

All LibQUAL Comments

LibQUAL comments

Faculty

This survey is long!	
Hard copies of back issues of journal;s should be available!	
I am not clear why the "desired service level" is there. As an adjunct, I tend to use web services. I have learned quite a lot from the person that came from the library to address the lab section I was teaching on resources.	Chemistry
Great job! The ILL interface in particular is very helpful, now that the data fields can be automatically filled.	Civil Engineering
I think BSU library overall is a good library especially the help. I have been involved in some major universities over the past 30 years and BSU ranks high among them in my book	Communication
Library staff is amazing. Well done!	Communication
The trouble with these questionnaires is that they overlook the lack of economic support. The library staff should not become the focus of assessment to compensate for the failures in the state's infrastructure.	Communication
The library staff is, frankly, heroic in its efforts to help researchers here. That should not eclipse the weak support provided education in general.	
The process for finding on-line articles is not intuitive. If it has been a while since I used the website, I routinely go through multiple screens before I find the one I am looking for to access the information that I was seeking.	Community and Environmental Health
The Library here is damn good. It has made gigantic changes to improved services since I returned to BSU in 1989. Rick Stoddard is an outstanding resource for my dept.	Criminal Justice Administration
Great services. You do a great job!	Criminal Justice Administration
I wish to qualify that the reference librarians who work with/have worked with my department and college (Seely and Ruppel) are outstanding. My experiences with staff and student employees at the circulation desk have been far last supportive, and my responses from ILL have also been less helpful.	Curriculum, Instruction, and Foundat
The library has improved dramatically in the past three years and should be praised for the huge strides. That said, increasing the online access to journal articles would be great. The inter-library loan system is quite nice, but it is not a good substitute for immediate access to articles.	Curriculum, Instruction, and Foundat
PS. this survey was horribly designed.	
The staff at the check-out and course reserves desk are sometimes unfriendly.	Educational Technology
The library does overall a great job. I very rarely am dissapointed with its services. The only negative is that a couple of article publishers are missing from their online collection which I'd like to use often. I can get these through ILL, but I'd rather have them to browse and see if the article is useful when I'm doing my search. To get ILL I wait if I'm not sure.	Electrical and Computer Engineering
I wish the computer lab were separate from the library. It seems like a lot of people go there to check email and print papers, which is understandable given that the other computer labs are less accessible, but it would feel more like a library if there were a separate computer lab area--and some more private (and quiet) places to sit and read.	English
The reference desk is always great. I've had a lot of problems over the years with circulation, some of whom seem somewhat hostile toward faculty and students. If the service ratings on this survey were based just on the librarians, they would be a lot higher. The librarians rock.	English

<p>Kim Leeder, my liaison, is fantastic and extremely response to me in getting the books I request for my teaching and research. However, I am very limited in terms of the scholarly research I can do and in terms of research I can ask students to perform because we don't have essential eighteenth-century archival databases like ECCO and the Burney Collection. I just had to tell a graduate student she could not do the thesis project she wanted to select because we don't have the databases to support it. I know times are tough financially, but we've got to find a way to get these resources to support faculty and student research. This is nothing to detract from Kim L. or ILL people, who have all been fantastic and responsive in every interaction. Thanks so much to them! Also, the new library search engine is horrible. I always revert to the original BSU only one-- please leave that option and do not phase it out.</p>	English
<p>librarians are great and very helpful thanks for all your hard work. you should be rewarded a lot</p>	English
<p>It's often uncomfortably hot in the library. That is the main reason I have trouble working in there, although I would love to be able to meet with students there, as well as grade papers there. If it could be even a degree or two cooler, it would be a much better place to work. It would be nice to have more computers in the library. I would especially like it if the printers also consistently worked. I don't use the printers, but my students do. I would like to see Macs used in the library, as well.</p>	English
<p>Q6 Ease of using databases - The link to "core databases" is an improvement on the website - I notice more students using JSTOR and Academic Search Premier, but many are still missing our key disciplinary database, even after having it named in class. Students might work more independently if disciplinary databases (non-"core") had an easier interface than the alphabetical list. Perhaps add an approach to databases that allows users to select their BSU department, and then to see a shorter list of recommended databases for that department? Or ask large departments to subdivide themselves further by discipline (i.e., degree emphases like Literature and Technical Communication in English) and list key databases by area of emphasis. This kind of organization could help students to browse for journal articles more independently. It could also separate the MLA International Bibliography (necessary to students) from the MLA Directory of Periodicals (which could stay in the alphabetical list, since it is not as important for students). I wonder whether some students click the wrong database, when they report that they "found nothing." * Also, a link called "How to use Databases" might be helpful. I notice that even good students struggle to find enough keywords to search adequately for sources on their topics. A "How to use Databases" link might provide some examples of the variety of keyword searches recommended to a researcher, showing various results. (This helps to show that a student researching "the Civil War" or even "Women in the Civil War" will get better results by imagining more specific terms like "Nursing" or "Marriage" or "Military Women," etc., in addition to "Civil War.")</p>	English
<p>I have had exceptional service when I worked on a one-to-one basis with Sarah Seeley on topics including E-Reserves, digital collections, and intellectual property issues. Thanks, Sarah! She deserves a raise & other recognition.</p>	English
<p>Overall, services for obtaining materials (within library, ILL, journal online access, and book searches through the website) are all outstanding.</p>	Geosciences
<p>Personally, I like to work in a library that has secluded, quiet spaces so I can concentrate on my work. While the library does have several "quiet" spaces, these are all still located in relatively open spaces, as far as I have seen. Some more secluded / closed off desks could be useful for people like me that are easily distracted if they are in too open of a space.</p>	Geosciences
<p>The library journal collections are good, but still lacking for some specialized areas. BUT this is counterbalanced by an awesome ILL program, which I rely on a lot. So I'm very satisfied with research support. I use the library's web page multiple times per day. The staff are fantastic. I don't care much about the environment in the library's physical structure (sorry).</p>	Geosciences
<p>Cheri Folkner, the librarian associated with our department, has been wonderful to work with. She is helpful, responsive, and keeps the department informed. Whenever I have asked for assistance she has exceeded my expectations.</p>	Geosciences

I could not do my job without the library. It has helped me in so many ways.	History
I love the workers in the library: friendly, informed, helpful, all around excellent group.	History
The library generally does a good job of getting me access to the materials I need for research--generally peer reviewed journals. When we don't have them in house or on one of the online databases, ILL typically is very speedy. I publish in very high quality journals, and (contrary to some popular beliefs) I have not found the BSU library to be an impediment to doing so. I'd like to see physical space with a bigger browsing, new arrivals and leisure collection, some place inviting, maybe just for faculty--but this is gravy not meat and potatoes.	Information Technology and Supply
I value Library services very much and hope to use them for my professional work when I retire from teaching.	Information Technology and Supply
Overall, the library does a terrific job in providing services. The only issue that I've had in the past is efficiently placing materials library reserves.	Instructional and Performance Techn
Sara Seely and Beth Brin are great resources. We are lucky to have them.	Instructional and Performance Techn
I would like to see more e-books made available, especially an online encyclopedia of psychology.	
I love our library. Terry Madden provides wonderful and prompt service for our department. Keep up the good work.	Kinesiology
I have nothing but glowing comments to send all you folks at the library. The on-line access to a large volume of journals is extremely helpful, the interlibrary loan requests are handled fast, and when I need help in the library, the folks at the help desk are patient, friendly, and always take care of my questions. I really appreciate the Albertson's Library!	Kinesiology
Boise State should be proud of its library. It was a solid institution when I arrived here a number of years ago, even when the university was much smaller and had a strong teaching focus, but now it's an even better library. Sure, it needs things as all academic libraries do, but the folks at the library have worked hard all these years to create and maintain a credible academic library even though they were given very limited means with which to do so.	Literacy
Not sure "desired level" of service can be known ahead of an actual need.	Management
The Library staff has always been quite helpful to me and my classes.	Management
Love the book delivery service!	Management
My experience with the library and the library employees has always been great and beyond my expectations. Library services was very helpful during my job in the Provost's office. Thanks to Sara the faculty website section on library services was easy to build. The wide variety of library services available for faculty has surpassed my needs as an adjunct in the marketing and finance department.	Marketing and Finance
I think the library is doing an excellent job with the resources they have. Having a dept. library liaison is a great way for us to communicate our needs and have the library keep us abreast of what is new.	Materials Science and Engineering
I would like to see the collections expanded so that we would have to rely on i.l.l. less and it should be a shining star of BSU - in that the caliber of library should lead the caliber of research and work at the school. Also, I would like to see the library study areas expanded so that it is a refuge of knowledge for the entire university community. Often times the areas are crowded and noisy, which I suppose should be expected based on the enrollment and size of library.	
I appreciate you doing this. Thanks!	Materials Science and Engineering
When I send emails to my library liaison for book orders, the liaison seldom reply to me, even I requested a reply in my emails. Even though she might place the orders, I wonder for a while if the requests were received. It is a courtesy for my library liaison to reply customers' email.	Mathematics

I use interlibrary loan often, and yet my loans have been misplaced or filed under a different name on three separate occasions this semester. When this happens staff question me in a way that makes me feel they think I'm lying to them. For the past two semester, student employees talk to friends while I wait for them to check out my books. Other employees see this but do nothing.	Modern Languages and Literature
The library, in general, and the reference librarians, specifically, are a fantastic resource for faculty and students. I couldn't be happier with the service, attitude, and helpfulness of our library faculty. Keep up the outstanding work!	Music
Terry Madden is a wonderful resource and greatly valued. Other library staff leave me a bit unimpressed. Often seems the right hand does not know what the left hand is doing and often receive "I don't know responses...you need to talk to XXX" who is never available, responds to phone calls or messages etc.	Nursing
The expansion of library resources available electronically is WONDERFUL.	
Suggested improvements: a search platform that will keep running history of search string to allow "re-running" and "combining" in a series of databases without having to start over each time.	
The customer service is good but I would like to see it consistently at a higher level.	Other
I didn't understand what you wanted for the first 27 questions, so I answer them all NA. How can one have a minimum service level for staff instilling confidence? That doesn't make sense to me.	Other
Does a good job year after year. As with anything needs to continue to improve. Would be well served to listen to student feedback regarding the use of spaces and allocation of resources. Outreach to students should be a bigger priority in order to maintain relevance.	Other
JSTOR and other electronic journal subscriptions are hugely helpful.	Philosophy
My experience is that if you ask for help at the library you get EXCELLENT help - and that the library is getting more active about promoting services it provides. It would be good if subject librarians could meet with faculty once a year to think about ways that library and department could work together	Philosophy
I have had fabulous research assistance from the library. I particularly commend Memo Cordova. This library simply rocks!!!	Psychology
The only time I go to the library is when something is ONLY available on microfilm or in a book in the collection.	Psychology
Please concentrate on the online collection! It saves time and resources! I love it!	
This was a very poorly designed survey....	
I am located off-campus in Northern Idaho. Barbara Glackin has been wonderful to work with for both myself and the students attending in our program.	Social Work
Our librarians are superb, and the social work librarian, Barbara Glackin, walks on water. Pound-for-pound, year-after-year, Barbara and her colleagues have created the best Library in the United States at Boise State !!!	Social Work
The library gets better each year - I find the staff/faculty to be extremely helpful and supportive. I give the library an A=+	Social Work
I have had excellent response from our library liaison in helping to problem solve remote access issues.	Social Work
The library is doing a great job with what it has to work with. The only problem I see is the library is changing it's web page too often. The web site used to be consistant from year to year and it worked well, now is seems every semester it is changed necessitating a new learning curve for everyone.	Sociology
When I consider the ways that individuals and institutions such as BSU have been impacted by the economy the past several years I am very impressed with the way that the Albertson library has continued to provide such a high level of service. It begins with committed employees, and overall I perceive the student workers and professional staff to be exemplary.	Special Education (K-12)

Graduate

I am going to be very sorry to lose the services of Albertsons Library when I leave BSU. good services	Early Childhood Education Electrical and Computer Engineering
I have trouble accessing the journals that I need through the library and often have to rely on professional national organization membership resources instead. Subscribing to a greater number of scientific journals would be very useful for me. I'd like an easy to identify link to the citation search on the homepage of the library's website - after a full year of using the site, I have only stumbled upon this feature and don't know how to access it directly.	Geosciences
I have had an excellent experience using your services in my research.	Geosciences
Overall, I am very happy with the service that I receive at the library. none	Instructional and Performance Techn Kinesiology
I have consistently found all library staff courteous and helpful. I am always impressed by how much easier it is to electronically obtain information now as compared to just 15 years ago. I believe that more integration / ease of use for electronically available information is still needed... I will often use google scholar for my searches since it seems more comprehensive / thorough and then come back to BSU library resources to see what is available. I think more education needs to be done for the average student about the quality levels of information... general internet, wikipedia, text books, general articles, peer reviewed articles. Sorting through the vast amount of information available and then taking the added step of verification is often lacking from many students. A required information session for all new students (undergrad and grad) on modern library resource use and information quality would probably help students better understand expectations for college level work.	Materials Science and Engineering
I have had great access to library resources. I think the fact that I am both a doctoral student and a full-time faculty really added to my ability to use library resources namely, in the amount of time I could check things out for. I appreciate all the library staff do to work with the departments. Terry Madden is an absolute gem.	Nursing
It would be great to have E&E Publishing, LLC newswires. They are very difficult to get ahold of otherwise.	Public Policy and Administration
I am part of the MSW program in Coeur d'Alene. I have never been to the library on campus. Having everything available electronically is very important and crucial for the success of my program. I have been very pleased with the ability to obtain materials through ILL. My requests were always handled promptly which I greatly appreciate!	Social Work

Staff

I dont use it and prob never will	Accountancy
I feel there is a division between those of us who want to provide service to patrons and those who do not. I think we can do a much better job to be more helpful to our patrons by working together.	Art
I would like to see more information on available sources that can be used via the web by staff both on and off campus from home.	Computer Science
Sara Seeley is our library rep, and she is a marvelous resource for the students and faculty in my department. My research focuses mostly on history (personal interest) and for a class that I teach as an adjunct. It is hard to locate articles on specific topics in the electronic collections, so I don't even ask students to use the library. Further, many electronic collections only list articles, rather than providing full-length manuscripts/articles--what a waste of time. As I do everything online at night, I don't ask for help. I just get frustrated and give up, and therefore use the library only infrequently.	Educational Technology
Thank you for your excellent service.	Electrical and Computer Engineering
Do not use library	General Studies
I have always received the help I need when working with the library staff	Geosciences

I guess, I should check out the campus library. I am not sure what benefits it would provide. Thanks.	Information Technology and Supply
love it!	Information Technology and Supply
Outstanding service!	Instructional and Performance Techn
love the delivery service	Management
I have received incorrect information from an employee at times. But, on the average, most library employees are helpfull.	Management
have been in the library 3 times in the last 5 years...would not be fair to do the balance of the survey....most info from trade publications.. and on-line...	Management
The library has always been a great resource. I like to see it continually improve.	Other
I thik the library does an OUTSTANDING job of staying on the cutting edge of technology. You do a wonderful job of providing customer service--truly great job. My one complaint is that the number of search engines for journal articles and how much each one varies from the other in function, form, and usability is very confusing and overwhelming. I get lost and loop back to where I started, and often don't know which is the "best" search engine is the best or why.	Other
I think the library has become a more friendly open place for its patrons. I think education has been more emphasized. But I think staffing at the desks has become more erratic and less user-friendly.	Other
I use the library close to my home in Meridian but have found no reason to use the one here. When we where in the Admin Bldg I would come over to read in peace, but as we are no longer on the main campus, I seldom go onto the main campus.	Other
Assigning a librarian to each college is very helpful. Also, the addition of the ScholarWorks database and Michelle Armstrong's support for ScholarWorks has been very helpful for the Graduate College.	Other
use outside material provided by Associations and Affilates as well at trade publications and materials.....	Other
Some reference librarians are rude, unfriendly, and unhelpful. I experienced this attitude both as a student and as a staff member at various times over the years.	Other
Inter-library loan is a wonderful feature, very handy and helpful for accessing items desired.	Other
I do not use the library resources. I like to come over to the library when the quilt displays are up and some of the other displays. You should give people the option of noting they do not use the library. Since i am not given the option to opt out of some of the questions or give another answer, i feel your survey is not accurate. on questions 1-27 i could check NA, but on questions 28-35 I am forced to check something even if it does not apply to me, therefore I marked all the boxes with a 5.	Other
I have only needed information from the Library very recently. I have needed very unusual statistical information that required individuals to retrieve the data. Everyone was so so helpful. I understand the busy atmosphere in that setting and was thrilled to have such courteous and quick information for my requests.	Other
Thank you!	Public Policy and Administration
survey is a litle confusing, Qualtrics seems a lot easier, if that is an option for future surveys. Thanks	Public Policy and Administration
I would use the library online resources more if I understood how to use them.	Teacher Education
I would use the web it was not so clunky. Having to continually backtrack thru the system to go back and forth between information takes much longer than physically going thru books even if it gives me access to info offsite.	Theatre Arts
I have never been inside the Albertson's Library. I am not a student and as an employee, I do not have a need to utilize the Library.	Undecided

Undergraduate

I have only used the Library twice. The first time I had an employee who couldnt help me find a certain Journal I was looking for. All they told me was upstairs somewhere, which then I could not find someone else to ask. When I went to check out the first time I asked what was needed to check out a book. The gentleman at the counter looked as if I was inconveniencing him because he was eating. Then when I asked more questions he gave me a funny look like I was suppose to know everything. If its up to me I will try not to visit this Library unless I completely have to. Customer service was as poor as it could get.

Accountancy

I like the accessibility of the library but the staff are not very helpful. Usually because there are too few staff for the number of students/staff looking for help. Also, not all of the staff are very knowledgeable about the systems/processes.

Accountancy

All the dirt in the library makes me cough and sneeze often. I think that's the cause of carpets, which need to be cleaned. The most important thing is that I don't understand with the library hours on Fri and Sat. Close so early and after that, there're no quiet areas to study. We pay so much tuition and I know that payments for employees in the library are included. If the operating hours are like that, we should not call it a library.

Accountancy

I do not use the library often, maybe once a year. Every time I have used it, things have always went smooth, no complaints here. Service was not short of expectations, but also not above expectations.

Accountancy

I have never been in the library itself, but have used their online facility for the first time this semester. I find it very good and easy to use.

Art

I've been satisfied with the help I received
I've been unsatisfied with the results when looking at periodicals/articles. The title versus what in the periodical/article does not match the subject. Wasted time on my part. I could use a print out on how to get around the library website.
Computer space not often available. Service rates high. My ability to use it well rates middle of the road, at present. I hope to use the library more. On the ground floor some girls were QUITE loud (where the magazines are. If I wanted a quieter environment I'd leave the first floor.

Art

In art there are still things I need to physically photocopy out of journals or books. It would be nice if the copiers were easier to use, with fewer features and options. By the time I have everything set up it spits out my dime. My copy card was stolen and I would REALLY like to be able to use a card and not coins. I hate that the copiers are only on the 1st floor--often the articles I need are missing, probably because it was simpler for someone to cut them out than go all the way to the couple of remaining copiers.

Art

I love everything the library provides. But this survey was WAY TOO LONG!

Art

I like my library but it needs cheaper coffee!!

Biology

I live off campus so I don't get to spend that much time in the library, however, I have noticed that I need headphones to block out other noises when I'm trying to study there. I know there are separate rooms for group study but maybe if there were secluded rooms and/or areas in which individuals could study without the extra noise. I've had great experience doing group projects and such in the library, but I think there could be a better environment for individual studying. Overall I think the library is a great place to find resources needed for projects as well as a good place to study.

Biology

I'd like to see computers that work faster. I'd prefer if games and Facebook weren't allowed on computers because people who are playing games or going on Facebook are taking up computers that I need to do school work.

Biology

I have used library resources (including rooms for study groups, quiet areas, and online databases) more this semester than ever before. I wish I had been more vigilant about using these resources earlier in my college education. Additionally, I was not aware of area specific guides accessible online. This was a very useful tool I wish I was aware of much sooner. The same goes for EndNote web being available to Boise State students.

I havent been in a library in years and I looked for books and it seemed a different system than I remember so I asked for help and explained I was having trouble understanding the library system and was shown the area where the books would/should be and nothing more. I have had to ask other students to find out how to get copies or print of things.. I dont like that because they treat you like you are an idiot!!!! shouldnt have to ask them anyway... Ive stood at the counter and got less info from them than the student who thinks Im an idiot because Im not familiar with this library. I feel like the tv show survivor the diff is they at least get clues or directions.... Please try and notice that deer in the headlight look and if someone explains that their completely at a loss take the time to show them around and explain the ins and outs.. I didnt even know I had money on my student ID for copies.	Biology
Would benefit if it was open later, but love everything else!	Biology
Overall, the library is fantastic! Couldn't ask for more!	Communication
I was in to obtain a Journal before Spring break and I was really happy with the service. Thank you! Keep up the good work.	Communication
There doesn't seem to be enough computers to match the demand, more group rooms where you don't have to worry about distracting others would be nice and a better photocopier that you could use your bronccard on would be great.	Communication
I have never been in the library, I have never been referred to the library by any professor or staff.	Computer Science
The Boise Public library has better organization and much friendlier staff. I try not to use the BSU Library because all the employees are rude and most of them can't help me find anything I need.	Construction Management
we need more group study rooms. we meet in the library 2-3 times a week, and we always have to fight for a room.	Construction Management
Overall I think that access to materials rather efficiently, but sometimes in pursuit of an online article, I think I have found the article itself, and then find out that I have to jump through several hoops. It takes you to a separate database and then to a separate journal and then you may find the article or you may be taken back to the library home page where there's a separate link there that leads to you to the article itself. Sometimes when you're looking for an efficient way to find an article it just gets a little frustrating. Otherwise I love coming to the library to use the resources, get advice from the staff and I love that the printers allow you to print double-sided!! :)	Criminal Justice Administration
The only negative experience I have had was asking for help from a woman running the "Info/Help Desk" on the main floor. All I wanted to know was if there was a copy machine for student use and she rudely told me that she couldn't help me if I couldn't figure out how to use the self serve machine by myself.	Curriculum, Instruction, and Foundat
I would love a few more spaces in the library that were more comfortable for study, especially in the upper floors. It would be nice to have some more inviting furniture in quiet spaces for extended reading.	Early Childhood Education
The library always has what I need.	Early Childhood Education
Library website very difficult to navigate. Also, when it comes to checking out/returning materials, speediness is not really taken into consideration. At one point I was waiting 9 minutes for someone to find the folder with the Reserved document I needed because he was new and nobody would help him (no they weren't busy).	Economics
I have had great experiences with the library staff, they are helpful and I feel that they greatly influenced my work by allowing me to find the materials that I needed to write solid papers filled with accurate facts and information. I appreciated the workshops with my classes so that I would be familiar with the technology and be able to use it to its full potential. The only thing I ever found was that the first floor was too noisy to really study and it was sometimes difficult to find a room when we wanted to study as a group.	Educational Technology
during the weekends the Circulation desk people talk and laugh quite loudly and it is hard to concentrate to do research or study. I also think that there should be a separate study area for groups to study, the first floor is not a good location for that. There isn't much space for that on the first floor and it is such a distraction.	Educational Technology

Be more flexible when students forget their students ID, supervisors should be given the right to allow certain cases to check out books or other materials.

Educational Technology

We need more computers through out the library.

I needed to view AV material for an online "hybrid" course (HIST111, original programs aired at 3am on Saturdays, for which I did not have a recording device at home, and so the other alternative was to view the reference material at the library) well, the condition of the material was so shoddy (scratches, skips, just total chunks or minutes of headache-inducing and totally inaudible materials, and this for history reference material, every second is invaluable) that is turned out a waste of my time to try that alternative, and the library staff said they had no other suggestions other than to perhaps purchase the reference material, either from the bookstore or from the producer of the series; my instructor later informed me brand new copies of the reference material was issued to the library, but they (the library staff) were choosing not to "check them out" to students?? That made a lot of sense, in light of the tuition hikes and the supposed convenience of a hybrid course... otherwise, the staff, material, and environment are impeccable at the Albertsons Library.

English

I wish we had more computers!!!

English

The reference librarians are especially helpful. They'll go out of their way to help you find what you want. The circulation desk is not quite as friendly/helpful. Sometimes when I approach the circulation desk to get help I have to wait for a long time, or librarians act as if they don't want/have to help me. The periodicals are the hardest things to locate - I feel like both the online search engines and the physical copies are inadequate. The search engines for the periodicals are very confusing, and I've often spend quite a lot of time looking for a hard copy when there isn't one available. But other than that, I love the library; I'm here a lot using all the great resources!

English

More availability of resources via online gateways would be nice. More printing services or facilities would also help make the library more conducive to successful experiences, as would more areas for group study.

English

Some public service staff are much more willing and pleasant in helping patrons than others.

General Studies

The library need more space for "group study".

Study rooms on the third and fourth floors are for group study, not for study by a single student.

Reserve items take days to be put on reserve. Reserve items are misplaced or lost frequently.

The desks are dirty.

The computers on the second floor are consistently slow.

There needs to be a computer lab assistant on duty and available, especially on the second floor.

With the new catalog, it is very difficult to find what you are looking for. Even a simple title search is difficult.

Overall I think the Library does an awesome job! Every staff/student worker I've talked to over the years is friendly and professional.

General Studies

I think the staff needs to be trained more for answering technical questions - like PowerPoint, Word and email. Sometimes the student employee is not available to answer these technical questions, or it's early in the morning - I've come in as early as 7:30 -and there is no one available to answer my questions.

I know the noise level on the first floor is an on-going problem and I really don't want to sound like an old fuddy-duddy, but it is truly too much. I don't expect complete silence on the first floor, but I do expect a courteous conversation level.

I don't want to hear someone's conversation about what STD they had to get treated for or how they beat the crap out of somebody at a bar, or how their professor is a jerk and does not understand their problem.

If you could address this noise level in some way with signs (or something) -people do not have to be talking at a level that is the norm for places like the SUB.

Please do not put this problem back on the listener and say we just have to buy and i-pod to block out the sound or check out used headphones at the circulation desk.

We all have to use the library, and should show equal respect for each other.

Thank you for all you do - you're all just wonderful to talk to and always a great help!
:)

Not very quiet when I go in. Someone is always on their phone or playnig games on the computers.	General Studies
Your staff is outstanding! I have nothing critical to say, management and staff should be very proud of their work and service they provide to the university. Without them I would be lost. Thank goodness the card stacks are gone forever!	General Studies
more reserved desks on the 3rd and 4th floors would be beneficial, also maintaining an updated list of the (private) desks that are actually being used and dismissing the absent ones so other students can have them rather than having to wait until the next semester.	History
This survey could use some visual refining!	Information Technology and Supply
I've found the format of this survey to be a bit confusing so I would like to say: The service at the library has been excellent-- and I've used it a lot. As a member of the speech and debate team, the access to academic journals (especially the remote access) has been invaluable. The staff is excellent-- very well trained, knowledgeable, and helpful. My only criticism is that some students do not respect the quiet study area on the fourth floor and will take unimportant phone calls right next to you when you're trying to concentrate. The loud chatter is very distracting and I would like to see more enforcement and/or more specific signs that tell people to silence their phones. Thank you.	International Business
Improve books/documents available electronically.	International Business
good job	Kinesiology
There isn't alot of space in the library and is often full. It is difficult to find group areas in the library.	Kinesiology
This questionnaire, I almost didn't want to complete because of all the columns. My desired and minimum service level wouldn't change for a different task.	Kinesiology
I wish that there were more computers available for use and that printing costs were a little cheaper if possible.	Management
There aren't enough group study rooms.	Marketing and Finance
I don't use the library and I haven't been inside since 2001. I do all of my research online or with textbooks from class...sorry!	Other

As a physics major I often run into trouble with the library not having a book on a relatively basic physics topic that was written in the last decade or so checked in. Also, It's not very convenient to have faculty members checking out books for years at a time. I have occasionally found myself having to order a book through interlibrary loan just because someone has checked it out for a year or so.	Physics
I fortunately know about many of the resources that the library has to offer and how to use them. However, I wouldn't have known how to use the library's database if it weren't for me being taught how in my English 102 class. I'm not sure if the library offers workshops on how to use it's resources but I think is a necessary thing in order for the library to be an effective place to work. I did take a university research class about how to use the library but once again, wasn't effective since in was done online. I wouldn't have learned how to use the library effectively if it wasn't for the English 102 library workshop.	Political Science
I would say that the biggest issues and the things that turn me away from using the library are the lack of computers, the quality of computers, the lack of books I need for my classes, and sometimes it is difficult to find help from library staff.	Psychology
I'm pleased with the space the library has and their hours of operation. Sometimes on the quiet floors though, there is people who do not respect this quietness and our loud and distracting.	Psychology
many of the books i've wanted to read are either not available at the library or are always checked out. i generally end up buying the books i want from bookstores, websites, etc. our library needs more copies of books by the following authors: Sam Harris, Richard Dawkins, Christopher Hitchens as well as other authors who not afraid to step on the toes of the religious.	Sociology
The library is very helpful in my studies.	Special Education (K-12)
The library is ran by many great people, some employees can be a little snappy at times, but the information desk always is friendly and the people in archives are amazing. I enjoy the library very much	Special Education (K-12)
Unknown	
There have been SOOOO many changes to the database, without any "update" information provided to the end user. I feel as though I don't know what I am doing again. Mind you, after having taken a UNIV class to eliminate that feeling, which was of my choice.	Criminal Justice Administration
The only area for improvement based on my needs is to provide more journal articles in electronic format. It's not impossible but often difficult to find time go to the library to get a hard copy of an article.	Instructional and Performance Techn
Q42 has a problem - I'm not teaching undergraduate courses, nor library staff/staff, but it is requiring me to response to them.	