

LibQUAL+ 2005

#	User Group	Discipline	Comment	Tag	Notes
367	Faculty	American Civilization	I am particularly pleased by the response to my requests for book purchases, by the special creation of library web sites for my courses, and by the friendly service in all our libraries. The library staff members are very well-informed. The field specialists are real experts. My one complaint is the storage of so many old journals off campus, and by the difficulty of doing research in storage collections. However, that situation is being improved.	web access/content	course pages; subject specialists; access to old journals
366	Faculty	Anthropology	RAs do all my library searches so these questions don't really work for me. The do both on-site and electronic searches. The quality of the library for work on site is important for my student and, thus, for me.	web access/content	preferences
566	Faculty	Applied Math	The collection of web based journals is good, but there are several leading journals available in e-journal format that are not available in the SciLib in either electronic or paper format. I do use my home computer to access the Library and this works well enough. For recent papers I tend to save the PDF version on my computer. This saves me filing space and I can locate the material again easily.	web access/content	preferences
119	Faculty	Chemistry	I am an Emeritus Professor, living out of state. On-line access, and occasional visits to the library are essential to my continued professional activities. Ready access to electronic journals and other Web resources, in fact, played a significant role in my decision to retire. Keep up the good work!	web access/content	
330	Faculty	Chemistry	on-line services are essential and are very strong. On line course reserves are very useful to faculty and students	web access/content	OCRA
544	Faculty	Chemistry	The access to recent literature literature is critical for good research. The availability of online journals are excellent here at Brown and suit 95% of my needs. The other 5% I have to go to the library itself for. The convenience of accessing the information I need from the lab is a great help and time saver. You also have one of the better journal selections I have encountered in an academic environment which is <u>extremely convenient!</u>	web access/content	
14	Faculty	Computer Science	I find the scili a somewhat bewildering place; the one time I needed to get material from multiple floors, it was hard to figure out even which floor I had to go to. I have a fantasy of building a wireless network in the building that can easily locate where you are and tell you which way to walk to get to the elevator and then to the next floor you need to go. The on-line support is poor. It's incredibly difficult to find journals using your search facilities, so I can't even benefit from what we're paying for. I am beginning to rely on my grad students to find papers for me through our library, even though on the "open Web", I am a maven at finding information. I have entirely stopped using the library's Web pages of my own accord --I only do when someone suggests it (and a few Web searches haven't already located what I want). I feel the library is increasingly irrelevant to my profession. I don't think that's true, but that's the way my current interaction with Brown lib is working out.	web access/content	finding - physically; finding - electronically
215	Faculty	Computer Science	The development of electronic resources since I came to Brown, esp. the e-journals, has been remarkable and excellent.	web access/content	
419	Faculty	Computer Science	I would like to be able to locate library materials online, have them pulled, and then have my assistant pick them up for me. Because I need some access to materials in the popular domain, I use the RI public libraries extensively for this. I can find what I need online, and then have it sent to my local library for pickup.	web access/content	preferences

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99	Faculty	Engineering	There are two areas in which the Sciences library needs to improve: (1) expand the online electronic resources (even at the expense of print resources) such as journals, etc. (2) Make the library webpage more friendly; somehow I always have a hard time locating the "web of knowledge" through the library homepage (luckily I bookmarked it once, which I use now) .	web access/content	finding - electronically
812	Faculty	Engineering	Scientifically I am mostly interested in e-mail access to journals, which is not bad, but not stellar either (ideally, all journals for all years would be available, not the latest five years for IEEE stuff, etc.).	web access/content	preferences
54	Faculty	English / Literature / Writing Program	I have tried to contact Reference Librarians via email in regards to texts I have needed for my courses. I have never received a response.	web access/content	communication
388	Faculty	English / Literature / Writing Program	I've been tenured member of the faculty at Brown since 1971, and in my early years found the library system of little assistance in my research, in part because of a poor collection in my area (19C art and literature) and in part because I then worked with unpublished manuscripts (Princeton, Yale, Huntington, Morgan, Bodlean, Rylands). In general, I have accustomed myself to purchasing the scholarly books essential to my work. The collection has of course steadily improved, and the addition of electronic resources has, for me, meant that the libraries finally provide much necessary support.	web access/content	
430	Faculty	English / Literature / Writing Program	I find out what is available in my field elsewhere and go to the library on the off-chance that I can get my hands on it. Too often I end up ordering it two-day delivery through Amazon's connections. What do faculty do without research accounts that allow them to indulge themselves as I do?	web access/content	
613	Faculty	International Relations	<p>Josiah is a weak search engine and often frustrating to use, especially for primary sources. It does not prioritize and thus cannot bring up major document collections quickly (for example, the Foreign Relations Series of the United States, or the Public Papers of the Presidents).</p> <p>It is thus much easier to find the cites for a specific book by looking on Amazon.com. (The Josiah entries, for example, don't always list the multiple authors of a book--an annoying feature).</p> <p>In general, I am dismayed by how much I have to use inter-library loan and the virtual catalogs for research in my field (international relations) since the Rock appears to lack so much in this area. The good news is that the virtual borrowing system is fantastic and easy to use.</p> <p>The question: "the library enables me to be more efficient in my academic pursuits" is unclear. Efficient compared to what? To no library? Yes, definitely. To a major research library like Harvard's? definitely not.</p>	web access/content	Josiah; finding - electronically; ILL
49	Faculty	Neuroscience	Off campus internet access to library resources is not straightforward.	web access/content	off-campus
470	Faculty	Neuroscience	I have NEVER been into any of the libraries and find much of what I need online. The online access is very user friendly and most journals that I need are available.	web access/content	preferences

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574	Faculty	Physics	Electronic services (wide range of journals/citations indexes) are now an extremely important part of the role of the library. While access to journals etc. themselves is reasonably good at Brown (with only a few holes in my field), I would dearly like additional access (and training) in tools which would allow me to make more comprehensive searches for articles/papers that are relevant to my search. At present, I find I end up having to visit many different databases, and am still not sure that I have actually searched all appropriate journals. Could more be done with the web front end to assist the search process?	web access/content	instruction; finding - electronically
577	Faculty	Psychology	Most of my access is remote using e-journals. My chief criticism is that sometimes the e-journals section of your webpage indicates that the electronic version is not available even though it is available if you search JOSIAH.	web access/content	finding - electronically
469	Faculty	Sociology	You should be able to recall and request checked out books from the library webpage.	web access/content	services
62	Grad	American Civilization	The most disappointing service about the library is the web catalog josiah itself. I find it amusing noone really thinks about advanced search features, which almost every library web catalog has. It only has the "limit" option to narrow down on whether one is looking for DVD or book, but it does not help users perform an advanced search. I made this comment to library staff several times for a year now and nothing has done yet.	web access/content	Josiah; finding - electronically
684	Grad	American Civilization	The Josiah catalogue has an unacceptable number of mistakes, typos, and spelling discrepancies. Authors are identified by multiple names, without a crosslisting between them (for example, John Doe and John T. Doe might be the same person, but will have two separate listings, with different books appearing under each). As a researcher I find this a severe impediment to gaining access to all of the information I need. The ILL borrowing options are frustrating in that renewals are not possible. Additionally, the time it takes for books to arrive is very inconsistent, and that information is not reflected on the website. For example, I ordered several important books via InRhode (the fastest way, according to the website) over the break. After 10 days, when they had not arrived, I asked the library staff about them, only to be told that InRhode can be slow and non-operative during breaks. I thus wasted a week waiting for books that never ultimately arrived.	web access/content	Josiah; ILL; communication; services
729	Grad	American Civilization	There should be an online option for submitting requests for recalling books, without having to go to the library in person.	web access/content	services
816	Grad	Applied Math	The josiah search engine is terrible; books are hard to find unless you already know which book you're looking for.	web access/content	Josiah
114	Grad	Biochemistry & Molecular Biology	I would like to have access to more electronic resources from home.	web access/content	off-campus
83	Grad	Biology (non-Medical)	I REALLY appreciate having off-campus access to the electronic journals database. This is my main resource for current journal articles. Thank you!	web access/content	
445	Grad	Cognitive & Linguistic Science	Can we access to online journals at home?	web access/content	off-campus

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213	Grad	Cognitive & Linguistic Science	<p>The physical library has NEVER let me down -- things are where they should be and easy to find; although the information about call numbers and floor levels is not prominently hung outside of the elevators (i.e., I have wandered around on stairs looking before I got on an elevator and found my answer)</p> <p>I have met for an info session about EndNote and that was GREAT! The only thing better is if a faculty in my field who uses the search engines perfectly for our field would ever have time for a session; however, the CLS research specialist was VERY helpful and welcoming.</p> <p>The only complaint I have about the online journals is that I have to click through many pages at times to get the pdf of the paper that I found in a PyschINFO search or a PubMed search. It may derive just from the databases that you folks have to use to enable the service from so many different sources and search engines. However, if there is some way to streamline that process so that the pdf could be linked directly to the search results, that would enhance the service. I understand that databases aren't always easy to link</p>	web access/content	instruction; finding - electronically
8	Grad	Community Health	Brown's online search capability and electronic journal access are the best I've ever worked with!	web access/content	Josiah; finding - electronically
41	Grad	Community Health	I am really happy with the on-line services but absolutely dread when I have to go into the library.	web access/content	
813	Grad	Comparative Literature	Most of the professors I know do not use the library either; they rely on their research budgets and/or connections to other libraries. A ridiculous number of books continue to be listed in Josiah as "missing" for years after they've disappeared, seemingly with no likelihood of ever getting replaced. And Josiah can't tell you if a book is physically checked out of the building, or just checked onto someone's carrel where you could go look at it, information that would save you from either recalling a book or deciding it's not worth waiting two weeks to find out if it's even useful to you.	web access/content	preferences; Josiah
272	Grad	Computer Science	One minor complaint: The library website is very confusing and it's hard to find things on it.	web access/content	finding - electronically
421	Grad	Economics	On line resources are extremely good. On the other way, library hours are limited.	web access/content	
455	Grad	Education	Class webpages work well with the Blackboard system rather than the webct format. I also think there should be more space for studying in groups and alone. UPENN has gorgeous library facilities, esp the law library that may make a nice example. Easily accessible online resources with a very visually appealing website with help tools is crucial. See www.lib.duke.edu.	web access/content	
232	Grad	Egyptology / Old World Archaeology & Art	Please, please set it up so that we can recall books online! I live off-campus, and it would be more convenient if I didn't have to call or show up in person to put holds on items. My local public library does it! Requesting via Interlibrary Loan is wonderfully efficient, though.	web access/content	services; off campus
351	Grad	Engineering	<p>i would like to see the following changes:</p> <ol style="list-style-type: none"> 1. table of contents of books i am interested 2. more copies of books which are used very often 3. webpage link informing the new additions 4. modify the browsing of books to make it more like browsing of electronic journal section on library webpage 	web access/content	Josiah; services
10	Grad	Environmental Studies	i use on-line journals more than anything and often the library doesn't have access to certain years- it's worth it to have as much access as possible.	web access/content	

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269	Grad	Environmental Studies	My main suggestion is that e-resources be better organized and easier to find online. Finding specific journals is currently pretty confusing!	web access/content	finding - electronically
711	Grad	Geological Science	Electronic resources (on-line journal subscriptions) are the most important aspect of the library to me- the Sci Li currently performs pretty well.	web access/content	
726	Grad	Geological Science	The library web page is fantastic, I wish that a few more science journals were accessible through electronic resources - having the electronic access makes the physical library less important to me	web access/content	
148	Grad	History	Consortium books should be renewable online. Searches for books from other libraries should be centralized through Josiah and not other search engines.	web access/content	services; Josiah
164	Grad	History	The number of journals available online from home is quite limited, and the website design itself is VERY confusing. To offer a concrete suggestion: as a graduate student, I have dozens of books out, so it is very difficult to keep track of them all. I find it to be very frustrating that the Rock manages to send an email letting me know that I have an overdue book the day *after* it is overdue (so it is all ready accruing fines). It would be so much more considerate to send an email the day before it is due as a reminder, that way I will not be charged and the book is returned on its proper date.	web access/content	off-campus; services
375	Grad	History	The electronic collections are good, but the in-print collections could be managed a little better. Is there any way to track the popularity of titles? Perhaps the library could invest in multiple copies of books that get checked out and/or recalled with frequency? Books are often also frequently missing from the shelves when Josiah says they are in.	web access/content	services; Josiah
394	Grad	History	Electronic resources and borrowing privledges are MUCH improved and have gone quite a ways in remedying the shortcomings of the collections. variety of electronic search/research options also a vast improvement. also, the various special request and search (for missing books) forms should be available online: seems an odd omission.	web access/content	services
775	Grad	History	The electronic journal collection, online resources, and interlibrary loan options are outstanding. Overall, I have found the library resources and quality of service to be adequate for my research needs, but not particularly outstanding.	web access/content	
11	Grad	Mathematics	While many journals have an option for on-line access, they are usually not possible to reach from home(even when logged in). This may be because the link to the on-line resource goes to the journal's web page, from which you must access the archives. At that point it fails to identify that I am a Brown user.	web access/content	off-campus
283	Grad	Medicine	There are several resources that medical students use at the Lifespan hospitals that are not available off-campus through the Brown Library system that would be really helpful like UpToDate.	web access/content	
31	Grad	Medicine	Expanding the database range of the electronic journals would greatly enhance our research capabilities (e.g. having e-journals with full-text available before 1990). I don't know if this is possible but it would be very helpful. Thanks!	web access/content	finding - electronically
369	Grad	Medicine	I find electronic access to journals, md consult, and uptodate to be teh most important aspect of the library.	web access/content	
407	Grad	Medicine	after authenticating as a brown user from the medical connections page, I wish it would take me back to the medical connections page without many more clicks.	web access/content	off-campus
554	Grad	Medicine	i would like a larger variety of medical journals and access to medically related sites off-campus such as uptodate.com	web access/content	off-campus
680	Grad	Medicine	As a medical student I would REALLY appreciate having Up To Date available off campus. If I had to pick a single resource to be available to me, that would be it.	web access/content	off-campus

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686	Grad	Medicine	Need home access to up-to-date and lifespan links	web access/content	off-campus
761	Grad	Medicine	I almost never go to the actual libraries themselves. I'm a med student who prefers to study at home. I am not as involved in my pre-clinical years as undergraduates in doing independent research, but when I do have to do it, I am pretty satisfied with how I am able to find it using the library web page. I think the web pages is one of the strongest assets of the Brown library system - easy to access from any location and a lot of information. Currently, the best way to improve my assessment of the library is to keep on enhancing the website.	web access/content	off-campus; services
306	Grad	Philosophy	The website is a bit difficult to navigate, at least when it comes to looking for JSTOR--or it might just be me :-)	web access/content	finding - electronically
438	Grad	Physics	Some journals are not e-accessible. like journal of materials reserach, and IEEE(before 1998). Owuld appretiate if these are made available too.	web access/content	
779	Grad	Political Science	My experiance at the Rock has been pretty disappointing over all these past six years. In general, I have a low level of confidence in what I can accomplish through the library if the item I require is not either physically there or able to be accessed via the web. On that note, however, I have been very pleased with the electronic resources that are available to us. Thank you very much.	web access/content	
607	Grad	Psychology	You guys do a great job! A suggestion for future: continue increasing online access to journals, including archival journal issues back to 1990. Also increase access to online text books in the medical and sciences fields. Obvious and easy-to-navigate statistical texts would be particularly helpful. Many thanks!	web access/content	preferences
494	Grad	Sociology	online journals: sometimes there are missing years between JSTOR and other online sites ... can this be fixed?	web access/content	finding - electronically
69	Grad	Sociology	As a commuter student, I can't overstate the importance of having resources available on line, and I am grateful that the Brown libraries do so well in this regard. Thank you for investing in online resources.	web access/content	off-campus
134	Grad	Theatre, Speech & Dance	The fact that we can renew online is great. PLEASE find a way that we can recall books online -- i work from home quite a bit and this would make my research so, so much easier.	web access/content	services; off-campus
685	Ugrad	American Civilization	As for service, Josiah is at a bare minimum. Although it is easy to use, it is minimally effective in finding highly relevant materials. It's tricky to figure out which key words will get you to the material that you want.	web access/content	Josiah
74	Ugrad	Art & Architecture	I would definately want Josiah to have Chinese book titles in standard pinyin. It is very difficult to look up books because so many are in wade-giles or are improperly marked.	web access/content	Josiah
719	Ugrad	Art & Architecture	Journals, e-resources, et al. should be available from off-campus through the library web page.	web access/content	off-campus
88	Ugrad	Biochemistry & Molecular Biology	I use the online electronic journals daily, and they are very helpful, because I can use them from my room, my lab, or the library. In previous years, I required assistance from librarians, and I always had positive experiences.	web access/content	off-campus
342	Ugrad	Biochemistry & Molecular Biology	I find that the e-journal subscriptions are lacking in terms of numbers, compared to other institutions of Brown's status. Also, ILL office should be open longer hours or processes should be put in place so that requests can be sent and processed outside of office hours.	web access/content	services
801	Ugrad	Biochemistry & Molecular Biology	The most useful service from library has been its e-journals for me. I am absolutely dependent on them.	web access/content	preferences

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101	Ugrad	Biology (non-Medical)	There needs to be better response to emails sent through the online library resources. I have not received any responses to any of the emails I have sent.	web access/content	communication
345	Ugrad	Biology (non-Medical)	We need more free printing. The library webpages give me access to the information I need, but if I can't print it out, that negates the purpose in providing it.	web access/content	preferences
200	Ugrad	Classics	create a page for InRhode users to check status of requests.	web access/content	services
380	Ugrad	Classics	Sometimes I have had difficulty accessing electronic resources (especially the ones that can only be used in the library), but I have seen a lot of improvement over the past year. More resources have been networked so that users can access them outside of the library. Also, sometimes I have had difficulty finding obscure books, but the librarians have been very willing to help me..	web access/content	finding - electronically; finding - physically
587	Ugrad	Community Health	It would be great if undergraduate students taking (music) performance courses or other music classes could check out CDs at Orwig (in addition to listening in library). Sometimes e-journal articles are not available through the Josiah. Expansion of subscriptions would be helpful.	web access/content	
741	Ugrad	Comparative Literature	The one issue I have is with the e-resources. It is incredibly difficult to figure out which databases to use to find certain articles or journals without asking someone from the library or a professor who has experience using certain ones. If there were a way to list every journal accessible in every database and to search that listing it would make the e-resources a lot easier to navigate.	web access/content	finding - electronically
311	Ugrad	Computer Science	One should be able to check books out late at night (If the library is open, I don't see why one shouldn't be able to check out books). Using Josiah from home should not timeout like it does when using it at the library, but it does.	web access/content	services
495	Ugrad	Computer Science	BUL Chat on AOL Instant Messenger is very helpful.	web access/content	services
276	Ugrad	Development Studies	Don't know how to do good and comprehensive searches of the hundreds of online journals. I need help with this, and don't really know how to go about making an appointment. Perhaps mandatory sessions for first-years?	web access/content	instruction
780	Ugrad	East Asian Studies	My favorite part of the library system is the ability to borrow from other libraries but I wish there was a more user-friendly interface.	web access/content	services
237	Ugrad	Economics	The online journals are helpful, but they need a universal search function so that one can search through everything at once.	web access/content	finding - electronically
643	Ugrad	Economics	I think the biggest key is the website, and the access outside of the library so that journals and citations can be found in full text. In addition, book location, availability and requests should be easily accomplished online, so students can quickly determine whether books are available.	web access/content	finding - electronically
739	Ugrad	Economics	The library is great, however finding journals online is a HUGE pain. There is no broad search for journals, and even when there is a specific journal I need it takes a long time to locate it. Searches worded almost exactly the same will often turn up completely different articles, making it difficult to find articles you want.	web access/content	finding - electronically

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762	Ugrad	Economics	I find that the electronic resources accessible through the internet are excellent. However, I find it hard to navigate them sometimes. Sites like LEXISNEXIS, etc. I also found that the library doesn't have everything. Even, so I don't feel comfortable finding out how to get the information I need, because sometimes research starts off in a small arena and it's hard to know where to start. Quite possibly I don't know who to ask and maybe I should just ask around. Sorry about the length, but I do enjoy the electronic opportunities given by the library.	web access/content	finding - electronically; instruction
708	Ugrad	Engineering	When using the online book search tool, it gives you the book's location using a series of letters and numbers. It would be very helpful if the floor that the book was on was also indicated, or if the floor was indicated somewhere in those letters and numbers, how to read it should be make more public.	web access/content	finding - physically
727	Ugrad	English / Literature / Writing Program	As long as I can find everything I need myself, and in a timely manner, I'm happy.	web access/content	preferences
248	Ugrad	French Studies	In general, I am very pleased with the library but I find the data base (Josiah) difficult to use.	web access/content	Josiah
706	Ugrad	Geological Science	Accessing online journal material is far too complicated, with too many different gateways to the same information. I would be very happy to see this interface simplified	web access/content	finding - electronically
787	Ugrad	Geological Science	I find much of the online material hard to navigate and understand. I have difficulties knowing what to access when researching electronic journals. I know it's all out there, but accessing it is tough to figure out, I find. Especially for interdisciplinary materials. It would be helpful to have a master list of ALL the journals that are available online (through the various databases to which Brown has subscribed) - then saying where those journals are available and what dates. I find myself searching through multiple databases to find one article which I KNOW exists in such a journal, but due to its nature is hard to pinpoint. If such a list exists, then it would be beneficial to make it more evidently available.	web access/content	finding - electronically
262	Ugrad	History	I used to go to the library premises more, but I use its electronic portals more often now.	web access/content	preferences
496	Ugrad	History	The online e-resources searches could be much easier to use. When librarians teach us to use these, we understand the nuances, but they are not at all intuitive.	web access/content	finding - electronically
647	Ugrad	History	I love the library, but i wish it was easier to access journals and such online	web access/content	finding - electronically
385	Ugrad	International Relations	I liked getting emails about recall books, late books, etc. I wished that there was an email reminder going out one or two days BEFORE the due date to help me avoid having to pay late fees and returning books late, instead of an email two days AFTER the due date about late books and accruing fines	web access/content	services; communication
520	Ugrad	International Relations	The one request I have is that access to online databases such as ejournal, lexis, etc., be made easier. On a computer where I don't have these resources bookmarked, I have to search for them everytime. They should be large and obvious links on the library's (or even Brown's) main webpage. Further, better search tools (such as the ability to search the contents of multiple journals at once) would be great, but as a techno-idiot, I'm not sure if that's possible.	web access/content	finding - electronically; services

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608	Ugrad	International Relations	More books available via website downloaded onto computer. Paper books are clearly obviated, and our libraries have not caught up. Stop spending money replacing paper and buying paper; electronic materials can be accessed by more than one person, and from one's own room. PLEASE consider this fully. Other than the fact that many people do not like reading text on computers, there are no downsides to electronic media. THANKS!	web access/content	preferences
296	Ugrad	Medicine	I rely on the libraries here on campus to get my work done on a daily basis, and they continue to impress me.	web access/content	preferences
396	Ugrad	Neuroscience	I would like to see better access to electronic resources. Often times when I try to access e-resources, I will be blocked by subscription log-ins that Brown should have access for its students.	web access/content	off-campus; finding - electronically
400	Ugrad	Neuroscience	For sciences majors, online access to journals is indispensable. I don't often have the opportunity to come face to face with actual librarians, and tend to use my professors more as a resource for the trustworthiness of sources, since they tend to be very subject specific. I do really appreciate all of the work the university system goes to to make information easily accessible online.	web access/content	subject specialists; preferences
218	Ugrad	Neuroscience	Brown libraries and CS should get together with Google and make the best online catalogue and electronic document source in the world. That would be awesome. It would be good for Brown's researchers and Brown's image. So, yeah..	web access/content	services
225	Ugrad	Neuroscience	I have trouble using the library on-line research website... I don't remember what it's called because I used it once and got frustrated with it. (I think it starts with an m.)	web access/content	finding - electronically; Josiah
529	Ugrad	Neuroscience	I use library resources the most to access journals related to my field of study. Since I live off-campus, I really value the off-campus access opportunity given to students through the library website, and this is what I use most often when I am using the library resources. However, the dissatisfaction I find with library services arises because sometimes a journal is listed as an online resource, but then the dates of that journal I need are not available online, and they are also not at the SciLi, but if I try to order the journal through ILL it tells me that the Brown system has that journal as an online resource. Occasionally I will also try to access something from off-campus and won't be able to do it; I then have to go to a library to download a journal article, which is less convenient. In general though, I am very satisfied with the Brown library system, especially the accessibility of information online. Thanks!	web access/content	off-campus; finding - electronically
135	Ugrad	Other	I would like more search fields on the online card catalog. The current search mechanism is clumsy and overly broad.	web access/content	Josiah
564	Ugrad	Other	In general I have been very satisfied with the resources provided by the library. The online access to journals and periodicals is wonderful and I use it all the time, but I wish the databases were a little easier to search. This probably doesn't exist because it isn't possible, but it would be great if there were a way to search ALL the databases at once for a topic or keyword, rather than having to go through each of the relevant ones.	web access/content	finding - electronically
603	Ugrad	Other	Off campus access is one of the most important aspects to me. I would like the journals to be easier to navigate and more accessible.	web access/content	off-campus; finding - electronically
670	Ugrad	Other	The people at the library were very helpful when I need assistance in uploading documents onto the electronic readings website.	web access/content	OCRA

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584	Ugrad	Psychology	I havent tried to access very much information from the library aside from the online resources at this point, so I can't judge very well and couldnt really respond to my experience with the library to this point.	web access/content	
602	Ugrad	Religious Studies	i look forward to having more access to electronic resources off campus.	web access/content	off-campus
516	Ugrad	Sociology	I may use the Librabry for research papers only but even then i should be able to find out where resources are avilable. it needs more organization!!! and more on-line articles.	web access/content	services; finding - electronically
452	Ugrad	Urban Studies	i have requested searches for books that were not in the place they were supposed to be, and have never been satisfied with the communication process- i never hear back.	web access/content	communication
226	Ugrad	Visual Arts	Access to online material needs to have a friendlier interface. Currently it is very difficult to find OKRA and other online resources.	web access/content	finding - electronically; OCRA