

Status	Comment
Faculty: Adjunct	The library is one of the best run organizations on campus.
Faculty: Adjunct	the online resources are great, I have to use ILL more than I would like but the service is wonderful, employees are great
Faculty: Adjunct	Service frequently exceeds my expectations--have nothing but positives about available resources and interactions with library staff. Kudos.
Faculty: Adjunct	I use the reserve section of the library for students to check out required books. I will hear from students that the library has lost my books and they are not available, but the library does not notify me when this happens. I wish there was some kind of tracking system where the library can notify me if this happens.
Faculty: Adjunct	The temperature in the library is sometimes a turnoff. It's too warm most of the time, almost suffocating.
Faculty: Adjunct	If I didn't have to teach so many sections (6) every semester at two colleges and still make a living, many of my responses would have been higher and more favorable due to having time to do my own research projects at the library.
Faculty: Adjunct	I use the library search in the SOC 210 course that I teach.

Faculty: Adjunct	It was really hard to fill this survey out. I teach a class off campus. I have used the library but very rarely.
Faculty: Adjunct	As an applied music teacher the library is a nice opportunity but is not needed as much.
Faculty: Assistant	Coming from a much bigger university, I've been quite pleased with the resources available through Albertson's Library. And the ILL service works fairly efficiently. Also, the library staff is great--always pleasant and helpful.
Faculty: Assistant	I really appreciate the delivery of materials from the ILLoan service. That is really nice!
Faculty: Assistant	People are very nice -but the website is not very user friendly - and information on how to make it easier appears to be non-existent.
Faculty: Assistant	I think this survey was very difficult to understand and many of the questions seemed to overlap. □ □ I think our library is a good resource but has a long way to go in supporting its researchers in their academic endeavors. My sense is they do a great job for students and that should be applauded.
Faculty: Assistant	Subject librarians responsive and willing to order the books I suggest. Thanks!!

Faculty: Assistant	<p>I think there are 3 priorities to support faculty teaching and research (in the humanities and social sciences in particular) that the library can drastically improve: 1) the independent webpage - this would allow faculty to provide links to database articles that don't change when students access on campus vs. at home - in particular ****please add a log-in button on the library homepage**** - this would allow faculty and students to access all secure information via the library webpage without having to sign-in at random places which stops having to explain to students the strange messages they receive if they are somehow not signed in (because they don't understand); 2) the webpages that allow faculty to renew items online do not function as they are supposed to - on numerous occasions I've been told I can submit renewal requests for ILL's and they do not appear as options at all - whether they are already expired or not - which is unhelpful when you are trying to mark and decide what you need for a research project as a 7 or 10 day check-out is not enough time and often I do not know what readings I will be using so requesting the library to purchase these items seems premature; 3) asking faculty which databases/journals/other material they need for their classrooms and/or research endeavors every semester - or every year at a minimum - seems appropriate since we have incoming faculty with incoming needs and current faculty who are advancing new directions of research and/or prepping new courses with new reading requirements at any given time. My last suggestion is that the library move to an online system of tracking books - in particular, it would be nice to have the ability to get a "receipt" when you check in your books to ensure that the library has successfully tracked its return. I've had bad experiences at other libraries with this happening but have thankfully had a "receipt" to prove its return...I get very nervous here when I check-out a number of books at one time that this will happen to me and there is no system in place to provide "proof" of return.</p>
Faculty: Assistant	Please offer endnote web to undergraduate students
Faculty: Assistant	<p>The yearly renewing process is cumbersome for people with multiple books. If I have 68 books I have checked out, it means I would have to renew them about 68 times in a year. If there was one call at the end of the semester to take stock of our books and renew them it would be much easier than having to log in and renew our books every week or so, which is the case right now.</p>

Faculty: Assistant	<p>This is THE worst system for access to electronic journals and information I have ever worked with. I am not a technowizard, but am also not incompetent. I have not been able to find even 1 article in a journal that should be accessible through databases, such as CINHL and Ovid. If I could get the system to work, I would be using it multiple times daily. □</p> <p>Thank heavens I have access to 2 prior university libraries w/ excellent efficient, user friendly electronic search capabilities and databases with ready access to all journals and articles within that database. AL's system is so frustrating and non intuitive and the experience so time consuming and exasperating that I feel completely discouraged and have decided that trying to find an article is not even worth the effort. I do a search, find an article in a journal that is commonly available, put in the article info, get a link to the article or journal, and then get a message that BSU has to get the article from another library (in several days and delivered to an oncampus address which would require driving to campus to get it), or that the journal is not available at all (but that journal is available in the same database, i.e. Ovid, in another college library), or I get kicked out to another site that says I have no access to the journal unless I pay. □</p> <p>□</p> <p>This system makes it impossible to use the library resources to engage in evidence based practice w/ real time information accessibility. Perhaps I missed the class that explains the system, but if the university is moving to more online courses and faculty/students who need reliable, easily accessible, timely access to information, the current system is not geared to meet those needs. Also, couldn't find any user, nontechnogeek instructions to explain how to use the existing system and try to get articles in real time. □</p> <p>Perhaps, if I had unlimited time and mental energy and could come in to have a librarian explain the system to me, I might understand the organizing framework for accessing materials. But right now, not knowing how to work this system or being able to find a resource to help me figure it out, the library is completely worthless to me as a faculty. Sorry, but there it is.</p>
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<p>Faculty: Associate</p>	<p>My library liaison, Carrie Moore, has been exceptionally helpful in procuring books I need for my research and giving research presentations to my students. Also, the library has been fantastic about getting a database I needed for research (ECCO), even though it was expensive and difficult to procure. Student employees at the library, though, are often untrained (they don't know where the holds are or why a book wasn't sent to the department, etc), and the library search application for internal holdings is poor (often I can't find an entry to a video or something I KNOW IS THERE BECAUSE I'VE USED IT BEFORE). Overall, I've had an excellent experience with the library and with library staff, and I thank you for it. I want the library to continue collecting PRINT COPIES OF BOOKS, NOT ELECTRONIC COPIES. I don't have a mobile device to read ebooks, and I don't want to read them on my computer. Until all students and faculty are able to read these books with one click from a device we all have, ebooks ARE NOT ready for adoption.</p>
<p>Faculty: Associate</p>	<p>Albertson's Library = Awesome resource and people! There is always room for improvement with any on-campus entity, but I honestly cannot think of what to suggest. I think the Dean's leadership is complemented by incredibly proactive, knowledgeable staff who are prepared not only to help the novice, but also the advanced user. I LOVE OUR LIBRARY!!! □ (This survey design could use a lot of help, however).</p>
<p>Faculty: Associate</p>	<p>I love how Albertsons Library does its best to accommodate professors with their research. I have found librarians to be friendly, helpful, and courteous. I like the fact that I am able to take a drink or snacks into almost anywhere in the the library. My only complaint is that the student employees at the checkout desk sometimes have the tendency to be rude, and aloof. I don't expect students to be gushing with enthusiasm, but at least to be polite. Also, on some occasions when I have gone in to pick up interlibrary loan materials or books that have been held for me, I have been told that they have not arrived and I had to tell students to go back and check again because I saw them barely looking for the books etc. □ I also want to point out, that although I do not use the delivery system, I think it's great! I appreciated all the library has done to make my research a lot more easier!!!</p>
<p>Faculty: Associate</p>	<p>The BSU library is great. They have good electronic resources and can get timely ILL for whatever is missing in a painless process. Their librarian staff is great too.</p>

Faculty: Associate	<p>I have LOVED the delivery of library resources to my campus mailbox. It has not only saved me time, but it has enabled me to conduct searches and receive resources when I actually need them (as opposed to waiting until I find time to run over to the library). I have also been very impressed with Margie Ruppel and her dedication to our department/college. She has carved out a very meaningful role in our departmental work, and her support is greatly appreciated. Finally, those who run the interlibrary loan program are also very impressive. I don't know them by name, but I LOVE submitting my request (with all the fields automatically filled in), and then receiving the article/book in my box within days--even better, it has often been the case that the library simply purchases the interlibrary loan request for our BSU collection. I came from a major research university 7 years ago, and I no longer feel like I am at a disadvantage in my scholarship because of library resources. I can't think of any article, book, etc. over the past couple of years that I have wanted and been unable to access (with great ease, I might add). Thank you!</p>
Faculty: Associate	<p>I am continually impressed with the ILL services - not once have I been disappointed by that service. I would like to see more subscriptions to journals in my field, but also understand that limited resources make that difficult. The library does a good job of buying books and other materials that are relevant to my field.</p>
Faculty: Associate	<p>I am impressed with Terry Madden's knowledge, accessibility, and willingness to help. She is a great resource. Also, I have been working with Barbara on the iPad/Netbook project, Barbara and her team have been very responsive to the needs of the students and faculty.</p>
Faculty: Associate	<p>The librarians are wonderfully helpful, going out of their way (it seems to me) to find resources appropriate to my work, to answer questions, to be integral to the intellectual work of the university. They're really nice, too!</p>
Faculty: Associate	<p>The library has been super helpful to me. I do feel like I have more to learn from them but I'm short on time and its not the library's job to capture me and train me.</p>
Faculty: Associate	<p>Excellent service and intellectual hub for the campus, from the dean to student employees. Web resources are too numerous to count here. Good improvement in comfortable work spaces in the building. The coffee shop is a great addition!. Keep up the good work!</p>

Faculty: Associate	I spend little time in the library because your services to faculty are so good.
Faculty: Associate	GREAT OPERATION. THE ONLY THING THEY NEED IS MORE RESOURCES FROM THE ADMINISTRATION.
Faculty: Associate	I usually have to use interlibrary loan for my research. It doesn't work well for my students. It makes them believe that this literature doesn't exist. I'd love to see the library diversify their holdings.
Faculty: Associate	the more electronic resources you can provide the better
Faculty: Associate	<p>I think check out periods for resources are too long. I know I need some books that one of my graduate students has checked out (and has had since December) I don't need books for a year. It would be a good idea to shorten lending periods.□</p> <p>□</p> <p>I don't like have the bound copies of journals available for check out. I think they should be in the reference section. (But that may just be "old school" on my part.)</p>
Faculty: Associate	There are at least 3 occasions the following happened to me. I returned the checked out books in the return drop box, my library records showed those books were still checked out to me several days after I returned them. I then went to the library book shelves and found out those books were sitting in the bookshelves, while my library record still showed those books were still under my possession.
Faculty: Associate	(little too long of survey)

Faculty: Associate	My only "complaint" would be that the library doesn't subscribe to as many journals as I would like. But I understand there are considerable funding restrictions.
Faculty: Associate	It would be good if the library can go further back in on line journals and has more books on line.
Faculty: Associate	It would help if the librarians were better in the classroom with students. I've had librarians into my classes to talk about how to research the paper assignments and I have been disappointed in the quality of instruction given the students -- very superficial. The students need to be taught better skills -- and need more time devoted to it.
Faculty: Lecturer	I'm disappointed in the lack of visual materials available in-house - recently published or produced documentaries, movies, or instructional videos. I don't particularly like accessing these materials (or books) in the online format. Consequently, I use InterLibrary Loans a lot. This system works well enough, but sometimes it's hard to get the hard copy I'm looking for. Information about new titles added to the Library that pertain to my field of stud doesn't seem to trickle down to me. The staff is extremely friendly and knowledgeable. I always feel welcome and know that they can assist me, if needed.
Faculty: Lecturer	Thank you for your service!
Faculty: Lecturer	Our library is doing well with the funding they have. Increasing their funding would benefit us all.
Faculty: Lecturer	I would like to VHS tapes replaced by DVDs.

Faculty: Other Academic Status	The Library website could use an overhaul. As with most computers when I ask a specific question for theatre or textile information I get a lot of random useless information. Still need to write down specific books and articles rather than being able to save information and print it out.
Faculty: Professor	The library is doing a great job. I would appreciate having OIT work more closely with the library rather than in parallel fashion. For example, it is not clear whether the revision to student labs and access is adequately leveraging the strength of the library in terms of shared space, hours, and access. NOT the library's fault - just a suggestion.
Faculty: Professor	the check-out policy is too lenient and too long. needed physical materials are not readily available because the Library seems to have given up on managing them. people with expertise in this area sit doing data entry instead of being able to share their skills with students and faculty. the counter service for reserve materials has improved greatly in the past year, however. □ □ acquisitions/processing is fast, efficient, and very helpful.
Faculty: Professor	I believe that Marilyn, Barbara, and Peggy have helped make the Albertson's Library that best thing on the campus of Boise State University.
Faculty: Professor	The on-line access to data bases and periodicals has been most beneficial. The help I received when doing a historical search was wonderful. I'm amazed at how fast I receive interlibrary loan requests. I think the staff at the Albertson's library are wonderful!
Faculty: Professor	Great people! Very friendly and helpful staff.
Faculty: Professor	I really appreciate the library and its staff.

Faculty: Professor	One of the things that attracted me to Boise State was the access to journals in my field in the library (30 yrs ago). The library has kept up with the times such that I still consider this a strong point. In all that time I have yet to meet a member of the library staff who did not try to help me when I asked. A lot of the 8's in the survey above were merely because things can always be made better. Also, I point out that minimum level of service from a university library for me is all well above what I would consider average. University libraries are flagships of the library world.
Faculty: Professor	I have always been treated in a professional manner by the library staff. Barbara Glacken is a joy to work with and has been a great help with my projects over the years. The staff you have currently I feel are the best group of librarian you have had since I came to campus 15+ years ago. They are willing to share their knowledge, they are patient and good about checking back with me to make sure my needs have been met. You ROCK
Faculty: Professor	The library continues to improve its services and I appreciate the efforts to improve.
Faculty: Professor	The library representataive for SSPA, Mario, is excellent. He has really been helpful - particularly as we have research new areas. He has been able to provide starter info for our interdisciplinary group multiple times.
Faculty: Professor	The library is great. BSU is fortunate to have such a fine library with such a fine staff. Margie Ruppel has been a wonderful addition.
Faculty: Professor	I feel that the library does an outstanding job with the resources they have available. I am amazed that they know what I need often before I know.
Faculty: Professor	It would be nice to better integrate google scholar into library search. I often start in scholar.google.com and then move to library.□

Faculty: Professor	The removal of hard copies of back issues of professional journals has hurt my research. Placing back issues on microfilm or in other data storage modes is no substitute for the printed version.
Graduate: Doctoral	Very good teaching staff for technical research. On-line searching could be improved. ILL interaction is confusing. More current books!
Graduate: Doctoral	Many thanks to Sarah S., who helped me through learning how to maneuver research materials early on in my program...I think she has gone on to other pursuits, but she was terrific!
Graduate: Doctoral	I am an educator in the public school system. I love having access to journals on-line. I would love to have access after I graduate. I love accessing information from my home computer. I hope there will be a way for me to continue. I wish there could be an arrangement made with my school district and BSU so that other educators could have access to the library web page.
Graduate: Masters	I praise to many adjuncts that I help hire about how outstanding our library's databases and faculty support are. One of the questions about how the library helps my academic area was one of my medium rated feedback answers, seems like there could be an opportunity to create a user profile that enables one to subscribe to one's focus area and the updates happening. Also, I wish there were a few more webcasts and tutorials (hands-on, interactive) of improving one's research skills--I do pretty well, but I bet your librarians have invaluable nuggets to provide. Again, I love Albertson's library and show people many of the digital and music databases we have access too. I'm hardly physically in the library, but use it weekly. Time to time, approximately three times a year I do find I need to use the interlibrary loan request on fundamental books in education.
Graduate: Masters	There is great material available on-line and in the library. Staff is very helpful, especially Melissa. The library needs more group rooms or maybe monitor them closer for singles. Do something about people and cell phones and talking on the third and forth floors. I would give the library an eight overall.

Graduate: Masters	Learning how to gather information about certain subjects is easier to find when you know how to access the library guide and it has helped me become a better student. Thank you.
Graduate: Masters	Library is great, but, is too time consuming (parking, finding study space, and crowded) to use in person. Then the online resources are some what complicated and also to time consuming - especially given the easiness of the internet. Seems old fashioned.
Graduate: Masters	My answers #28 - #35 might not be truly accurate. I have been fortunate and have not had to writ any papers in which I needed to do any sort of research. Almost all materials I have needed have been supplied in class. As a result, I mainly use the library for a place to study. Staff seems friendly though.
Graduate: Masters	Staff has always been quick to help. Thanks!!!
Graduate: Masters	Thank you for the support!
Graduate: Masters	It would help if I could get the journal articles that are not available on-line or via inter-library loan. It seems that when I request an article, sometimes it is only available if I go there in person, which sometimes I cannt.
Graduate: Masters	Almost every time I visit the library, I have to wait to use a computer because they're all full. Need more computers and access to online journal articles. There are still quite a few articles I try to access that aren't online.
Graduate: Masters	Being in an online program and living several hours away from BSU's campus, there are resources I find in bibliographies that I cannot obtain online (mostly books; journals are well represented). The more these resources--such as digital copies of print books (like the digital copies of older journals)--continue to appear on line, the better will be the service provided by the library for users like me.

Graduate: Masters	In need of silent study spaces. Rooms available on 3rd and 4th floor for silent/group study are VERY noisy. It is difficult to attempt silent study when a group in the adjacent room is loud. Perhaps separation of individual/silent study rooms and group rooms would solve this problem?
Graduate: Masters	Need an easy to access web catalog and a better inter library loan notification system!
Graduate: Masters	What needs attention in our library is easier and more user friendly access to research material. □ If Google and Yahoo make untrustworthy material so easily obtainable then it is time that credible and sound material be readily available and more easily accessed!
Graduate: Masters	I live in LEwiston. most of this does not apply to me. The online service is not user friendly as far as log in, then find what you want, many articles say they are available, but direct you to a site you must register to use. would be nice to know what article is available before i try to view it.
Graduate: Masters	When you are searching through EBSCO and use the option to select multiple databases, not all of them are on the list. I like to use MEDLINE, CINHAL and Cochrane. I have to search the Cochrane database separately, so I am more likely to use my hospital library where I can search all three together.
Graduate: Masters	BSU has an excellent online library, which is essential to me as a distance student. My only disappointment is that there is no alumni access available, so I will lose all access to the academic journals on the last day of this semester. Ironically, one of my research topics for this year has been implementing evidence-based practice in this field, and how one of the great barriers to doing so is practitioners' lack of access to research journals. And now I shall join them in having no access!
Graduate: Masters	EdTech Student - Courses are only online (I don't live anywhere close to BSU)

Staff: Other	<p>I do not have computer access at home. It would be very helpful if we could - on a case by case basis - be able to download programs like Turbo Tax, or iTunes when we're working on the Library computers. I do a lot of my internet access over my phone which occasionally requires updates through iTunes.□</p> <p>Your staff and student workers have always been friendly and helpful! :) I like the openness of the first floor now - it's more social and feels safer. If every staff member could be trained on the basics of Word, Power Point, etc. that would be very helpful.</p>
Staff: Other	<p>I have had good service from people answering emails and from the information desk, but poor service continues at the main checkout counter. It is getting more difficult to find library-quiet in the campus library. Thank you for your efforts to improve service to our campus.</p>
Staff: Other	<p>Professional library staff are very helpful. Sometimes the quality of service from students at the circulation desk is not up to par -students seem bored/uninterested in working at the desk.□</p> <p>□</p> <p>There aren't many opportunities for non research oriented staff to learn much about the library. It would be nice to have some kind of training available.</p>
Staff: Other	<p>Delivery of library materials to my desk (for staff and faculty) provides a great level of service and is very much appreciated!</p>
Staff: Other	<p>The individuals at the Reference Desk on the 1st floor are helpful and friendly. The individuals who are at circulation are rude and unhelpful and usually chatting with their friends instead of assisting patrons.</p>
Staff: Other	<p>Library staff are always very helpful and knowledgeable. The library web page is one of the most difficult to use I have found.</p>
Staff: Other	<p>The library has come a long way over the years. The strong online presence has helped me, both with my work and with my academics.</p>

Staff: Other	I greatly appreciate the ability to request a report that must come from another University and have it on my desk without leaving Yanke. All of my interaction during the past year has been online and each member of the library staff I've worked with has been exemplary.
Staff: Other	I have not used the library as a student yet, but intend to. I have worked with Jaque and Peggy for recruitment efforts and they are amazing to work with.
Staff: Other	While I do not currently make extensive use of library services, my interactions with multiple library personnel have been very positive. They maintain a culture of service which improves my productivity while I have a good time doing it. And their resources and research on various information technologies is solid. Thank you.
Staff: Other	Any negative experience has been related to inconsiderate patrons, rather than library services. I feel safe, peaceful and enjoy time spent in the library, and staff has always gone out of their way to fulfill my service needs. I have noticed the art section could use some updating. I'm sure that's a budgetary matter, however, rather than lack of desire to purchase. I am both staff and a student.
Staff: Other	I rarely need help from the library, but when I have needed it, I have found the staff to be extremely gracious and helpful.
Staff: Other	You all (Albertson's Library @ BSU) absolutely ROCK!!! Thank you!!!
Staff: Other	Just thank you.▯
Staff: Other	It would be nice to not have the online web site change, it take some time to learn how to navigate the system only to come back later and things have changed.

Staff: Other	<p>I mostly use the Library for personal research. I sometimes use it for work related purposes. Most of what I need for work is available online through professional organizations, and is easier to access that way.□</p> <p>□</p> <p>It would be nice if the library could provide a listing that shows the various research subscriptions that are available. More of the professional staff on campus (myself included) would likely use those services.</p>
Staff: Other	<p>If I have one frustration with the Library, it is that accessing the on-line version of journal articles is not as convenient as it could be. Sometimes e-versions are 'not available' through Albertson's, however I am able to find them free on other non-library sites. I seldom visit the Library's physical space, but frequently need to share articles I find in a lit review with other research collaborators. Being able to have one-click access to e-versions as well as having more journal articles generally available in that format would be so helpful. Library staff have been very helpful and have provided excellent service in all my interactions with them.</p>
Staff: Other	<p>I teach classes and do research in religion. It would be extremely useful if the Library subscribed to the ATLA database since it is very difficult to generate research projects without being able to use the most common database for the field. I know there are other faculty and departments on campus that also teach courses that involve topics in religion so it would seem like a number of us would benefit from having ATLA available.</p>
Staff: Other	<p>Would like to see more titles available in the ProQuest/Safari. Think it's only 200. Should be all.</p>
Staff: Other	<p>My only disappointment is that videos I use in my class are not usable due to static/age. Several I've replaced in my own collection so that I don't have to rely on those provided by the library.</p>
Staff: Other	<p>I find the website difficult to navigate. It appears as though a book or article is available but when I try to check it out, it's not available. (May be operator error, too.)</p>
Staff: Other	<p>I haven't been to the library for a long while because I was sick of trying to get help and getting treated like I'm stupid or not worthwhile by the library staff. The attitude of the staff was very stuffy and pompous.</p>

Staff: Other	I regret to say I don't use the Campus Library in my position. However I may try to in the future.
Staff: Other	this survey was too long. sorry I just couldn't complete it. You should probably discount my results
Staff: Other	Electronic check-out system isn't very intuitive.
Staff: Other	I have not used the library in any capacity while employed at BSU. I have heard from the students that I work with that the Library is great and has great resources available.
Staff: Research	<p>Coming from a recent graduate of BSU, I feel that if the Library staff (especially those designated as department liaisons) were able to introduce and some experience with bibliography management software that was both free and paid (EndNote, Bibtex, Mendeley or Citations within Word/Pages) it would provide a welcome addition to what coursework and faculty are not contributing to the undergraduate curriculum. I know many students in the sciences who were frustrated with maintaining literature libraries and citation styles by hand and were not aware of software options available. Most people will probably not want to get involved with LaTeX and true typesetting when writing papers, but having options available to users who want to have a more organized system would be beneficial. □</p> <p>□</p> <p>p.s. I apologize if this is already in place, I will admit I didn't look exhaustively through the library resources when I began down that path.</p>
Undergrad: 1	The Library is awesome and very usefull to me personally, my only wish would be that there could be more computers on the second floor for student useage, that would be so helpfull. It's hard to find a free computer during 10am - 3pm and it's a bummer when I can't do my work here in the library. Thank you for letting me participate in this survey and great work on the first floor improvments, they are great.

Undergrad: 1	I am on distance on-line student. The services provided by the online library are invaluable to me since I do not have access to the physical library. I was able to access everything that I needed whether it was available through the BSU library database or through ILL. No complaints at all, just grateful for the service. I could not have adequately completed my degree without the use of the library.
Undergrad: 1	I LOVE the library at Boise State. Everyone is so nice and it doesn't cost me any money to study in a clean environment- I LOVE the helpers. Thank you. It is my favorite place to be besides home and outdoors.
Undergrad: 1	The library liason and representative staff is the single most competent and helpful staff group on campus. It matters not what my question is or whether I ask Ellie, Mariela, Melissa, Memo, Carrie or someone else - I always recieve expert assistance coupled with an attitude of eagerness to help. If the person I ask cannot help, they will search until they find someone who can. I have been touched and deeply impressed at this staff body. They clearly love their role and are excited to help students achieve academic excellence.
Undergrad: 1	I work here at the library and there are often times we do not have what a patron is looking for. One thing I can remember are primary sources. We have some in the databases but often the databases are hard to use and end up leading you on a rabbit trail. A second thing is about the amount of Children's and Young Adult literature and teching resources we have. We have lots of Education majors and a very small sampling of Children and YA literature. On that note it is often difficult to find some of the resources we have because they are in multiple places with different call numbers. I know many patrons come looking for something and are very confused about the call number. I hope this is helpful and can ease some frustration of patrons future use of the library.
Undergrad: 1	I would like to see the front room with the vending machines turned into a 24 hour room where students could come and study at any hour.
Undergrad: 2	Wish all the group study rooms had white boards because the chalk doesn't work on the chalkboards. Also, would be helpful if the rule requiring more than one person to use a group study room was strictly enforced, because those rooms are in high demand. Really appreciate that dry erase markers are provided in group study rooms.
Undergrad: 2	Always willing to go out of their way to help the students here at Boise State University.

Undergrad: 2	We need more group work rooms on the 3rd and 4th floor- they are always taken!
Undergrad: 2	need more to the present date on books not for the 60 or 70'2
Undergrad: 3	The late hours the library operates helps a lot.
Undergrad: 3	I honestly wish the library was open 24/7. I know this may be unreasonable, but there are a few other colleges with these hours and for a college our size, I think it would benefit quite a few people; I know it would me.□ Thanks
Undergrad: 3	Several of the people working at the library have been nothing but rude to people asking for help. I was literally asked once why I was so f***ing stupid, that I couldn't find a book and pulled them away from what they were doing.
Undergrad 5+	Music in the first floor.

Undergrad 5+	<p>In general the library provides quality services that I am entirely satisfied with, but I have two suggestions.□</p> <p>1) The library should carry a copy of every textbook that is in the bookstore. I have heard that this has created problems in the past because students would steal the textbook (isn't there a security system?) or check it out for too long and not return it. I think these textbooks should be kept as reference materials and not allowed to leave the library. Also I would like to see more introductory textbooks on various subjects that have recent publication dates. Too often I have been researching a subject looking for basic introductory information, only to find that the print collection is dated, and only newer books in more specialized areas of the field have been added to the collection recently. For some fields introductory material may not change dramatically with time, but in other fields it is necessary to update even the beginning information regularly.□</p> <p>2) I would like to see more careful thought put into the collection for each discipline. For instance the physics section is lacking several books which are considered classics in the field such as "Fundamentals of statistical and thermal physics" by F Reif and others.□</p> <p>Thanks, I understand budgets are tight and some of these requests may be difficult to satisfactorily meet.</p>
Undergrad 5+	<p>First floor is always crowded and noisy. People play on the computers rather than do assignments- this makes it hard to look up information.</p>
Undergrad 5+	<p>Not Bad.</p>
Undergrad 5+	<p>I generally use and prefer online resources because it allows me to archive information that I need to work, even when I don't have internet access. I tend to avoid print-only resources. I have used the library study rooms on occasion, but try to avoid them because they are generally crowded and have poor ventilation. With a small group of students and their laptops, it gets fairly humid and does not make for the best working conditions. I have never had a bad experience when interacting with library employees, they have always been gracious and very helpful! They deserve a big thank-you!</p>
Undergrad 5+	<p>You shouldn't use wireless for permanent desktop machines. I know homeless people need a place to stay but I don't enjoy using the bathrooms and computers with them at the library. Why are the exterior front door handles consistently so sticky?</p>

Undergrad: Non-degree	In the past year, it happen twice where the books I returned were not logged in as returned. I received emails about being due and stopped by to talk to the front desk but, two months later nothing and I kept receiving the email notices of being due. The front desk person told me that, you would send someone to look for the books and check them in but nothing. Finally, I looked for the books myself, brought them down to the front desk and I waited until the front desk person checked each book one by one in front of me.
Unidentified	I am very pleased with the services and materials available at the library. I especially appreciate the helpfulness of the people working there.
Unidentified	I am quite happy with the Albertson's library. I am not happy with this survey. It is way too details and redundant. Pardon me if I return to work.
Unidentified	Kick the homeless out!