

2005 LibQUAL+ Comments

Affect of Service

User Group: Faculty

Discipline: Other

Library Branch: Perry-Castañeda Library

I believe the library wastes space by trying to be a study hall. While librarians try their best to be helpful, they don't have the subject background to be of much help to me. Even my students find them to be uninformed, even when they are doing research for a Freshman class. I then try asking a librarian the same questions my students ask and find that the librarians only seem to know how to access the information resources, and yet they do not know the vernacular of the subjects, nor do they know much subject specific information which would facilitate a quick response to a question. Most of my students resort to Google, and quite frankly I don't fault them for it. It really seems that the library information systems are designed for librarians. I have often wondered if librarians ever do research on their own. If they did, I doubt the information systems they employ would be some encumbered.

User Group: Library Staff

Discipline: Other

Library Branch: Perry-Castañeda Library

I would like to express my gratitude and appreciation to the circulation desk and interlibrary loan staff, in particular, who have always been extremely courteous, prompt and helpful whenever I have had a problem or specific request.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

The librarian who helps the English department, Lindsay Schell, is fantastic

User Group: Graduate

Discipline: Business

Library Branch: Perry-Castañeda Library

People are great, but access to information is difficult and slow. Dorothy Carner has provided excellent support to my research.

User Group: Faculty

Discipline: Fine Arts

Library Branch: Fine Arts Library

Laura Schwartz is an outstanding employee.

Thanks for letting us know about new book arrivals.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

I think that we are blessed at UT: we have excellent, articulate, and knowledgeable library staff people, extraordinary print and electronic resources, and especially fine services.

Overall, however, I sing a song of most excellent praise to our terrific and underpaid library staff!

User Group: Faculty

Discipline: Pharmacy

Library Branch: Life Science Library

I would like to thank Nancy Elder for visiting my lab group to give us a presentation on how to do more effective internet searches on the library databases. It was extremely helpful. She has also been very responsive to follow up questions, and to my requests to gain access to certain journals.

User Group: Undergraduate
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library

In general, I like the physical resources libraries at UT, specifically the availability of computers and the wide variety of books. However, this great resource is often hampered by the unwillingness of particular library staff to cooperate with students. I find that it is often difficult to get those individuals to help me find a resource, especially in a courteous and timely fashion. Maybe this is a problem particular to those two staff members and not common to all library staff, but I would like to see things change.

User Group: Graduate
Discipline: Law
Library Branch: Tarlton Law Library

The information is great, but the staff doesn't ever seem to have a good grasp of how to help me...I usually bypass them in favor of online Westlaw reps.

User Group: Faculty
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library
The librarian for my field Lindsey Schell is terrific.

User Group: Undergraduate
Discipline: Natural Sciences
Library Branch: Life Science Library
Life Sciences is a great library and the employees that work there are very kind and helpful.

User Group: Graduate
Discipline: Business
Library Branch: Perry-Castañeda Library
Overall I am quite satisfied with the service. Thank you very much!

User Group: Undergraduate
Discipline: Fine Arts
Library Branch: Fine Arts Library
The people working the desk are often curt and rude. They do not seem to care very much to be there and do not take their work-study opportunities very seriously or professionally.

User Group: Faculty
Discipline: Fine Arts
Library Branch: Fine Arts Library
I applaud the helpful attitude of the Library employees!!

User Group: Graduate
Discipline: Natural Sciences
Library Branch: Life Science Library
the only library I get poor service is at the audio-visual library. I guy there didn't help me at all. he just frowned when I asked him something and walked away. I really wanted to get an idea of how the AV library worked but he just wasn't willing to help me at all!!

User Group: Faculty
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library
ILL may be in the lower level, but it's the jewel of PCL's crown as far as I'm concerned. Interlibrary loan service is outstanding, no question about it. I sing Wendy and her staff's praises at every possible opportunity--I couldn't work without ILL's consistent excellence.

User Group: Undergraduate
Discipline: Education
Library Branch: Perry-Castañeda Library
Throughout my academic experience I have used the library for studying and gathering information for varied projects. Whenever needing staff assistance, they were always very helpful.

User Group: Graduate
Discipline: Business
Library Branch: Perry-Castañeda Library
generally I think that the library service is quite efficient

User Group: Graduate
Discipline: Public Affairs
Library Branch: Public Affairs Library
I have found the libraries at UT a great resource to draw upon during my time at UT. The library staff has always been extremely helpful when I had research questions.

User Group: Faculty
Discipline: Natural Sciences
Library Branch: Physics Mathematics Astronomy Library
I have been very pleased with the outstanding staff and resources that are provided by the library system.

User Group: Faculty
Discipline: Nursing
Library Branch: Life Science Library
Excellent support for teaching activities by Joanne Newyear Ramirez....

User Group: Graduate
Discipline: Fine Arts
Library Branch: Fine Arts Library
See my previous lengthy email regarding library services. I love the library. I typically use the FAL which is fantastic. Everyone seems happy to work there. They are delightful.

I also use the Arch library. There is a major problem with attitude there. They seem to be doing the minimum and are not helpful at all. Many people experience this at the Architecture library where you have to brace yourself before interacting.

User Group: Faculty
Discipline: Fine Arts
Library Branch: Fine Arts Library
I feel that FAL staff sometimes treats faculty in an adversarial and distrustful manner rather than doing everything they can to help us do our jobs better. (This does not apply to all staff members).

User Group: Undergraduate
Discipline: Communication
Library Branch: Perry-Castañeda Library
In general it is pretty good, but I think that it could use some improvement, such as more available and knowledgeable staff and longer check-out periods for books and other material.

User Group: Undergraduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library
In my experience, plentiful and available resources that have been applicable and useful. Helpful and friendly staff. Great study environment, especially the quiet study floors (floor 6 in PCL).

User Group: Undergraduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Undergraduate Library
I practically live at the UGL, and they have never been anything but helpful... great job!

User Group: Undergraduate
Discipline: Communication
Library Branch: Perry-Castañeda Library
I've had a range of good to bad experiences at various libraries on campus.--As in friendliness of employees. In general it's good.

User Group: Undergraduate
Discipline: Liberal Arts: Humanities
Library Branch: Undergraduate Library

I hate going to the UGL Reserve desk. I think that you need to tell your employees especially those that are working to help answer people's questions that they should keep their attitude problems at home and not take them out on the students.

User Group: Faculty
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library

I think there is significant variation between libraries.

PCL staff are not consistently courteous in my experience (probably mostly a problem with student employees). The Law Library staff are excellent with students and faculty. The HRC in my opinion has improved considerably in the last couple of years in regard to attitude to undergrads and I think that's a very welcome and important development.

User Group: Graduate
Discipline: Business
Library Branch: Perry-Castañeda Library

Some staff librarians are rude especially at UGL's Video/DVD department. I usually get along much better with your student employees.

User Group: Graduate
Discipline: Information
Library Branch: Perry-Castañeda Library

the librarians at the reference desk have been very helpful when I sought out their assistance.

User Group: Faculty
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library

All the library staff are extremely helpful and knowledgeable.

User Group: Undergraduate
Discipline: Fine Arts
Library Branch: Fine Arts Library

The only thing I really find lacking is easily accessible staff, I don't really feel like I use the library enough to know if it is consistent or I just had a bad experience, but I needed help particularly the first time I went to the library and I couldn't find anybody to help me.

User Group: Undergraduate
Discipline: Communication
Library Branch: Undergraduate Library

The student workers could be more courteous.

User Group: Undergraduate
Discipline: Business
Library Branch: Undergraduate Library

Please ensure that student workers do not arrive late for work shifts at the UGL Reserves Desk. I frequently find myself having to wait 5 to 10 minutes past the time the desk is supposed to open. I find that unacceptable.

User Group: Graduate
Discipline: Natural Sciences
Library Branch: Life Science Library

I have been consistently impressed with the level of service at the Life Sciences Library. It is quiet, machines (computers and copiers) are well-maintained, and the staff is EXCELLENT.

User Group: Graduate
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library

The librarians in the PCL and UGL are excellent. Whenever I have questions, they're always welcoming, and they go out of their way to help.

2005 LibQUAL+ comments: Affect of Service

The computer kiosks on the 1st floor of the UGL and PCL are often all in use. Would it be possible to put in more?

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Classics Library

The UT library is excellent for my needs, and I especially appreciate the holdings in Swedish! I especially want to thank Shiela Winchester for excellent service!

User Group: Undergraduate

Discipline: Communication

Library Branch: Life Science Library

A wonderful group of kind, helpful people.

User Group: Graduate

Discipline: Education

Library Branch: Perry-Castañeda Library

I have always been completely satisfied by the staff at the PCL and amazed at the sheer number of journals and books available there.

User Group: Graduate

Discipline: Architecture

Library Branch: Architecture and Planning Library

Library services here are adequate. I find that I receive the best service at smaller libraries like the Architecture Library and the Life Science Library. PCL offers the worst service and is the ugliest building on campus. I think people there would be nicer if their environment was improved (interior gardens, coffee shop, more amenities, new interior design). The architecture library is lovely but needs more books on contemporary landscape architecture.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

On the whole, I'm really thrilled with library services at UT. I've had excellent experiences with subject bibliographers, interlibrary services, audio-visual services, and even people who went the extra mile at the circulation desk. And the collection itself is wonderful. The library system is one of the top draws of UT for me. Really!

User Group: Faculty

Discipline: Natural Sciences

Library Branch: Geology Library

The Geology library is superb!!! Holdings are great and the senior staff is unparalleled. The work study help on the other hand usual cannot answer any questions I might have (usually I only ask the tough stuff.) However the holdings in Life science need to be improved particularly in ecology. So my answers above are largely dependent upon the branch. The Benson library is exceedingly unhelpful.

User Group: Library Staff

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

Cutting back on needed staff and combining service desks at the PCL may be convenient in some ways for the user, but making staff unhappy does not improve customer service. Well-trained staff that have opportunities for advancement or for more education or are treated with respect are more likely to treat users with respect.

User Group: Faculty

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

My only interaction with the library that did not involve standard things like checking out books, was a question I submitted via the webpage's ask a librarian link. I received no answer. This was disappointing.

User Group: Graduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

D-Docs is heaven-sent. I live outside of Austin and I could not do the work I'm doing without it. Wendy Nesmith and the entire ILS staff are outstanding. Pat and the others at the HRC are also first rank. Such friendly, helpful staff truly makes my research a pleasure. Many thanks to UT and the General Libraries!

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

I have found my ongoing contacts with Gera Draaijer extremely fruitful. She is a great source of knowledge and advocate for resources in History and American Studies

User Group: Faculty

Discipline: Business

Library Branch: Perry-Castañeda Library

The management at the PCL is extremely rude and unresponsive.

User Group: Faculty

Discipline: Education

Library Branch: Perry-Castañeda Library

I have been very pleased with the library and the library's response to needs requested. Thank you!

User Group: Faculty

Discipline: Engineering & Computer Science

Library Branch: Engineering Library

Susan Ardis and Jennifer Haas are model librarians. They make going to the Engineering Library rewarding and pleasurable.

User Group: Graduate

Discipline: Business

Library Branch: Perry-Castañeda Library

So far, I've been appreciating your service a lot.

User Group: Faculty

Discipline: Natural Sciences

Library Branch: Life Science Library

I find the Life Sciences staff extremely good and Interlibrary loans, now with digital delivery are great.

User Group: Undergraduate

Discipline: Engineering & Computer Science

Library Branch: Engineering Library

The Library staff is always very courteous

User Group: Undergraduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

I have always been highly satisfied with the attention given to my personal needs at the PCL. Thank you!

User Group: Graduate

Discipline: Education

Library Branch: Perry-Castañeda Library

thx for helping me on esp. the Music selections.

give kudos to the inter-library loan services on music.

thanks for letting me in on all sorts of great info.

and being a great tool to help me graduate 21st of May with M.Ed. [Education] while also exploring other interests. ;)

User Group: Graduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library

The service I have received at the library has been inconsistent. There is one librarian that was amazing by the name of Susan Macicak. I can not say enough good things about her. She is helpful and diligent in her efforts to help. She taught me about data bases and research methods that I did not know about that were very useful. However, at other times with other librarians, I felt like they were just trying to get rid of me and didn't really care about answering my questions--polite indifference.

User Group: Graduate
Discipline: Social Work
Library Branch: Undergraduate Library

I have been more than satisfied with the level of service I receive in person at the library, as well as with service I receive via email correspondence and over the telephone. Thank you for making an enormous, potentially overwhelming library system so accessible.

User Group: Faculty
Discipline: Natural Sciences
Library Branch: Physics Mathematics Astronomy Library

Molly White and her staff provide great support via email or in person. The only thing to improve at PMA is availability of electronic journals/magazines.

User Group: Graduate
Discipline: Education
Library Branch: Perry-Castañeda Library

I'm very pleased with the know-how and politeness that the library staff provide, both in my research and in support of my campus job. The photocopier situation in the PCL could be improved, though, by adding additional copiers.

User Group: Faculty
Discipline: Business
Library Branch: Perry-Castañeda Library

Dorothy Carner has been a wonderful resource -- proactive, on target and very helpful as well as knowledgeable!

User Group: Faculty
Discipline: Education
Library Branch: Perry-Castañeda Library

Some of the fulltime staff have been very rude and unfriendly. The students who check out the books are always friendly. I come to the library for books but have not found the personnel to be very helpful in my research.

User Group: Graduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library

The reference librarians are incompetent in the PCL, especially relative to the stellar librarians in the law library.

User Group: Faculty
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library
The staff is consistently wonderful.

User Group: Faculty
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library

Library instructional staff has been eager to help; some are better than others. I find I do a better job at demonstrating search skills to my students because I'm in a computer-equipped classroom and I've done the kinds of searches I want them to do.

User Group: Undergraduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library

It is very difficult to talk to an actual person when at the library. I am usually directed to use some program on the computer system that I am unfamiliar with. The library personnel are very unfriendly if you ask for help with the library computer network.

User Group: Undergraduate
Discipline: Fine Arts
Library Branch: Perry-Castañeda Library

The libraries, and employees in them, stay reserved. I've never had a problem or lack of help, but then I don't always feel welcome to ask questions. (which is the only way I can get information from people who aren't asking me if I need help) So that makes some of the libraries I'm unfamiliar with very intimidating and essentially useless, which I find very wasteful. I think we have a great library system and the resources necessary, it just doesn't always seem accessible to me.

User Group: Graduate
Discipline: Education
Library Branch: Perry-Castañeda Library

The times I have asked for help, I knew nothing about how to do what I was asking about (why I asked). The person I asked usually seemed "put-out."

User Group: Graduate
Discipline: Law
Library Branch: Tarlton Law Library

The law librarians, however, are really great. After doing my undergraduate work here at UT, I have found Tarlton's staff to be much more willing to help - and better informed about answers to my questions than the staff at the undergraduate libraries.