

**Undergraduate Survey Storrs Campus Comments  
Fall 1997**

**A Breakdown of the Comments  
from the  
Storrs Campus Undergraduate Student Survey by Category**

A total of 405 surveys with comments were received. A total of 561 different comments were tallied and organized into the following categories. The numbers in parentheses refer to the percentage of the 561 comments that fell into this particular category.

<b>Books/Videos</b> (1.8%) <i>TOTAL</i> 11	<b>Hours</b> (8.7%) <i>TOTAL</i> 49
<b>Collection management</b> (4.5%) <i>TOTAL</i> 25	<b>ILL/Document Delivery</b> (<1%) <i>TOTAL</i> 1
<b>Communication</b> (7.8%) <i>TOTAL</i> 44	<b>Microtext</b> (1.8%) <i>TOTAL</i> 10
<b>Computers/printers</b> (7%) <i>TOTAL</i> 39	<b>Newspaper Collections</b> (1%) <i>TOTAL</i> 6
<b>Construction</b> (18.4%) <i>TOTAL</i> 103	<b>Photocopiers</b> (5.5%) <i>TOTAL</i> 31
<b>Culpeper</b> (<1%) <i>TOTAL</i> 5	<b>Reshelving Books</b> (<1%) <i>TOTAL</i> 3
<b>ECR/Reserve</b> (1.8%) <i>TOTAL</i> 10	<b>Reshelving Journals</b> (1.8%) <i>TOTAL</i> 10
<b>Email</b> (2.5%) <i>TOTAL</i> 14	<b>Signage</b> (<1%) <i>TOTAL</i> 3
<b>Environment</b> (4.6%) <i>TOTAL</i> 26	<b>Staff</b> (5.7%) <i>TOTAL</i> 32
<b>Fiction/Popular Books</b> (1.6%) <i>TOTAL</i> 9	<b>Study Rooms</b> (6.8%) <i>TOTAL</i> 38
<b>General</b> (7.5%) <i>TOTAL</i> 42	<b>SuperHOMER</b> (3.5%) <i>TOTAL</i> 20
<b>HOMER</b> (1.4%) <i>TOTAL</i> 8	

**Undergraduate Survey Comments  
Storrs Campus, Fall 1997  
1737 Surveys/405 Returned with Comments**

**Books/Videos**

Most of the comments express a general dissatisfaction with the quality of these collections, but the tone is not overwhelmingly negative. Requests for more materials in a few specific subject areas are mentioned.

- “The books I need never seem to be on the shelves”
- “Not enough books”
- “We need more videos for our classes”
- Subjects requested: agriculture, engineering, computer books, art

**Collections 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. Several of the comments seem to concern general confusion with using the collections.

- “There should be more staff walking around the floor to help students...it is a very large library and it can be very intimidating”
- “Directions on where to find them...should be more available or accessible”
- “It’s very hard to locate books in the library”
- “You should offer videos to take out of the library”
- “Why do grad students get to check books out for a year?”
- “The library is very confusing”
- “There is just too much information”
- “I feel it takes forever to find anything.”
- “Fix the numbering on Federal Documents.”

**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.

- “Why is the downstairs study area closed?”
- “When is it going to be done?”
- “Also when books are overdue, do you ever contact the person?”

- “Need to provide more information on how to remotely connect to the library online resources...I had no knowledge of it”
- “I don’t think the databases are as updated as they should be and I think the online services are much too confusing”
- “Why can’t the library copy all reserve packets for a class and allow students to buy them?”
- “Also, need more instruction available in how to use computers such as JREF”
- “It would be helpful if there was more publicity for some Services”

### **Computers/Printers**

This category contains comments regarding the computers and printers. Comments generally focus on an inadequate number of computers, unreliable equipment, and slow printers. Several comments express a desire for 24-hour access to computers.

- “Not enough computers!”
- “Printers need to be updated, they are too slow”
- “More computers with easier and faster Internet service”
- “...there should also be a 24hr computer lab which provides access to Mac’s and IBM’s”
- “Dell’s in Culpeper crash too often are too slow”
- “Computers should be available 24 hrs”
- “UConn puts all of its students at a disservice by not providing 24 hr access to computers...”

### **Construction**

The comments in this category concern the building renovation/construction project. Comments focus on students’ inability to use the building, overall physical discomfort, the need for a 24-hour study room, and general dissatisfaction with continued noise, heat, and odors.

- “When is the 24 hr study room coming back?”
- “I cannot study with all the construction”
- “The construction noise, fumes and noise from the workers interfere with my studying”
- “I find it frustrating and hard to concentrate with the temperature and light of the building as well as the construction”

### **Culpeper Library**

This category has comments about the video theaters and the periodical microforms in the Culpeper Library. (Comments about the computer lab that used to be in Culpeper are under Computer/Printers.)

- “We need easier access to the video theaters for students”
- “More comfortable seats in the video theaters”
- “We need more videos for our classes”
- “You should offer videos to take out of the library – it would be much better”

## **Electronic Course Reserve / Reserve**

This category contains comments regarding electronic and print course reserves. Comments center on timeliness, access to materials, adequate technology support, and the desire for more electronic course reserve materials overall.

- “Electronic course reserve seems to be always behind”
- “Please try to keep the ECR more up to date as I rely on taking solutions to homework assignments on the web”
- “ECR turnover is slow...don’t use OCR it messes up documents on ECR”
- “Need to be able to take out more than 3 reserve items”
- “ECR was an excellent addition this year”
- “It is great that there are so many computer stations, but they do not have enough memory to print off Electronic Reserve items

## **Email**

This category contains comments regarding email through the mainframe. A majority of respondents suggest a system upgrade, more terminals, and terminals that work.

- “A more up-to-date email service would be appreciated”
- “Need to upgrade the computer system for email”
- “Get new computers for e-mail...they should all be Superhomers”
- “I think the computers used for email should be updated or at least all working...many students use these computers and the wait can be very long sometimes!”
- “I don’t care for the Email system at all...it’s out of the eighties”

## **Environment**

This category contains comments regarding physical surroundings in the Library. Comments focus on the temperature (too hot), air quality (too stuffy), lighting, and furniture.

- “Better lighting would help”
- “Get some decent stools to sit on while using Homer”
- “Turn down the heat”
- “It is often too hot in the library...I find that I cannot spend a lot of time there because of this”
- “The air is too dry and it smells bad”

## **HOMER**

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

- “You should make the library system easier to understand for incoming students or transfers...it’s very confusing and causes a lot of frustrating moments”
- “You should make the library system easier to understand and easier to access everything”
- “HOMER needs a new interface”
- “Make the UCAT/JREF more user friendly”
- “HOMER is impossible! I’ve never successfully completed a search on HOMER without the help of a librarian”
- “I find it very difficult to find what I’m looking for by UCAT or JREF”
- “You should have a comfortable chair for each HOMER station because it takes a long time to find what you want on the computers”

## **Hours**

There are several comments requesting extended hours.

- “Longer hours on weekends”
- “Increase Saturday library hours...it is a more convenient day for off campus working students”
- “The working hours on Friday and Saturday only support this campus’ problem of students not doing work and resulting in partying...granted this is only one factor of many which contribute to UCONN alcoholism”
- “The hours should be extended through the night on at least one level”
- “The library should be open before noon on Sundays”
- “Please increase your hours on Friday and Saturday”

## **Journal collections**

As with the remarks about the book collections, most of the comments express a general dissatisfaction with the quantity/quality of the journal collections. The general tone, though, is a bit stronger. There are a couple of specific journal titles requested as well as requests for more materials in a few subject areas.

- “Get more magazines”
- “Need more journals”
- “More current journals”
- Specific titles requested: American Nurseryman, Journal of Crystal Growth
- Subjects requested: natural resources, agriculture, education, sociology, engineering

## **Journals shelving**

This is a separate category to underscore the number of comments concerning the shelving and accessibility of journals.

- “The only problem I have had is that the journals are not reshelved regularly”
- “The journals need to be reshelved a lot more quicker”
- “The reshelving of books, especially journals is terrible”

## **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. Comments in this category reflect users’ frustration with microtext equipment, photocopying, staff assistance, and photocopy fees.

- “Microtext machines are old and there are never enough people at the desk to help”
- “The microfilm/fiche readers and printers are awful! Some don’t work at all and print horribly!”
- “The quality of the Microtext printouts are very poor for the higher cost we not have to pay”
- “Please get a microcard printer. One is long overdue. Have you ever tried to do research without being able to make copies? It is frustrating to say the least.”
- “Microcards need printers!”

## **Newspapers**

There are a few requests for more international and domestic newspapers. A couple of the comments refer to the shelving of newspapers.

- “Keep more international newspapers”
- “More domestic newspapers needed”
- “Newspapers and journals sections are completely disorganized and many issues are missing”

## **Photocopiers**

There are several comments expressing concern with photocopying and photocopiers

- “Need more copiers”
- “Make sure that copiers are working – if you have 12 and only 3 work – it’s not very useful”
- “Photocopiers are hardly every working and are of poor quality”
- “Fix the photocopiers”
- “I think more copiers are needed – the wait is always incredible!”

## **Popular Fiction**

These comments consistently request popular reading material.

- “The library is good for research but lacking in popular books”
- “I wish you kept bestsellers and new fiction”
- “I would like to see a fiction collection for leisure time reading”

## **Signage**

This category contains comments regarding signage within the library building.

- “Maybe it’s just me, but the directional signs in the library aren’t very clear”
- “If you could have clearer directional signs, that would be great”
- “...a more clear manner of directing people to areas via signs”

## **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, staff expertise, and the need for assistance in locations other than Level 1.

- “Very satisfied with reference people”
- “The reference employees are not very helpful.”
- “It’s hard to find things...need more people to help.”
- “It seems VERY hard to get any personal help.”
- “There should be staff on the 3<sup>rd</sup> floor because those journals are extremely difficult to find...it’s like a maze.”
- “Staff is not all that educated with regard to computer problems.”
- “The organization of Babbidge is confusing and difficult to understand for a freshman. I haven’t been able to find a fiction book and the help of librarians was not any help – they don’t seem well informed.”

## **Study Space**

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

- “There is not enough study space to meet with groups to talk”
- “The individual study rooms should be opened ASAP”
- “Need more group study space”
- “I have many group projects and it is extremely difficult to find a space to use and talk without interrupting others”
- “You need a study area for individuals where they are also able to eat or drink”
- “...more group work space and places where you can eat and provide coffee”

## **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.

- “More computers for the Internet would add to the library...also more electrical outlets located at desk for laptops”
- “Need more SuperHOMERS!”
- “More computers with easier and faster Internet access”
- “I am dissatisfied with the time limit on Internet...time should be longer”
- “Not enough Internet access”
- “You should be able to access SuperHOMER from home without a charge if you are a student”

## **General**

- “Homer Babbidge is a pit of disorganized anarchy”
- “I am concerned with the present situation of the library and would like to see things change”
- “Serve the students”
- “I’ve never used the library for anything other than studying”
- “It keeps getting better and better”
- “I don’t like surveys”
- “I like our library”