

# LibQUAL 2006 Comments by Department

1	Faculty	Accountancy	46 - 65	<p>The staff have been friendly and helpful the times I have been to the library. My main problem is that sometimes journal articles are not available online or in print at the library. I have not tried interlibrary loan in those cases. I do not work at the library but would like the students to be able to study there. However, I do not think the library should have to provide group study space unless that is a university directive. I do now that students have many group assignments. My library at my former university had a good collection of current novels and non-fiction. It seems that Albertsons Library does not recognize this as a need. I understand the limitations in the budget, but would like to be able to check out current books.</p>
2	Faculty	Anthropology	46 - 65	<p>More accessibility to media and primary materials in the special collections and archive. Make the archive more noticeable, it is a great resource for historical and cultural materials. The staff does a great job .</p>
3	Faculty	Anthropology	31 - 45	<p>Since 1995, I have gone from heavy use of the library for teaching - checking out dozens of items per semester, putting things on reserve for student use etc - to almost no use since roughly 2000. This reflects my perception of an environment hostile to adjunct faculty, and policies that were ridiculously out of step with my needs. Perhaps things have changed. I have not been back. I consider the library a parody of poor service. An example: adjunct rights to borrow books used to begin with the first paycheck of the semester (which comes several weeks into the new semester) and end with the last paycheck (finals week). This made using the library to prepare for the next semester impossible. I also found several circulation staff members dismissive, pompous, and rude, and found requests for service to involve interrogation. The library has played no role in my teaching since around 2001. One service was helpful - and this was the quick, helpful response to my requests for materials using the in-library request cards.</p> <p>The Boise Public Library has filled the gap for me for 4-5 years. This is amazing, given that they aren't an academic library. I can actually access more electronic professional journal articles using the Public Library than at BSU, and the interlibrary loan system has been superior.</p> <p>It should be obvious that ANYONE who teaches at BSU needs full access to all services, print and electronic, that the library can offer. This is especially true between semesters, when preparation occurs. ANYONE who teaches at BSU deserves to be treated as a valued patron. Staff should be friendly, welcoming, helpful, and respectful, and act as if their job is providing access to information rather than obstructing that use in a petulant, disdainful manner.</p> <p>Perhaps you should consider inviting faculty members (adjunct and tenure) for a departmental-based visit and consultation.</p>
4	Faculty	Applied Technology	46 - 65	<p>I use the library mostly for the VCR collection to show in my classes. I also use the new Westlaw service that is available. The library personnel provide a training session for my students and me.</p>
5	Faculty	Applied Technology	46 - 65	<p>Enjoy the atmosphere, service, and information available</p>
6	Faculty	Applied Technology	46 - 65	<p>Enjoy the library</p>
7	Faculty	Applied Technology	46 - 65	<p>I enjoy utilizing the Albertsons Library. The staff is extremely helpful and provides prompt responses to my questions. I work in a campus study/tutor lab and refer students to the library staff and website when they have questions regarding research for topics/papers.</p>
8	Faculty	Art	46 - 65	<p>The Reserve Library staff often doesn't understand the need to regularly use certain materials every semester for the large survey classes. Some of the full time circulation and CRC staff could use a workshop on service. Elaine Watson in Reference has been outstanding in keeping faculty abreast of new books and other information. She regularly conducts workshops for classes that are very useful.</p>

9	Faculty	Art	46 - 65	I appreciate being able to order books on a regular basis, as the books in my field of study often go out of print very quickly and we need to order the books more quickly than usual or risk not being able to find them later.
10	Faculty	Art	46 - 65	The library staff is excellent, the facilities are excellent, but the library needs more funding for books and journals. Funds available for professional journals are exceptionally low.
11	Faculty	Art	31 - 45	This survey is really difficult to understand. I don't understand the difference between Minimum and Desired service level.
12	Faculty	Bilingual Education and ESL Programs	31 - 45	I appreciate the strong commitment that the library has in strengthening the collection in the field of bilingual education and ESL. I also appreciate the commitment made to the West Campus library since we teach all of our grad. courses there.
13	Faculty	Biology	31 - 45	The major reason I gave the library a low score is because of the serious lack of availability to electronic journals in the biological/biomedical arena. The rapid access to information is essential for researchers to compete for grant funding at the national level and for our university to progress towards becoming a "metropolitan research university of distinction". Although, the library currently provides PDF files of requested journal articles within 3-7 days, this lack of immediate access to information has serious consequences on designing experiments and writing grants given the competing time demands on faculty and student researchers.
14	Faculty	Biology	31 - 45	I wish there was a larger selection of biology journals, especially available in electronic format.
15	Faculty	Biology	31 - 45	I see the biggest problem as the lack of immediate access to on-line scientific journal articles.
16	Faculty	Biology	46 - 65	Please continue the move toward electronic journals, along with increasing the number of back issues for the existing electronic journal collection. It's a great help.
17	Faculty	Biology	46 - 65	Overall, I think the library is pretty good. The journal collection is a bit limited, but interlibrary loan is quite fast. Library staff have always been helpful, no complaints there.
18	Faculty	Biology	31 - 45	An additional valuable resource is ILL. I can generally expect an electronic copy of a requested article within 1 week, although my realistic expectations would still be 2-3 weeks. I have recently requested a difficult reference to track and still had it within a short time.
19	Faculty	Chemistry	46 - 65	The journals that we subscribe to may be becoming less significant because of electronic and interlibrary loan access, but using such resources is not as efficient as it would be to have the journals here.
20	Faculty	Chemistry	31 - 45	In general, I like the staff and services provided by the library. I would like more electronic subscriptions to journals in my field.
21	Faculty	Chemistry	31 - 45	Our library is not very good in the journal holdings in my discipline, but does compensate for this by having a pretty decent interlibrary loan system. It would be so much nicer if we had a competitive library with others that support graduate studies in the sciences. As it is, I use other more established academic libraries for most of my literature needs. Our library probably only has 1 out of every 5 papers that I need. This inadequacy is always hard to work around when hiring new people into our department. That being said, SciFi Scholar is an incredible resource and greatly aids me in my work. It is also something that incoming candidates find encouraging as well. If only we could improve our overall journal holdings.
22	Faculty	Civil Engineering	31 - 45	Three comments: Beth Brin has been exceedingly helpful, and has provided great library instruction for students in my undergraduate and graduate courses. Thank you Beth!

				It is really awkward to work back and forth between the article indices and databases and access of the library's online journal holdings. Finally, I hope that the library can invest in the full subscription to the SCI web of science. It is the best database by far, but limiting access to records from the last 5 years detracts from its usefulness.
23	Faculty	Communication	46 - 65	I think the library staff has consistently been helpful throughout the years--don't ever lose that focus. The transition to a more electronic environment is hard on faculty, who are not aware of the possibilities of services like electronic reserves--despite the mailings that were sent out when it first became available.
24	Faculty	Communication	31 - 45	I'd like to see an update in how library reserves are handled, if possible. I've stopped using the library for this purpose because I was required to do a lot of work (several forms, copies, etc.) to make it happen
25	Faculty	Communication	23 - 30	I recognize that I marked relatively low regarding access to information in my academic area. While there are many Mass Media Communication journals and texts, other areas such as communication theory and philosophy, organizational, and intercultural communication have limited journal presence at the library. I find I electronically access journal articles from my other learning institutions and google scholar. I am hoping to try and build this body of literature, but am not sure how to pursue this. I would like to mention that I love the second floor study areas. I often hide away to work and research in the bright, sunny cubicles. On St. Patricks day I was happily surprised by the warm and friendly women who offered tea and goodies. What a way to brighten research! Finally, I am often frustrated with the hours of operation and have been frustrated by the attitudes of some employees who have begun closing 30 minutes before closing instead of 15 minutes before. (I was once locked on the second floor as I packed up my computer and all my heavy materials. The clock on the wall said 20 minutes till closing). Thanks for your willingness to listen.
26	Faculty	Community and Environmental Health	46 - 65	I have found the library staff to be knowledgeable and consistently helpful.
27	Faculty	Computer Science	46 - 65	It would be nice if it had more up-to-date Computer Science Books. They become outdated in about 5 years.
28	Faculty	Construction Management	46 - 65	The people are tremendous, industrious and helpful. Unbelievable what they do with the meager resources. IN the past five years the outreach has improved 400%.
29	Faculty	Criminal Justice Administration	31 - 45	My primary concern and criticism is the lack of academic journals in general, online journal subscriptions, and few collections, such as JSTOR. To hold faculty to the level of sister institutions who are more research oriented, without the same level of materials or resources, is short-sighted.
30	Faculty	Criminal Justice Administration	46 - 65	They do a very good job. Unfortunately, I do not believe they are fully supported by the administration with sufficient funds to do their jobs as well as they could. They work hard. They are more important than the legion of administrators that we have across this campus.
31	Faculty	Curriculum, Instruction and Foundation Studies	46 - 65	Library demonstrates commitment to on-going improvement. I'm happy overall with resources and services provided. I love the orientation that Janet Strong provides in the computer classroom.
32	Faculty	Curriculum, Instruction and Foundation Studies	31 - 45	Journal collections are very poor and prohibitive for conducting research
33	Faculty	Curriculum, Instruction and Foundation Studies	46 - 65	Staff are courteous and helpful but seem stretched pretty thin. As with everything (except athletics) at Boise State, we could use more staff.
34	Faculty	Curriculum, Instruction and Foundation Studies	46 - 65	Facilities and staff are adequate now but both must grow significantly to support increased demand for research.
35	Faculty	Early Childhood Education	Over 65	I think it is the responsibilities of departments to let the library know what kinds of resources they need and what they would like available on the shelves for students

36	Faculty	Early Childhood Education	46 - 65	There are some staff/students who are not always available to help students or faculty. The prevailing attitude is to find it yourself. On the other hand, there are some staff who go out of their way to help, but I think they are helping others. It seems that there should be a way to do something other than Microfiche.
37	Faculty	Educational Technology	23 - 30	significant improvements necessary in access to and quantity of digital materials, especially research
38	Faculty	Educational Technology	46 - 65	The more electronic acces to peer reviewed journals the better. It has been so helpful to have access to materials from my computer.
39	Faculty	Electrical & Computer Engineering	46 - 65	I have enjoyed being able to access and print electronic articles in my areas of research. Thank s to all the librarians who have helped make this possible.
40	Faculty	Electrical & Computer Engineering	31 - 45	The staff is wonderful, and has always been wonderful and ready to help with even small questions. The collection is limited, but inter-library loan is great. They are doing a good job of increasing subscription to online collections.
41	Faculty	Electrical & Computer Engineering	46 - 65	The ibrary is trying to place the best qualified (technical) person for the specific discipline
42	Faculty	English	31 - 45	For years, Janet Strong has provided an excellent introduction to library research methods for my writing students. She is always smiling and answers questions efficiently and kindly.
43	Faculty	English	31 - 45	I would like to see a comprehensive ibrary tour program for all incoming freshmen. I schedule tours and am grateful for the friendly staff who run them, but it's hit and miss. Some students are absent, some classes like mine do not require tours, and in any case the tours are only 1 hour. Many of those who pay attention still have trouble keeping up with the information presented, information which itself is only a small part of what they would need to know to feel comfortable using the library. Many students have no clue how to use library resources, and the reference staff is small, often busy. I think it is fine that new students are expected to use the library independently, but a better introduction would help them do that. A redesign of the home page would also be helpful. I use it all the time but still find it hard to use, and info isn't prioritized or put in a hierarchy, so new students often don't know where to begin. For example, the link to the tour stands out in no way; new users aren't likely to notice it. The main resources for searching-- journal titles, article indexes, and book catalog--are not well distinguished from rarely used items.
44	Faculty	English	46 - 65	Each semester I utilize the library for academic research and training my students to use library facilities. I have always received the utmost cooperation for sessions involving my students.
45	Faculty	English	31 - 45	This is the most annoying survey I have ever completed. How many times can you ask the same questions? AARGH!
46	Faculty	English	46 - 65	The library staff are always most helpful in my experience, and my students say much the same. The only complaint they have had (and not too often) is that some information they got from what appeared to be part-time or workstudy staff was not accurate.
47	Faculty	English	31 - 45	Albertsons is a fine library, and I have been very impressed by the professionalism of staff and its willingness to make new acquisitions at the request of faculty.
48	Faculty	English	31 - 45	the questions i ask are very specific-- how do I access a particular database or where is a particular source missing from the shelves-- often the librarians, though very nice and helpful, take quite awhile to answer such direct questions-- also, library does not have electronic access to major databases I need such as JSTOR and 18th Collections Online-- this really puts me at a disadvantage in terms of research and teaching compared to others working at institutions with far better database collections-- ILL is fantastic and Memo Cordova has been

				wonderful at reaching out to professors to order materials necessary for their teaching and research
49	Faculty	English	31 - 45	Employee service at our library is good, especially in the reference, reserve, and archive staff. Print journals and serials and library hours (especially during holidays and summers) are poor for graduate and faculty study. Intersessions and holidays after 5 or 6 pm are precisely the times when I would use the library most (including the archive) if it were open. Our library is not much of a "getaway," to use a word in this study. The reading area for new arrivals is a nice addition; there should be a larger area with this sense of comfort in current periodicals. We should have the best holdings in town for contemporary creative writing journals (and this is not hard to do), but we don't. Grad students and faculty need to see paper copies of journals to which they are considering submitting work. The greater emphasis on grad programs calls for a larger periodical section and serials budget. Hooray for the McCain collection and the archive! Could the Foundation help solicit funds for another large bequest for current periodicals? Online subscriptions are good for research purposes, but should not replace a rich reading room. This is my top priority for library improvement. Our department periodical budget is insufficient, and some periodicals are microfilmed far too soon. Kudos to the staff for providing professional service on slender resources!
50	Faculty	English	31 - 45	I am especially pleased with the library instruction staff and the reference librarians. I have had excellent response from them, as well as positive comments from students that I've sent to them.
51	Faculty	English	46 - 65	Every dealing I have had with the staff has been exceptional. Janet Strong is particularly sensitive to the needs of night students and arranges classes to accommodate our schedule. Her presentations are clear, concise, well-researched, pertinent to the writing assignments, and specific in content. Kudos to her!!
52	Faculty	English	46 - 65	The library needs more hard copy books, journals, and other written materials. Please stop shredding journals. Reading off of microfiche and/or a monitor is not nearly as convenient as the real tome. The library should concentrate on collections more and niceties less. Right now it is like a great study hall but certainly not anything approaching a research library.
53	Faculty	English	31 - 45	I do think the library does a great job; but, given my focus in composition and rhetoric, the databases and electronic resources are simply not helpful. J-Stor would help greatly. Most all of my lower-rated answers are due to the lack of those materials. I think the staff are wonderful.
54	Faculty	English	23 - 30	I would just like to note that Beth Brin has exceeded all expectations I would have for library staff. She is knowledgeable and friendly. I wish all your staff were like her.
55	Faculty	English	31 - 45	On the whole, I've been disappointed with the library's collection of books about European literature, but I've been extremely pleased with ILL's work in getting me the books I request.
56	Faculty	English	31 - 45	As the university attempts to position itself as a research university, the library will need to adapt to these efforts. At present, opening hours are not consistent with a research mission as they do not fully correspond with the time available for graduate students and faculty to use the library most effectively. Greater hours during breaks are needed. There are also, in my specific discipline, some (admittedly costly) electronic resources that are not available, specifically EEOB -- Early English Books On-Line. Were it available, it would be utilized in teaching and researching at the undergraduate and graduate level.
57	Faculty	English	31 - 45	the staff are helpful and professional, but the collection is very weak and the web page that indexes the electronic resources is unattractive. the subscription databases are hard to navigate; one is frequently required to start from the beginning.
58	Faculty	Geosciences	31 - 45	library staff work hard to accommodate print and online resource needs - the library website is very good except for Voyager, which is a real pain to use - its

				search engine is terrible! this is probably the biggest immediate problem with the library
59	Faculty	Geosciences	31 - 45	Two biggest needs: 1. remove electronic embargo on current year Science and Nature journals (worlds most timely articles!) 2. Need to extend Web of Science to 10 years
60	Faculty	Geosciences	46 - 65	I think the library staff are very helpful. The primary problem with the library is the lack of journals important to my field, and the lack of electronic subscriptions. For example, the university does not have electronic subscriptions to Science, Nature, or Geological Society of America publications. The development of the ability to download individual articles from Elsevier journals is a positive step forward.
61	Faculty	Geosciences	46 - 65	A need for expanded technical collection
62	Faculty	Geosciences	46 - 65	ILL service is excellent here. I could not function without it.
63	Faculty	Geosciences	46 - 65	The library has come a very long way in a very short time, but that is because we were so far behind the curve. I feel this has been a result both of underfunding and lack of communication with needs of the programs. This latter has changed, and your are making your way towards a research supporting facility.
64	Faculty	Geosciences	46 - 65	I think the library is very good, especially for the limited budget. I am worried that we will lose paper journals in preference for electronic formats. I think we need both. Browsing on the computer is still taxing on the eyes. For example, we no longer get many IEEE journals in paper. This lack is potentially a huge problem. No listing for research professor!!
65	Faculty	History	46 - 65	I use the historical society's library for research, thus I was unsure how to answer some of these questions. I seldom need the library staff to do my own research. The library staff is wonderful. The circulation department policies are fantastic for professors. hMore attractive lounge areas whould be great. Some of the electronic journal collections and finding aids (which are expensive I understand) do not serve the historians well.
66	Faculty	History	31 - 45	Please purchase J-Store
67	Faculty	History	31 - 45	We need JSTOR - it houses a wide variety of journals from so many disciplines that I need for my research that our library either does not carry or only has on microfilm (which I can't use for health reasons - migraines). It is incredibly frustrating to not be able to access, or have my students access, necessary journals.
68	Faculty	History	31 - 45	On-line articles and databases need to be organized in a more logical way. Tracking down journal articles can be a nightmare due to multiplicity of services and search options. This leads to much duplicated effort and frustration and not much in the way of results. Finding articles without wasting a huge amount of time would be nice.
69	Faculty	History	31 - 45	Service and staff at the library are generally fine. The collections, journals, the library search engine, etc. are my main beefs. 1) Collections are often outdated or do not reflect diversity of opinion and research. Collections relating to traditionally marginalized groups, such as women, people of color, cultures other than Western, homosexuals, etc. need serious updating. J 2) Journal subscriptions need to be re-evaluated, perhaps by a survey of new faculty members (of which there are so many) asking what journals are critical to us in our fields. 3) Library search engine-it is so unusable that I go online at other universities, use THEIR search engines which are so much more user friendly, and then come back to us and typically Interlibrary loan what I need. And thank God for Interlibrary loan!

70	Faculty	History	31 - 45	You need to get J-Stor and you need to completely get rid of microfilmed journals. Students and faculty do not use them.
71	Faculty	Instructional and Performance Technology	31 - 45	I think that the library is doing a great job; I'm especially impressed with the strides made in the last 5-10 years in online accessibility. The BSU library's interface is a lot better and a lot easier to use than many other library web sites that I've visited. I would love to see more individual articles made available electronically, but I'm sure that's more of a publisher decision than a library decision.
72	Faculty	Instructional and Performance Technology	31 - 45	More and more, what I find that I need is additional online resources. For instance, ABI Inform would be incredibly useful to me. I know these services are expensive but I fine that lately all most all of my research is conducted from my office.
73	Faculty	Instructional and Performance Technology	31 - 45	Keep growing!
74	Faculty	Instructional and Performance Technology	31 - 45	More electronic journal articles for easy access
75	Faculty	Kinesiology	31 - 45	My particular subdiscipline is not well represented in the library, particularly within academic journals.
76	Faculty	Kinesiology	46 - 65	I have been pleased with library services. I find people to be helpful, willing to reteach what I have forgotten and patient.
77	Faculty	Kinesiology	31 - 45	Great service and location. My biggest suggestion is to increase the number of journals (vs. books) in t he library and keep making things accessible from home online. (That feature is awesome.
78	Faculty	Kinesiology	46 - 65	I think the Library is outstanding!!! Keep it going.
79	Faculty	Legal Assistant	46 - 65	I appreciate the s trides the library has taken. I know they have more work to do in today's environment.
80	Faculty	Management	46 - 65	I'm impressed with the r esponsiveness of the Albertsons Library staff at BSU.
81	Faculty	Management	46 - 65	They do a good job with the resources they have. I would like more journal subscriptions.
82	Faculty	Management	31 - 45	I believe the Albertsons Library excels at willingness and desire to be exceptional. I think some student employees and capital resources limit their ability to reach that level of service.
83	Faculty	Marketing and Finance	31 - 45	I use the databases very often and am quite dissatisfied by the fact that often for many journals, the archives either do not go back far enough, or provide full copies of the articles in pdf or html format.
84	Faculty	Marketing and Finance	46 - 65	Business Source Premier seems to have access to fewer complete articles than ABI/Inform. Abstracts just don't serve as an adequate substitute.
85	Faculty	Marketing and Finance	46 - 65	I have always found the reference librarian helpful and willing to show my students how to use the library for research projects. I have found that requests I have made to have materials purchased do not happen in a timely fashion.
86	Faculty	Master of Health Sciences	31 - 45	I find the library search pages difficult to use so I offer just bail out to PubMed or another service. I don't find long lists very helpful. The services I want to use (like EBSCO) are often unavailable or hard to find.
87	Faculty	Master of Health Sciences	31 - 45	the staff are helpful and service is good. The issue is the library is still oriented to undergraduate education while the university is pushing for more graduate programs and more research
88	Faculty	Master of Health Sciences	31 - 45	I find it hard to navigate the web a ccess. When I call for help I don't get much help. I specifically am looking for peer reviewed journal articles.

89	Faculty	Materials Science & Engineering	31 - 45	My main need is to have quick and easy access to electronic journals. However, most generals I need are not available on-line.
90	Faculty	Materials Science & Engineering	31 - 45	I am satisfied with the service and personnel. There are not enough periodicals/journals available. The availability of Elsevier journals electronically improved the situation A LOT! However, there are many journals which are not accessible.
91	Faculty	Materials Science & Engineering	31 - 45	The service from library staff is outstanding. The electronic resources are limited but improving. In the past year or so, the staff have become increasingly inventive to increase resources. Keep going in that direction. Funding to the library should increase.
92	Faculty	Mathematics	31 - 45	More Nova/PBS videos available to check out
93	Faculty	Mathematics	31 - 45	If resource available, the library should consider to subscribe the JSTOR.
94	Faculty	Mathematics	46 - 65	Good Job.
95	Faculty	Mathematics	31 - 45	I would like access to more electronic journals
96	Faculty	Modern Languages	31 - 45	Lexus/Nexus Academic would help me with international newspaper and journal searches. And I have some problems understanding if and which journals we have electronic copies of, i.e., when I search for journals. Otherwise I am very happy with the library and its resources. Thank you.
97	Faculty	Modern Languages	31 - 45	I am also pursuing a Master's in Hispanic Literature and I find few books available in this language. I have looked for the Classics and have not found them.
98	Faculty	Modern Languages	23 - 30	I am very pleased with the CRC. I usually need help finding videos (some are numbered, some are alphabetized), but it is a great collection. Thank you.
99	Faculty	Modern Languages	31 - 45	<ul style="list-style-type: none"> <li>• I have been *very* happy with the number of titles the library has acquired for me in my research and teaching fields. Thank you! The collection has already grown significantly in these areas since I arrived thanks to the library's support. I would truly appreciate it if this backing would continue!</li> <li>• Unless I have simply missed the place where sample searches are given, I haven't yet found out where to direct students (aside myself, but I don't always have the time) to understand how to run a search on a database (the MLA database, for instance). The "help" option is not truly too helpful for students who don't immediately find what they are looking for or don't know how to find what they are looking for.</li> <li>• The tables facing the river and foothills are great for studying. Please don't change that!</li> </ul>
100	Faculty	Modern Languages	23 - 30	I need to use library more usefully, so that students can access to resources that they might not be able to get on their own.
101	Faculty	Modern Languages	23 - 30	i think they're doing a great job. i really appreciate the inter-library loans
102	Faculty	Modern Languages	31 - 45	The amount of time between ordering books for the collection and the time they get added to the collection is often very slow.
103	Faculty	Music	31 - 45	An electronic sound recordings library would be handy-- it would be more universally accessible and would reduce the potential for lost or damaged existing archives.
104	Faculty	Music	31 - 45	My students frequently complain that books are mis-shelved or missing. I myself frequently have the same experience.
105	Faculty	Music	23 - 30	I would like to see more on line journals for music and music education. I would also like to see hard copy journals housed in the library. Currently, I have to keep these in my office and students are not always able to have open access to them as they would in the library.

106	Faculty	Music	31 - 45	Sometimes the library seems understaffed, especially in the reference area. I definitely think MORE FUNDING would aid the library in getting more up to date journals in the field of music. The interlibrary loan program is excellent. I would also suggest that adding some couches and more study spaces would make the library a more inviting place to study.
107	Faculty	Music	46 - 65	The services of the Curriculum Resource Center and its staff are excellent, and make the difference between the library functioning and not functioning for me. The re-shelving staff make far too many mistakes in call number order in the music section, and the musical scores are often in disarray, partly due to porr hardware for the many sizes and partly due to inadequate maintenance and mis-shelving.
108	Faculty	Networking, Operations & Information Systems	31 - 45	One library contact has been consistently slow in getting back to me. My responses are indicative of that. I find the practice of making non-elec journals (recent eds of major journals) avail thru film rather than as bound volumes to be a disservice I would like to see new faculty grants usable for journals (perhaps by reducing the grant amount). Imporant knowledge transmission in my field occurs through journals. In my field books for the most part do not matter. I would like to get an email when materials are over due
109	Faculty	Networking, Operations & Information Systems	46 - 65	Obtaining teaching cases, on a short notice, is sometimes difficult. Library personnel, however, is most helpful with this problem. I am very grateful for their help, especially Ms. Kozel and Mr. Taylor.
110	Faculty	Networking, Operations & Information Systems	46 - 65	There is a vast difference in the quality of staff and their service in the area of supporting colleges and departments. We are not keeping up with the literature in fast moving areas, and losing ABI was a major blow to business education. BSP is not an equivalent product even tho it was marketed that way.
111	Faculty	Networking, Operations & Information Systems	46 - 65	The library seems to me to be one of the most progressive IT organizations on campus, with people like Dan Lester leading the way. Even more needs to be done, however, to continue enhancing online access to materials such as journals from any computer anywhere.
112	Faculty	Nursing	46 - 65	More space is needed for individuals and groups to work in the library. Also, it is difficult to use the online services from remote sites as at home or in other locations. Would like easier connections to retrieve articles. Perhaps some dedicated staff time to assist faculty with finding and printing articles? Is it possible? all the staff are very helpful and responsive to questions. Is there a help line for users off campus?
113	Faculty	Nursing	46 - 65	Commend the library for the improvements in electronic access over the recent years.
114	Faculty	Nursing	46 - 65	I think the library services are important and the personnel is great. I have always had answers to my questions and have been able to get the help I need. Good job and keep up the good work!
115	Faculty	Nursing	46 - 65	Would really like to increase our collection of on-line journals.
116	Faculty	Nursing	46 - 65	I really appreciate all the help I get from the library staff. And believe me I call and ask a great deal and they are always wonderful about helping me find what I need. I think everyone that works there is wonderful. And although I use the system a great deal at home when I need to go the service is wonderful and extrememly helpful. I am working on my dissertation for my PhD and they have been outstanding in my research.
117	Faculty	Physics	23 - 30	The overall performance of the library is very good. I would request to get more research journals (Elsevier, springer link , IOP etc.) which would help the research community and the Boise State University.
118	Faculty	Physics	46 - 65	there are always more journals that it would be useful to have and books, too.
119	Faculty	Physics	46 - 65	Unfortunately I cannot validly comment on a number of the questions because of not having any basis upon which to make a choice. Choosing N/A does not

				mean that I think the item is not appropriate, just that my encounters do not supply the proper information, and may not be representative of what happens with students. Historically our library has been hampered by a lack of facilities and resources; and has done very well within that context. My only wide ranging concern has been what I believe to be a shortage of available hours, and a shortage of good space (both of which are due to finances). The availability of online resources has greatly ameliorated part of this, but not the academic socializing, which in the past has been partly diminished because of the nature of our university. I also would have liked a N/A choice for questions 28 through 35 because many of us have found other means for satisfying our needs in the past and have not returned to the library when it became more able to fulfill those needs. It seems that they have been trying very hard, but I have not taken advantage of all the opportunities that are available to me. They should not be debited for my lack of participation. In a few cases I went back and answered based solely upon my interactions, which may not be an unbiased interaction in that I have been around forever nor have I tried to use some of their materials.
120	Faculty	Political Science	46 - 65	The library staff is great. The resources are abysmal. The collection is inadequate. The paucity of journals is appalling.
121	Faculty	Political Science	46 - 65	We have greatly appreciated the interest and assistance extended to the departments of political science and public policy/administration by Nick and Mellisa. I have worked with Nick for several years and he has become an unofficial member of our department because of his ongoing interest in and support of our political science program. I have also appreciated the help offered by Donna and the other people who work in the reserve section.
122	Faculty	Political Science	31 - 45	The staff is very nice and stays in contact with us. I appreciate the emails letting me know new books that have been received and so on. The staff also runs programs to expose students and faculty to the library which allow us to use the library more effectively. So in terms of service by the staff, they do their best and I appreciate their hard work.. It is the resources that are pitiful. And the books that are bought are very questionable particularly with the limited resources the library seems to have at its disposal. Stick to reputable academic presses if you are short of money. Leave the vanity presses alone. The books are sparse and not of good quality for the most part. I see books by Ann Coulter and other "talking heads" rather than scholars! And it is amazing to find a university without JSTOR. It makes research so much more difficult not to be able to search an engine like JSTOR. That needs to be implemented! Thank you for your time and consideration.
123	Faculty	Political Science	31 - 45	Given the resource crunch, the staff of Albertson Library do a wonderful, professional job.
124	Faculty	Psychology	46 - 65	Parking and access to library can be very challenging. Drop boxes to return items that are available by auto would be appreciated.
125	Faculty	Psychology	31 - 45	The library personnel are great; it's just that I'm a fairly savvy library user and don't need help very often. Of course would like more scholarly journals in my area, but ILL works quite well for filling in the gaps.
126	Faculty	Public Policy and Administration	31 - 45	The library is woefully behind on its ability to provide useful, up to date, academic electronic journals and search engines. If the university is serious about becoming a research university, a significant emphasis will have to be placed on increasing the library's services.
127	Faculty	Radiologic Sciences	46 - 65	I have not had much success with library staff helping students find journals for research or assisting students to most effectively use the computer services available in the library. The library staff has not shown much enthusiasm toward assisting students to use the library resources most effectively.
128	Faculty	Radiologic Sciences	31 - 45	I have not had much success with library staff helping students find journals for research or assisting students to most effectively use the computer services available in the library. The library staff has not shown much enthusiasm toward assisting students to use the library resources most effectively.
129	Faculty	Sociology	31 - 45	Library service - Excellent New electronic catalog (Voyager) - NOT excellent - esp. for searching videos

				Lack of JSTOR - extremely harmful.
130	Faculty	Sociology	31 - 45	I need access to the Lexus/Nexus newspaper database.
131	Faculty	Sociology	31 - 45	The library, as numerous other entities critical to the institutional infrastructure of a research institution, dramatically lacks the resources to support the administration's stated goals of research--despite the best efforts and intentions of a committed staff.
132	Faculty	Sociology	46 - 65	I think electronic journals are great BUT sometimes different data bases do not provide links to full articles AND there needs to be a time overlap between having electronic access and losing print access as some journals are still not online and others are only for the last year or two. I understand it is costly but nothing can fully replace print material.
133	Faculty	Special Education (K-12)	31 - 45	I access information almost exclusively through on-line sources, and use the electronic indexes several times a week. I rarely go to the library itself for information, but could not do my job without the electronic indexes.
134	Faculty	Undecided	Female	
135	Faculty	Undecided	46 - 65	The Library's policy of offering microfilm copies of professional journals rather than making hard copies available is horrible! It deters students from using journals and complicates faculty research. This policy is the single greatest weakness in the Library and seems more in line with a junior college than a metropolitan research university of distinction. As a result of this policy, I have often waited to do my research in professional journals at university libraries in neighboring states.
136	Graduate	Accountancy	23 - 30	It is great.
137	Graduate	Bilingual Education and ESL Programs	31 - 45	I know West campus Library is new -- and space is limited, it would be nice if there were a way to have more study space -- and I would like to take a training class -- I do not know what is available -- on how to use the various library resources etc. The Library staff has always been extremely helpful and polite --- I would like to learn how to do more things independently instead of asking for help ---
138	Graduate	Bilingual Education and ESL Programs	31 - 45	I have switched to using the Nampa library since I live in Payette, but miss the CRC in Boise. The CRC was/is so great with curriculum ideas and help from the second floor ladies (mostly ladies). I miss their help so go back about once a month to the library in Boise.
139	Graduate	Communication	46 - 65	The new Westlaw and Basque Databases were nice additions to the collection.
140	Graduate	Counselor Education	23 - 30	The best thing about the library is the employees and their helpfulness.
141	Graduate	Counselor Education	23 - 30	The library has kept up very well with the advent of technology. One downside is that there are all that many more search engines to learn how to navigate and that can be difficult. Overall, the staff has always been very knowledgeable and helpful. One of the most important features of a library, in my opinion, should be the availability of quiet space. It's a shame that the library has become a terrible place to try and study. As a student, I feel robbed. For one thing, it's often too warm inside, but even more importantly, it's become a social area. I would love it if people could distinguish between a study space like the SUB and the library. Too much talking is taking place and the one quiet area (4th floor) is essentially a reservable space so you'd better not get too comfortable in someone else's study carol. It's a shame that students no longer have a place to go on campus where the environment is conducive to reading and studying.
142	Graduate	Counselor Education	23 - 30	As is the case with campus in general, we are pressed for space. However, I feel very strongly that the library should be a quiet and studious environment and that, sadly, is no longer the case with the main campus library. Florescent lights and chit chat fill the air. If people want to do group work or engage in conversation, I'd rather they be in a segregated area or that they go to the SUB. There is no sanctuary for quiet study on this campus and that is a big problem. The only remotely quiet spot would be the fourth floor and then, of course, it is a reservable space so the average student does not get to enjoy that quiet area.

				Furthermore, the search engines seem to change quite a bit for different journals, etc. As a student, it's hard to keep up from one year to the next. I'd like to see more education offered in this area with a variety of drop in times to suit varying schedules.
143	Graduate	Curriculum, Instruction and Foundation Studies	31 - 45	I have 3 different positions on campus and am also a graduate student. I think that I should be able to reflect all that info on the questionnaire.
144	Graduate	Curriculum, Instruction and Foundation Studies	23 - 30	I mainly have two beefs with the BSU main library. One: the hours are too short. Two: I want more programs available on the computers. I feel like I'm not trusted with only four options. In particular, I sought desperately for chinese translation site and could not find one. I figured the problem was I needed to download a program or something but the attendant could not help me. PageMaker and Photoshop would be nice. Someone told me that I could find those at other labs but where's the list to tell me where? Not in the library.
145	Graduate	Educational Technology	31 - 45	you can't be serious with this survey...could you possibly make it any more difficult? Here's my comments. I love the library, great books, great service, always helpful. There are courses that can teach you how to effectively design a better survey.
146	Graduate	English	46 - 65	Staff is skilled and gracious. Collections are limited and dated.
147	Graduate	Geosciences	23 - 30	I often (on a bi-monthly basis) need to resort to ILL for journal articles to which the library does not subscribe or for which the subscription only goes back a few years (typically the case for online-only subscriptions). That said, the ILL service is usually speedy enough and, of course, free of charge.
148	Graduate	History	46 - 65	The overall service of Albertsons Library is as good as it gets anywhere. The front desk and reference staff really work toward meeting any research need that might arise. My biggest gripe is the access to the electronic journals and articles. So many have to be ILLed. But then, we are not a rich private institute. In that way, the great service is the best compensation for any deficit of primary research material. The ILL staff is the best I've known in five institutions--two of which were rich and private.
149	Graduate	History	31 - 45	Using the library search engine is annoying. Google always returns relevant information; is it possible for the library to utilize such a user-friendly, intuitive search engine?
150	Graduate	Instructional and Performance Technology	23 - 30	I'm in an online program, so accessing information from my home is most important to me.
151	Graduate	Instructional and Performance Technology	31 - 45	The library is fine, this survey has some user friendly issues. It was confusing and hard to understand. It looks intimidating and I almost didn't do it.
152	Graduate	Instructional and Performance Technology	31 - 45	Love the online chat feature with a librarian. That is a great service. Would like to see more electronic articles online and available for download through the library
153	Graduate	Instructional and Performance Technology	18 - 22	The library has helped me greatly as a distance student!
154	Graduate	Instructional and Performance Technology	23 - 30	The staff provides outstanding support when I need it. My only hope is that the library continues to improve, and advance, the online resources such as the articles and indexes.
155	Graduate	Marketing and Finance	23 - 30	Last year the week before and week of finals most materials were not available due to changes in the library and a new catalog system. What idiot thought the end of the semester when students are finishing reports and studying for finals was a good time to start this project. No printed materials were available to help me with my reports and studying. This is just an example of how the library does not think outside their own walls. The library needs to view themselves as a service department, not keeper of information. Facilitators not controllers.

156	Graduate	Marketing and Finance	31 - 45	I find the people who work there to be extremely patient, helpful and enjoying their work.
157	Graduate	Materials Science & Engineering	31 - 45	I have no need for the library at this time, but will in the future.
158	Graduate	Mechanical Engineering	31 - 45	I would like it if the library was open later into the evenings.
159	Graduate	Networking, Operations & Information Systems	31 - 45	I think that the electronic library for Information Systems is kind of out dated. Doesn't seem to have up to date stuff.
160	Graduate	Public Policy and Administration	23 - 30	In my opinion the library staff are wonderful--they remain patient and helpful even when students sometimes do not.
161	Graduate	Undecided	31 - 45	n/a
162	Library Staff	Art	46 - 65	Included in the Library Information Series should be a document on "How to use the LCCS".
163	Library Staff	English	46 - 65	Even though I work at the West Campus library, I responded to the survey with the Boise Campus library in mind.
164	Library Staff	General Studies	31 - 45	Updating the physical facilities and making some of the collections more easily accessible would be helpful.
165	Library Staff	Literacy	46 - 65	I think #42 is a "bad" question. I am library staff, and there is nothing on the list where I can note that. Even if there were an education choice, I could use that. Unfortunately, it is not there. I chose Literacy for Information Literacy.
166	Library Staff	Mathematics	31 - 45	I think the library sometimes collects large amounts of material on one side of a controversial issue and does not always collect materials to support the other side of the issue.
167	Library Staff	Modern Languages	23 - 30	Even though I use the West Campus Library most often, I answered the questions for the Main Campus Library. The survey takes longer than 10 minutes.
168	Library Staff	Psychology	46 - 65	As library staff we should always put the patrons needs first. About 50% of staff seem to be doing this depending on which library department it is. I feel that not dealing face to face on a daily basis with the patrons can give an incomplete idea of what those needs may be and how best we can meet them. Lack of communication and differences in opinions between departments also contributes to the amount and quality of service we give to our patrons.
169	Library Staff	Undecided	46 - 65	I think the library staff do a good job, given the limitations they work under (inadequate staff & budget, semi-functional equipment, etc) The facility & collections need some major attention.
170	Library Staff	Undecided	31 - 45	I think that overall the library gives good customer service. I think the library could improve on how they deal with customers to give better service.
171	Library Staff	Undecided	Over 65	because i work here and know how hard we work at providing good public service, i think we do a good job at it. of course the library can only contain so much in the building so i don't know how our patrons feel about what is provided. it'll be interesting if we get to learn the results of this survey. (i have no discipline)
172	Staff	Accountancy	31 - 45	When I need help in the Library I find the staff to be very friendly and knowledgeable, but I do seem to have to wait a bit for someone to be available. I have tried to use the Web searches to see what is available in the library and have found it difficult, or have found the materials I'm looking for unavailable.
173	Staff	Accountancy	31 - 45	I'm a staff member and rarely use the library but the times that I have, I have been very satisfied with the service I received. I especially like the ability to get articles from the web site and will take better advantage of that in the future.
174	Staff	Accountancy	31 - 45	Always find staff helpful.

175	Staff	Accountancy	31 - 45	I have found the service to always be friendly and helpful. The reference staff is invaluable. The hours are very accommodating and I like to use the ASK A LIBRARIAN site when I'm stumped.
176	Staff	Accountancy	31 - 45	I have never been in the library. I dont even know where it is??
177	Staff	Applied Technology	31 - 45	I have not used the library. I was required to enter an answer in questions 28-35 therefore the answers there do not actually apply.
178	Staff	Art	46 - 65	The library is a wonderful building, I have never had a problem with locating and using it's resources. The most valuable tool on campus!
179	Staff	Art	23 - 30	I think the biggest thing lacking is that there needs to be more guidance on how to use the resources in the library. For instance the online catalog. I suggest some type of orientation for first year students so they will be set for their years at Boise State. Also more interaction between staff and students, maybe if students look confused or lost ask them if they need help. The website is also a bit confusing to navigate.
180	Staff	Art	46 - 65	I think we have a GREAT Library . There is always room for improvement but as it is it is very good for students and all who use it.
181	Staff	Art	31 - 45	I think the library is fantastic. I am always surprised at the number of books and variety of subjects. I have never encountered an unfriendly employee. The only thing I might complain about is that the chairs aren't terribly comfortable. Since you mentioned a comfortable and inviting place, it might be nice to have some common study areas with more comfortable chairs. The current ones are a bit more industrial and not as comfortable to curl up in and study. Also, this survey asked the same question several times in different ways. I think that is the most annoying thing I have ever experienced with our library.
182	Staff	Art	46 - 65	The facility is fine, well stocked and staff are both courteous and helpful. My only comment would be that I think our main campus Library should be minimum TWICE the operation that exists. Although electronic media can increase available information, I believe the physical establishment should be increased.
183	Staff	Art	31 - 45	I am very pleased with the clean and quiet environment that the library at Boise State has for its users
184	Staff	Bilingual Education and ESL Programs	46 - 65	Very good service from all the staff. Would like to see more display of material in Spanish.
185	Staff	Biology	31 - 45	I would like to have more electric journals and list of the accessible Journals..
186	Staff	Biology	23 - 30	The West Campus library staff is very knowledgeable and always helpful!
187	Staff	Canadian Studies	Over 65	Being a Criminal Justice major a lot of the research i have to do for classes tends to overlap into the Law Library. My issue lies in that the staff in the Law Library tends to not want to help out undergraduates very much despite that we are all part of the same academic community. I think it's a shame that the Law Library does not welcome Undergrads in but the other libraries welcome in the Law students. On one occasion as soon as the resource librarian found out I was an undergrad she told me she had law students to attend to and that I could just go ahead and look around myself, when in fact I had no clue where to look for anything. I think those communications need to be built up to make the environments more welcoming for all.
188	Staff	Communication	46 - 65	As a BSU employee, I never use (nor need to) Albertsons Library other than to occasionally use resources. I never set foot in the building itself. I prefer to use non-library online tools to gather information.
189	Staff	Community and Environmental Health	46 - 65	Since I work in a resource center on campus that provides printed and video publications in a specialized field, I rarely need the library's services. I have appreciated the availability of videos for some adjunct teaching. The system to check out videos seems to be "in progress". I don't think I am a representative source for this survey, due to my limited and specialized use.

190	Staff	Community and Environmental Health	46 - 65	It would be great if we could request books online & have them delivered to our mailbox. Perhaps this is not reasonable, however.
191	Staff	Computer Science	46 - 65	The search via online catalog appears to fail to find results when they are there. Need better location info in search results, such as what floor the book is on. I like Albertsons because it has a wider selection of fiction than the public library systems do.
192	Staff	Computer Science	46 - 65	I find it hard to locate desired materials. So I do not use the facility often. This makes it even harder to keep up with material locations.
193	Staff	Curriculum, Instruction and Foundation Studies	31 - 45	
194	Staff	Educational Technology	31 - 45	The majority of the library staff I have worked with have been efficient and helpful, particularly within the Interlibrary loan office and the Curriculum Resource Center. Thank you.
195	Staff	Educational Technology	46 - 65	Keep up the good work on making the library accessible to distance students. This population is only going to grow! I answered this as both a concerned staff member as well as a graduate student.
196	Staff	Educational Technology	31 - 45	The library seems fine. But, I have the impression that they aren't very high tech. Some time the staff are slow to respond to emails, and phone calls. It takes days, and, honestly, I can't imagine that they are really that busy, the books don't go anywhere. So, that's a little annoying, because most offices on campus respond to emails immediately, or very quickly. One thing you should be aware of that there are professional staff, who are a part of a discipline, but not a discipline that is taught at Boise State. I do research in my discipline, but, you only put majors we have at Boise State as a part of this survey. So, my discipline is not correct on this survey you don't have it listed, and I can't submit the survey without putting something.
197	Staff	English	46 - 65	I have answered these questions based on my experiences as both an undergraduate and graduate student. I am also a staff member. Overall, my experiences with the library have been good. However, a number of the staff are not very friendly. In addition, I find that some library processes are not very efficient--for example, the way in which faculty proxies are done. Also, it can be difficult to find information on your Web site--every semester I have trouble finding the faculty proxy form.
198	Staff	English	46 - 65	For the most part I have found the library to be very helpful. When I was researching literary topics for both my undergrad and graduate degrees I often found that necessary scholarly journals were not available.
199	Staff	English	46 - 65	This is an EXCELLENT library but the electronic holdings (journals, etc.) are hard to use because so many titles, issues, or articles are not available electronically. The search mechanisms for these documents are inadequate, in my view. ---I should note that I work in Ed Tech but most of my research is in writing and cinema.
200	Staff	English	46 - 65	Perhaps the library staff could offer a couple short training sessions (for staff) through the Let's Talk Series that offer topics such as: How to identify Reputable Internet sources, What do Admin Assistants need to know about copyright law?; P-Card security and online ordering; How to keep up with current topics in the field for which you provide support; What does the library offer that staff will find useful?
201	Staff	English	46 - 65	The Albertsons Library on the main campus is woefully lacking in journals and up to date research material. Interlibrary loan is an option, but not always ideal. The staff is great! Atmosphere, great!
202	Staff	General Studies	31 - 45	Remote access is key, e-publications key. Library Staff in general--very helpful--but I prefer independent search and tend to do most work remotely and come in to pick-up resources.
203	Staff	General Studies	46 - 65	Most of my problems were being smarter than the survey.

204	Staff	Geosciences	46 - 65	Interlib loan has always gone out of their way to assist.
205	Staff	Geosciences	23 - 30	I believe the library representative working with the Department of Geosciences (Cheri Folkner) has been doing a wonderful job of interfacing with the department, keeping the department aware of changes that affect us, and working with our library representative to make sure the library is meeting our needs.
206	Staff	Geosciences	46 - 65	This is the strangest survey instrument I have ever taken.
207	Staff	History	31 - 45	I really appreciate the helpfulness and pleasant attitude of the library staff. All of my encounters with them over the past 18 months have been very positive. They are attentive, friendly, and efficient.
208	Staff	Instructional and Performance Technology	46 - 65	Since finishing my coursewo rk I do not use the library as much, but it is convenient for research in my position and for personal research (genealogy).
209	Staff	Management	46 - 65	I am quite pleased with the Albertson's Library level of performance academically and customer service.
210	Staff	Management	31 - 45	The folks at the Checkout counter should behave as though the person checking out materials is the only reason they have a job instead of as though they wished we would stop interrupting them.
211	Staff	Management	46 - 65	Parking in the evening is a safety factor for off campus library users. Need a golf cart driven by security type person to shuttle users to parked vehicle. Staff who walk about or appear to monitor library space and users, again for safety reasons.
212	Staff	Management	46 - 65	The people I know are all very nice!
213	Staff	Marketing and Finance	46 - 65	Overall, the staff have been friendly and helpful on the limited times I've used the library. I don't find the online catalog or the building very welcoming or easy to navigate. I am almost certainly unaware of all the potential ways I could use its services.
214	Staff	Marketing and Finance	46 - 65	I have not used the BSU Library in the past 10 years.
215	Staff	Master of Health Sciences	23 - 30	Your discipline questions #42 does not give all options. I am not a student and therefore do not fall into any of your Majors listed. I am also a doctoral student at another university, but utilize the library services at BSU
216	Staff	Master of Health Sciences	31 - 45	The discipline choices do not accurately reflect all possible choices. I am not a student, but had no other options.
217	Staff	Music	46 - 65	Sometimes the library seems understaffed, especially in the reference area. I definitely think MORE FUNDING would aid the library in getting more up to date journals in the field of music. The interlibrary loan program is excellent. I would also suggest that adding some couches and more study spaces would make the library a more inviting place to study.
218	Staff	Networking, Operations & Information Systems	46 - 65	in general I believe/feel services to be very good...but with focus, they could become GREAT...
219	Staff	Networking, Operations & Information Systems	46 - 65	I have filled out the "Position" #43 section 3 times. My answers disappear each time. I will try one more time.
220	Staff	Networking, Operations & Information Systems	46 - 65	The facility is getting a little dated, both technologically and use ergonomics.
221	Staff	Networking, Operations & Information Systems	46 - 65	The staff is always helpful and polite. The Web access is complex but this may be the hard to make it any easier.
222	Staff	Political Science	31 - 45	The staff at west campus are very pleasant and very helpfull. thank-you.

223	Staff	Psychology	31 - 45	I really enjoy the Albertsons Library. A couple of suggestions: Set up a nice reading area with comfortable chairs. The ones on the second floor are small and not very comfortable. Have more group study rooms, if possible. Also, the library hours aren't very good. I've lived in a lot of university towns and this library has the shortest amount of hours. In the summer, the library is closed on Sundays. Why? Aren't we a "Metropolitan Research University of Distinction?" If we are a MRUD, open the library on Sundays ... if not, then we're far from being a MRUD and just a commuter school.
224	Staff	Public Policy and Administration	46 - 65	Online help is fantastic!
225	Staff	Public Policy and Administration	31 - 45	It is difficult to understand how to get the library to include publications currently not received.
226	Staff	Public Policy and Administration	31 - 45	The website and catalog are great in that you can access them from anywhere, but they could be MUCH easier to use. They're not that user-friendly. Also the library furniture and interior needs to be updated.
227	Staff	Sociology	31 - 45	Our library needs to be overhauled to a serious degree to be able to be more 'on-par' with institutions our size, as well as, to fit with the direction we are headed. It is well behind where it should be. Generally, I am able to find the information I am needing at the Boise Public Library down the street, which is a shame.
228	Staff	Sociology	31 - 45	I think there should be more open study space in the PCL for groups. The atmosphere for group study in PCL is not inviting at all. Mabe if the library took a more modern approach as in the FAC it would greatly improve group experiences.
229	Staff	Sociology	46 - 65	This was a very difficult survey to fill out. I only use the Library for research when I am taking classes. Since I'm not, I rarely access those services.
230	Staff	Undecided	46 - 65	I have found the staff at West Campus to be very helpful. They solicit opportunities to be of service to faculty and students. My primary use of the library is in directing students and faculty to its resources.
231	Staff	Undecided	46 - 65	The parking dilemma on campus limits my accessibility to the library.
232	Staff	Undecided	46 - 65	this survey was not a good survey. it did not give me the option to say I don't use the library and submit it with out filling out everything.
233	Staff	Undecided	31 - 45	My husband attended here he always had great things to say about it.
234	Staff	Undecided	46 - 65	The staff are very helpful
235	Staff	Undecided	46 - 65	i would use the library a lot if your catalog search was as easy as boise library and if you listed new materials on the web so I would be able to see what is new This survey was especially redundant and required I select a discipline. I am administrative staff and have no discipline, ask anyone. HAHAAH SERiously, I'm not academic so what should I put there?.
236	Staff	Undecided	31 - 45	Discipline above does not apply to staff positions
237	Staff	Undecided	46 - 65	I don't use the library, so cannot comment on existing services, but I was encouraged to complete this survey anyway.
238	Staff	Undecided	23 - 30	In regards to Item #31- I believe it is my responsibility to determine what is and isn't tustworthy. The library should provide a wide array of options for everyone.
239	Staff	Undecided	46 - 65	Thanks for making the library an inviting place to be.
240	Staff	Undecided	46 - 65	I think the Albertsons Library staff is very helpful and that they provide a good environment for students and staff.
241	Undergraduate	Accountancy	31 - 45	I generally get the names of books from BSU's library internet and go to Barns and Noble to do research papers., because 9 times out of ten a book will be

				listed but is not available at BSU's library. BSU's library does not have the most recent publications, so I go to Barnes and Noble. If the resource is there, it usually is 20 years old or close to it.
242	Undergraduate	Accountancy	31 - 45	This survey is worthless. What is the difference between Min. level and Desired Level? What this library needs is more quiet study space with more comfortable seating to study in. The electronic resources are a pain to navigate when looking for professional journals and looking for information. The library staff seem to be very efficient at it but I dont find it so easy when I do it myself. Availible journals dont seem to be up to par there is a lot of information that I can get on interlibrary loan but when attempting to evaluate infomation for a reasearch paper I dont have time to wait or hope the information will be sufficient. Finally cell phone usage in the library is out of control and we could use more computers and printers on all floors.
243	Undergraduate	Accountancy	23 - 30	when trying to access certain journal articles, some of the ones I needed where not available, only the citation. Frustrating!
244	Undergraduate	Accountancy	23 - 30	Great job on getting a book that I wanted in. It took a few months but still it got here and they notified me when it arrived. thanks.
245	Undergraduate	Accountancy	18 - 22	The questions are sort of vague. Might consider re-wording them into more applicable concepts. I hope you aren't going to use my e-mail address for junk mail.
246	Undergraduate	Accountancy	31 - 45	I am a student fro the Selland College of Applied Technology. You do not have much that will help me in what I need to know. You need more technical based information.
247	Undergraduate	Anthropology	46 - 65	well yes it is a learning platform to be arranged with the ability to accept large groups of diversity.
248	Undergraduate	Applied Technology	23 - 30	I don't use the on campus library. I get all of my info online at home.
249	Undergraduate	Applied Technology	18 - 22	The people that work there are amazing!!
250	Undergraduate	Applied Technology	18 - 22	I am very impressed by the amazing services i receive every time i visit the main campus as well as the west campus. Great job!
251	Undergraduate	Applied Technology	46 - 65	Great Facility
252	Undergraduate	Applied Technology	18 - 22	Library employess really need to increase the level of customer sevice skills as well as notifying students when they have late fees rather than being rude to them when they check out a book.
253	Undergraduate	Applied Technology	31 - 45	I like the library for studying. I switched to Selland College, but I still use the study areas. More couches are needed.
254	Undergraduate	Applied Technology	31 - 45	I wish people would not answer their cell phones in the library...I tried studying on the first floor this week and the person at the table next to me kept answering his phone . Very distracting especially when it was set to so annoying ring tone.
255	Undergraduate	Art	31 - 45	CELL PHONES! Please make a more direct plea to students to NOT use them in the library. If a person whispered, it wouldn't be so bad, but they talk so loud on the phone. I think it's the special book collections on the second floor-where you have to read the books their & often use white gloves? It would be nice if you could staff this area at least once a week in the evening - preferably until about 7 or 8 pm. Those of us non-traditional students who work f/t times hours have great difficulty in using this resource. I have been able to break away from work in the past & found the selection quite interesting and useful in my coursework. I don't want to suffer a cut in my paycheck to use this resource. Thank you! Have a great day! :)
256	Undergraduate	Art	23 - 30	the library is always easy to find things, and when i need assistance, someone is always there to help me in any possible way. i use to like the boise library

				better, but i'm getting very familiar and use to the BSU library. thanks for your support!!!
257	Undergraduate	Bilingual Education and ESL Programs	18 - 22	When I looked up a resource at BSU Main campus library, it says that a DVD(Young Frankenstein) is on order. I needed by semesters end and I looked it up about 2 weeks into the semester and it still wasn't there. When I see something is on order, I assume it will be coming soon. By the way, its still on order.
258	Undergraduate	Biology	18 - 22	When trying to find a scientific journal one day the information desk couldn't find it and didn't understand what I was looking for, it was a bit frustrating. The library is a great place to study I go there three times at least a week to study between classes its very enjoyable.
259	Undergraduate	Biology	31 - 45	Overall, the library staff are helpful and knowledgeable.
260	Undergraduate	Biology	23 - 30	Please get more journals online that offer full PDF copies of articles. Interlibrary loan takes far too long compared to searching a database.
261	Undergraduate	Biology	18 - 22	Overall, I find that the Albertson's Library to be a very useful and inviting enviroment and tool. I can always find a peaceful area to study and can find many resources, whether they be for school or enjoyment.
262	Undergraduate	Biology	18 - 22	Overall, the Alberston's Library is an excellent tool for learning and studing. I also enjoy finding new books, either on history of exciting works of fiction.
263	Undergraduate	Biology	31 - 45	When searching for articles using the online databases, once you find the information on an article, there is no easy way to link to the article- even when the library has electronic access to it. You have to go out to the Journal List, find the journal and then find the volume and issue. Why not a link directly from the database search results to the article?
264	Undergraduate	Biology	18 - 22	I think the library is a great place to study. It always seems like there is a quiet place to go. Finding a computer in the library is a different story though, sometimes it's almost impossible.
265	Undergraduate	Civil Engineering	23 - 30	I am very impressed with the large collection offered with the Albertons library, and I have always found it easy to navigate on my own.
266	Undergraduate	Communication	46 - 65	In general I believe our library is excellent. I do wish that there were a few more of the research articles available on-line through the article -journal indexes. Sometimes when I try to access an article that is not in our library it becomes very complicated and frustrating. I would also like more space to study in groups like in the room just outside the front door. It gets extremely crowded and noisy in there duing midterm and finals. It is just groups studying not crowds being noisy. More tables spaced farther apart would be nice.
267	Undergraduate	Communication	31 - 45	On question 43, you should have all degrees listed. In general, the library has been very helpful for my work projects and school projects
268	Undergraduate	Communication	31 - 45	would like to see a few more publications available, a majority of the time I click on on article link (within the list from Alberton's library) to find that I have to pay for it.
269	Undergraduate	Communication	31 - 45	I hope my answers to the first few sections of the survey are accurate to my feelings. The questioning method is difficult to understand. Generally, I am satisfied with the library but I would like to have better use of online resources from home. I could use some information that would make this growing part of academia more accessable. There is always room for imporovement.
270	Undergraduate	Community and Environmental Health	31 - 45	Need more rooms for group studys
271	Undergraduate	Computer Science	18 - 22	I really like the calm, quiet atmosphere of the library, it's refreshing.
272	Undergraduate	Computer Science	31 - 45	The libraries primary set up is very nice, however i do alot of my work on a laptop and it many of the rooms wireless connection is not possible. I am not the

				only one who has this issue, possibly place more wireless accespoints would help increase the range for connections. Also consider upgrading to a G network.
273	Undergraduate	Computer Science	23 - 30	Great service, great asset to the university.
274	Undergraduate	Computer Science	23 - 30	na
275	Undergraduate	Computer Science	23 - 30	The only use that I really use the library for is for studying. It is a very quiet and convient place to do my homework. Around tests I usually get together with a group of people to study. Around midterms and finals the rooms fill up quickly, so more rooms might be nice.
276	Undergraduate	Construction Management	23 - 30	people need a reminder to not talk on their cell phones while in the study areas of the library.
277	Undergraduate	Criminal Justice Administration	31 - 45	I enjoy the library but the academic searches on the computers could be more user friendly. I have a very hard time finding the information that I am after. I usually give up and start looking on Google or Yahoo
278	Undergraduate	Criminal Justice Administration	18 - 22	it would be really helpful if we had more computers in the library, maybe upstairs.
279	Undergraduate	Criminal Justice Administration	23 - 30	Just wanted to add, Ive used a lot of libraries in the past while attending schools in California. I think the Albertsons Main library is one of the best as far as content, availability of resources, and customer service. Thanks
280	Undergraduate	Criminal Justice Administration	23 - 30	I would find BSU's library more helpful if they had resources that I actually needed. When I go to search for things I never seem to find what I need. I also find that it is very difficult to study or do any research at the library because so many people seem to go there for social hour or talk on their phones. This I find extremely distracting and deters me from using the facility.
281	Undergraduate	Curriculum, Instruction and Foundation Studies	46 - 65	Great facility, last time I checked out, clerk was very sarcastic. :(
282	Undergraduate	Early Childhood Education	18 - 22	it would be nice to be able to locate the books needed for specific papers based on the topic not the book, in electronic and scholarly journals.
283	Undergraduate	Early Childhood Education	18 - 22	I would like to see more friendly and helpful people that are willing to follow through and make sure that I actually find what I needed.
284	Undergraduate	Early Childhood Education	31 - 45	I have had only positive experiences with the library and staff. What a wonderful resource!
285	Undergraduate	Early Childhood Education	31 - 45	Would love to have designated quiet/no cell phones or group talking areas to study adn do homework...
286	Undergraduate	Early Childhood Education	31 - 45	The only major complaint I have is the layout for doing searches of the libraries assets It is cumbersome and often confusing when you want just a book to find the correct search engine as it is now.
287	Undergraduate	Early Childhood Education	23 - 30	The Boise Public Library is the one I use most and it is great, the Albertson's Library has antique books and is staffed with people who will go out of their way to discourage you from asking for their help, especially the people in the CRC department.
288	Undergraduate	Educational Technology	23 - 30	The people are great, the technology is good, the best possible under budget constraints.
289	Undergraduate	Electrical & Computer Engineering	23 - 30	I would like to see extended hours during the year and not just during finals week. Lewis and Clark College in Portland, Oregon maintains a 24/7 library schedule which is very accomodating to their diversity of students. This is one reason they have such a great academic reputation.
290	Undergraduate	Electrical & Computer Engineering	31 - 45	I would like to see more small group study rooms.

291	Undergraduate	Electrical & Computer Engineering	23 - 30	I have had zero problems when I have needed the resuorces provided by the library.
292	Undergraduate	Electrical & Computer Engineering	23 - 30	Include more areas to relax and read.
293	Undergraduate	English	46 - 65	I have used this library more than the public library and feel I would continue to even after retiring. The staff is to be commended.
294	Undergraduate	English	46 - 65	The staff at the library are always helpful and friendly, especially the reference desk staff. The computer monitors are friendly and patient when I ask what I think are dumb questions. Thanks!
295	Undergraduate	English	18 - 22	Very nice.
296	Undergraduate	English	23 - 30	I noticed that there aren't many current software books for programs such as Adobe Framemaker, Photoshop, InDesign, etc.
297	Undergraduate	English	23 - 30	The current search engine for items within the library is CRAP. The search program is clumsy and more often than not, it takes more finesse to find the search terms that will give you the results you want than it is to find the physical item in the library. The whole system desperately needs an update. The old DOS-based system they used at the Boise Public Library was a LOT better than the one that is currently used in the Boise State Library system.
298	Undergraduate	English	23 - 30	most of th e time people are friendly and helpful when it comes to assisting me in finding information I need, although sometimes the information isn't always available. I have never had any major difficulties though, and am overall satisfied with the service at the library.
299	Undergraduate	English	31 - 45	The Albertson's library was not built with any thought towards a condusive energy flow environment for studying and learning. The energy flow is stunted and makes students feel frustrated and stunted also.
300	Undergraduate	General Studies	23 - 30	I think our campus library is fantastic and necessary for my studies every day.
301	Undergraduate	General Studies	46 - 65	I have had limited interaction with the library, as a couple of classes have necessitated, but felt I was well served.
302	Undergraduate	General Studies	18 - 22	I have not used all of the materials provided by Albertson Library, but the resources that i have used were easy to locate.
303	Undergraduate	History	31 - 45	I have only been to the library one time and then I figured out how to watch the videos I needed at home. I used Voyager for the first time last night for an assignment.
304	Undergraduate	History	31 - 45	I have always had excellent service in the library.
305	Undergraduate	History	23 - 30	The online jornals are great. However, the search engine that is used to search for topics in these jornals is worthless. They are difficult to understand and the staff offeres no help in making sence of them either. For example I was searching a particular topic, trying to find it in a number of jornals. The search engine showed gave tons of articles, but none of them relevent to the topic. Unusual because the topic is widely discussed. Perhaps, it would be better if I understood the engine better or if it were easier to navigate.
306	Undergraduate	History	23 - 30	Our librabry needs JSTOR. I cannot emphasize this enough. Also, electronic reserves are not available from off campus computers. Why? Isn't that the purpose of making them electronic? Stay open later on Fridays. There is nowhere to study of Friday, it would be nice if the librabry provided a place on Friday evening.
307	Undergraduate	Kinesiology	18 - 22	I'm usually pretty saisfied with the library when I use it
308	Undergraduate	Kinesiology	23 - 30	I think the library is a very useful tool to or educational journey

309	Undergraduate	Kinesiology	23 - 30	it is one of the most comfortable and peaceful libraries I have been in. Thank you
310	Undergraduate	Management	18 - 22	I love just going to the library and just reading random books.
311	Undergraduate	Management	23 - 30	The online site for the library is absolutely wonderful. Having 24/7 access to those electronic journal articles (especially the full text) have been a true blessing and made doing papers and things of that nature wonderfully more convenient. Keep up the good work! Thank you!
312	Undergraduate	Management	31 - 45	It would help having signs outside or coming in to help students find the resources.
313	Undergraduate	Marketing and Finance	31 - 45	ability to check out videos and dvd's for home review would be an asset
314	Undergraduate	Marketing and Finance	23 - 30	The library does a great job. It 's really good
315	Undergraduate	Marketing and Finance	18 - 22	Technology needs updating.
316	Undergraduate	Master of Health Sciences	18 - 22	I really like the bean bags. They are comfortable while reading.
317	Undergraduate	Materials Science & Engineering	18 - 22	I think the library is doing an excellant job of helping students access information. However, it would be helpful if there were more directories.
318	Undergraduate	Materials Science & Engineering	18 - 22	The employees have always been very helpful. I often experience trouble when trying to find Journals online. The neon 'books' sign is really out of place... I don't think it's necessary.
319	Undergraduate	Mathematics	23 - 30	It helped me when cable TV session didn't broadcast well
320	Undergraduate	Mechanical Engineering	23 - 30	It would be nice to have the same amount of hours throughout the week including weekends.
321	Undergraduate	Modern Languages	23 - 30	Great place for research and study habbitat
322	Undergraduate	Modern Languages	31 - 45	It's important for the resource librarians, the people on the floor to be aproachable and to take the extra step and walk up to students and offer their help. Overall the library is pretty good. More could be done to make the main level of the library nicer with chairs and tables to accomodate groups. Especially over by the windows that face the river. Definitely more could be done to decorate it at and make it look more inviting to stay there beyond the time it takes to find and check out a book.
323	Undergraduate	Music	18 - 22	I just really enjoy the quiet environment because it allows me to have some great study time alone.
324	Undergraduate	Music	31 - 45	Doing great. Looking forward to expansion in the music that is available at the library that is linked to learning activities in the Music Department. (More CD's of classical and Jazz recordings that students can use for stylistic intrepretation of music from genre to genre, instrument to instrument.) Thanks for everything Troy
325	Undergraduate	Networking, Operations & Information Systems	23 - 30	My interactions with the library have been positive.
326	Undergraduate	Networking, Operations & Information Systems	23 - 30	None
327	Undergraduate	Nursing	23 - 30	reference librarians know all
328	Undergraduate	Nursing	23 - 30	post signs telling people to not talk on their cell phones in the library
329	Undergraduate	Psychology	23 - 30	Alot of information is stored on Microfilm, but I can't always get to campus to use it. I know it would be a very expensive undertaking, but it would be great o have electronic versions that could be accessed online. Also the office in the microfilm room seems kind of hidden. It might be a little easier to ask for help if

				the employee was sitting out in the main room ready so it didn't seem like you were going into some random person's office to ask for help.
330	Undergraduate	Psychology	18 - 22	i do like how at the very entrance, all the materials you need to navigate around are there for you, plus there is almost always a person at that desk to assist you
331	Undergraduate	Psychology	23 - 30	it's painful while reading an abstract for a wonderful article only to find that you can't get the full article because the library doesn't carry it. it happens all the time and it's somewhat rare to find something i can use for my research. i'm very disappointed in that.
332	Undergraduate	Radiologic Sciences	18 - 22	They are usually pretty helpful but sometimes just expect you to know how and where to get information for yourself.
333	Undergraduate	Respiratory Therapy	31 - 45	When I have had the opportunity to use the Library the staff was very helpful in all matters. I didn't have to wait very long for assistance and am overall very pleased
334	Undergraduate	Social Work	18 - 22	THIS IS MY FIRST YEAR ATTENDING BSU AND THE CAMPUS LIBRARY IS WHERE I ALWAYS END UP FINDING MYSELF WHEN CLASS IS CANCELED. IT IS A VERY COMFORTABLE STUDYING ATMOSPHERE.
335	Undergraduate	Sociology	31 - 45	physical library index on shelves need to be organized better for easy find.
336	Undergraduate	Sociology	23 - 30	When I'm searching for books by using Voyager catalog, I often see the titles that are not ordered yet. Is there any way you can separate the result by availability?
337	Undergraduate	Sociology	46 - 65	I rarely use the library because it takes too long for me to locate what I need and get out. I use online services rarely and use the local public library or internet instead.
338	Undergraduate	Sociology	23 - 30	Provide more journals, and let us check them out like other books in library
339	Undergraduate	Sociology	23 - 30	The library is not open as late as it should, I work full time and have two children as well as taking 6-12 credits per semester. When I need to do research that print text is not available electronically it is really frustrating for me. I have also had the experience of the library closing a few minutes early on several occasions, also very frustrating.
340	Undergraduate	Theatre Arts	23 - 30	Great library with great resources for information on research topics for papers and etc. I have yet to find a topic that the library does not have some sort of information for me to use.
341	Undergraduate	Undecided	31 - 45	I do not use the library.
342	Undergraduate	Undecided	31 - 45	I may have answered never to a couple of the questions you asked. I don't utilize the BSU Library very often. I have had some time to go and just study there and do research for a class or two. What I've seen of the library it appears like a lot of information I could find there. I just am dumb to finding things I need to find or look up. As I've been told, there is always room for improvement.