Q_2_4

It is inconvenient to enter the user ID on log in and also every time you want to access information about your account. Why not just use the ID entered at log in.

using Web page is more convenient than using Telnet system.

both sides.

I was not aware of many of the features you have asked about above. Perhaps this is a limitation.

The new features are useful, such as the menus and ability to see what I have checked out. I am never sure as to whether I am searching just UIUC or throughout the system for books. I also have trouble renewing books checked out from other campuses. Also, the 'Browse' option would be more appropriately labeled 'Locate', since 'Browse' implies a kind of loose, heuristic search which it is not. I think I would be helped by an online tutorial, if there isn't one.

Poorly administered system: when some ID numbers went offline due to a UIC error, I was affected but not notified. Changing passwords is awkward and confusing by telnet. I have studied at Yale and Cornell and given a choice between either of those and the UIUC system, I would pick the Yale or Cornell system 100 out of 100 times. Also, at present I have 2 fines listed on my account, but I am staff (should not be subject according to rules).

If anything could be improved, please reduce the number of links necessary to logging into the online catalog (telnet). Three clicks seems excessive.

Overall, a major disappointment. Most choices are counter-intuitive (office delivery is perhaps the worst case), and it is far too easy to accidentally throw yourself out of a search. Advanced options are buried and hard to find. I would have preferred to use the old, creaky interface until the web interface was ready. I hope that this wasn't an option and the new interface was your only choice.

It is a user friendly catalog with excellent support services. I find the service to be one of the things which makes the UIUC Library a leader.

I realize that it takes time to get used to a new system, but this new computer system really sucks. The web page system, which looks like it should be easy to use, really isn't easy to use, and it's still under construction--a bad decision, in my opinion. Why have something available if it's not completely functional? I still have not figured out HOW to charge items using the telnet-based catalog, either. PLEASE PUT A DETAILED AND EASY TO USE, EASY TO UNDERSTAND TUTORIAL UP ON THE WEBPAGE FOR BOTH THE WEB SITE AND THE TELNET CATALOG SO WE DO NOT HAVE TO MAKE A TRIP TO THE MAIN LIBRARY AND TALK TO A LIBRARY WORKER JUST TO LEARN HOW TO USE THE BLOODY COMPUTER CATALOG!

I guess i wasn't even aware that all of these services are available

Under the previous system, we had the option of accessing compact discs only, which was extremely helpful when preparing to teach. Can this option be integrated with the new system? Also, the "limits" function periodically works only for limiting items by location. It is sometimes impossible to limit by type
(e.g. sound recording) or other areas.

Call numbers for books are not available. Unable to locate books after search

none at this time

I really enjoy and appreciate the ability to request books and have them delivered to my desk!!

Much worse than previous online catalog

The catalog is very difficult to search. How does one remove limits BEFORE the search? E.g., all libraries instead of just UIUC. If you find nothing at UIUC, it isn't always possible to remove limits and search again. Sometimes I know other libraries are more likely to have my request, yet I have to go through the UIUC search first, before moving on (and have found sometimes I can't move on to other libraries at all). So there's an extra step. Also I wonder about the security, when we enter our number. It's a LONG number, easy to mistype, and we have to enter it multiple times: to check items charged, to charge, to charge the next item, etc. That's a real waste of time. Surely there's some way to add security and to allow

I find it VERY difficult to use. for example, I press enter and find myself back outside the system, reentering my 14 digit code!! When I want to know the details of a holding, it seems I get backed out!! I don't know what I'm doing wrong (or maybe it's that I don't know what I'm doing). Maybe I need some instruction, but the fact is that with today's technology it should be self evident how to get around. The Telnet version seems a step BACKWARDS not forwards.

I delegate this to my research assistant so I have no opinion.

Could you improve the system about searching academic journals? Particularly in indicating locations (including all ILLINET libraries) of specific journals

I find the online catalog very difficult to work with. Searching is clunky at best. And I feel that for the library's reputation at the U of I, the online catalog should be a lot better--and it should be windows based. I lived through the change from a DOS-based to a windows-based online catalog at my undergraduate college. It made searching and accessing library materials much much much easier. Plus, there is no call number access on the current catalog. I can't call up a shelf list of all the 025.8 books (for example).

It would be nice to be able to go directly from journal search engines straight to searching for those journals on ILLINET

I have been able to use the system to find and locate almost all book and journals I have needed. I have not had any problems with the Illinet Online or the interlibrary loan system

Journal searching is extremely confusing to the average person - additional information could be incorporated into each holdings list to make it more clear. Sorting would be much better if we could have choices kind of like OVIDs interface (by author, by date, or by library). Printing records would be clearer if, when printed, there was a clear break between records. As is, they all run together. Page numbers would be wonderful too.

The prior system was MUCH easier to use. It should be easy to find a book and check it out on the system and it is very difficult compared to the past. We should be able to use our SSN.

The interface really does very little for us in its present format. I can use much more powerful search tools on the web and it seems some linkage of web search tool and library catalog must be feasible.

I would like to be able to renew all books online (not just UIUC books). Also, with the request feature, I'm never sure how the library decides which location to get the book from, even when I request a specific item.

I wish the Web interface worked; the telnet version is awkward. But I can't find the things I need on the Web one.

the web interface still needs a lot of work. most of the time, whether logging in from home or campus, I can't get to my borrower account. the interface is often busy. and it can't be used for checking out books, so it's virtually useless to faculty/grad students who rely on campus delivery. telnet is cumbersome and outdated.

It makes me easy to find what I want. It satisfies me.

It seems difficult to select the volume of a journal without actually going to the shelves to find it.
I think the full text stuff on-line is fabulous. With it, I can avoid the undergrad completely, which is nice since I've never found one thing there of any value. I think in order to combat prison overcrowding they should just send criminals to the undergrad to locate and obtain three articles on a specific topic instead of to prison, but I would imagine that would violate the eighth amendment prohibition against cruel and unusual punishment.

It is confusing. There is so much there. Stuff should be easier to find.

Horrible, or worse

It might be helpful to include what the id, and password are for obtaining borrower information.

I like the web site option for searching for materials, as I find it easier than the telnet option. However, the fact that we can't yet order books directly from the search results is very inconvenient. I find the 14 digit ID code inconvenient, as I'd rather use my social security number. For ease of logging on, I know my SS# and not the 14 digit code. I've had numerous problems accessing my library account on-line and still have to call the library desk and have them renew my books.

Every book I've searched for--ones that are in the library--were not found by the system. I imagine the thing still needs work.

searching for journals is too difficult

I don't like it that sometimes when you do a search, the catalog doesn't tell you how many items it has found; you just have to page through. I also have a hard time finding journals; it seems to me that the previous system had a separate category for periodical titles.

so far, it proves to be very effective.

The use of Java makes accessing many library pages, including the Main lib. page somewhat slow, and very slow if accessing via a home modem. The system does not take into account lower end browsers very well;
such browsers sometimes crash when accessing frames or using Java and similar piped-through applications.
In my view, the system should cater to a lower common denominator, in terms of browser sophistication, than it currently does.

For circulation desks, please have a feature where it allows you to go back one page instead of having to go back all the way to the beginning of the search.

The online catalog is a disaster. UIUC has spent huge sums of money to produce a system that is in important ways worse than the one it replaced, and has failed almost completely to explain and justify the changes to its users, or to offer them credible assurances that the many problems are being addressed.

Very cumbersome, not-intuitive, fragmented

The telnet interface is extremely counterintuitive. I'm a librarian and I've had many problems trying to figure out how to do basic stuff.

I can't always check on the location of or request specific volumes of journals easily- sometimes I can't get to the page that lists the volumes, sometimes I don't receive the volume I ordered.

Not many computers available for use at the libraries.

It's moving in the right direction.

The telnet one can be confusing at times-top menu is annoying. It should be placed at the bottom like the previous version with all the options to be seen at once.

Having to print at the Graphic Services is annoying. In addition, I had to charge 1.70 because they wouldn't allow you to use a print card.

instructions should be simplified

This catalog is a disaster. In the fall the first 10-15 minutes of each meeting of my grad. course were spent discussing its many pitfalls and sharing information on how to use the library despite its cumbersome, illogical and counter-intuitive interface. For me, a simple session involves entering a 14-digit number a dozen times or more. The elimination of a simple recall feature for books already checked is bad; the fact that the loss of the feature was not explained in the interface cost me weeks of time wasted waiting for books I thought I had recalled. The special "this specific item?" choice when ordering periodicals or multi-volume works is also an unclear time-waster.   Please replace ILLINET online with a catalog worthy of our library

web interface should have charge ability.

It is difficult to find books when using the "SUBJECT" section of the "FIND" command. Sometimes, it yields nothing when you can be sure that there is SOME sort of material related to the search.

Get a new interface. Telnet is archaic and difficult to use.

An online tutorial would be wonderful for those of us who are unable to make the extra time to attend the classes offered at the library. I am a mother of two young children and often study/research at night. This would allow me to better access all of the services provided by the library via the web.

I used IO-Plus before very similar. I find online searches an important part of sharing information. I would like to see an abstract or snippet on the item returned.

Guess I need to get some help in learning how to use it.
It is now easier to renew the books except the ones from other universities which we have to renew by phone.

I hardly ever use the ILLINET. I have had trouble logging on in the past though with the 14-digit code.

I feel that this service offers a thorough gambit of options. I also feel that the library staff is very helpful when I have a question. Plus the availability of computers has never been a concern. I have no problems accessing the different programs on campus.

Where's the web version!

Connecting to the online catalog from any library's homepage is extremely annoying because when you click on the menu on the to find books, you then have to click on finding books and other library materials, and then click to access the telnet version. It would be much smoother if it connected the user to the catalog immediately instead of taking him through multiple screens that do not serve a purpose.

It's pretty easy to use. I was looking for specific newspapers and found them very easily thanks to the online catalog.

The web version looks great, but it often makes my home computer crash when loading and it is frustrating that books cannot be requested/checked out through the system.

I wish it were possible to print all the items that are charged to me in one document without having to use the cut and paste features of the telnet program, then printing it from my notepad. That can be very time consuming when you have a large number of books charged out. I also wish the author search option were more efficient. It's inconvenient to search on the last name only, when you know the first name. I also miss the author/title search option.

It was really useful and made getting books a lot easier and convenient.

I think that the system is very well set up, and it serves the needs of many students.

I await the Messiah.

the only way I can get Illinet to work consistently for me is to use the ISSN numbers. when I have already looked up the materials and now just want to see where they are, there should be an easier, more consistent way of finding where they are located.

Instructions for logging on (i.e. your pin number) were not clear to me until someone pointed them out to me. I look forward to being able to request holds directly through the web version of IO, but as a distance student, I don't know how this will effect me.

It's really amazing - allows me to do a lot of searching in very less time.

it is irritating to have to enter the 14-digit id code twice in order to be able to renew books.

The telnet version is much improved - journal searching is still difficult, though.

There's still a lot of room for improving both the telnet and web interfaces. I'd suggest optional levels of novice vs. expert use, with lots of aids for beginners but lots of power for the 25-year veteran computer jockey who also knows a lot about libraries and cataloging. I'd also suggest users be able to modify their profile in greater detail, ESPECIALLY to be able to specify campus mail to offices as a default. CIC VEL also needs a major upgrade on several fronts, and it would be very good to provide interlibrary loan requests directly from the WorldCat interface.

Finding serials is extremely difficult. Books listed as on reserve would be easier to locate if the current location of the book were given right away instead of having to select the item number (a step patrons often miss). The "browse" search functions could be better labeled -- it isn't immediately evident that you need to know the exact title, author name, subject heading. Users knowing only partial information often use these first, find nothing, get frustrated and give up instead of using the keyword functions.

The 14 digit ID is not frequently used; I don't know it. How about a custom picked ID and password?

pretty satisfactory. Could be a bit faster.

I miss the search for "periodicals" feature in the old system

using SSN was much easier

It is good and convenient.

The web interface is wonderful. The Telnet interface sucks, you have to enter your 14-digit ID everytime you turn around. I think you should only have to do so once since it is so cumbersome and I can never remember it so I have to dig out my ID card. I think that you should be able to log in with your University net-id and kerberos password. Everyone remembers that.

Very powerful and especially quick for the telnet version

The interface is awkward in several respects and the login screen is confusing to the point of being dreadful. Although I do extensive searching and usually succeed in finding what I want, I can identify several weaknesses in the interface that make it difficult for others. I also dislike the fact that the system selects what off-campus source is chosen as I seem to keep getting material from schools with short turn-around times.

ILLINET online is a very helpful feature of the UIUC library system. It has made using the entire system a lot easier than previously would be.

The new ILLINET online is not user friendly yet! I hope you are working to improve the system. I understand that the idea was to upgrade from the old system and add new features but ease of access seems to have been compromised!

N/A

I find it very useful, but one time when I was requesting books, it requested books from other libraries when our library had them in the stacks. It caused many problems for me because I needed them to do a report, and I had to go to the library 3 different times to get it straightened out. I think that it should reserve the books from our own library before going to other interloan ones.

I think the web based version is slower than the telnet, so I rarely use it, and sometimes it has trouble connecting. I really like the telnet version. There should be an easier way to find out what journals are located in which libraries, just a big list or something.

Although I know that ILLINET Online is available I haven't used it much. I continue to use the Gateway but I guess I'm confused if the Gateway is part of ILLINET Online.

The telnet interface is difficult to use and not user friendly plus it usually doesn't yield the results I need or find useful

How do I get one?????

Very convenient for when I'm short on time-- helps me locate what I'm looking for faster-- excellent

The new system is very cumbersome when trying to find a specific item from a group of hits, because you must backup so many times to choose another hit.

If possible could it be made easier to log onto the online journal indexes such as RILM. There are eight different links in order to use an index, that is if you do not take a wrong turn along the way.

I think the old way was much easier. I do not get all the information available, as I have found other things by my own searches. Also, The web does not give call numbers, which is the entire point of searching.

You should ask for your money back. I know of no new features that are of any use to me with the DLA system. The online help is not helpful. The Telnet interface is awkward. The Web interface is not fully functional. It's a huge disappointment.

I have found inconsistencies in finding library materials like journals through the interface that is at the bottom of the screen when using OVID. Journals came up as not found that actually are in the collection. This happened several times last semester.

The interface is not fancy, but efficient.

The functions that will and will not work on my office machine in Telnet seem inconsistent. I cannot renew a book or do various other simple things, yet these options are still listed in the menus.

The current online catalog (telnet) is much worse than the previous version, which I had used happily for many years. Although I am a sophisticated user of computers, I am unable to find books and journals whose existence I know about. I am unable to check out materials from libraries at other institutions. Usually, I do the best I can, then go to the library or call the telephone center.

Using the telnet interface is rather frustrating. One key feature which would be nice would be to be able to see where items are located, within the list of items found during a search (at least the call number, if not the library location), rather than having to look at each record individually to find out its number.

Make it easier on students searching for journals. Get rid of that "Acquisitions" field. Put a note under 'additional information' to explain that better. Perhaps put "Main Stacks (behind circulation)" as a

You know, it would be swell to be able to limit to UIUC Campus as a whole, along with each individual department library. This might then give a list of which libraries on campus have a given item.

I had a lot of problems accessing my borrower account. It would prompt me to enter a personal PIN, but I had not set the PIN and no instructions were given to create one. I could not find anything in the help files to remedy the situation.

I found the interface quite cumbersome (the telnet one)--remembering which menu item each command is under is not obvious. It certainly is much harder than many other sites I have used.

I am trying to evaluate this as a user, not a staff member. A lot of the "special" functions such as emailing or printing records are not easy to find or figure out. Logging in from home is confusing.

I would like to see the borrower account information to be more flexible. For example be able to sort the books loaned out by date due.

Was not successful in search of available books for reading pleasure. I don't think I have the hang of accessing the online catalog.

You have the WORST online catalog, it's really so unfriendly to use. You should e-mail patrons when there are books requested on your account. The system should be able to remind (by e-mail)patrons to renew books or return them when certain due dates are near. Your system is VERY GOOD in assessing fines but it is the worst in providing a fair service.

Sorry, haven't used it much, but I'm sure its great.

To renew one's own books, one has to renew each one individually. There needs to be a function to renew them all. The books that are overdue should all be shown together either at the beginning or the end of the list of checked out books. The books should be sorted by due date. Why does one have to re-enter the 14-digit number for all important functions, for example to check on one's account, to check on one's debt or to request a book? If it is for security reasons, wouldn't it be enough to simply request the pin then? typing the number again and again takes too much time.

Please get the experimental web interface up and running and get rid of that telnet interface.

The new system does not allow me to research as thoroughly as the old system.

The older catalog system was less confusing. It is difficult to find journals with common names (like 'Science'), because searching the entire database for the word 'Science' produces many hits. It would be better if there were a way to restrict the search to Journals only.

Combine the features of borrower account. Now everytime I want to check items due or requests, I have to type 14 digit number and password. Make it such as the one in the Web. I enter my account, I should be able to see all the attributes, books checked out, fines, requests.

For some unknown reason, the catalog keeps resetting my pin number. I cannot view my borrower information, and I have given up getting my pin reset, opting instead to use CIRCLE. If I didn't have CIRCLE access, I would be MOST put out.

the catalogue needs to be reconditioned...sometimes I can't find a book that I originally charged....I like the web interface but I wonder when it will be finished!

There's no wait and the information I receive is very accurate. I would not have found books for research papers if it wasn't for the online catalog.

I really didn't have any problems learning how to use the new system. In fact, I haven't noticed any big differences in the system since it went into use.

A more detailed tutorial to all the library staff and minor points for the users is required. I needed to go to the information desk many times to get a point clarified.

No Comment

It is much harder to determine which library has a particular research Journal now. For instance, if I need an article in the Journal of Molecular Genetics it is difficult to determine where I need to go to find it.

You have now required that I have a web browser for accessing a text based information retrieval system. I detest the graphical nature of OVID for searching for articles. It is clumsy and slow. Using the mouse is slow.

The procedure was designed by librarians for use by non-librarians. We do not think the way you do. The sequence is in reverse. Besides that there are too many tunnels and crannies to get lost in and no way to get out besides going back to the beginning. You should have modeled the system after the card catalogue and not tried to include the whole cosmos with a solar system of info on each page.

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It doesn't work. It's always jammed and/or freezes up. I search PsycINFO and other databases using Ovid (with which I am VERY happy) and then rely on a work-study student to find materials for me...get them from the library or submit ILL requests. I'm quite computer literate, so it's very frustrating to be forced to do things the old fashioned way.

Knowing that this is still a new system, it still has lots of bugs. The two most annoying:
1) the extremely long time for the patron account information to appear when using the Web interface.
2) searching for journal titles is extremely clumsy and erroneous considering that even using keywords instead of title there is missing information so that journals that are here at UIUC show up as not being here

I have been very disappointed with the amount of time it has taken to receive interlibrary loan material. I requested COPIES of articles and didn't receive them for 2 - 3 months.

There are a lot of options available I did not know about. Maybe I should take the tutorial.

The telnet interface is confusing, ugly, and horrible. Fonts get all screwed up, it is hard to tell where you are supposed to be at and what menu you are using, and it is easy to make mistakes.

Difficult to sort results in telnet based catalog. Frequent overlapping of characters. Do "back space" or "delete" keys. Pressing those send cursor to beginning of line. Difficult to enter searches and correct spelling mistakes.

It is unnecessarily arduous to go through several screens to get to the search screen. I am still unsure how to limit my search to the campus library.

searching books available or journals subscribed by UIUC library get the confusing result, some capital and some not, some duplicated. very confuse! When I found the book or journal I needed, there are some terms that I don't understand, and there is no definition menu to explain that, e.g. Onloan/nonrequest, etc.

The new online system seems more cumbersome to operate than the old system up to this point. I have also had difficulty downloading searchers onto my computer.

I like the new interface and search capabilities just fine. I am a little concerned about the effectiveness of renewing books. Even when I renew them on the computer, I still get overdue/fine notices and have to deal with each individual off campus library very differently. I am always concerned about fines and losing privileges and try to keep up--but with every library having different lending policies, it's almost impossible. I realize there is little that can be done about that though.

IT is not ease of logging in with 14-digit ID number, however, I use that often, so I got to remember them. Anyhow, considering security reason, it is still good to have 14-digit ID number. Interlibrary loan take really long time to get books. I got a huge amount of book-overdue charge during the transition period, and I haven't got change to resolve this matter yet.

These systems are so complicated.. and then when you do find a source..it is not there or they can't find it

the online help is absolutely terrible. I hate typing in my id every time I want to view my account.
I hate using <control>-n (or whatever) to navigate lists. There is no reason not to have a link to the telnet catalog as the very first thing listed on www.library.uiuc.edu. Sometimes searches that should return specific books do not return those books at all. Why isn't there some sort listing of journals held, or (even better) some way to locate specific issues of journals on campus? This survey should accept answers longer than 750 characters!

I have no idea how to request a book be delivered to my office. This used to be easy, now when I do it the book goes to the Psych library and is a big pain.

The new catalog is about as user-friendly as a new york cab driver during rush hour. There are too many details and differences in functionality depending upon what search you run or whether or not you logged in. Its about as sadistic as the rest of the library system and not in anyway an improvement to the "old way".

The telnet interface is extremely clumsy - hopefully the web version will rectify this.

thanks

None come to mind.

The new on-line system has been great. I can ask for material from the library without leaving home. It is hard sometimes to download search results. I'm not to familiar with Boolean searches either. For the most part the library system is okay but, it would be more convenient if some librarians were more familiar with some materials contained in their libraries. It would also be convenient for some of the special libraries such as, The Illinois Historical Survey were open either longer hours during the week, or at least one day during the weekend. The same goes for the IRRC. With more students working, it inconvenient for these libraries to close at 5:00 p.m. and not open on weekends. I understand that this may add costs to operations,

very counter-intuitive, none of the advanced functions are obvious.

The Illinet online is good, but it would be helpful to have a table that explains what certain abbreviations mean, such as SNGD, LOST, etc...all the symbols can confuse you as to what they mean.

My negative comments are about the web interface. It's almost always completely useless: searches don't work properly, or features that I use from Telnet aren't implemented. Rather _long_ beta period...

UIUC has a great physical volume of resources, and wonderful library staff, however the user interfaces such as computer access (which is the interface for most people) is the most user-hostile system I've experienced in my 25 years of being associated with a variety of academic institutions. It appears to be written by well-intended computer programs who never use a library, but know well how to use computers. The online catalog is a huge barrier to accessing library resources.

The lack of any user-friendly category-based limiting features is at least 5 steps backwards from the previous interface. The amount of time it takes me to go from a general title or author to the book I want using the current interface is at least an order of magnitude longer than for the previous system. Also, as recently as the beginning of the semester, there were a number of errors in the database regarding the physical location of books and journals . Frankly, I think the library could have gotten a better interface designed in-house as the class project of a 200 level CS class than what you apparently paid for.

I'm not sure if I've used the Illinet online...I've used the telnet interface, and I used OVID for journal and books.

the Ovid interface is by far easier to use than the telnet. anything is better than the telnet interface

the 14 digit number is a big pain. It would be much easier if we could use our SS number to log on.

I had to discover the hard way that if you want to request materials, you need to enter your 14 digit id. However, when you do this, you also limit your search to the U of I system only. I haven't quite figured out the logic of when it allows you to remove limits and search all locations and when you are only offered the chance to browse the index (with a friendly, "your entry would be here if we had it").

It's an extremely useful tool. Helps to spend less time searching, and more time learning. Only wish more journal articles were available over the web in full text, not just abstracts.

Although I knew there was a way to get on-line to get library resources, I never utilized it - for two reasons: 1) I do not have internet access at home, and 2)I did all my research for books at the library through the computers set up there (I may have accessed the catalogue on-line through these library computers).

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No opinion

I am very happy

I love it I always do it with Billy Brunett

I think it is an improvement over the previous system. However, some things that were present on the older version are not available anymore. For example, when displaying a list of the books that you have, there is no way that I am aware of to get their call numbers.

Not very intuitive, quirky.

All in all, I have found the new system easy to use, and I have accomplished my goals when using the system.

I was surprised how user friendly this was once I got the hang of it.

Being a freshman, I found the library system very confusing and frustrating at first. I hadn't a clue as to where to get a book at, until I asked an older friend for help.

Please improve the search engine and make renewing books more convenient. The reliability of the web interface is also low.

it is confusing, there are not enough instructions

This online catalog was especially useful to me when research papers were due. Also, I was able to look up further reference to some unfamiliar material. It is a fast and easy service for busy students.

The online catalog benefited in the way that I was able to look up references and other related material to a topic fast and efficiently.

Sometimes the search time may be lengthy

The new online catalog system is somewhat difficult to learn. However, once you become accustomed to it, it is more helpful than the old version.

Once I learned how to use the general functions (which was not difficult) it was easy to use. Unfortunately, the journal articles I need are hardly ever listed! But it is very useful to find what library a source is located at.

I don't use it much because the Uni. High library is pretty small.

I really miss having materials mailed to my campus address. That's my only real concern at this point.

It's an easy method of finding materials.

Its poor.

It's not very user friendly. It's hard to find what you need.

The web interface is getting better this April than March. I still have some trouble getting to see the list of books I borrowed but I found it because of misunderstanding the instructions. Clearer and short-to-the-point instructions would be better. Also I am somewhat worried about how much easy for someone to look into my account if they know my SS# and the UI ID# (for example, if my IDs were stolen). It should be educated to people to change their password, rather than using SS#.

I've tried to search for journals/ journal articles on the online catalog and find it very confusing. I've never been able to and thus have had to ask for help from a librarian every time.

Keep the telnet interface. It is much faster than the web interface.

Quick and easy to learn. I still don't have my 14-digit number memorized though.

The Telnet interface isn't very user-friendly; it is sometime tedious to search for books and learn the commands.

I find the 14 digit number to gain access very limiting. In the past you have used much more familiar and shorter numbers like SSN. Why not try a set of numbers much more familiar to people, e.g. some combination of phone number, birthdate, etc.

I am still adjusting to the new system, I really like the option before where you could select to search for journals. It made it a lot easier sorting through things.

I am very frustrated that I can only renew 70 percent of my books borrowed from other libraries, the rest I must call up and have renewed (they have no problem). This is a major problem, and makes renewal somewhat worthless. Can you give us a "cookie" for our home computer browser, so that we do not have to type in the long number at home?

For a university with as much computer/web technical competence and a library/library school of such high ranking the online catalog ought to be considered a world-class *embarrassment*

The old system was retired too soon. The new system is making things a lot harder than before. I hope the Web interface will be operational soon. Otherwise, I suggest we forget about the new system and just convert the system to the old one. I have talked with some librarians and found that this not just my opinion as a user, but one shared by librarians as well.

I can never really get this ting to do what I want it to

The databases are useful. The online catalog is not. It reminds me of 1980s software - in fact, it is MUCH worse than the old version of Illinet. For a library that claims to be among the best of the public institutions, it amazes me that this is the best that we can do!

NEED MORE WORKSHOPS FOR ALL OF STAFF--CONSTANT E-MAILS AND PHONE CALLS ABOUT DIFFERENT PROBLEM BECAUSE PEOPLE DO NOT KNOW WHERE THEY ARE TO ROUTE TO OR IF THEY INTER-LIBRARY LOAN IT. MOST PEOPLE GUESS AND THEN THEY GET IT WRONG. IT CAUSES OUR DEPARTMENT TO HAVE TO EXCESSIVE ROUTING TO CORRECT THE PROBLEM OF THE ITEM HAVING BEEN ROUTED TO THE WRONG PLACE

I have been consistently unable to renew books online. This was not a problem with the old system and I don't understand how the transition should have affect it. When borrower information is requested, a more complete listing should be provided for each item. At least the author, full title, and home library.

It was much easier to find stuff using LCS and FBR. But I like being able to check what I have checked out.

I found the previous system to be much more user friendly.

The 14 digit number is essentially a pain to use. It is not a number I know by heart and I don't always have my id on me when I am at a computer.

some journals which UIUC has are not listed in Illinet online. Two that I know of are Agronomy Journal and Can. J. Botany. For some journals it is not very helpful to try to find which library a journal is in. Sometimes it is easier to just guess.

Journals are extremely difficult to find using the telnet interface. The web version is slightly better.

NONE

You can renew your own books, check your "borrower account," how?

Online help is more confusing than helpful!

On telnet interface, need to make it more user friendly in terms of typos. If I entered something that was misspelled, I'll have to start all over and retype it, which can be a real pain.

I enjoy using the online system. I find it very convenient.

The new catalog is really, really bad. Taking some cues from Amazon.Com is highly recommended.

It is a very helpful source of finding books, however the workshops provided for them should schedule more times.

I hate the 14 digit account number- why can't we stick to our ID number which we can remember??? It is a really big pain.

I found that it was difficult to find the call number and book locations using the online system. Also in limiting to periodicals and journals I ran into difficulties.

the new system is quite cumbersome and unfriendly.

1) What IS the procedure for getting books mailed to campus mail addresses? 2) Title Search on Telnet doesn't always turn up books that are in the catalogue. I've had books come up using au searchers or title keyword searches that don't come up on a title search. I'll jot this down and report it next time it happens. 3)The limit search by location feature only allows you to limit the search to ONE U of I library, such as stacks or education. Not a helpful feature. A helpful feature would be to limit by all of U of I libraries.

I have not had any difficulties using it according to reach the materials I am looking for, I think it is very convenient.

My chief complaint is the length of time that it takes to get started. I've clocked it several times (on terminals in the English and Modern Languages Library), and it can take as much as 45 seconds just to get to the beginning of a search by author or title. My main place of work is a study across the hall from the Modern Languages Library, and I frequently run across the hall to get information about a book via Illinet. Each separate trip involves 30 to 45 seconds of start-up time, and several trips start adding up. The terminals ought to be already ready for action when one sits down!

I am so pleased and relieved to have this service. My time is limited and this option really makes my research much easier!!

I imagine you are probably going to get these comments from numerous people, but I can't help but mention that it is inconvenient that the Health Sciences Library is not connected to the system. Also, the terms "UIUC Additional Information" and UIUC Acquisitions" never seem to be of any help. I don't understand their purpose.

seems to be useful once you get the hang of it

(1) I have found that sometimes a search by author or title will not yield a particular book that is available in the library. After searching through my files, I have found the call number, searched by call number and then the book is located. (2)I have found that sometimes it is difficult to determine the latest edition of a book that is available in the library, especially directories or data books which are issued annually, every 5 years or periodically.

The new catalog has made a world-class research tool almost useless. Its a disgrace. Amazon.com has a better search engine.

I like the convenience of checking my borrower account but typing in my 14 digit bar code over and over becomes tedious. If I'm emailing a number of citations to my account reentering my email address also becomes tedious. Getting to the telnet catalog from the library home page can be a bit confusing.

Very convenience and faster to find books.

DRA SUCKS!!!!!!!!!!!!!!!

With this Catalog you can't find anything, it is soooo frustrating.

it is hard to find where a journal is located. I mean where can you find a certain magazine when searching for a subject. there should be a listing to where the magazine can be found just as for books.

it is hard to find where a journal is located. I mean where can you find a certain magazine when searching for a subject. there should be a listing to where the magazine can be found just as for books.

my 14 digit # doesn't always seem to work

Many articles on-line are not Full Text, making research more difficult.

I can't seem to figure out how to get to books that UIUC doesn't hold, but are held in other libraries. I.e., if it's not in the UIUC catalog, it seems almost impossible to access the title/author to see if other libraries have the book.

I find it difficult to determine where journals are located; a number of times I have understood from the online c that a journal will be in the main stacks and have looked and not found it there (or anywhere else, for that matter). Also, many journals are listed under both "Acquisitions" and "Additional Information", and the location of individual volumes will not be listed.

There's never been enough training. I am looking forward to the web version, though I can't evaluate if it's not fully functional] Telnet is a complete disaster for people with disabilities because it cuts it of way before the system allows.

The poor quality of the records initially was discouraging -- fields that didn't map properly, for example. The frequency with which a search ran out of memory was very frustrating, though that also is somewhat better.

Difficult, not user-friendly ways to differentiate books and journals

Since I work in the library, I am familiar with Circle. It is much much easier to use and I do not like using gateway at all. It is difficult to locate journals on it and find the exact year. It often says "acquisitions" which is a problem also because students then can't find things and it makes more work for us to find all their journals when the system should work well enough to locate journals for them.

It is not as user friendly as I had hoped.

Much less convenient than old system! I hope the eventual new system, when you finally upgrade to it, will be much better.

It is very easy to use.

after you do a search the computer should tell you how many citations it came up with, that way, if my search resulted in 2000 results and I knew it, I would refine my search. The way it is now you have to scroll down one page at a time and you just give up after you get sick of it. Also there should be a way to broaden the search like there was on the old system

Downloading time or connecting to the catalog from the main page take too long, and it sometimes gets stuck, even from campus computers.

Basically good. But there are some searches I tried that should be more helpful - either I get nothing or I get too much. The ways to limit or increase search results seems inconsistent between the ways of searching (FINDing).

It is quick and user-friendly.

Bring back the line printers. I don't want to pay 10 cents a page to print out citations on laser printers. At the least, allow us to charge them to accounts (not just net id).

I tried it and I wasn't crazy about it. I couldn't figure out whether I had actually requested a book or not. 14-digit code is cumbersome. Why not net ID or SS#?

Please come up with a better way of accessing the catalog than keying in the 14 digit number, this is anachronistic. How about a password option? Also, there seems to be a need to enter this number several times during the process of ordering books, what a nuisance! Many times, the screen froze just after entering the 14 digit number, how frustrating!@

Many of the questions asked above indicate to me that there are a lot of services online of which I am unaware. I have found that most of the areas of telnet that I feel comfortable with are those that were demonstrated to me by the competent and always friendly librarians at the music library. I also get frustrated using "expert keywords" and find that it's more trouble that it's worth when "keywords" is so easy and effective. In addition, it is difficult to find the "dissertation abstract" catalog on the article/journal links. While "dissertation abstract" is shown quite clearly on the UIUC link, once you're into first search, it is ambiguous.

I think the system for overdue charges in a little too harsh, especially for graduate students in the liberal arts and humanities who need to have several books checked out at once.

I find the 14 digit password to be extremely cumbersome. I have to repeat it every time I want to do something different in my borrower record. For instance, I can't just go into my record to see what I have checked out and then request a book without re-entering the number. The search function is fairly easy for me because I'm generally doing known item searches, but the few times I've tried to do a subject search, it's been awkward. This system was not a good match for us, in my opinion.

make it easier getting to the telnet link

Don't like it. Hate it. The old online catalog was better for my uses. The librarians act like they like it, but it's more of a pain for the students. The previous online catalog was not perfect, but at least it was better.

The recent update makes things much easier to know if the material is on this campus or somewhere else (web interface). However, it can be quite confusing to try and find things after you know that it is in the system still.

ILLINET is a great way to access the library--my only complaint is that when you order a book, you don't need your PIN number to confirm the request, so there is always the chance that you entered someone else's ID number by mistake and will have the book sent to the wrong person.

fine

Like being able to get to the account any where, but it is also easier to use.

Online searches for journal articles is a very helpful tool. It is easy to access and to understand.

the web interface loses the last returned results every time you page through or sort - so on page one you have 1-10 of 540 results and by page 5 you have 41-50 of 245, for example. WHY???

menus is terrible. Moving forward and backward among screens is cumbersome. The requirement of constantly entering a 14 digit number is obnoxious. I have looked at about a dozen online university catalogues. Ours is by far the

worst.

I am extremely disappointed at the difficulty in finding out how to have a book shipped to my office. It used to be so easy and now it is difficult. I used the help feature, but found that of NO help. A phone staff person helped me once but they got it wrong too as I never received the book. The last attempt was successful but extremely frustrating!

Problems with interlibrary requests (canceling and then being able to request the same book again from a different library) Journal searches tough to figure out. Renewals should really have a "renew-all" command.

I think it works very good except for some wired spellings sometimes. The German Umlaut ae oe or ue is not always spelled at the same way. Therefore I have sometimes some difficulties in finding the right material.

its awesome!!!

Problems: it pulls up too many multiple or duplicate records. The 14 digit number is way too big and you have to do enter it twice if you are going check borrowing information-that makes no sense at all. Also, when you first pull up results, the screen says "no holdings at this location" or words to that affect, but if you go to "Locations" you find that the book may very well be in that library. Also, everytime I telnet from home after about 2 searches the screen gets all screwed up looking like different interfaces are piled on top of each other. This happens every time so there must be a problem.

Although it's convenient to renew by logging in to my user acct, it is SLOW. must do each item individually, and it seems to take the computer up to 30 or 40 seconds to complete each renewal, during which one must simply wait, unable to proceed to the next one.

It REALLY needs to made clear that it is not possible to renew or check out items online without initially logging on with your id. It is not made clear that you can't log on as a guest and then enter your id number. Also, the process of checking out a book, specific to UIUC, and not sending a request to all of the libraries on the network needs to be simplified.

I just find things to be cumbersome and sometimes confusing. But I also understand I have had no orientation to the system and have not seen any brochures.

I am a summers only grad student and have had limited time to explore the new system, but I have had no problems when I have used it.

The new interface to find books still has a little bit of kinks in the system. It is difficult to multi-task searches because a keyword search with many words causes the system to shut itself off. Many times keyword or subject searches are what students are needing to engage in.

My biggest complaint about the online catalog is the sorting. Perhaps I haven't figured it out, but I have never been able to make it work properly.

It makes gathering research much easier then running around to each library by foot.

it needs to be more clear what the borrower id and pin number actually are..true it is on the web page, but it needs to be more clear when searching with telnet

It is very easy to use, and easy to learn, although it is very frustrating while trying to receive the books and having to wait for long periods of time.

I don't understand the rule of fine. I return my book only two days late, why you charge 6.00 dollars on my account. Please list the clear explanation.

Waiting to have full web interface so don't have to switch from telnet to web interface.

At times, you can enter something you KNOW is in the library and it will tell you it is not found, etc...can make research difficult when searching by subject.

how can you connect from your personal computer?
Overall, I'd say that the new system is adequate. There does seem to be a problem, however, with cross referencing. As a medievalist, I often find that the books that I need (which, I admit, are very specific in scope) are not always included on the system, or come up on one search (by author or title) but not the other. The greatest advantage of the new system is the personalized off-campus access.

Telnet interface is more reliable.

I prefer the online borrower information services to the phone help (renewal, etc.), but was frustrated by the difficulty of finding out about available services and how to access them. Getting from gateway to finding books seems redundant--requires too many click. Learning how to access the library from home or from the Urbana Free Library computer was surprisingly difficult, considering how easy it is to do. The gateway could have been more helpful in explaining procedure for getting to telnet.

Using the 14-digit ID number has been cumbersome...if I use it everyday or every week I could memorize the numbers, but if more time elapses I have to search my ID card first…

The online catalog is too poorly organized. The choices are too narrow and make searching time consuming due to the need to keep changing searches.

the web interface is virtually worthless. the only worthwhile method is the telnet version. even when I use this, I am still presented with extraneous information when I asked for something specific.

The Illinet has gone though changes within the past year that has made it seem harder to operate. From my point of view the service that was available last year was more user friendly.

it works great.

I have been on a crusade to correct a clear error in the library catalog [a number of books ascribed to the wrong author] for well over a year now with no discernable result. I now expect this error to endure forever.

1) It is very confusing when you try to find a specific issue of a journal; so often the "Location" is something like "UIUC Additional Information", and I have no idea what that means. 2) Seeing as all this is electronic, couldn't you have a subroutine to send e-mails to people when they have an overdue book, instead of (or in addition to) sending a letter in campus mail? Then I could renew right away and avoid fines.

It is good

I don't know if you can do anything about this, but I kind of wish that it was easier to check and see if the library has the specific journals and where they are located from the article databases when searching for articles.

I like it, it's very helpful. But I used to have difficulty accessing it.

One time, when looking for a specific book, the catalog yielded completely different results than the computer of the documents librarian. I was only able to find this book because of the librarian's help. Also, I didn't realize that books whose call numbers are preceded by ORDER are unavailable till I made the walk all the way across campus to look for such a book. Other than that, the catalog's cool.

The current method used by this library system is terrible. Searches come up with few or no results when I can search around on my own and find many books. Accessing the online system is more work than it should be and in the libraries themselves the computers should be searches only and not through the internet, I can do that from home and it doesn't work there either.

It works much better than Telnet. However, it seems that the record is not complete. I cannot find all the required information.

New System? Great, but I haven't had much need for books

It's a pretty cool and efficient way to find materials. Good.

In general, my experience at the U of I library system is consistent with that of a large bureaucracy. It's ridiculous. There never seems to be a central location, and something's you can reach at certain hours... e.g. that book in the English library that I can't get at 10:30pm. The system is confusing and it's terribly difficult to know even where to begin when searching.

the newer telnet version seems much clumsier than the old one; it's easier to make a mistake and lose your search results, for one thing. it's not very intuitive (i.e. user friendly). getting to it is a pain, there seems to be an extra step or two (maybe cuz the web interface isn't up yet?). it also seems to give less information and less clearly (than would be ideal) about where things can be found, etc.

I love the borrower features, but loathe the reduced search capabilities. A GUI is highly desirable -- I look forward to the web version's being available. The telnet version is insufficient.

Indicate somehow where the book is located- on the initial screen when displaying the reference, and if the book/journal is available

I'm not sure why, but I always have a hard time getting the system to recognize my pin number.

I find it pretty outrageous that for communication Interlibrary Loan is reverting from use of e-mail to old-fashion paper mail, which takes now sometimes as much as ten days to go the 50 feet from the Library to my office in Gregory Hall.

entering a 12 digit number twice to access patron info is a pain, would like to see easier ways to limit library locations

I feel the interface is difficult to understand and navigate through. Terms like "browse" are used very differently than what I expect them to mean (I feel that "search" would be more accurate).

I love that we can access it from home!

Often, books that I KNOW we have in the library because I have seen them in the stacks will not come up in the catalog. Perhaps this is because there is no set method for dealing with umlauts in German; sometimes they are written as an "e", and sometimes they are left out altogether. This makes it difficult to search because one is forced to type in several variants of a title depending on how many umlauts it contains. Also, I have had problems with ILL because of the catalog. I check the catalog using every possible search, including expert keyword, and am told we do not have a book, and then when it turns out we do indeed have it, I get fussed at by ILL because I supposedly didn't check the catalog first.

I have no formal comments accept to say that I am very happy with the service that I have received online.

Very difficult to do searching for journal articles and then determine whether the library has that journal. Accessing journals not held here is too difficult and Interlibrary Loan takes too long.

It needs a much better multi-level search capability.

For being one of the highest technologically advanced schools in the world, I believe the telnet interfaced ILLINET Online is inadequate and should have become web-based much earlier. Telnet is

None

The Online catalog, while being very exhaustive is a little bit cumbersome to use. Especially when books are to be renewed, one has to answer several questions before getting to do what one wants.

In this survey I read for the first time that it is possible to renew library materials without going to one of the staff members who have done it for me so far. I also didn't know that I can view my borrower account. These things should be made more transparent. Furthermore, searching for articles doesn't work very well with this system.

There have been many times I have searched for a journal on Telnet and it has come back saying that there is no such journal when I know that a library on campus has it. Also I have searched for a book or journal, and the locations do not include any library at U of I when I know and have seen this book or journal at a U of I library. I also would like to know why some faculty/staff are allowed to indefinitely check out a book when it is the only one of its kind on campus so that no one else is ever able to use it, and it is just sitting on their shelf. I especially find this is true with taxonomic keys. Maybe there should be at least on copy of these kinds of books that can only be checked out for a short amount of time so that other

The telnet version of ILLINET is very obsolete, slow and difficult to use. I am looking forward to the web version of ILLINET being completed. The Web version looks very promising.

I would make a direct link to the search function from the initial page everyone sees on the "on-campus" computers. It would cut down on the time necessary to access the database.

I have not used it very much the past two semesters

Needs to be more user-friendly!   Also, need ability to only search the holdings of one library, instead of the entire collection.

its pretty good

I wish the Web section allowed us to reserve books

A lot of my dissatisfaction would be solved if there was some sort of user profile. I order books to my office and, because I have to edit manually the destination every time, it can be quite frustrating when I accidentally send a book to Stacks when I didn't mean to. Library personnel have been unhelpful by indicating what is, to me, a dodge: "Well you don't need to log in with the 14 Digit ID." In other words, what the software seems to promise it doesn't deliver. The old system was easier for office delivery-- everything appeared on one page.

For each of the databases, there should be a way where you can see where at the University of Illinois the item is located.

The problems are vast: It takes WAY too long to the get to the catalog, and once there, often too long to get to the UIUC holdings (who around here CARES if Barat College has the piece?); searching for journals is very laborious; the idea of putting in a 14-digit bar code, instead of an SS#, is repellent; and why not enter as 'Guest' anyway, since that is so much faster? Please simplify access! It feels as if the catalog has been privatized and securitized. And, the screen has FAR too much junk on it.

It is not intuitively easy to use.

I never used it, because it seems way too complicated. You need somebody to sit and explain it to you. It isn't just something you can sit down and know how to use.

Good

I like using the telnet interface because it is more hands on

I feel that the library should extend their assistance on the computer. Make it available for students to request something then have it put on hold for them to come and get it. Rather then make it inconvenient for them to have to go to the library and wait weeks or hours for the books to be available.

It seems to be getting better as it evolves. Keep it up. I'd like to find a way to flag multiple "borrower record" entries to renew ALL AT ONCE rather than one-by-one which takes a while. I'd also like to have a space-bar/enter approach (some SINGLE key) rather than the CNTRL N or P that is currently used to scroll.

it's hard to use without instruction, certain search databases don't turn up the needed information, or they turn up in a confusing manner. also, I didn't know about the other features of the online catalog, i.e.,. viewing you own borrower account, renewing books, etc.

It can be very confusing at first.

No comment.

PLEASE find a way to have the program to automatically enter the "20111" part of the 14 digit code for us. I also find it quite annoying that sometimes you have to reenter it at certain points during the same session. Uhggg!! Cut down on the explanation content on each page. It should be as simple as a choice of two buttons, one saying "find book here" and "find journal or journal article here". At this point, the web pages are a little confusing and sometime misleading.

The web version is WAY too slow, so I find myself using the telnet version almost exclusively, even though it is much more difficult to view large lists and location on the telnet.

I'll use it more often

It's very nice to use, but it was hard to get used to. Searching the journal volumes that are available can sometimes be difficult as well as actually requesting specific items.

1. Sometimes the information is unclear. For example, I checked the journal "brain and cognition" and got the following response: "THE LIBRARY HAS NO HOLDINGS OF THIS TITLE. SEE YOUR LIBRARIAN FOR ASSISTANCE" and some information seemed indicating me to check "IDEAL" or "Made available through: OCLC FirstSearch Electronic Collections Online". I was confused, so as the Librarian who helped me.

2. It's very easy to lost all the stuff you just checked by mis- hitting "startover." Is there a way to undo the command and save it back?

on-line requests take a very long time to process, especially in comparison to actually going there yourself...

I STILL PREFER THE TELNET

Overall, I am satisfied with the experiences I have had with the online catalog.

I think the system on the whole is terrific. however I think it is somewhat difficult and complicated and frustrating to find a host of terrific resources from various academic journals that the uofi does not subscribe to. and find out that obtaining these journals takes a very time through the interlibrary loan. stuff is generally hard to find, but the librarians on the whole are very knowledgeable and helpful, except at the undergraduate, where they seem always irate.

I hate the 14 digit logon number. There should be a feature (I don't know if it already exists and I don't know about it) wherein one can renew all of her books at the same time instead of individually.

I've never used it.

Have to use very specific key words - I use PsychInfo only now and not the Telnet system

This is the most painfully disorganized electronic system I've ever worked with. Any search that I conduct that should take five minutes or less I now allot 20 minutes for, since I can't foresee how inept the electronic system may be. There is, as far as I can tell, virtually no cross-referencing; a sonata listed as "sonatas" in the catalogue will not be found using "sonata." Keywords = Tristan video, yield not Wagner operas, but one entry for "Klute," since it's a video and one of the actors is a Dorothy Tristan. I am not given to hyperbole, but this electronic system is DISMAL and in need of major reconsideration as soon as possible

you can use telnet to search for journals very well, and the listings of "older" materials get difficult to determine

Telnet is still much faster than the web catalog, but I think the web catalog will be easier to use in the end. Maybe more individual book titles could be put on a single screen for the web version.

Easy to learn.

Telnet system should be replaced window system.

I liked the old one better!!!

Where can I go for online help on using advanced searches? I am very satisfied with the online catalog overall, especially in accessing materials from other universities and libraries.

I think it works well, and any changes that may need to be made, I don't think are really major.

it's great that you can renew books online. I think it could be more clear that this is an option. I was told by a librarian.

I have yet to make sense of how results of searches are organized, as they often seem arbitrary;   also, emailing the results of MLA database searches has not worked for me--if I do multiple searches, the results come in email jumbled together or incomplete

I have encountered very few problems without the online catalog. I frequently have a hard time trusting the program, feeling as though it is not bringing up all sources available.

I do not know too much about it, I have just used it occasionally

More difficult to do multiple subject searches

Since I use e-mail so often as well as the internet, when I check out books you don't have to send me a paper notice that they are ready to pick up at the requesting library. Oftentimes, I have already picked up the books by the time I get the notice - you could save the paper. Perhaps if one does not pick up the items by a certain date - then send a paper notice.

It is hard to distinguish the journals from the books. I gave up.

I think it is a great tool for finding ANYTHING that needs to be found within the Univ. of IL library system and also others schools affiliated with our borrowing program.

This is the worst system I've ever encountered. It is an embarrassment to the U of I in general and specifically to the Library. What is most frustrating is that your staff seems to be in denial (at the Main Library in particular, not at the Beckman) in their instance that the system is "not that bad" and suggesting that I'm just not quite good enough to understand it. While it's most probable that I know more about interface design, data mining, KDD, and relational database than they, suffice it to say that your interface is being taught as an example of what NOT to do in interface design courses around campus. My use of the Library and the Library's system has dropped dramatically since it's introduction in August. I prefer other,

I find it more difficult to use than the previous on-line methods.

Logging in with your numeric library ID is impractical. It would be much better if the library used the CCSO kerberos tree for authentication like everything else.

Very difficult to use, non-intuitive; I actually like the old menu interface rather than the menu BAR interface. The Music Library interface for CD/ recording lookup was especially nicer the old way.

I find it hard to do online searches for books. Whenever I try to perform a search and I do not have the exact title, it is hard to figure out how to find the book.

The catalog is not very intuitive, and it is especially difficult to find out the exact location of a particular journal. In that respect, it is worse than the previous online catalog, which I also did not like. In terms of the accuracy of the records, the new version (both telnet and web) just replicates all the problems of the old catalog as well.

Its is a pretty nice system, but I do think it needs to be stream lined a bit, both in load time and in finding everything (i.e. navigation)

It seems to me that the new system is designed to mechanize the library more than is good for it. As usual, some smart head had the idea that people can be laid off and replaced by computers. This is sad, but often necessary. In this case the computer is not as good as the people who lost their jobs. The new system is simply too cheap for a library of this caliber.

very helpful because I can telnet from anywhere on campus, not necessarily at a library.

Overall, it is a great site. I had a little trouble finding journal articles sometimes, and I haven't figured out how to renew books yet. But other than that, I am very pleased with the site.

I think that more directions need to be provided. As a first time user, I had a lot of trouble learning what to do and where to go.

The whole 14 digit thing is terrible and needs to be changed to something that we can provide faster (like our login IDs or kerberos password).

cool

The Web catalog is much better (than the Telnet catalog), esp. the fact that items at UIUC are printed in red.

It's fine.

It is a very useful and helpful interface. It would be even better

if it were easy to find and access articles and journals through this interface.

I don't think it makes sense that we are no longer allowed to print out results from our searches. I'm not talking full text, just bibliographic citations.

Ok

not bad

its good.

It would be more helpful if there were instructions nearby. Also, the topics on the catalog could be organized in a way that a computer novice could use. Other than that, it is very helpful in finding resources.

easy to use.

I think your systems/databases need to be streamlined and made more user friendly. I understand that this is extremely diff. when dealing with so many variables, but it needs to be done.

NONE

A very good idea, and I am sure it works well. The downside is the telnetting part due to its slowness and inherent clumsiness of operation. I am sure that the fully functional web form will definitely resolve the problem and make it even easier to use.

I never heard of it!

Could be vastly improved. Need to get older books included in subject searches. Make it easier to navigate. Too many keystrokes required to move around in the telnet version. Web side waaaaaaaay too slow.

The account viewing should have more features such as: 1. sort the 'Has' list according to the due date (very important feature to help user locate the book that almost due easily)   2. show the call number of each book (since sometimes more than 1 book have same titles)

It seemed to take a rather long time to search for certain materials.   I would sometimes find myself waiting several minutes, just to find out that the catalog did not have anything I needed.

It makes researching a lot easier.

I don't have a problem with the catalog in general. Sometimes it is difficult to interpret location/holdings in gateway (I don't use gateway often, I prefer Circle)

I want to be able to use the WWW version instead of telnet, but I need the feature of delivery to office that only seems to exist on telnet.

Easy to use for the most part. Sometimes it is difficult finding materials that I can access.

Typing in 14 digits is inconvenient.

Of course there is always room for improvement, however, it's better than it ever use to be! I don't have to classify searches as much, and I get more results.

I find the new system extremely frustrating! I am unable to find articles I know exist and have to wonder what I am missing when I use the system for research. It was actually faster for me to go through 12 volumes of business week to find an article I had once read versus using your on-line system!

Sometimes I have a hard time to find books and journals by using Illinet online.

Limiting search results and author/title searches should be easier.

No comments

The implementation of the web catalogue has been, of course, terribly problematic. There seems to have been little effort to explain the reasons for the delays in getting the web system running properly. Is anyone even concerned that this thing still doesn't work properly? The only change I note to the system has been that it takes longer to perform a search. One must wait for the system to load netscape, then the web page, and then tell the system multiple times that one wants to find a book.   The old interface was much faster *and* more useful. The FBR capability FXT (find exact title) has been lost, so that finding books with short vague titles is more difficult.

sometimes difficult to locate books through online catalogue with keyword or browse feature. human error may be a big factor in entering citations.

I didn't use it very much since last August since I had already completed most of my courses for which I had to access library resources. What I did see of it was quite fine and I have no immediate criticism. Keep up the good work!

Anything marked no opinion was done so because these are tasks that I have yet to perform. Otherwise, using Illinet is okay, and I've picked up quite a bit on my own just by using it at my assistantship. Tutorials and workshops might be useful in the future, in order to use Illinet most effectively. These may already be offered, but I have seen no notice of them.

It would be helpful if it was not necessary to enter the 14-digit code twice (once when you log in and again to check your borrower account). Also, renewing books has been difficult. Whenever I have tried to renew them, I've had to come in to the library. Also, I took two intro courses to the online catalog and articles databases and was hoping to take advanced workshops (the ones that were offered this semester conflicted with my class schedule and someone at the library told me they were trying to schedule alternate times but I never heard anything back from them).

Many of the sources I have looked for have "acquisitions" listed as their location, making them difficult to find except for my experience/knowledge of which journals might be kept where.

I liked the old one better.

A librarian and I tried to find a journal called Epidemiology. We wanted to limit the search result to periodicals only, but we could not do that, and it made the journal difficult to find.

I preferred the old telnet interface, but perhaps only because I had become used to it. In particular, however, it seemed easier to navigate to things such as renewal of materials.

Given how horrible the old interface was, I assumed that the new web interface HAD to be better. But I was wrong, as it simply does not seem to work. In particular, it is incredibly difficult simply to find a book in the UIUC library--not in some statewide system, but simply in our own campus library. Why isn't that the EASIEST thing to do? Also, the system keeps telling me I don't exist, when I do.

I have to type in the 14 digit id number everytime that I check my account, view request, and check fine. Is there anyway that once I log on I am ble to do or check anything without retyping ID number again and again. One last thing, I can not renew other library book via telnet. I have to call the telephone center to do it for me.

easier to use

Get the web browser up to par with the telnet interface. The web has more potential to be an easier way to look things up.

I am not aware of many of the functions that the online catalog offers, therefore the answers that I have marked in "No opinion" should really be under the category "Not Applicable"

I find the online catalog complicated and not user-friendly. I have tried several times to hold and/or renew already checked out books; and have been unsuccessful all times. Thus, I have resorted to calling the circulation desk for assistance. However, I'm usually advised to do these transactions on-line; which is not helpful. Also, it's frustrating when searching for journal articles when there's no way to know if the school libraries contain even the journals themselves. It seems logical and efficiently to have an articles database of all tangible journals afforded by the school libraries. Thank you for your consideration, effort, and concern for the betterment of university library services.

I find it frustrating to use when trying to find musical scores and recordings. I do like the interlibrary capabilities. I have received many materials and it has been quite reliable.

very user friendly, provides necessary service

Complaint-- 'the limit to which I can narrow my search. When I need music scores, I would like to be able to specify a certain instrument, i.e. solo piano. If I specify <piano> I get every piece of music by a composer that involves the piano in even the most minute way (voice and piano, chorus and piano, etc.). This can result in thousands of hits, with no way to further narrow the list. ^Also most helpful would be option to specify medium, such as CD, LP or video when I need those. ^It would be helpful to know how many items result, so I can decide whether to weed through excessive titles. ^"Sorting", when offered, seems to be done without rhyme or reason.

It's good. But the old one had the option of combining author and title. I don't know if this one has it..If it had one it would be much easier to find books, at least short listing them..

pretty good

it's great

Still needs some work, but it is getting better!

I personally do not like the ILLINET Online catalogue -- maybe I an not using it correctly, but I like the Telnet feature of letting the patron know if/where the book is available all on the same screen. The online version just seemed to complex and bothersome.

I like it.

It is annoying to have to enter my library ID number more than once during the same session. There should be a way to login using the ID number after connecting as a guest.

I expect that if I understood it completely, I would love it, but I have the feeling there are a lot of features I haven't learned. Unfortunately, like most people, I don't want to take the time for a tutorial, because I don't want to waste time on the basics.

The system is not always up to date. To often you look on the screen and get the message that the library only have the issue up to 1985 but if you go to the shelf it can some times be there. Which take a lot of time first look in the computer where the journal is stored, and who have it and then check about the system is right.

It is extremely confusing and difficult to limit searches to journals and periodicals. The earlier telnet interface was easier to use and was more intuitive. The internal library journal search web-page frame never works at the bottom of the journal searches.

I think that when the web interface is fully completed, it will be useful and convenient.

There needs to be a mechanism to limit searches for library material like there is in some of the journal search engines.

saves time

sometimes, certain computer stations at any library will have problem downloading or connecting to certain servers.

Overall, I found it very useful and easy to use. The borrower info. makes it so much easier to monitor and renew the borrowed items.

its fine

While it is very easy to find what books U of I has in the library, it is a tedious process to wade through the number of web pages to find if a journal or specific article is at U of I. There should be something like ILLINET Online for journals AT U OF I -- instead of having to go through a national database.

It would help if we knew how to use the telnet option from home computers.

I really have not been able to find any substantial improvements over the previous system, maybe because I have not explored it enough, but I have had problems with searches and with accessing the catalog (for instance, from my FLB office computer there is no Telnet access).

I think that there should be some sort of 15 min. class to help those who may not be familiar with the new library system.

Needs to include journal articles in basic subject search.
I find the library very frustrating when it comes time to finding books, waiting in line, and finding what library it is in. I also do not like the fact that one must wait between 20minutes to an hour for the books to be retrieved from the stacks.

It is just NOT intuitive to the user. Having to type in 14 digits that are not used (to be best of my knowledge) for anything else on campus is a real pain. The user interface is APPALLING!!! Using letters to draw lines, and then having the lines reappear below existing lines is UGLY and UNHELPFUL. The only thing good is being able to see what items are charged out - but why should the user have to input the 14 digits again?

Once a user has logged in, make it unnecessary to constantly enter the 14 digit ID code every time a reservation is made.

There are some features of the online catalog I do not like. For example, when I am doing a title search, and I have to choose from a l ist of numbers with the same title to expand the information on that title, once I have pressed number 2, let's say, I have to start the search all over again. I cannot simply go back to the list that had the list of options for the same title. I do not know if there is a way to go back to the original list or if it is that I simply do not know how to access it.

Although it took some getting used to, and its initial stages were not without a glitch, the online catalog is relatively easy to use. I see no problems w/it.

Too many options, believe it or not.

cannot locate the reference number of books and journals that you know that the library has. Even the librarian usually cannot find the number without using other methods. When you can enter the book title and the system says that it doesn't exist, but you can find it on the shelf, there is a problem. This happens over and over again - about half of the time that I use the system. Makes you wonder what the library has that you can't find out about.

overall, I have been quite satisfied with what I have worked with.

The 14 digit ID is a bit cumbersome (although I prefer it to using my soc security). sometimes I do searches for topics and come up with nothing and then discover through other sources books that fit the topic perfectly and are in the library collection...why don't they come up in the searches?

I find that when searching, the computer often doesn't find what I'm looking for. It should have more words to search on.

I would like the Illinet online to begin with my account and to give me directly the information about what I have in my account.

Not very easy to find materials.

confusing navigation buttons

It was so much easier to use the very old one which allowed me to combine up to three searches to narrow the search. It is harder to search for a journal title now than before. The ID number is too long to remember or to type in.

This new catalog is incredibly hard to search- especially for journals. Also, most of the CCSO sites are unable to telnet connect so I have to come to the library- sort of defeats the purpose of all this fabulous technology.

I think that it is useful and easy to use.

ILLINET Online seems more problematic than other electronic catalog systems around the country. Information is presented in a cluttered manner.

I like the telnet interface best, as it is more directly connected with the Library's holdings. However, I do not like using telnet. A Web interface needs to work like telnet content-wise, and work like the wed method-wise.

The online catalog seems to be very intimidating at first, but it does get easier to use with practice.

not "smart" enough, can't always find the things I need

It would extremely helpful if the system could generate an email message when materials are due.

very helpful but I've had trouble getting into the telnet version from home. would like to see the web interface completed soon.

Accessing Telnet is complicated. Library home page is also somewhat confusing and too wordy to conduct fast, precise and comprehensive searches.

The system we used to have seemed to be easier to use, and it seems like it is more difficult locating certain journals with the current system

I like the old system better. It is very hard to find information on this system without asking for help.

NONE

I like it much better than the older catalog!
The new web browser is horrible, I try to only use the telnet version.

It is fine now, but improvements in overall ease will help users increase the efficiency of looking for books.

needs to have a list where you can find journals, and the library they are in. Health library journals do not appear on telnet.

I think that it's useful, but when it comes to needing updated and recent articles and books, it becomes a little more difficult and time consuming.

first learned about it today 4/99

Every time I try to access the online catalog I have difficulties. After the first few times I just stopped using it. I usually can enter my id, but I can't access the catalog to search.

It's easy to use. It also saves my time. Librarian is friendly and helpful.

it would be nice if more search hits fit on a screen of the telnet version

It drives me nuts that once you've moved down in the list of locations where a book can be found, you can't move back up without going back to your search-results list. I was an undergrad at the University of Washington and their "Willow" system is so good, it was a shock to get here and have to get used to all this system's eccentricities. I wish it were easier to find both books and articles in one search.

The telnet version asks for the 14-digit ID at the beginning and when checking things out. Why bother twice?

For the interlibrary loaned books reflected in the borrowers' information since recently, it would better to be able to view the tittle of the books. Also, it would be better to be able to view the detailed information of a book from the checked-out book list.

I generally send my grad student to get print materials. You should survey him. In general I found the web interface awkward.

Currently the telnet renewal procedure is a bit cumbersome esp. if one has many books checked out. Also it is easy to overlook a book and not renew it and accrue fines (this has happened to me). Overall, I like the online system and look forward to the fully functional web interface.

I think there are far too many "bugs" in the system for it to have been released already. Because of difficulty viewing my account, I have nearly $40 in library fines for books I didn't know were overdue, although I have had them in my possession for over a year, renewing each time they came due. It is a great idea, it will just take more work.

could not access from home computer

I would like to be able to sort by language as you could on the old library system. I also don't like how books not available at the U of I come up when I do telnet searches from home and not when I search from campus. I would like to be able to request books from home as well as access my account. MOST IMPORTANT**** I THINK THAT UNDERGRADUATES DOING SENIOR THESIS PROJECTS SHOULD BE ALLOWED THE SAME LOAN PERIOD AS GRADUATE STUDENTS!!!!!!!!!!!!!!

in view of borrower account, could you give more information than just the due date and book name, such as call num. and the lib name it belongs to. Thanks.

It is a little slow to display search results (which is understandable due to the size of the library)

It is too easy to get knocked off from the new system once you put in the annoying 14 digit code, and then you have to put it in again!

No comment.

Telnet is sometimes confusing.

Difficult to find old issues of journals through the telnet interface

The complaints I have are the amount of time interlibrary loan takes and finding out what UIUC has BEFORE filling out the interlibrary loan form. The interlibrary loan should take MUCH less time and finding out what UIUC has should be MUCH EASIER.

it's good but can not use it to find books which published kind of early.

The online catalog has made researching easier and less time consuming which has given me more time to focus on my actual paper rather than just looking for books.

The article databases are very difficult to use. It would be great if there could be one huge database. I wouldn't even mind the wait while it was searching. It takes me much longer to go through all of the databases one-by-one that I think MIGHT have that article listed. Also, a "tip of the day" would be useful to help beginners and advanced alike to learn of new aspects of your services.

I think that it is very helpful, to new students it is a little confusing to access, but otherwise it was a great investment.

It is helpful, especially when you need information at the last minute.

It does not tell me all the libraries here where I can find the required material. For example it did not tell me that a particular material is there in the chemistry library which I discovered by myself. Also sometimes material corresponding to a particular call number is missing.

Overall, helpful especially in finding recordings for score study. Much easier than any other system used in past. Thanks!

It gets slow at times.

The catalog is extremely helpful in finding materials very quickly.

At times I have been unable to access Illinet with my ID number.

I have the most difficulty looking for periodicals (even when I can find them, the University doesn't seem to have them)

The new catalog is more technically attractive but sometimes less is more. It was easier to access information before than now.

I was used to the old system, and the switch has been really hard. The internet interface doesn't work at all for me. Access to article databases online are better, though.

Online suggestion box? I don't believe you read it. Too many hits I get offer the following blinding piece of info: "see your librarian" I know little about the system and yet seem to know more than your helpdesk people, who are paid to know.

I find it extremely difficult to use. The usual course of events is that I go back and forth between 2 screens, when I am trying to search for a book or conduct a search in ERIC or Psych-LIT. At this point, I still don't know how I end up at a screen where I can actually search. Is it still possible to place items on hold or check them out over the computer?

The overall design is very good, but can we eliminate the telnet interface? There has to be some better way to search for books than the telnet interface.

There need to be a better search option. Other ways to refine/define searches.

While the system itself works, many of the books, journals, etc. are notated as missing, which makes it difficult to obtain the materials. Also, I have found a few books that are in the Telnet/Illinet system that are not found in the state; I had to use First Search to locate the items - frustrating as to why they were listed in Telnet to begin with.

Progresses very slowly.

I would have liked a more simple step-by-step introductory guide to the catalog, and especially to distinguish it from other search engines like Ovid.

Keep up the good work!!!

When looking at what I have charged out, it's still difficult to tell individual book titles; there should be a way to get further info about the books, including full title, author, and call number, from that screen (or, if there already is, it needs to be easier to find/use). Is there any kind of recall system? I requested a book that was noted as "charged" (and unavailable from any other library on the IL system); it never arrived, and the request no longer shows when I review my account.

I found it to be very helpful and I have even recommended to others outside the country for doing research and so on.

I think that it helps people a lot to find the books , journals in a short time.It also makes librarian's job easier and increase the quality of service.

It's great that I can search the catalog from anywhere on campus. I thus know that the library has what I'm looking for when I go there. It's convenient and saves a lot of time and energy.

very convenient

I still have trouble finding materials using the online catalog. If I am able to find one piece through online, then I can usually find 10 others sitting on the shelf nearby, but was unable to locate any of them through the online search.

Need better verification of books requested for mail option. Need easier sort and renew options. Generally need more intuitive interface. I often go to Amazon for faster, easier interface with (in certain ways) more information.

The best features of doing research in UIUC libraries now is being able to read and print full text articles during your search, being able to charge printing to your university account, and being able to e-mail full text articles to yourself so that you can print them elsewhere.

does not have a very friendly user interface.

difficult to know if your searching one library or multiple libraries

it's irritating to have to reenter ID# and pin every time you want to look @ requests, items checked out, etc. it's also irritating to have to go through 2 pages before you can get to the telnet interface, a shortcut

Sometimes I will do a search and it will work one day, but the next it doesn't find anything. It's just a little confusing. I also have no idea how to find journal articles on Illinet.

One additional feature of viewing the borrower account could be to have an e-mail remind you a couple of days before a book is going to be overdue. I believe this could be done easily enough, but I'm not sure how much resources it would chew up in terms of processor time and network traffic.

Had to fill out questionnaire before can use?

The interface is difficult to learn, and the searches are weird at times. It seems like there is not a complete linking of certain books to appropriate words.

Makes for more convenience

While it is good to have internet access and the online catalog. I think it should be a little more user friendly. I know of so many people who have gotten severely frustrated trying to find materials and journal information on the online catalog. One person got so frustrated, they started to use the card catalog, which didn't help either.

It's a very efficient system

Some help in determining which databases to search would be of tremendous help! Even better, if multiple databases could be combined or multiple searches performed simultaneously.

The searching feature is very confusing at first unless you are told how to use it.

I have had the experience that I tried to search the MLA and I couldn't get access. I don't know why - probably under construction. But this was annoying. Other than that, I didn't have problems.

its ok

It seems to work ok for the most part.

Much easier to find books and articles than before

Please get a faster computer. Response time to search is too slow.

sucks, too many entries for ONE TITLE

I would like to be able to search a single library. Also, I have seen better search engines at even very small public libraries.

it is still very hard to find books using this, because I have typed in names of different articles and journals and I got nothing when I knew that it was there.

It seems to work fairly well for my uses. No huge complaints.

I've found this to be very helpful. I've had problems accessing the page from my dorm room at times though.