

2003 LibQUAL+ Comments

Access to Information

Graduate

Engineering / Computer Science

The hour in PCL should be extended to 24 hours

Graduate

Engineering / Computer Science

it is desirable to open 24 hours with studying facility.

Faculty

Humanities

Library should keep longer hours in interims and vacations. This is a Research One University--the library shouldn't close for days just because the undergraduates are gone! Those times are when faculty and graduate students can focus on research.

Graduate

Other

My only request would be that the Public Affairs library extends its hours of operation.

Undergraduate

Engineering / Computer Science

more hours at UGL would be nice

Faculty

Education

There are only two things I would ever complain about the library, both of which are related to funding limitations I believe: (1) the library being closed on Sat. and Sun. at inopportune times (e.g., during spring break, just before classes begin) or closing early (2) a few journals I would like access to are not being subscribed to.

Graduate

Education

I would like to see the library open later in the evening. The UGL circulation desk should stay open on Friday until at least 5pm

Undergraduate

Other

I study in the library and enjoy the incredible amount of resources offered by the UT library system. I am opposed to closing the libraries at 10:00 PM on Friday and Saturday. I also do not like the idea of closing the libraries early in the summer. I study much better at the library and sometimes the libraries are closed at the only time that I can study. The libraries are great and a university's purpose is to educate its students; don't discourage our opportunity to learn.

Undergraduate

Science / Math

Good Job keep it up. Stay open later on fridays.

Undergraduate

Engineering / Computer Science

The library system at UT is world class! The most important thing is that it stays open for use as much as possible. The info is there, we just have to be able to get at it.

**Graduate
Science / Math**

Too many books are in storage.

Library closures on key weekends at beginning /end of semester are absolutely unacceptable.

**Undergraduate
Engineering / Computer Science**

I think the pcl should be open 24 hrs cause there aren't a lot of places to study that late, and the ugl is far away for dorm students to walk and too far away from parking spaces although the walking program is good, keep that up please, it's a good compromise but I would really suggest 24 hr pcl or at least one more hour, thanks

**Graduate
Social Sciences / Psychology**

The Benson hours Saturday and Sunday are inconvenient. Too many texts in the Benson Library are marked for In Library Use Only.

**Faculty
Humanities**

The Benson Latin American Collection has unreasonably short operating hours in the summertime.

**Faculty
Humanities**

The worst part about the library is that its hours get cut so radically at exactly the time when I need them most -- especially closing at 5 during the summers & holidays and all weekend before school starts. (It's really shocking that the library would be closed while the gym remains open, particularly the weekend before school starts.) Please! Other than that, I'm generally very pleased with the library.

**Faculty
Humanities**

My study in the PCL has saved my life this semester. The staff is amazingly courteous. The HRC hours are very difficult for my undergraduate and graduate students whose research is HRC-based. No night hours. Brief weekend hours. It is a treasure but too often it is locked away.

**Undergraduate
Other**

I have only positive experiences with the UT library system in the past. Librarians have been helpful and considerate to me and the resources offered by the library service more than sufficient for my needs. However, I was disappointed when I heard that the hours of operation for some libraries across campus were cut, as late-night studying and research have been very important to me personally.

**Graduate
Performing & Fine Arts**

I would appreciate it if the library opened sooner on weekends. Sometimes the most convenient times to work are the times when the library is closed! Also, I think it is time for a cleaning in the library - of going through the shelves and putting

**Undergraduate
Health Sciences**

I think the libraries provide a good working environment. I study at the PCL a lot, and I would like to see it open later or 24 hours at best. Or it should at least have a few floors that are open all night like they used to a while back.

**Graduate
Engineering / Computer Science**

Please keep the engineering lib open 24 hrs, that would really be wonderful

**Library Staff
Humanities**

The biggest weakness of PCL, in my opinion, is the library hours. I depend on PCL on weekends primarily since I work full time, and it is frustrating that the doors don't open until noon on Sunday.

The second weakness is the Library website. It's got a lot of information on it, but gosh the interfaces aren't that user friendly and a lot of the system seems kind of stilted and antiquated. Needs improvement.

**Graduate
Humanities**

The only complaint I have is that the Benson is not open often enough nor long enough. 2-5 on Sat is almost useless, it ought to be open at least 9 hrs a day. I love the Benson and I need more of it. I hated this survey however, it was very tedious and repetitive.

**Graduate
Humanities**

1. Please pretty please fund evening hours for the Center for American History and the LBJ Library. I work 8-5 and it is nearly impossible for me to do meaningful research at those places.
2. Please keep the libraries open during Christmas week, and with evening hours during intersession/spring break periods. Sometimes this is my only chance to spend serious time in the PCL.
3. The gaps in the libraries' periodical collection are frustrating. especially missing volumes and/or discontinued subscriptions.
4. The library staff is always friendly and helpful.

**Graduate
Performing & Fine Arts**

I am an art historian, specializing in ancient art. A few comments:

PCL has great hours, but the new finishes are hideous, especially the burnt orange flooring - it is not a welcoming environment from a visual standpoint.

I use FAL almost as much as PCL, but the weekend hours are terrible. This often hampers me in my research.

I should use the Classics Library much more than I do, but tend to avoid using sources that are housed there, because the hours are truly awful. It should be open at least 1 half-day on the weekend and one evening per week. Why not move the collection to PCL? It's not a long walk from Waggener Hall to PCL!

The increasing availability of online sources and databases is wonderful and greatly appreciated - please continue this trend!

The parking resources by PCL are terrible - students shouldn't have to pay to park by the library for more than 30 minutes - this is an outrageous stress on the budgets of people who are underpaid and time-stressed.

**Faculty
Social Sciences / Psychology**

I wish the library were open more hours during the interim periods (such as Spring Break)

The library collection is very impressive. I have been very impressed by the amount of material available. The Benson library is incredible. I have never seen such an amazing collection for Latin American

Studies. Please continue to support the Benson library

The online databases are not easy to get to from the UT web page. I often find myself getting to them through other library web pages in other universities.

**Faculty
Humanities**

1. Please expand the library hours during the interim. The library hours during the interim are unacceptable for us junior faculty members. That is when we need to use the library most and we are shut out on weekend and after 5pm. This makes library research more difficult than it needs to be.
2. More electronic library services need to be available from home or office. In particular, many indexes are accessible only at the library, making it difficult to seek and check citation.
3. Faculty studies are not a luxury. Many of junior faculty members cannot work at home because of space constraints or distance from campus, and cannot work at the office because of departmental politics and interruption.

**Graduate
Business**

The PCL does not a very encouraging support for the business school graduate students. We do not have many text books available and whatsoever are available are old editions. It is very disheartening that such a big library system is shunned by most MBA students

**Faculty
Social Sciences / Psychology**

On-line services are very helpful and constantly improving.

There are several periodicals I need access to that are not in the collection (but probably few people on campus would use them.)

Multimedia collection could be broader. Facilities in my school limit my ability to integrate these into classes. And too few class size spaces in the av area of UGL make it hard to use them there too. Are there are other places to screen films to classes of around 20-30 students?

**Graduate
Science / Math**

The number and quality of biology-related journals needs to be maintained, and have on-line access. Also, it is important to have complete sets of the journals and not begin in the middle of the set (ie beginning with vol #3)

Hours are great! and Librarians are helpful although they do have limited hours.

on-line journals which require passwords for access are essentially unavailable to us because we don't know the password, or it has changed/ doesn't work.

The journal catalog at the Life sciences library (on their computers) is not user-friendly at all. I always have to go to the out-of-date paper catalog on the counter to find my journals. If they would keep it updated, I wouldn't mind using the paper version.

**Faculty
Education**

Access to electronic documents could be improved. Particularly in the area of Education. We're a top 10 COE and top 10 Special Education but we have POOR access to materials.

**Faculty
Humanities**

The library's holdings are extremely spare in certain areas of history, philosophy, and especially theology. I'd also like to see much more material available online. I'm delighted, however, that I am able to access the Oxford English Dictionary (OED) online.

**Graduate
Health Sciences**

I just discovered the Life-Sciences Library. I am surprised that it wasn't talked up more at the School of Nursing. The library should get a subscription to Journal of Human Lactation or another lactation journal. In general, I really love the UT library system. Thanks for all you do!

**Graduate
Social Sciences / Psychology**

I would like to see subscriptions to more online journals, paper journals and working papers/proceedings in the field of linguistics. It takes too much time to always use ILS.

**Undergraduate
Engineering / Computer Science**

Need to keep more CS books in the library, particularly textbooks.

**Graduate
Social Sciences / Psychology**

My area of interest is in the South Pacific - in general the resources are limited and dated.

**Faculty
Humanities**

There are serious problems with the operating status of the Classics Library (hours, accessibility, organization of materials). These need to be addressed immediately. Why is this library so behind everything else the UT Austin library system has to offer?

**Faculty
Social Sciences / Psychology**

The library lacks some of the basic periodicals and books in my field. This is a problem.

**Faculty
Science / Math**

The library is missing many medically related journals. Try to do a study on asthma or blood etc. Even though we do not have a medical school here, many of us seek NIH support and NIH supported research must be medically relevant.

**Faculty
Agriculture / Environmental Studies**

Quality of electronic Journal access is excellent- I just wish the AGU journals were available. The e-doc feature is great for remote users at the Marine Sciences Institute

**Graduate
Education**

I often do not find the type of journals that I need in the library collection, those related to health statistics and health-related issues. ILS has proved very to be helpful, but I would prefer to get the articles when at the library rather than wait.

Faculty**Communications / Journalism**

In order for my current needs to be met I have to utilize multiple databases to access information and even then the results are not always satisfactory. All of this frustration could be solved if the UT library would subscribe to a single database: ProQuest.

Faculty**Social Sciences / Psychology**

Although I realize it probably takes time to get electronic journals online, I would like to see more journals in my area online.

Faculty**Other**

Rarely go to library -- usually access it electronically. Often the library doesn't have the latest books on Science and Technology Transfer and Commercialization

Graduate**Communications / Journalism**

online access to commsearch (national communication association) would be great

Graduate**Communications / Journalism**

What I would love to see the most is increased availability of resources online.

Faculty**Science / Math**

Important to maintain journal subscriptions and also direct access to older journals on campus.

Faculty**Undecided**

It's generally good...my one request would be to update PsychInfo more often...it says that it is updated weekly but that is simply not true.

Graduate**Agriculture / Environmental Studies**

Not bad. I sure with you guys would go a little more ballistic on journals, particularly with online subscriptions. Generally, I can get what I want, but probably 2-3 times a quarter I find some reference that I am unable to get and end up emailing for reprints [and get shafted when I realize the investigators are in Europe or something].

Graduate**Engineering / Computer Science**

The library services available online from any computer are very convenient and useful.

Graduate**Other**

I wish the online academic journals were easier to access, and that there was more full documents.

Faculty**Humanities**

I am in a small and international field. Electronic resources are lacking in general, but library is not doing its max on that.

**Graduate
Engineering / Computer Science**

I would like to see downloadable documents for journal papers made available through the library website.

**Faculty
Science / Math**

I like it that so many journals are now available online

**Faculty
Health Sciences**

The support of electronic journals is exceptional.

**Graduate
Health Sciences**

The electronic information resources are wonderful in UT-Austin.

**Undergraduate
Communications / Journalism**

The audio visual collection is an essential resource that needs to be expanded. The Harry Ransom center is a true treasure that I wish I had more time to explore.

**Undergraduate
Science / Math**

I think the library services are great, though I find the resources of UGL weak when compared with the other libraries at UT. But I greatly appreciate the audiovisual library!

**Faculty
Communications / Journalism**

Problem with acquisition of new serials, which are extremely cheap in my area, unlike science or engineering; the electronic indexes I find less helpful than the universal electronic index we used to have.

**Faculty
Communications / Journalism**

Need more online journals

**Faculty
Social Sciences / Psychology**

We need continued growth in web access. The links to news and newspapers from around the world is great! More investment is needed in electronic versions of journals.

**Graduate
Engineering / Computer Science**

I'd like better/more comprehensive access to online resources. There's nothing worse than having to walk around looking for some obscure paper copy of something...or worse, having to wait for inter-library loan to get it to me.

**Faculty
Engineering / Computer Science**

Electronic access to more journals is most important to me. The condition of the actual facility is not--by comparison--very important.

**Faculty
Humanities**

important resources in my field are simply not available here. I know it's not your fault. also, when an important book is lost you need to replace it!

Faculty**Business**

Please increase the ability to obtain journal articles electronically. I telecommute, so easy, available info is critical to my continuous improvement of my courses.

Faculty**Humanities**

The electronic journal archives have dramatically improved my ability to do research, and from the comfort of my office.

The UT Library is one of this institution's greatest strengths.

Graduate**Business**

I think the most valuable part of UT library is student's access to database searches. It is important to make those searches easy to use. It is also important to provide as many resources/data bases as possible. As far as library point to point service, I don't think that is very important.

Graduate**Social Sciences / Psychology**

I do not currently reside in Austin, but am doing fieldwork in New York City. Web access, especially access to full text articles, has been a great help.

Graduate**Engineering / Computer Science**

Great collection...really nice staff...maybe more downloadable journals can be added!

Graduate**Business**

I mainly use the library online services to access business journals. Although I have only been in the library to take a tour, all the feedback I have ever received regarding the library has been very positive.

Faculty**Humanities**

Online materials and access are obviously growing fast and UT system seems to be keeping up as well as anybody, thanks.

Graduate**Education**

I think that the library's strengths lie in its electronic resources. The place where I have been repeatedly disappointed is finding books in the stacks. Often, the catalog indicates they are in but I have to search through books waiting to be filed to find what I am looking for and sometimes I ultimately have to ask and often get very little assistance. Overall though, I am very pleased with the number and variety of books. I have been able to find the essential books in my field without a problem.

Faculty**Humanities**

U-Cat: search within results would be good. More electronic versions of printed journals (like JSTOR, Ingenta) if these are possible. More e-books where possible. But on the whole the library service is simply great - thank you!

Faculty**Social Sciences / Psychology**

The library has an excellent collection. Good luck keeping it up in the current budget environment.

Graduate**Other**

printed copies of new journals are unnecessary... keep online subscriptions running and collect as many of the bound journals that aren't published online as possible.

Faculty**Business**

Our print collection, especially for journals, has been lacking far behind other universities. Fortunately, convenient electronic access to journals via online licensing agreements has made up most of the difference. In my opinion, this has been the single greatest improvement in library services over the past ten years.

Graduate**Social Sciences / Psychology**

In terms of the Latin American collections I believe this is one of the best libraries I have seen and I do hope it continues like that. the amount of information and the range of it is amazing.

Faculty**Agriculture / Environmental Studies**

Benson collection very hard to use because of arrangement of materials.
Geology library has poor selection of printed journals.

Staff**Science / Math**

The library's policy of purging the collection is reprehensible, and has led to serious undermining of its holdings in important areas.

Faculty**Communications / Journalism**

Without the HRHRC Photography Collection my career would not have been possible. Their phenomenal resources are backed by a helpful staff, but their hours and paging help are inadequate. They not only help with research, and individual study, they facilitate holding seminars. When the university consolidated and Communications lost its own library facility, it seriously hurt teaching.

Faculty**Humanities**

The holdings of the UT libraries in my fields are one of the most important assets of the University. Without the excellent library I would have looked for other employment a long time ago...~

Faculty**Education**

Our library is so far ahead of any others that I think they are an excellent model for other institutions. They stay ahead of the curve on making things available in multiple formats and in helping us use the information available more efficiently. I couldn't function without them.

Faculty**Science / Math**

I think the library does very well considering the cutbacks in resources. These cutbacks are severely and negatively impacting the quality and quantity of print journals available in the library, and increasing my dependence upon online/electronic journals - which is not a great replacement in my opinion. I prefer to have hard copy, but budgets are forcing librarians to cut back on paper subscriptions.

Faculty**Education**

We are so fortunate to have the PCL. Having had opportunities to use other large university libraries when doing research for my dissertation and for other projects since I graduated, I marvel at the

extensive collection and the very fine help I received and still receive. I hope the budget cuts do not impair this crucial, core service that makes UT so unique.

**Faculty
Humanities**

Overall, I am very pleased with the resources and services our Library is providing, esp. amidst budget constraints. Very efficient, responsive, and helpful for carrying out research.

**Faculty
Science / Math**

The library provides an interesting link between information availability and accessibility, and teaching. My interaction with the team of librarians has been an advantage for my own research.

**Staff
Engineering / Computer Science**

When a new book is ordered, it takes about a year to get your hands on that book. This was the experience I had last time. This is unacceptable.

**Graduate
Business**

Should have more copies of the books in the courses syllabus

**Faculty
Education**

The library needs to purchase more than one copy of many more books; I very often must recall books that I need for my academic work. Also, the library needs to purchase new materials right away rather than wait a long as it does to buy new books, etc. More on-line journals and more education journals are badly needed.

**Faculty
Social Sciences / Psychology**

I often simply buy books because I need the most recent publications in my area of interest and usually the library has only one copy (if it carries the books I need) and that copy is checked out.

Access to journals is very good and useful, esp. GEOBASE (online geography database)

**Graduate
Science / Math**

It happens a lot that the library has only one copy of the book I need at the moment and that copy is checked out. It takes some time to recall the book, so what I usually do is to try to borrow it from faculty or students. In my opinion, it would help a lot if the library had more copies, and one copy should remain at the library.

**Graduate
Engineering / Computer Science**

It would be great if the library can obtain more copies of popular books so that borrowers won't keep getting recall notice all the time.

**Undergraduate
Health Sciences**

Takes too long to get popular books, and then when you do get them, not enough copies available.

**Faculty
Humanities**

The biggest problem that I perceive with the library is one that I realize librarians are more than aware of: the shrinking book budget and thus the increasingly inadequate level of acquisitions. On the other hand I have few useful suggestions about how to deal with this in a period of shrinking budgets. I would advocate some shift in resources away from short term demands for services to current students and faculty and toward acquisitions that are key to the long-term health of the collection, but I recognize how difficult making such a shift would be. On the whole, though, I want to emphasize that I am grateful to be working at a university with such a wonderful library, and that I have always found members of the library staff to be willing to go beyond the call of duty to be helpful.

**Graduate
Engineering / Computer Science**

I use the geology library also quite often and want to say that those people do an excellent job. Not that others do badly but they just go the extra mile.

The on-line journal system is very nice. Having access to these journals without having to run all over the place helps me a lot. Sometimes because resources are so spread out over campus I sort of save up my library requests and then do them in one day. Having the journals online saves me the hassle.

**Undergraduate
Other**

Inter-Library Loans are a good idea, but I'm still waiting for something I ordered in early January! There should be at least a few more group study rooms available because they are always difficult to find when you need one. The staff at the PCL, UGL, and Classics Library are always very polite and helpful.

**Faculty
Architecture**

In general, library services at the University of Texas are very good. Two areas could use marked improvement, however: interlibrary loan (too slow, not responsive to the needs of a serious researchers), and book and serial acquisitions. The budget for our library (Architecture and Planning) is still too low to keep abreast of new materials being published in the field. Our budget is a small fraction of the science libraries!

**Faculty
Health Sciences**

Need to have more complete online holdings. Or need better interlibrary loan. The quality of the pdf files received is often quite poor.

**Faculty
Science / Math**

The collection of relevant electronic journals is sorely lacking and it takes far too long to get the large collection of missing articles through interlibrary loan. This situation compromises competitive research and teaching in cutting edge fields. Some of the money designated for books should be reassigned to the purchase of necessary, high profile electronic journals.

**Faculty
Social Sciences / Psychology**

Although I don't go to the library as often as I used to myself, I send my students for materials every week. I know that many materials are available on line these days, but it takes time and money to download the many materials I use. Often it is nice to have the original hard copy to use. With regard to some of the questions about physical space in the library, I answered based on my needs. I have an office on campus, so the physical library space is not so important to me, but it might be much more important to my students, and their needs matter greatly to me. I would like to see a much quicker time on interlibrary loan materials. I use the library resources extensively.

Faculty

Other

The interlibrary loan service is quite poor. We need to get a lot more books into the library in the field of Communication Sciences & Disorders

Faculty

Health Sciences

The interlibrary web site needs huge improvement. It is very slow and often unavailable due to a failure.