about it, if you were to create a library system for a student body of 40,000 from the ground up right now, would it be the same as what UIUC has now? I'm available for further thoughts."

"HIRE MORE (GOOD) PEOPLE AND MAKE SURE THEY WORK FOR THEIR MONEY."

"none"

"My only suggestion would be maybe to have better maps that show where the libraries are."

"Better hours for some smaller libraries."

"how do you change what's perfect???"

"Convince CCSO to add more modems; I have a hard time getting online and therefore getting to online library resources, esp. in the evenings."

"1- new copiers
2- better educated staff
3- more online journals. The Internet and computers are a tool of the future and online journals are becoming increasingly popular.
4- Restoration of deteriorating materials
5- Better groups study facilities in some of the departmental libraries"

"Longer hours, easier access to books."

"More open hours during the weekend."

"1. Send Jane's Defence Weekly to Binding NOW!
2. Increase presence of Police/Security in Libraries"

"It's ok."

"I'd like the library to have normal books available. All the books are academic intensive books and there are no books for please reading. For instance, I wanted to read the Hobbit by Tolken but the entire library system of the University of Illinois doesn't have it!"

"keep the library open for longer hours the week before finals and 24 hours the week of finals."

"Update books. Also, reshelve them more accurately. Another suggestion I have is regarding safety. It would be nice if there was more adequate transportation than MTD provided by the library. For example, a shuttle van like nite-ride would be nice to have even at hours when the 22Illini is still running. Personally, I feel unsafe waiting for the 22Illini at 1 or 2 in the morning after the doors of the main entrance are locked."

"Focus on the availability of the materials. Possibly limiting check out time."

"Add more computers and the library should be open on Saturday longer than 6 p.m."

"Longer hours!"

"*One more SciFinder license will be very helpful
*I suggest that the library hour problem be remedied by putting card scanners on the doors so library can be accessed after normal hours. This way a log will show what student accessed the library at what hours. Also, the theft alarm at the door be interfaced with a computer to record the time of the alarm so it can be shown what students were in the library when the alarm went off. This will deter thefts. This method actually doesn't cost much at all."

"increase hours and have a place where you can eat and lounge"

"I think it would sometimes be nice if I could trace the people who had the book before me, so that I could discuss the material with them. Sometimes they leave underscores or question marks exactly at places where I would put one too."

"Hope the web-based book search is significantly speeded up -- to slow! Try to get more on-line journal subscriptions."

"There should be a computer workshop near the library so for people who study at the library to have a place to type papers instead of going to a whole new location."

"24-hour library (especially for Grainger Engineering) would be nice."

"Work with the search engines to have the call numbers listed for the library when they show the results."

"More than anything: maintain or increase funding for acquisitions so the library can maintain its excellence"

"Overall, things are pretty good."

"I was registering for classes in the library and the guy two computers down was looking at porn and enjoying himself. Delicately put, his hand was down his pants. This made me sick and not only is this obscene public behavior but unsanitary for future computer users. I'm sure that this type of thing happens all the time and I think you should consider banning porn sites or something to stop this type of vulgar public behavior."

"the on-line system has been dumb down...we are suppose to be pretty bright to get into this institution. Besides being frustrating it is demeaning"

"the on-line system has been dumb down...we are suppose to be pretty bright to get into this institution. Besides being frustrating it is demeaning"

"Please longer hours, maybe at least an hour or two longer."

"For housing library, they should be open during the weekends. People also need a quiet study place during the weekends without going to the other libraries."

"Provide new and clean study carrels in the main stacks. Keep the heat and air conditioning at reasonable levels."

"Students or staff should be allowed to have 10 free laser copies per person/use."

"Get web interface up and running. If web is always going to be slow and bandwidth heavy, perhaps a shell like we had in the past might be a better interface, or at least one to keep around in addition to a the web interface. Also, (if you can get cash for it w/o sacrificing the collections), try to spruce up the main library, so that it seems as if it (not Memorial Stadium) is at the heart of this university."

"Increase budget for acquisitions at the same time that we address the need for electronic resources."

"I don't know how to do this, but correct the terrible lighting in some libraries. I go cross-eyed in the Graduate Library but easily tolerate the soft (?) lighting in Grainger. I do understand how this may not be a priority though!"

"The main stacks are spooky. I don't know if security is out of the question, but there are places in there where i've been entirely alone, in an enormous room with all sorts of nooks and crannies, for hours. If I were a smaller person it would really scare me. Maybe video cams or something. I don't know."

"More advanced workshops for helping you narrow searches on the computer would be great. More hours."

"Maybe be able to get the book in a couple of days to the undergrad from any other library on campus"

"Somehow organize the books better between libraries. Keep the online system working, and improve it. change the laser printing charges to 8 cents/page."

"Light bulbs..."

"Raze the current library and build a new one."

"I'm an alumni - I need access to many articles, books, etc. - maybe an online catalog of all articles in text format would be good."

By the way, this survey is far too long."

"How long do you take to finish with the web-based system?"

"Increase library hours in Biology Library."

"Freshmen should have to attend a session teaching them how to use the library. I know I was very confused at first."

"Get more English translations in the Classics library! Undergrads taking basic history classes can't use about 90% of the materials there."

"Let people have more accessible home access"

"A better computerized card catalogue, more efficient means of locating books and other library materials, word processors in other locations besides the undergraduate library"

"Increase the scope of the online catalog"

"If possible, an aesthetic modification of the Undergrad library would make it a more pleasant place to study. Also, the Undergrad library is in great need of much brighter lighting; especially on the lower level. The lighting condition is incomparable to Grainger's sufficient lighting."

"all people who work in each library should be trained on all equipment relevant to their department"

"Open 24hrs. M-F"

"The music library seminar room needs to be fixed up. The floor is falling apart and it is dark, noisy, and often too hot in the room."

"Give more training to the employees and add more computers"

"Other than the complaints already mentioned, I think it's a fantastic library."

"I would love to see a 1 credit course, or even an optional course, \"How to use your library\". WE have one of the greatest libraries in the world here, but undergrads rarely use it because it is so daunting. More info should be available on what the resources are and how to use them."

"More expert librarians. Keep big libraries open 24 hours, except on weekends."

"The articles online through library page should all be full-text. It's hard to do research when a lot of the articles I find are only abstracts."

"Extend Grainger's hours. Buy more books."

"I think you guys are doing a great job. Customer/Patron service is pretty important, and you should probably keep working on that. Everyone seems very helpful now, but in the past I've run in to some rather snitty people behind the counter."

"Have a shelf with only the latest issue. When an issue arrives at the library enter it into the computer. Have more computer and writing space around the computer. Have more copy machines with more useful use of copy cards."

"Remove library fines for Graduate students. We have no choice when it comes to work. If you want to fine us, fine our accounts... we eat peanut-butter sandwiches as it is already."

"use one catalogue system. music library uses both dewey and library of congress."

"Hire more full time employees who know what they are doing"

"a good guide about all campus libraries"

"More books, better re-shelving of materials."

"none"

"Biology and Chemistry libraries should be open later during the intersession times."

"I am quite impressed in general by all the libraries and librarians I have encountered. This survey is really quite long! I'm curious as to

whether it deters serious answers. Also, I do not use the online catalogs often, but the terminology confused me (telnet vs online, etc, are you referring to the databases that you can search for journals on?) - and I'm a graduate library student. (Though perhaps that is just proof of how little I've learned.)"

"I don't know how to search for journal articles online that are older than 1983! In fact, I don't know how to do such a search at all. Maybe the online catalogs could make this easier to figure out."

"Put more drop boxes on campus - even if there were to be emptied once a week, having more drop boxes in view would be helpful. Not necessarily on the street, but in buildings without library departments. More publicity would help too - put a link to library office notes on the library's home page?"

"I would truly love to see an office, or desk, where one could go, at any moment, and take a small, short \"class\" on how to use the online program. I always ask the librarians, they are always wonderful and helpful, but sometimes I wish I did not need to ask for help."

"Make emailing search results available ASAP. Change machines need to be near the copy machines in all libraries. Get the board of governors to stop building new buildings and increase your budget."

"Open the Education library earlier and later on the weekends."

"All books are placed very far apart. So if a person is doing research, he or she could be running around campus all day trying to get all the books."

"I believe that the libraries should be open 24 hours."

"you do pretty well for a library."

"a library orientation class for freshmen...maybe just a few meetings, but this library is so big and has so many things in it that professors don't always tell you about...it took me two years to discover that the stacks existed!"

"The electronic system of information has to get more priority for simplifying it. For example I was trying to loan from another library, but I could not find directly the way how to loan it. (An article.) Only after I was helped from the service desk I reached to loan the material. When I connect with the library, I would like in one screen, all possible choices: book search, article search, loan from other libraries, electronic journals, electronic books, Illini Union bookstore etc."

"provide 24-hour access to journal stacks for graduate students at chemistry library"

"The sooner you get the online catalog completed, the sooner you can remove telnet from the library machines. the e-mail use in the library is out of control, and eliminating the telnet app is the easiest way to solve that problem. at least until the school makes our email accessible through the web! we'll see..."

"Databases should be more concisely organized. Finding relevant materials should be easier."

"I believe the stacks should pay more careful attention to the amount of lost items and explore better ways to find them."

"Make the electronic catalog easier to use for students, allow undergrads to use stacks more freely, acquire more journals, newspapers, and new books. Provide more employees at the circulation desk in the main stacks. Taking care of missing books and missing pages from journals promptly and be able to offer immediate alternatives (microfilms, fax service, online full text services, etc)."

"Focus your energy on the collection. In the end it's what really matters most. This library needs to maintain (if not restore) its serial collection. I feel as if I spend way too much time at Interlibrary Loan searching for journals we CANCELLED. It's frustrating and all this collection reduction is really starting to take a toll."

"more career/major info."

"Add more computers."

"Have far less informational clutter on Web Sites. Reorganize formats for simplicity of use for non-library science trained individuals."

"It would be nice if we had a library that resembled a small community library in addition to the academic libraries we have. A type a library that would be easier to check out leisure reading materials."

"Consolidate some of the libraries and get the books out of the stacks faster. It shouldn't take a half hour to get a book!"

"more periodical selections in music, arts fields"

"Under the old system, we'd get a notice before fines began to accrue. There's no reason the same can't be done with the web-based system, notifying us by email!"

"The ILL system -- I'd like to see them put realistic times as to when one can expect to receive materials. I'd also like to see some sort of notification system in place to alert users to instances when their materials will not arrive by the requested date -- that would be of great assistance in helping students plan research projects. Also, add to the collection of epidemiology materials in ALS."

"staff training for improving interpersonal skills and customer service"

"more hours."

"More books and journals !!!"

"The law library needs updated computers and longer hours during the night. Law students tend to study late. I think that would greatly increase the library usage. Since I'm only a first year student, I don't have that many comments about research material."

"I'm very happy with the University of Illinois library."

"You need more group study rooms set up with ethernet outlets and power outlets. We get a lot of team assignments in the MBA program and need someplace to go. We don't need more computers because we bring our own laptops. However, we need to be able to plug the laptops into information and electricity."

"Continue to work on the Web interface to the online catalog."

"Deliver books to the dorms."

"Can't wait for the new Ag library."

"Please reshelve the books quicker."

"Add bluestem authentication to ovid/silver platter/etc."

"More computers would be helpful."

"I suggest there at least should be several computers located in the main library building for email checking only, just like what the Grainger library has done."

"Hire a new director that has a demonstrated ability to build an effective constituency throughout the state. Nothing else would be satisfactory. The legislature must be educated about the treasure this library really is and know the consequences of underfunding it."

"Very helpful staff; On-line resources; Individual study areas downstairs in undergraduate."

"Electronic documents, so I can print them at my lab computer and not have to come to the library to photocopy articles."

"Adhere more closely to the Land Grant university mission. UIUC is the only one doing this in Illinois. Prioritize library activities and let some of the less productive actions/directions go - direct more energy/resources to what the university really needs."

"Buy more new books."

"Make looking for information quick and easy as possible."

"New furniture for the Graduate Library would be nice."

"Stay open longer."

"I suggest that a much quicker system of interlibrary loan be developed. Even when we (the students) put in the time frame that we want articles in, we never get them all when we need them. I have gotten many articles after I needed them and even after I have written the paper(s)."

"more librarians and more print mechins"

"Good Job overall."

"Increase the number of staff in the busier libraries like Stacks, Undergrad, Education and Commerce."

"It would be great if the library could be open round the clock. It would be nice if the older editions of the books could be removed and replaced by the later editions. No point keeping them."

"wish they were open earlier, particularly the law library"

"Please find more group rooms, its hard holding a group research meeting and not being able to talk due to the quiet policy of the library"

"Have an easy journal search database. That is, have it so I can type in the name of a journal, say Grass and Forage Science, and I can find out if the library I am at has it or not, and whether or not any library on this campus has it or not, etc"

"More Biology journals, More recent Biology books"

"Start the hours earlier for sunday morning. Possibly around 10:00 or 11:00. Also saturday mornings."

"Increase number of full text articles available on library homepage."

"You have gain in security with the new online access . I like that but think in a way we can improve the access from home or other office on campus. If possible, add the delivery option to the Web catalog because the telnet version sometimes does not work well."

"There are too many online and electronic resources. These must be integrated."

"Buy more printed materials"

"provide on-line list of books available which are not being ordered automatically, allowing users to check items they would like to see the library buy; particularly important (in my field) european scholarly presses and rare books"

"I am concerned about the safety of patrons while in the library and in the areas outside the buildings, especially during the winter months. Cutting the very tall bushes outside the graduate library was a good start."

"More full text articles please!"

"better ways to search for items"

"Hiring fewer hourly students to work in order to increase the staff."

"More Jazz CDs needed at music library"

"It is very hard for huge bureaucracy to improve quickly. But such a progress pace is satisfactory anyway."

"24-hour service(even if only for access to reference materials) would be great!"

"Get rid of the fluroescent lighting. Please switch to incandescent lighting."

"Being able to see listed what I have checked out is useful, so I appreciate that. Even more useful would be some kind of spontaneously-generated email message saying: \"The following books are now overdue...\" That's kind of above-and-beyond, I realize; still, it would be nice."

"There should be more computers for e-mail"

"1. carpet the music library
2. set more couches along the windows for people to study, read, etc."

"i like the Grainger library.The other libraries of UIUC should be like Grainger library."

"Please emphasize the quiet study areas as well as make sure to keep the group discussion areas under minimum level of sound"

"improve the magazine/newspaper database searches"

"Librarians that are somehow both very skilled in library researching and knowledgeable about speech and hearing sciences (SPSHS)."

"It would be nice to have more places where people can take a study break and grab something to eat or drink."

"Library should work 24-hours a day. I'd like to use it when there are very few people. Most of my friends have the same opinion."

"need more computers."

"Build more libraries, or expand the one's we have to accomodate the large number of students we have on this campus."

"There should definately be a place that is available to study after 1am"

"I think that there should be more computers and FULL TEXT online resources"

"Work out kinks of catalog; get Lexis/Nexis access; lengthen loan periods; reduce fines; speed up inter-library loan (sometimes two weeks or more); have more copies of important books; My main wish would be for Lexis-Nexis access; look into L-N Universe. It's virtually free for universities and goes over the Web. Northwestern has a terminal with regular access; that would be even better if we could get two or three (or even one) of those. I'm sure you could get a significant educational discount. It's a travesty that the third biggest library in the country fails to offer something so basic as a research tool. Wilson Databases is simply not good enough for sophisticated research projects."

"Quicker turnaround time on receipt of photocopies of articles (or chapters, etc.) not available at UIUC."

"docs lib needs to have longer hours"

"None other. Keep up the good work."