

"Table5_id" "Record_id"

39 46

Q_5_1

"The outstanding service provided by the Classics Librarians, Bruce Swann and Mardell O'Brien. Depth of coverage in print materials. The Patrologia Latina database"

Q_5_2

"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)"

Q_5_3

"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."

191 213

Q_5_1

"The selection of books is wonderful - I can find anything for any paper."

Q_5_2

"For any given paper, I have to run around to 3 - 5 different libraries to get the books I need on time."

Q_5_3

"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."

342 374

Q_5_1

"There are a lot of resources on a great number of topics."

Q_5_2

"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 having to get a special pass for the main stacks, while the Undergrad stacks have an awful lot of out-of-date books"

480 512

Q_5_1

"new trend towards technology"

Q_5_2

"technology not helpful yet"

Q_5_3

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

481 514

Q_5_1

"Still one of the best university libraries anywhere."

Q_5_2

"New online catalog is pretty poor."

Q_5_3

"Get the new online catalog software!"

484 516

Q_5_1

"spacious, quiet, and each library has a different atmosphere"

Q_5_2

"There are not that many places where groups can work together and not disturb others. There isn't access to computers for group projects in a private room"

Q_5_3

"Rooms for group discussions"

485 518

Q_5_1

"The staff are always very helpful, and willing to go to great lengths to see that you get the materials you need."

Q_5_2

"Having to go to other libraries on campus to get what I need."

Q_5_3

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

488 520

Q_5_1

"atmosphere conducive to learning"

Q_5_2

"better ease at accessing materials."

489 522

Q_5_1

"The numerous books and journals carried."

Q_5_2

"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."

492 524

Q_5_1

"This library has outstanding resources - books and periodicals are my main focus. I'm also very happy with the CIC/VEL online ILL service."

Q_5_2

"The ILLINET online catalog is awful. See my comments above. Anything like the old telnet U. Michigan or Harvard interfaces would be much better."

494 526

"Overall, it's a great library!"

496 528

Q_5_1

"volumes in collection"

Q_5_2

"longer hours at night, weekends, and holidays"

17 23

Q_5_1

"The size and quality of the collection."

Q_5_2

Interlibrary loan service." "The new gateway!"

18 24

Q_5_1

"The size and range of its print and non-print collections."

Q_5_2

"There is nothing negative enough to rank as \"least.\" It's simply a wonderful, well-managed institution."

Q_5_3

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

19 25

Q_5_1

"The people. On the whole, the librarians are extremely helpful."

Q_5_2

"There is no one place where most environmental information is kept. Although departmental libraries are convenient in some cases, they don't work very well for interdisciplinary topic areas like environmental science."

Q_5_3

"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."

20 26

21 28

Q_5_1

"Being able to check out books and get information on-line and have items sent via campus mail"

Q_5_2

"Having to return the books in person instead of returning in campus mail. Lack of parking near the main library."

Q_5_3

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

22 29

Q_5_1

"The working relation we have developed over the years. and their willingness to accept campus planning documents, given that space and funds can be provided for the necessary building upgrades required."

23 30

Q_5_1

"It is a wonderful library, except for online access"

Q_5_2

"online access"

Q_5_3

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

24 31

25 32

Q_5_1

"Illinet Online catalog services."

Q_5_2

Telnet version is a nightmare to navigate quickly, and Web interface has been consistently unreliable to access."

26 33

Q_5_1

"The collections"

Q_5_2

"The new online catalogue"

27 34

Q_5_1

"Its holdings and the collection"

Q_5_2

"Lately, books needed are in other Illinois Libraries and are not in the U. of I. Lib."

Q_5_3

"Monetary support to acquire needed material"

28 35

Q_5_1

"It's big."

Q_5_2

"It's big."

Q_5_3

"N/A"

29 36

30 37

31 38

Q_5_1

"Web based data bases for journal articles"

Q_5_2

"telnet library catalog Many spread out libraries"

32 39

33 40

34 41

Q_5_1

"You can always and eventually find the materials you want, no matter what."

Q_5_2

"It takes a lot of time to know in which library the material you are looking for is located (too many small libraries)."

35 42

36 43

Q_5_1

"Size of collection."

Q_5_2

Movement toward web based catalog system."

37 44

Q_5_1

"The collection itself and various ways to access information about the collection."

Q_5_2

"The division into subject areas. I realize that this has its pluses, but in many cases, journals are relevant to a number of subjects and this causes extra trips to different libraries. I anticipate that much of this will be solved as more journals are accessible in electronic form over the web."

Q_5_3

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

38 45

Q_5_1

"The ability to check out books online and get them delivered as well as the interlibrary loan."

Q_5_2

"Some librarians are not very knowledgeable..."

Q_5_3

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

498 530

Q_5_1

"books"

Q_5_2

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

500 532

Q_5_1

"The size. This library is huge and it has a lot of resources."

Q_5_2

"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."

502 534

Q_5_1

"It has a very wide range of materials for all sorts of fields of research."

Q_5_2

"The online catalogue used to be confusing, but I just used it again today and had an easy time with it. But it is frustrating when the materials I need aren't at this university, but the database lists it. I don't know if there is a charge to get it from another library off campus."

648 680

Q_5_1

"Up to date journals... full text articles...computers."

Q_5_2

"open hours...books are way too old.. some are older than I am."

Q_5_3

"more computers!!"

804 836

Q_5_1

"You can usually always find information on what you are looking for."

Q_5_2

"It can be difficult, because there is so much information and so many different resources, to find what you are looking for quickly."

Q_5_3

"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"

960 992

Q_5_1

"Large number of journals"

Q_5_2

"Ever decreasing number of journal subscriptions"

1130 1162

1219 1251

Q_5_2

"the multiple locations, different closing times, distance from one another"

Q_5_3

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

1221 1253

Q_5_1

"Large collection. Mailing to office. Convenience of English Library."

Q_5_2

"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.

Q_5_3

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

1223 1255

Q_5_1

"I can find something on just about any topic there."

Q_5_2

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

1225 1257

Q_5_1

"the number of journal and the range of material which they cover is astounding"

Q_5_2

"some libraries have few computers"

Q_5_3

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

1227 1259

Q_5_1

"The many libraries to choose from, and the interlibrary loan program."

Q_5_2

"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."

Q_5_3

"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."

1229 1261

1231 1263

Q_5_1

"I like most the accessibility of the computers. Also, the staff is VERY helpful and friendly."

Q_5_2

"I like least that sometimes books that are supposed to be available are not shelved and that it is sometimes difficult to know what search to execute on the computers when looking for journals."

Q_5_3

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

1233 1265

Q_5_1

"It has so many items - you really feel like you have the world at your fingertips. Additionally, I like the high electronic access, even though I think some areas could improve."

Q_5_2

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

1235 1267

1237 1269

Q_5_2

"Weekend hours -- particularly Sunday -- too few hours."

1239 1271

Q_5_1

"It is a good place to study."

Q_5_2

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

1241 1273

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

1243 1275

1245 1277

Q_5_1

"I think our system of libraries is definitely an excellent one. As we move more and more into the electronic age, the library system will become more and more 'virtual'. However, this would never replace the importance of having and keeping a good print collection. In my opinion, the electronic media will complement the print media, but not replace it. Keep on with your good work!"

Q_5_2

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

Q_5_3

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

1247 1279

Q_5_1

"Reserve areas and borrowing procedures for reserve areas are organized. Glad there is some library internet access to resources."

Q_5_2

"Mostly the way the online catalog is set up. It's confusing and frustrating for people who don't know how to use it."

Q_5_3

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

1249 1281

1251 1283

Q_5_1

"The number of books available on every topic and the ease of acquiring them."

Q_5_2

"Even though there are so many books, I find that some of them are to general."

Q_5_3

"more books ...?"

1253 1285

"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!"

1255 1287

1257 1289

Q_5_1

"range of material, good staff, telnet interface useful"

Q_5_2

"problems caused by catalog update (i.e. cannot access some material by by call number), distance between departments, not open late enough on Saturdays, web interface faulty"

Q_5_3

"get the web interface sorted!"

1259 1291

Q_5_2

"I routinely find that our library does not have recent books from well known publishers. At the same time I routinely find that the book is at Northern or Southern Illinois! I thought we were the major research university."

Q_5_3

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

1261 1293

1263 1295

1265 1297

Q_5_1

"a very good collection of books in my field of study good service (quick and friendly)"

Q_5_2

"I don't like that the library closes so early on Fridays and Saturdays and opens so late on Sundays"

Q_5_3

"you should consider to extend the library hours"

1267 1299

Q_5_1

"The Africana section"

Q_5_2

"the intimidating size"

Q_5_3

"none"

1269 1301

Q_5_1

"I have been able to find almost all of the items I have looked for at this library, without having to worry about interlibrary loans."

Q_5_2

"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\"."

1271 1303

Q_5_1

"There are uncountable sources in the libraries."

Q_5_2

"Library hours"

Q_5_3

"open library longer than now."

1273 1305

Q_5_3

"Need to be more print credit card machines"

1275 1307

1277 1309

Q_5_1

"Fairly wide variety of material."

Q_5_2

"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."

1279 1311

Q_5_1

"Availability of broad and deep journal collections, current books, IEEE CD-ROM database and article printouts! IL loan has speeded up greatly and very handy. Access to volumes available across the Illinois system has really helped my research and project work."

Q_5_2

"Hours in intercession are much too short. Many students and professors must really utilize breaks from classes to get research results, so they are working around the clock on breaks. Reduced access to library resources such as the CD-ROM electronic article search (IEEE) hurts a lot."

Q_5_3

"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."

1281 1313

Q_5_1

"Document retrieval service, although slow, it has been extremely helpful. I did an extensive research paper on a topic covered in some uncommon journals and requesting specific articles is key. At a research university, such research should be available. I, at least, didn't know about the service until this year. 10 days should mean 10 days though, I often waited 45 days - luckily I started my research early most of the time."

Q_5_2

"Fines for course reserve materials are absurd!! \$2 the first hour and a \$1 each additional just isn't fair - often for a 2-page article. If the concern is to keep them in, have one copy that can't leave the library."

Q_5_3

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."

1283 1315

Q_5_1

"Getting books and materials delivered to a place of my choice."

Q_5_2

"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."

Q_5_3

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

1285 1317

Q_5_1

"The University of Illinois is trying to promote a technologically advanced way in which to use its services."

Q_5_2

"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."

1287 1319

Q_5_1

"a lot of resources are available and I like the full-text article databases"

Q_5_2

"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"

1289 1321

Q_5_1

"It's HUGE. I love getting pretty much anything I want from a library. For the most part, I use Grainger, and it is wonderful. No complaints."

Q_5_3

"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."

1290 1322

Q_5_1

"The staff is knowledgeable and courteous"

1291 1323

Q_5_1

"breadth of available resources"

Q_5_2

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

Q_5_3

"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."

1292 1324

1293 1325

1294 1326

Q_5_1

"I have been able to find most of the magazine references with much ease as the library's collection is rather large."

Q_5_2

"The computers are usually occupied."

1295 1327

Q_5_1

"Convenience"

Q_5_2

"Printer charge"

Q_5_3

"None"

1296 1328

1297 1329

Q_5_1

"It is a quiet place to study and the materials are fairly easy to locate and check out. For such a large university, the library system works with ease."

Q_5_2

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

Q_5_3

"Receiving books from the main stacks faster."

1298 1330

Q_5_1

"Lots of resources"

Q_5_2

"Many subjects I were looking for were hard to find or were not available."

Q_5_3

"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."

1299 1331

1300 1332

Q_5_1

"I was very pleased by the friendly and knowledgeable staff, especially Molly in the circulation area of the graduate library."

Q_5_2

"I do not like the limited number of journals available in the field of speech language pathology. This university is rated #10 in the country for this discipline yet the resources available are quite lacking."

Q_5_3

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

1301 1333 "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."

1302 1334

Q_5_1

"Collection size, on-line system and interlibrary loan system are impressive!!! I can almost always get what I need. Efforts to update computer system are appreciated."

Q_5_2

"nothing."

1303 1335

Q_5_1

"It's massive!"

Q_5_2

"The search engine."

1304 1336

Q_5_1

"The part of the library system that I like is the large range of documents that are available to the students."

Q_5_2

"With the large variety of texts and documents that are available, a large majority of the students waste a large majority of their time trying to find where they are located."

Q_5_3

"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."

1305 1337

Q_5_1

"getting information and not having to go to the library"

Q_5_2

"The dewey decimal system"

Q_5_3

"--"

1306 1338

Q_5_1

"The excellent collections."

Q_5_2

"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."

1307 1339

1308 1340

Q_5_3

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

1309 1341

Q_5_1

"I like our library collections and that Tom Kilton is putting so much work into the MLL."

Q_5_2

"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."

Q-5_3

"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!"

1310 1342

Q_5_1

"kind expert librarian helps us to find materials."

Q_5_2

"lack of computer, hard to find new editions of scores...especially, most scores are not clean; electronic data base system; hard to find materials using telnet."

Q_5_3

"put some computers only for checking emails."

1311 1343

Q_5_1

"Convenient locations"

Q_5_2

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

1312 1344

1313 1345

1314 1346

1315 1347

1316 1348

Q_5_1

"big"

Q_5_2

"smells"

Q_5_3

"food"

1317 1349

Q_5_1

"Access to magazines, media center, places to read"

Q_5_2

"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."

1318 1350

1318 1351

Q_5_1

"I love the number of volumes. Everything is available."

Q_5_2

"Having to go to 5 different buildings to get 5 books."

Q_5_3

"Consolidate by having multiple copies of popular texts."

1320 1352

Q_5_1

"The library system is huge and I like how there are specific libraries for specific subjects."

Q_5_2

"Sometimes you have to physically go to another location and that is annoying when you are in a rush"

1321 1353

Q_5_1

"ILLINET Telnet Interface"

Q_5_2

"Finding some periodicals is inconsistent between the departmental libraries."

1322 1354

Q_5_1

"The library provides good support most of the time."

Q_5_2

"The library has many books. However, most are out of date. The library has failed for some reason to keep up the collection, at least in the area I know. (japanese^linguistics) The librarians tend to order series of books because it is easier for them, but often non-series books/conference proceedings are what I

need. I have seen the library pay \$50 to borrow a book from MIT for me that costs about the same..."

Q_5_3

"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..."

1323 1355

Q_5_1

"It took me two years to figure out how to navigate the Music Library. I even had tours, it is disorganized and should at least use only one type of cataloging system."

Q_5_2

"Use either Library of Congress or Dewy Decimal, not both systems."

Q_5_3

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

1324 1356

1325 1357

1326 1358

Q_5_1

"breadth and depth of the collections -- don't sacrifice it!"

Q_5_2

"the online catalog system"

Q_5_3

"Hire a director who has a stronger commitment to the excellence of this library than the furthering of his career"

1327 1359

Q_5_1

"Its resources that are available."

Q_5_2

"Its resources that are available...sometimes there are too many and you get lost looking for what you really need."

Q_5_3

"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."

1328 1360

1329 1361

1330 1362

Q_5_1

"good collections"

Q_5_2

"too bureaucratic"

Q_5_3

"get rid of the smoker in 4th floor IT'S AGAINST UNIVERSITY POLICY and it stinks."

1331 1363

1332 1364

Q_5_1

"Great Mathematics Library"

Q_5_2

"Get a better search engine on the Illinet Online"

1333 1365

Q_5_1

"Excellent service and full-text electronic journal."

Q_5_2

"Need to buy more books."

Q_5_3

"Need to buy more books."

1334 1366

1335 1367

Q_5_1

"Office delivery and looking forward to more web access, also very good collections and access to interlibrary loan."

Q_5_2

"The new web interface is taking a little getting used to ;-)"

1336 1368

1337 1369

Q_5_2

"I can't find materials that is needed"

Q_5_3

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

1338 1370

Q_5_1

"Huge amount of resources available to me"

Q_5_2

"Difficulty in locating the resources I need"

1339 1371

Q_5_1

"many books!"

Q_5_2

"seems to be a lower priority than funding football stadiums"

1340 1372

1341 1373

Q_5_1

"More materials than I could have ever imagined. A great resource for education here at the U of I."

Q_5_2

"The hours that the libraries are opened. And the fact that food and drinks are not permitted in any of them anywhere." "I can't understand why a University of our size would not have libraries opened 24 hours. There have been many times when I would have liked to stay studying at night but can't because there is not anywhere to go on campus. Also the fact that all the libraries close

early on weekends is a disgrace to those who want to get things done. If this University is interested in keeping students out of trouble on the weekends, the least they could do is have a library open 24 hours on the weekends."

1342 1374

Q_5_1

"Prompt delivery of library materials."

Q_5_2

"Those crappy copiers!"

1343 1375

Q_5_1

"The close proximity of the libraries to the Quad."

Q_5_2

"The unfriendly and basically indifferent staff (to student needs)."

Q_5_3

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

1344 1376

Q_5_1

"I like being able to find almost everything I need on campus."

Q_5_2

"It's frustrating sometimes to have to go to so many libraries around campus and the hours aren't always convenient especially if you want to visit a few libraries at the same time on one day."

Q_5_3

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

1345 1377

Q_5_1

"The ease of finding materials through the computer systems. Also that you can now return materials to any campus library site."

Q_5_2

"Many of the books are rather old, and it is difficult to find current books on some topics, meeting professors' date expectations."

1346 1378

Q_5_1

"accessible by computer"

Q_5_2

"the hours... especially on weekends... some of us study Friday and Saturday nights and it would be nice if the libraries stayed opened longer than 10pm"

Q_5_3

"extend the weekend hours"

40 47

Q_5_1

"Delivery of material via campus mail. Large collection of resources"

41 48

Q_5_1

"The vastness of the collection"

Q_5_2

"Trouble getting to parts of the collection"

Q_5_3

"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...."

42 49

Q_5_1

"The extensiveness of the library collections."

Q_5_2

"The library hours need to be much longer on weekends and in the summer."

43 50

Q_5_1

"Finding journals from the Web."

Q_5_2

"Some staff do not help people and print services are too expensive."

Q_5_3

"Improving personal support services."

44 51

45 52

Q_5_1

"Journals and books as well as CD-ROMs in engineering."

Q_5_2

"Journals can't be borrowed or checked out for reading or copy. It should be checked for a week for graduates."

Q_5_3

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

46 53

47 54

Q_5_1

"Reference library. A resource for where to go when I need answers and have such a short time period to find it or an answer on the phone about phone numbers or people in companies or phone books out of the area."

Q_5_2

"Not being able to return books through campus mail."

Q_5_3

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

48 55

Q_5_1

"Many journal articles are available locally; those that are not can usually be supplied in photocopy form from a participating library. This is extremely valuable."

Q_5_2

"Some microfiche readers take only dimes for making prints, and the library does not provide change."

Q_5_3

"Full text journal articles available on the web would be wonderful!"

49 56

Q_5_1

"I've been a student at several universities and this library system is the best by far for a number of reasons. It's collection of books and journals is extensive, and accessing them, whether physically or electronically, is not difficult. Over the past three years, I've never had a negative encounter with a library staff member in any of the libraries I frequent."

Q_5_2

"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."

Q_5_3

"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."

50 57

Q_5_1

"Breadth of collections."

Q_5_2

"See comments above re online problems."

Q_5_3

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

51 58

Q_5_1

"Access to so many article databases, and full-text databases"

Q_5_2

"The interface, or the number of steps to log into a database or the online catalog, is somewhat confusing and disorienting."

Q_5_3

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

52 59

Q_5_1

"The depth and breadth of the collection."

Q_5_2

"Right now, the frustration of trying to find things in the online catalog (telnet version). Similarly, the fact that the web-based interface still isn't ready."

Q_5_3

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

53 60

54 61

Q_5_1

"Competent, helpful staff"

Q_5_2

"Decentralized structure"

Q_5_3

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

55 62

Q_5_1

"The amount and diversity of Journals available. I hope it does not decrease."

Q_5_2

"The ACES/AG library situation right now where older journals are in storage or in another area and not immediately accessible."

56 63

57 64

Q_5_1

"UIUC libraries are extremely complete and professionally staffed and operated. The services are the best!"

Q_5_2

"Sometimes its sheer size seems to impede use of the wonderful services and facilities. I really don't want anything done about that though. The departmental, subject specific libraries help very much with this impression."

Q_5_3

"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."

58 65

Q_5_1

"I like having the ability to search for materials online and have them delivered to my office. I like being able to telephone the library and having a competent librarian answer my question."

Q_5_2

"The current online catalog system sucks. The old system was limited in what patrons were allowed to do with it, but at least it was somewhat user friendly, took a minimum of instruction to learn how to use it, and it worked. This new system is none of these things at present. And whoever decided to let patrons try the new web-based catalog without allowing them to charge items out should be shot. It's no good to patrons if we cannot charge out an item after we've found it, but instead have to either hike over to the library holding the item, or else log off, then log onto the telnet catalog to charge out the item."

Q_5_3

"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!"

59 66

Q_5_1

"Open long hours, lots of resources about general topics"

Q_5_2

"Health Sciences library materials lacking extent of material available in Chicago libraries." "Don't open until late on Sunday"

Q_5_3

"More public education about using services"

60 67

Q_5_1

"The Music Library has a dedicated staff who are knowledgeable, kind, friendly and helpful. It is a privilege to have these librarians available as a resource."

Q_5_2

"I'm getting a little tired of waiting to check out items at the main library stacks, and one or two staff members have a way of making the patrons feel as if we are wasting their time. Either more staff needs to be hired to reduce the stress on the current librarians, or there needs to be a different approach to staff training. Most of the stacks staff is extremely patient and helpful!"

Q_5_3

"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."

61 68

Q_5_1

"The fact that the collection is so large. The resources here are amazing."

Q_5_2

"I think many patrons are not fully aware of all the resources available to them, especially the resources at various departmental libraries. The decentralized nature of the library sometimes makes it difficult for people to find things."

Q_5_3

"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."

62 69

Q_5_1

"Ease of finding materials on search databases"

Q_5_2

"the fact that the catalog and search databases bring up materials that are not right here on campus"

Q_5_3

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

63 70

Q_5_1

"Knowledgeable staff at the music library, long loan period for graduate students"

Q_5_2

"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."

64 71

65 72

Q_5_1

"The hours are really convenient"

Q_5_2

"It is hard to locate materials if you are not familiar with the library"

66 73

Q_5_1

"Most librarians are very kind to help."

Q_5_2

"Printout of library data costs too much."

67 74

Q_5_1

"Vast publication material and convenient hours."

Q_5_2

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

Q_5_3

"Increase multi media collection"

68 75

Q_5_1

"Extensiveness of materials provided"

Q_5_2

"Not enough available electronically"

Q_5_3

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

69 77

Q_5_1

"service"

Q_5_2

"no Chinese journals about Agricultural Engineering or Agricultural Machinery"

70 78

Q_5_1

"Online access"

Q_5_2

"Not enough individual student rooms in some libraries and not enough photocopy machines"

Q_5_3

"More service hours on weekends"

71 79

Q_5_1

"Collections"

Q_5_2

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

Q_5_3

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

72 80

Q_5_1

"Wide collections."

Q_5_2

"Interlibrary loan should be fortified."

Q_5_3

"Greater ease of collaboration between libraries."

73 81

Q_5_1

"I think the library has excellent resources, especially books and journals, and I think the telnet searches are very efficient and easy to use."

Q_5_2

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

Q_5_3

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

74 82

Q_5_1

"Web becoming a priority"

Q_5_2

"Web not top priority"

Q_5_3

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

75 83

Q_5_1

"The ability to search for, request, and have delivered, materials to my desk."

Q_5_2

"The wait for a book which is not on campus. That's a minor complaint, though."

Q_5_3

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

76 84

Q_5_1

"online searching"

Q_5_2

"not finding books on shelves due to reshelving time lag, being charged out, or lost"

Q_5_3

"increase acquisition of books and journals"

77 85

Q_5_1

"Availability of book, magazine titles."

Q_5_2

"Lack of periodical titles."

Q_5_3

"Purchase new titles."

78 86

Q_5_1

"The great collection and the availability of an amazing amount of material at our own library and others in the system. And I'm very glad that materials are sent to my office---that's really convenient, and colleagues at other universities are envious."

Q_5_2

"Along with many of my colleagues, I'm finding the telnet access to the library quite cumbersome and hard to use. I suspect that things I can't find are there, just not accessible easily. We really do need to find a more efficient search and check-out mechanism!"

Q_5_3

"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."

79 87

80 88

Q_5_1

"LOTS of books, efficient indexing"

Q_5_2

"14-digit ID number"

81 89

Q_5_1

"I think we have excellent resources"

Q_5_3

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

82 90

Q_5_1

"Wide variety of periodicals"

Q_5_2

"As a graduate nursing student, there are several required videos to view during a relatively short period of time. On more than one occasion, I have TRAVELED to C-U to watch these only to discover there are medical students supposedly studying in all 3 AV rooms. This is frustrating and a complete waste of my time! Solution: more group study rooms separate from the AV rooms."

Q_5_3

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

83 91

Q_5_1

"Seems to be open conveniently. I can get my work done without being bothered by anyone trying to help when I don't want it."

Q_5_2

"Right now, having to pay for printouts."

84 92

Q_5_1

"The Library has almost EVERYTHING that I need. And if it doesn't have, it can get it!! I also like the convenience of charging books electronically and having them mail to my office WONDERFUL!!"

Q_5_2

"The computer system to charge books. It's a mess!!"

Q_5_3

"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!"

85 93

86 94

87 95

Q_5_1

"The electronic full-text research articles"

Q_5_2

"the quality of copy machines"

Q_5_3

"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."

88 96

89 97

90 98

Q_5_1

"I like that the U of I Library is staffed by friendly and knowledgeable professional staff. Since the collection is large, I can usually find something on the topic I need."

Q_5_2

"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."

Q_5_3

"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."

91 99

Q_5_1

"Has pretty much everything I need, and catalog id easy to use."

Q_5_2

"There could be an easier way to figure out journal holdings on the online catalog"

92 100

Q_5_1

"I like the large supply of resources and the interconnectivity of the systems through the Internet"

Q_5_2

"The diverse locations throughout campus"

Q_5_3

"Consider reducing print costs"

93 101

Q_5_1

"Large collection of books and journals"

Q_5_2

"Many times things that are supposed to on campus are either missing or checked out (if it's a faculty member, it can be checked out for a LONG time). Also you need to go all over the place sometimes to get a book that you want."

Q_5_3

"More copiers that work."

94 102

Q_5_1

"staff"

Q_5_2

"on-line catalog"

95 105

Q_5_1

"For the most part the collections are easy to access and the staff is willing to help."

Q_5_2

"DRA is not capable of handling the UI collections."

Q_5_3

"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."

96 106

Q_5_1

"convenient hours, books about specific topics, lots of resources like media and journals"

Q_5_2

"staff can be rude, not as safe as I would want it to be."

Q_5_3

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

97 107

98 108

Q_5_2

"I think the library doesn't do enough to promote itself to the University Administration. The library should be able to command a greater portion of the University's budget in order to maintain its status as a quality collection. I also think the library does so much to expand its electronic and bibliographic databases, but not enough for the print collection that is needed to support these databases. Finding a citation is great, but finding the actual article is even better. I am able to find countless citations to the Observer and Independent Newspaper, but we don't hold these major UK newspapers. I also think there are not enough bibliographic databases which index newspapers from foreign countries."

99 109

Q_5_1

"good collection, helpful people"

Q_5_2

"Lousy computer access and check out process."

Q_5_3

"Fix computer access."

100 110
101 111

102 112

Q_5_1

"breadth and depth of collections"

Q_5_2

"poor recent support of periodicals AND still little effort to avoid duplication across campus"

Q_5_3

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

103 113

Q_5_1

"location/convenience"

Q_5_2

"on-line catalogue--has too many unnecessary steps, difficult to sort/limit and browse cataloguing"

Q_5_3

"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"

104 114

Q_5_1

"departments--you know where to go for quick info"

Q_5_2

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

105 115

105 116

Q_5_1

"We have most of what I need, and can easily get from other libraries most of what we don't. It is convenient to order these things online and have them delivered to the closest library or my office."

Q_5_2

"That we don't subscribe to certain newer journals (presumably due to budget constraints), even when they are rather important and not unreasonably expensive (e.g. Plasma Sources and Science Technologies)."

107 117

Q_5_1

"Expansive collection"

Q_5_2

"Never seem to have available the books or journals I need so I end up having to request them from other libraries."

Q_5_3

"Get more copies of heavily used materials!"

108 118

Q_5_1

"easy to locate references via computer"

Q_5_2

"don't have many journals I've been looking for"

109 119

Q_5_1

"The breadth and depth of the materials. You have most everything I want to see."

Q_5_2

"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?"

Q_5_3

"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!"

110 120

111 121

Q_5_2

"Dropping of journal subscriptions."

Q_5_3

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

112 122

113 123

Q_5_1

"Location and hours"

Q_5_2

"Have a hard time getting started. Need an easier way to find the appropriate materials needed."

114 124

Q_5_1

"wide availability of material. excellence of interlibrary loan services. staff there is helpful, prompt, courteous. large # of journal databases. delivery of materials via campus mail."

Q_5_2

"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."

Q_5_3

"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."

115 125

Q_5_1

"That it accessible for everyone. And it is easy to find what you're looking for."

Q_5_2

"The library hours."

Q_5_3

"None"

116 126

117 127

118 128

Q_5_1

"ILLINET is what I like Most. Access from home is best part of ILLINET."

Q_5_2

"Getting books from outside campus takes longer than what I expect."

Q_5_3

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

119 129

120 130

Q_5_1

"I like the study areas in the Grainger Engineering Library the most because they are designed well."

Q_5_2

"I do not like the library's collection of up to date technical manuals, especially with computer programming languages"

Q_5_3

"Don't cut the new book budget."

121 131

Q_5_1

"There is a very large collection of materials which are easily accessible. Almost entirely complete with only a small amount of missing works."

Q_5_2

"The frustration of canceled journals, especially when the U of I is the only university in the catalog to have a copy."

Q_5_3

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

122 132

Q_5_1

"I only like the full text documents on-line."

Q_5_2

"I think it's ironic that in the third biggest library in the country (or whatever it is they're always bragging about) I have never found anything there! Yet, at Western Illinois University, I was able to find more than enough information. In fact, when I'm writing a big paper, I go there to do research."

Q_5_3

"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!"

123 133

Q_5_1

"large collection, usually helpful staff"

Q_5_2

"the life science libraries are so far from each other and related materials are located in different places. these libraries should be MERGED. Current books in business are not on campus."

124 134

Q_5_1

"There is a lot of room and many computers and resources."

Q_5_2

"Everything is all over the place. Once a resource has been found, it is difficult to find the information."

125 135

126 138

Q_5_1

"Quality of the collection"

Q_5_2

"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."

Q_5_3

"Put more money into the collections."

127 139

128 141

Q_5_1

"There is a very large amount of material available, and chances are we have what I am looking for."

Q_5_2

"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."

129 142

Q_5_1

"All the technology"

Q_5_2

"The loudness and the fact that you can't bring food or drinks into the library. Sometimes people like to eat when they study."

130 143

Q_5_1

"It has a large collection of available books and journals."

Q_5_2

"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."

131 144

Q_5_1

"I like the sheer size of the library. Most libraries are pitifully small compared to this one, although I think it could use a bit more inventory re: fiction."

Q_5_2

"Many of my friends are not associated with the U of I, and must work through city/county/state libraries in order to find books that are not readily available. When they get complimentary cards, they are given a lesser service than regular patrons. I think this kind of service hurts the library, and should cease."

Q_5_3

"See 5.2"

132 145

Q_5_1

"The collections"

Q_5_2

"The online catalog system; journal searching; dirty libraries"

133 146

134 147

135 148

Q_5_1

"The number of print resources available."

Q_5_2

"Journals can be hard to find (both in the computer initially and on the shelves)"

136 149

Q_5_1

"Their willingness to offer assistance"

Q_5_2

"Uneducated staff, misshelved items, reserve items misshelved"

137 150

Q_5_1

"I enjoy the quiet study areas" "The recent availability of up to date books"

138 151

Q_5_1

"I love the fact we have separate libraries for certain topics and majors. Ricker library is my favorite one."

Q_5_2

"too many little libraries. I can't sit in one library and search on different subjects. I need to run around everywhere to look at something I might find interesting, thus, I don't make the effort to go around campus."

Q_5_3

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

139 152

Q_5_1

"huge selection of materials...several libraries.....convenient locations and timings. staff is helpful and knowledgeable."

Q_5_2

"books can, at times, not be readily available....either they are in another library or it is difficult finding them. This is true for just SOME books or topics."

Q_5_3

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

140 153

Q_5_1

"I like being able to come in, find what I want, and not have to ask for assistance. The library system is, for the most part, set up well enough that I don't need help finding things or getting what I need."

Q_5_2

"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."

141 154

Q_5_1

"Access to ILLINET Online is very helpful, even essential."

2.6 Cont: Perhaps one option would be to look into changing what info gets printed most often, and providing a way to choose the fields to be printed (e.g., title and call number only) and allowing the aggregation of info to be printed prior to printing; screen dumps waste paper and printing resources, for example, as does printing one or two citations per page. To some extent, allowing access to low-end word processing power, like Notebook, allows the user to do this, but does not always allow complete control, e.g., reduction of font size for economical use of printers."

Q_5_2

"The new PIN/personal code number sign on requirement for viewing one's account. The sign-on should be required just once; as it is, it requires that the number be iteratively entered."

Q_5_3

"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."

142 155

143 156

Q_5_1

"Nice peripheral objects, such as the windows in the Reference library."

Q_5_2

"Not enough help on using it seems available. If I did not work here I would never know how to use it and, therefore, never come."

Q_5_3

"Please take care of building maintenance promptly."

144 157

Q_5_1

"The library collection is almost always sufficient for doing my projects and papers."

Q_5_2

"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."

145 158

Q_5_1

"The chemistry library has a great selection, and their interlibrary loan program has helped me on more than one occasion."

Q_5_2

"The chemistry library is not available to graduate students 24 hrs/day as I have seen at other institutions. Also, there is limited space available for individual study."

146 159

147 163

Q_5_1

"the librarians and their help"

Q_5_2

"hours are not long enough"

148 164

Q_5_1

"Complete collection"

Q_5_2

"too many library buildings; sometimes it's too tiring to go from library to library to find the materials needed and sometimes it's hard even trying to find one."

149 165

Q_5_1

"People there to help."

Q_5_2

"Problems with search engines." "The individual study areas don't smell very pleasant in the back north east corner."

150 166

Q_5_1

"It is very convenient to be able to return books to any library no matter which departmental library you got it from"

Q_5_2

"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"

151 167

Q_5_1

"The comprehensiveness of its collections"

Q_5_2

"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!!!!!!!!!!!!!!"

152 168

153 169

Q_5_1

"I like the specialized areas so I can find what I'm looking for quickly and a lot of material on my particular subject I'm searching for."

Q_5_2

"I don't like the fact that copies cost so much sometimes and that the copy machines are often not able to be used or there are too few of them."

154 170

Q_5_1

"Professional staff with subject-specific knowledge."

Q_5_2

"Illinet Online"

155 171

156 172

Q_5_1

"I like the study rooms in Grainger and the atmosphere is quiet (because of the carpeting)."

Q_5_2

"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."

Q_5_3

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

157 173

Q_5_1

"Inter-library loan is great. Telnet is really great at finding sources, too."

Q_5_2

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

158 174

Q_5_1

"The mass amounts of materials of all sorts. The high access privileges for grad students."

159 175

160 176

Q_5_1

"I love the service and the abundance of resources."

Q_5_2

"The library should be open later."

161 177

162 178

163 179

Q_5_1

"- helpful workers - great resources"

Q_5_2

"- never any computers open at the undergrad"

164 180

165 181

Q_5_1

"I like having 9 million books for browsing."

Q_5_2

"I hate the online catalog."

Q_5_3

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

166 182

Q_5_1

"remote availability"

Q_5_2

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

Q_5_3

"Go back to free dot matrix print out"

167 183

168 184

Q_5_1

"For the most part, they are easily accessible to students and provide optimal studying conditions."

Q_5_2

"The lack of noise control."

169 185

170 186

171 187

172 188

Q_5_3

"Interlibrary loan takes way too long." "Speed up the interlibrary loan deliveries."

173 189

Q_5_2

"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."

174 190

Q_5_1

"interlibrary loan, librarian help, especially at Beckman library"

Q_5_2

"lack of journal subscriptions to journals pertinent to my research. i.e. Integrated Ferroelectrics"

Q_5_3

"improve online catalog, lots of bugs, slow"

175 191

Q_5_1

"Comfortable"

Q_5_2

"Short of journals"

Q_5_3

"Electronize materials if possible."

176 192

177 193

178 194

179 195

Q_5_1

"The access to interlibrary loans in the big ten and in Illinois libraries."

Q_5_2

"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."

180 196

181 197

Q_5_1

"Great selection and friendly service"

Q_5_2

"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."

182 198

Q_5_1

"the web page and the access it provides"

Q_5_2

"the hours"

183 199

Q_5_1

"Access to journals and books, including those held at other libraries in Illinois. Delivery of materials to campus office."

Q_5_2

"Currently, the online catalog."

Q_5_3

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

185 201

186 202

Q_5_1

"Staff and collections."

Q_5_2

"DRA's lack of \"user-friendliness\""

Q_5_3

"Improve some of the DRA problems."

187 204

Q_5_1

"the ease by computer"

Q_5_2

"finding books, and I don't know how to get to newspaper articles"

Q_5_3

"no idea"

188 207

Q_5_1

"it has nearly anything I could want"

Q_5_2

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

189 208

190 212

192 214

"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."

193 219

194 221

Q_5_1

"What I like most about the library is the ease that it appears to have...access through remote locations...etc."

Q_5_2

"What I like least is the home page I am currently trying to access the full text article search and it keeps coming up system error...it has done that every time for the past hour and a half...I am not very happy with is right now at all!!!!!!"

Q_5_3

"FIX WEBPAGE PROBLEM"

195 222

Q_5_1

"Size and comprehensiveness of collection, ability to request materials from other schools directly through online catalog. Lots of online article databases."

Q_5_2

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

Q_5_3

"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!"

196 223

Q_5_1

"Large Collection. Easy to receive requested items."

Q_5_2

"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."

Q_5_3

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

197 224

207 239

Q_5_2

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

Q_5_3

"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."

199 226

Q_5_1

"The amount of resources available in this library."

Q_5_2

"The Online Catalog is the worst system that I tried."

Q_5_3

"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!!"

200 227

Q_5_1

"That it has a huge print collection- almost anything is available."

Q_5_2

"Having to pay to print at laser terminals."

Q_5_3

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

201 230

Q_5_1

"The abundance of sources available and the electronic book request."

Q_5_2

"The hours"

208 240

209 241

Q_5_1

"Collections excellent. Departmental library excellent."

Q_5_2

"Web interface still problematic -- particularly for finding the location of journal titles (e.g., \"Science\", \"Child Development\", etc. yields an amazing number of hits to be searched through)."

204 236

Q_5_1

"its vast collection"

Q_5_2

"the library does not seem to buy as many new books any longer as it used to and also does not replace old, broken, or lost books. The quality is thus going down."

Q_5_3

"-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."

205 237

Q_5_1

"I really enjoy being able to access information and materials through the web. I feel this privilege cuts down my search time in the library by allowing me to concentrate on finding specific materials, instead of spending hours flipping through a card catalog. It's easy to use and very convenient. And with the number of materials, specialized libraries, etc. at U of I, the web interface makes the library system seem a lot less threatening."

206 238

Q_5_1

"The vast amount of books available, and the many diverse libraries, each in their own building, with their own respective personality."

Q_5_2

"That awful telnet interface, get a web based catalog ASAP!"

210 242

Q_5_1

"specialized departmental libraries. Makes it easier when you don't have to search all over the stacks if you're looking for closely related information. I like having a study carrel where I can keep books for long periods of time."

Q_5_2

"Even with the bar-coding, checkout seems to take forever."

211 243

Q_5_1

"I like the convenience of having the Ag library located in the same building as my office."

Q_5_2

"I lease like the Ag library's database. There are many recent books not owned by the Ag library. There are also many Ag journals not located in the Ag library."

Q_5_3

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

212 244

Q_5_1

"Large number of collections. I only wish they were more complete, and less scattered."

Q_5_2

"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?"

Q_5_3

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

213 245

214 246

Q_5_1

"The vast collections and up to date materials"

Q_5_2

"Parking is a nightmare. A parking structure would be nice."

215 247

Q_5_1

"The sheer number of books available in the library amazes me.

Being a graduate student I need the journals and U of I have had all the journals which I needed. Also the staff has been really courteous."

Q_5_2

"sometimes the people working in the counter don't know ANYTHING.

They just know to sweep the book under the barcode reader and press some buttons in a computer. Sorry to say this, but once the person issued me a reserve book and I got a fine of 53000 odd bucks which was later cancelled. Please try to train the staff especially the students who work part time. The regular staff is usually good, helpful and courteous."

Q_5_3

"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."

216 248

217 249

Q_5_1

"The librarians will bend over backwards to assist library users in finding information."

Q_5_2

"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."

Q_5_3

"Increase Friday and Saturday hours in the evening."

218 250

219 251

Q_5_1

"The huge selection!"

Q_5_2

"The odd hours of some of the smaller libraries"

Q_5_3

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

220 252

Q_5_1

"computer databases"

Q_5_2

"too many people"

Q_5_3

"security and more space"

221 253

Q_5_1

"I like the wide choice of books available and the quietness."

Q_5_2

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

Q_5_3

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

222 254

223 255

224 256

Q_5_1

"vast array of information"

Q_5_2

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

225 257

Q_5_1

"The library print resources are extensive and the library staff is always willing to help locate materials in a timely and courteous manner. It is a first class library." "The new online system needs to be user friendly. The 14 digit has to go!"

Q_5_2

226 258

227 259

Q_5_1

"Collection, Service"

Q_5_2

"Lack of Collection, Hours, Fees, Loan Length"

Q_5_3

"Remedy Things I don't like."

228 260

Q_5_1

"High quality services."

Q_5_2

"I would like to see a centralized searchable database containing a list of all the journals subscribed by different libraries. Currently, it takes quite a few steps in ILLINET Online to find out whether one of the libraries on campus has the journal I am looking for."

229 261

230 262

Q_5_1

"The fact that it is such a large collection of materials."

Q_5_2

"The fact that I cannot get everything I want over the net at this point in time. I would like more documents available over the net."

231 263

Q_5_1

"What I \"liked\" most was being able to stay at my desk at work and have library materials (both personal and job related) delivered to me."

Q_5_2

"For some reason the on-line library system is on again and then off again! A month ago I reserved materials over my computer and then today -- no such luck. It's very frustrating."

232 264

Q_5_1

"Getting the books to the library closest to me. Checking my status and renewing online."

Q_5_2

"The length of time it takes to get journals ordered online and the number of times i have had the wrong journal."

Q_5_3

"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:)"

233 265

Q_5_1

"Hours"

Q_5_2

"Number of different locations must go to to access various journals, (too many different libraries)."

Q_5_3

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

234 266

235 267

Q_5_1

"The Periodicals"

Q_5_2

"Outdated books, not enough books covering certain subjects"

Q_5_3

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

236 268

237 269

Q_5_1

"Excellent collections."

Q_5_2

"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."

238 270

239 271

Q_5_1

"I like the availability of library database search from home and the document delivery mail system"

Q_5_2

"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."

240 272

241 273

Q_5_1

"the wealth of information is staggering"

Q_5_2

"reserve materials being so limited in time. To check back in with a reserve book means that one has to leave one's stuff unattended or take it with one back to the reserve desk. There has to be a better way."

Q_5_3

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

242 274

Q_5_1

"Has anything and everything you might be looking for."

Q_5_2

"Temperatures of various libraries are not regulated well - either extremely warm or extremely cold."

243 275

Q_5_1

"I like that it is good enough to find enough on any topic."

Q_5_2

-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"

Q_5_3

"friendly staff/better training"

244 276

Q_5_1

"quality and variety of publications on one campus; web site works well staff is knowledgeable"

Q_5_2

"It is a minor inconvenience to often need to go to 4 different libraries on campus to collect information from journals on a topic. I realize of course that many campuses do not have some of these resources at all. On line access to journals, ability to print materials from on line sources would help."

Q_5_3

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

245 277

246 278

247 279

Q_5_1

"The reference librarians and their ability to help quickly and accurately. Being able to locate books by their call numbers because they have been shelved accurately."

Q_5_2

"Too short loan periods. If no one is waiting for the book, allow the semester to keep the books, then for no returns, make the fines so big that the patron will go into bankruptcy or face arrest for failure to return the books before leaving town."

Q_5_3

"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."

248 280

Q_5_1

"The reference librarians and their ability to help quickly and accurately. Being able to locate books by their call numbers because they have been shelved accurately."

Q_5_2

"Too short loan periods. If no one is waiting for the book, allow the semester to keep the books, then for no returns, make the fines so big that the patron will go into bankruptcy or face arrest for failure to return the books before leaving town."

Q_5_3

"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."

249 281

Q_5_1

"The extensive journal holdings. The access to Ovid."

Q_5_2

"The online catalog."

Q_5_3

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

250 282

Q_5_1

"the immense source of books and journals"

Q_5_2

"the current problems with the Illinet searching for journals and new books"

251 283

Q_5_1

"For the most part what I need is usually fairly accessible."

Q_5_2

"When I go to find a journal article and it is not there or a certain journal that I need we do not carry."

Q_5_3

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

252 284

Q_5_1

"Strength of the Collection." "Transitional phase (system migration)"

Q_5_3

"More library hours on Saturday"

253 285

Q_5_1

"Easy to find what you need"

Q_5_2

"You have to reserve a video a day in advance"

254 286

Q_5_1

"Good collection of both print and electronic resources"

Q_5_2

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

255 287

Q_5_1

"I really like the staff they are very friendly and willing to help."

Q_5_2

"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."

Q_5_3

"Better interlibrary loan system."

256 288

Q_5_1

"Nice to use, has a lot of information available"

Q_5_2

"Difficult to access some of the information"

257 289

Q_5_1

"usually have most anything you need, large staff to help you, easy to access from home or other computer"

Q_5_2

"hours for main and other libraries are not late enough, computer area is lacking in # (not enough PC's- shouldn't be able to rent a whole room of PC's out to classes when so many people are waiting) takes too long to log in"

258 290

Q_5_1

"The amount of information available."

Q_5_2

"Using the web. Of course, it's not just the UIUC web page, it's just the web in general. There is so much information and it's very hard to find."

259 291

260 292

Q_5_1

"Ease of taking materials back to any library having requested materials sent to my mailbox"

Q_5_2

- 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"

Q_5_3

- "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 at Grainger.
- 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."

261 293

Q_5_1

"The variety"

Q_5_2

"They are so big!!"

262 294

Q_5_1

"The vast selection of books and journals."

Q_5_2

"Having to go to different libraries to retrieve research material."

Q_5_3

"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."

263 295

Q_5_1

"Place to study and have access to internet and email."

Q_5_2

"Increase hours to at least 2am or more."

Q_5_3

"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."

264 296

Q_5_1

"Exhaustive Collection"

Q_5_2

"Catalog"

Q_5_3

"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."

265 297

266 298

Q_5_1

"It's potential and collections."

Q_5_2

"The online service is unnecessarily confusing. I have seen it done better at other places. Also, many of the books I want are not here, even though there are supposedly 10,000,000 volumes. Many books are missing from the shelves never to be found. Numerous standard periodicals in the social science are being held or kept up to date."

Q_5_3

"See above."

267 299

Q_5_1

"I love the delivery of checked out books to the law school (I'm kind of lazy sometimes). And I appreciate the long check-out period for grad students, and the easy renewal."

Q_5_2

"I'm at the law school, and it's a little confusing to try and run around campus to find the library that has the one book I'm looking for."

268 300

Q_5_1

"State wide connection and Website accessibility"

Q_5_2

"Printing cost"

269 301

270 302

Q_5_1

"The large collection of books on campus is very nice. The library staff in all of the libraries I use are always courteous and helpful when any problems arise."

Q_5_2

"The new online system - I've had several problems searching through the new system."

Q_5_3

"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."

271 303

272 304

Q_5_1

"the size"

Q_5_2

"I can not think of what really bothers me about the library, everything seems to be ok"

Q_5_3

"add more computers"

273 305

274 306

275 307

Q_5_1

"The print collection is impressive, though we need to get new books much more quickly than we do--and get them on the shelf more quickly. The staff is great. The Bookstacks are great! And we have done a great job of keeping up with web resources and keeping the catalogues updated. Good job library!"

Q_5_2

"We need to get new scholarly books from scholarly presses in more quickly--in the humanities, we get are just getting books published last year. In today's academic market, we HAVE to keep up with research. (No surprise). And we aren't able to get as many journals to the library--I KNOW how expensive they are! Cut out an engineering journal and you could afford about 3 or 4 humanities journals! Sorry, I am biased. But I am concerned that so much money is going to technology that we are losing out on print resources that won't be available online."

Q_5_3

"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!"

276 308

Q_5_1

"Interlibrary loan Open 24 hours (Grainger and Undergrad) during finals
Computer labs"

Q_5_2

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

Q_5_3

"Need more group study rooms"

277 309

278 310

Q_5_1

"Grainger!"

Q_5_2

"The undergrad could use some remodeling"

279 311

Q_5_1

"convenient, I probably can find most of material I want to find."

Q_5_2

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

280 312

Q_5_1

"availability of searching for references from home/office computers"

Q_5_2

"finding materials mis-shelved; having to pay to print search results on campus"

281 313

Q_5_1

"The ability to e-mail sources to your account" "STACKS"

Q_5_2

"Better library systems..."

282 314

Q_5_1

"There is a lot of information available without ordering from other universities."

Q_5_2

"Online ordering takes a long time. Sunday hours are crazy."

Q_5_3

"Open earlier on Sunday?"

283 315

Q_5_1

"stacks passes for grad students; long loan periods for grad students; ability to renew books online; large collection"

Q_5_2

"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."

Q_5_3

- 1) Library employees at technical libraries (e.g. Grainger) 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 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.

284 316

Q_5_1

"The amount of materials and the amount of space to work"

Q_5_2

"The threat of theft"

Q_5_3

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

285 317

286 318

Q_5_1

"Large collection, ability to request materials for delivery to office"

Q_5_2

"The new telnet interface is confusing. Its only redeeming quality is that I can find out what I have out and renew online. Some journals are widely dispersed, shelved incorrectly, and generally unavailable."

287 319

Q_5_1

"Lots of high powered databases"

Q_5_2

"Its a sadistic rat maze of tiny libraries that are hidden away in decaying buildings that are adverse to the comfort of patrons and materials, and who are so busy protecting their turf that nothing constructive is ever accomplished."

Q_5_3

"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."

288 320

Q_5_1

"I like the extensive collection, and that I can find or interlibrary loan almost everything here."

Q_5_2

"That sometimes I have to travel from dept. library to dept. library"

289 321

290 322

291 323

275 324

Q_5_1

"I am amazed at the vast resources the U of I Library contains. I have been able to find almost every source that I need for my research."

Q_5_2

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

Q_5_3

"Later hours, especially in the Reference section."

276 325

Q_5_1

"the organization of the online catalog on the web"

Q_5_2

"the shortage of study rooms and computers"

277 326

Q_5_1

"all kinds of service, such as campus delivery, can return book to main library no matter where you borrow"

Q_5_2

"it miss some books"

295 327

296 328

Q_5_1

"What I like most about the UI library is the scope of materials one can find. The library does an excellent job of providing relevant materials to my classes."

Q_5_2

"What I like least about the UI library is that some of the periodicals and journals subscribed to have been discontinued. This makes it hard to complete some assignments because in order to have a balanced argument you need more than one side presented."

Q_5_3

"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."

297 329

Q_5_1

"The CD-ROM programs are great!!!"

Q_5_2

"Illinet Online (I thought the old one was easier to understand.)"

298 330

299 331

Q_5_1

"the wide variety of available resources in a diverse amount of fields"

Q_5_2

"the online catalog and web pages."

300 332

Q_5_1

"The library has an extensive collection and has most books and journals needed, and if not it is easy to request books from other libraries. The staff is always willing to help."

Q_5_2

"Libraries are not always organized the same so you get confused looking for journals and books in different libraries."

301 333

Q_5_1

"I'm glad Stacks computerized their system, so all a patron does not have to fill out lot of irrelevant information on a blue slip of paper for every single book they request."

Q_5_2

"I wish they wouldn't change the computer system so much, because it takes time to learn. Once I did learn it, they changed it again and I had to start all over again. I wasted a lot of valuable study time just trying to figure out the new computer system. I wish they would be able to simplify it more or not change it so much."

Q_5_3

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."

302 334

Q_5_1

"The number of available resources."

Q_5_2

"The fact that many resources are either lost, location unknown, or stolen. There must be a better framework designed to keep track and maintain these items which many people need."

303 335

Q_5_1

"large collections, informed librarians, extensive hours"

Q_5_2

"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."

Q_5_3

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

304 336

305 337

Q_5_1

"The ALS librarians"

Q_5_2

"user access via online"

Q_5_3

"completely overhaul the online user access"

306 338

Q_5_2

"It's a tie between the AWFUL electronic catalog you currently have and the amount of noise in the large study areas at EDX/UG."

307 339

Q_5_1

"I can usually find resources that fulfill my needs here."

Q_5_2

"It gets frustrating when I can't find stuff right away or it's at a different library/lost/unavailable."

Q_5_3

"Free beer"

308 340

Q_5_1

"the internet services"

Q_5_2
"printing cost"

309 341
Q_5_1
"Quiet Study Areas"
Q_5_2
"Ugly Floors"

310 342
Q_5_1
"we have a lot of stuff....we have a lot of libraries..."
Q_5_2
"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...."
Q_5_3
"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)."

311 343
Q_5_1
"So much material...if we don't have it, nobody will (seems like)."
Q_5_3
"In addition to full text article databases, look into getting Adobe Acrobat scanned pages so we can actually see charts and graphs within the text. I have seen it through Washington University's school of Business."

312 344
Q_5_1
"extensive collection delivery of materials to the department; phone help (used several times)librarians in ALS are very helpful"
Q_5_2
"I don't feel very safe going to or leaving the library at night by myself so I generally avoid it after dark (unless I am with company). I realize that the parking lot is available adjacent to the grad library/main bldg. but the few times that I have placed books in the return slot the parking lot seems deserted."

313 345
Q_5_1
"There really is a HUGE number of resources available. However, there is still room for improvement. I sometimes feel as though there could be more journal articles available."
Q_5_3
"Late opening hours on weekends."

314 346
Q_5_1
"I like the availability of resources. If the U of I library does not have it, I can get the resource from another library through inter-library borrowing."
Q_5_2
"I would like more library hours during Spring break."

Q_5_3

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

315 347

Q_5_1

"I like the availability of resources. If the U of I library does not have it, I can get the resource from another library through inter-library borrowing."

Q_5_2

"I would like more library hours during Spring break."

Q_5_3

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

316 348

Q_5_1

"connect Ovid w/ U of I web so it lists location and availability of journal. I know Ovid is an external database managed by a different organization, but it would be extremely helpful if when searching for a journal you know whether or not the U of I has it, and if they do, where it is located. As far as this question is concerned, no comment."

Q_5_2

"See above."

317 349

318 350

319 351

320 352

321 353

322 354

323 355

Q_5_1

"the nice workers Dan Gauen Ryan Mihalik"

Q_5_2

"computers"

Q_5_3

"none"

324 356

Q_5_1

"I love the music library. It gives me some place quiet to study."

Q_5_2

"I think the hours could be longer, I am a late night studier."

Q_5_3

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

325 357

Q_5_2

"I don't like that some of the journal articles are not available and there are too many libraries"

326 358

Q_5_1

"people in the main library are really helpful"

Q_5_2

"using the computer sends me in a runaround much of the time when looking for things."

Q_5_3

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

327 359

Q_5_1

"large selection of books and journals, access to other library's resources, assistance via phone regarding full reference when you can't locate an item based on the information you might have. I have had to call the library repeatedly for this type of assistance and they are always most helpful and timely in responding to my inquiries."

Q_5_2

"Can't think of anything at the moment."

328 360

Q_5_1

"It is amazing to find nearly anything in this library!!"

Q_5_2

"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."

329 361

330 362

Q_5_1

"The amount of resources."

Q_5_2

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

Q_5_3

"Music Library hours 7-11"

331 363

Q_5_1

"vast amount of information is accessible through databases"

Q_5_2

"some search results lack a full text document to view/email"

Q_5_3

"post up more full text documents"

332 364

Q_5_1

"A knowledgeable staff and a wealth of information have helped me to complete various project throughout my attendance at the U of I."

Q_5_2

"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."

Q_5_3

"(see my comments to 5.2)"

333 365

Q_5_1

"Plenty of sources"

Q_5_2

"Everything is spread throughout the campus and never where it is convenient for you to get to."

334 366

Q_5_1

"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."

Q_5_2

"Sometimes it can be overwhelming, especially during the busy times when there are a lot of people trying to get work done."

Q_5_3

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

335 367

Q_5_1

"The location on campus of most of the libraries are quite nice."

Q_5_2

"The inability of some of the workers to help with problems that arise."

Q_5_3

"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."

336 368

Q_5_1

"Having some computers available to use in the library."

Q_5_2

"Some of the chairs are old and creak - not very comfortable."

Q_5_3

"Have more computers to use."

337 369

Q_5_1

"The personnel are usually very helpful, especially the MLS students. I find the library collections to overall be very good but I have found many journals that the U of I does not subscribe to so I have had to resort to the services of the interlibrary loan department."

Q_5_2

"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."

Q_5_3

"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."

338 370

Q_5_1

"The amount and availability of books"

Q_5_2

"Some employees could use some working-with-people training"

339 371

Q_5_1

"Has many resources to choose from"

Q_5_2

"The online catalog is very difficult to locate journals and call numbers. Also, I found it frustrating having to go to 3 different libraries to get 5 books, having been miss directed several times. It took me a good 5 hours to get these books (looking up, searching, etc.) which to me is way too long." "Many people don't even know how to use the library at all, I kind of do now, but I think everyone should receive more education on how to use a library. Maybe it could be a requirement that the Rhet class take a trip to the library once to be shown how to use it...."

340 372

Q_5_1

"I like the service provided by Mardel and other librarians in the Classics library."

Q_5_2

"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."

Q_5_3

"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."

341 373

Q_5_1

"The fact that if you look hard enough you can find anything."

Q_5_2

"It is very confusing. Half the time you have to figure out how to find something before you can even begin your research."

343 375

Q_5_1

"What I like the most is the friendly staff that go out of their way to help someone find a book, article, etc. The specific departmental libraries make it easier to narrow your search within one building instead of having to go here and there."

Q_5_2

"The hours of operation seem to conflict with my study time. I am always busy in the day, so night is the only time I can study. I always have to get \"kicked-out\" from the librarian as they prepare to close."

Q_5_3

"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."

344 376

Q_5_1

"The best thing about the library is the ease it provides for finding books for a research assignment. I was always busy during the times a research paper was due, so the online catalog made searching for references fast and easy."

Q_5_2

"I think they close too early because I do most of my studying at night because I am so busy during the day."

Q_5_3

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

345 377

Q_5_1

"The amount of resources available"

Q_5_2

"The hours of operation should be longer, if not 24 hours"

346 378

Q_5_1

"the interlibrary loan states that delivery of material would be in around 2 weeks, I receive it 8 weeks later; also, sometimes they just ignore your requests without contacting you."

347 379

Q_5_1

"The study cubicles; Online Library-ability to search for resources at home and then commute to library to collect them. Very time saving!"

Q_5_2

"Not that the university has much control over this but I find that many items that I request are missing. This is very annoying and frustrating."

Q_5_3

"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."

348 380

Q_5_1

"It is possible to find everything you want, as long as you know how."

Q_5_2

"Not knowing how to find everything I need to know."

Q_5_3

"Make the catalogs easier to use from home."

349 381

Q_5_1

"I really appreciate being able to access and search databases from my home computer - it spares me from spending a lot of time in the library, when I could go to the library with my resources list already to locate the materials."

Q_5_2

"The fact that many times the University Library does not have copies of the journals I need - the titles are not found in the system."

Q_5_3

"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."

350 382

Q_5_1

"Librarians are very helpful, especially for figuring out how to go about researching things."

Q_5_2

"Anything other than books are somewhat complicated to search for."

351 383

352 384

Q_5_1

"The large collection" "Having to go to so many different buildings to obtain information. Sometimes the information is no accurate and information is missing or charted."

Q_5_3

"Continue with the electronic avenue."

353 385

Q_5_1

"It kicks ass."

Q_5_2

"Overdue notices and fee, etc... but that's my problem."

Q_5_3

"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..."

354 386

Q_5_1

"The size of the collections is great, and combined with the interlibrary loan services, I can usually get what I need within a reasonable time."

Q_5_2

"The decentralization of departmental libraries can be a problem at times, particularly for people doing multidisciplinary research. Also, I really miss the ability to check out materials over the computer and have them sent to my campus mailbox through campus mail."

Q_5_3

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

355 387

Q_5_1

"The easy to use online catalog of library materials."

Q_5_2

"The libraries are too spread out on campus. I have to do a lot of traveling sometimes to get all the books I need."

Q_5_3

"None"

356 388

357 389

Q_5_1

"The tremendous amount of print material."

Q_5_2

"On-line catalogue. Windows NT."

Q_5_3

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

358 390

Q_5_1

"the number of documents/articles/ etc. available to me."

Q_5_2

"How disconnected they all are, so it may take you 20 minutes just to get to a library where the materials you want are located."

Q_5_3

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

359 391

Q_5_1

"Easy and convenient to access materials and borrow."

Q_5_2

"(1) Missing books on shelves (or lost?) are frustrating. The library should focus on acquiring (or purchasing) lost materials. (2) Library should concentrate on acquiring cancelled journals in the past decades. (3) Improve the database on the web so that a patron could accurately find materials. Old Illinet on line database search is better than nothing but we should be able to search more accurately with mixed fields."

Q_5_3

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

360 392

Q_5_1

"It's extensive."

Q_5_2

"It's confusing."

Q_5_3

"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."

361 393

Q_5_1

"Extensive book and journal materials."

Q_5_2

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

Q_5_3

"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."

362 394

363 395

Q_5_1

"excellent web page and on-line ordering. Also the delivery to offices and easy method of renewing books. Being able to print out what books one has checked out."

364 396

365 397

Q_5_1

"I like that I can always find a book or journal or whatever for what I am looking for. I also LOVE the Grainger Library - it is a great study area."

Q_5_2

"I do not like that there are a lot of books that grad students take out for the whole semester. You are in trouble if that is what your own paper topic is on."

Q_5_3

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

366 398

Q_5_1

"Convenient and a decent place to study."

Q_5_2

"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."

Q_5_3

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

367 399

Q_5_1

"Large, up-to-date collection of books, periodicals, and other materials."

Q_5_2

"Limited hours; most of the staff are students who act offended if asked for help."

Q_5_3

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

368 400

369 401

Q_5_1

"Your efforts to move toward digital library and remote accessing."

Q_5_2

"The telnet pages are more difficult to see and are less user friendly. The numerous libraries are scattered around campus, and often I have to go to several which is inconvenient."

Q_5_3

"Keep working on the usefulness of Ovid."

370 402

Q_5_1

"the loan/photocopy service for journals/books not available here"

Q_5_2

"the fact there are a lot of journals I need not available here"

371 403

Q_5_1

"I appreciate the delivery to offices and interlibrary loan."

Q_5_2

"Online catalog still confusing."

372 404

Q_5_1

"it's big"

Q_5_2

"too complicated"

373 405

Q_5_1

"Large collection of Slavic material, the ability to have materials sent from remote libraries to my box the staff is in general very friendly and intelligent"

Q_5_2

"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."

Q_5_3

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

374 406

Q_5_1

"it's pretty easy to find things using the computer and web-interface, and materials are almost always available"

Q_5_2

"I hate having to go to different libraries to get certain materials."

Q_5_3

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

375 407

Q_5_1

"easy to get current journals"

376 408

Q_5_1

"The very complete collections of older material (I typically just assume we will have older print material) However, the completeness of our book collection has gone down hill badly in the last decade"

Q_5_2

"As I noted above the current computer interface to our collections is an embarrassment. The idea here is to be *user friendly* I am a long term Mac fan because Apple very early understood it is the job of the computer interface folks to work very hard so the *users* do not have to work hard. Look at the Apple interface guidelines. Another good source that the Library could use to help are Jakob Nielsen's Web guidelines at <http://www.useit.com/alertbox/9605.html>

There are lots of examples of serious violations of these guidelines in the current interface. It is extremely hard to know what library one is searching (how could the interface screw up such a fundamental need). Currently an *exact* search is labeled *browse--exactly that"

Q_5_3

"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)"

377 409

Q_5_1

"The convenient hours and a good place to study"

Q_5_2

"Sometimes lack of help available and lack or desire to help on the librarians part"

378 410

379 411

Q_5_1

"the calm and quiet of the buildings and the vastness of information"

Q_5_2

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

Q_5_3

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

Nora Hamilton

nrhamilt@uiuc.edu

328-6997"

380 412

381 413

Q_5_1

"Collection, office delivery service (maybe too expensive? If so, I can live without it.)"

Q_5_2

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

Q_5_3

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

382 414

Q_5_1

"It is very easily accessible."

Q_5_2

"There should be more e-mail stations only and just work computers. There should also be change machines for the copiers"

Q_5_3

"Things are great and the people that I deal with at the ALS library are very helpful and courteous."

383 415

Q_5_1

"honestly, I guess the fact that these computers are here is the only thing I really like about the library, only because if I am here it means homework...I'd rather be doing other things" "the books all seem to be out of date references"

Q_5_2

"get newer books shelved, and turn the heat down"

384 416

Q_5_1

"Working mostly in the Education and Social Sciences library, they have been extremely helpful in locating sources that are not located in their specific library."

Q_5_2

"Coming in the evening with a longer line and the library being short staffed. I understand the stress, but some of the librarians gave the appearance of not wanting to be here, therefore, didn't seem friendly."

Q_5_3

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

385 417

Q_5_1
"Electronic databases, electronic journals"
Q_5_2
"Current Online Catalog"

386 418

Q_5_1
"SIZE"

Q_5_2

"LACK OF COMMUNICATION BETWEEN THE LIBRARY PERSONNEL AND THE STAFF DOING THE WORK. THEY ASSIGN STUDENT WORKERS TO DO THE WORK AND THEN DO NOT SUPERVISE THEM TO MAKE SURE THE WORK IS BEING DONE PROPERLY. ALSO SOME LIBRARIES DO NOT LIKE FOR YOU TO CALL THEM FOR MORE INFORMATION OR TO CLARIFY INFORMATION ON WORK THEY HAVE SENT YOU. ALSO SOME LACK HAVING ENOUGH ENGLISH TO BE ABLE TO UNDERSTAND WHAT YOU ARE NEEDING INFORMATION ABOUT."

Q_5_3

"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."

387 419

388 420

Q_5_1

"I like that most of the journals I need are subscribed to by the University."

Q_5_2

"I dislike that I cannot find most of these journal articles because they are either misplaced or re-shelved incorrectly or missing altogether and no one knows where they are."

389 421

390 422

Q_5_1

"Friendliness/Helpfulness of staff. Ease of searching for materials."

Q_5_2

"I needed to do research for a paper, but could not renew any of the books I needed. The paper was due weeks after my books were. I tried to renew via Illinet online telnet interface, but could not. This was a recurrent inconvenience for me."

Q_5_3

"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!"

391 423

392 424

Q_5_1

"Number of Holdings"

Q_5_2

"Inability to recheck books online."

393 425

Q_5_1

"I like that I can find virtually anything at the library."

Q_5_2

"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."

394 426

Q_5_1

"The friendly people who work here."

Q_5_2

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

Q_5_3

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

395 427

Q_5_1

"the reference librarians are very competent"

Q_5_2

"walking around in the darker areas in the stacks"

Q_5_3

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

396 428

Q_5_1

"The large collection of materials and the ease of getting them."

Q_5_2

"The poor shelving situations. More shelf readings should be done."

397 429

398 430

Q_5_1

"I like campus delivery of books."

Q_5_2

"I am not particularly fond of the new telnet interface. I find it extremely difficult to locate journals."

399 431

Q_5_1

"I like its size" "The fact that things are departmentalized. I wish individual libraries weren't so scattered about."

Q_5_2

"None that I can think of cost-efficiently--like combining all the libraries into one huge one . . ."

400 432

401 433

Q_5_1

"I like the Media Center's video finder database; it is very easy to use and access. I like graphic service department, even though prices should be lower."

Q_5_2

"I hate looking for articles and books online and through telnet, I can never find anything and have given up. Now I just go on the web."

Q_5_3

"Change the online catalog"

402 434

403 435

Q_5_1

"You have pretty much anything I could want or can get it if you don't have it."

Q_5_2

"It is often very disorganized. Too many books missing/misshelved."

404 436

Q_5_1

"The variety"

Q_5_2

"The distance between them."

405 437

Q_5_1

"UI Library is a pretty good library. It is known for Journal retrieving system. However, a lot of journals that I looked for were not on the data base."

Q_5_2

"There is no really a good place to study. ALSO, I sometimes get a notice of overdue even though I give back books that I borrowed. In this case, it is ME who have to visit around many offices to find out what is going on."

Q_5_3

"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."

406 438

407 439

Q_5_1

"Almost all the resources you can find at the UIUC libraries."

Q_5_2

"Check out due dates. Don't like it when grad students have 16 weeks as opposed to 4 weeks for undergrads. What's the point for grads having special privileges? The problem I have most is trying to get a book but it's already taken by a grad student (or Prof.) who has it for the next semester. Is this fair? I can request it but I never get the book until the time when I don't need it anymore."

408 440

Q_5_2

"It is hard to find out what subject library has what journals on the shelves and not in storage (main complaint with Ag library)"

409 441

Q_5_1

"Convenience and large volume of books."

Q_5_2

"I'd like to be able to return books by campus mail or shuttle service."

410 442

Q_5_1

"The new experimental web interface."

Q_5_2

"The new telnet interface."

Q_5_3

"Get a better online catalog."

411 443

Q_5_1

"What I like about the university library is that I am able to turn in books at any library and they are able to get back to the library the books came from."

Q_5_2

"I don't like the fact that a number of books are missing from the library but they are still listed and a lot of times when a book is needed it is not available"

Q_5_3

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

412 444

Q_5_1

"I really appreciate the fact that the journals in the Ed library are all right there--no scraping around, looking for them, like at other University libraries."

Q_5_2

"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..."

413 445

Q_5_1

"Extensive collections of journals and books. Prompt delivery of books and articles"

Q_5_2

"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."

Q_5_3

"Tell the chemistry library not to go after users and ask them \"are you doing email\" and then harass them if they are. It's not a problem with the other libraries."

414 446

415 447

Q_5_1

"We need some new journals- new areas of the field are developing and programs are starting here and we need the journals- for example, the journal Health Communication would be a vital resource to the program."

416 448

Q_5_1

"I have never sent a request back into the stacks with out finding out that at least one of my requests is missing."

417 449

Q_5_1

"The professionalism exhibited by the librarians. I have always found the librarians to be knowledgeable, helpful, and courteous."

Q_5_2

"The Gateway system is a bit confusing to me, I find it somewhat problematic to locate books, etc."

418 450

419 451

420 452

421 453

Q_5_1

"The web access to the materials is very helpful when away from campus. Also, the abundance of materials is helpful."

Q_5_2

"The new search system. The DRA system is confusing and annoying to most people."

422 454

Q_5_1

"I like using InfoTrac to find important journals. It is one of the easiest databases to use and I find the best articles there."

Q_5_2

"Locating your specific materials can be difficult sometimes"

423 455

Q_5_1

"The vast amount of material the library physically has."

Q_5_2

"The new item search system is horrible. It is far worse than the system that was scrapped for it. Just on appearances (no graphic designer help with this piece of trash you guys bought, well got scammed into, since it isn't the version you, sorry, WE paid for) it is horrible. Its capacity is quite bad too."

Q_5_3

"See above."

424 456

425 457

Q_5_1

"Using the web. Getting materials delivered to my mailbox."

Q_5_2

"Web reserving not working yet. Not open on Sunday."

426 458

Q_5_1

"The library maintains most of the important journals in the area of my study."

427 459

Q_5_1

"The size of collections and the ever-improving tools for accessing them. Friendly staff"

Q_5_2

"LABO books not well-catalogued and difficult to access. Staff is incredibly friendly and service oriented, but you can often get shuffled around between 3 or 4 different people before you find out someone who can genuinely help you with your problem."

Q_5_3

"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

This belongs in 2.4 but I ran out of room:

4) The sort and user account features are nice. It would be better if you could log in with your user ID and pw and then not have to retype that again each time you want to do something. It was a hassle on the old system having to type in a 9-digit Soc. for each renewal. 18 digits now for each renewal is intolerable." 428 460 "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."

429 461

Q_5_1

"abundant collection; technology (convenient); librarians (some of them are very knowledgeable and helpful, my appreciation goes to a male librarian at the Documents library, don't know his name, but he is average build, some gray hair)"

Q_5_2

"some librarians are not well-trained as most others in computers (on-line catalog), and just don't show any interest in helping the patrons."

Q_5_3

"scrutinize the qualification of some of the librarians"

430 462

Q_5_1

"Too *many* department libraries. Too often I find myself having to go to Grainger, Chemistry, Physics, etc. to find all the journals I need."

Q_5_2

"Lose the Java applet on your main web page. It's slow to load and adds little."

431 463

Q_5_1

"I like how, in the Main Library, there is a variety of \"sub\" libraries that focus on only one subject. It makes finding materials related to your topic or field a lot easier!"

Q_5_2

"Some materials cannot be checked out and must be photocopied instead for personal references. Copies should also be at least \$0.05 per page instead of ten."

432 464

Q_5_1

"The size, range, and comprehensiveness of its collections; the longstanding tradition of excellence"

Q_5_2

"This system that I'm typing on. But I've already registered my complaint above about the tediously slow start-up of the search procedures."

Q_5_3

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

433 465

Q_5_1

"The option of having library materials reserved for me to pick up or sent to my campus mailbox"

Q_5_2

"The limited number of early childhood professional journals available"

Q_5_3

"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."

434 466

435 467

Q_5_1

"Very courteous and knowledgeable staff. Very patient staff always willing to help."

Q_5_2

"It is a little too spread out."

Q_5_3

"Increase number of computers in social science library."

436 468

437 469

Q_5_1

"I appreciate that a number of materials I need are in one library and the speed of the terminals in the library. Interlibrary loan is also very convenient, and the staff are more than willing to help."

Q_5_2

"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."

Q_5_3

"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."

438 470

Q_5_1

"With such a large collection, we are all very privileged to have such diverse resources at our fingertips"

Q_5_2

"because everything is so spread out into departmental libraries, sometimes it feels like you get the beurocratic run-a-round trying to find specific information"

Q_5_3

"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"

439 471

440 472

Q_5_1

"extent of collections"

Q_5_2

"not open on Friday night"

Q_5_3

"improve lighting"

441 473

Q_5_1

"Availability of books and journals"

Q_5_2

"(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."

Q_5_3

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

442 474

Q_5_1

"That up till a certain date, you can count on the library to have the research material you need. That stopped in the late 1980's. Recent acquisitions are not satisfactory."

Q_5_2

"The new computer catalog. Short-sighted cancellation of journals. Emphasis on computer technology to the detriment of print collections."

Q_5_3

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

443 475

Q_5_1

"The departmental libraries are excellent. I can meet most of my research needs in one library."

Q_5_2

"The catalog is a bit clunky at times. Emailing and checking your personal account could be more user friendly. Holdings displays can be confusing at times."

444 476

445 477

446 478

Q_5_1

"Most people give you the help when you need it. I think the Library is run very well considering the funding problems it has."

Q_5_2

"The Libraries need to be better funded by the University!"

447 479

448 480

449 481

Q_5_1

"It's quiet and clean. The librarian is very helpful when I am doing my research or look up something."

Q_5_2

"The Main library close way too early on Saturday."

Q_5_3

"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."

450 482

Q_5_1

"Ability to find materials from remote access. Ease of finding materials within the library."

Q_5_2

"Organization of materials within the departmental libraries (especially chemistry). So tight and so little room to move."

Q_5_3

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

451 483

Q_5_1

"Librarians are very helpful in aiding you in searching for resources. Use of computers."

Q_5_2

"There aren't enough computers to use during the mid to late part of the semester -or so it seems."

Q_5_3

"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."

452 484

Q_5_1

"The huge collection, the knowledgeable staff, the quiet study areas."

Q_5_2

"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."

453 485

Q_5_1

"The individual, smaller, convenient libraries that make up such a HUGE library system."

Q_5_2

"?"

Q_5_3

"More copies that can copy two pages at once"

454 486

Q_5_1

"Friendly service and helpful staff of the communications library"

Q_5_2

"the online catalog"

Q_5_3

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

458 490

456 488

Q_5_1

"all the materials that U of I owns"

Q_5_2

"probably the distance between libraries"

457 489

459 491

Q_5_1

"The availability of resources on almost any topic. Organization."

Q_5_2

"Sometimes hard to locate materials; one has to go to several libraries."

460 492

Q_5_3

"longer loan periods"

461 493

462 494

Q_5_1

"access to library through the web"

Q_5_2

"not knowing where you can find a magazine"

463 495 * REPEAT *

"access to library through the web"

"not knowing where you can find a magazine"

464 496

Q_5_1

"on-line full text documents"

Q_5_2

"online access is sometimes difficult"

Q_5_3

"more stuff online"

465 497

466 498

Q_5_1

"Choral Collection Lib is hardly ever open. Music Lib needs more computers and copiers."

467 499

Q_5_1

"The collection is wonderful, although there has been a lot of theft in my own area (medieval/renaissance spanish). I especially like that a lot of stuff is still in the stacks and accessible for browsing, rather than being \"thinned\" from the collection or sent to remote storage. Having a closed stack system is also really good, too."

Q_5_2

"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?"

Q_5_3

"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. Linde Brocato"

468 500

Q_5_1

"Being a new graduate student, I am grateful for the workshops about using the library. The staff have been friendly and very helpful"

Q_5_2

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

469 501

Q_5_1

"Excellent and large collection of books and journals; access to materials from other libraries; ability to access library online resources from my home; excellent organization (books are generally shelved correctly)."

Q_5_2

"Difficulty in finding journals; difficulty printing."

Q_5_3

"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.)"

470 502

Q_5_1

"It has a tremendous selection of a wide range of material. Being the third largest library, it has the potential of powerfully serving the academic community of central Illinois."

Q_5_2

"It is very inhospitable to patrons with disabilities. If something is not done to correct this situation the University will wind up in court for ADA violation"

Q_5_3

"More money for library instead of football"

471 503

Q_5_1

"The vast collection of books. Books can be found for nearly every conceivable topic."

472 504

Q_5_1

"Strong serials collection. Number and diversity of electronic resources -- though I always appreciate more!"

Q_5_2

"Fragmentation of the collection in many branches -- makes interdisciplinary work more difficult, browsing less useful; more centralization would allow longer hours of access than smaller libraries currently have."

473 505

Q_5_1

"Amount of old books"

Q_5_2

"Lack of new books"

474 506

Q_5_1

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

Q_5_2

"The gateway computer system- needs to be more efficient"

Q_5_3

"Gateway!!"

475 507

Q_5_1

"I enjoy that everything usually works out in the end with the help of the trained library staff, may it be getting books or library materials of any kind."

Q_5_2

"Sometimes the materials I need have been stolen or misplaced."

476 508

Q_5_1

"The resources available are more than adequate, enabling me to complete my research quickly."

Q_5_2

"Not all libraries are open as late as I would like."

477 509

Q_5_1

"The huge collection of items"

Q_5_2

"Closed on holidays"

478 510

Q_5_1

"books, books and more book sources."

Q_5_2

"Sometimes have to travel to another library across campus to find the material selected."

479 511

Q_5_1

"I like being able to access catalog and on line data bases from home!! I also am very pleased with the high quality of service provided by librarians specializing in dept areas--they really know the available options and provide professional service."

Q_5_2

"The times I need library access tend to be times when others don't (e.g., evenings during break times, etc) as those are the times I can work with less interruption on major projects for my research. I know that this isn't typical for most people and the library needs to serve best the most people, but it is a frustration for me."

481 513

483 515

Q_5_1

"ease of finding lots of resources"

Q_5_2

"not always sure where to find materials"

485 517

Q_5_1

"I like that the collection is so large."

Q_5_2

"I dislike the fact that during research, I often find myself running across campus to find library materials."

487 519

489 521

Q_5_1

"The fact that I can get almost any book or other material that I need"

Q_5_2

"the new computer system- difficulty finding book using it- see above comments"

491 523

Q_5_1

"I can pretty much find any book or journal that I need to."

Q_5_2

"I think that the library should open at 7am"

493 525

Q_5_1

"Possession of an enormous collection.... I can always find exactly what I need."

Q_5_2

"The collection is ENORMOUS! Sometimes it's just overwhelming, having to trek from building to building to find various sources."

495 527

Q_5_1

"Its sheer size, convenient location, and accessibility (especially for grad students -- I'm glad I can go into the stacks to get things myself, rather than wait for someone to fetch it for me, or compete with undergrads for access)."

Q_5_2

"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."

Q_5_3

"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."

497 529

499 531

Q_5_1

"Large holdings."

Q_5_2

"Large holdings are not always useful because I cannot always find what I need."

501 533

503 535

Q_5_1

"well it is one of the largest libraries in the country and i think the collection is such that you can find almost everything you need and if you can't, there's almost definitely a way of getting it from somewhere else."

Q_5_2

"Sometimes can be very confusing to get around if you're not familiar with it."

504 536

Q_5_1

"I like the volume of the print collection."

Q_5_2

"I dislike most the new online catalog. I find that it is not as user friendly as the old one."

505 537

Q_5_1

"The wide collection"

Q_5_2

"The fact that many useful articles and books are in different languages."

Q_5_3

"Get materials on the web."

506 538

Q_5_1

"The electronic full text journals are the most useful source to me. It saves me time and money. I am able to work from my home computer at any time (even when the libraries are closed). I can even save money on copies by using my own printer. These factors are a necessity for students like myself who write about 20 lab reports per semester using about 10 sources for each."

Q_5_2

"The way the course reserves are accessible electronically. It takes way too long to access each page of an exam on reserve individually with Adobe acrobat, and print each page separately. Why can't the entire exam be scanned under 1 file?"

Q_5_3

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

507 539

Q_5_1

"The helpful and understanding staff. Very effective and efficient services."

Q_5_2

"The microfiche reading and copy machines are inconvenient, time-taking and often out of order."

Q_5_3

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

508 540

Q_5_1

"It is a wonderful library, continually improving, as the new access via the web attests to! I greatly appreciate being able to do research from my home computer."

Q_5_2

"Some of the stack areas are creepy (dark, dusty, musty, and lonely)."

509 541

Q_5_1

"Relative abundance of materials published decades ago."

Q_5_2

"Relative shortage of materials published recently."

Q_5_3

"Acquire as many recent books as possible."

510 542

511 543

Q_5_1

"Department libraries"

Q_5_2

"Lacking collection of biology related journals"

Q_5_3

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

512 544

Q_5_1

"Multitude of locations; length of loan periods"

Q_5_2

"Laser printer cost"

513 545

Q_5_1

"The ability to search for journals and full text articles on line."

Q_5_2

"Having to go to multiple libraries to retrieve journal articles."

514 546

Q_5_1

"friendly, open hours for our convenience"

Q_5_2

"theft"

515 547

516 548

Q_5_1

"Search capability... delivery to office."

Q_5_2

"After online search I would like to see an abstract or snippet on the item returned not just the bibliography."

Q_5_3

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

517 549

Q_5_1

"availability of and access to academic materials"

518 550

519 551

520 552

Q_5_1

"Convenient to parking and classes"

Q_5_2

"Service is slow"

Q_5_3

"Find some way to enhance book shelving technology"

521 553

522 554

523 555

Q_5_1

"the University of Illinois library is so large that you are bound to find at least some materials on any subject."

Q_5_2

"Some of the older buildings need repair, the air conditioning isn't always so great."

Q_5_3

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

524 556

Q_5_1

"The library has a good amount of collection."

Q_5_2

"Since it is big, I often have to go to three locations to get all the books I need for one research paper."

525 557

526 558

Q_5_1

"Grainger is very nice and pleasant to spend time in."

Q_5_2

"Undergrad is old and too cramped."

Q_5_3

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

527 559

528 560

Q_5_1

"Good environment"

Q_5_2

"lack of safety"

Q_5_3

"make bigger"

529 561

Q_5_1

"study areas"

Q_5_2

"noise, lack of space during midterms or finals week"

Q_5_3

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

530 562

Q_5_1

"Librarians are generally polite and helpful."

Q_5_2

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

531 563

Q_5_1

"I love the grad stacks. I love being able to find ANYTHING that I could think to look up. I very rarely am unable to find a reference, and I can find historical information that is unavailable elsewhere. I also am thrilled with the music library staff. They are courteous, always excited to help me in my search, and they are walking encyclopedias for all things music. Often they don't even need to look things up--they just know what the numbers or publisher and such are."

Q_5_2

"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."

Q_5_3

"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."

532 564

Q_5_1

"It is a good work environment and, if you have the time, it has almost every book you could need"

Q_5_2

"There's so much to search through, sometimes it makes your search impossible.

Q_5_3

"Divide up the resources more"

533 565

Q_5_1

"The incredible amount of material in its collections."

Q_5_2

"Sometimes those great materials do not circulate or are available with very limited access. Also, while some staff is very knowledgeable (like full-time people or LIS grad students), others are extremely unaware of the library system and tend to not be very courteous."

Q_5_3

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

534 566

Q_5_1

"Can't identify a single item"

Q_5_2

"Hard to do so in light of my last response."

535 567

Q_5_1

"The collection is fantastic. I'm afraid that this might change because of budget cuts, but for now it's great."

Q_5_2

"The extreme understaffing in the cataloging department. This is something that most students wouldn't know about or realize the importance of, but I do. They are overburdened by trying to make the new system work and keep up with the backlog. I am also appalled that there will be no attempt to provide full records for LCS records. Patrons cannot do a subject search and pick these items up. In a research library, it is unconscionable that a goodly portion of the collection is not available in the online catalog. Students are not made aware of this problem."

536 568

Q_5_1

"They have most of the books and journals I need for my work. The number and range of collection is the most important thing for a library, I think. Knowing other universities' libraries, I am not 100 % satisfied yet, though."

Q_5_2

"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."

537 569

Q_5_1

"a lot of the rare and unusual agriculture books I can't find. I'm also not real happy about some of the Ag books being in storage, and the length of time it takes to get them out."

Q_5_2

"still work on the online catalog"

538 570

Q_5_1

"the amount of resources available in a variety of subject areas and personal topics, the availability of helpful staff during regular hours"

Q_5_2

"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."

Q_5_3

"I have no suggestions"

539 571

Q_5_1

"In this survey, I am only referring to the music library. I like that I can check my email here and have web access. I also like the amount of books, records, and music."

Q_5_2

"I hate the online catalog! What were you thinking? I, as a paying student, cannot do as much as I could with the previous catalog. Even though I like the amount of books, etc., it is still not enough."

Q_5_3

"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."

540 572

Q_5_1

"The libraries are wonderful places to study. They are quiet, clean and have many needed resources."

Q_5_2

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

Q_5_3

"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."

541 573

542 574

Q_5_1

"excellent collection"

Q_5_2

"difficulty in accessing collection"

543 575

Q_5_1

"The depth and breadth of the collections--being able to find the book I need, and having multiple copies available so all copies aren't checked out. Also, being able to order books from the Uni. library and have them delivered is really helpful."

Q_5_2

"Sometimes, the librarians aren't helpful. Also, all the copiers won't let you reduce documents when they are copied--they only enlarge them. I know this is so people don't copy 2 pages onto one, but this also makes it impossible to copy oversize documents onto normal 8.5x11 paper."

Q_5_3

"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."

544 576

Q_5_1

"Easy to use"

Q_5_2

"More over the net"

Q_5_3

"More full text on Web"

545 577

546 578

Q_5_1

"The UIUC Library collection is very extensive which is important in research."

Q_5_2

"The UIUC Library needs to have more copies of popular, in demand books and journals."

547 579

Q_5_1

"The large print collection."

Q_5_2

"Difficult to learn system when I first came here."

548 580

Q_5_1

"I really like the availability of the resources. Also, I feel as though there is a proportionate amount of staff to help the student population. The level of training that is available to the students seems to be sufficient, as long as they choose to seek assistance."

Q_5_2

"I feel that a larger security force should make its presence known to reduce the amount of theft and to reduce the risk of assault. I know that there isn't a large prevalence, but increased prevention in this area is vital to the students' safety."

Q_5_3

"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!"

549 581
550 582

551 583

Q_5_1

"Certain libraries, such as the African American library, have workers that are extremely knowledgeable in the area and very helpful when I am doing research."

Q_5_2

"At times a lot of the materials I need are hard to get to, missing, checked out or damaged."

552 584

"?" "?"

553 585

Q_5_1

"There are many locations that are easily accessible."

Q_5_2

"The closing times."

Q_5_3

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

554 586

Q_5_1

"What I like most is the size and variety of the collection."

Q_5_2

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

Q_5_3

"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."

555 587

Q_5_1

"The library staff is always willing to help me with my questions and concerns. It is nice to have the confidence that the library staff will be able to answer my questions in a efficient and complete manner."

Q_5_2

"Sometimes, when I use the online system, I do not find the exact materials that I need. It makes it frustrating when I have to go through several search databases to find what I want."

Q_5_3

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

556 588

Q_5_1

"I am a French teaching assistant and I was very glad to find people to help me in my various researches for specific books that I used to write my thesis."

Q_5_2

"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."

Q_5_3

"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."

557 589
558 590

559 591

Q_5_1

"The breadth and depth of the library collection is one of the greatest assets of the University of Illinois. It's been an invaluable resource. The relative ease of borrowing materials from other libraries has also been tremendously helpful."

Q_5_2

"As a graduate student who has very limited financial resources, library fines are a hardship. I realize that the library has made it easier to keep track of books charged out, but an extended loan period for journals may reduce the incidence of overdue library materials, and, in turn, the burden of overdue fines."

560 592

Q_5_1

"The Illinet Online system of reserving and checking out books."

Q_5_2

"Get books checked out from Illinet Online the site requested faster (the off-campus libraries take a long time to get books to the library)"

561 593

562 594

Q_5_3

"help learning the online system"

563 595

Q_5_1

"I think that the U of I's library system is one of the best in the nation. I think that the libraries offer unlimited resources. I also think that the system is fairly well organized."

Q_5_2

"I think that things need to all be located together."

Q_5_3

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

564 596

Q_5_1

"Magnificence of the collections."

Q_5_2

"Lack of bibliographic access to collections."

565 597

Q_5_1

"The librarians are wonderful and very helpful, even if you have dumb questions."

Q_5_2

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

566 598

Q_5_1

"Willingness to work with distance students to make on-campus resources available to us."

Q_5_2

"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.)"

567 599

Q_5_1

"I have seldom walked away from the library without getting what I came for."

Q_5_2

"1.Timings. I like to work till late. 2.I wish reserve materials could be photocopied, so I would not have the restriction of having to return them in a couple of hours."

Q_5_3

"---Same as 5.2---"

568 600

Q_5_1

"The people"

Q_5_2

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

569 601

Q_5_1

"wide variety of books and journals relevant to my research"

Q_5_2

"I cannot check out journals" "undergrads should be able to have access to all the materials that faculty and graduate students have access to - some of us are doing research also"

570 602

Q_5_2

"The library is not open enough."

571 603

Q_5_1

"Friendly and courteous staff"

Q_5_2

"not enough places to put money on photocopy cards"

Q_5_3

"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."

572 604

Q_5_1

"The fact that you can look-up books on line and don't have to go to the library to see if they are there and are available."

573 605

Q_5_1

"The librarians are very helpful and knowledgeable; they're a great resource for doing research."

Q_5_2

"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)."

Q_5_3

"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."

574 606

Q_5_1

"The availability, the closeness to the law school."

Q_5_2

"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."

575 607

Q_5_1

"I like the fact that some library is practically always open."

Q_5_2

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

576 608

Q_5_1

"Large on-campus print collections, good on-line access to on-campus and off-campus print collections, and good access to many CD-ROM & on-line bibliographic databases."

Q_5_2

"Relatively slow progress toward web-based capabilities that should be associated with a world class university that is home to NCSA and other leading computer capabilities."

577 609

Q_5_1

"Central Location."

Q_5_2

"Bad hours."

Q_5_3

"Departmental libraries should stay open longer."

578 610

Q_5_1

"The size of the collection -- I don't have to resort to inter-library loan very often."

Q_5_2

"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."

Q_5_3

"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)."

579 611

Q_5_1

"Convenient location and hours"

Q_5_2

"Split collections with Biology library."

Q_5_3

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

580 612

581 613

Q_5_1

"can borrow books from other libraries throughout Illinois. Grainger Library is a great. The IEEE CD ROM collection is great. But the printer needs to be faster!"

Q_5_2

"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)"

Q_5_3

"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)"

582 614

Q_5_1

"Almost every journal I need is available "

Q_5_2

"Books are often missing/shelved incorrectly"

583 615

Q_5_1

"Collections"

Q_5_2

"Staff not helpful and overworked."

Q_5_3

"Hire more real librarians!"

584 616

Q_5_1

"the collection of books and the interloan system"

Q_5_2

"no opinion"

Q_5_3

"overall satisfied"

585 617

Q_5_1

"The collection of Asian Library and the efficiency to check out the books you want."

Q_5_2

"I would prefer that that the library has longer open hours."

Q_5_3

"They have done pretty well."

586 618

Q_5_1

"The incredible breadth and depth of the collection. It seems like no matter what book I need, it is available to me through the Library's own collection or inter-library loan. Also that you can receive books through the campus mail! Also the really easy renewal process on the web interface."

Q_5_2

"The telnet interface to the catalog and the fact that you can not return books through campus mail."

Q_5_3

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."

587 619

588 620

Q_5_1

"Convenient departmental library."

Q_5_2

"Annoyingly slow web interfaces and having to dig out my student ID to find my 14 digit number!"

589 621

Q_5_1

"breadth of collection"

Q_5_2

"excess of information online, leading to poor organization"

590 622

Q_5_1

"The online contents provided by the library"

Q_5_2

"The short open hours"

Q_5_3

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

591 623

592 624

Q_5_2

"I do not like the small subject libraries that have run out of space. It is not conducive to interdisciplinary research. I believe in having subject specialist librarians, but I do not believe that the library collections themselves need to be separate."

Q_5_3

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

593 625

Q_5_1

"The amount of material available."

Q_5_2

"The rumored 'cuts' in collections & possible decrease in library materials. Oh, & hours of operation - Open longer please!"

594 626

595 627

Q_5_1

"the extensive collections, the generally helpful staff"

Q_5_2

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

596 628

Q_5_1

"Having multiple libraries around campus has made using the system very convenient for persons in any area. The library system is very complete, and has served my purposes quite well."

Q_5_2

"Sometimes, having resources in alternate libraries can be difficult"

597 629

Q_5_1

"I like the study the study areas the most"

598 630

599 631

600 632

Q_5_1

"everybody is helpful"

Q_5_2

"the printers are outdated"

Q_5_3

"N/A"

601 633

"More full text articles"

602 634

Q_5_1

"I like the Illinet Online because I do not have to go to the library to see if they have my books, I can check in the convenience of my own home."

Q_5_2

"More prompt interlibrary loan service."

603 635

Q_5_1

"I think we have a great deal of information available to us here at the U of I."

Q_5_2

"I think we have very little access to much of the resources here at the U of I."

Q_5_3

"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."

604 636

Q_5_1

"The librarians at the LIS library are wonderful and provide great services to distance learners."

605 637

606 638

Q_5_1

"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."

Q_5_2

"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)."

Q_5_3

"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."

607 639

608 640

Q_5_1

"nice attitude toward users"

Q_5_2

"collection availability"

Q_5_3

"Enlarge collection volume"

609 641

Q_5_1

"Size, availability to community members; friendliness and knowledgeability of staff; libraries with big windows"

Q_5_2

"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"

Q_5_3

"more art on the walls!"

610 642

611 643

Q_5_1

"Collection of the journals"

Q_5_2

"Selection/variety of books"

612 644

Q_5_1

"The size of resources. There are a lot of helpful resources on this campus."

Q_5_2

"Everything costs extra!!!"

613 645

Q_5_1

"The extensive collection of printed material"

Q_5_2

"Not enough microfilm viewers"

Q_5_3

"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."

614 646

Q_5_3

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

615 647

Q_5_1

"all the available computers and software are good and above adequate"

Q_5_2

"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."

Q_5_3

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

616 648

617 649

618 650

619 651

Q_5_1

"the wide range of library materials that is available."

Q_5_2

"i wish I could find all that I wanted to find online. Many pages are still under construction!"

620 652

Q_5_1

"Knowledge and assistance from departmental staff"

Q_5_2

"Hours"

621 653

Q_5_1

"It's large collection of books and journals--I can find most stuff here."

Q_5_2

"My second-class status--can't reserve books. I also would like to see some corrections made in the catalog when I point them out. I'm afraid there are many such errors rendering books you actually have invisible. Also, too many times the library misses my returned book."

Q_5_3

"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."

622 654

Q_5_1

"Extensive collection of materials"

Q_5_2

"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!"

Q_5_3

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

623 655

Q_5_1

"1) The size of the collection

2) Central location"

Q_5_2

"1) Climate control-- have you ever tried to work in the East Stacks in the summer? It's too hot. Even on the best days the individual libraries are either too warm or too cool.

2) The lack of open study space in the Stacks. If I'm on 9.5 West, I don't want to have to trudge all the way back to 6 East to sit and look through one little book. How about a few tables and chairs on every floor, East and West, where people can study?"

Q_5_3

"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."

624 656

625 657

Q_5_1

"the BOOKS" "The people(i.e. students)"

Q_5_3

"Get rid of the cockroaches. They like to hide in the light fixtures!"

626 658

Q_5_1

"I think the collection, for the most part, is very good. However the European Union collection and other International materials in the law school are sorely out of date."

Q_5_2

"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!!!!!!!!!!!!!"

Q_5_3

"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."

627 659

Q_5_1

"Comfortable environment. I love Grainger Engineering Library."

Q_5_2

"Grainger doesn't open on Sunday morning."

628 660

629 661

Q_5_1

"I like the wide variety of materials that are available and the large amount of time that I have to make use of them."

Q_5_2

"Occasionally difficult to find needed materials."

Q_5_3

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

630 662

Q_5_1

"Everything's there"

Q_5_2

"But sometimes it's hard to find Or it's at all different locations"

Q_5_3

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

631 663

632 664

Q_5_1

"There is a wide array of materials to choose from."

Q_5_2

"Locating and accessing the wide array of materials."

Q_5_3

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

633 665

Q_5_1

"The study environment of Grainger."

Q_5_2

"The libraries open too late on Sunday."

Q_5_3

"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."

634 666

Q_5_1

"wide selection of journals and books"

Q_5_2

"fines for grad students"

635 667

636 668

Q_5_1

"Grainger..... it's beautiful and a great place to study"

Q_5_2

"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)"

Q_5_3

"See question #5.2"

637 669

Q_5_1

"interlibrary loan"

Q_5_2

"sometimes it's hard to get materials"

638 670

Q_5_1

"Grainger, It's the best place on campus to study"

Q_5_2

"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"

Q_5_3

"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."

639 671

Q_5_1

"There is lots of information available."

Q_5_2

"It should be open 24 hours most nights."

Q_5_3

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

640 672

Q_5_1

"The Liberians are very nice. The collection is huge. The environment is comfortable."

Q_5_2

"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."

Q_5_3

"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?"

641 673

Q_5_2

"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."

642 674

Q_5_1

"A lot of opportunities."

Q_5_2

"Terribly confusing and difficult to research."

Q_5_3

"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."

643 675

Q_5_1

"Very large and thorough collection"

Q_5_2

"Don't keep patrons quiet enough"

Q_5_3

"Post signs or have staff make people be quiet"

644 676

Q_5_1

"Can access from library and dorm any article on any subject"

Q_5_2

"The online catalog should be more specific on Journal listings. For instance if UIUC even has it and if so where it is."

645 677

Q_5_1

"There's so MUCH of it! Lots and lots of journals, electronic resources."

Q_5_2

"I find things mis-shelved all the time, so when I'm hunting for a book and can't find it I'm always suspicious that it may be two or three shelves away but I have no way of getting to it."

Q_5_3

"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?"

646 678

647 679

Q_5_1

"I am very happy with the amount of information available and the ease at which I can get books from other institutions. I also like the ease of checking out your account, so you know when your books are due."

Q_5_2

"I wish there were online journals and I wish it was easier to understand what library a book or journal was in. I wish the stacks was easier to get around in."

Q_5_3

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

649 681

Q_5_1

"Outstanding print collections. Excellent electronic resources as well. Helpful staff."

Q_5_2

"I am struggling with the telnet search interface. I can use it, but find it awkward and not as detailed as the previous system. Harder to navigate by far. This is a problem for me, because my research style is to remotely locate materials and then to come several days in a row on gathering expeditions or to order materials sent to my campus address."

Q_5_3

"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."

650 682

Q_5_1

"Most of the staff is courteous; the times are excellent; the amount of material that can be found is \"limitless\"."

Q_5_2

"There are a few librarians that do not know the answers to some questions. A continuity binder that logs these questions-as well as the answers- would be most convenient to help the patrons; the decor is old; lighting is bad and air circulation is bad. improving all three of these will increase the popularity of the libraries and the likelihood of more money coming into the library as a result of more people utilizing the facilities"

Q_5_3

"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"

651 683

652 684

Q_5_1

"Grainger - clean, nice, new, pretty"

Q_5_2

"The libraries are spread apart, so you have to trek around campus to get everything you want. It can be a big factor in whether I actually go get a particular book/article."

653 685

Q_5_2

"This questionnaire is ridiculously long. \"A few minutes\" -- my foot."

"The new computer system"

654 686

Q_5_1

"main stacks are amazing...huge Russian collection"

Q_5_2

"Books returned to outside book drop are FREQUENTLY lost. The art library has a very poor collection of contemporary material. I was shocked when I arrived here because I was expecting a much higher level." "As I am sure you are aware of, Ricker library needs to be relocated. Trying to find art related materials is a bit like a campus-wide treasure hunt."

655 687

Q_5_1

"Has many journals, books"

Q_5_2

"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.)"

Q_5_3

"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."

656 688

Q_5_1

"The large selection of materials available."

Q_5_2

"How you have to run all over campus to get a couple of books if they're from different subject areas."

Q_5_3

"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."

657 689

Q_5_1

"subject focused satellite libraries in different parts of campus"

Q_5_2

"Not enough funding for purchase of books and journals"

Q_5_3

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

658 690

Q_5_1

"Our incredible holdings...I can find almost everything I need without having to use ILL. Also, Tom Kilton and his staff in the Modern Languages and Linguistics Library are first rate; they are very knowledgeable, friendly, and helpful."

Q_5_2

"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."

Q_5_3

"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."

659 691

Q_5_1

"If there is a paper I have to do I can find out about my subject at the U of I Library. There is nothing that I can't find there no matter how obscure the subject."

Q_5_2

"It can be a very intimidating place since it is so big. it is hard to find the particular subject you are looking for. Although the librarians help you with that specific problem."

Q_5_3

"I have no suggestions"

660 692

661 693

Q_5_1

"Because it is so large, there are many research resources."

Q_5_2

"Because it is so large, there is little individual help"

Q_5_3

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

662 694

Q_5_1

"Good support from the librarian assigned to our departmental library."

Q_5_2

"Difficulty in getting journal articles not held here, especially since so many journals are now being accessed through the consortium rather than being held here. ILL is absolutely abysmal compared to my previous university."

Q_5_3

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

663 695

Q_5_1

"Extensive and resourceful"

Q_5_2

"Not very attractive. Not aesthetically pleasing environment. gloomy"

664 696

Q_5_1

"The librarians are nice."

Q_5_2

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

Q_5_3

"More contemporary music scores and CDs."

665 697

Q_5_1

"accessibility, ease of use, quantity of resources,"

Q_5_2

"there is no full library orientation for students"

Q_5_3

"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."

666 698

667 699

Q_5_1

"Range of resources and services."

Q_5_2

"Limited hours on Saturdays and during breaks."

668 700

669 701

670 702

671 703

672 704

Q_5_1

"Separate books and journals in searchable databases."

673 705

Q_5_1

"accessible"

Q_5_2

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

674 706

Q_5_1

"Even rare books are in excellent condition and can be checked out with least fuss. There has not been an instance when I've not found a book that I've wanted -- and I usually read books whose topic is rarely current and have been out of print for 30-45 years. The service, especially delivery to campus address makes checking out very convenient, and reading a great a passion. It's definitely improved, by leaps and bounds, my reading interests and breadth and depth of knowledge. I'm sure I'm one of the innumerable ones for whom this Library will remain a memorable feature of the U of I. Good luck to the Library and it's administration for the future. It's a job done with great commitment and excellence!"

Q_5_2

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

Q_5_3

"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."

675 707

Q_5_1

"Vastness of collection"

Q_5_2

"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."

676 708

Q_5_1

"It has a very wide variety and a large amount of material."

Q_5_2

"I have to spend a day driving all over campus to go to the three libraries I use the most to get a few articles from each. Many of the articles I have been looking for at ACES are from the 70's in obscure journals and they are in storage, so I have to take time out of another day to come back when they have it out of storage, even though online it said it was there. I would like to just order these journal articles to be copied and delivered here so I don't have to waste so much time, but if they are on campus there is no easy and inexpensive way to do it."

Q_5_3

"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."

677 709

Q_5_1

"Most of the resources in the form of books and journals I have needed were located on campus; the few that were not were located and requested promptly. I particularly like the service of finding and copying journal articles found on campus; this saves me a great deal of time and allows me to be more productive."

678 710

Q_5_2

"I do not like the telnet version of ILLINET."

679 711

680 712

Q_5_1

"I enjoy the fact that I rarely have to send out for materials. I believe that this should be maintained as one of the most \"well-stocked\" libraries in the country."

Q_5_2

"The Illinet line is inconsistent and has many duplicate listings within it. Also, some of it needs to be checked. I don't know how many times I've looked for a particular volume of a journal and went to an information person. They told me that the library stopped receiving the journal in 1980-something and the only one missing from the shelf up to the present day is 1996 (for example). Either the information as to what volumes are available is inaccurate or the personnel are looking in the wrong place."

Q_5_3

"Noted above."

681 713

Q_5_1

"I like having a separate and completely fictional library for Vet Med."

Q_5_2

"None"

Q_5_3

"none"

682 714

Q_5_1

"staff is friendly and responsive"

Q_5_2

"not having a introduction to the library system before beginning to attend U of I"

Q_5_3

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

683 715

684 716

685 717

Q_5_1

"Great collection!!!! Part of decision to attend UI as an undergraduate hinged on the marvelous collection you have and the accessibility people have to it. Librarians are well informed and helpful. Please continue to build the print collection. It may be all we have to go on while we get Y2K sorted out."

Q_5_2

"It is simply the problem of having a large collection--sometimes it is disorganized and difficult to find things because they have been misplaced or lost. Also the switchover to the new online catalog (at least w/the Telnet interface) has not been an improvement over the old one."

Q_5_3

"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."

686 718

Q_5_1

"Available to students, educators and others interesting in learning any given subject matter via the internet to those not attending the University of Illinois. Keep up the good job!"

Q_5_2

"None"

Q_5_3

"Keep up the good work!"

687 719

688 720

Q_5_1

"everything"

Q_5_2

"Nothing"

689 721

Q_5_1

"Courteous and well-informed staff."

Q_5_2

"I recently needed to look articles in a variety of journals in a reference list, and I was surprised to see that the EDU library did not have most of the journals."

690 722
691 723

692 724

Q_5_1

"There is a lot of material in each of the libraries."

Q_5_2

"The databases do not have locations as to where articles are located at."

693 725

694 726

Q_5_1

"Unimaginably good collection of print items. Every dollar spent on computers degrades this collection."

Q_5_2

"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."

Q_5_3

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

695 727

Q_5_1

"I like the prompt friendly service from the librarians and the ability to borrow from other libraries and have the item delivered to my office."

Q_5_2

"The online catalogue system"

Q_5_3

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

696 728

Q_5_1

"Anything you want, the library has."

Q_5_2

"It takes a long time to get books. There are so many libraries on campus."

Q_5_3

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

697 729

698 730

699 731

700 732

701 733

Q_5_1

"I get to see lots of people I know and we can discuss our classes."

702 734

Q_5_1

"interlibrary loan and office delivery of material"

703 735

704 736

Q_5_1

"I like how there are a lot of tables to study at."

Q_5_2

"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."

705 737

Q_5_1

"I like the online catalog for finding books and journals and other materials."

706 738

Q_5_1

"the convenience"

Q_5_2

"the service"

Q_5_3

"Make everything more user friendly and convenient"

707 739

Q_5_1

"The quality of the professional librarians and staff, their willingness to help, their expertise."

Q_5_2

"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."

Q_5_3

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

708 740

Q_5_1

"THE STAFF IS VERY COURTEOUS. I HAVE NEVER LEFT THE UI LIBRARY WITHOUT THE INFORMATION I NEEDED. SAFE AND CLEAN ENVIRONMENT. ACCESS FROM MY COMPUTER AT WORK IS A FANTASTIC PRIVILEGE. I ALSO LIKE THAT THE LIBRARY IS CONCERNED ENOUGH TO PERFORM A SURVEY LIKE THIS ONE. THANKS"

Q_5_2

"I'VE HAD SOME DIFFICULTY ACCESSING USING MY PASSWORK/ID#. BUT, I HAVE NOT ASKED FOR HELP FROM LIBRARY STAFF. MY OWN FAULT."

Q_5_3

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

709 741

Q_5_1

"I like what has been done with the library web page. Before I thought it was a mess and impossible to find anything. The new format flows better. It can be improved once the kinks have been worked out but overall it is great."

Q_5_2

"Finding journals can be a real pain. I usually have Eric open on the web as well as Illinet open in order to check where certain journals are located. I notice that the frames for the UIUC Eric search page does not find the call numbers for most of the journals I am looking for (even if they are at the UIUC library). That is VERY irritating. Flipping back and forth can be tedious. Also, I don't like having to truck all over campus to find a certain journal. I realize this is impossible to fix."

Q_5_3

"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."

710 742

Q_5_1

"Size"

Q_5_2

"not enough copy card machines"

Q_5_3

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

711 743

Q_5_1

"What I like most are the many computers available and printers."

Q_5_2

"I seriously hate the fines that are required when a book or journal is lost. They are way to high as if we didn't have enough with the high tuition."

Q_5_3

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

712 744

Q_5_1

"Having so many journals available on campus (so I don't have to do interlibrary request-which takes a long time). Having rapid and current access to indexing databases. The ambiance of our libraries!"

Q_5_2

"The new Illinet system-having to log in 2X to check out a book, and the inaccuracy of the database (it misses many items we do have, and sometimes finding an item is route-dependent)."

Q_5_3

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

713 745

Q_5_1

"I like the atmosphere"

Q_5_2

"I least like the lighting - we need more light for reading"

Q_5_3

"more lights please"

714 746

Q_5_1

"many relevant periodicals and newspapers, informed librarians"

Q_5_2

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

Q_5_3

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

715 747

716 748

Q_5_1

"I am confident that if I need a book, I can usually get it, either from the U of I or a remote location. Staff members are also usually helpful. I also like the fact that undergraduates are not allowed access to the stacks. I also support the decision to check people's bags as they are leaving the stacks."

Q_5_2

"Weekend hours are not ideal--i.e., opening at 1:00 on Sunday. The study carrels are filthy...and I mean really filthy. I have a carrel and do not take advantage of it because it is so dirty and dusty."

Q_5_3

"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."

717 749

Q_5_1

"They have an excellent, diverse collection of information and a good staff. I also like the long hours."

Q_5_2

"It can be a little confusing as to how to go about finding things because there are so many wonderful options."

Q_5_3

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

718 750

719 751

Q_5_1

"I like it when I can go up to a circulation desk and say \"where is _____\" and they can tell me where to look."

Q_5_2

"Illinet online. It needs to be more limited to the U of I campus. I hate trying to find a library material and after tracking down where it might be, finding out that this campus hasn't had it since 1908. Right now it isn't user friendly enough to get what the majority of the users need it for. In fact, it can be pretty confusing at times."

Q_5_3

"Get a better program for the online catalogue."

720 752

Q_5_1

"Very convenient."

Q_5_2

"Theft!!"

Q_5_3

"No comment."

721 753

Q_5_1

"I had problems with requests for books. E.g., I had requested a hold on a library book (using a computer terminal), but when I checked the next time, the records showed that it was charged to my account! I had to contact different people and wasted a lot of time. Finally, the book was marked as lost. Such incidents show that the computer system for holds, etc. may not be perfect and needs to be thoroughly checked."

722 754

Q_5_1

"The Illinois Natural History Survey Librarians"

Q_5_2

"The web interface to search for journals. Very confusing."

Q_5_3

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

723 755

724 756

725 757

Q_5_1

"It is extremely convenient to access services, online or otherwise. The way the system works electronically is a model for large institutions worldwide."

Q_5_2

"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."

Q_5_3

"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."

726 758

727 759

Q_5_1

"used to have free printing; long loan period; material delivery service"

Q_5_2

"physical environment of main stacks"

728 760

729 761

730 762

Q_5_2

"I think the new changes on the renewal/fine policy is very bad. Now there is no warning for books which are about to overdue, the first notice you got is overdue notice and there are fines already. It makes people think it is just a way to get more money from students."

731 763

732 764

Q_5_1

"wide range of library materials"

Q_5_2

"the short hours and lack of materials as well as time wasted in accessing library materials"

Q_5_3

"Longer hours, more electronic services"

733 765

Q_5_1

"1. The service of Librarians is good. They are very friendly and willing to help readers, and the categorization/organization of the collection is easy to find."

Q_5_2

"I hate when I can't find the journal I want or I found the journal but not the exact volume I need."

Q_5_3

"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."

734 766

735 767

Q_5_1

"They have a very good selection of books that are subject specific. It is astonishing how you can get the perfect book almost each time if you take the effort to look for it...."

736 768

Q_5_1

"I LIKE TO STUDY THERE AND I JUST ENJOY USING THE FACILITIES" "IT'S A PAIN TO HAVE TO GO AROUND TO EACH AND EVERY DIFFERENT LIBRARY WHEN DOING RESEARCH...AND THEN HAVING TO RETURN THEM ALL TO EACH RESPECTIVE LOCATIONS"

Q_5_2

"ON FRIDAYS IT WOULD BE NICE IF IT DIDN'T CLOSE SO EARLY...FOR THE WHOLE WEEKEND I GUESS."

737 769

Q_5_1

"I like the quiet study area in the undergraduate library the most. It allows me to get away from the distractions that deter me from concentrating."

Q_5_2

"I don't like that I can only add value to my copy card at certain locations."

Q_5_3

"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."

738 770

Q_5_1

"I use the library mainly because I cannot study in my dormitory. It is a good environment to study in."

Q_5_2

"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."

3. I hate books that are missing or status unknown. Can they be replaced?"

Q_5_3

"See 5.2"

739 771

740 772

741 773

742 774

743 775

744 776

Q_5_1

"I can usually get what I need with out too much difficulty. The staff is friendly and helpful."

Q_5_2

"Weekend hours are awful. (need to be open longer on weekends- even if it is less staffed) There are not enough copy machines within the stacks. There are areas that are so dark I need to pull out my penlight to read the numbers. (I.e. 5th floor, German books, all the way against the wall) I find books OFTEN where they are not supposed to be and this is very frustrating."

745 777

Q_5_1

"I like the quiet study areas and the huge reference areas."

Q_5_2

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

Q_5_3

"Have better hours on Sunday."

746 778

747 779

Q_5_1

"It's one of the largest in the nation; librarians are generally helpful and friendly. I really like the feature of requesting that photocopies of articles be mailed to your home address!"

Q_5_2

"Lighting and furniture and carpeting needs to be updated!"

748 780

749 781

Q_5_1

"the huge collection, the extended loan periods for graduate students, being able to request and renew materials online"

Q_5_2

"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)."

750 782

Q_5_1

"It seems to be easily accessible."

Q_5_2

"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."

Q_5_3

"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."

751 783

Q_5_1

"We have such a large collection, rarely have to send off to get materials."

Q_5_2

"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."

752 784

753 785

Q_5_1

"good, quiet places to study"

Q_5_2

"not enough hours, sometimes overcrowded"

754 786

Q_5_1

"The overall holdings, which are, of course, enviable by any standard."

Q_5_2

1. Above and beyond all, the dreadful on-line catalog. It makes me regret having to use the library at all sometimes.
2. 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."

755 787

Q_5_1

"that I can find just about anything I need here on campus relatively quick and if we don't have it, can usually get it within a reasonable time limit if asked for in far enough advance"

Q_5_2

"that I cant get anyone to tell me how to pay my overdue library fines, other than \"you'll be billed\". I have fines \$3.00 for 3 months with no one able to give me a bill or let me pay! I don't want to hold up graduation."

Q_5_3

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

756 788

Q_5_1

"Rarely has there been a book that I have not found either at UIUC or through an interlibrary loan."

Q_5_2

"I don't understand why the GRADUATE library closes at 6 p.m. on Friday and Saturday evenings. For that matter, it's only open from 1-6 on the weekends. This is supposed to be a world-class research institution, yet this seriously limits the availability of the library's resources to the students. As a graduate student, I need the weekends to focus on the bulk of my work."

Q_5_3

"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."

757 789

758 790

Q_5_1

"Vast selection and excellent computing facilities."

Q_5_2

"Many books I would like are at other libraries and have to be ordered. This doesn't work for last minute projects."

Q_5_3

"Thank you for asking our opinions!"

759 791

Q_5_1

1) Libraries that contain similar types of literature are located close to each other
2) The interlibrary loan program allows for access to literature that I would have no other way of seeing."

760 792

Q_5_1

"The variety of books and the size of the library"

Q_5_2

"More books!!!"

761 793

Q_5_1

"The abundance of material right at your fingertips is excellent."

Q_5_2

"Computer system is slow at times"

Q_5_3

"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."

762 794

Q_5_1

"I like the variety of resources available"

Q_5_2

"Sometimes the resources I need are \"damaged\" or lost. This has happened quite a few times recently. It would be nice to have the resources replenished."

763 795

Q_5_1

"preserve old collections. a variety of collections."

Q_5_2

"Websearch system-not convenient, window needed, more simple but powerful!!!"

noise making floor. horrible mainstacks- old collections are good, but where the new ones? Too short new collections."

Q_5_3

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

764 796

Q_5_1

"The professional staff in the geology are very knowledgeable and helpful. They have not yet failed to help me find what I need, even when it's pretty obscure. The weekend student staff doesn't seem to know much at all about how to find things, which is sometimes inconvenient, but not too big a problem."

Q_5_2

"I really wish faculty had 24-hour access to the library! I also wish there were a copy machine in the library that took account numbers. It's inconvenient to have to check things out just to make a quickcopy of an article."

765 797

Q_5_1

"location"

Q_5_2

"New system"

766 798

Q_5_1

"the size of the collections, the option to have materials sent to a specific campus library and be returned at any library, the length of borrowing time for graduate students, the interconnectedness electronically with other libraries"

767 799

768 800

769 801

Q_5_1

"I think the libraries really do have a lot to provide for us. And that we as a University are really lucky to have such an expansive library system."

Q_5_2

"There really is not much to dislike, I think the best would be to have more full text articles online, those are what help out with research the most."

770 802

Q_5_1

"Very wide selection of resources. If I need a certain article, I am pretty likely to be able to find it at U of I"

Q_5_2

"VERY overwhelming and confusing. The departmental libraries should be more similar to each other."

Q_5_3

"Reshelve books more quickly."

771 803

772 804

Q_5_1

"There are a wide range of materials. I usually can get all the information I need from the collection."

Q_5_2

"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."

Q_5_3

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

773 805

Q_5_1

"breadth of collections; campus delivery of books; remote access"

Q_5_2

"difficulty of online catalog; terrible quality of microfilm machines in stx unlit, unpatrolled areas of main stacks; uncomfortable, unwelcoming carrels inability to have something paged and held from stx when ordering on computer"

Q_5_3

"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!"

774 806

Q_5_1

"Convenience and special qualities."

Q_5_2

"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?"

Q_5_3

"Increase Hours."

775 807

Q_5_1

"we have so much information in them u can always find what you are looking for"

Q_5_2

"sometimes all that info will overwhelm you"

776 808

Q_5_1

"The large collection of materials and resources available."

Q_5_2

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

777 809

Q_5_1

"Vast collection and easy access to other collections."

Q_5_2

"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."

Q_5_3

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

778 810

Q_5_1

"Friendly and helpful staff I meet at all the library areas I have been I also think the extension of time for graduate student check put of

materials has been a life saver!"

Q_5_2

"Waiting for the web connection to be complete"

779 811

Q_5_1

"the silence in the basement of Grainger and lower level of the undergrad"

Q_5_2

"I think it is very confusing to find books and magazine articles. once they are located, you have to run around campus to get them. also, one library needs to be open either 24 hours or 'til 3 or 4 am. The Illini union vending room (open 24 hours) doesn't cut it."

780 812

Q_5_2

"The libraries are not well temperature regulated which provide an atmosphere not very conducive to academic progress."

781 813

782 814

Q_5_1

"There is a vast resource of information, and it is relatively easy to find on the internet, from the computers in the, library or my own computer"

Q_5_2

"Illinet doesn't always tell me the correct location of an item I am looking for, and it is difficult to access these items when all the different libraries are located far apart from one another and all have different hours. Also, in the stacks, it takes a long time to send someone back there to find something for me."

Q_5_3

"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"

783 815

Q_5_1

"There are TONS of research materials in different forms that I can get my hands on. Plus, the quality of these materials are first-rate, so I know that the materials are credible."

Q_5_2

"The hours that the departmental libraries are open."

Q_5_3

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

784 816

Q_5_1

"the ones on the north end of campus"

Q_5_2

"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)."

Q_5_3

"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)."

785 817

786 818

787 819

Q_5_1

"It is big and well-connected with other libraries"

Q_5_2

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

Q_5_3

"Let people held 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."

788 820

Q_5_1

"I like being able to research subjects from my office computer and I also like the large number and variety of academic journals that available to patrons. I also like having the Afro-Americana library available. Ms. Stevenson and Ms. Mitchell have always been very, very helpful to me and other students."

Q_5_2

"There needs to be more academic journals on African-Americans such as the journal from the National Medical Association and others."

Q_5_3

"See above."

789 821

Q_5_1

"Extensive collections and ease in getting campus delivery of materials ordered. With additional training in using new electronic access, this will improve even more."

Q_5_2

"Searches using databases are confusing and occasionally fail to uncover known articles."

790 822

Q_5_1

"I really only usually use Grainger, but the facilities are excellent, the staff is helpful and the collections are very comprehensive. I have yet to look for a journal I needed and not find it."

Q_5_2

"The convenience of using the online journal searches is sometimes low. I am a graduate computer science student, and I often find the web site confusing to use."

Q_5_3

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

791 823

Q_5_3

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

792 824

Q_5_1

"Wide range of collections."

Q_5_2

"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."

Q_5_3

"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."

Wayne c. lee

Industrial-organizational psychology

wlee@s.psych.uiuc.edu"

793 825

Q_5_1

"I like the amount of information the library has and the ease of finding it online."

Q_5_2

"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."

794 826

Q_5_1

"The enormous collection of books and journals, and the ability to get those books which the library does not own through interlibrary loan."

Q_5_2

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

795 827

Q_5_1

"Its pretty big, selection-wise."

Q_5_2

"Since its so big, it is often hard to locate exactly what you are looking for and once you've found what you are looking for what you want might be checked out..."

Q_5_3

"nothing specific comes to mind."

796 828

Q_5_1

"CLASSICS LIBRARY--BOTH STAFF AND COLLECTION."

Q_5_2

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

Q_5_3

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

797 829

Q_5_1

"the real librarians and their knowledge about their respective department"

Q_5_2

"the limited amount of copies of each book"

Q_5_3

"none"

798 830

799 831

Q_5_1

"The library has an extensive collection of books and they are very easy to find."

Q_5_2

"The different departmental libraries are spread out all over the place and it is very inconvenient at times."

800 832

Q_5_1

"The departmental library in Classics is absolutely fantastic. The collection in this library is of the highest quality because there is a general lack of crap scholarship on the shelves. Mardel and Bruce do a fantastic job running their library with the most superior quality."

801 833

802 834

Q_5_1

"Large selection of materials and availability of material"

803 835

Q_5_1

"The thing I like most about the U of I library is the amount of material one can find on a particular subject."

Q_5_2

"The thing I like the least about the U of I library is the fact that some of the libraries are hard to find."

Q_5_3

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

805 837

Q_5_1

"big library with enormous amount of sources"

Q_5_2

"takes long time to get delivered from the outside of UIUC library"

806 838

807 839

Q_5_1

"The amount of information at hand."

Q_5_2

"The placing of materials all over campus instead of in one location."

Q_5_3

"Better hours for some smaller libraries."

808 840

Q_5_1

"jeez...you guys got everything...impressive"

Q_5_2

"bathrooms are scary...especially at night..."

Q_5_3

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

809 841

Q_5_1

"ease of locating materials, wide variety of information available, amount of space for groups to work"

Q_5_2

"The hours are too short. During the week it should be open until at least 2, maybe 3. 1:00 on Sundays is way to late for the libraries to open. I would suggest 11:00. Also, the libraries should be located closer together. It is annoying when you find something that you need and have to hike halfway across campus to get to those other libraries. Besides, many of these departmental libraries do not stay open very late. These hours should be extended."

810 842

Q_5_1

"Its collection. Also, it's open at all reasonable times (although more hours during breaks would have been appreciated)."

Q_5_2

"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."

Q_5_3

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

811 843

Q_5_1

"I like the wide range of articles covered in the departmental libraries."

Q_5_2

"I am least impressed with the staff's knowledge of the subject matter in the library and most of all with the quality of the copiers. None of the copiers (few exceptions) have the ability to enlarge or reduce or carry out the functions that are available on most copiers today."

Q_5_3

"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"

812 844

Q_5_1

"We have a very wide range of libraries here - which provide a lot of good information. The computer system is very up-to-date and pretty user-friendly."

Q_5_2

"Need longer hours - into the night for studying. It is annoying how not everyone can go into the stacks to find their own books, and how long it takes for the librarians to obtain them for you."

Q_5_3

"Longer hours, easier access to books."

813 845

814 846

Q_5_1

"Group study room"

Q_5_2

"some student staff's attitude"

Q_5_3

"More open hours during the weekend."

815 847

Q_5_1

"1. Wide variety of materials available

2. Ease of access to materials"

Q_5_2

"1. Had my ANTH 105 Textbook stolen in Undergrad Library in 1991

2. **Jane's Defense Weekly needs to be sent to Binding NOW"**

Q_5_3

"1. Send Jane's Defence Weekly to Binding NOW!

2. Increase presence of Police/Security in Libraries"

816 848

Q_5_1

"The close proximity of the psychology building to the psych library (inside) and the education library"

Q_5_2

"Locating a particular journal in the libraries (i.e., which library is it in & where) takes quite a long time using the web links."

817 849

818 850

819 851

Q_5_1

"The departmental libraries provide direct and accurate access to important materials. The collection as a whole is quite good and very broad."

820 852

821 853

822 854

Q_5_1

"Quiet place to study"

Q_5_2

"None"

Q_5_3

"It's ok."

823 855

824 856

Q_5_1

"availability of academic journals, collection, size, writer's workshop, undergrad + main"

Q_5_2

"location(s), can not check out videos, lack of oxygen?, noise, helps to have more full text articles online"

Q_5_3

"look above"

825 857

Q_5_1

"Wide selections of print reading material"

Q_5_2

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

826 858

Q_5_1

"It's a great place to study. It's clean, bright, quite, and near-by. There are computers to use as I please which is great both academically and as a diversion from studying. As far as books and resources, I've had no problems finding what I need. Also, the Writer's Workshop is a great idea and I use it all the time. Thanks."

Q_5_2

"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"

Q_5_3

"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!"

827 859

Q_5_1

"I like the friendly staff. The knowledge helps me find information faster then I other wise could have found on my own."

Q_5_2

"There is nothing that I do not like."

828 860

Q_5_1

"the different branches and locations, the on-line article retrieval systems"

Q_5_2

"the ridiculous fines"

Q_5_3

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

829 861

Q_5_1

"It's very quite during finals time with lots of hours for those crazy nights of studying."

Q_5_2

"I find it very hard to find pertinent material that I can use off the web articles. There is lots of info, but not useful stuff."

830 862

831 863

Q_5_1

"the vast variety of books from different disciplines is an invigorating environment for academic challenge."

Q_5_2

"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."

Q_5_3

"Given above."

832 864

Q_5_1

"It's really comprehensive."

Q_5_2

"Foreign collection still needs work. For example, much of the material about Singapore are 10 years or older now."

833 865

Q_5_1

"It has a very large collection, I can always find what I want."

Q_5_2

"The library system is to dispersed throughout campus."

834 866

Q_5_1

"They make an attempt to accommodate the student."

Q_5_2

"Some of the books are outdated."

Q_5_3

"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."

835 867

Q_5_1

"Ease of finding materials."

Q_5_2

"The diversity of distribution of materials. Too many remote small libraries to track to."

Q_5_3

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

836 868

Q_5_1

"The hours of service and the amount of material that I cna find to help me do my research."

Q_5_2

"The fact that there arn't enough computers to write papers."

Q_5_3

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

837 869

Q_5_1

"the amount of resources available to me."

Q_5_2

"how difficult it is for me to find exactly what i need on my own."

838 870

Q_5_1

"Access to computer within the library for research."

Q_5_2

"the computer printers are slow. And we need one library on campus that should stay open longer than 1 in the morning, expect the Union vending room. Some students study longer hours on the weekend , keep the library open longer on the weekend."

Q_5_3

"Longer hours!"

839 871

840 872

841 873

Q_5_1

"This especially pertains to the Chemistry library:

*an excellent collection of journals/books

*the staff librarian is very knowledgable and helpful

*SciFinder/ACS electronic journals"

Q_5_2

"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 knowledgable at all about electronic resources. Microfilm/microfische collection needs some major reorganization."

Q_5_3

"*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."

842 874

Q_5_1

"it's okay.. but seems to big and people seem intimidated by it"

Q_5_2

"too formal"

Q_5_3

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

843 875

844 876

845 877

Q_5_1

"It's easy to look for books or articles using the computer."

Q_5_2

"I think the library should open before 1pm on Sunday. I like to get work done in the morning and it's inconvenient that it's not open before afternoon."

Q_5_3

"no suggestions"

846 878

Q_5_1

"The large collection of books; the easy access"

Q_5_2

"fines"

Q_5_3

"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."

847 879

Q_5_1

"Excellent service orientation!"

Q_5_2

"Lacking in several important Journals...."

Q_5_3

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

848 880

Q_5_3

"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."

849 881

Q_5_1

"it is becoming more easily accesible through the web and that makes it more convienient with my hectic schedule"

850 882

Q_5_1

"A great collection of books (overall, especially added with other non-UIUC libraries) and nice library environment (Grainger only)."

Q_5_2

"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 incovenient since math is very important for engineering."

Q_5_3

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

851 883

852 884

Q_5_1

"I like the variety of libraries provided."

Q_5_2

"I don't like that the libraries are so spaced out throughout the campus. Sometimes you find a book on the computer that you need, and you have to go clear across campus to get it."

853 885

Q_5_1

"I like that resources are available in many convenient forms, from online to print. It makes researching a wide variety of topics much easier."

854 886

855 887

Q_5_1

"It is a large library system with access to lots of material."

Q_5_2

"Not enough information/training provided for services"

856 888

857 889

Q_5_1

"its quietness that allows me to study and the large number of books"

"the small of the undergraduate library"

858 890

Q_5_1

"You have lots of books and I can get them rather easily."

859 891

860 892

Q_5_1

"There are so many to choose from"

Q_5_2

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

Q_5_3

"s"

861 893

Q_5_1

"Breadth of info available across many disciplines."

Q_5_2

"Short loan periods for older bound journals!"

Q_5_3

"n/a"

862 894

863 895

Q_5_1

"Even though I may not find exactly what I want, I usually find everything I need."

Q_5_2

"It is hard to find citations from searches like ERIC/Article First even though the library has them. This is a big problem..."

Q_5_3

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

864 896

865 897

Q_5_1

"The holdings of the music library (where I do almost all of my work) are amazing in quantity and quality"

Q_5_2

"Illinet can be a pain; another area less than pleasant are the Main stacks - they are dusty, cramped and things are often misshelved"

Q_5_3

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

866 898

Q_5_1

"That I am able to access library databases from my computer at home."

Q_5_2

"The online services can be difficult to use at sometimes."

Q_5_3

"Overall, things are pretty good."

867 899

Q_5_1

"Easy to access and I feel very comfortable in the atmosphere (besides from below in \"suggestions\"."

Q_5_2

"I have a hard time using Telnet sometimes and it is rather confusing while searching for books. On several occasions, people working in the library were unable to answer questions I had regarding search results, etc., and this made me even more confused."

Q_5_3

"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."

868 900

Q_5_1

"length of loans"

Q_5_2

"the staff is not always very nice"

869 901

870 902

871 903

Q_5_2

"I hate having to wander all over campus and to all the different libraries to find the information that I need. I would like everything to be in one place. As well, it seems that all of the texts are incredibly old. The library needs to keep up to date with new books."

872 904

873 905

Q_5_1

"I like the ability to access the online catalog from home."

Q_5_2

"The books I want are always charged out or missing. I don't like it when others recall the books that I checked out. There should be a longer grace period to return recalled books."

874 906

Q_5_1

"The ease at which I can find materials and the people who help me to find them, as well as teach me to find them on my own the next time."

Q_5_2

"The way they look, but then again, that's not really important"

875 907

Q_5_1

"Resources"

Q_5_2

"Both the telnet and web-based search databases are terrible and very slow! The web based database is not very accurate. Coming from a much smaller school with an excellent database I expected a much better system here but it is actually much worse!"

876 908

Q_5_1

"The staff is very helpful in finding information or telling me how to."

Q_5_2

"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."

877 909

Q_5_1

"The sheer number of books and journals is great, and I have always been provided great service from the librarians here."

Q_5_2

"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."

878 910

Q_5_1

"How long materials can be checked out for"

Q_5_2

"The difficulty in obtaining materials if you are even able to deduce what you need. The libraries are too spread out and with more and more interdisciplinary study it does not make sense. What good is it to have one of the largest collections in the country if it is unusable?"

Q_5_3

"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"

879 911
880 912

881 913

Q_5_1

"I like the proximity and convenience of the libraries on campus. The residence hall libraries are my favorite for their are SO convenient."

Q_5_2

"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."

Q_5_3

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

882 914

Q_5_1

"large collections, have extension hour during the finals. Have individual study areas."

Q_5_2

"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."

Q_5_3

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

883 915

Q_5_1

"Collection--excellent in terms of both rare and recent publications."

Q_5_2

"Inter-library loan has been unsatisfactory in terms of being able to get material at all and being able to get it in a reasonable amount of time."

Q_5_3

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

884 916

Q_5_1

"its vast collection of materials"

Q_5_2

"how it is all spread out over the whole campus"

885 917

Q_5_1

"Library collections, library loan service & on-line catalog"

Q_5_2

"none"

Q_5_3

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

886 918

Q_5_1

"i like the long loan periods"

Q_5_2

"sometimes hard to find online articles"

887 919

888 920

889 921

890 922

Q_5_1

"Excellent print collections; knowledgable friendly staff."

Q_5_2

"Awkward web interface. No access to web bibliography I need (ESTC)."

Q_5_3

"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."

891 923

Q_5_1

"Its status as a top research library; this is one of the main factors that contributed to my coming her to teach and research."

Q_5_2

"The possibility that the status of our library will decline as less funds are available to maintain and increase our actual holdings."

Q_5_3

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

892 924

Q_5_1

"Grainger is wonderful; although I wish there were more study rooms like those on the fourth floor. Nice that the Grad and Undergrad are connected. Fabulous resources"

Q_5_2

"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."

Q_5_3

"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!"

893 925

Q_5_1

"The sheer enormity of this library is wonderful. Also, the ILL available through ILCSO is helpful, even though i've yet to use it. The hours during the

school year are very good -- for me to be able to come into the LIS library on a Sunday any time between 1 - 10 p.m. is excellent. Overall, I'm very satisfied ... (continued below)"

Q_5_2

"But I have a problem with the cataloging anomalies of the online catalog. Recently I compiled a bibliography of videos on the Andean countries of Peru, Bolivia, and Ecuador. I included titles we had, as well as ones that were in ILCSO that we did not. I found titles in many many different subject headings from film to videorecording to motion picture. I know this presence of subjectivity is an innate part of cataloging, but it was very frustrating. A standard in the area of how to title a video record would be nice. Videorecording gave me the most hits, but there were so many others that yielded different hits as well, like documentary or film or just video."

Q_5_3

"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."

894 926

Q_5_1

"The wealth of materials and staff who are helpful in finding them. Also interlibrary loan is extremely useful. Also, accessing your borrower account on Illinet is great."

Q_5_2

"Sometimes searching for things can be overwhelming and daunting. Also, libraries are not open til after 12 on Sundays--wish at least some of thm were open earlier and had later hours on fridays and saturdays too (I know staffing the libraries can be expensive but it would be helpful if at least a couple of them were open more hours)."

Q_5_3

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

895 927

Q_5_1

"The wide variety of journals available--usually I can find what I need here at the U of I."

Q_5_2

"Many times new students or visitors are confused by the number of separate libraries and their wide distribution over campus. Perhaps there could be more information handed out to visitors/new students on the different libraries that exist."

896 928

Q_5_1

"It has a great amount of periodical articles to choose from"

Q_5_2

"Everytime I want a book it is somewhere across campus in a different library"

Q_5_3

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

897 929

898 930

Q_5_1

"I am amazed at how many materials are available. I often go to the newspaper library..expecting that they won't have some abstract newspaper, but to my surprise they do! I really like the improvements that have been made through the use of computers..the online system."

Q_5_2

"That the books are spread out all over the campus, in a way that does not seem very orderly. The problem that after a certain time, the computer system no longer works."

Q_5_3

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

899 931

Q_5_1

"Lotsa journals"

Q_5_2

"Burnt out bulbs."

Q_5_3

"Light bulbs..."

900 932

901 933

Q_5_1

"The vast print and electronic collection and resources."

Q_5_2

"The aesthetics of the place are horrible. It is too warm, dark, dingy, and cramped, not to mention that paint is peeling off the walls in several departmental libraries. Conditions in the stacks are deplorable as well.--Check out the folios on the seventh floor. I think the University should do less boasting about the collection and spend more time and energy saving the collection from cooking in its own juices."

Q_5_3

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

902 934

Q_5_1

"The number of journals."

Q_5_2

"More ABA publications would be helpful."

903 935

Q_5_3

"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."

904 936

Q_5_1

"extensive collection and inter-library accessibility"

Q_5_2

"I prefer the librarians not comment on the books I am checking out."

905 937

906 938

Q_5_1

"There are many books available for whatever subject they are needed for."

Q_5_2

"It's a big hassle to find an article. The on-line system is very confusing and it's hard for me to find an article that I actually want to use, one that's in English, also. The books are really old and I'm sure a lot are out of date."

907 939

Q_5_1

"the huge selection of materials on most subjects. The computer card catalogue."

Q_5_2

"I don't think I can think of anything"

908 940

909 941

910 942

Q_5_1

"Size and collection. The Psychology library is extremely useful to me, much more so than the main library collection."

Q_5_2

"The user interface for remote access and checkout is still the worst I have ever seen or heard about anywhere. Why isn't it as easy to use, as say Amazon.com or some commercial establishment that also has massive catalogs? The library is worried about online delivery of documents, but it doesn't even have an adequate online catalog! First things first."

Q_5_3

"See 5.2. By the way, this survey is far too long."

911 943

Q_5_1

"I like that the library has a large collection of prints and the connection online that allow me borrow from other university."

Q_5_2

"Place to study. I want the library to have more space for both individual and group study."

Q_5_3

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

912 944

Q_5_1

"All the journals I ever needed I was able to find."

Q_5_2

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

Q_5_3

"Increase library hours in Biology Library."

913 945

914 946

915 947

Q_5_1

"The size of the Library collection is exceptional. I rarely have problems finding works we don't have, and then Interlibrary Loan works well. I think the instruction for users is a very important service, and I wish more students would take advantage of it. Overall, I am very happy with the quality and size of our collection and the library's services."

Q_5_2

"What I like least is the revolving door of online catalogs. DRA or no DRA, choose something and stick with it. Don't force your users to re-learn how to access the Library system every year."

916 948

917 949

Q_5_1

"I like the fact that it has an electronic card catalog."

Q_5_2

"I often find that the books I have looked up are missing or shelved incorrectly."

Q_5_3

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

918 950

Q_5_1

"As a freshman, I am very impressed with the library here. I like the fact that most of the libraries are in one building, and others are easy to find. I also like that I can access Telnet from home to find books, then go to the library and pick them up."

Q_5_2

"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."

919 951

Q_5_1

"Strength of collection/resources"

Q_5_2

"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!"

920 952

Q_5_1

"adequate staff and resources"

Q_5_2

"missing materials"

921 953

922 954

Q_5_1

"Breadth of collection."

Q_5_2

"Can feel daunting at times"

Q_5_3

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

923 955

Q_5_1

"The convenience"

Q_5_2

"The difficulty getting HOME access"

Q_5_3

"Let people have more accessible home access"

924 956

925 957

Q_5_1

"The size of the collections and the general availability of the collections"

Q_5_2

"The locations and hours of the libraries and the difficulties on locating materials (time, distance, confusion)"

Q_5_3

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

926 958

Q_5_1

"I really enjoy the comprehensive diversity of information available through the library."

Q_5_2

"I like the online database, but it needs to be redesigned for better usability, and I would really like to see more full-text articles available through the online database."

Q_5_3

"Increase the scope of the online catalog"

927 959

Q_5_1

"I appreciate the long hours the libraries (particularly the Undergrad and Grainger) are open."

Q_5_2

"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."

Q_5_3

"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."

928 960

Q_5_1

"The division into area specific libraries"

Q_5_2

"I have found that there are not enough updated books in the vet med library, which has been disappointing."

929 961

Q_5_1

"There is a lot of information"

Q_5_2

"the people who work here don't always know the answers or can supply sufficient info to help your dilemma"

Q_5_3

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

930 962

Q_5_2

"It is too big and scary. I am very intimidated."

931 963

Q_5_2

"The fact that there is no 24hr library like every other major University in the Country"

Q_5_3

"Open 24hrs. M-F"

932 964

Q_5_1

"online full-text articles"

Q_5_2

"special libraries are too spread out over campus"

933 965

Q_5_1

"the massive amounts of resources i have to choose from"

Q_5_2

"having to sometimes walk all over campus to get to the library i need"

934 966

935 967

936 968

937 969

Q_5_1

"I have enjoyed the staff and overall collections at the music library."

Q_5_2

"I find the new computer system is slow and not good for searching for music and recordings."

Q_5_3

"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."

938 970

Q_5_1

"The most valuable assessment the University of Illinois Library is the availability of documents and the fact that you can send them directly to your email account if necessary."

Q_5_2

"The no food/drink policy."

939 971

Q_5_1

"The access to such a wide variety of materials. It's nice to be able to have access to some small journal that has an article in it that you need."

Q_5_2

"The access to such a wide variety of materials. Sometimes it just gets overwhelming and it's difficult to sort through all the stuff that the library has."

940 972

Q_5_1

"Easy access of computers and availability of materials. Also quiet study sections."

Q_5_2

"Many of the CCSO employees don't know much about computers and are unable to assist you if you have a problem."

Q_5_3

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

941 973

Q_5_1

"The music holdings are, for the most part, excellent"

Q_5_2

"1--interlibrary loan online. --was told that if my request cannot be accomodated 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.)

2--The Illinet catalogue (reasons above)."

Q_5_3

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

942 974

943 975

Q_5_1

"it's near where I live and it's quiet"

944 976

945 977

946 978

947 979

Q_5_2

"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."

Q_5_3

"See 5.2"

948 980

Q_5_1

"The staff is very helpful and friendly." "Soetimes the online interface is confusing."

Q_5_2

"Open maybe for one hour later during end of week days - like Thursday and Friday. And get rid of all that trashy looking stuff where the new entrance/exit scanners were installed."

949 981

950 982

951 983

Q_5_1

"I like the fact that there is so much available."

Q_5_2

"In keeping with my above statement, I like that there is so much available, but I feel that relatively little effort is made to help students learn how to effectively use the library. I think that professors know that the library resources are very intimidating and daunting, thus they rarely make us use the facilities. We should have to use the facilities, but they don't want to make us learn how to because there is not a whole lot out there to help us learn how to use the library."

Q_5_3

"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."

952 984

Q_5_1

"I like the friendliness of the librarians"

Q_5_2

"I hate the long wait for books from the stacks"

953 985

954 986

Q_5_1

"I like the locations of the departmental libraries, and the huge study floor in Grainger."

Q_5_3

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

955 987

Q_5_1

"The great collection of books available"

Q_5_2

"The difficulty of finding the books I need"

956 988

Q_5_1

"The people working in the graduate library stacks were very helpful and courteous when I needed help."

Q_5_2

"A lot of the books that I find through Illinet are located at different locations other than UIUC, and I don't know how, nor do I have time to loan from other libraries."

Q_5_3

"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."

957 989

Q_5_1

"Grainger's walkup computing ports."

Q_5_2

"Lack of a facility open 24 hours."

Q_5_3

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

958 990

Q_5_1

"the engineering library is nice"

Q_5_2

"waiting for a computer and printing stuff out in the library off a computer."

959 991

Q_5_1

"the collection is huge and well chosen"

Q_5_2

"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."

Q_5_3

"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."

961 993

Q_5_1

"That books and journals are not in storage"

Q_5_2

"That the libraries store the books/journals different and they are not always up to date with issues and storage"

Q_5_3

"Have a shelf with only the latest issue. When a issue arrive 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."

962 994

963 995

Q_5_1

"the quality of the collection and the ease of accessibility for grad students"

Q_5_2

"Noisy, hard to work in because of people (staff in particular) shouting at one another all the time."

964 996

Q_5_1

"I enjoy that I can renew and search for materials online, regardless of their difficulty in doing so. I also enjoy the new buildings on campus."

Q_5_2

"I don't enjoy the library fines for doing work that I'm required to do, regardless of what the University believes it needs to do to get books back from students. I already pay an extra \$1,500 per year for services and fees that I have no control over, and the tuition that I pay the U of I appears to be used poorly for services I need for my work, (such as the ability to keep a library book for a semester if needed, and available). Most other universities have better library policies."

Q_5_3

"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."

965 997

Q_5_1

"i like how large it is and what an extensive collection it has. it's important to keep the print collection strong! it's the most important feature of the library."

Q_5_2

"the departmental libraries arent always open when i'd like them to be."

966 998

Q_5_1

"Volume of holdings"

Q_5_2

"Materials are difficult to find. What good are all of the holdings if they cannot be found easily?"

Q_5_3

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

967 999

968 1000

Q_5_1

"The online computer system seems very accurate and up to date."

Q_5_2

"It is a project in order to get one book. You have to find it on the computer and then usually go to stacks which usually takes a 1/2 hour. That is a pretty long time for one book."

969 1001

Q_5_1

"Education library is very nice in terms of accessibility, convenience, and resources."

Q_5_2

"web interface is currently frustrating to use."

970 1002

Q_5_1

"I like the fact that you can get books from other schools, as the university of Illinois usually doesn't have the stuff that I need."

Q_5_2

"The fact that half the books I look for are missing."

Q_5_3

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

971 1003

972 1004

973 1005

Q_5_1

"it is not just on one place"

Q_5_2

"study areas"

Q_5_3

"a good guide about all campus libraries"

974 1006

Q_5_1

"Even though it may take an hour to find one piece of literature that I need, I usually do find it."

Q_5_2

"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."

Q_5_3

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

975 1007

Q_5_1

"the availability of materials i need"

Q_5_2

"how some books i need are not available on this campus"

976 1008

977 1009

Q_5_1

"Very resourceful...i always know I will find exactly what I am looking for with the help of the staff."

Q_5_2

"It closes at 1...most of us study til 3 or 4 in the morning..plus..I wish food and drink were allowed.....studying for a long time requires a constant caffeine intake..."

978 1010

979 1011

Q_5_1

"The amount of access (when Im able to download)"

Q_5_2

"Library hours should be longer on Sunday, because the following day is M. People have to study."

Q_5_3

"none"

980 1012

981 1013

982 1014

Q_5_1

"Availability of almost any journal or book you need. It is tremendous."

Q_5_2

"Some of the departmental libraries do not have sufficient working hours during weekends and intersession period. Intersession is the time most graduate students get their work done, and library being an integral part of grad student research, it is disappointing to see such short hours."

Q_5_3

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

983 1015

Q_5_1

"interlibrary loan system"

Q_5_2

"the procedure for checking out books from the main stacks because you can't tell if the book is what you need ahead of time"

984 1016

Q_5_1

"Books and articles are very easy to find through the web catalog "

Q_5_2

"There are so many different libraries in so many different locations that sometimes I find myself walking all over campus to find books needed for a research project"

985 1017

986 1018

Q_5_1

"I really like working with the departmental librarians. They are always very knowledgeable and helpful, especially the librarian in the psychology library. I could not have gotten through this past year without her help."

Q_5_2

"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."

987 1019

Q_5_1

"I LOVE the stacks and the large collection that U of I has. Almost anything I need is somewhere in the library."

Q_5_2

"I least like the printer problem, rude librarians, and the lack of department knowledge the librarians have in the department libraries."

988 1020

Q_5_1

"I like that it boasts millions of numbers of books."

Q_5_2

"I don't like that I can't find what I want at times 'cuz it's been ganked or lost."

989 1021

Q_5_1

"Ease of access to the collection of the third largest library in the U.S. What more could one ask?"

Q_5_2

"Hard wooden chairs"

990 1022

Q_5_1

"It has a pretty good number of books and journals, and requesting materials online is very convenient"

Q_5_2

"Many times it gets very long before you can get hold of materials and there is little info about what is going on."

991 1023

992 1024

Q_5_1

"The organization of each departmental library makes individual items fairly easy to find- if you're in the right library. The librarians are helpful and pleasant. (Some student staffing is (for obvious reasons) less helpful, but always pleasant.)"

Q_5_2

"The huge quantity of books necessitates the spread of materials throughout the campus, but quite frankly that can be a pain and deter one from pursuing items. (If you aren't sure it's what you need, you don't want to trudge across campus to find it...) The graduate libraries are also lacking in comfortable study spaces. The stacks are really confusing."

Q_5_3

"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.)"

993 1025

Q_5_1

"I like the diversity of the libraries."

Q_5_2

"The difficulty of locating the appropriate library for my needs"

994 1026

Q_5_1

"i like that there are so many specific libraries to chose from (eg. English, Communications, Etc.) i like the entire set-up of the system."

"the inadequate amount of computers in the main library"

Q_5_2

"the improvement i see is that short 15 min. classes should be given for those who may find this system confusing"

995 1027

Q_5_1

"Great collections, and books are kept reshelfed and in proper place (in general)"

Q_5_2

"Decentralization sometimes makes it difficult to track down certain materials"

Q_5_3

"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."

996 1028

997 1029

Q_5_1

"The collections, and the access to other collections at other libraries."

Q_5_2

"The interface to the online catalog, and the library web pages - again, very unintuitive. Please put more mouse-overs in the columns on the left hand side, e.g. make it easier/quicker to get the page for a particular departmental library. Give items shorter names/links - e.g. the telnet interface should be more of a link to \"library catalog\", not \"find books in the library\", or whatever it is at the moment."

Q_5_3

"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?"

998 1030

Q_5_1

"I like things are accesible to get to i.e. computer, books, different libraries."

Q_5_2

"That books are lost so easily and that people can take books out months at a time. That is unfair espically for people who may need it for only a week."

999 1031

1000 1032

Q_5_1

"The telnet system has bound together all the library resources on campus."

Q_5_2

"Finish the web-based search engine, but keep the telnet system in place as well."

1001 1033

1002 1034

Q_5_1

"I love the fact that it usually has almost everything that I need. I love the fact that it has a huge collection of books. Sometimes I joke around and I say that you can find every single book ever written here. You almost can. I love the fact that it has many volumes, and a huge variety of topics, languages, books, magazines, periodicals. I also think that INTERLIBRARY LOANS are a godsend and a lifesaver. Since, those few items one cannot find here, can be accessed through that service and one can still obtain the information needed."

Q_5_2

"I feel that the online computer system needed to access the materials one needs has become too complicated. And it is not always very efficient. I have been using the library since 1987. I find that it was easier for me to find materials when we still had the very old online system. I have a harder time now, with this new system. Maybe it is because I am still not used to it, or because in the perpetual desire to continuously upgrade all computer systems, we forget that simplicity is the very best way to go about things."

Q_5_3

"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."

1003 1035

Q_5_1

"Wide range of journals"

Q_5_2

"balkanized search facilities makes finding wanted material difficult."

1004 1036

Q_5_1

"The abundance of books and collections."

Q_5_2

"The need for more computers and the need for copy card machines where all computers are available"

1005 1037

1006 1038

1007 1039

Q_5_1

"Lots of resources"

Q_5_2

"Everything is too spread out."

1008 1040

1009 1041

1010 1042

1011 1043

1012 1044

Q_5_1

"The completeness of the collections and the ease of obtaining materials through interlibrary loan. The helpfulness of knowledgeable library staff."

Q_5_2

"Having the library spread out through various departments and buildings on campus. It always seems that part of what I need is halfway across campus which means that I usually just do without it. If it's important enough, I'll walk across campus to get it."

1013 1045

Q_5_2

"It is hard to do research involving journals due to the fact that many of the journals that come up in a search are not at the UIUC, and it is lengthy to find out which ones are."

1014 1046

1015 1047

Q_5_1

"I love living within 10 miles of such a large library! I am employed as a chemist in R&D and find the availability of information to be very helpful. We rely more and more on information at your library."

Q_5_2

"Access. The U of I Campus is a nightmare. Getting to the libraries is far more difficult than using them."

Q_5_3

"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."

1016 1048

Q_5_1

"FAST web access"

Q_5_2

"The use of so many different departmental libraries. They should be moer consolidated."

1017 1049

1018 1050

1019 1051

1020 1052

Q_5_1

"I like the availability to send books to my mailbox."

Q_5_2

"I don't like the lack of certain Education journals and the problem of stolen books."

Q_5_3

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

1021 1053

Q_5_1

"The amount of material available."

Q_5_2

"The hours of operation"

Q_5_3

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

1022 1054

Q_5_1

"The amount of resources that are available for use. Also, the different department libraries help a lot."

Q_5_2

"It can be difficult finding what you need because there are so many resources."

Q_5_3

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

1023 1055

Q_5_1

"i like the fact that we have access to so much material. the computer searches help me A LOT when i'm looking for obscure references."

Q_5_2

"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."

Q_5_3

"you do pretty well for a library."

1024 1056

Q_5_1

"huge collection, lots of diversity"

Q_5_2

"walking millions of miles to get and return books...this has improved greatly but it can still be a pain"

Q_5_3

"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 dont always tell you about...it took me two years to discover that the stacks existed!"

1025 1057

Q_5_1

"The really helpful webpage. I often dont' even have to leave my dorm to get the information I need."

Q_5_2

"It's confusing. I often find materials located in other subject-specific libraries, and I have no idea how to go about finding them."

1026 1058

1027 1059

1028 1060

1029 1061

Q_5_1

"You are beginning to get electronic service of different journals. For example lately I have used a lot Journal of Genetics electronically. You have saved my time. It is more satisfactory to use electronic versions, since I can do search about my subjects and find the right articles in my desktop. Thank you!"

Q_5_2

"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?"

Q_5_3

"The electronic system of information has to get more priority for symplifying 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."

1030 1062

Q_5_1

"Online Catalog IEEE Article database"

Q_5_2

"Misplacement of books or journals"

1031 1063

1032 1064

Q_5_1

"large and thorough journal collections easy access to bibliographic databases"

Q_5_2

"limited hours for graduate students"

Q_5_3

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

1033 1065

Q_5_1

"It's big. Most current information is available"

Q_5_2

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

Q_5_3

"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..."

1034 1066

1035 1067

Q_5_1

"Amazing selection of books."

Q_5_2

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

1036 1068

Q_5_1

"the number of journals and books that U of I library system has."

Q_5_2

"the difficulty in retrieving journal articles and books, especially those in the main stacks. Undergraduate students who wants to do extensive research are deterred away because they cannot access materials from the main stacks except for building use. The extensive collection/databases also make it difficult to find relevant materials."

Q_5_3

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

1037 1069

1038 1070

Q_5_1

"I enjoy the great customer service provided by the library workers."

Q_5_2

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

Q_5_3

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

1039 1071

1040 1072

Q_5_1

"very large and accessible clean and a lot of room to study quietly or in a group full text articles available on computer"

Q_5_2

"hard to do research. in order to get certain magazine, have to travel around campus and go to several different libraries."

1041 1073

1042 1074

1043 1075

Q_5_1

"it is very convenient at all hours of the day and is supplied with tons of good sources and information."

1044 1076

1045 1077

Q_5_1

"The volume of collection is wonderful, especially the journal titles and newspapers."

Q_5_2

"The online/telnet catalog. It is very difficult to use. Also, the library tends to have old books but not many new ones published very recently."

Q_5_3

"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)."

1046 1078

1047 1079

1048 1080

Q_5_1

"The people who work here!! As much as you may want to computerize the whole operation, there is no valid substitute for people who know about BOOKS and JOURNALS :)"

Q_5_2

"I appreciate the computer terminals etc. but I believe way too much focus is being put on computers instead of staff."

Q_5_3

"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."

1049 1081

Q_5_1

"The extent and breadth of the various collections. Can find most materials right here at home base, and those that are not here are readily accessible through interlibrary loan programs."

Q_5_2

"The copiers at all the constituent departmental libraries should be keyed to the same card. I dislike having to borrow the second type of card from our departmental office to make sure that I will have access to copiers at several different departmental libraries."

1050 1082

Q_5_1

"information about everything is available"

Q_5_2

"would like to see more books related to careers and majors. the university is preparing students for the job world, yet it offers little information on it."

Q_5_3

"more career/major info."

1051 1083

Q_5_1

"I like to use it as a study area"

Q_5_2

"I think that some of the libraries are old and could be fixed."

Q_5_3

"Add more computers."

1052 1084

Q_5_1

"That I can find a lot of information on the computers so that I don't have to spend hours looking for stuff at the library"

1053 1085

Q_5_1

"Electronic access to information."

Q_5_2

"Lack of non-course related textbooks in collection."

Q_5_3

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

1054 1086

1055 1087

1056 1088

Q_5_1

"The fact that very rare collections can be found in the library system. This is very important."

Q_5_2

"The library system can be hard to get used to as well as confusing at first."

Q_5_3

"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."

1057 1089

Q_5_1

"Most of the time I can find what I need, if I have enough time in which to look"

Q_5_2

"The library system is too spread out, it takes too much running around a huge campus just to find one book or journal, doing the same search at different libraries always gives different answers, getting a book from the stacks takes way too much time!"

Q_5_3

"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!"

1058 1090

1059 1091

Q_5_1

"Open late"

Q_5_2

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

1060 1092

Q_5_1

"I love how beautiful and peaceful grainger is. I like to come here and see fellow engineers study"

Q_5_2

"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!"

1061 1093

Q_5_1

"location"

Q_5_2

"absolutely huge!"

Q_5_3

"more periodical selections in music, arts fields"

1062 1094

1063 1095

1064 1096

1065 1097

Q_5_1

"Lots of books"

Q_5_2

"Return dates with fines"

Q_5_3

"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!"

1066 1098

Q_5_1

"Nice, quiet, enough space to get what you need done"

Q_5_2

"The fact that the libraries aren't open longer. Especially on Fridays and Saturdays. Is it possible that at least one library could stay open 24 hours all the time?"

1067 1099

Q_5_1

"The librarian in ALS, Peggy Remert, has been extremely courteous and very helpful whenever I have needed asistance with the computer, locating materials, etc. She went so far as to contact the State of IL for a more current copy of a document I wanted for my thesis. I wish other libraries has librarians who were as willing to help as her."

Q_5_2

"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 wit 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."

Q_5_3

"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."

1068 1100

1069 1101

Q_5_1

"The ease of use with the computers"

Q_5_2

"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"

"See above"

1070 1102

Q_5_1

"Size and scope and depth of collection"

Q_5_2

"Limitations of periodical acquisitions"

1071 1103

Q_5_1

"Full text articles online"

Q_5_2

"hours"

1072 1104

Q_5_1

"quantity of materials and ease of getting things that the library does not have"

Q_5_2

"staff rudeness"

Q_5_3

"staff training for improving interpersonal skills and customer service"

1073 1105

Q_5_1

"stacks"

Q_5_2

"would be better to be open more on weekends."

Q_5_3

"more hours."

1074 1106

Q_5_1

"It is relatively easy for me to get what I need."

Q_5_2

"It seems that many journals are being dropped, the excuse being budget cuts. I assume less books are being purchased as well. If there is a choice between budgeting money for staff vs. books and journals, I would rather see more books/journals. For me, the most important function of the library is to carry the materials I need. I do not need a dozen people to show me where to get a resource on off campus. If it's on campus, I will eventually find it myself."

Q_5_3

"More books and journals !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!"

1075 1107

Q_5_1

"I like how there are so many libraries. The extensive book collection is great."

Q_5_2

"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."

Q_5_3

"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."

1076 1108

Q_5_1

"I can almost always get the book or journal I'm looking for in the field of Polynesian archaeology"

Q_5_2

"The time I went to the collections desk five minutes before closing and the staff was waiting around watching the clock until it was time to go, but the desk was closed and I couldn't pick up my book."

Q_5_3

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

1077 1109

Q_5_1

"that it is possible to find almost anything that you want in the library, since ours is so big. the library staff is really helpful too."

Q_5_2

"sometimes it's hard to find journal in certain libraries, because every one has their own system. also, copy machines are sometimes hard to find too."

1078 1110

Q_5_1

"Large collections and an online reference tools"

Q_5_2

"Inaccuracy of the online reference, eg when ILLINET says UIUC does not have something and UIUC does"

1079 1111

Q_5_1

"It is good place to study during the day."

Q_5_2

"Can never find what exactly I am looking for because the library is so large."

1080 1112

1081 1113

1082 1114

Q_5_1

"I like the ability to access many types of article databases from one place (home, office, or library) and be able to search for and request materials in one step."

Q_5_2

"I am studying environmental economics and have found that many of the journals that I have wanted to access are no longer subscribed to or are only available off-campus. I have had to request from off campus many more articles and books than I expected to from such a large library."

1083 1115

1084 1116

Q_5_1

"assistance"

Q_5_2

"The new computer system"

1085 1117

Q_5_1

"Being able to use Illnet to get anything almost."

Q_5_2

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

Q_5_3

"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."

1086 1118

1087 1119

Q_5_1

"The ability to access huge collections here and at other libraries via the Internet."

Q_5_2

"Getting lost in the stacks."

Q_5_3

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

1088 1120

Q_5_1

"The Telnet service, it is very convenient but needs to be updated with regard to what publications/journals the library has. Often it says the library does not have a journal when in fact it does. Also, librarians are very friendly and helpful."

1089 1121

1090 1122

Q_5_1

"I like being able to find what I need on any subject matter. I can choose any topic for a paper and still find materials on it."

Q_5_2

"I wish that books could be delivered to dorms."

Q_5_3

"Deliver books to the dorms."

1091 1123

1092 1124

Q_5_1

"Vast variety of information."

Q_5_2

"Walking to other libraries in winter or bad weather!"

Q_5_3

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

1093 1125

1094 1126

1095 1127

Q_5_1

"That there are areas where students can either study (with silence), and areas for students to consult with one another."

Q_5_2

"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)."

1096 1128

1097 1129

Q_5_1

"For the most part I have not had problems finding references for my paper topics."

Q_5_2

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

1098 1130

Q_5_2

"separate locations, grumpy library workers"

1099 1131

Q_5_1

"It always seemed to have what I needed."

Q_5_2

"I couldn't get access to all databases at home."

1100 1132

Q_5_1

"It's the place where I can study my exam without distraction."

Q_5_2

"Sometimes I am frustrated because it takes a lot of time to find a book. (disorder problem)"

Q_5_3

"Please reshelve the books quicker."

1101 1133

Q_5_1

"ability to charge/save/renew remotely"

Q_5_2

"no provision for off-campus university affiliates to access electronic article indices"

Q_5_3

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

1102 1134

Q_5_1

"The library system has an amazing amount of information and provides students with numerous methods to gather this information."

Q_5_3

"More computers would be helpful."

1103 1135

Q_5_1

"EXTENSIVE collection, I can usually find materials that are very helpful to my projects. I also like getting materials as a grad student for longer periods...it's helpful not to have to worry about the book being due before finishing the paper."

Q_5_2

"It invariably takes me more time here to find what I need than I think it should. Reasons: difficult computer system, lack of free printing (so I have to copy out all my results by hand), and the apparent understaffing at the main circulation desk! (I always have to wait, even when there doesn't seem to be a line). Finally, I don't know how the library managed this, but they've been sending my notices when books I requested are available to my PARENT's address in Seattle! The only address I have listed with the University is local. Argh!"

1104 1136

1105 1137

1106 1138

1107 1139

Q_5_2

"most computers in the libraries can't use to check emails while much of my academic information, like communication with my professor is in my emails. As a result, I have to travel between the libraries and my department to check with what my professor would like me to look up in the library."

Q_5_3

"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."

1108 1140

Q_5_1

"It has most of the things I need."

Q_5_2

"1) Quality of collection is slipping.

2) Lack of resources to support learning technologies and distance education."

Q_5_3

"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."

1109 1141

1110 1142

1111 1143

Q_5_1

"online services and office delivery. overall, I'm pretty satisfied."

Q_5_2

"fining policies and practices (esp. for grads)"

1112 1144

Q_5_1

"nearly every journal I want is here"

1113 1145

Q_5_1

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

Q_5_2

"Going to many libraries to find information."

1114 1146

Q_5_1

"Overall, the U of I library system is wonderful for my needs. Most of my evaluation is based on an \"ideal\" picture of what the library should do for students (in particular graduate students). If I use realistic expectations, you are doing a great job."

Q_5_2

"You should not have implemented an imperfect catalog system. It has caused too many problems."

Q_5_3

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

1115 1147

Q_5_1

"nothing"

Q_5_2

"ease of copy machine use, access to change for copies, closing time (it should never close)"

1116 1148

Q_5_1

"Tremendous resources have been directed to serve a great university and outstanding group of students, instructors and researchers. Historical actions of the university have built a potentially great library infrastructure."

Q_5_2

"Library system does not serve interdisciplinary areas very well. Stuff is too spread out. A great deal of library resources seem to be wasted on people and things that don't reflect what the university needs. The library seems to have some pretty confused priorities and this should be addressed."

Q_5_3

"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."

1117 1149

1118 1150

Q_5_1

"There are a tremendous amount of resources available."

Q_5_2

"The amount time I spend looking for books that have been lost or stolen and this is not reported in the computer."

1119 1151
1120 1152

1121 1153
Q_5_1

"it is big and has a great selection of books and if they don't have it I have the resources to get it from somewhere else."

Q_5_2

"i have had problems checking out a book and then getting a fine for a late return when in deed it was returned on time and usually early. then i have to personally follow up the matter."

1122 1154
1123 1155
1124 1156
1125 1157
1126 1158

1127 1159
Q_5_1

"IEEE complete online collection of journals and proceedings"

Q_5_2

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

Q_5_3

"Buy more new books."

1128 1160
Q_5_1

"They are clean, efficient, and have a vast quantity of resources."

Q_5_2

"The lack of late hours and grainger"

1129 1161
Q_5_1

"can search for books in libraries around the area and receive the through the mail."

Q_5_2

"Most libraries are too hot." "Difficult to use most search systems, need some standard interface that can talk to different search systems so you dont have to learn them all or relearn them when they change"

1131 1163
Q_5_1

"*breadth of collections *commitment to electronic access"

"It saddens me that funding has not been provided to maintain the collections."

Q_5_2

"Any expansion of electronic access to journal articles would be very welcome. I cannot exaggerate how important ease of access to these references is! If I could get the articles I need at 3am when I'm writing, I wouldn't have to bother the library employees at 9:59pm when the library is closing!"

1132 1164

1133 1165
Q_5_1

"Easy to attain electronic information."

Q_5_2

"Hard to attain references you are looking for. As example merk index for chemistry."

Q_5_3

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

1134 1166

Q_5_1

"Very large, and comprehensive. The combination is key."

Q_5_2

"Hard to find info. at some times"

1135 1167

Q_5_1

"I really enjoy Illinet Online. Being able to renew books via telnet is fantastic! It really beats doing it over the phone."

Q_5_2

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

Q_5_3

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

1136 1168

Q_5_1

"very complete"

Q_5_2

"??"

1137 1169

Q_5_1

"It's open at relatively good hours, and has a variety of printed information at my disposal."

Q_5_2

"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."

1138 1170

Q_5_2

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

1139 1171

1140 1172

1141 1173

Q_5_1

"Most of the time I am able to obtain the materials I need."

Q_5_2

"I wish the library was open later on weekends or opened earlier."

1142 1174

1143 1175

Q_5_1

"Huge selection of journals related to the life sciences. Could always use more, though."

Q_5_2

"Life would be easier if I could get individual journal articles electronically rather than having to go to the library and search through the stacks."

1144 1176

1145 1177

1146 1178

Q_5_1

"I love that the library has comfortable chairs and a quiet atmosphere. This is important to my studying. Also, I have been able to find all the materials which I wanted."

Q_5_2

"I do not agree with the fines of loosing a book. I realize a stiff penalty is necessary to stop patrons from stealing material. Although, it ruins it for patrons who truely loose materials and have to pay though the nose for the resources."

1147 1179

Q_5_1

"I like how many of them there are."

Q_5_2

"The hours during weeknights."

Q_5_3

"Stay open longer."

1148 1180

Q_5_1

"Accesibil;ity large collection"

Q_5_2

"scattered references"

1149 1181

Q_5_1

"I like being able to access and search the library from my home. I also like the helpfulness of the staff and their knowledge about the technology, services, etc."

Q_5_2

"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."

Q_5_3

"I suggest that a much quicker system of interlibrary loan be developed. Even when we (the students) put in the time fram 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)."

1150 1182

1151 1183

Q_5_1

"good resourses"

Q_5_2

"print is noe convinient"

Q_5_3

"more librarians and more print mechins"

1152 1184

Q_5_1

"It's very accessible and easy to find the materials that you're looking for."

Q_5_2

"The Library need more of the same (popular) books on stock especially if it is on a popular topic."

Q_5_3

"Good Job overall."

1153 1185

1154 1186

Q_5_1

"The size and quality of the collection is amazing! I've looked up some authors and subjects that I thought would be rare, but UI had them."

Q_5_2

"Again, the article databases are not manageable to the average student."

1155 1187

Q_5_1

"The people at the information desk are always helpful, patient and capable of solving any problem I have presented them with."

Q_5_2

"The DEIL departmental library is poorly stocked and not staffed by a librarian. The two facts are no doubt connected. Some of the stacks are ill-lit and claustrophobic and don't feel safe. They are like a maze. They should be less confusingly laid out, with better access to exits and maybe some buttons and phones for help."

1156 1188

Q_5_1

"friendly service"

Q_5_2

"No access to stacks at main library"

1157 1189

Q_5_1

"I like that you can find almost any book made and it is always made readily available."

Q_5_2

"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."

1158 1190

Q_5_1

"It has great breadth!"

Q_5_2

"Decentralization can be annoying at times because libraries of related subjects can be quite far apart."

1159 1191

1160 1192

Q_5_1

"There are many different libraries available to students. Some are more conducive to studying than others depending upon the type of work you want to accomplish-whether it is group or individual work"

Q_5_2

"I wish it was opened later at night."

1161 1193

Q_5_1

"The vast collection of both print and electronic resources."

Q_5_2

"The lack of comfortable places to read and study."

Q_5_3

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

1162 1194

Q_5_2

"If it is true that library should not only a referential place but also a place for study, it is better for us to keep this place more quiet. And also, outer circumstances is equally important for us to be able to concentrate."

1163 1195

Q_5_1

"I like the atmosphere in the library which is very conducive to study. The amount of reference material is amazing and it is easy to find them. I also like the interlibrary loan service facility. The hours are good."

Q_5_2

"The online catalog system does not tell me exactly in which department library is the required material in. Also many books have recent additions which I do not find in the library at all even several years after it was printed."

Q_5_3

"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."

1164 1196

1165 1197

1166 1198

Q_5_1

"The large collection on materials."

Q_5_2

"It's wonderful that our library is so vast, but it's very difficult to locate the resources we need. I choose to use your web article databases, such as Infotrac."

1167 1199

1168 1200

Q_5_1

"Overall, the libraries are a great resource and tool for students working towards a well-rounded education"

Q_5_2

"Computer systems/e-mail access denials"

1169 1201

Q_5_2

"I was treated not so friendly one time in the library, which broke my perfect impression about our library!"

1170 1202

Q_5_1

"The large selection of materials available. For the most part, they are very nicely organized."

Q_5_2

"The materials are scattered all around the campus. As much as I dislike running around campus for various materials, I understand that because of the size of this university, there is little that can be done about it."

1171 1203 "depth of materials available"

Q_5_3

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

1172 1204

Q_5_1

"The bound journals"

Q_5_2

"The weight for help in the commerce library"

Q_5_3

"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"

1173 1205

Q_5_1

"The extensive print collection."

Q_5_2

"Inaccessability/difficulty of electronic journals"

1174 1206

Q_5_2

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

1175 1207

Q_5_1

"The services available are easy to use."

Q_5_2

"I hate not being able to find the journal I need after finding an article I want using the library search engines."

Q_5_3

"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"

1176 1208

Q_5_1

"ease of access to Biology stacks and General Bookstacks"

Q_5_2

"There are many journals I would like the Univ. Library to subscribe to that I cannot get because the articles are not available here or full-text on the web."

Q_5_3

"More Biology journals, More recent Biology books"

1177 1209

Q_5_1

"Great place to study. Very quiet."

Q_5_2

"Should have more hours available on sunday. Starting at 1pm is too late for people who want to study on sunday morning."

Q_5_3

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

1178 1210

Q_5_1

"Wide variety of resources and ease of use."

Q_5_3

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

1179 1211

1180 1212

Q_5_1

"The wide variety of materials available, if you know where to find it."

Q_5_2

"Finding it."

1181 1213

Q_5_1

"The size of the collection, as well as the online catalog"

Q_5_2

"segragation of materials. I would prefer one gigantic Mecca of a library, instead of all the different departments."

1182 1214

1183 1215

Q_5_1

"I like that I can find most of the materials that I need. I also like the staff courtesy and helpfulness."

Q_5_2

"The new catalog is not as fast as easy as the simple procedure you had before. It is technically and aesthetically great but when you order books from your office what you need is that you get them fast. The delivery is also very slow."

Q_5_3

"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."

1184 1216

1185 1217

Q_5_1

"good collection of journals"

Q_5_2

"new online catalog"

1186 1218

Q_5_1

"Lots of resources"

Q_5_2

"Hours are too short. At least open study areas longer 24 hours would be better"

1187 1219

Q_5_1

"Size of collection"

Q_5_2

"Ignorance of library help staff. Confusing nature of online material"

Q_5_3

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

1188 1220

Q_5_1

"up-to-date materials"

1189 1221

Q_5_1

"Great selection of older/out of print books"

Q_5_2

"As an undergrad, I can't browse the stacks!!!"

Q_5_3

"Buy more printed materials"

1190 1222

1191 1223

Q_5_1

"One lady that helped me in the Education library was very nice and went out of her way to help me."

Q_5_2

"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."

1192 1224

Q_5_1

"helpful staff"

Q_5_2

"disparity between quality of information in the card catalog and in the on-line catalog"

Q_5_3

"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"

1193 1225

Q_5_1

"The extent of the collection, particularly historic materials related to developmental psychology. The helpfulness and expertise of the librarians; they go beyond the call of duty to assist patrons."

Q_5_2

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

Q_5_3

"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."

1194 1226

Q_5_1

"The access to computer resources both in and outside the library really helps."

Q_5_2

"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."

Q_5_3

"More full text articles please!"

1195 1227

1196 1228

Q_5_1

"computer access"

Q_5_2

"the computer search is inefficient"

Q_5_3

"better ways to search for items"

1197 1229

Q_5_1

"The staff is incredibly helpful and friendly (the hourly students are a different story)."

Q_5_2

"Finding desired materials can be very difficult due to lost items, mis-shelved items, or overdue items from other people. The solution is to request the item from another library in the state, but this takes several weeks."

Q_5_3

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

1198 1230

Q_5_1

"huge Inventory and facilities"

Q_5_2

"Misshelved Items"

Q_5_3

"More Jazz CDs needed at music library"

1199 1231

Q_5_1

"Somehow rich resources and good services."

Q_5_2

"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."

Q_5_3

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

1200 1232

Q_5_1

"The duration time for loan of books and the web services."

Q_5_2

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

Q_5_3

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

1201 1233

1202 1234

Q_5_1

"It has both online and print catalogs - ease of finding materials - vast amount of available information"

1203 1235

Q_5_1

"I love the Browsing Room in the Union. That is one of my favorite spots on campus."

Q_5_2

"The fluorescent lights!!! I hate to study under them. You should switch to incandescent lighting. That makes for a more user-friendly atmosphere."

Q_5_3

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

1204 1236

Q_5_1

"Quantity and quality of research materials. Books/journals etc. are almost always here, or within easy access."

Q_5_2

"Problems with returned books being lost/not credited as returned. And you'll say \"you can contest up to 10 claimed returns\" or \"you can always get a receipt for returned books,\" but you'll also glare at any grad student who dares ask for a receipt, when returning the nine dozen books consulted for one diss chapter. Make the receipt system simpler."

Q_5_3

"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."

1205 1237

Q_5_1

"The convience and the quiet study areas it provides."

Q_5_2

"There's not enough people walking around offering their help."

Q_5_3

"There should be more computers for e-mail"

1206 1238

1207 1239

Q_5_1

"music library - the friendly enviroment and accessibility for students"

Q_5_2

"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"

Q_5_3

"1. carpet the music library

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

1208 1240

Q_5_1

"i like the new books and the journal sections because i can get the new improvements in science."

Q_5_2

"i like least about the the library hours on weekends. People have to wait until noon to study in library."

Q_5_3

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

1209 1241

Q_5_1

"Wide collection"

Q_5_2

"interior decorating"

1210 1242

Q_5_1

"The flexibility of the research"

Q_5_2

"talkative students"

Q_5_3

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

1211 1243

Q_5_1

"Online catalog and online full text material availability."

Q_5_2

"Space is limited. Computer is limited. Study room is limited."

1212 1244

Q_5_1

"most library resources are in a central location on campus. The electronic card catalog is convenient."

Q_5_2

"Art books/journals/resources are often non-circulating. This makes research more difficult and less convenient."

1213 1245

Q_5_1

"like the large selection of items available on campus and ease of searching for books"

Q_5_2

"very disappointed with the difficulty in finding periodicals/magazines/newspapers through the searches"

Q_5_3

"improve the magazine/newspaper database searches"

1214 1246

Q_5_1

"Unique collections in several different topical areas."

Q_5_2

"Enforce material returns and fines for professors, just as for students. We should all have equal rights to use the library. Fines needn't be so steep for students."

1215 1247

Q_5_1

"convenient and generally easy to use"

Q_5_2

"collection divided up into subject libraries - can make locating materials time consuming and difficult."

1216 1248

Q_5_1

"The librarians are mostly helpful in finding information."

Q_5_2

"The library system can be confusing, especially if you aren't use to a library as large as this one. It takes a long time to get used to where to find information and by that time you're about to graduate. More instruction on how to use the library would be helpful."

1217 1249

1218 1250

Q_5_1

"The staff members are usually very helpful when I need assistance."

Q_5_2

"The hours that the library is available don't usually work for me, I'm busy during the day, so I just have a few hours to get there (if it was open longer on Saturday, or earlier on Sunday then I could use it more)"

1220 1252

1222 1254

Q_5_1

"See the questions about printing full text without having to search for journals you can't find and/or we don't have; librarians who are quick, kind, and knowledgeable."

Q_5_2

"The fact that we have one of the largest (university) libraries in the country, yet you can't find enough of what you need for that research paper you were assigned--but a lot of that might just be frustration inherent to the researching process."

Q_5_3

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

1224 1256

Q_5_1

"I like the hours that the library is open --- especially during finals. I like the attention and knowledge that the librarians provide the patron with."

Q_5_2

"I think the books could be more properly reshelved for later patrons to use."

Q_5_3

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

1226 1258

1228 1260

Q_5_1

"the extensive collection is great, and i'm actually a big fan of the online catalog. i'm also a big fan of delivery services, they save me a ton of time."
Q_5_2

"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."

1230 1262

1232 1264

Q_5_1

"it is the place where you can actually go and do your work."

Q_5_2

"there are too many people but it is not UIUC Library's fault."

Q_5_3

"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."

1234 1266

Q_5_1

"The new service which the students can check out books from other universities is very useful. This really expands the collection of books without too much budget spending."

Q_5_2

"I would suggest that library will not allow journals to be checked out. In my opinion, journals are essential and should be put as reserve items."

1236 1268

1238 1270

1240 1272

1242 1274

Q_5_1

"Biology Library, Beckman Library & respective staffing; online resources"

Q_5_2

"Chemistry Library & staff"

1244 1276

Q_5_1

"using telnet to find materials."

Q_5_2

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

Q_5_3

"need more computers."

1246 1278

Q_5_1

"Very nice facilities."

Q_5_2

"Not enough comfortable places to study.."

Q_5_3

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

1248 1280

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

1250 1282

Q_5_1

"I like the group study areas "

Q_5_2

"I think that the times to view books on reserve should be extended to 3 or 4 hours, sometimes i find that 2 hours is to short of a time to get all of the information out of a source."

Q_5_3

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

1252 1284

Q_5_1

"The excellent collection of books and journals. I have been able to locate the majority of materials that I have needed for research at the UIUC libraries."

Q_5_2

"Often, Journal Articles that I need are out being bound and addtional copies are not available."

1254 1286

1256 1288

1258 1290

Q_5_1

"The staff is knowledgeable."

Q_5_2

"I don't like the fact that information that I need for one paper might be spread out over three departmental libraries."

1260 1292

1262 1294

1264 1296

Q_5_1

"Number of volumes"

Q_5_2

"Lack of online research tools like Lexis/Nexis"

Q_5_3

"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."

1266 1298

Q_5_1

"The Africana section"

Q_5_2

"the intimidating size"

Q_5_3

"require the old ass librarian to give free bj's if you return your book on tim"

1268 1300
1270 1302

1272 1304

Q_5_1

"I am able to find the materials I need most of the time."

Q_5_2

"Having the libraries close early on Fridays & Saturdays is, IMHO, a disservice to an institution which is supposed to be a top-notch research university. I would recommend that Fri/Sat hours be extended until AT LEAST 9 (if not 10)PM."

Q_5_3

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

1274 1306

Q_5_1

"hours of operation"

Q_5_2

"finding materials in doc library"

Q_5_3

"docs lib needs to have longer hours"

1276 1308

1278 1310

Q_5_1

"I enjoy the extensive collection and the ease of obtaining what I need from it."

Q_5_2

"Having to go there for research (don't like to research)"

Q_5_3

"None other. Keep up the good work."

1280 1312

Q_5_1

"Extensive collections"

1282 1314

Q_5_1

"They are always quiet and you can always get studying done there."

Q_5_2

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

1284 1316

Q_5_1

"Vast collection of subject materials in departmental library."

Q_5_2

"Still checking backpacks in some branches..."

1286 1318

Q_5_1

"Large and all-inclusive collection."

Q_5_2

"Occasional uninformed student workers and clerks."

1288 1320

Q_5_1

"the collection of materials, and easy access to the telnet services"

Q_5_2

"waiting time for off-campus materials is too long"