

LibQual 2005 Comments

Comment	TYPE 1	TYPE 2
I grew up in a college town and used the campus library often. The Ole Miss Library needs a lot of work to become more user friendly. The lack of support has caused me many problems over the years.	bad	
Library services vary dramatically in quality from incredibly poor (shelving is disastrous, the worst I've seen anywhere by far; cataloging is very poor and extremely slow) to incredibly good (some of the reference librarians and a very few of the non-management employees in other departments are extraordinarily knowledgeable and very helpful). Management seems unaware of and completely out of touch with user needs. Special collections has become an isolated and effete museum, responsive only to the staff's personal interests rather than acting as a service unit to other parts of the university community. The problems stem from top management; the remaining excellences are just leftover habits and seem to be disappearing.	bad	
I notice your survey certainly stayed away from asking serious questions about resources. If we do not own anything then let's all smile vacantly and everybody will be contented. The library has deteriorated markedly in the last few years. An administration that thinks they can substitute plants and coffee for scholarship needs to be removed now. Next thing you know we will be hosting tea parties and luncheons in the library. To hell with buying books and journals--pass the crab cakes. Shelving, which has been distatrous, has only gotten worse. Signage is either nonexistent or wrong. (We can water plants but we cannot tell people what is down the book aisles!) Library administrators need to use their facilities and then they would not need to send out expensive surveys to find what what every casual user knows. Lord help us, I can only think you will start handing out Burger King "How are we doing cards" next! Fire the tinkerbell running the joint and hire someone who actually uses a library.	bad	
not upto the expectation	bad	
I am unhappy with the short length of time that graduate students are allotted for the use of materials. Our papers are semester-long projects, and the time allowed for borrowing should be in keeping with this.□ Also, nearly every resource I have needed this semester has been unavailable in one form another. If the catalog says the book is in, it cannot be found. Several have been lost and have been "billed," but not reordered.□ I do not find the website to be particularly "user-friendly." The majority of the time, it will not let me log in from home nor office.	Circ	Systems
It is incomprehensible to me that I check out a book to use in my dissertation research, and it is recalled, before the original due date!!	Circ	
The books for children's and adolescent literature are not in a useful place...and the collection is lacking...to say the least.	circ	
Usually helpful, but I'd love to be able to check out current periodicals to take to my office and make copies.	Circ	
The biggest problem I've notice in the past 2 years is inaccuracies and lateness in reshelving books. Often books disappear but are not checked out. This impedes research.	circ	
You need to provide more nad better help in finding books, it is confusing and hard to find one.	circ	
Fines are too high. I once had several books out at once. They were not that late when I turned them in, but because I had several (I was doing a lot of research) the fine was WAY too high	circ	
I checked out a lot of books that were due before finals in December, as we all know this is a crazy time and turning my books back in slipped under my radar when I got back to school and turned them in after the holiday break I owed \$70...Once I turned them in but hadn't yet paid I started getting emails asking for me to come in with the money. Where were those emails when I owed \$20 or even \$40?!?	circ	
Periodicals should be all together rather than cataloged by LC numbers. Also, please make directions in the stacks clearer, especially on the third floor.	circ	
The Graduate study carels are a great asset. Checking in and out books has been problematic, especially concerning reference materials. Items are often lost or not checked in/out properly, leading to confusion among staff and patrons.	circ	space

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Most articles cannot be checked out even for one day. <input type="checkbox"/> ILL helps alot for my dissertation.	circ	
The library doesn't carry any change. One hectic night when I was trying to find information for a reseach paper, I couldn't print any of the things I needed to because the library didn't have change for a meager \$5. All the 3.5 hours worth of work I had done was a total waste because I had to come back the next day, with change, and do it all over again. AND, the workers had the audacity to be rude about it. Once when I was trying to copy documents, I asked for help from one of the workers who didn't know how to copy herself. She ended up wasting over a dollar of my money making copies that I could not use. The library needs to make sure that their employees are TRAINED.	circ	
My only complaints about services are that 1)sometimes circulation can't seem to keep track of my reserve material and 2)far too often books are lost in reshelving.	circ	
I have had a lot of problems with checking in books and being billed for them later - only to find them sitting on the shelf. The books had been returned and reshelved, but they were still showing up on my account as "checked out". Many of my friends have had this problem as well.	circ	
i don't like the way that the library books are categorized. It does not seem too efficient to me.	circ	
The staff is extremely helpful, but I wish that books could be grouped in sections that are a bit easier to find. If this were done, students could browse through books and pick one instead of having to know what title or author they needed when they came into the library.	circ	
Once when I returned a book it was never logged in. Several months later I found it on the shelf, and I could finally check it in. Also, it was frustrating when I was in a specialized class and all the resources in the library were checked out by the professor for an entire year. I needed to write a paper but all the books were in her hands.	circ	
Overall, I am satisfied with the library. The only part I have trouble with is locating resources on the library premises. It is really hard to locate the items, and it seems that no one in the library tells me where exactly to find them.	circ	
My main complaints: the layout of the library is extremely confusing. <input type="checkbox"/> The library is far too small for a campus of this size. <input type="checkbox"/> At least one more library is needed on campus. <input type="checkbox"/> Budgetary constraints mean many books and journals I need for research are not available here.	circ	
I often have problems locating the reading material I desire. I often get lost browsing through the stacks and never find what I am looking for on my own.	circ	
i think the library is great except sometimes i get confused when trying to find journals. maybe some easier ways to locate them would be helpful.	circ	
In my opinion, the library is hard to use. I don't think students really know how to use the library and, therefore, are not able to access all of the library's features.	circ	
Many of the books and periodicals are rarely in the correct location.	circ	
he copier machines are expensive and often in need of servicing.	circ	
The people at the front desk where you can pick up your copies from are not very friendly. I think they should have more pleasant attitudes. Also the person workers who are on the second floor at the front desk by the Starbucks room never know anything they just always send you downstairs they basically don't even listen to what you	circ	
Additionally, is it possible to have an copier that scans and emails PDF documents. Your SAVIN copier in the department allows us to scan and email. I would be happy to pay 1-5 cents a page to have option. No jamming, no paper, no toner!	circ	
Sometimes finding printed materials in the mezzanine areas are difficult. Staff at the help desk and circulation may want to have knowledge of how to get there and possibly a map to reference.	circ	

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I have several concerns about the books that are shelved incorrectly...1 out of 4 books that I look for and are indicated by the website to be on the shelf are not to be found.	circ	
I am generally satisfied. Most of the time the people are really helpful and although it is challenging I can find what I need.	circ	
I generally find the library useful and accessible. My main problem is the workers at the main desks (first and second floor) often do not know the answers to my questions, don't seem eager to help, can't help, and don't bother seeing if anyone is standing at the counter with a question or books to check out. Other than general rudeness from what seems to be the student workers, my experience at the library is ususally satisfactory.	circ	
they do really well. check out times on materials could be a bit longer than just 3 hours. when printing documents, actual money should be able to be used because not everyone puts money on thier id cards. use real money! its frustrating to not be able to get material just because you dont have express money (i guess thats what they call it).	circ	
My main complaint is book status on the website. I check book availability before going to the library. It is very frustrating to see a book listed as available only to find that it is not on the shelf and the staff cannot locate it.	circ	
late fees are prematurely applied	circ	
One time the librabry misplaced some of the books i returned and kept saying i had overdue books, and in fact i did not have late books and they found them where they had been misplaced. although this was quite inconvient the staff was very polite and called to apologize for the mistake.	circ	
Making materials available in reliable fashion is the greatest problem I perceive so far. Mostly this appers to be a problem of 'Circulation' and 'Reserve', although 'Records' (i.e. maintanance of the online catalogue) might bear part of the responsibility. <input type="checkbox"/> <input type="checkbox"/> a) Circulation staff is not sufficiently knowledgable about the workings of the library and therefore rarely able to give answers that might help the user find material. <input type="checkbox"/> b) There appear to be no clear procedures what to do if a book is misplaced/missing. Often, staff simply wanders off 'searching' for the item without telling the user what is going on. <input type="checkbox"/> c) Circulation staff does not create the impression as if a 'trace requests' will ever result in anything. <input type="checkbox"/> d) Circulation staff are often not sufficiently familiar with the online system to identify whether a book has been missing for some time. <input type="checkbox"/> <input type="checkbox"/> e) Records of missing books appear to have a long (after)-life in the catalogue, confusing the user, making research less efficient. <input type="checkbox"/> <input type="checkbox"/> f) Putting materials on 'Reserve' is more of a gamble than a reliable way to make materials accessible. The entry of the items into the system as	circ	
I don't use the library that much, but when I do, I want to be able to find what I need and get on with my work.	circ	
Where are the books? Too many times the book will be 'available' which means nonexistent, or 'on shelf' which means in the library, but either invisible or behind the circulation desk.	circ	
It would be nice to have information on how to find things, like a "dummy's guide to finding periodical information". It's not hard to ask, but it's easier if you're on the third floor to look for a sign or pamphlet that would instruct you how to do this rather than go to the first floor to ask a librarian.	circ	
The only problem I have with the library is the seemingly large number of items that are listed in the catalog as available, but are not on the shelf.	circ	
The only major problem I have is that sometimes books are misshelved creating problems when I do research.	circ	

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I believe the Library should check out bound journal resources to graduate students for more than 24 hours. I also believe graduate students need to be allowed to check out research materials for a semester. The university I attended before allowed this, so we students could complete our research unhindered. In this respect, the library truly hinders research. I also think the library needs to add more change machines, especially ones that take the new \$5 dollar bills. It's inconvenient to find some where else to make change.	circ	
My only problem with the library was one occasion when I needed a book to write a term paper on and it was listed as available on the website. When I asked about it I was told it was mis-shelved and that I would be notified when it was found. Apparently it was REALLY lost because it was a semester later when I was emailed that it was available. I ended up buying the book off Amazon because I really needed it as a source for my paper.	circ	
Student workers don't aren't very helpful other than when they check out patrons. Information, such as NEW YORK TIMES, in recent periodicals is not as recent as it should be. Often missing dates or other information are not available and no one can seem to help with the problem other than apologizing.	circ	
More working copy machines would make a big difference.	circ	
I have had several problems with receiving overdue bills for books that I have returned and find sitting on the shelves. It also takes much too long for books to be reshelved. For example, I have gone into the library to look at a book and left it on a study table to be reshelved. Then I came back four days later unable to find the book until I noticed that it was right where I left it - on the same study table. Four days is too long. Acquaintances and classmates also share my sentiments regarding the length of time it takes to reshelve returned books. The juxtaposition of these two problems (record keeping and reshelving time) is quite baffling.	circ	
I would use the library more often if there was at least a 90% chance that I would find the materials that I needed for thesis, diss, other papers, and general reading in my area. Most of the time, I search online and then make a trip to the library to collect materials not found online. In the past 4 years, my success rate of finding materials needed is about 50%. This makes my time at the library wasted--I am served better by using articles that are online, although they are not frequently applicable to the topic I am studying (probably because very few are ever online). When I cannot find materials in the library and have asked library staff, none are knowledgeable about how to help me. Although they are very kind, most of them don't know where materials could be if they are not on the shelves. In addition, online journal sites are extremely difficult to navigate. Not linked full texts, but electronic journals link me to some random website where the journal I was initially searching for seems impossible to find. And, library staff have not been able to help although they are very kind. I am incredibly grateful for this survey as I think it	circ	online
The library is really hard to use. You should really get a map!	circ	
Easier look-up for texts in the library- not so intimidating	circ ?	
Love the coffee shop!	coffee	
i love the coffee shop	coffee	
i love java city	coffee	
I like the cafe in the library.	coffee	
Library service is great. I don't think it's necessary to have a coffeeshop inside the library.	coffee	
I really like the fact that i can go to the library, get a cup of coffee, and sit down with a study group and discuss any subject. this has really helped my studying and makes me want to study.	coffee	
I really enjoy the cafe, I wish it were open later or atleast other late night snacks and drinks were available. It would be nice if the library were open later.	coffee	
I love the coffee shop in the library and like the fact that I can drink coffee in there. I like to hang out there when I can't leave school (because I live too far away) but it does get too cold sometimes.	coffee	
I love the new coffee shop.	coffee	

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<p>Please let us bring in food and drinks! That is the #1 limitation to using the library for me! I just have a hard time staying focused for several hours without water or snacks. Also, the printers in the Science library are often defunct - I have had many hair-pulling experiences trying to get documents to print out. ☐ Otherwise I have good experiences there - love the study carrels with internet access and the group study rooms are nice too. Could add a few clusters of more comfortable arm-chair and sofa type things. ☐ I rarely venture to the main library - I find it intimidating.</p>	coffee	
<p>I really like the library, especially letting people have food and drink inside (e.g. our own cafe). The only thing I didn't like was this survey. It seemed like every other question was the same. Anyway, keep up the good work.</p>	coffee	
<p>I enjoy the fact that the library has added a coffee shop..it really helps during study time.</p>	coffee	
<p>The online access to journals needs to be extended</p>	Collection	
<p>It would be really convenient and helpful if more journals are available for printing manuscripts online.</p>	Collection	
<p>Journal Access is poor.</p>	Collection	
<p>I think our library lacks some good journals. otherwise i like our science library a lot.</p>	Collection	
<p>My perception is that the library is set up to serve others, not scientists. Scientific publications seem to be delayed in coming.</p>	Collection	
<p>Need more databases added to the current list of databases.</p>	Collection	
<p>I try to perform a lot of journal searches from my home, but I have been having problems with that lately. I also find articles I want to look at, but am unable to because our library does not carry them. I also would like more online access to journals for convenient access.</p>	Collection	
<p>It has been helpful when looking up articles for professors that I work for. I have had difficulties now and then getting to certain articles where the subscriptions had expired, but have been able to ILL the information and recieve the articles electronically easily. I have had very few difficulties with the libraries.</p>	Collection	ill
<p>IEEE paper requires subscription. Can you make more papers available.</p>	Collection	
<p>I would like to see more recent scientific journals in paper form at the libraries, although I realize that is pretty difficult.</p>	Collection	
<p>We need to have the Science Citation Index and Social Science Ciation Index on-line.</p>	Collection	
<p>I especially like the online resources since I live an hour away.</p>	Collection	
<p>I would greatly prefer more emphasis on having access to online full text articles than having print volumes. I think that we need to move into the future andf quit spending money on print materials whenever possible. I could really use something like SienceDirect to improve my research and academic development</p>	Collection	
<p>Availability of European journals is poor--both online and in print at the library.</p>	Collection	
<p>Some of the computer are older and need to be updated. I think the library needs better material in the sciences, in particularly forensic science (forensic chemistry). The chemistry section needs more modern books and information.</p>	Collection	online
<p>I think that it would be awesome if we could use money to enhance the collection and have more group study rooms. It's extremely hard to study when a group of 10 people are sitting behind you talking.</p>	Collection	noise
<p>More online full text service would be wonderful!</p>	Collection	
<p>Please keep expanding your electronic resources they are invaluable to my work as a student</p>	Collection	
<p>The seriously needs to increase its collection of books and its subscription of journals in the emerging field of nanotechnology. Also, the library needs to update its collection (print and/or online) of internationally accepted standards in the field of engineering and science.</p>	Collection	

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Missing journals, loss of TD Net (where did it go?) <input type="checkbox"/>		
<input type="checkbox"/> I will say ILL is excellent and the personal in the ILL area help me maintain my sanity and keep me from really being overly negative about the library. It's the one thing that really seems to work in the libraries. :)	Collection	
There is only one row of classical literature. There was no Cicero, and the volumes of Livy were sparse and nonconsecutive.	Collection	
Off campus access to CCH needs to be improved.	Collection	
Increase full-text electronic resources. Make Endnote connection files available.	Collection	
I would like to see newer/latest text and reference books in the area of piano, piano pedagogy, and music education.	Collection	
The library has been a wonderful resource for me while I have been at this university. There are places for me to study, computers for student use, and current periodicals that are imperative for learning. The library workers are always nice and ready to help me with any problem I have.	Collection	staff
Need to supply more references in Electrical and Computer Engineering	Collection	
Finally, the library lacks many essential journals and books critical to my research.	Collection	
I wish that more of the combinatorics journals were offered online.	Collection	
I like that the library is supplying online journals, but find most that I want (engineering/scientific) don't go back very far (12 months often). So are often useless to me, leaving me to rely on interlibrary loan (which I do). <input type="checkbox"/>		
<input type="checkbox"/> I would also like it if I could "scan" instead of "copy" on the photocopiers at the library for free or a greatly reduced fee (like 1 cent instead of 10 cents). An electronic version of most articles is sufficient for most of my needs.	Collection	
I really wish we had more funding to add necessary materials to the music research section of the library. I find that materials are limited and, although ILL is a wonderful tool, we need more readily-accessible materials in our own library.	Collection	ill
they should have a bigger selection of science journals	Collection	
I find that my access to electronic journals is far more limited here than at my smaller undergraduate institution, Florida International University. I really would like to see the UM library provide more electronic resources for its students and faculty such as access to journal articles on EISevier's Science Direct that are older than than the current 12 months and access to Web of Science's Science Citation Index. The latter resource would greatly help me and others stay abreast of current research in our field respective scientific fields.	Collection	
The main problem I have had with the library is the lack of printed resources available. When I do find resources, they are usually not current.	Collection	
Would like more electronic journal collections in my field	Collection	
Good but more access to journals and books is very necessary	Collection	
Thanks for your interest in getting feedback from your patrons. Your staff is very helpful. The obvious need is funding to expand your collection. I have had to use interlibrary loan far too often in my work on my dissertation in Higher Education. I feel the holdings for Higher Education are in critical need of expansion. Many seminal works are absent from our collection.	Collection	
I have found the people to be very helpful and informative. The library has much of the material I need, but sometimes it does lack things that I need.	Collection	
easier and more electronic databases...with access to more online journals and full articles	Collection	
More full text articles would be nice through Ebscohost.	Collection	

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The biggest help would be an increased electronic journal access (especially without a 12 month embargo) and every option to form a consortium with neighboring states (or with other professional schools) for increased purchasing power should be investigated, pursued and completed.	Collection	
I think we need more journals, more electronic resources and databases.	Collection	
Please get us better access to journals online. It is a major pain to have to get a article to the tune of 25\$.	Collection	
I rarely need to go to the library because of the online resources it provides. This is a wonderful convenience since I live an hour away	Collection	
Would love to see more electronic journals, although the additional of Business Source Premiere has been extremely helpful. Copiers on the 3rd floor would be wonderful so students don't have to take stacks of books downstairs to copy when the graduate copy room is in use/out of paper or when you're using a copy card.	Collection	circ
THough I didn't use it a great deal when i did the <input type="checkbox"/>		
service was fine. I mostly used the online service which was challeging a lot of times becasue we(Ole Miss) didn't have access to certain online publications.	Collection	
you need books by david icke and alex jones	Collection	
on some topics no info is able to be found	Collection	
In general I am satisfied. But I do have two major complaints. <input type="checkbox"/>		
<input type="checkbox"/>		
I simply do not understand how a university library can fail to have a subscription to Books in Print. Perhaps I'm the one who needs to be educated.... But Amazon.com does not cut it for me.... <input type="checkbox"/>		
<input type="checkbox"/>		
Group study areas in the library seem to me a BAD idea. Designated talking areas/floors in library also seem to me a rather BAD idea. I think this sends the wrong message. Why, I've even seen library employees talking on cell phones while working in the stacks.	Collection	noise
more ethernet connections in group rooms in science library	Computing	
While I am well aware that there is a wealth of information available online, I have tremendous difficulty accessing the information or sifting through the appropriate resources. The online databases are especially difficult to use.	Computing	
I think Ole Miss has a great library. I think there could be more employees around to help you in your search for information. I also think the internet library coul be better constructed.	Computing	staff
In Nov 2004, I was trying to use the library website from home. The download times were so incredibly slow (minutes per page of an article) that they made the online access almost useless. I felt that the service would have been quite useful if speed had not been such a huge problem. Something needs to be done to the connections available to users from home. I have cable service, so my connection speed was not the problem. I access other internet resources frequently.	Computing	
good job keep up the good work. look at upgrading the computers.	Computing	
I am very pleased with the library, however there is always room for improvement. More computers and printers would be helpful due to the crowdiness of Weir Hall. Other than that, the library is a fantastic place to go and study.	Computing	good
Printing services should be free for students	Computing	

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<p>The gateway is sometime really slow. I have DSL but sometime still have wait time. □</p> <p>□</p> <p>On more than a few occasions, when I am inside a database (usually use ebsco bussiness or abi) I click on a link and get the page unfound. Then I loose the items I have in the current session's folder have to start over and try to retrace my steps. Why if I click on a valid place in the database does this happen. Very frustration. □</p> <p>□</p> <p>On the whole I use the online resources of journal articles extensively and find them exptremely helpful. I love the pdf files that I can download with all graphs and use adobe to highlight the artices. □</p> <p>□</p> <p>It also seems that the services are putting more older material on the service daily, this is also extremely helpful and convient. □</p> <p>□</p> <p>On last thing, is there are services that I understand the library pays for such as Compustat. You find out about this by acident or if you know someone. I would like this service to be more available and someone to offer training on how to use the resource.</p>		
<p>I have had difficulties recently accessing the library web pages (i.e. Ebscohost) from home. I love to study in the library because it is a quiet, comfortable environment. When I do need assistance, it is often hard to find a librarian to help me.</p>	Computing	staff
<p>The only complaint I have about the library is the constant crashing of the computers or printers. Though they try to fix these problems expediently.</p>	Computing	
<p>You need color printers.</p>	Computing	
<p>I would say another computer lab actually in the library would be good.</p>	Computing	
<p>The online catalog is not very user-friendly. I find it rather easy to get "lost" when looking for resources. It would be nice to have a favorites list or possibly a "shopping cart" or "basket" in which to keep resources. When I finish looking for resources, I could then print the contents of my basket before coming to the library.</p>	Computing	
<p>My primary complaint is that all of the computers in the library do not have all of the programs I need to be able to do all of my online coursework. If I need to access the library resources, I may also need to make use of sites that require Word or Powerpoint to view correctly, but I cannot get the information if the small handful of computers that DO have those resources are already in use (in particular, toward the end of every semester).</p>	Computing	
<p>Need to be able to add money to Ole Miss express at library</p>	Computing	
<p>I do not like the new journal search. Many of the titles I need to look up only have an abbreviation, and I have to guess the full name and I have often missed something we already have.</p>	Computing	
<p>Hard to find resources; card catalog listings and shelf availability frequently do not match up; not enough study space or rooms for quiet and secluded study; I don't even think there's a place for group studying.</p>	Computing	space
<p>Often the computers I use in the library are slow and unreliable. The printer never seems to be working.</p>	Computing	
<p>I have trouble using Ebscohost outside of the library.</p>	Computing	
<p>Usually have to wait to use a computer. Sometimes it is hard to get help with the copy machines.</p>	Computing	circ
<p>My only issue is that some of the online resources, while vast, are difficult to navigate through independently. In the past, in doing research for papers, I found it difficult to find information I needed due to not enough online help navigating various databases. It is not easy, if you are unfamiliar with resources, to determine which databases are going to serve your needs the best and at that point you pretty much have to go find a research librarian to help you. I guess this is what they are paid to do, ha ha ha.</p>	Computing	
<p>Everyone at the Library has always been quite helpful. The added wireless access and coffee shop have made the entire library environment more comfortable for study.</p>	Computing	coffee

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There need to be more computers (THAT WORK AND AREN'T CASTOFFS FROM 1997) throughout the library for using the electronic catalog, so that students are not forced to trudge down to the first floor to search for new materials. □		
□ Also, incoming students should have some sense of library decorum (i.e. no cell phone use or chatting especially on upper floors) instilled in them, and this can be done rather innocuously via humorous signs that are changed every so often, etc.	Computing	
There needs to be more availability of computers next to the resources. More friendly staff workers are needed.	Computing	staff
overall, the library is very satisfactory. one main problem has been the electronic journals and the copy machines, which have a mind of their own and don't like to work when I need them.	Computing	circ
The only complaint I have about the library services is when I am not on an on-campus computer and I try to get on jstor or any other online journal resources I never can get past the log in screen.	Computing	
The library could provide more computers to do research on the internet while in the library.	Computing	
More computers needed	Computing	
The library catalog is really the worst for me. It is very hard for me to find what I need. The library could be great with better organization.	Computing	
Logging-in to use library resources from off campus is too complicated and is a pain.	Computing	
Every time I go to the library, I ask them to do whatever they have to do so that I can access Databases from my house using the barcode on my card. It has worked only one time, I think, and then it never works again. This is the only problem I have. It would be so convenient if I could access these databases off-campus.	Computing	
There need to be more computers because they are always full. There also needs to be more quiet space available to study.	Computing	noise
However, I do think that some computers need replacing on the first floor. Also, computers on the second and third floor are in dire need of replacements or upgrades. I've often had to move from the third floor to the first floor just to look up a call number for a book that I assumed would be on the third floor.	Computing	
I wish the library offered free printing services. Many other colleges offer this resource, and I think it would be a great addition to Ole Miss. Also, I wish more printers were available for student use. Finally, I think there should be more computers stationed throughout the second and third floors of the library.	Computing	circ
Please put more computers in the library.	Computing	
I personally learned very very much from Amy Mark in her library resources class. she was awsome. I also do not think theres an appropriate number of computers ans study rooms considering the number of students at this university.	Computing	space
Also, the computers among the books are either not even there anymore, or they do not connect to the interent if you need to search for another book. Also, during exams it might be nice to unlock some of the little rooms in the stacks and mezzanimes so that students could study in there. it's a little creepy, but it's hard to find places to study during exams. I love the library! Thanks alot!	Computing	space
There are two things that I would like to comment about: 1. There are not enough computers with Microsoft Word and Power Point on them - these are very simple things to add to a computer and should be on every one in the Library 2. There is entirely too much noise in the library - even from employees - I know that at times you must talk but to be loud and disturb everyone around you (or even one person) is too much.	Computing	noise
The computers on the 3rd floor need to be maintained more often. The last few times I have needed to use it , it didn't work	Computing	
Need more technology-driven resources, computers, etc.	Computing	
The library should always check and make sure that their computer records are correct, but in all the services are good.	Computing	
very good service	Good	
Great Job	Good	

LibQual 2005 Comments

The library staff is committed to excellence and in making consistent improvement toward that end.	Good	
The Staff has always been more than courteous and the online Journals that you can search through are extensive and an extremely good resource for any students looking to perform research. Far and away a better library than at my Undergraduate institution	Good	
I am really impressed with the efficiency of the UM library. I appreciate all of the help I have received from the library and the staff.	Good	
I believe the library at this school is top notch and otherwise fantastic for helping me get good grades on the things i research. Thank you.	Good	
it is in good situation	Good	
The best service of the library is to allow me a carrell to escape from my office to work intensely without interruption. I love my little hideaway!	Good	
I'm always treated courteously by staff at the library.	Good	
Always helpful and resourceful	Good	
The library staff is extremely helpful.	Good	
love it	Good	
It certainly proves to be on a college level. It tops any other library I have ever visited	Good	
Nice place to study and learn.	Good	
I think the JD Williams Library, along with Weir Hall, are some of the nicest research facilities I've seen at an SEC school.	Good	
Thanks to the librarians for their essential help.	Good	
I enjoy going to the library. I know that for whatever reason I am going, I will accomplish it in the library. Thank you for doing such a wonderful job!!!	Good	
The Library is doing a great job staying on task of what the student needs. The Library has been "the place to go" for me when I needed any studying or research done. It has also provided me a great place to do homework when things were too hectic where I live.	Good	
i used to work in interlibrary loan as a work study student, and although i dont use the library resources very often, i think the library is ran very well! it is easy to find a book if you know how to look up call numbers, etc. and there are always library staff walking around that are able to assist people. i think the library is great.	Good	
The library is a very nice place to attend.	Good	
Great staff, and great atmosphere of learning.	Good	
I think that the library and its services are great. I have had a wonderful experience throughout my college career. Keep up the good work, it can only get better.	Good	
I am fully satisfied with Ole Miss Library Services. They have helped me on several occasions with my researce. I am very proud and grateful to have such a trustworthy and secure place to study and work.	Good	
Everyone is nice and helpful. I wish there were more books for leigure reading, but over all I am happy with the library	Good	
It's good for me!	Good	
Very good!	Good	
Great library and staff!☐		
I'm not very computer literate and need lots of help.	Good	
it's a pretty cool place; i enjoy being there	Good	
I am very pleased with standards put forth by the employment at our library.	Good	
good job	Good	
Overall I feel that the library allows me to be successful with all the research I need to do for my classes.	Good	
I am satisfied with the way in which I am treated in library.	Good	

LibQual 2005 Comments

In general, I've had a good experince with the campus library during my years at this school. However, I was once charged forty dollars for an "overdue" book that I had actually turned in on time. Although this clerical mistake was eventually corrected, it prevented me from receiving my final grades for a few weeks that year, and was highly inconvenient.	Good	
The library services are great. Thanks for your hard work.	Good	
I enjoy the way the library is run.	Good	
I am very pleased with the library service.	Good	
It's a great place to study.	Good	
always very helpful	Good	
Pretty good	Good	
I am the department's liaison with the library and have found the staff and the facility to be responsive, respectful, helpful, and enables me to be productive.	Good	
Speacil Collections was very helpful to me recently. It had be awhile since I had been in the actual building (online work) and found signs very helpful. Especially liked the no cellphone signs.	Good	
I found the library daunting when I first arrived at Ole Miss, but I soon discovered that its vastness is precisely its strength because there is an abundance of information that I have found very useful over the past four years.	Good	
good work	Good	
It is very helpful.	Good	
Great Library! Keep up the good work!	Good	
A good job with the limited resources available.	Good	
Everything the library offers in my opinion is satisfactory!!	Good	
The UM library is the greatest library I've ever seen. It is awesome.	Good	
nothing at this time, I love the library though	Good	
Excellent all across the board	Good	
I enjoy going to the librabry every other day. it's a great place to study and it helped me pull up my grades	Good	
it is very useful and helpful	Good	
i remain pleased with the UM library . i am confident that i can attain my desired study experience there.	Good	
its awesome!!	Good	
Excellente	Good	
The library is very useful for me when I need research for homework or certain computer programs I don't have at home. It also helps with printing costs and for things I don't have time to go home to do. The staff has always been helpful to me and there is a huge amount of information available. The copy machines are also very useful.	Good	
they are very helpfull	Good	
I love the library.	Good	
We need more groug study rooms!	Good	
the libray has been great to me. it always had the info that i needed for class and research with ease.	Good	
I use the library at least twice a week . I feel the library should also sale scan trons for test this would make things alot easier on alot of people	Good	
It works for me.	Good	
Good keep up the current standards, but should always strive for better.	Good	
The layout can be overwhelming at first, but everyone is pretty helpful.	Good	

LibQual 2005 Comments

The staff at the library has always partnered with us in education to make materials available for our candidates.	Good	
I balanced my answers thinking of both libraries in general.	Good	
I like the library, it provides a good gateway for information that i would not be able to get any other way	Good	
i love all of the art books and my online requirements are really easy with all of the help from the employees there	Good	
Overall and from my experiences with libraries, Ole Miss has everything i need	Good	
Our Library is great and thats all that I have to say.	Good	
The music library is well organized amd well stocked. I could live there!!! The foreign language section is great! I am a physics major and music minor. I have studied French, Spanish, and Korean.	Good	
The library is packed full of resources and is a great place to find information in large quantities.	Good	
Good library with good service overall.	Good	
Despite budget constraints, the libraries are doing a great job.	Good	
I have been very pleased with the services I have received from the library. The resources I need are often in the library or available online.		
When I have to use ILL, I am extremely pleased with the speed and courtesy of service I have received. I am also quite pleased with the recent availability of online journals. I find that being able to access the journals from home is a real time-saver.	Good	
I am very sastified with my experiences in both libraries on campus. However, I believe that, no matter how well you do something, you can always do it better. That is why I applaude your committment to improve.	Good	
Over all, i am very happy with the services our Library offers. I can't imagine doing all the work i have done for my degree without the support of J D Williams Library. Thanks a lot.	Good	
The librabry is a beautiful and comforting place to study.	Good	
Very satisfied. I think we have a very nice and user friendly library.	Good	
Nice library with helpful information	Good	
Overall, the library provides the services I need to help me study and do research efficiently.	Good	
The library and all it's staff is wonderful. Keep up the good work!	Good	
I like using the library. I used it a lot more my first year because I didn't have a place to study. If that was still the case I would go a lot more but now I just study at home. The resources cover pretty much everything I've ever expected the library to have.	Good	
Thanks for the great job y'all do! Keep up the good work!	Good	
Thanks for all the great work!	Good	
I transferred from a community college with a small campus library. The library here just makes school work much easier. Lots of materials with easy access. Its great!!	Good	
They are great folks!	Good	
neither the library nor the library workers have thus far let me down. i love the library.	Good	
I think overall, the library services work descently for most students.	Good	
Anytime I have needed help, I have always received assistance. I can almost always access the information I need.	Good	
over all the library services are very good	Good	
It serves as a great escape to the outside world of chaos.	Good	
I have found the Ole Miss library to be very helpful to me over my two year graduate program. I am thankful to have had such great resources!	Good	
It seems to be overall really good and ran really well	Good	
The library is a very quiet and convenient place for me to get my work done. It's a very helpful place.	Good	
I am highly satisfied with the library service of the University of Mississippi	Good	

LibQual 2005 Comments

i like the air conditioner in the periodic room. it gives a constant low rumbling sound that helps me as i study.	Good	
great place to study, but people at the desk often seem aggravated, and the computers are usually full during peak hours.(SO is Weir Hall, so it is hard to use this resource)	Good	
I have only been used the library a few times in my tenure at Ole Miss. Partly because I find it easier to connect information from the internet and also because there are times when the hours are not conducive to a typical college students life.	hours	online
Needs to be open until 1:00 a.m.	hours	
Library services should be made available 24-7	hours	
Library Should be open 24 hrs a day.	hours	
the library needs to be open 24 hours	hours	
my only issue with the main library is that it isn't open when I often need it to be. I'm very much a night owl, and it's inconvenient not having 24 hour access. while I understand that current budget issues make running a full staff 24/7 utterly untenable, thanks to the electronic equipment already in place, like self-serve book checkout systems, should make it possible to allow the library to function late at night with only a minimal security force.	hours	
The Library needs to stay open 24 hours a day!	hours	
It needs to be open 24-7. When you are trying to study midnight doesn't cut it.	hours	
Extend hours. MSU library is open until 2am, this is really nice. They also have a really sweet reading room with comfortable couches. Those two things make that library better than ours... They also get the SAE AUTomotive Engineering Magazine. We don't.	hours	furniture
Increase Library Hours!	hours	
open 24 hours durin the week	hours	
more extensive hours are necessary.□		
many student workers have no idea how to run their respective area and spend their time on the internet or talking to friends instead of observing that patrons need help	hours	
I think that the library should be open longer than it is now. In the past, it was open longer.	hours	
The library should stay open longer.	hours	
I enjoy studying at the library, although I transfered here my sophomore year and it has been very difficult to adjust to the library hours. Most university libraries are open much later than midnight if not twenty four hours.	hours	
The library hours are not the greatest. The library closes way to early. It would be nice if it were open 24 hours like the good old days. I have especially found this to be inconvenience while working as a graduate assistant in the day and trying to do research at night after my classes have ended.	hours	
Library is always open and available when I need it. Everyone who helped me was very helpful and I got the materials I needed	hours	staff
I wish that the library would stay open longer at night. Most of the time I am in the middle of studying and I have to get up and leave because it is closing time. In lots of areas in the library it is very loud and it is hard to concentrate.	hours	noise
Need later hours. Some people need to study in there later	hours	
It needs to be open longer hours!	hours	
extend library hours back to open 24 hours, esp. science library for pharmacy students.	hours	
The library closes entirely too early, it is hard to contact librarians, and the book fine policy is REDICULOUS.	hours	circ
so far so good, but how about extending the hours.	hours	
I wish that the library were kept open 24 hours a day, because it would make finding a quiet place to study at 3 a.m. a lot easier.	hours	
needs to be open later than 12!!!□		
yes, it's very comfy- but not enough absolutely quiet places!! i like to study by myself where i won't be interrupted by others...	hours	

LibQual 2005 Comments

More open hours during holidays would be helpful.	hours	
The library hours should be extended.	hours	
I am satisfied with the service that the library is providing right now. The only thing I would suggest needs improving is the fact that the library is not open 24 hours a day. Also, there are shelves that are not marked (first and second floors), and it is hard to locate an item. And also the fact that some of the items are misplaced, but in the database they still look like they are on the shelves.□ Thanks.	hours	circ
My only problem is that it closes at midnight. It's a library and should stay open longer!!!!!!! I hate being kicked out at twelve and many other students from other schools were shocked when I informed them of the time. It is also not a good selling point when giving tours of the campus and parents ask how long the library stays open.	hours	
1) Faculty need 24hr access to the Science Library□ 2) Get rid of overdue fines for Faculty□ 3) I am generally happy with interlibrary loan performance, but I have to use it too much which reflects deficiencies in the library's holdings/electronic resources□ 4) The front desk employees at the Science Library are frequently unhelpful	hours	
The library is closed often.□ □ To open the library for 24 hours, 365days.	hours	
I like our Main library. I remember one time library hours were from Sunday 1:00 pm till Friday 6:00 PM but now its not. The students like me who love to study in the nights and who love library as a peaceful place to study will love the time, if it can be rollback to the previous schedule of 24 hours library	hours	
It is a problem that the library is not open all the time. I think that if the University of Mississippi is aiming to be one of America's great public universities it is imparitive for it to be accessible to students all of the time even if only a few students use the library at 4 AM. Many times I have chosen not to study at the library because i knew i would have to get up and leave at midnight. Late night(10-2) is the main study time for many college students.	hours	
I wish it was open 24 hours all the time.	hours	
I know it is difficult to please everyone but there are times when the library is not readily available to Grad studenta. They are expected to be around the university at all times during their course and need the library especially during those times between regular class schedules. It would be nice to have access to the library during the times the undergrads are absent.	hours	
cutting hours is bogus	hours	
If I am not mistaken, most students use the "Main Library" simply to have a place to study more than they do to research information or use any of the books there. Hence, ever since I became a student in 2002, I have wished the library would be open 24 hours a day for the purpose of providing students with a sufficient amount of study area for public but individual use. Although the building (Weir Hall) right next to the "Main Library" stays open 24 hours a day, it is often too crowded and is not geared toward giving individual students a quiet area for studying text material and other tangible resources necessary for class and the like. Rather, Weir Hall is only superior in that it has more computer and internet accessibility. Therefore, it seems beneficial and perhaps essential for the "Main Library" to provide more study desks (with lights on each one that actually work) that are especially available for use 24-hours a day. If the library does not provide this, considering there is not even one other place on the entire campus that does so sufficiently, students that need to study at night will continue to be limited in their academic	hours	space
the library would be so much more beneficial to students if it was open 24 hours, or at least later than 12. also, the coffee shop should be open as late as the library	hours	

LibQual 2005 Comments

It is critical that the library stay open late to give students a quiet place to study. During midterms week over 40 people were kicked out at midnight each night. That is unacceptable!	hours	
It needs to be 24 hrs!!!! This is a university, not a podunk town!	hours	
later hours if possible(maybe 1a.m)	hours	
I've really enjoyed using our library during my time here. Although the hours are okay, I think that's one of the only things that needs to change. If there isn't 24-hour access, there should at least be longer hours than there are currently. Otherwise, I'm very satisfied.	hours	
In my opinion, the library scores well in most all of the above categories. However, the most important issue that I have with our library is that it is not open enough. I would very much like to see the library open 24 hours a day, since the purpose of the University is the pursuit of knowledge.	hours	
I've been especially impressed with the speed and convenience of the interlibrary loan services I've needed to support my research.	ill	
ILL is the most efficient, professional office on this campus. The staff are courteous and truly go out of their way to help find resources, providing a vital service to all those engaged in research at UM.	ill	
ILL is a strong component of my finding the information and materials that I require in my studies.	ill	
I love that the library, although lacking in print collection has ILL facility available for graduate students. I think that is very considerate!	ill	collection
The Inter Library Loan employees are WONDERFUL and extremely helpful.	ill	
I love illiad it works so easy and my books are always shipped quickly since I am an off campus student.	ill	
The ill office is slow at filling requests, and the deadlines for returning ill items is way too short for my needs.	ill	
The ILL is a Godsend! Thank you very much for this quick resource. Many times the journal is missing or not available and ILL saves the day, time and time again. Also allowing the bound journals to leave the library is a VERY BAD idea. I realize you do this so we don't have to rely on the one or two copiers that are working at the time. <input type="checkbox"/> <input type="checkbox"/>		
Also, thank you for the many online resources that allow us to download PDF version of the journal articles.	ill	collection
Interlibrary loan is what keeps me going. They do a great job, but there are limitations, such as not getting the newest materials, even if we will never purchase them. I don't know how to fix this, except perhaps a bigger budget in modern languages.	ill	collection
The interlibrary loan service and staff are superb. Without access to journals via interlibrary loan, I would have difficulty conducting my research.	ill	
I filled out the survey to tell you that Interlibrary loan has always been great about getting me books or materials the library does not have. (The top half of your survey is confusing and hard to complete)	ill	
I want to applaude the ILL department. They do a fantastic job. The music section of our library is so under-stocked, and lacking in so many areas, that without ILL, I would not be able to do much of the work that is required for my degree. I would also like to say that the online resources are very helpful as well.	ill	collection
I think you should be required to take a class during your Freshman year that acquaints you with the campus library and gives you knowledge on how to find what you are looking for and how to research, because it will be useful throughout your entire college career and throughout life.	Instruction	
You need to include options that law students could choose. For instance, question 39 should also offer the law library as a choice	Law	

LibQual 2005 Comments

I am a first year law student. My answers are for the most part based on the Law Library. However, I have used the undergraduate main library, which I find completely satisfactory. Unfortunately, the law library is too loud, there is little individual room for studying, and there are no quiet spots. There are too few electrical outlets for plugging in laptops and too little space for studying alone. I think it is a shame the library for the law school is not more conducive to the needs of law students and a quiet study environment. On a positive note, the staff and librarians are excellent and extremely helpful and knowledgeable.	law	
I most often use the law library, which is not listed.	law	
The library I use the most often is the law library, but when I'm not there I use the science library strictly for a place to study.	law	science
The microfilm machines have gotten better but still are in drastic need of being updated- many times when a few are broken, it is impossible to get any work done if a few people are there, leaving no available machines	Media	
The library resources are good, but the cataloguing of video materials is somewhat difficult to understand	Media	
I wish the info on micro films were online. It makes it very difficult and time consuming to look at all the micro films!	media	
the cd's are difficult to find and do not make sense how they are shelved	media	
The employees are often clueless about how to use the equipment located in their section of the library (e.g. Gouvernement/Business Information). This often leads to defensive (and what can easily be perceived as rude) comments from the employees. The student then feels inferior and discouraged from further use of the library's resources. □ On the other hand, student workers seem to make a positive effort to help out as much as possible in my experience. □ More lighting can never hurt, and it always helps that the lights bulbs work. Too often the individual carrels have defective lights. Maybe small reminders for students to turn the lights off to preserve energy and bulb life.	media	space
hard to find movies	media	
I can't wait for the music library to have its own facilities in Scruggs!	music	
The library is not a place where you can study. It is very noisy and disturbing. I was shocked by the way the faculty lets students loudly talk while in the library.	noise	
The second floor is supposed to be the "quiet floor," but it is probably the noisiest. I have to do study hours on the second floor, but I get nothing accomplished. Everyone socializes and groups meet there often.	noise	
It is a great place to study. It is really quiet!	noise	
Wish that there were separate rooms for groups so we could talk without bothering others.	noise	
I would like more study areas for individuals and groups. Sometimes (especially during midterms and finals,) it is very hard to find a place to study. The library gets over crowded.	noise	
I enjoy studying at the library, it is a quiet place that helps me focus on my work.	noise	
Would like it if people would not use their cell phones in library facilities...it's difficult to study, read, etc.	noise	
Would you please tell the librarians, especially the ones at the helpdesk, and the microform desk, that the place that they work is in fact a library and therefore they need to lower their voices. I don't have a problem with most of the patrons in the library with talking too much, it is mainly the librarians practically yelling to the people they are helping or other coworkers. I also think that anyone who is talking on their cell-phone in the library should be thrown out for a given time period. If they want to talk then stay at home. I say all of these things because I am in the library almost every day.	noise	
Easy to use and a nice quiet place to study.	noise	
The science library is great-but sometimes students are too loud or people are answering their cell phones-I just find it disturbing at times.	noise	science
Library must be quiet and this should be strictly enforced.	noise	
Too much noise (cell phones, talking, etc.). But the service itself is fine.	noise	

LibQual 2005 Comments

Quiet areas are often not quiet at all	noise	
I really do like the library but sometimes it is a little too crowded which makes it hard to find a quiet place.	noise	
The main things that I believe need to be improved: more effective ban on cell phones, obviously marked no talking zones/ or no talking zones that are more closed off from the rest of the library, more journals available online	noise	
I dislike it when people in the library talk on their cell phones and let their cell phones ring in the library	noise	
i hope i could have a more quiet place in the library to study. More magzines and reference books.	noise	collection
I would like the prohibition of cell phones to be more enforced in the science library. Also, since the group study rooms are so close to the single study cubes...the doors should be shut if there is a group there so as to not disturbe the rest of the library.	noise	
Sometimes there can be groups of loud people that are not dealt with. Maybe more areas for large groups would be better.	noise	
Keep up the good work!	noise	
keep up the good work	noise	
The library is usually quiet, but there is the common cellphone that rings. Everyone is helpful and seems to be knowledgable of their job.	noise	
There needs to be more private study rooms. And maybe a change machine when someone needs change for the copy machine.	noise	circ
more quit rooms to study	noise	
Users AND staff tend to be too loud.	noise	
need to work on the quiet level of the third level	noise	
Rules need to be enforced about the levels of talking on the different floors and CELL PHONE USE. Most of the time however I have no problem studying in the graduate school area or on the third floor. Also, I think the graduate school area should be for graduate school students only because they tend to be more serious and there is limited space.	noise	space
Need more areas that demand commplete silence	noise	
I wish that the library would be open 24 hrs. like it used to be; I really miss that and hate having to leave at 11:45	noise	
I think the library is very convenient location wise and very helpful in accessing info. The only problem is that it closes too early and sometimes it is way too loud in there. I find myself wondering around aimlessly looking for a spot where no one is being rude and talking on thier cell phone or out loud to their buddies.	noise	hours
I have had no problems with the library service. Going to the library isn't uncomfortable, and it is fairly easy to study there except when i am in the open area on the second floor near the elevators. There are always people in there who talk and don't care to silence their phones. The phones are the most frustrating thing, and if I take the time to silence mine out of respect for other students studying, I expect the same in return.	noise	
The library would be a more effective place if it were quieter all the time. There need to be more group study rooms along with advertisement telling people it is there so they don't have to disturb the individuals trying to do quiet work. Also there needs to more attention spent on keeping the library quiet, especially with cell phones being turned off and not being allowed to answer them in the library.	noise	space
I think the library offers a really nice get-away for students to study in a quiet area and study comfortably.	noise	space
I feel that there is a need for group meeting rooms with sound barriers.	noise	space
I love going to the library because it's hard to concentrate on work in the dorms, because the dorms are so loud most of the time. The library is peaceful and lets me do my work uninterrupted. Thanks!	noise	
I usually only use the library for a quiet place to study, therefore it has been satisfactory in meeting my needs	noise	
Staff always willing to help. Not the greatest place for quiet study due to students making noise.	noise	

LibQual 2005 Comments

Mathilde Martin (?) was very prompt in getting me info. via email when I was unable to access my library account. I truly appreciate her comitment to the students at UM.	OffCampus	
I wish the library at the DeSoto campus had more to offer, with a more friendly study area.	OffCampus	
These comments are based on my experiences at the library at the Desoto Center.....this could be improved.....	OffCampus	
I am not on main campus, but I think the internet set up is very nice	OffCampus	
I feel that they should more than one computer for the Ole Miss students to use. If you are not a Northwest student and have a password, then you have to wait till that one computer becomes available.	OffCampus	
Mrs. Fuller is great; however, some of the student workers behind the information desk, don't really know how to help you.	science	
I wish the science library was quieter. I have tried to go down there to get away from my phone, email and interuptions, but it was too loud to concentrate (esp. when pharmacy classes let out).	science	
The Science Library timings are ill suited for researchers and graduate students of the Pharmacy school and the NPC. The library should be open longer as many of us work beyond 5 pm. If I cannot get a paper after 5 pm it means my work gets pushed to the next day. If the library is open till 9 pm it would be great. You may not issue books at this time but perusal and copying of print holdings can be availed of by the user. The library timings should not be tailored only for the pharmacy undergrads. The library has uses beyond the normal ones of undergrads and hence its timings must be set keeping in mind ALL the users of the Science library. Weekend timings can remain the same. I guess a long shot would be a secure access to the library just like entering Faser or the NPC requires an access card but at the moment 4 extra hours on weekdays would suit a lot of people.	science	
The Science Library is great and the only library I ever use anymore. I do wish there was more room for groups to gather, and of course, the impossible thing - stay open later. I often study until 2 and 3 in the morning, and the PBL rooms tend to get noisy.□ □	science	
Thanks for doing such a good job and providing such great facilities to the students.	science	
Do you think we could get some book lockers for the undergraduates.. or carrels?	space	
I usually study in the library; I think emphasis needs to be placed on proper individual study areas with tables. My favorite place to study (3rd floor, facing Martindale) had 2 tables taken out and replaced with chairs and little round tables; while that seems comfortable, it is hard to study with a textbook and writing paper in front of you like that. □ I think library staff should ensure that the 3rd floor, which is designated a "no-talking" area, should in fact be "No Talking!" It can get noisy and distracting with people trying to study in groups or being tutored; they should be told to go to another floor.	space	noise
I like the variety of study areas for reading, etc.... I think the sections need to be advertised better b/c it is difficult to find the books sometimes.	space	circ
I am a grad. assistant. I love the new copy machines. Lights at some of the desks need to be replaced and some of the electric sockets don't work for computer access	space	
The library isin a great location on campus, but could use some more space for individual studing	space	
the library greatly needs more study rooms	space	
The lights in the study carrols need to all be replaced!!!	space	
It is always so cold in the library, every time I am on the second floor! It is very nice and comfortable besides that, though.	space	
Iwould like to see more group study rooms - it always gets so noisy int he library when groups are trying to work together	space	
Very nice study areas. Maybe more of the same would be nice.	space	
Need quiet, well lit places to study. Not enough places to sit where it is comfortable. The little cubicles are cold, dark and hard. Set up a room for just quiet study like Wier Hall has with comforatable chairs and space to spread out books. Lighting, lighting, lighting!	space	
The library is a good place to go for a specific assignment and research, but not necessarily for everyday studying.	space	

LibQual 2005 Comments

<p>The main problem with the library is the amount of lights that are burned out or do not work. About 75% of the desk lights either don't work or they don't reach the outlets. In addition, about 30-40% of the lights in the ceiling do not work. This has been a problem for at least the last 7 years. Also, the library hours are pretty terrible. □ According to the UM Foundation 4.4% of the endowment goes to library support. This amounts to \$16 million dollars. It seems that the library would be able to keep the library open longer and also have the funds to replace these lights. The library should provide an atmosphere that promotes studying. Inadequate lighting and poor hours do not help.</p>	space	hours
<p>I think there needs to be more areas to study on the second floor, since more people prefer the second floor because you can whisper on it, compared to the third floor.</p>	space	
<p>I have enjoyed the new space placed in the library. I would like to see more private spaces to study.</p>	space	
<p>Wish there was more space for cubicles to study in private and that the light bulbs weren't burned out in most of the current ones.</p>	space	
<p>There is no space for someone who wants to be alone. It is so distracting the way ya'll have it set up! Please fix this. If you do, I would come more often.</p>	space	
<p>One complaint I have made about the library is its cleanliness/tidiness which inhibits ease of use. In particular, food remnants left in Mezzanine L were brought to the attention of library staff in early December and were still there in January. Also, difficulty in securing staff who are informed and helpful has been difficult. This has especially difficult when attempting to locate wrongly shelved items or using broken machines. In general, the library is easy to use and sufficient to most purposes.</p>	space	circ
<p>Need better lighting--one should be able to read at any work station in the library □</p>	space	
<p>Better enforcement of noise levels--especially in quiet areas on third floor</p>	space	
<p>The library needs more areas for group work. I have tried numerous times to locate an area, but there are very few. Also, make the study areas throughout the library more comfortable and modern than a highschool feel.</p>	space	
<p>I think there needs to be more places (desks) to study at in the library.</p>	space	
<p>I think the Library is great. I would like to see more ares to study though. I also think having longer hours would be great. A University Library should never close except for major holidays.</p>	space	hours
<p>I loved the new space. It's very comfortable and inviting. Signs asking library users to restrict cell phone use would also be helpful. The library staff has always been friendly and helpful. I've never left a staff member without knowing where to directly find the information I need. Keep up the good work.</p>	space	noise
<p>I like the email reminders about checked out books. I would like more study spaces with more working LIGHT BULBS.</p>	space	circ
<p>More comfortable seats and more internet and plug outlets for laptops would make the study environment better. Also, better temperature regulation makes all the difference in how well you study. It is either an icebox or a sauna in the library, it is never in between.</p>	space	online
<p>Overall, I like the library because it is a great place to do work alone or with a group of people, but I would like it if there were more group study rooms.</p>	space	
<p>I find that the majority of the staff are unfamiliar with the facitliy and are unhelpful in locating needed information. I try to avoid contact with them based on the fact they make me more confused than I am when I approach them. I also find that the library seems to be lacking in material and that most of the data I need is obtained through interlibrary loan or better found through a google search. Compared to other University Libraries our on service and quality is not up to par!</p>	staff	collection
<p>Amy Mark is exceptionally helpful.</p>	staff	
<p>I think the library is beautiful; it contains a well-diversified collection of information and literature. However, the student workers who often staff the desk are often uninterested or even rude when I approach them with questions.</p>	staff	
<p>The service at the library is good but could use improvement in some areas.</p>	staff	

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The desk workers always seem hateful.	staff	
The library has very helpful employees and very organized resources.	staff	
I am happy with the staff they are great, but some times I wish the map could be better so that I don' t have to ask the staff where something is so much.	staff	space
I would like to see the library staff be more student friendly while answering questions that might seem obvious to the library staff, but not those who do not work in the library (ex. location of items).	staff	
I have had rude library employees a few times.	staff	
Regarding the "willingness of employees to help or having a positive attitude" I generally have interactions that are very poor or excellent, and not just satisfactory. I hate to score it as a "6" or "7" when I would rank the separate individuals at "3" and "9". Also the redundancy of questions in this evaluation is a bit much.	staff	
The library staff can be very unattentive to questions. The student staff has always been informative.	staff	
I believe there should be more staff in the library that actually KNOWS where things are and how to use them instead of just people sitting around that have no clue what you are talking about when you ask a question.	staff	
I have never had any real problems with the staff, everyone is very nice. The only thing I have encountered that annoyed me was not being able to find anyone nearby to help me.	staff	
Employees need to be more willing to assist the customer with their needs. They should offer assistance and not assume everyone knows what they know. The library needs to be a lot quieter. There is always people talking loud enough to be heard in several areas.	staff	noise
The workers need to be more knowledgable and the computers need to be upgraded badly, they need to be of the quality of the ones in Weir Hall.	staff	online
The tour I took with the librarian about the online databases has vastly improved my research work.	staff	
For the most part I have been well pleased with the library and the services it provides. However, you have one person working the information desk who, it seems, would rather talk on the phone than provide services to library patrons. When she does put her phone on hold to take your question, she doesn't have the information needed. This is not a one time occurance. I have had this situation at least three times this semester when trying to receive information on library services. I have come to the point where I cringe when I see her manning the information desk.	staff	
The lady that comes over to the business school does a great job at helping the students. I would have never gotten my paper done if it wasn't for her. Thanks!!	staff	
Most of the professional staff in the library is ready and willing to help students and provide answers. It's the student workers who sometimes make patrons feel as if they don't belong there. The student workers are also often under-trained.	staff	
Some of the employees (student workers) are very irritable. They don't seem to want to help	staff	
it would be helpful to have staff available that sought out students in order to help them	staff	
The Library is a great place to study but when looking for a book I find it hard to get help	staff	
One time two years ago I was treated horribly by a library staff member. He was incredibly rude and that has left a bad taste in my mouth. Other than that one incident, I haven't had any severe problems.	staff	
I have always found the library staff to courteous, knowledgeable, and helpful.	staff	
Elizabeth Stephan is WONDERFUL!!!!	staff	
Needs better employees and a larger book selection.	staff	collection

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I often think the library has to have more resources available than those that I know about but often when I actually go to the library for additional assistance/information I find that the people I speak to who work at the library are not able to assist me. Possibly I don't state my needs clearly enough or possibly they just are not informed. Either way, I often leave feeling like the information I need should be available but no matter what I do I just can't get what I think I need.	staff	
When you ask workers for help they just sit there and tell you what to do instead of coming out from behind the desk to actually help you find something or look something up.	staff	
Library personnel are very helpful	staff	
There are certain people in the library that are very helpful and others who are rude and impatient.	staff	
The staff is usually uninformed and when I have a question it seems that I have to ask a few people before I can get an answer.	staff	
great place to study, but people at the desk often seem aggravated, and the computers are usually full during peak hours.(SO is Weir Hall, so it is hard to use this resource)	staff	online
none		
N/A		
n/a		
Staff and Student		
not enough room in the box...		
None		
None		
none		
n/a		
none		
NA		
none.		
N/A		
none		
none		
N/A		