

2005 LibQUAL+ Comments

Personal Control

User Group: Faculty
Discipline: Education
Library Branch: Perry-Castañeda Library
Copying services - scarce

User Group: Undergraduate
Discipline: Pharmacy
Library Branch: Life Science Library
Also, a way to keep a record of journals I use commonly in a place so that I may access them more quickly would be great. I hate going through several pages so that I can find NEJM every time I use it.

User Group: Faculty
Discipline: Fine Arts
Library Branch: Fine Arts Library
Some electronic indexes are difficult to use.

User Group: Faculty
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library
love online databases and search capacities

User Group: Faculty
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library
My biggest frustration is journal article search engines. These change and are sometimes not very easy to use. Also, not all of the articles I need are yet available electronically.

User Group: Undergraduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Perry-Castañeda Library
My main complaint is that I felt that the online "journal/article finder" was extremely inefficient. I could never really find exactly what I needed or the article would be unavailable. It was very frustrating, and I think that is because the system is limited in its available content.

User Group: Graduate
Discipline: Education
Library Branch: Perry-Castañeda Library
More online and user friendly search options would be useful. I would also like better publication of classes or tutorials that the library offers.

User Group: Graduate
Discipline: Education
Library Branch: Perry-Castañeda Library
I used Endnotes daily to manage my references, and there is no way of exporting UTNETCAT references to Endnotes because it is an old system (it is possible to export from EBSCO to endnotes). UTNETCAT should be retired and a more modern system should replace it.
The Xerox machines should be placed in every floor, instead of only even floors. When I have a huge pile of journals to copy, it is terrible to have to carry all the weight to another floor.
PCL should be able to locate items on hold only with the users card, like the PML library does. Many times, I don't have the call number of the book that is on hold for me.

User Group: Faculty

Discipline: Architecture

Library Branch: Architecture and Planning Library

my main frustration when searching for information is that there is not an online catalog for DVD/FILM/VIDEO archives that I can search by director or subject or title.... I often only know part of a listing, or just its author, but cannot find it in the UTNetCat records, when I know it exists. I have to dig through all of the NON-time-based-media (i.e.: book listings) to try to find the one specific DVD listing

User Group: Faculty

Discipline: Education

Library Branch: Perry-Castañeda Library

I would really like to see the library offer better access to services and materials to my students with low vision/blindness. PDF files are not always convertible for access, and this adds delays into the time they need to complete their assignments. I also found some of your items difficult to answer, as there is considerable redundancy.

User Group: Graduate

Discipline: Business

Library Branch: Undergraduate Library

problem is I could never get into all the databases available at the library

User Group: Graduate

Discipline: Engineering & Computer Science

Library Branch: Physics Mathematics Astronomy Library

The interface to access online journals (i.e. ACM) is very clumsy.

User Group: Graduate

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

Not enough computers available during peak hours.

User Group: Undergraduate

Discipline: Education

Library Branch: Undergraduate Library

Overall, the library environment encourages studying and it is organized--I find what I need!

User Group: Graduate

Discipline: Education

Library Branch:

I am a distance student and find on line access to the library excellent. The only problem I can think of is not having access to some articles on line. I live in San Antonio and cannot go to the library in person often. However, I must say that I enjoy using the library for research as well as for relaxation. I think the site is very user friendly and extremely well organized. The few times I contacted the library with requests for help, I was delighted at how quickly the librarians responded. I appreciate having access to this great library.

User Group: Undergraduate

Discipline: Natural Sciences

Library Branch: Undergraduate Library

Also I do not like that there is no warning for when your books are going to be due. There should warnings sent over e-mail to let students know that their books are going to be due soon. We have a lot more to worry about than overdue book fines.

User Group: Faculty

Discipline: Natural Sciences

Library Branch: Life Science Library

Library services are generally excellent. Thank you!

a minor comment: The organization of the "Research Tools" section of the University Libraries home page is not as useful (intuitive) as older version.

User Group: Graduate

Discipline: Communication

Library Branch: Perry-Castañeda Library

D-doc has been vital to my connection to new developments in my field since I moved from Austin to Dallas. I truly appreciate the efforts put forth to include students such as myself who may not have easy access to an academic library suited to doctoral (or any other level) studies.

User Group: Faculty

Discipline: Pharmacy

Library Branch: Chemistry Library

It would be nice to have an easier mechanism to print receipts for returned books (like most other top universities). More than once I have returned a book and it has not been checked back into the system. Writing out receipts is fairly tedious if you have more than one or two books.

User Group: Graduate

Discipline: Education

Library Branch: Perry-Castañeda Library

Third, there seems to be many book un-locatable. One possibility is that students put the books back at the wrong place. I suggest you put some posters and ask students to just leave the books on the table? I'm not sure what will be a good way for this, though. It just happens several times for my friend and me that books we needed so much were not located, even when we asked "search" service. Thank you! Keep on the good job!

User Group: Graduate

Discipline: Communication

Library Branch: Perry-Castañeda Library

Access to collections and computer resources could be improved. I also find it hard to locate workable copiers. Over all, however, I am satisfied with the libraries

User Group: Graduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

The library needs to inform users about materials being recalled from them THROUGH THE INTERNET. The postal service is obsolete, and one should not be forced to check the mail regularly just to be sure someone hasn't recalled some book from them. I am online all day long; if you notify me in an efficient fashion, I can get any book back almost immediately. The post office is NOT an efficient means of communication in a digital age. Quite frankly, I'm tired of huge fines and having to go out of my way to avoid them when a simple email would avoid both.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

As I say above, I'm generally very happy indeed with the library's staff and services. My one BIG complaint is about the microfilm readers on the first floor. They seem to break down all the time--it seems more than half are out of order in some way every time I try to use them--and they don't always allow for hand-manipulated scroll-through of the film. This last is a big problem if anything goes wrong with the electronic system. In spite of my general enthusiasm for the library services and staff (HURRAH to all of you: and Lindsey Schell is a treasure), this issue is a particular pain in my side since I go through periods when I use the microfilm collections a lot. e

User Group: Undergraduate

Discipline: Communication

Library Branch: Architecture and Planning Library

I find it especially difficult to find exactly what I need in the PCL, even with librarian's assistance.

User Group: Undergraduate

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

One time the computer closed in the middle of my writing a paper in the PCL, and I lost my whole paper and had to start over. There should be some way to recover information.

User Group: Undergraduate

Discipline: Communication

Library Branch: Undergraduate Library

I love the libraries...I wouldn't change much except possibly making the card catalogue keys more prominent and logical. Journalism is a weird discipline that doesn't require much library stuff that's not available electronically.

User Group: Graduate

Discipline: Education

Library Branch: Perry-Castañeda Library

You need more places to copy things.

User Group: Faculty

Discipline: Pharmacy

Library Branch:

Develop a CD for distribution to the academic community on library issues. This CD should be part of a student orientation packet. The availability of computers and informatics is useless without proper training. An informatics course (not the whole semester) should be required from UT students.

User Group: Graduate

Discipline: Communication

Library Branch: Perry-Castañeda Library

In general, staff is helpful. The materials I need for media studies are not in PCL collections or electronic holdings, so I have to use ILS frequently -- I am surprised that BASIC periodicals and books are NOT in UT collections. Problems with ILS include email issues (UT webmail apparently filters out ILS emails, but staff has not addressed this issue at institutional basis), plus the fact that ILS office is only open during days, but I can come to PCL only at nights or weekends -- so I have to prearrange to pick up materials. Copiers are AWFUL and way overpriced (Kinkos is 7 cents a copy for good copies; UT copy machines are dinosaurs, copies are HORRIBLE and more expensive). Because of parking issues, picking up recall materials or returning books is a REAL DRAG -- insufficient short-term parking. I am very grateful for Recall and ILS, because otherwise, it would be impossible to do my work.

User Group: Graduate

Discipline: Information

Library Branch: Perry-Castañeda Library

I think more outreach and literacy services are needed. It would be cool if the subject pages on the website were updated regularly and included new articles and information that pertain to the fields they cover. Also, you could probably reduce the number of subject pages (at least group them into categories better). All staff I have come in contact with are very helpful. Of course, the interior of PCL needs to be updated!

User Group: Graduate

Discipline: Business

Library Branch:

I am disappointed with the layout of the website and the ability to find articles online. There is a mixture of databases and it is often difficult to find the one needed. It would be nice to have one page with all of the database search engines in one place. Additionally, the search engines are too sensitive making it difficult to find the articles needed (one word off or one letter off). Overall, I'm able to fight with it and find what I need for the most part. However, the better it gets, the easier my life is!

User Group: Graduate

Discipline: Education

Library Branch: Undergraduate Library

easy to use

User Group: Graduate

Discipline: Engineering & Computer Science

Library Branch: Physics Mathematics Astronomy Library

I am disappointed the libraries copy machines are not able to print on both sides. This is really unforgivable considering the volume of copies made yearly, the costs, and environmental effects of producing paper.

User Group: Undergraduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

The main complaint about the library is the lack of clarity in finding my way around and knowing which section of the e library to find the information I need.

User Group: Graduate

Discipline: Business

Library Branch: Perry-Castañeda Library

Photocopies of materials should be more readily available

User Group: Undergraduate

Discipline: Natural Sciences

Library Branch: Geology Library

The copier machines are inefficient and time consuming.

User Group: Graduate

Discipline: Education

Library Branch: Perry-Castañeda Library

Additionally, the copiers and system of copying is fairly ridiculous. The copy card is too expensive - copies and the card itself. The copiers should take credit cards, and should be able to feed documents as opposed to having to insert each page manually. The quality of copies is usually fairly poor.

User Group: Faculty

Discipline: Engineering & Computer Science

Library Branch: Life Science Library

It is sometimes difficult to find journals on the Web interface that I know that the library has. Also, it can be inconvenient when the library only has electronic access to certain volumes (e.g., prior to the most recent year in print).

User Group: Graduate

Discipline: Education

Library Branch: Perry-Castañeda Library

Make the online library more accessible! I have a tough time getting full text articles easily

User Group: Graduate

Discipline: Natural Sciences

Library Branch: Physics Mathematics Astronomy Library

Doing a good job overall. Many of the older volumes of journals are difficult to find, even if the libraries have them. It would be great if there was some way to make the system for retrieving journals and books from storage faster. For journals in particular, there may be a better way of posting which resources are available. More than once I have walked out of the library thinking a paper is unattainable when in fact it just was not on the shelf, I needed to ask for it.

User Group: Graduate

Discipline: Law

Library Branch: Tarlton Law Library

The only real complaint I have about the libraries as a whole is the lack of easy ability to copy. I do not think copy cards should cost an initial \$1. I also wish there were more copy machines and newer models available (especially in the law school - it is a real hassle to copy things there.)

User Group: Graduate

Discipline: Natural Sciences

Library Branch: Physics Mathematics Astronomy Library

The online catalogue is poorly cross-referenced and difficult to use, let alone slow and out of date.

User Group: Undergraduate

Discipline: Natural Sciences

Library Branch: Perry-Castañeda Library

I had trouble accessing journal articles online from EBSJCo or some web site like that. It said I could not access these Bio/anthropology articles because UT no longer subscribed. I needed better direction on how and who to address my concerns to.

User Group: Faculty

Discipline: Natural Sciences

Library Branch: Life Science Library

Simplify all directives for the use of the facilities. This could be done by having lists of topics (e.g. How to find a book, where to find that book, how to check out a book, etc. etc.) which could be clicked on at ones computer which would then give the directions very simply (idiot proof directions).

Save all previous requests, so that they can just be up-dated and found easily every semester.

User Group: Graduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

The English Poetry Database needs a new "comments" e-mail address, and this database is overall very frustrating to use. I'd like to see us get the Middle English Dictionary.

User Group: Library Staff

Discipline: Liberal Arts: Humanities

Library Branch: Undergraduate Library

Why is printing so unreliable? This survey has several vague, confusing, and misleading questions.

User Group: Faculty

Discipline: Architecture

Library Branch: Perry-Castañeda Library

I haven't used the libraries too much as I'm relatively new but the most frustrating thing (and the UT libraries are not alone in this) is the condition and maintenance of the photocopiers. There is nothing more frustrating than to have to go to multiple floors to find a copier that isn't jammed, out of paper, etc. And there is no information about who to inform about the problems.

Also, as a faculty member, it would be nice to have a service that delivered books/documents that I've requested. Other campuses I've been on have a service like this for faculty, which is very helpful to us and encourages us to access the wealth of information that exists in the libraries. Getting to the libraries that are scattered across our campus can be a major barrier to faculty members who have limited time.

User Group: Graduate

Discipline: Engineering & Computer Science

Library Branch: Perry-Castañeda Library

I would like to have a service that tracking the latest publications and books and posting a wish list on the library website for us to vote or rate before or after the library buys them.

User Group: Graduate

Discipline: Business

Library Branch: Perry-Castañeda Library

Electronic services are FANTASTIC! It is so convenient to have access to journals online. Searching is much easier than it used to be.

User Group: Graduate

Discipline: Natural Sciences

Library Branch: Life Science Library

I am often bothered by the printing and copying fee. I wonder if the fee-charging system could be integrated into my EID account? I really hate the independent copy card because I do not carry cash with me.

User Group: Graduate

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

Just wish the catalog website were a bit easier to use! Accessing the "advanced" or "keyword" search isn't as straightforward as it should be, and it's especially annoying to have to search for non-print materials (audio, video, etc). Otherwise, though, I think the library does an excellent job.

User Group: Graduate

Discipline: Natural Sciences

Library Branch: Physics Mathematics Astronomy Library

Please improve the search engine on the library web site for the literatures in the libraries. It is terrible!

User Group: Graduate

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

Please make easy to use inter-library services

User Group: Undergraduate

Discipline: Communication

Library Branch: Undergraduate Library

My biggest concern comes to printing. I do not like the bevo bucks system. I do not use bevo bucks and I would like to have printing either be covered in the cost of my student fees or have my print fees be calculated and added to my "what I owe" page on UTdirect. That way students can print without having to sign up for bevo bucks and pay later online.

User Group: Faculty

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

I work in a very technology-forward field; staying current and having access to admittedly expensive journals is critical. I would like to use libraries more in person, but would need late night/early morning access which would include parking that feels safely accessible. Ever walk from PCL to SAG garage after midnight with a bunch of books, alone? Glad to hear you're adding a coffee shop in terms of making the library feel more comfortable. Note online journals have had problems lately for off campus uses (particularly Springer-Verlag). My complaints are about facilities/accessibility, but I do want to add that the staff are great, especially at Life Science Library and PCL (except the phone staff who try to answers questions about online matters, who are nice but under trained).

User Group: Graduate

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

Updated photocopy resources would be great.

User Group: Undergraduate

Discipline: Business

Library Branch: Life Science Library

I love the Life Science Library in the Main Building. I just wish it was open longer hours. I also think the Copy Card is a hassle. Why not link the copy machines to students' IF accounts?

User Group: Faculty

Discipline: Liberal Arts: Social Sciences

Library Branch: Perry-Castañeda Library

The main problems I have encountered at the library are:

2) The Benson Library is very difficult to work in. Very few of the books are allowed out of the library (even when they are not rare books at all!). This makes it impossible for researchers to use some of the books. Their lending policies should be revised in this regard.

Whenever I see the Benson library in the catalog for a book I need, I immediately dread the experience. The staff there is also very rude. In addition, the Benson library has to become more modernized in terms of having electronic data from Mexico and elsewhere; it is unbelievable that in 2005 they still do not have things like the Mexican census electronically available; the Benson library should purchase more CDRoms with electronic data from Latin America; it would be helpful to have electronic cartography for use with GIS systems.

2005 LibQUAL+ comments: Affect of Service

User Group: Faculty
Discipline: Natural Sciences
Library Branch: Physics Mathematics Astronomy Library
Would like a copy service for journal articles.

User Group: Faculty
Discipline: Fine Arts
Library Branch: Perry-Castañeda Library
There should be more computer terminals in all libraries, more printing facilities, cheaper photocopying, the classics' library format is outdated and hard to use, the library should respond unquestionably to requests for new subscriptions or acquisitions of new materials.

User Group: Undergraduate
Discipline: Liberal Arts: Social Sciences
Library Branch: Undergraduate Library
I find it odd that the university doesn't have online access to newspaper archives, and it's rather inconvenient to have to sort through paper and microfilms to get relatively recent newspaper articles. Also, I wish that there was some way to access JSTOR at home through a university site or link...there is a backwards way of doing it, but it would be much more convenient if it were made available through a link.

User Group: Graduate
Discipline: Communication
Library Branch: Perry-Castañeda Library
I have not had to get the help of library staff yet, so I can't really judge them, nor have I done much more than tracking down journal articles and making copies. It would be very much preferred if a photocopy machine could be installed on every floor.

User Group: Graduate
Discipline: Information
Library Branch: Perry-Castañeda Library
Secure Shell on library computers would be very helpful.
I get by fine without interfacing with library employees unless I have to check out a book.

User Group: Undergraduate
Discipline: Engineering & Computer Science
Library Branch: Perry-Castañeda Library
Most questions where I rated the UT Library as not meeting my desired service level stem from the UTNetCat system. It is difficult to use and lacks useful features. An example of a better system is the one employed by Lexis-Nexis.

User Group: Graduate
Discipline: Natural Sciences
Library Branch: Life Science Library
I find difficult to find things in UTNetCAT, sometimes I know the book is there but I need to try many times to make it appear in the list.
I wish we have more efficient photocopies in the natural science library.
But everything else is very good, specially the journals online!!

User Group: Undergraduate
Discipline: Communication
Library Branch: Perry-Castañeda Library
The library is usually pretty good about having everything shelved when I got to look for it.

User Group: Graduate
Discipline: Education
Library Branch: Perry-Castañeda Library
1. Is there any way that I can see my library check out records meaning the list of books that I checked out and the due date?

2. Searching for articles is difficult. We should have databases like proquest that pulls articles from any available databases that matches our keyword rather than (what we have now) locating a database first (eric for example) and then search by the keyword in that database. We should make the process simplified.

User Group: Undergraduate
Discipline: Education
Library Branch: Perry-Castañeda Library
Libraries should allow free printing of academic material.

User Group: Faculty
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library
I was a graduate student at UT and was generally happy with the PCL. My main complaints were that the holdings were lacking in a few areas, a number of the old periodicals were in poor condition (missing key pages), and--most importantly--the photocopying facilities were horrendous. Only half the machines ever worked, and those that did often produced poor copies. To add insult to injury, I felt the price I was paying for these bad copies was too high.

I am also a regular user of the HRC, and I have nothing but good things to say about the staff, the collections, and the facilities there.

User Group: Undergraduate
Discipline: Engineering & Computer Science
Library Branch: Perry-Castañeda Library
I think UT has a great library system, but the numbering system suck ass. There has got to be an easier way to find books in this damn school.

User Group: Library Staff
Discipline: Business
Library Branch: Perry-Castañeda Library
Although better than before, the library website is not immediately intuitive. The best way to find business information is to use the search box, because it is buried 2-3 levels and require users to navigate through menu tabs and dropdown menus before finding what they need. Online business resources are inadequate for remote business users. More print resources need to be transformed to electronically accessible databases.

User Group: Undergraduate
Discipline: Engineering & Computer Science
Library Branch: Perry-Castañeda Library
The online web page could send an e-mail to a user to notify them of upcoming due dates, so their books are not late and they do not have to pay outrageous late fees.

User Group: Graduate
Discipline: Business
Library Branch: Perry-Castañeda Library
Would be nice to have better phone service - sort of a help desk to answer questions about accessing on-line resources.

User Group: Undergraduate
Discipline: Natural Sciences
Library Branch: Undergraduate Library
Wish that SciFinder could be made available off campus.

User Group: Graduate
Discipline: Information
Library Branch: Perry-Castañeda Library
In general I'm a happy camper. The electronic resources can be hard to use -- there's got to be a better way to organize the journals than long alphabetized lists.

I'm puzzled by all the questions on interaction with staff. I never see a librarian in the PCL! Except for the circulation clerks, there are no staff in sight.

User Group: Undergraduate
Discipline: Engineering & Computer Science
Library Branch: Undergraduate Library
I prefer computer access with UT EID than IF account
I cannot remember IF account

User Group: Faculty
Discipline: Fine Arts
Library Branch: Fine Arts Library
One of the reasons why I came to UT Austin is because of the excellent library resources. The resources it provides through its website are extraordinary.

User Group: Undergraduate
Discipline: Liberal Arts: Humanities
Library Branch: Perry-Castañeda Library
I have been very happy with my library experiences this semester. The ability to access electronic reserves without the need for a proxy or setting up one (just using my ut eid) has been a godsend for convenience. Keep up the good work!

User Group: Undergraduate
Discipline: Engineering & Computer Science
Library Branch: Architecture and Planning Library
There is a shortage of scanners in the architecture library.
There is also a ridiculously strict enforcement of rules regarding taking out the periodicals. If one library does not have the resources for me to scan a periodical, allow me to take it for an hour and scan it at another (UGL maybe?) or at one of the copy shops around UT. Otherwise, it does me no good that these resources exist. Bureaucracy has to have meaning, not just rules.

User Group: Undergraduate
Discipline: Education
Library Branch: Perry-Castañeda Library
Please add more computers

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: Undergraduate
Discipline: Communication
Library Branch: Undergraduate Library
With the fees we pay, SOME amount of free printing would be expected.

User Group: Undergraduate
Discipline: Liberal Arts: Humanities
Library Branch: Undergraduate Library
I really wish the laptops could be checked out for at least a 24 hour period!

User Group: Undergraduate
Discipline: Natural Sciences
Library Branch: Undergraduate Library
I have found the computer labs close at very inconvenient times. While I have only run into this problem only a handful of times during my studies at UT it was extremely bothersome.
Searching through the library database online is a bit intimidating, and I still find it almost impossible to search the audio/visual catalog without help.

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

ERES has become essential to me--but the interface is still VERY clunky. I have had trouble searching for NON-textual materials (art, cartoons, etc.)

User Group: Faculty

Discipline: Liberal Arts: Humanities

Library Branch: Perry-Castañeda Library

The library staff is terrific. The space is not as conducive to study as it could be, but now I do most of my work electronically, and don't need great library reading spaces. I don't know if you can do anything about this, but it would be great if some of the search engines on the databases were clearer. Sometimes I can't navigate around them and so can't find the articles I need. Also, the library has stopped getting recent issues of journals, in print and electronically. I often try to find a recent issue of a journal but we've stopped getting it. I wish the library was slightly stronger in my field, but then it is a rare field at UT so I suppose there is not a lot of demand. I also miss having the reference librarians in the large room with all the reference computers. They were so incredibly helpful. Thanks for doing the survey. One thought on the survey--the first column was not necessary. The second two columns were useful, but it was overkill for me to fill out the first (I just repeated what I said in the middle block). Best.

User Group: Undergraduate

Discipline: Engineering & Computer Science

Library Branch: Perry-Castañeda Library

I would like to see maybe a few more Ethernet ports in the libraries to use.