

## QUESTION TWO

### Agriculture, Consumer and Environmental Sciences Library (ACES)

"Lately at agriculture library are cut off many journals, with the option of finding them at Biology library. Since you are going to build a new Agriculture library, why you do not put together Ag+Bio library?"

"The amount of time interlibrary loan takes and the organization of certain journals. For example, many child and family journals that belong in the Social Sciences library are in the Agriculture Library."

### Applied Life Studies Library

"Why do libraries keep opening on Friday night? In applied life science, there is lack of collection of information technology related to tourism."

"Someone working in the Applied Life Science library had no idea what she was doing and could not help me find the materials that I needed."

### Architecture and Art Library

The arrangement of the reference section of the Art and Architecture Library is incredibly frustrating.

"The art collection is scattered, rather dated, and poorly housed. The art journal collection is shockingly bad. Overall the art collection compares very unfavorably to much smaller libraries and institutions. I have had many problems with books lost that I have turned in. I take out many books (a hundred + in a year) and find that 3-4 percent are misshelved, lost etc. I am very frightened that one will not turn up, and the library will blame me (even after they have lost and found several books of mine). Other colleagues report similar experiences. Oddly, although half or more of the books I borrow are from other libraries, it is only books at this institution which are lost."

### Asian Library

"The online catalog is too hard to use. A male receptionist at Asian Library is more than often rude to users."

"Asian library Chinese section service is terrible. Books and journals are always misplaced. The staff are unable to help, and in many cases are unfriendly to users (because users make them feel they don't know which is which and where

is where). And all the time for the past three years from my personal experience. They have reasons: The collections are too many or too few."

"A reception clerk at Asian library (male, with glasses); He is the least helpful worker I have ever seen in my whole life and many people have been complaining about his bad manner and attitude. I am not the person who attack a person unreasonably but his attitude is just offensive. Please evaluate his work."

"recent books about the south Asian continent are not available, the ones that are present are outdated."

### Beckman Library

"The distance from Beckman Institute! But this is an unsolvable 'problem'"

"As graduate students need to work at odd hours they should be given permission to access libraries at odd hours of night or day. Physics and Beckman, two that i am aware of, already have a system wherein the graduate student can have key permission. it would be appreciated if the same privilege be extended to the chemistry and biology libraries too."

### Biology Library

"The Biology library is a disgrace. The field of science should be state of the art with incredible technology available. I don't know if all of the graduates are greedy or what the problem is, but I think the Biology library should try to parallel Grainger as far as interior is concerned. If I ever make a bundle of money in the future, I have promised myself that I would renovate this biology library. It's just hot, stuffy, and not very conducive to studying."

"The biology library is a nightmare. Books are shelved incorrectly, Journals are pseudo-alphabetized some are filed alphabetically some are filed apparently arbitrarily. The staff is poorly trained and not terribly helpful. It is very difficult to find books and journals because they are not reshelved quickly after being photocopied. You have to search the entire library to see if the book you want is missing or laying on a cart to be reshelved."

"Lacking collection of biology related journals"

"The library needs more current books. Also with the departmentalization I travel a lot between libraries for different biology/ecology related journals."

"Split collections with Biology library."

"As graduate students need to work at odd hours they should be given permission to access libraries at odd hours of night or day. Physics and Beckman, two that I am aware of, already have a system wherein the graduate student can have key permission. It would be appreciated if the same privilege be extended to the chemistry and biology libraries too."

"Biology library closes on Friday at 6 p.m. and on Saturday at 5 p.m."

"Lately at agriculture library are cut off many journals, with the option of finding them at Biology library. Since you are going to build a new Agriculture library, why do you not put together Ag+Bio library?"

### Bookstacks/Circulation

"I work in the central Bookstacks a lot, and I find the organization confusing. The shelf cards are often mismarked or just plain wrong and there are few maps, charts, etc. to guide users. Also, the limited number of copy machines requires users to take all materials to one location to copy them--and if the materials are then left by the copier, the area gets cluttered and materials from all floors gets mixed together (which I imagine must create more work for those who reshelve them)."

"Checking books out of the main stack always takes too long; the circulation desk seems very slow."

"The lack of assistance and careless attitude at the main circulation desk."

"Inconvenience of departmental library system; bookstacks are confusing and somewhat unsafe; circulation personell are generally not very courteous; can we please get some more copiers that REDUCE!"

"The main bookstacks books are often not shelved correctly. Before I had stacks access, more than half of the time, the workers in the stacks would take too long to get my materials, and would more often than not, not be able to find what I had requested. I have had minimal problems finding materials myself quickly, other than the times things are incorrectly shelved."

"The lack of tables and copy machines in the bookstacks."

"Discourteous and/or incompetent staff at Circulation. Dark and crowded East stacks; permanent piles of books on the floor; Need to haul piles of books halfway around the building to copy them. Loan periods substantially less than

comparable institutions; New 9-renewal limit for faculty (hello? can we remember what "research institution" means, please?) Obsession with computers at the expense of books. Arbitrary recalls to "correct our records" (books never seen again)"

Discourteous and/or incompetent staff at Circulation.

"Stacks. They need to get their act together. There is NO WAY that it takes 3 weeks to shelve a book.

Also University Stacks personnel need to be a little more friendly to its patrons.

- "1. the number of missing books in the catalog. If we don't have them anymore, why are they still even listed?"
2. having to get a special pass for the main stacks, while the Undergrad stacks have an awful lot of out-of-date books"

"Lack of "study rooms" for groups" "Ricker Library and CPLA need to be bigger. It is too compacted and the libraries are not able to hold all of the books on the topics that pertain to the library. A lot of the information is in the Main Stacks or elsewhere."

"Stacks. They need to get their act together. There is NO WAY that it takes 3 weeks to shelve a book. And everything is so hard to find. And why does it have to be kept like a vault back there - EVERYONE should be allowed access... NOT just James Scholars and grad students. I pay the same tuition they do - I deserve access to the same resources."

"Frankly, the stacks look like a setting for a horror movie with all the dim lighting."

"Because I'm an Undergrad, I can't browse the main stacks."

"The main library stacks are ugly and not user friendly, they look more like what I would expect in a prison library. They also appear to be unsafe, like perhaps a firetrap. Also, the Interlibrary Loan system seems like the book is due back within days of getting the notice plus you have to pick the book up at one certain window at the main library and return it to that same window, that is very inconvenient."

"The length of time it takes to get ILL books and the short duration of the loan time. (although I know that is somewhat out of your control). I don't like being scared as a woman alone in the stacks."

"Library staff is generally fantastic, but it is students staff who need to be better trained. Also University Stacks personnel need to be a little more friendly to its patrons."

"NO ACCESS TO STACKS FOR UNDERGRADS! It would make my life MUCH easier if I could get into the stacks. Would also like not to have to search so many databases to find articles"

"It takes such a long time to receive books from the Main stacks, and this is a problem when time is an issue."

"I find I frustrating not being able to use the main library stacks as an Undergrad, having to wait 20 minutes every time I want to look at a book is annoying. CPLA library is inadequate, too small etc, no computers reserve readings often not there."

"Health Sciences library materials lacking extent of material available in Chicago libraries." "Don't open until late on Sunday" Most of the stacks staff is extremely patient and helpful!"

"The card catalog & lack of security. Also, the library is so large and departmentalized that it can be overwhelming and difficult to access information...and hard to tell how to go about finding where to go to get the materials I need. Accessing electronic indexes is also difficult because of so many vendors using different platforms. The condition of the stacks is a preservation nightmare. With the extreme changes in temperature and lack of climate control & fresh air, you're destroying your collections. And since no one is reading shelves access is materials can be problematic."

"checking out books at main stacks (line, long wait, pesky problems always slowing the process for the people before you)"

"The stacks are very scary. I have had the opportunity to try and look for books in the dark with my keychain light. A simple light as well as maybe including some easy listening, or classical music might make it easier to manage by taking some of the gloom out. But light would definitely help me feel safer."

"Stacks! It takes so long to get books from stacks, and you can only ask for 4 books at a time."

"Darkness of Main Stacks and feeling of vulnerability when alone in the stacks"

"The stacks are disorienting to a newcomer. When I was working on another degree, using the Main Stacks was scary because I could never find any of the book areas I looked for. One circulation librarian showed me how to get to the west stacks, but it was not clear to me until recently how to get to the numbers housed on floors other than the fifth with compact shelving. For a new person there are a lot of stairs and elevators to confuse. There is signage indicating that in the west stacks the exit is on the 5th floor although I don't remember anything

strongly indicating that to get to other west stacks floors one must go into the 5th floor stacks and use the stairs/elevator there."

"close to early on the weekends and the stacks take too long to get books, we're all college students here, let us get them ourselves. We can't be stupid or we wouldn't be at this school."

"The large collection of print resources (the stacks are great!)."

"the stacks system; difficulty of using the telnet system"

"Main stacks can be creepy, since it often seems as though no one else is in there and it's dimly-lit"

"the libraries are FAR away from each other...( I don't have a car). It takes forever to get books from the main stacks, (I'm here filling out this survey while waiting for one book, and I've already checked out cnn.com, and msnbc.com....still waiting for my book, wasted a good hour coming here from the law library (they lost the bound journal) to here and I still don't have my journal...."

"Sometimes you find something in the catalog, go to the stacks to get it and the book is not there although the catalog says it is available."

"Lack of printers in the stacks and the fact that their budget was cut while the Football team gets all the money it needs."

"walking around in the darker areas in the stacks"

"The Main Stacks are very frustrating. There has got to be an easier way to organize books and journals for ease of the students. I never know if I am going to have luck in finding the materials I need in the stacks. Also, Interlibrary Loan could be a little quicker in getting materials to us. It would be nice if graduate students could have articles faxed to us free of charge on a regular basis if needed. I appreciate the service but can only use it for \"emergency\" situations. Finally, (and I hesitate to even complain about this) but the staff are sometimes too helpful. They help more than I would like. If they could stop helping after they have answered my questions, that would be better."

"What I like least is the spooky lighting in parts of the stacks."

"Not being able to browse the stacks, since I'm not in Champaign. (That's not the Library's fault, but I wish there were easier ways to get print resources quickly, such as articles from the on-line databases.)"

"Missing materials. The hassle of getting materials from stacks. I have a pass, but before then it was an inconvenience."

"I don't like the lines at the main stacks."

"The East stacks environment is hostile to books and humans alike. The arrangement of the reference section of the Art and Architecture Library is incredibly frustrating. DRA needs to be more user-friendly."

"The care of the books is rather poor. If one looks close enough or in the right sections of the main stacks, one can find books that should belong in the Rare Book Room (i.e. VERY rare books published before 1800). Also, the temperature and humidity conditions in the stacks does not help the conservation of the books (or the students & faculty that have to work in there for long hours, I might add)."

"1) electronic card catalogue is difficult to use  
2) shelving is not well done (things should be there but aren't, etc. I once returned a book, was told I didn't and charged a huge fine, and then found the book in the stacks myself.)"

"Add value to card machines not very accessible; stacks are outdated"

"The heat in Stacks must be bad for books; it is certainly bad to work in. But this is O & M's doing, I imagine, not the Library's. There are thousands of books sitting in rough sort and on the mending shelves! There are hundreds lying in aisles throughout Stacks. Priority One, in my opinion, should be making available the excellent collection here; then adding to it. Why is UI-Chicago so stingy with lending periods? N.B. again: Wherever I checked 'N/A,' the machine gave you a 5."

"I find it extremely hard to find books. Once I find one I don't know if I could even use it and I have to run all over campus, or wait a half hour at the main stacks just to look at the book to see if it would be of use. I am very unhappy with that."

### Chemistry

"Chemistry library again:  
Hours are not good enough. It opens too late and closes too early, especially on Fridays and Saturdays. A lot of grad students get here really early or leave really late. The hired help (students, some full time non-professional staff) are not knowledgeable at all about electronic resources. Microfilm/microfische collection needs some major reorganization."

"The chemistry library people complain to patrons about email. This

is not a problem in the other libraries (Beckman, physics, Grainger) so I don't think they should make a big deal of it either. No one in the other libraries abuse the privilege so I think they should treat people like adults and let them check email if they need to."

"Chemistry Library & staff"

### Circulation

"Discourteous and/or incompetent staff at Circulation. Dark and crowded East stacks; permanent piles of books on the floor; Need to haul piles of books halfway around the building to copy them. Loan periods substantially less than comparable institutions; New 9-renewal limit for faculty (hello? can we remember what "research institution"

"Enormous waste of money in poorly selected collection in Undergrad, including many overly specialized works (for the Undergrad) and no visible means for faculty input or advice. Difficulty of identifying databases on web. Slow startup in online system (it should begin with access to the circulation system) and non-intuitive set up.

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"staff in main library (circulation desk) is often slow and not helpful. the web interface is virtually useless to researchers as it is. journals are often lost & misshelved. it's rare that I actually find a journal article I'm looking for in the main library."

"The stacks are disorienting to a newcomer. When I was working on another degree, using the Main Stacks was scary because I could never find any of the book areas I looked for. One circulation librarian showed me how to get to the west stacks, but it was not clear to me until recently how to get to the numbers housed on floors other than the fifth with compact shelving. For a new person there are a lot of stairs and elevators to confuse. There is signage indicating that in the west stacks the exit is on the 5th floor although I don't remember anything strongly indicating that to get to other west stacks floors one must go into the 5th floor stacks and use the stairs/elevator there."

-the staff is often unfriendly

-the books are out of place or it takes months for a book to get back on the shelf



- the CIRCULATION DESK people are very mean.
- undergraduates should have stax passes if they want them
- interlibrary loan often takes months to get the right info"

"I've had several unpleasant experiences with circulation student assistants (rude, incompetent), and I used to work as a circ student in the Undergrad!

"1. students at circulation desk with very limited knowledge of the search systems and poor attitude (not very helpful) - this is in direct contrast to the qualified librarians.

2. lots of difficulty locating journals with the Illinet system."

"the non-student employees (especially at the circulation desk) are seldom helpful, usually annoying, and weird. Also, the weirdo (read: not sane, perverted, mentally ill, etc.) townies who come into the library to use the computers to chat, look up porn, screw around, etc. need to be dealt with NOW."

"I've had several unpleasant experiences with circulation student assistants (rude, incompetent), and I used to work as a circ student in the Undergrad!

"Often, library hours are dismal in the summer months or in the breaks because undergraduates do not need the library then. But, graduate students don't take summer vacations, and it's frustrating not to be able to use the library. Circulation staff, especially work study students, are sometimes unsure of answers or don't know what they are doing I don't mind this, if they are willing to ask one of their colleagues for help, but I don't appreciate it when they follow wrong procedures rather than admit their lack of knowledge. Finally, I realize the new system is here to stay, but graduate students (and I presume faculty) often need as many as 50 books at a time, and it's a significant time imposition to keep track of due dates."

"Checking books out of the main stack always takes too long; the circulation desk seems very slow."

"Inconvenience of departmental library system; bookstacks are confusing and somewhat unsafe; circulation personell are generally not very courteous; can we please get some more copiers that REDUCE!"

"The lack of assistance and careless attitude at the main circulation desk."

"It often takes a really long time to get your materials at the circulation desk. Maybe if there were more than one employee working either the west wing or the east wing it would make it service a lot quicker."

"it's a real pain to have the health sciences collection on a different system. there's also one woman at the circulation desk that has made my life hell on several occasions (short, fat, ugly, miserable). finally, interlibrary loan is kind of slow and haphazard, poorly organized."

### Classics Library

"I don't like the inaccuracy and incompleteness of the online catalog. I don't like that periodical subscription has lapsed. Collections should be shelved together. More effort should be spent on preserving and repairing books. The Classics library should be expanded."

"I really hate that I can't find regular, everyday books to read, even some classics...i.e. The Joy Luck Club, Midnight in the Garden of Good and Evil, etc, etc...I can never find any of them on campus and it sucks."

### Commerce Library

"I am not satisfied with the quality or the lack of reduction on the copy machines in the individual libraries. For example, two of the three copiers in the commerce library were not working properly and there is no reduction feature available on the copiers."

"Specific to the Commerce Library, there are not enough group study areas. Since much of the work being done in CBA and MBA is group oriented, this is a major downer. For example, groups practicing presentations don't have many places to go (many go to Grainger)."

Still difficult to use (even after 5 years of being here!). I have to run around to at least 5 libraries for my research (Psychology, Education & Social Sciences, Law, Labor and Industrial Relations, Commerce); this takes up considerable time. Other really great libraries, have less of an emphasis on departmental libraries and have a really great single library, e.g., UNC-Chapel Hill."

"The undergrad library is extremely loud and this makes it difficult to study as is the Commerce library. Also, I think it is ridiculous that the library hours are so limited on a college campus. Many other campuses have 24 hour libraries."

"The lack of group study rooms in Commerce. This is especially irritating after you have been up to Grainger."

"The weight for help in the commerce library"

### Education and Social Science Library

"I don't like the web page. I have trouble deciding which menu what I need might be under, and when I do find it, sometimes it isn't exactly what I need. Also, many of the departmental libraries have terrible web pages with almost no information on them at all. However, the Education and Social Sciences library has a WONDERFUL page with many resources, in fact, I like their page better than the university page."

"I don't like that there are so few copiers in some libraries. Waits for the copier can get kind of long in the education library."

"Books in the education library could be more current. A machine for microfiche that takes a copy card!!!!!"

"Still difficult to use (even after 5 years of being here!). I have to run around to at least 5 libraries for my research (Psychology, Education & Social Sciences, Law, Labor and Industrial Relations, Commerce); this takes up considerable time. Other really great libraries, have less of an emphasis on departmental libraries and have a really great single library, e.g., UNC-Chapel Hill."

"i question the organization of the individual libraries. sometimes materials are not where i think they should be (ie, psychology journals are found in the education library). the stacks sometimes take to long or i am forgotten completely."

"The amount of time interlibrary loan takes and the organization of certain journals. For example, many child and family journals that belong in the Social Sciences library are in the Agriculture Library."

### English Library

"Sometimes it seems that there's a very serious morale problem w/the staff, and a serious tension between library staff/faculty and teaching faculty from the university at large. There are specific libraries where the staff sometimes has a really horrible attitude toward patrons and a very negative attitude about their own work and the possibilities for their unit (e.g. English, and before the current director, Rare Books). Since library faculty has to publish to get tenure the same way that faculty in other depts. has to, I think it's ridiculous that they have to perform staff duties at the library 40 hrs. per week. When do they have time to do research or serve students and faculty?"

### Geological Survey

"I feel the library hours for ACES, Geology, and Geological Survey should be longer."

### Geology Library

"The lack of consistency in journal holdings reporting online and on paper. The American Journal of Science, for example, is on the shelves in Geology, but there's nothing online or in the library itself to tell anyone."

"Discontinuing journals due to lack of funds. Spend less money on computer equipment that will quickly grow out of date and maintain the long-term research capabilities of the university. Also, it would be good if older copies of journals are still available on the shelves. For example, I need articles from \"Science\" from before 1980, but they are not available at the two libraries I have looked (Physics/Astronomy, and Geology). I assume that these journals exist, but where have they gone?"

"I feel the library hours for ACES, Geology, and Geological Survey should be longer."

#### Government Documents Library

"The occasional paper jam with the dot matrix printers in the Documents library and the slowness in reshelving some periodicals are my only two criticisms."

"Searching for government documents can be difficult, especially GAO stuff. Is there a way to shelve them better? I also find the telnet search system annoying. I tend to want to hit 'n' for next and 'p' for previous rather than control and the letter. I just don't like the telnet search system in general, it seems more complicated steps-wise than it needs to be."

"Many library personnel are either not very knowledgeable or rude to the patrons. I once need to find a governmental document. I ask the librarian for help, but he didn't know how to find it. I have been to the newspaper library at least twice on Sundays between 12-1 and it is not open."

"We have to wait so much time to get books from the government stacks. Also, it is hard to get books from different libraries. We waste most of the time on walking between libraries, sometimes need to take bus. Additionally, we can't use the computers in Grainger library if we are not in College of Engineering. Since Grainger is open to all the students, we should have access to use the computers there."

#### Grainger Engineering Library

"Grainger or the Undergrad need to extend their hours."

"idiots at the [Grainger] reference desk who know nothing about the collection and are incompetent in general; inconsistent use of Dewey decimal system the

layout of books at Grainger is horrible! Grainger is just one big loud study hall. Did I mention loud? Responses to this survey can only be 750 characters long."

The Staff. Reference help at grainger is terrible.

"The inability or total disregard of library staff etc., to keep the libraries noise free. Most specifically Grainger. To many people come to Grainger to socialize. No kidding. Last year, I loved studying there now all sorts of creatures crawl out from under rocks to go there open a book and just talk."

"I would like to see Grainger open 24 hours a day, or at least with a more extended schedule."

"I was trying to get a hold of a paper copy of a large report that Grainger had on microfiche, but the \"consortium policy\" would not let me get it from another library. I think it is absurd that I had to read 270 pages on a microfiche reader because they refused to send something that we \"already had a copy of\"."

"Grainger Library needs to be open earlier on weekends, and maybe later if possible"

"The Biology library is a disgrace. The field of science should be state of the art with incredible technology available. I don't know if all of the graduates are greedy or what the problem is, but I think the Biology library should try to parallel Grainger as far as interior is concerned. If I ever make a bundle of money in the future, I have promised myself that I would renovate this biology library. It's just hot, stuffy, and not very conducive to studying."

"The study areas have poor lighting. Many have fixtures but lack lightbulbs, especially at Grainger. These need to be maintained. Getting on to the web page is often difficult to impossible during the day."

"The fact that Grainger is the only library open on Friday and Saturday night is irritating for someone who has class and work all day Friday and requires library materials to do coursework."

- 1) The Staff. Reference help at grainger is terrible.
- 2) The physics library is dirty, cramped, and it is hard to find ANYTHING.
- 3) The Staff. Impatient, ignorant, bored undergrads provide no help when looking for reserve materials that are missing, books that are missing (which are a LOT), etc.
- 4) the web journal article search (inspec/compendex/etc) is very UNRELIABLE!! I have often found articles on exact subjects that the keyword/title/etc. search missed completely. I don't know if there

is anything the U of I can do about that.

5) many of us need to look up older articles. Why is it so hard to get to the mystery page that has the call numbers on it? Making this all clearer would help immensely. An index with"

"idiots at the reference desk who know nothing about the collection and are incompetent in general; inconsistent use of Dewey decimal system the layout of books at Grainger is horrible! Grainger is just one big loud study hall. Did I mention loud? Responses to this survey can only be 750 characters long."

"When computers have problems in Grainger Engineering Library, it seems to take quite a while for someone to restart them."

"The chemistry library people complain to patrons about email. This is not a problem in the other libraries (Beckman, physics, Grainger) so I don't think they should make a big deal of it either. No one in the other libraries abuse the privilege so I think they should treat people like adults and let them check email if they need to."

"The somewhat early closing time, though I realize it is not economic to stay open twenty-four hours. Some facilities are in better condition than others, also (compare the Undergrad with Grainger). Also, occasionally I have run into the odd unhelpful/rude employee."

"Specific to the Commerce Library, there are not enough group study areas. Since much of the work being done in CBA and MBA is group oriented, this is a major downer. For example, groups practicing presentations don't have many places to go (many go to Grainger)."

"Grainger doesn't open on Sunday morning."

"It'd be nice if there was an eating area in Grainger....Also, I once got LOCKED IN THE ASIAN LIBRARY!!!! Kind of scary, maybe someone should make an announcement before locking people in there OVERNIGHT (luckily I found an elevator to get out)"

"Having Grainger open at 1:00 on Sundays is the most irksome and inconvenient thing in the entire system. It would be great if Grainger were open from the early morning to late at night on the weekend"

"With a few exceptions (biology, health sciences) the libraries are unfriendly to people wishing to log onto Email accounts. Your survey questions 1.1 asks about email to contact Library staff, but all the computers in the Undergrad & Grainger have rude signs yelling \"NO EMAIL.\" We need Email to contact professors and library personnel. Please, provide Email stations."

"I don't like how Grainger opens not until 1 on Sundays"

"Sometimes I'd like the library, especially Grainger, to be open later during the weekends but I understand that every body need a time off so it's really no big deal. If I must get something done I'll do it when you're open"

"We have to wait so much time to get books from the government stacks. Also, it is hard to get books from different libraries. We wast most of the time on walking between libtaries, sometimes need to take bus. Addtional, we can't use the computers in Grainger library if we are not in College of Engineering. Since Grainger is open to all the students, we should have access to use the computers there."

"The lights at the study places in Grainger don't always work. . .but not open late enough"

"Too many non-engineers come to Grainger and take up all the room. They talk loudly and should go to there own departmental library. Also, there are never enough lightbulbs at grainger, especially on the second floor!"

"AT the undergraduate: need new, Comfortable chairs and tables. Grainger is much more comfortable, I avoid studying at the undergrad b/c it is so uncomfortable"

"When searching for recent articles and books, the search results requires more work and time consuming research in order to narrow down to the recent materials." "More group study rooms (at Grainger)."

"Too little new engineering books on campus library such as Grainger."

"The lack of late hours and grainger"

"I would like a more comfortable atmosphere in the Graduate Library. Grainger Library is perfect!!!! Perhaps the Graduate Library can use a face lift."

"Grainger or the Undergrad need to extend their hours."

"The inability or total disregard of library staff etc., to keep the libraries noise free. Most specifically Grainger. To many people come to Grainger to socialize. No kidding. Last year, I loved studying there now all sorts of creatures crawl out from under rocks to go there open a book and just talk."

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"No enough engineering books in the library collections. Have to borrow 60% of my books for research from other libraries. The subject I am looking for is adaptive system control (ECE books)"

"The fine should be more lenient for books that are late only for 1 or 2 days. And the separation between math & engineering library is inconvenient since math is very important for engineering."

### Graphic Services

"The Graphic/Copy Services Center in the Undergrad is TERRIBLE. It is much too expensive and the employees are very slow. I have gotten copies there several times and they never come out good. It is a nice idea to have a copy center there but the service is awful"

"Running around to departmental libraries can make me crazy. I HATE HATE HATE the new printing policy. Undergrad is hotter than hell."

"Printing cost"

"The cost of printing and the fact that we can't check out magazines"

"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)."

"Excessive printing fees, long wait to get books from stacks"

"The staff is uninviting to. many extra costs that I don't know about... like printing"

"For a \"starving college student,\" I dislike the cost of printing. It is also sometimes hard to find articles, but maybe I just don't know what I am doing."



### Health Sciences Library

"Health Sciences library materials lacking extent of material available in Chicago libraries." "Don't open until late on Sunday" Most of the stacks staff is extremely patient and helpful!"

"The hours in the Health Sciences Library are not adequate for medical students and the study space is extremely limited and scarce. Medical students definitely require longer library hours and more study space!"

"With a few exceptions (biology, health sciences) the libraries are unfriendly to people wishing to log onto Email accounts. Your survey questions 1.1 asks about email to contact Library staff, but all the computers in the Undergrad & Grainger have rude signs yelling \"NO EMAIL.\" We need Email to contact professors and library personnel. Please, provide Email stations."

"it's a real pain to have the health sciences collection on a different system. there's also one woman at the circulation desk that has made my life hell on several occasions (short, fat, ugly, miserable). finally, interlibrary loan is kind of slow and haphazard, poorly organized."

### Illinois Historical Survey

"Some of the smaller libraries (i.e. Illinois History Survey and Reference) either close too early or their staff is gone for up to two hours at a time."

### Interlibrary Loan

Interlibrary loan service." "The new gateway!"

"The main library stacks are ugly and not user friendly, they look more like what I would expect in a prison library. They also appear to be unsafe, like perhaps a firetrap. Also, the Interlibrary Loan system seems like the book is due back within days of getting the notice plus you have to pick the book up at one certain window at the main library and return it to that same window, that is very inconvenient."

"I have reached a point in my education where I frequently need books that the UIUC does not have, and so I rely on the Interlibrary Loan. Unfortunately, the loan time can be quite short and renewing the books may be impossible."

"Very long lag time between placing a request for an item and time of delivery. I once requested interlibrary loan materials early on in the semester, then got a notice in the following semester that the item is unavailable."

"Interlibrary loan should be fortified."

"It takes too long to request books through interlibrary loan."

"A number of journals that I use frequently have been discontinued by the library. The interlibrary loan service is useful, but it would be more useful if it was quicker."

- the staff is often unfriendly
- the books are out of place or it takes months for a book to get back on the shelf
- the CIRCULATION DESK people are very mean.
- undergraduates should have stax passes if they want them
- interlibrary loan often takes months to get the right info"

"I dislike the slowness of the interlibrary loan process. I dislike that many times when I am looking for an article the journals have gone to binding, and I can't access them."

"The interlibrary loan department is extremely slow in processing orders. I have waited up to TWO months for photocopies of articles. As a graduate student, I cannot afford to be waiting this long for materials. The form states that one can expect material within 2-3 weeks but this has rarely been the norm for me."

"I dislike the fact that whenever I order photocopies through interlibrary loan, I don't wind up getting the photocopies until well after the fact that I needed them (even not until the next semester)." "There really needs to be a better on-line catalog."

"The Main Stacks are very frustrating. There has got to be an easier way to organize books and journals for ease of the students. I never know if I am going to have luck in finding the materials I need in the stacks. Also, Interlibrary Loan could be a little quicker in getting materials to us. It would be nice if graduate students could have articles faxed to us free of charge on a regular basis if needed. I appreciate the service but can only use it for \"emergency\" situations. Finally, (and I hesitate to even complain about this) but the staff are sometimes too helpful. They help more than I would like. If they could stop helping after they have answered my questions, that would be better."

"(1) Video collection is very small. I have had to rely on interlibrary loans for videos and this process is very slow and some libraries will not loan their videos.  
(2) Some of the students who work in the libraries do not appear to have knowledge about the collections."

"Some items that I need are missing, or often checked out. Also, some materials, even significant journals or books in my field that should be at the UI Library, are not in the UI collection, so I must use interlibrary loan and wait for it to arrive."

"More prompt interlibrary loan service."

"inaccessibility of interlibrary loan to courtesy card holders; excessive requirements for obtaining a courtesy card; difficulty of obtaining stack access--waiting period for getting items from the main stacks; stinginess of space allocation for women's studies, Africana, and afro-Americana libraries scariness of some library spaces--4th floor hallways of main library, undergrad tunnel, some less populated stacks areas"

"Misshelving in a library of this size can become a major problem. It's a human mistake, though, and I can usually find what I need. It would also help if interlibrary loan were faster. I'm sure they have a lot to do, and maybe they need more staff. Sometimes, things arrive well after I needed them, even when I ordered them the previous semester."

"My main barrier to using it has been the process of getting there, but that's really not your fault. It's my fault for being too lazy to walk over here sometimes. And faster interlibrary loan service would be appreciated."

"1--interlibrary loan online. --was told that if my request cannot be accommodated in the time I ask (that recommended on website), request thrown out. Librarian literally told me: \"Request the latest possible date; if you can still use the material in 6 months, request 6 months\". This is ludicrous, & certainly detrimental to timely research. Understand that \"ASAP\" not acceptable, but more info than 8-digit date should be accepted, simply to say material is still wanted/needed if original time constraint cannot be met. Second- guessing library backlog should not be my worry. (I have had difficulty obtaining materials and information concerning loans in the past.)--The Illinet catalogue (reasons above)."

"The Interlibrary loan system. While I am mostly pleased with the way to order materials on-line (much easier than paper requests), I have been very frustrated with the length of time it has taken to get materials. The web page says 10-14 days for many materials and I have never gotten anything that soon -- more along the lines of 5-6 weeks."

"The amount of time interlibrary loan takes and the organization of certain journals. For example, many child and family journals that belong in the Social Sciences library are in the Agriculture Library."

"it's a real pain to have the health sciences collection on a different system. there's also one woman at the circulation desk that has made my life hell on several occasions (short, fat, ugly, miserable). finally, interlibrary loan is kind of slow and haphazard, poorly organized."

## Labor and Industrial Relations

"Still difficult to use (even after 5 years of being here!). I have to run around to at least 5 libraries for my research (Psychology, Education & Social Sciences, Law, Labor and Industrial Relations, Commerce); this takes up considerable time. Other really great libraries, have less of an emphasis on departmental libraries and have a really great single library, e.g., UNC-Chapel Hill."

## Law Library

"the libraries are FAR away from each other...( I don't have a car). It takes forever to get books from the main stacks, (I'm here filling out this survey while waiting for one book, and I've already checked out cnn.com, and msnbc.com....still waiting for my book, wasted a good hour coming here from the law library (they lost the bound journal) to here and I still don't have my journal...."

"The fact that we are not stricter are not letting undergraduates into the law library. They are loud and disruptive and they just lie at the front desk check in center and say that they are here to do law research when they really just come to study and be loud. And, I wish that it was open later. Every law student studies past midnight. At my old undergraduate school even the undergraduate library was open 24 hours a day. I think all of the libraries at Illinois should change to 24 hours, or at least 1 main library and the law library should."

"The law library is not open late enough or early enough, especially on the weekends. Students need access to library materials and quiet study areas before 10am on Sunday. Other schools have 24/7 access and we should at least get decent hours. Further, some of the reference librarians are not knowledgeable or helpful in locating basic information, suggesting I try Lexis or Westlaw when I am making an effort to use the books. We also need more SQUARE tables with outlets and more carrels separated from the main area. Much too loud!!!!!!!!!!!!!"

"Still difficult to use (even after 5 years of being here!). I have to run around to at least 5 libraries for my research (Psychology, Education & Social Sciences, Law, Labor and Industrial Relations, Commerce); this takes up considerable time. Other really great libraries, have less of an emphasis on departmental libraries and have a really great single library, e.g., UNC-Chapel Hill."

"Libraries spread out making it difficult to access books without a car. Difficult to find particular sources in libraries such as the Law library"

"The law library has very old computers. There are only 4 computers that access to the online system. I really think they need new computers."

## Modern Languages and Linguistics Library

"I think that libraries such as the modern languages library should have more room because it is difficult to go there with more than 8 or 10 students at the same time."

"Not enough subscriptions to important journals, especially foreign language journals (I wish there were more access to foreign music journals)"

"I do not like the limit on journal articles offered, especially journals and print materials in foreign languages."

## Music Library

"Hard to find materials at times- many non-English books in the Music library!"

"Music Library closes at 10. No carpeting in the music library. Music Library doesn't open till 8:30."

"Whenever I return books, I still get overdue notices in the mail, and then I have to come to the library and find the books which have all ready been shelved again to prove that I did in fact return them. It's insane. I don't know what the problem is, but it literally happens to me every time in the Music Library. It really needs to be fixed."

"the difficulty in locating specific texts within the library, especially the music library..."

"I would like that the recordings collection at the Music Library to be completed more promptly with more items."

"The hours are not very grad student friendly, at least in the music library where I spend most of my time. I would use the library if it opened at 6 am. In addition, when working with my undergrads I often have a difficult time securing a large enough listening room to include all of them in one session. There is one large listening room in the library, but it usually is used as a classroom and is unavailable for library listening."

"There isn't enough contemporary music (scores or recordings) in the music library."

"1. Above and beyond all, the dreadful on-line catalog. It makes me regret having to use the library at all sometimes. In the Music Library specifically, the inexcusable number of materials that are "lost," "missing," "misplaced," "misshelved," etc. I expect it to happen on

occasion, but the Music Library abuses the privilege to be disorganized in this regard."

"I primarily use the Music Library, and what I like the least is the reduced hours on the weekends. I have more time on weekends than I do week nights, so extended hours on the weekends would be very beneficial. If not all the time, then at least the last couple of weeks of classes, and during finals."

"Whenever I return books, I still get overdue notices in the mail, and then I have to come to the library and find the books which have all ready been shelved again to prove that I did in fact return them. It's insane. I don't know what the problem is, but it literally happens to me every time in the Music Library. It really needs to be fixed."

"Not enough subscriptions to important journals, especially foreign language journals (I wish there were more access to foreign music journals)"

"As a double bass player I am looking for a lot of bass music. There isn't that much bass music here."

"i wish measures were taken to minimize noise inside music library (carpeting the library, for example and setting a automatic door system to keep noise out and lessen the noise made by the opening of doors"

"There aren't enough computers in the music library."

#### Newspaper Library

"Many library personnel are either not very knowledgeable or rude to the patrons. I once need to find a governmental document. I ask the librarian for help, but he didn't know how to find it. I have been to the newspaper library at least twice on Sundays between 12-1 and it is not open."

#### Physics and Astronomy Library

"Declining quality of the collection. In the Physics/Astronomy library, I greatly dislike the shelving of research journals by Dewey number, rather than by standard reference name notation. All other scientific research libraries do it otherwise."

"Discontinuing journals due to lack of funds. Spend less money on computer equipment that will quickly grow out of date and maintain the long-term research capabilities of the university. Also, it would be good if older copies of journals are still available on the shelves. For example, I need articles from \"Science\" from before 1980, but they are not available at the two libraries I have looked

(Physics/Astronomy, and Geology). I assume that these journals exist, but where have they gone?"

- 1) The Staff. Reference help at grainger is terrible.
- 2) The physics library is dirty, cramped, and it is hard to find ANYTHING.
- 3) The Staff. Impatient, ignorant, bored undergrads provide no help when looking for reserve materials that are missing, books that are missing (which are a LOT), etc.
- 4) the web journal article search (inspec/compendex/etc) is very UNRELIABLE!! I have often found articles on exact subjects that the keyword/title/etc. search missed completely. I don't know if there is anything the U or I can do about that.
- 5) many of us need to look up older articles. Why is it so hard to get to the mystery page that has the call numbers on it? Making this all clearer would help immensely. An index with"

"The chemistry library people complain to patrons about email. This is not a problem in the other libraries (Beckman, physics, Grainger) so I don't think they should make a big deal of it either. No one in the other libraries abuse the privilege so I think they should treat people like adults and let them check email if they need to."

"If I read a book from reserve for more than 2 hours INSIDE the Physics/Astronomy library, I am still fined for that. Renewing all books every hour is inconvenient."

"As graduate students need to work at odd hours they should be given permission to access libraries at odd hours of night or day. Physics and Beckman, two that I am aware of, already have a system wherein the graduate student can have key permission. It would be appreciated if the same privilege be extended to the chemistry and biology libraries too."

### Preservation and Conservation

"The card catalog & lack of security. Also, the library is so large and departmentalized that it can be overwhelming and difficult to access information...and hard to tell how to go about finding where to go to get the materials I need. Accessing electronic indexes is also difficult because of so many vendors using different platforms. The condition of the stacks is a preservation nightmare. With the extreme changes in temperature and lack of climate control & fresh air, you're destroying your collections. And since no one is reading shelves access to materials can be problematic."

"Declining support for maintaining library collection (including support of timely cataloging) and lack of preservation."

"That we are forced to cut journals, that we cannot maintain our collections - either in terms of currency or preservation-wise, that every effort to improve service to remote users (professors at their desks, and students at theirs) comes at a cost to existing services that are still desperately needed, that technology - which should be an add on, is an instead of that, there are fewer librarians at a time when we need more to organize the information explosion; that the campus and the University administration talks about the importance of the library, but does not make it a priority."

"The care of the books is rather poor. If one looks close enough or in the right sections of the main stacks, one can find books that should belong in the Rare Book Room (i.e. VERY rare books published before 1800). Also, the temperature and humidity conditions in the stacks does not help the conservation of the books (or the students & faculty that have to work in there for long hours, I might add)."

### Psychology Library

"The fact that the amount of psych/counseling psych journals is pretty low...sometimes I'm looking for a pretty important journal, and it's not carried by the library. That bothers me a lot sometimes..."

"Still difficult to use (even after 5 years of being here!). I have to run around to at least 5 libraries for my research (Psychology, Education & Social Sciences, Law, Labor and Industrial Relations, Commerce); this takes up considerable time. Other really great libraries, have less of an emphasis on departmental libraries and have a really great single library, e.g., UNC-Chapel Hill."

"i question the organization of the individual libraries. sometimes materials are not where i think they should be (ie, psychology journals are found in the education library). the stacks sometimes take to long or i am forgotten completely."

### Rare Book and Special Collections Library

"Funky old equipment and rude unhelpful student employees"      "Get more funding and hire more REAL librarians and webmakers, keep all the rare books in good shape and never never decrease your funding for additions to the library!!!!!!!!!!!!!"

"Sometimes it seems that there's a very serious morale problem w/the staff, and a serious tension between library staff/faculty and teaching faculty from the university at large. There are specific libraries where the staff sometimes has a really horrible attitude toward patrons and a very negative attitude about their own work and the possibilities for their unit (e.g. English, and before the current director, Rare Books). Since library faculty has to publish to get tenure the same



way that faculty in other depts. has to, I think it's ridiculous that they have to perform staff duties at the library 40 hrs. per week. When do they have time to do research or serve students and faculty?"

"The care of the books is rather poor. If one looks close enough or in the right sections of the main stacks, one can find books that should belong in the Rare Book Room (i.e. VERY rare books published before 1800). Also, the temperature and humidity conditions in the stacks does not help the conservation of the books (or the students & faculty that have to work in there for long hours, I might add)."

### Reference Room

"That there is never a reference librarian available when I need one."

"I don't like that we cannot print out our search on the main floor and that the librarians are missing a lot of times in the reference room."

"The video reference collection is not as good as I would expect from a University this size."

"Variety of quality of reference service -- sometimes person is great, other times - - how should one say it -- not so great"

"Having things listed in the catalog as being available, but then no one can find them. Or the reference person tells me that that code means that that book has been lost for a long time. Then why is it still listed in the catalog?"

"idiots at the reference desk who know nothing about the collection and are incompetent in general; inconsistent use of Dewey decimal system the layout of books at Grainger is horrible! Grainger is just one big loud study hall. Did I mention loud? Responses to this survey can only be 750 characters long."

"the short weekend hours and the lack of reference staff on weekends"

"The law library is not open late enough or early enough, especially on the weekends. Students need access to library materials and quiet study areas before 10am on Sunday. Other schools have 24/7 access and we should at least get decent hours. Further, some of the reference librarians are not knowledgeable or helpful in locating basic information, suggesting I try Lexis or Westlaw when I am making an effort to use the books. We also need more SQUARE tables with outlets and more carrels separated from the main area. Much too loud!!!!!!!!!!!!!"

"Some of the smaller libraries (i.e. Illinois History Survey and Reference) either close too early or their staff is gone for up to two hours at a time."

"Reference materials cannot be checked out with a time limit of a few hours."

### Residence Hall Libraries

"The residence hall libraries does not stay open long enough."

"I think the most pressing concern with me is how early the library closes. Perhaps there are students who work jobs along with going to school and need to return and do homework or research but can't because ALL of the libraries on campus have closed. Finding workers to work to really late in the morning, I know is difficult, but I see no reason for residence hall libraries to close at the same time also. When there are students, like me, who would be willing to work, while doing homework. I would like to see the Undergrad open until at least 1am, and residence hall libraries open to at least 2am."

### Slavic and East European Library

"The shelving on the 6th floor west back in the 891.xx area (Slavic) was mislabelled for at least 6 months last year. I think it was finally fixed, but talk about confusion...Each time I had to take a wild guess as to which mobile shelving to open, because the labels had nothing to do with what books were in there."

### Undergraduate Library

1. the number of missing books in the catalog. If we don't have them anymore, why are they still even listed?
2. having to get a special pass for the main stacks, while the Undergrad stacks have an awful lot of out-of-date books"

"Grainger or the Undergrad need to extend their hours."

"Enormous waste of money in poorly selected collection in Undergrad, including many overly specialized works (for the Undergrad) and no visible means for faculty input or advice. Difficulty of identifying databases on web. Slow startup in online system (it should begin with access to the circulation system) and non-intuitive set up.

"How many items are lost or missing. Earlier this semester, I tried to check out 2 books from the Undergrad library. When I arrived at the desk, I could not check them out because of a hold on my account. I cleared this hold within minutes (it was a mistake) but the next morning when I went back to the Undergrad, they

had lost the books. They were never reshelved. I checked every day for the week following. As far as I understand it, they are still lost."

"- never any computers open at the undergrad"

"Running around to departmental libraries can make me crazy. I HATE HATE HATE the new printing policy. Undergrad is hotter than hell."

"The undergrad could use some remodeling"

"Often times these resources are in libraries extremely far from the Undergrad and it can get frustrating to get all the books you need."

"Sometimes it's so loud (especially the undergrad) that it's hard to concentrate. Places for groups to meet would be nice or someone should walk around and tell people to hold down the noise level."

"The somewhat early closing time, though I realize it is not economic to stay open twenty-four hours. Some facilities are in better condition than others, also (compare the Undergrad with Grainger). Also, occasionally I have run into the odd unhelpful/rude employee."

"Undergrad is old and too cramped."

"I still find the telnet card catalog system a little confusing. Also the differing 'specialty library' hours makes it difficult to do research at times in the undergrad, when the library you find out the material is in is closed."

"that the undergrad library doesn't open until 1 on Sundays"

"inaccessibility of interlibrary loan to courtesy card holders; excessive requirements for obtaining a courtesy card; difficulty of obtaining stack access--waiting period for getting items from the main stacks; stinginess of space allocation for women's studies, Africana, and afro-Americana libraries scariness of some library spaces--4th floor hallways of main library, undergrad tunnel, some less populated stacks areas"

"Sometimes some students are very loud when they are doing their homework or projects in the library. They are sort of distracting and disturbing but no one warns them not to be, maybe more regulation is needed in the libraries. Also, the restroom for women outside the undergrad library is too old and doesn't seem to be very clean."

"Should open earlier on Sunday and Saturday mornings. Librarians in undergraduate library should be better trained for reference. Once I asked for a

reference book about certain literary terms and the librarian was not able to help me."

"With a few exceptions (biology, health sciences) the libraries are unfriendly to people wishing to log onto Email accounts. Your survey question 1.1 asks about email to contact Library staff, but all the computers in the Undergrad & Grainger have rude signs yelling \"NO EMAIL.\" We need Email to contact professors and library personnel. Please, provide Email stations."

"1. Sometimes the librarians are somewhat rude esp. at the undergrad  
2. Books often times (at the undergrad) are hard to find. and at the main stacks, waiting sometimes a half hour for a book seems a bit long.  
I hate books that are missing or status unknown. Can they be replaced?"

"The lack of sufficient parking. I also would like to see better services near the copiers. I recently discovered that I needed a card to make photocopies. This forced me to go to another floor to find a machine to purchase the card. I then had to leave to get change from a desk in the undergrad library because I did not have any \$1's. I finally was able to make my copies. Here's the kicker, I already had enough coins to make the copies in the first place if the machines had allowed coin operation. Can you tell this got to me? All of this to say please have card machines and change more available and in more than one location."

"There is only one scanner in the Undergrad library and it's a PC. It's slow and very inconvenient if you need to scan items from periodicals (since we can't check them). It's also obnoxious if you only have MAC zip disks."

"The hours of the Main Stacks, and the hours of both the Main Library and Undergraduate Libraries. Why do they close at 12:00 and 1:00?"

"THE MESS IN THE STACKS AND THE UGLINESS OF THE UNDERGRAD LIBRARY."

"1. Had my ANTH 105 Textbook stolen in Undergrad Library in 1991  
2. **Jane's Defense Weekly needs to be sent to Binding NOW**"

"the small of the undergraduate library"

"The undergrad library is extremely loud and this makes it difficult to study as is the Commerce library. Also, I think it is ridiculous that the library hours are so limited on a college campus. Many other campuses have 24 hour libraries."

"I think the most pressing concern with me is how early the library closes. Perhaps there are students who work jobs along with going to school and need to return and do homework or research but can't because ALL of the libraries on campus have closed. Finding workers to work to really late in the morning, I know is difficult, but I see no reason for residence hall libraries to close at the

same time also. When there are students, like me, who would be willing to work, while doing homework. I would like to see the Undergrad open until at least 1am, and residence hall libraries open to at least 2am."

"Although this may sound petty, your librarians talk constantly. Be it to the patrons or to coworkers, they seem to have no regard for the volume of their voices. This is actually why I stopped studying at the Undergrad and Graduate Libraries."

"I wish the the Undergrad library had a greater range of Psychology journals. Also, it would be very helpful if there was a way to sift through the journal articles that are actually in the library. It is a great waste of time to find the articles I need via a search, then discover that the library doesn't carry many of those journals I need."

"AT the undergraduate: need new, Comfortable chairs and tables. Grainger is much more comfortable, I avoid studying at the undergrad b/c it is so uncomfortable"

"1. Sometimes the librarians are somewhat rude esp. at the undergrad

"The hours of some of the smaller libraries need to be increased. The undergrad library, especially needs to pay special attention to reshelving things properly, and keeping work spaces clutter-free."

"Having to run to 40 different libraries for materials can be a pain. I know the undergrad can't hold all the books and magazines, but it would be more helpful if the resources pinpointed where the source was located in a more efficient manner."

"there are not many computers in the undergraduate library."

### Veterinary Medicine Library

"I have found that there are ot enough updated books in the vet med library, which has been dissapointing."

### Women's Studies

"inaccessibility of interlibrary loan to courtesy card holders; excessive requirements for obtaining a courtesy card; difficulty of obtaining stack access--waiting period for getting items from the main stacks; stinginess of space allocation for women's studies, Africana, and afro-Americana libraries scariness of some library spaces--4th floor hallways of main library, undergrad tunnel, some less populated stacks areas"

