

IV. Graduate Survey Comments Fall 1998 – Spring 1999

A Breakdown of the Comments from the Graduate Student Survey by Category

A total of 594 surveys with comments were received. 167 of these surveys were from Regional Campus users; 427 were from Storrs campus users. A total of 987 different comments were tallied and organized into the following categories. The numbers in parentheses refer to the percentage of the 987 comments that fell into this particular category.

Circulation (1.1%)

Hartford	1
Stamford	1
Storrs	9
<i>TOTAL</i>	<i>11</i>

Collection management (7.8%)

Hartford	3
Stamford	1
Storrs	73
<i>TOTAL</i>	<i>77</i>

Collections (1.3%)

Hartford	3
Stamford	1
Storrs	9
<i>TOTAL</i>	<i>13</i>

Collections/print (8.8%)

Avery Point	1
Hartford	12
Stamford	1
Storrs	73
<i>TOTAL</i>	<i>87</i>

Collections/online (1.7%)

Hartford	3
Stamford	1
Storrs	13
<i>TOTAL</i>	<i>17</i>

Collections/video (<1%)

Storrs	6
<i>TOTAL</i>	<i>6</i>

Culpeper (<1%)

Storrs	1
<i>TOTAL</i>	<i>1</i>

Computers/printers (4.9%)

Hartford	14
Stamford	2
Storrs	33
<i>TOTAL</i>	<i>49</i>

Education of Users (Communication) (5.7%)

Hartford	16
Stamford	3
Storrs	37
Miscellaneous	1
<i>TOTAL</i>	<i>57</i>

Email (2.1%)

Hartford	2
Storrs	19
<i>TOTAL</i>	<i>21</i>

Environment (1%)

Hartford	2
Stamford	1
Storrs	9
<i>TOTAL</i>	<i>12</i>

Exit Control (<1%)

Storrs	3
<i>TOTAL</i>	<i>3</i>

General (17.2%)

Hartford	37
Stamford	14
Storrs	117
Miscellaneous	2
<i>TOTAL</i>	<i>170</i>

Comments (Summaries)

Summary of Graduate Survey Comments

Fall 1998 – Spring 1999

1554 Surveys/594 Returned with Comments

This summary includes representative comments from graduate students at the Greater Hartford, Stamford, and Storrs campuses. Comments from Regional Campus users are identified in parentheses, all others are from Storrs. The complete file of comments is attached as Appendix D.

Circulation

These comments refer to circulation policies and procedures. Many of them question the extended loan policy. Several suggest email notifications, especially for recall notices.

- “I have been inconvenienced several times by the year long check out policy”
- “And ...allowing people to have books for one year is also a problem”
- “I am continually upset by the recall policy in terms of when notices are mailed out in relation to deadlines”
- “Why in electronic days do we not get notified by email if we want to be?”

Collection Management

This category concerns how the collections throughout the building are organized. There are some references to particular library policies that fall in the area of collections management. Included in this category are comments about shelving of materials as well as comments about materials “missing” from the shelves.

- “The specific fiche was not there; it was either miss-filed or just gone completely...this happens more often than it should”
- “Very often a particular book I am searching for is nowhere to be found”
- “When I’ve reported missing books, they haven’t been found or replaced”
- “*Methods in Enzymology* is a serial and should not be available for check out”
- “Stack signs are horrific!”
- “Recently I can rarely read any current newspaper and magazines...since nobody controls the circulation ...anybody can pick them up and leave them anywhere”
- “I deeply regret the elimination of the current journal room...most schools have a current journal room subdivided by discipline”
- “This semester I looked for several books which should have been shelved according to Homer...I couldn’t find them...I was told I could get them through ILL...that seems a bit silly if UConn owns the books!”
- “...it is nearly impossible to fully utilize archives/spec. collections in ADL [Art & Design Library] anyway...why not make the process a little less adversarial”
 - “Shelving of journals-difficult to locate when shelved by organization not journal name”

Collections

Comments regarding the collections have been divided into two groups: print and online. There were a few general comments that did not refer specifically to online or print, but the majority of the collections comments can be filed in one of these two categories. The Online section includes comments about indexes as well as text resources. Requests for materials in a few specific subject areas are mentioned in each category.

Online

- “It would be nice to see journals in electronic format”
- “How much of the library can be placed on the internet?”
- “I like the silver-platter version of MLA index much better than the FirstSearch platform”
- “Inspec was great”
- “Reference section is good and electronic databases for journals is okay”
- Specific requests:
 - National Trade Data Bank* CD-ROM (Hartford)
 - Social work (Hartford)
 - Education (Stamford)
 - Computers & Chemical Engineering*

Print

- “You need to keep up on and order more journals”
- “There needs to be more emphasis on the content of the materials of the library”
- “Book and journal collections should be enhanced”
- “STOP CANCELLING JOURNALS”
- “I think that more money should be allocated to buying more books and journals rather than beautifying the library”
- “Keep up to date with latest publications of books and videos”
- Specific requests:
 - Industry and Manufacturing journals (Hartford)
 - Latinos and Puerto Ricans (Hartford)
 - Medical journals (Hartford)
 - Social work (Hartford)
 - Education (Stamford)
 - Advanced Materials*
 - Agriculture
 - Biochemistry
 - Chinese language books
 - Education
 - Educational counseling
 - Educational psychology
 - Electrical engineering
 - Electronic engineering
 - Immunology
 - Internet technology
 - Japanese newspapers
 - Journal of Crystal Growth*
 - Latin American periodicals
 - Literary journals
 - Medical journals
 - Mental health
 - Microbiology including Food microbiology and Veterinary microbiology
 - Molecular self-assembly
 - Nanotechnology
 - Nursing
 - Pathobiology
 - PBS videos, current
 - Psychology

Rehabilitation
Sexuality research
Social work
Thin Film Solids

Computers/Printers

This category contains comments regarding the computers and printers. Comments generally focus on an inadequate number of computers and the cost of printing.

- “More SuperHomers which don’t require payment for printing”
- “The library needs to provide access to Mac computers and not just the PCs”
- “The number of computers is still lacking”
- “The computers need to be upgraded and there is a need for them (I mean more of them”
- “Need PCs with zip drives”
- “The library microfilm/fiche readers and printers are very bad”
- “The library is the core of an educational institution and there is always a line for a computer”

Education of Users (Communication)

These comments indicate the importance of communication about the library itself. Some comments refer to library policies many are straightforward queries that could easily be answered with appropriate publicity. Several of these remarks seem to be a reflection of the need for the library to publicize its services more effectively.

- “Better orientation to library services”
- “I have the impression there are services of which I am unaware but would like to learn more about”
- “What is Homer?”
- “No understanding of how to really use the resources that are high-tech”
- “Mail announcements of workshops to grad students”
- “It is better if lectures about how to use the library are given”
- “How are the instructional classrooms reserved?”
- “I do not use the Babbidge Library because it is so BIG and confusing and difficult to use”
- “I think more orientations should be offered to grad students because like many freshmen we are completely new to the facility”
- “In filling out the survey, I realized my satisfaction level is directly related to my competency level...the more I know about a library product and how to use it the more satisfied I am...definitely need more instruction”
- “How do I find out about getting a study carrel?”

Email

This category contains comments regarding email through the mainframe. A majority of respondents suggest a system upgrade.

- “Upgrade the mainframe”
- “Ditch the mainframe”
- “If the University wants to be a “State of the art” educational facility the mainframe system needs to be upgraded”

Environment

This category contains comments regarding the physical surroundings and atmosphere in the Libraries.

- “The library often appears dirty” (Hartford)
- “Study area is not well lit” (Stamford)
- “The atmosphere in the library is very good”
- “The library is too hot!”
- “Enforce quiet study areas in the library”
- “Homer Babbidge Library is a very unappealing, uncomfortable environment...I don’t look forward to the time I need to spend there doing research”

Exit Control

This category contains comments about Babbidge Library exit control.

- “It is extremely inconvenient to have to open bags every time when leaving the library...when will it be automated so that it just beeps if you have a book in your bag...frankly I’m surprised Uconn is so far behind in implementing such a system”
- “...why must we stop...open bags for someone to peek in, re-close bag, walk through an electronic gate each time...sometimes I avoid the library just knowing how annoying it’s going to be to leave!!”

HOMER

This category contains comments regarding the online catalog for books and journal references, HOMER and JREF. Overall, comments indicated user frustration and dissatisfaction with HOMER

- “I get very frustrated using HOMER and JREF”
- “JREF has been very disappointing”
- “Homer is a great hindrance rather than resource for research”
- “...I can get more current info regarding books/texts through Amazon.com and BarnesandNoble.com than Homer UCAT!!”
- “Homer is difficult to use at times”

Hours

There are several comments requesting extended hours.

- “Library hours during the short breaks (i.e. Spring Break) are very inconvenient” (Hartford)
- “I find the library very frustrating...the hours do not meet the needs of students who are working and going to school” (Hartford)
- “The Hartford Branch needs longer hours...” (Hartford)
- “Unfortunately, Library hours are very limited for working MBA part-time students...inaccessible time frames” (Stamford)
- “Stamford library needs to be open both days of the weekend” (Stamford)
- “Stamford’s hours need to coincide with courses offered at Stamford location” (Stamford)
- “Extend library hours during the weekends (Sunday morning)”
- “Expand Saturday hours”
- “The library should be open 24 hours”
- “If library hours during school breaks can be expanded this would serve the grad students better”
- “My biggest complaint with the library services are its hours”
- “UConn have good sources, but the library hours are so difficult for students that attend Graduate School”

- “Hours need to be expanded to include Friday evening, Saturday evening, and Sunday morning”

Interlibrary Loan

This category concerns interlibrary loan and document delivery services.

- “I am very appreciative of the many times the library has gotten many books and articles from other libraries for me” (Hartford)
- “The ILL is one of the best services offered by the library...they do a great job”
- “ILL is great”
- “ILL is the best office on campus”
- “ILL is the best department...especially the department head...very helpful!”
- “Your ILL staff is the finest I’ve ever encountered”
- “If ILL could not find an item, please inform them so one stops waiting for the article”

Microtext

The comments in this category focus on use of the Libraries’ microtext collections and the provision of services requisite for the use of these materials.

- “Need improved microfilm/fiche machines at Trecker Library” (Hartford)
- “Please get microtext better organized and better functioning machines”
- “The microfilm machines are normally broken including the printer”
- “Great library except the microfilm/fiche always seems to be broken or difficult to use”
- “Microfilm-very difficult to operate”
- “The microfiche cost is too inflated”

Photocopiers

There are several comments expressing concern with photocopying and photocopiers.

- “I think the library could use new copy machines...it is the most frustrating thing in here” (Hartford)
- “Harleigh B. Trecker are 1978 models...they suck...please put better one in that cost less to use...it should be 5 cents a copy not 10...Staples does it for 2 cents...you guys should be able to do it for 5...I’m sure if you think really hard and get everyone’s input you can do it...I’m looking forward to your successful implementation” (Hartford)
- “How in the world are 10 copiers supposed to suffice for this big of a grad student body?”
- “Xeroxes are the worst part of the library”
- “Get new copiers...if you can afford millions of dollars for a new library, you can find some money for new copiers”
- “I wish there were more copiers with a zoom function”
- “I’d like the copiers to be fixed more frequently...quite often they are broken and one has to wait a long time for the ones that work”
- “Need more photocopiers, especially with reduction capabilities”

Remote Access

These comments concern networked access to the libraries’ databases and electronic resources from outside the libraries.

- “I wish there was an ease of use for connecting from home...I would appreciate any technology to help me be more efficient at information gathering” (Hartford)

- “Certain databases like Stat-USA are not available remotely via the internet...it would be more convenient if I could access them remotely” (Hartford)
- “Used remote databases last year and was frustrated , so go in person now” (Hartford)
- “Even with a PPP account I cannot seem to reference many of the journals under JREF that I would like to”
- “As a graduate student who lives out of the area I would like SuperHomer to be accessible from my home”
- “For graduate and faculty research purposes, all possible efforts should be made to provide remote access to the bulk of Uconn’s electronic databases”
- “I wish I could connect to more on-line materials from my home...I have applied for the password-sent it back to you, and am still unable to access reserved reading...no one at the library seems to be able to help me get my home computer linked with Uconn”

Staff

The comments in this category focus on the quality of service. Comments in this category focused on users’ service experiences regarding quality, staff availability, and staff expertise.

- “The librarians are very helpful” (Hartford)
- “I think the Reference Librarians are terrific” (Hartford)
- “The library staff is very skilled; however would like to see less students and more professionals” (Hartford)
- “Personnel working checkout counter frequently sit and talk to each other in social related conversations...this is very disturbing to those attempting to study within range of their voices” (Hartford)
- “Your staff at Stamford have been extremely helpful-wonderful people” (Stamford)
- “Reference and Info staff are excellent”
- “Generally very helpful and friendly staff”
- “I like the liaison staff member from the library to depts...ours has always been very helpful”
- “The Homer Babbidge Library is excellent and staffed with incredible people”
- “The library staff are sometimes curt and rude (not always)”
- “Some student workers do not know what’s going on-better training’s necessary-they look lousy studying”

Study Space

This category contains comments regarding the Libraries’ study space. There are requests for group study rooms as well as quiet individual study space.

- “Quiet spaces for study needs improvement” (Hartford)
- “Study space is often quite noisy”
- “Also, hard to find quiet comfortable study space...group rooms not soundproof”
- “I can never find an even remotely quiet place to read in the Babbidge Library...you really need a quiet study room rather than a small area in the busiest area of the library”
- “Sometimes the use of a group study room is the only feasible alternative to avoid being disrupted by a young and noisy crowd of undergraduates...I am sure that by assigning either a level floor or part of the library to graduate students only this matter would most likely be minimized if not solved”
- “More rooms for group work”

SuperHOMER

The comments in this category focus on the access to Internet resources, the World Wide Web, and electronic databases. Comments focused on the need for more computers, faster connections, and general access.

- “The last two Sundays I made the trip to do research at the W.Hartford library the references were not available due to problems connecting to the Main Computer...very frustrating when time is limited for research work” (Hartford)
- “The libraries resources are woefully inadequate...moreover, even the resources there are remain unusable because of difficulties with the system”
- “More WWW computers in first floor of Homer Babbidge”
- “The library internet access services do not meet the needs of the graduate student...they are cumbersome and difficult to navigate...the databases CONSTANTLY go down or are so slow that you can spend an entire day, which I don't have as a single working mother”

General

- “The Trecker staff are great but the library is an utter disgrace...if possible, I avoid the library at all costs and drive out of my way to go elsewhere” (Hartford)
- “I only go there to study for exams” (Stamford)
- “The new setup is slightly confusing, I hate the way the new doors open...very round about way to get into the library”
- “Inconvenient parking is the major reason the library is not used more often...early closing on Fri. night is a drag also...I almost got locked in once, I couldn't believe the library closed that early”
- “The new computer lab is always filled w/people that are word processing...this seems like a waste of the new computers that one should be hooked to the www...either time limits should be in place or word processing computers (486) should be established...service is good, the building looks great”
- “More space in the twenty-four hour room—a vending machine in the twenty-four hour room would be good”
- “The staff does a great job...a district student library would foster community and provide some benefits for advanced researchers”
- “Resume book sale on every Monday”
- “The library improvements over the last three years have been tremendous...also, reference librarians have been , without fail, wonderfully helpful...keep up the good work”