

2004 LibQUAL+ Comments

Library as Place

Library Staff

Other

Perry-Castañeda Library (Main)

"The library need more study and collaborative space for group and team usage. These spaces need to have wireless access for laptops and white boards. Electronic access should be equivalent to SMF access with equal equipment and up-to-date software and fewer restrictions. A student should be able to do the same work at PCL & other libraries that they can do at the SMF. Wireless access needs to be available throughout the library not just at the perimeter. Bevo Bucks printing should be available. Separate copy cards are an inconvenience. The library website needs to be easier to navigate and content easily searched."

Undergraduate

Social Sciences / Psychology

Perry-Castañeda Library (Main)

"Also, I think that UT should have more inviting and comfortable study areas on campus, such as smaller and nicer reading rooms with couches and chairs - something that students go off campus for now."

Undergraduate

Engineering / Computer Science

Perry-Castañeda Library (Main)

"Maybe add more ports for internet access as sometimes they are all taken."

Undergraduate

Education

Undergraduate Library

"I would love to see more inviting, more available study areas for both individuals and groups!"

Undergraduate

Undecided

Perry-Castañeda Library (Main)

"24 hours at the main library would be great, more outlets to plug in laptops would help"

Undergraduate

Social Sciences / Psychology

Perry-Castañeda Library (Main)

"Whenever I try to study in a quiet section of the library, it seems that someone is vacuuming. This is highly distracting."

Graduate

Other

Perry-Castañeda Library (Main)

"Both PCL and Benson are great libraries with an excellent collection. It is difficult though to work with Benson. The hours are limited and the books are only library use. I never go to Benson because it is far and creepy (I might get murdered and no one will ever find me there!). Also, the physical space is horrible, the study desks are jammed in a depressing hall...My survey is only for PCL. Benson has a lot more to improve."

Graduate

Law

Tarlton Law Library

"bad time to redo the law library elevators - we are a pretty stressed bunch, and the constant noise might be better accepted at undergrad libraries"

Graduate

Performing & Fine Arts

Perry-Castañeda Library (Main)

"The library has does not have much sun light in it. It makes me feel like I am inside a labyrinth. Not very conducive ambience for studies."

Undergraduate

Agriculture / Environmental Studies

Undergraduate Library

"Architecture and planning library is a wonderful place to study but I have had minor issues with the head staff and their willingness to help. I could recommend the placement of tissues available for common use because it is a terrible convenience to have to walk down 3 flights of stairs to get toilette paper out of the men's restroom."

Faculty

Social Sciences / Psychology

Perry-Castañeda Library (Main)

"I may not be officially able to check out books, but I love the PCL and visit often...it's one of my favorite hide outs! I also want to comment on the women's bathrooms in the UGL...hideous! I am there often also, not as often as the PCL and I must say, the difference in cleanliness is marked! Please, please do something about the smell and up keep. Perhaps installing those automatic air fresheners that shoot a puff of freshener every ten minutes or so would help."

Graduate

Humanities

Perry-Castañeda Library (Main)

"I wish cell phones were not allowed at all in the UT libraries, and that this policy could be strictly enforced. Despite the current signs, people yak incessantly in every corner of every library."

Undergraduate

Education

Physics-Math-Astronomy Library

"I think the libraries overall are good but the PMA Library needs more seating and staff sometimes treat me stupid when I can't find something. All libraries need more places to plug in laptops and group project places where talking is okay to do."

Graduate

Performing & Fine Arts

Perry-Castañeda Library (Main)

"And (this isn't really a feasible change) in the PCL, I always ache for more enclosed study spaces -- it's very difficult to find spots where you're not very much aware of noise made by the people around... Perhaps a rearrangement of/new furniture on some floors could accomplish this?"

Undergraduate

Science / Math

Life Science Library

"I really hate going to PCL and UGL late at night because I get sent from upper levels with study cubbies to a loud room with no one monitoring the noise level or cell phone use...plus moving disrupts studying. Upper levels need to be left open late at night or a smaller library like life sci, chem, or architecture should be open later than 10 to accommodate those of us who hate the un-user friendliness of those large massive libraries. Some of us need to study pass 10 pm and hate having to do it where the person next to use talks on their cell phone for an hour....it is a library...."

Graduate

Social Sciences / Psychology

Benson Latin American Collection

"I am thankful for the University's investment of funds from the Information Technology Fee to modernize and upgrade computer facilities in the General Libraries. Along these lines, I would much appreciate the

installation of more, and more adequate, facilities for the use of laptop computers in the BLAC, including Ethernet ports (in addition to Wi-Fi access), plentiful electric sockets and ergonomic chairs in both the reading room and especially the carrels on the mezzanine level. As is, the carrels are so uncomfortable and ill-equipped that they serve only as shelves to store books students and faculty are able to check out but not take out of the library. The ergonomic carrels and adjustable chairs would also be welcome in the section of the PCL periodicals reading room where there are now Ethernet connections; as is, the original 1970s furniture has too high a desk surface relative to the non-adjustable chairs. When I have used those facilities with my computer, I have found that eye strain, a headache and back pain result after about an hour."

Undergraduate

Humanities

Undergraduate Library

"The study areas have too much of a 'institutional' feel, that makes it hard to comfortably study for long periods of time."

Undergraduate

Business

Perry-Castañeda Library (Main)

"I would like to see more couches, and tables excluded from other tables and couches by books, I don't like to be able to see or hear anyone when I am studying."

Undergraduate

Other

Undergraduate Library

"more areas to study in groups like the front lobby of the UGL"

Undergraduate

Communications / Journalism

Perry-Castañeda Library (Main)

"To perhaps provide more private studying rooms for small groups. Stay open for 24 hours."

Graduate

Law

Tarlton Law Library

"the tarlton law library is a bit dusty, making it tough for people with allergies to study there"

Graduate

Social Sciences / Psychology

Undergraduate Library

"The most important problem for me on library routine is the noise on Undergraduate Library, the low number of places for individual studies and the few number of network outlets. I'd like to use this library because I can study there over 24 hours and also at I can drink and eat there. It's easier to use for day by day studies and readings."

Graduate

Law

Tarlton Law Library

"I would like to be able to rent out space in the carrels at the Law Library (maybe I can and just don't know it)"

Undergraduate

Engineering / Computer Science

Undergraduate Library

"I wish the lounge at the UGL would be more quite at times."

Undergraduate

Health Sciences

Perry-Castañeda Library (Main)

"more, better computers and well lit, comfortable areas to study"

Undergraduate

Health Sciences

Perry-Castañeda Library (Main)

"more well lit areas to study"

Graduate

Communications / Journalism

Perry-Castañeda Library (Main)

"I end up at PCL most often, but it has the least comfortable, least inviting environment. I love the other campus libraries I've been to in terms of atmosphere, especially architecture and life sciences."

Undergraduate

Science / Math

Perry-Castañeda Library (Main)

"Need more study area. Also people make too much noise in the quiet areas with their cell phones and I think there needs to be one place that people can use their laptops because many people make too much noise when they are typing on their computer."

Graduate

Law

Tarlton Law Library

"When I was completing my undergrad, I often went to the Tarlton Law Library to study because it was easily the quietest library on campus. It is no longer as quiet. People now feel free to engage in extended conversations (even when whispered, conversations are distracting to me while I am trying to study). There used to be signs near the elevators asking people to refrain from talking while waiting for the elevators. Now that those signs are gone, people talk loudly while waiting for the elevators. Also, people are not shy about talking on their phones in the library. Generally, they answer their calls while they move toward the stairwells or bathrooms (where they can talk as long as they want as far as I'm concerned), but it is distracting to hear the beginnings of their conversations as they move through the library. More signs throughout the library regarding phone usage and social talking would be appreciated."

Undergraduate

Communications / Journalism

Perry-Castañeda Library (Main)

"The library services are helpful, but I find the environment to be stifling. I prefer to study at the library, but find it to be noisy and not at all stimulating."

Undergraduate

Science / Math

Perry-Castañeda Library (Main)

"The only complaint that I have about the libraries is the UGL. I have tried to study there a few times and there are no really quiet places to study. It just kind of feels like a big open room. I like at the PCL how there are little cubbies that isolate you from everyone else. I wish there were some of these at the UGL."

Undergraduate

Business

Perry-Castañeda Library (Main)

"The libraries are generally uninviting and the resources difficult to locate. Places to sit and have a quiet space are adequate, but rooms for group work are severely limited. It's a challenge to find a spot where: have wireless internet access, groups can work together and talk without being interrupted, don't have to search for half an hour to find a place to study"

Graduate

Social Sciences / Psychology

Perry-Castañeda Library (Main)

"The library is entirely too loud. People are constantly on cell phones (and are usually yelling in them with no regard for others). The staff has a tendency to stay behind their desks and I have never seen anyone try to

enforce the noise or no eating rules. I have seen an undergrad eat an entire Mexican dinner on the fourth floor. I have also had to endure people eating an entire bag of the loudest potato chips on earth at a study desk while students who work at the library walk right past without saying a word. Your concern with the library is obviously on the technology and services provided, but this is misplaced. The only thing that you need to do is to enforce your own rules that are posted everywhere. More of a staff presence needs to be on the floor! Leave the desk and take a stroll once in a while."

Undergraduate

Communications / Journalism

Undergraduate Library

"while there are many areas to study, group study facilities are lacking"

Graduate

Science / Math

Life Science Library

"Life science library is too old. Although most recourses are online now, it is still nice to have a modern library."

Graduate

Agriculture / Environmental Studies

Public Affairs Library

"Get rid of the crapy furniture in the older libraries. That's why we go to Starbucks"

Library Staff

Other

Geology Library

"the Benson Collection has good service to customers and a marvelous collection of material, but a bad layout of the building with access problems; the Fine Arts library is a wonderful, pleasant place to study and all needed materials are very easy to access"

Graduate

Communications / Journalism

Perry-Castañeda Library (Main)

"I prefer doing as much as possible on a computer located outside the library. When I have to go to the library, I do everything I possibly can, by computer, before I arrive (including generating a list of titles and call numbers organized by section and floor). My goal is to minimize my time in the library both from an efficiency standpoint and because the atmosphere is not all that pleasing."

Undergraduate

Humanities

Perry-Castañeda Library (Main)

"personally, the library is a very stale, uncomfortable, and uninviting atmosphere, and I avoid studying there as often as I can."

Faculty

Humanities

Perry-Castañeda Library (Main)

"While I haven't thought about this very much, it seems to me that the library (as a building) is more of a museum. I look to the library for the historical perspective. There is too much noise for me to concentrate, so I don't stay very long in the library."

Faculty

Humanities

Perry-Castañeda Library (Main)

"The library's physical environment is usable."

Undergraduate

Social Sciences / Psychology

Undergraduate Library

"I really wish there were more places to study and that the library was open later. I know a lot of times I will be on the third floor of the UGL and the library will close and there will be this exodus of hundreds of students with no where to go study. It is also loud in a lot of areas with people answering cell phones and whatnot so it would be nice if there could be more signs reminding people that this isn't proper library etiquette,"

Undergraduate

Communications / Journalism

Undergraduate Library

"Interior decorating is terrible. Stuffy and dead. Should add more modern furniture, maybe soothing music, like Barnes and Noble."

Faculty

Business

Perry-Castañeda Library (Main)

"PCL is so totally out of date. The back office staff treat professors poorly and don't understand that they work for us, not the reverse. PCL is becoming irrelevant to the needs of the faculty. When PCL's resources are all available online, the building will only be useful as large study hall for students. Get with the 21st century or look for new jobs!"

Undergraduate

Health Sciences

Perry-Castañeda Library (Main)

"more quiet areas for individuals."

Undergraduate

Education

Perry-Castañeda Library (Main)

"everything seems pretty good, but I wish there were more group study rooms sometimes."

Undergraduate

Business

Perry-Castañeda Library (Main)

"I enjoyed when the PCL provided an after hours study facility. I not sure what the cost were to the university to have PCL run 24 hours a day, but It was a good location to study late into the night when needed, especially for those that lived at Jester."

Graduate

Education

Perry-Castañeda Library (Main)

"Some people talk nosily or discuss loudly in the library while others are studying. These noises affect people's concentration on their studies."

Undergraduate

Science / Math

Physics-Math-Astronomy Library

"more light would be nice. and outlets for laptops"

Undergraduate

Undecided

Perry-Castañeda Library (Main)

"My main concern is the need for more group study rooms."

Undergraduate

Other

Undergraduate Library

"It seems to me that the UGL has become more of a place to study and/or congregate rather than a place of resources. The other libraries serve that function better."

Undergraduate

Engineering / Computer Science

Undergraduate Library

"There can be floors for study only, but having a cafe in the library would be great..sort of like Barnes & Nobles...."

Graduate

Humanities

Perry-Castañeda Library (Main)

"Most libraries on campus are very good. The Law Library, however, is a travesty; I have left it nearly in tears several times after spending hours trying, and failing, to find and/or check out books. (Please note that I am a man with the typical masculine aversion to crying, and that the Law Library is the only thing that has reduced me to tears in many years.) Attempts to use the Law Library have been my most unpleasant experiences in ten years at UT _ including *everything* that has happened to me, not only on campus or when dealing with the University. I've resolved never to set foot in it again. (I resolved this once before, broke my resolution, and several hours later left shrieking at the top of my lungs out of inchoate fury. I won't make the same mistake again. If I ever have a student I particular hate, I'll offer him or her the job of finding whatever I need in there.) Many books _ almost every book I've ever tried to check out, in fact, and I'm not trying to check out journals _ are not available for checkout, though they are listed online as available. There is no apparent organizational scheme for the building as a whole (except that shelves are arranged so that they must be read, by someone beginning near stairs or elevators, in a right-to-left order, the opposite of what one would expect were one accustomed to reading English). Different maps of the stacks say different things about where books are, and sometimes *all* of the maps are wrong. There isn't even agreement between a floor number and the floor number the elevator says you're on _ how they managed this trick I'll never understand. And the staff, while they are as helpful as they can be, aren't helpful at all: it's impossible to be helpful when working in a system so Byzantine. What this adds up to is this: the book isn't where the online system says it is. But because there are contradictory maps, and you sometimes don't know what floor you're on, it takes a long time to figure that out. And the staff can't help because they're trapped in the same chaos and confusion you are. And, on the off chance that you eventually find your book, you can't check it out anyway, even though it was listed as available for checkout."

Graduate

Humanities

Perry-Castañeda Library (Main)

"As the survey states, the PCL is not the most comfortable place to study. It is usually louder than I might like and provides few comfortable, well-lighted places to focus on research or writing. I tend to use it for get-in/get-out research."

Graduate

Law

Tarlton Law Library

"Space in the library for group work is inadequate. Also it would be very helpful to have more rooms to reserve for floating exams."

Undergraduate

Other

Undergraduate Library

"I am probably in the minority here, but I generally find the library stifflingly hot..."

Undergraduate

Social Sciences / Psychology

Perry-Castañeda Library (Main)

"The libraries should have some sections that are bright and lively. Sometimes the dull atmosphere and books all around can cause boredom"

Undergraduate

Humanities

Architecture and Planning Library

"I think the PCL and UGL are not conducive to learning-they are ugly. I think the nicest libraries need to be open later than 10!"

Graduate

Science / Math

Geology Library

"The Geology Library has been very helpful, and Dennis Trombatore is one of the best librarians I've worked with. In contrast, general libraries like the PCL have a very unwelcoming atmosphere, provide little assistance or personal attention and the environments are not welcoming for study."

Faculty

Humanities

Perry-Castañeda Library (Main)

"I wish the library had more office space for faculty. The staff is courteous but the space is limited. I wish undergraduates wouldn't make noise and sprawl all over the library but this is probably because the PCL is so much more comfortable than the UGL."

Undergraduate

Undecided

Undergraduate Library

"The libraries in general (I usually go to UGL, PCL, Physics, and Chemistry libraries) are satisfactory. Also what's up with hiding the staplers after evening hours? if you are worried about getting them stolen, well then have 2 staplers outside on the desk, one which is chained to the desk and the other which isn't and you can lock it up at night. Also can somebody please turn down the cooling in the Chemistry lab, you can't sit there for more than an hour without having to get up and go outside to thaw yourself. Other than all this, the libraries on campus are pretty satisfactory. :)"

Undergraduate

Engineering / Computer Science

Physics-Math-Astronomy Library

"should be allowed to have coffee in limited areas. of course, not with expensive books from the library. maybe a ""study section"" where people can come in to study and study with a drink of their choice. maybe also served by the library for a small fee."

Undergraduate

Performing & Fine Arts

Fine Arts Library

"they need to be more accessible parking wise, but besides that I have had wonderful library experiences at ut"

Faculty

Humanities

Perry-Castañeda Library (Main)

"The major problem at the library is a lack of permanent studies for faculty research. Moving in for two semesters is insufficient and discouraging. The staff tries to be helpful, but for someone on a long-term project it's difficult."

Graduate

Law

Tarlton Law Library

"If you want the library to be a more attractive place to study, you should allow people to eat and drink there. Also, the rule against talking on cell phones in the library should be enforced."

Undergraduate

Other

Architecture and Planning Library

"The Engineering libraries need to have more space for individual study. Too many group study spaces are available. These tables are usually taken up by friends talking about other things than academics. The majority of individual studiers find it hard to read, study and concentrate. I often find myself and others casting dirty looks at the people talking. However, when we approach the librarian they simply say that it is a group study area. Why then do they have the rows of seats for individual study right next to the group study tables (less than 5 feet away)? I hope this is something that will be improved for next year since I will be attending graduate school in the fall. I give you permission to contact me at sms1126@mail.utexas.edu"

Undergraduate

Health Sciences

Perry-Castañeda Library (Main)

"There are many signs on the library that emphasis the need to be quiet; however, this is never enforced and people are apparently allowed to make as much disruptive noise as possible. I'm constantly having to leave to find a more quiet space."

Library Staff

Humanities

Benson Latin American Collection

"The current arrangement of books in the stacks is confusing. Circulation is limited and inconsistent. Why not integrate Deweys into Library of Congress? No quiet places to study, especially for non-circulating materials."

Graduate

Other

Perry-Castañeda Library (Main)

"-please update the physical space of the library - if the space were more welcoming it might be used with even more frequency -in reference to question 39--the library resource I use most often is the Web site - "

Undergraduate

Engineering / Computer Science

Engineering Library

"The libraries all have a very quiet and study like atmosphere. I just don't use them all that often. PCL has a pretty ugly color scheme inside; two words "very dull.""