

# 2005 LibQUAL+ Comments

## Other

User Group: Graduate  
Discipline: Law  
Library Branch: Tarlton Law Library  
I love the library.

User Group: Undergraduate  
Discipline: Liberal Arts: Humanities  
Library Branch: Undergraduate Library  
Overall a terrific library system considering the number of people that must be served.

User Group: Faculty  
Discipline: Nursing  
Library Branch: Perry-Castañeda Library  
Great! Thank you very much!

User Group: Graduate  
Discipline: Liberal Arts: Social Sciences  
Library Branch: Perry-Castañeda Library  
I'd like to ensure that I am using the library as efficiently as possible. But, overall, I've benefited greatly from PCL and library staff.

User Group: Faculty  
Discipline: Liberal Arts: Social Sciences  
Library Branch: Perry-Castañeda Library  
I appreciate the library's efforts to balance with competing demands and never having enough money. Y'all manage to work a lot of miracles!

I use the library Web page several times a day, not just daily.

User Group: Faculty  
Discipline: Natural Sciences  
Library Branch: Life Science Library  
Given your budget, you do an outstanding job.

User Group: Undergraduate  
Discipline: Engineering & Computer Science  
Library Branch: Perry-Castañeda Library  
Good job, keep it up.

User Group: Faculty  
Discipline: Liberal Arts: Humanities  
Library Branch: Perry-Castañeda Library  
I don't believe I make the most efficient use of the library's electronic resources, but the fault is mostly mine.

User Group: Faculty  
Discipline: Architecture  
Library Branch: Architecture and Planning Library  
services are good, financial resources are not

User Group: Undergraduate  
Discipline: Liberal Arts: Humanities  
Library Branch: Perry-Castañeda Library  
I am pleased with the library-system at U.T. Thanks.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

This survey is incredibly repetitious. It's hard to be serious when so little thought has been given to it.

User Group: Undergraduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

As a transfer from another university, UT's libraries blew me away. It is a privilege to use them.

User Group: Undergraduate

Discipline: Natural Sciences

Library Branch: Perry-Castañeda Library

the library has done more than enough for me and my friends to work, study, and learn

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

I use the Fine Arts Library almost as much as the PCL, and find the services there very good.

User Group: Undergraduate

Discipline: Communication

Library Branch: Perry-Castañeda Library

Your service is greatly appreciated.

User Group: Library Staff

Discipline: Information

Library Branch: Perry-Castañeda Library

1. Given financial restraints, I wish we would examine all the money we spend on non-english language materials that never get used like French, Italian, German- exception being Latin American and maybe Middle Eastern studies (potentially great special collections). It seems if we have to cut back we need to look at user needs and frankly English language materials are what people use.

2. Too many decisions or economies are made for staff convenience, I would like to see more thought given to user needs and internal customer needs. I have heard the comment or decision more than once, we can't make that change because it would disrupt the production workflow in Technical services.

3. Tremendous lack of communication at the Administrative group level down, the perception it is just chaos and no one is in charge. Surely that is not true but ...

4. Need to begin reviewing all staff positions and repurpose staff now, don't wait for vacancies, there are areas that need more staffing.

5. If paraprofessionals will be staffing public service desks, there needs to be a thorough training, it is not happening at PCL. Their knowledge of library resources is generally very poor due to no training or exposure and now follow through.

User Group: Library Staff

Discipline: Information

Library Branch: Perry-Castañeda Library

When something isn't working (a computer, a copy machine, etc) sometimes you just want to tell somebody and be done with it. You don't want to run around telling people, who keep telling you to tell someone else.

User Group: Undergraduate

Discipline: Business

Library Branch: Perry-Castañeda Library

This survey is really long.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Benson Latin American Collection

I think many of the questions above are repetitive--ask the same thing w/ a slightly different wording

User Group: Graduate  
Discipline: Law  
Library Branch: Tarlton Law Library  
The library is great

User Group: Graduate  
Discipline: Education  
Library Branch: Perry-Castañeda Library  
Last, this survey was very confusing. The distinction between "my minimum service level" and "my desired service level" is not clear for most users. Also, the common heading "When it comes to" does not contain enough information to allow the user to answer the item in a reliable way. The designer of this survey should read: Dillman, Don (2000). Mail and internet surveys: The tailored design method. New York, NY: John Wiley & Sons.

User Group: Undergraduate  
Discipline: Engineering & Computer Science  
Library Branch: Engineering Library  
not there much

User Group: Undergraduate  
Discipline: Natural Sciences  
Library Branch: Geology Library  
The UT libraries are truly a valuable resource and I've used them frequently for various reasons during my time here.

User Group: Faculty  
Discipline: Education  
Library Branch: Perry-Castañeda Library  
I'm very pleased with the library and I feel we have one of the best systems I've ever seen. It is consistently out ahead of the rest of the university.

User Group: Faculty  
Discipline: Law  
Library Branch: Engineering Library  
I have been consistently happy with library services over the past 25 years (or so) at UT

User Group: Faculty  
Discipline: Education  
Library Branch:  
Question #39 does not include PCL

User Group: Graduate  
Discipline: Education  
Library Branch: Perry-Castañeda Library  
I am conducting my research now and I have not used the library in more than a year. That is why some of my answers seem extreme.

User Group: Undergraduate  
Discipline: Natural Sciences  
Library Branch: Undergraduate Library  
this survey was very confusing

User Group: Faculty  
Discipline: Liberal Arts: Humanities  
Library Branch: Perry-Castañeda Library  
keep up the good work

User Group: Faculty  
Discipline: Law  
Library Branch: Tarlton Law Library  
The Tarlton Law Library is fantastic. I have no complaints.

User Group: Faculty  
Discipline: Liberal Arts: Social Sciences  
Library Branch: Perry-Castañeda Library  
Most or all of my research experiences in the library have been good.

User Group: Graduate  
Discipline: Information  
Library Branch: Perry-Castañeda Library  
These opinions are based only on my experiences and observations in the PCL. I do not have any significant opinions of any of the other libraries around the UT campus.

User Group: Undergraduate  
Discipline: Communication  
Library Branch: Undergraduate Library  
I have never, in my entire two and a half years at this University, used the library. Sorry.

User Group: Faculty  
Discipline: Liberal Arts: Social Sciences  
Library Branch: Undergraduate Library  
why wasn't pcl included in the library choices?

User Group: Faculty  
Discipline: Law  
Library Branch: Tarlton Law Library  
Faculty library cuts are very serious and undermine research without much faculty input.

User Group: Undergraduate  
Discipline: Liberal Arts: Humanities  
Library Branch: Architecture and Planning Library  
Please give me an Ipod, I really want and need it

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

User Group: Faculty  
Discipline: Nursing  
Library Branch:  
the library I use most often is the Learning Resource Center in the School of Nursing

User Group: Library Staff  
Discipline: Liberal Arts: Social Sciences  
Library Branch: Chemistry Library  
Given the state funding available, I believe the University of Texas Library does an outstanding job.

User Group: Faculty  
Discipline: Other  
Library Branch: Perry-Castañeda Library  
Further, I find this survey highly flawed. How can one really judge expectations when one is used to one working environment. I would need to know what other libraries have to offer to know if better service is available. When I travel to other libraries to do research, I find staff that have graduate degrees in subjects other than librarianship. In short, how does one rate service when one has nothing, or little to use for comparison. In short, I find that is survey says nothing, other than I find the library wastes space by trying to be a study hall.