

2003 LibQUAL+ Comments

Personal Control

Graduate Science / Math

It will be nice to have a system where you are able to get photocopies of articles in case you forgot to bring a copy card or cash. A system similar to that in computer labs.

Graduate Science / Math

Much, MUCH better and cheaper copier services are needed. The current ones are cheap, slow, and expensive and prone to error.

Faculty Humanities

Copiers, copiers, copiers. ILS is great, the library in general is very good, but the copiers are ALWAYS out of service, no paper, no toner. I don't know how many dimes I've lost due to inoperative copiers.

Graduate Science / Math

I hate the life sciences library. You really need to do something about it. It is poorly organized. The copiers in the life sciences library need to be replaced. Our department copy cards do not work at that location. I dread having to go to the life sciences library.

Graduate Humanities

Microform duplication equipment at UT is very poor.

Undergraduate Education

My favorite it the Online Library; however, I cannot access it at home through Internet Explorer, only Netscape. It is also frustrating to set this all up. I really would love to be able to access it through Explorer.

Faculty Education

The Internet makes trips to a library less important in gaining information.

Faculty Social Sciences / Psychology

Overall, I think the resources are available--additional ease of use from office/home office and resources would improve.

Faculty Science / Math

An overview sheet on which electronic indexes to use for which needs, and how to use them would be helpful.

Faculty Science / Math

My major need is to obtain information through electronic journals. The library website is poorly designed such that it is often difficult for me to locate these journals, even if they are actually available. There are a number of journals I use that are unavailable.

Faculty**Social Sciences / Psychology**

I hate the website and search engine used by UT-Austin. I did my graduate education at Arizona State University and the web was so much easier to negotiate!! I could find the resources I needed, check them out, renew them online, keep up-to-date with my library record, order inter-library materials, access electronic journals - all within a very user-friendly search environment. The UT online library is unsatisfactory because even though all of these options may be available, they are not readily accessible and easy to use.

Graduate**Other**

I am an on-line student at UT and have found the library website to be extremely useful, except for those resources that must be used on location.

Faculty**Science / Math**

Most of my use of library resources has shifted to on-line journals. For this, the library has done a great job at maintaining subscriptions. However, due to the large number of subscriptions, the web page links for accessing journals have become cumbersome and slow. Is there some way to allow individual users to customize their own "portal"? Or is there some way to subdivide the current offerings

Faculty**Health Sciences**

Students have difficulty downloading or accessing documents from home. Some journals in our field not available.

Faculty**Engineering / Computer Science**

* the more electronic access journals the better

* would like a pay-per-use service to get non-electronic articles that we own photocopied and sent to me via campus mail

* would like more information on literature database search training options for my students

Undergraduate**Communications / Journalism**

The library is so big it's rather intimidating. Maybe you could offer a workshop on researching and taking advantage of the tools that are offered

Faculty**Business**

I was referred to the Texas State Library by one of your very helpful librarians. The online publisher requires a subscription, and this journal is dedicated to my field of expertise, so I wasn't sure if the library (PCL) carried it. It would be helpful to know to whom I can direct these inquiries.

Undergraduate**Engineering / Computer Science**

I would like to see computers that are unrestricted to the general public that had specialized search engines that allowed any user to be able to use a broad array of search techniques to find any given reference.

Faculty**Science / Math**

Need more library information and/or introduction for new staff. I still don't know w all procedures for ILL and for class reserves, etc.

Faculty**Performing & Fine Arts**

I need to improve my own skills in utilizing library resources. Perhaps my rather low level of satisfaction is my own shortcoming.

Graduate**Health Sciences**

I think the library system is confusing to new students and should be explained at orientation, especially graduate school orientation.

Undergraduate**Business**

There are so many that I am unaware of, but it is hard to find out what services are relevant to what I need. The online access is great--but I can never find what I need, and I don't know how to figure out how to find it either.

Graduate**Other**

The times that a librarian has come to my classes to demonstrate usage of the web-based resources have been immensely valuable.

Graduate**Education**

There are not enough people to ask for help. They are all stationed behind a GREAT BIG desk and appear to be very busy. I think that if they were "floating" around offering help it would be great. Students always seem to need help with printing, put a flyer by the printer or computers that tells you in 5 easy steps how to print. and where to get the print cards etc. Also if there was a regular place that you could go for a quick "tour" of the library and/or a "training station" with helpful information on how to access various things electronically and the electronic databases, that would be helpful. It gets really confusing even though I do it all the time. I think that is because I learned how to do it on my own, trial and error, and therefore picked up bad habits along the way. For this to work it would have to be available during day, evening and weekend hours and perhaps every hour on the hour or at 10, 12, 3, 5, 7 & 9 and if there was anyone at the desk then you did the training if no one shows up then you are off the hook.

Undergraduate**General Studies**

Sometimes staff is very helpful, other times they are not so much. Maybe give more tips on how to access microfilm or give more info on who to ask. But otherwise I have found the library very useful.

Undergraduate**Other**

I often encounter books that should be on the shelves, but are missing and the staff can't really do anything about it except to suggest you come back in a few days. This is very frustrating, especially when one comes to the library in search of particular books, and the catalog says they are on the shelf.

Faculty**Science / Math**

1. Staff has been extremely responsive to server problems with off-campus access to databases.

2. Staff provides wonderful workshops/help for students who need to learn about how to find and evaluate information (freshmen AND upperclassmen who have never been educated). Too bad they can't be

required for all entering students.

3. Have sent info on TILT to colleagues around the world.

Faculty

Humanities

PCL circulation staff superbly courteous and helpful. Reference staff remarkably helpful and informed. Only complaints are (1) difficulties in accessing databases from home and (2) lack of access to Lexis-Nexis for all but law school faculty

Graduate

Humanities

Your method of dealing with and announcing recalls and overdue materials (especially overdue materials) is terrible and unfair. Rather than inform a user that an item is overdue or about to become overdue (easily done via email), you choose to send a physical letter after the item is overdue which arrives LONG after the due date. Though it is surely the responsibility of the borrower to return materials in time, as you have access to email, it would be a simple process to send a warning email or an overdue email as soon as the date arrives, thus saving the borrower a great deal of money. Perhaps you do this to make money.

Faculty

Health Sciences

I really REALLY (!!!) hate the way that journals are organized in the stacks! It's so much easier finding journals when they are in alphabetical order. This is the first university I've been at where such a crappy system is used in shelving journals. It's the ONE thing that I hate about the UT Life Science Library, but it's a biggie. It really limits my onsite use of the library. Love the online journals though!

Faculty

Social Sciences / Psychology

1. Electronic reserve system is great.
2. Open hard-copy reserve system at Public Affairs Library is also great. Please keep.
3. The lack of availability of copy-card purchasing machine at every single library sucks.

Faculty

Science / Math

Some of the scores on this survey would be higher if it were not for the Benson Latin American Library. That collection houses many scientific publications that would be of use to me, but their non-circulation policy seriously hampers any efforts to utilize their collection to the fullest possible extent. The nature of my work requires that I have library materials available for reference in my office or lab. In looking over the last five years, I find that I have spent several thousand dollars duplicating BLA Library collections holdings so that I do NOT have to utilize that facility; not exactly a desirable situation. The rationalizations I have heard in an attempt to justify their policy (e.g., limited print runs, replacement problems) are not unique to their collection, and do not impress me as adequate justification for restricting use in the way that they do.

I am also concerned about the reductions in journal subscriptions. I understand the budgetary pressures that bear on this issue, but I have limited confidence in long-term access availability of on-line resources. I expressed my concerns about this issue some years back, following a frustrating experience in which I was blocked from access to on-line resources we HAD paid for simply because our (then) current subscription for that year had not yet been paid. I was told that my experience was "surprising" (I agree) and "should not have happened" (I agree), but that it was not likely to happen again (I am skeptical). What happens when a journal folds (they, too, face economic hardships)? Who will maintain that resource on-line into the future? At least with paper copy, we would have access for the shelf-life of the paper. Mine is a historical science and I regularly utilize materials published in the 1800s and early 1900s. In 150 years, will I still have on-line access to an article in an issue of a journal to which we now subscribe, but to which we may cancel our subscription next year? Or that goes out of business in another five years? I feel fortunate that one of the libraries I use most, The Geology Library (your survey

forced me to pick only one, but I use Life Sciences as frequently), has some money through an endowment to help us maintain at least some of our holdings in print form.

On the whole, I think the UT library (excluding Benson) is doing a very good job with the resources we have and working under the constraints we face. My concerns (above) are probably not needed for this audience, because am sure you all share them. But this seemed an appropriate opportunity to air them again. Carry on!

Graduate

Other

At home, I do not want to use Netscape Navigator in order to access online journals available thru UT. When I request books that I would like the General Libraries to purchase, I would like more than a thank you email -- I want to know if those titles are likely to be purchased or not -- and if they are, an email notifying me. I want the FAL to open timely at 8:00 (or better yet, open at 7:30), and if not, at least have a drop box so that those of us who work at 8:00 can return overnight loans in a timely fashion. In the UT catalog system, I want to be able to display more than 10 search results on one page...an option for 25, 50, or 100. Also, I would like an easier, more obvious way to log in to my library accounts page to check on requests, check-out status, etc. -- preferably in the form of a very obvious link on the Lib main page.

Other than that, thanks.

Faculty

Health Sciences

Branch libraries are inconvenient. Health holdings are spread all over campus. We need a health sciences library. Psychiatry is a health science -- NOT a liberal art! Health services and health policy holdings are also spread to the four winds. Electronic holdings are deficient. Cutting library hours and holdings is inconsistent with a major research institution.

Faculty

Business

There appear to be inconsistencies in the electronic links in the catalogue.

Faculty

Engineering / Computer Science

Proxy server for access online electronic journals from off-campus is slow, unreliable, and too hard to set up.

Graduate

Science / Math

The services on campus are very good, but it would be really nice to have access to e-journals at home/off campus too.

Faculty

Health Sciences

Easy access to electronic journals from home is needed. I have repeatedly tried to do this but always run into some problem - It shouldn't be that hard to do.

Undergraduate

Communications / Journalism

The Internet catalog is not functional and confusing, and the books related to CSD are too old.

Faculty

Other

Generally I go to the library itself to pick up books or browse journals that I've already identified through the library website. I also use the library website to link to electronic copies of journals; every month I check the electronic journals to see what new articles have come out.

Faculty**Communications / Journalism**

I use the website extensively but don't find it especially easy to navigate. It is not especially clear what is where nor do I find it as organized as some other library sites I've seen...

Faculty**Humanities**

I use ERES quite a lot for teaching--it is an important tool for me but the design is clunky and inefficient in several ways.

I use Expanded ASAP and other databases all the time. I would like more electronic journal subscriptions with full text searching. For some fields, full text is scarce.

NetCat author searching is painful. Individual entries for each author should be nested.

Graduate**Communications / Journalism**

I'm very happy with the library overall, and find the book resources to be very extensive, although UtnetCat subject categories are at times confusing-- for example, when doing research on film, it is unclear why some books are listed under film, some under cinema, and some under both.

Journal resources have been a bit harder to find and use. The biggest problem I have had is with the different electronic databases. I often have trouble finding the location of important (I'm sure they're in the library somewhere), older articles using these databases (many do not go back far enough), and I usually cannot access the electronic journals that UT students are supposed to be able to access.

Faculty**Other**

On UTCAT I would very much like to be able to see what books are on either side of the book in which I am interested. I have seen such a catalog system on another campus and found it very beneficial.

Graduate**Science / Math**

UtnetCat is not good, and lacks powerful features:

Powerful search criteria, sorting of results, retrieving of large search results; same for the list of checked out books; possibility of setting alerts of due dates by email, possibility of sending a (short) mail to the person who has checked out a given book (to avoid the delay of the recall process), etc.

Graduate**Other**

As a foreign student working on Mesoamerica, I am in a sort of paradise at the Benson...PCL is also useful. I only need the study space for Library only books

ILS being dependent on other libraries is hard to evaluate, sometimes they are extremely kind & try really hard, to little purpose...

My main bug is the lack of standardization in the (electronic?) cataloging. when searching "Mixed Keywords" is a favorite, as books show up when their title or author won't... furthermore sometimes it seems the same search will give different results on different days... I know this sound odd, but having had to redo searches several time because of misplaced scribbles, I started checking it out, and is often the case...

message to staff: keep up the good work, thanks to all ya'll

**Faculty
Health Sciences**

It seems to take awhile to access the library indexes from the web page

**Faculty
Education**

I do a great deal of historical research. Therefore, many of my materials are only available through old books or microfilm. One difficulty I've had is having access to dependable microfilm machines in which I can make photocopies or printouts of material. The PCL has somewhat good machines, but the work I've done in the UGL is painful because the "old" machine technology is not dependable or of high quality.

**Graduate
Performing & Fine Arts**

Since I use the PCL often, but am usually on part of campus that is far away, it would be useful to have some sort of pick up/delivery service between the libraries. This may sound like a request of a lazy person, but being a grad. student, time becomes a huge factor in efficiency, and often a hike to the PCL just doesn't work, especially just to drop off one ILS or recalled book. So, I suggest a service that would run between 8-5 that would deliver books between the major libraries on campus.

**Faculty
Communications / Journalism**

When I was at the University of Illinois (fantastic library), the library had a service for faculty to be allowed to check out books electronically and have them delivered via campus mail. I miss that sorely. I do wish, too, that the electronic indices (UTNETCAT) listing books that are edited collections (a major publishing form in my discipline) could list chapter authors and titles; that would be invaluable.

**Faculty
Performing & Fine Arts**

- 1). UT Net Cat interface that allows the creation of custom search lists (progressive selection) that can then be emailed or printed by user.
- 2). Facilitate inter-library interaction on campus. I teach in an interdisciplinary program in Art + Art History. Resources are often drawn from the PCL, Architecture, and the Fine Arts library. In the past I have found limited ability on the part of the library system to bring materials from various collections together for student use (primarily reserve materials).
- 3) Material requests and returns from one library on campus to another would be very helpful for me. On one hand this feels like a gratuitous request, faculty and students should be able to walk across campus to get and return materials. Often however I find that my schedule makes it very difficult to take the time for that walk. It was a very helpful service to me when I was at the University of Arizona. I understand that the size of UT presents challenges, but it could be something worth considering to facilitate use of the materials.

**Faculty
Humanities**

Superb! But because I am handicapped, getting there--parking and walking--and then moving about in the library is often difficult. So I organize my physical visits in bunches. But your online facilities have proved a wonderful help.

**Faculty
Social Sciences / Psychology**

Overall the UT library system is exceptional. Benson needs decent microfilm readers and more personnel. PLC needs more personnel and a very tough policy on people who vandalize books. There has to be a way to prevent the destruction of an incredible resource and teach people "book manners." Thanks for the survey.

Faculty

Performing & Fine Arts

Too many library materials are housed off-site without consulting the faculty who may need such materials. It seems unreasonable, for example, to make a blanket policy (e.g. all records go to storage) without considering the needs of the faculty.

In addition, the library needs more staff support for better shelf-reading and searching; at present, libraries rely MUCH too heavily on student help.

Graduate

Science / Math

The service in the PMA library is good. Sometimes popular books seem to be hard to get hold of. The only thing I find annoying is the waste of postal mail. Often I receive an email about a book that has been recalled or that is awaiting for me and proceed accordingly on the same day. A few days later, a letter arrives to my mailbox, stating the same as the email which by now is obsolete.

Undergraduate Communications / Journalism The PCL is a great library. I use this library the most because it is located across the street from Jester, which is where I live. I wish it was open all night like the UGL. I don't really like the UGL or the way it is set up. Also the faculty at the PCL is very helpful, except for the security officer who turns off the lights 15 minutes before two. The library is open until two and sometimes those 10-15 minutes makes all the difference.

Graduate

Humanities

1. UTNetCat needs some modernizing; the entry field defaults to Title, even if I've been looking at authors for the last ten searches. We could also use more specialized searches on first-search return; if I look up Karl Marx, for instance, I'd like to be able to search the results for something more specialized.

2. I still get recall notices through the mail, which I've tried to fix repeatedly; the libraries should go 100% electronic.

3. You're all doing a great job, and this university wouldn't be near as great without you guys!

Undergraduate

Other

Overall the library service is exceptional. Things that could use improvement:

1) Notification of coming due and late materials via email. Please. please, I beg you to provide this feature!

2) More accurate reshelving. I looked for four books in the PCL, all of which were in, none of which were in the correct place.

Graduate

Communications / Journalism

I have two issues to address: 1) My BIGGEST complaint is the library system's inability to create a system that e-mail you when your books are due or when a book has been recalled. If every other department of the university has found a way to track us down to demand payment... why can't the library? It is fully electronic system, is it not? Given the number of books I work with, library fines for a single day can outweigh the amount I pay for a month of UT computer access. 2) PCL removed a CD-driven communication indexing service that used to be in the 2nd floor research area. It was a very useful research tool, but was taken away without notification.

Faculty

Humanities

So far my experience with the PCL library has been excellent. If the library does not have a book or journal, I can get it through ILL very quickly. The service has been courteous and efficient. The library,

compared to others I've used (UCLA, U.of Arizona,etc.), is amazingly clean and organized! The one complaint I have is that the copiers are all old and perform at VERY poor quality. I also find that charging 10 cents per copy is robbery. At other institutions people who buy copy cards get a reduced fee per page. Kinko's charges 4-7 cents per page, as do other copy places. 10 cents / copy is not competitive at all. If you can change that, my experience with the PCL is the best. I've been able to do my work much better because of the excellent collection in my field! Thanks.

Undergraduate

Engineering / Computer Science

There needs to be more public access computers without application restrictions. They could use software that rebuilds the computers each time they are used. Limiting the workstations to very few applications limits the use and helpfulness of the workstations. Also there needs to be more private rooms for group study. I understand there are too many people on the campus to accommodate, but something must be done.

Graduate

Other

Every library needs head to toe (basement to top floor) wireless internet capability.