

1998/99 Graduate Survey | Comments

Program	Campus	Category	Comment
College of Agriculture & Natural Resources	Storrs	Collection management	Quite often it takes too long for the bound journals to be reshelved. It is very difficult to locate the journals when they are sitting in the reshelving rooms on carts.
College of Agriculture & Natural Resources	Storrs	Collection management	It would be nice to have "Current Issues" room again.
College of Agriculture & Natural Resources	Storrs	Collection management	I often go to the library (West Hartford) before class. Value line is never up to date
College of Agriculture & Natural Resources	Storrs	Collection management	Xerox are the worst part of the library. It is not easy to find some journals in the shelves because the way or order used. None computers with internet connection. Extend library hours during the weekends (Sunday morning).
College of Agriculture & Natural Resources	Storrs	Collection management	I deeply regret the elimination of the current journal room. Most schools have current a journal room subdivided by discipline.
College of Agriculture & Natural Resources	Storrs	Collections	The library should not be an "Archeological" museum of books!!
College of Agriculture & Natural Resources	Storrs	Collections/online	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's) should be established. Service is good. the building looks great. It would be nice to the journals on electronic format.
College of Agriculture & Natural Resources	Storrs	Collections/print	My research needs are met by our department library, which is more adequate and has an excellent selection of scientific journals. Dept of Pathobiology
College of Agriculture & Natural Resources	Storrs	Collections/print	I use the UCONN medical library because I need the medical/science journals and it is much closer to me to commute to. Anytime. I've used the Storrs library I've been satisfied.
College of Agriculture & Natural Resources	Storrs	Collections/print	For a historically AG. School- have very few of the journals.
College of Agriculture & Natural Resources	Storrs	Collections/print	I can't find 40% of cited journal articles in Homer Babbidge. library specially the area of microbiology including: food microbiology, veterinary microbiology, immunology and other related field of biochemistry.
College of Agriculture & Natural Resources	Storrs	Collections/print	Update of mainframe is needed. Extended subscriptions to scientific journals
College of Agriculture & Natural Resources	Storrs	Collections/print	I am a international student from China. There are very, very few (almost no) books in Chinese. The books in library may ought to be academic - oriented. But is there any possibility to have more books in Chinese. Given the fact that Chinese students consist of the largest international community on the Campus.
College of Agriculture & Natural Resources	Storrs	Computers/printers	Printers attached to SuperHomers must be updated.
College of Agriculture & Natural Resources	Storrs	Computers/printers	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's) should be established. Service is good. the building looks great. It would be nice to the journals on electronic format.
College of Agriculture & Natural Resources	Storrs	Education	I can't find 40% of cited journal articles in Homer Babbidge. library specially the area of microbiology including: food microbiology, veterinary microbiology, immunology and other related field of biochemistry.

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College of Agriculture & Natural Resources	Storrs	Education	I get very frustrated using HOMER and JREF. I know I'm supposed to be able to get information through them but I can't usually get even resource I knew about to come up. I get so frustrated I go home and use Medline via AOL and then use the UMass medical center library.
College of Agriculture & Natural Resources	Storrs	Education	Need some training workshops
College of Agriculture & Natural Resources	Storrs	Education	I have a hard time on Homer and SuperHomer finding all of the sources I need SuperHomer is confusing.
College of Agriculture & Natural Resources	Storrs	Email	Update of mainframe is needed. Extended subscriptions to scientific journals
College of Agriculture & Natural Resources	Storrs	Environment	I always found it difficult to study, either because of students talking or loud janitors. The cleaning people seemed to be rude at times and have little regard for people studying.
College of Agriculture & Natural Resources	Storrs	General	The renovations are wonderful!
College of Agriculture & Natural Resources	Storrs	General	I stopped using the library at Storrs because of all the construction. Now that it's finished, I will be using it more. I like Uconn Farmington though because the system to get journals articles is very streamlined (i.e. everything on one floor) Its fast and convenient.
College of Agriculture & Natural Resources	Storrs	General	I use the UCONN medical library because I need the medical/science journals and it is much closer to me to commute to. Anytime. I've used the Storrs library I've been satisfied.
College of Agriculture & Natural Resources	Storrs	General	The new setup is slightly confusing, I hate the way the new doors open. Very round about way to get into the library
College of Agriculture & Natural Resources	Storrs	General	Sorry, I thought I already filled a survey form out. I am currently finished with my grad work and have fulfilled all of my requirements for my M.S. Although I'm glad to be finished, I will miss the opportunity to use the wonderful new facilities. Keep up the great work and give the ILL anything they want! I have never ever met a nicer, more competent group of people in my life.
College of Agriculture & Natural Resources	Storrs	General	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's) should be established. Service is good. the building looks great. It would be nice to the journals on electronic format.
College of Agriculture & Natural Resources	Storrs	General	Some improvement about parking close to the library should be done.
College of Agriculture & Natural Resources	Storrs	General	More space in the twenty-four room. A vending machine in the twenty-four hour room would be good.
College of Agriculture & Natural Resources	Storrs	HOMER	I feel that JREF is okay for looking up articles, but I have found articles on the shelves that I cannot find in JREF. I think it should be easier to find articles by author, title and by journal.
College of Agriculture & Natural Resources	Storrs	HOMER	I get very frustrated using HOMER and JREF. I know I'm supposed to be able to get information through them but I can't usually get even resource I knew about to come up. I get so frustrated I go home and use Medline via AOL and then use the UMass medical center library.
College of Agriculture & Natural Resources	Storrs	HOMER	JREF has been very disappointing. There is a lot of info available in JREF but very difficult to find. Have used a very efficient database system at Nebraska Western Univ. Very easy to use, very easy to find what you want, limit searches- very nice to use.

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College of Agriculture & Natural Resources	Storrs	HOMER	UCAT and JREF computer consistently crash, very discouraging. Help desk and ILL staff are very helpful.
College of Agriculture & Natural Resources	Storrs	Hours	Xerox are the worst part of the library. It is not easy to find some journals in the shelves because the way or order used. None computers with internet connection. Extend library hours during the weekends (Sunday morning).
College of Agriculture & Natural Resources	Storrs	Hours	Expand Saturday hours.
College of Agriculture & Natural Resources	Storrs	ILL	The ILL is one of the best services offered by the library. They do a great job.
College of Agriculture & Natural Resources	Storrs	ILL	Sorry, I thought I already filled a survey form out. I am currently finished with my grad work and have fulfilled all of my requirements for my M.S. Although I'm glad to be finished, I will miss the opportunity to use the wonderful new facilities. Keep up the great work and give the ILL anything they want! I have never ever met a nicer, more competent group of people in my life.
College of Agriculture & Natural Resources	Storrs	ILL	UCAT and JREF computer consistently crash, very discouraging. Help desk and ILL staff are very helpful.
College of Agriculture & Natural Resources	Storrs	Photocopiers	Xerox are the worst part of the library. It is not easy to find some journals in the shelves because the way or order used. None computers with internet connection. Extend library hours during the weekends (Sunday morning).
College of Agriculture & Natural Resources	Storrs	Photocopiers	Better quality of copiers produced by the public photocopy machines would be nice.
College of Agriculture & Natural Resources	Storrs	Remote access	Even with a PPP account I cannot seem to reference many of the journals under JREF that I would like to- I need to be able to access things like: Journal of wildlife Management, J of Mammatogy, J of Economy etc.. I am a professional trying to get a graduate degree and don't have much time for driving 2 hrs to use the library. Better access via the computer would be most helpful. Thanks!
College of Agriculture & Natural Resources	Storrs	Remote access	I just began my graduate studies; I will soon have more need to use JREF and some other services. Also, I would like to access library services remotely, from my computer at home, but I haven't gotten around to finding out what I need to do this.
College of Agriculture & Natural Resources	Storrs	Remote access	I get very frustrated using HOMER and JREF. I know I'm supposed to be able to get information through them but I can't usually get even resource I knew about to come up. I get so frustrated I go home and use Medline via AOL and then use the UMass medical center library.
College of Agriculture & Natural Resources	Storrs	Staff	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's) should be established. Service is good. the building looks great. It would be nice to the journals on electronic format.
College of Agriculture & Natural Resources	Storrs	Staff	UCAT and JREF computer consistently crash, very discouraging. Help desk and ILL staff are very helpful.
College of Agriculture & Natural Resources	Storrs	Staff	Personnel always available.
College of Agriculture & Natural Resources	Storrs	SuperHOMER	Xerox are the worst part of the library. It is not easy to find some journals in the shelves because the way or order used. None computers with internet connection. Extend library hours during the weekends (Sunday morning).

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College of Liberal Arts & Sciences	Avery	Collections/print	In the Avery Point Library the journal collections are incomplete and missing years.
College of Liberal Arts & Sciences	Storrs	Circulation	The library looks very nice. However, more money needs to go for books, video, and Journals. I can never find current PBS videos to show students and I spend most of my time waiting for ILL articles to arrive. If the library carried more Journals then this wouldn't be a problem. And recalling books or allowing people to have books for one year is also a problem for research.
College of Liberal Arts & Sciences	Storrs	Circulation	I have been inconvenienced several times by the year long check out policy. Having to recall a book is inefficient. Quite often my fellow students check out a book and leave it sitting on their desk long after they are finished with, merely because they don't have to return it. Three months would be more than sufficient for almost all uses. Method in Enzymology is a serial and should not be available for check out. This has caused me great consternation on many occasions. Proceedings of National Academy of Sciences should be filed under proceedings not national. It took months for me to find it when I first arrived. Several students with whom I have spoken share the experience. every other library files PNAS under proceedings.
College of Liberal Arts & Sciences	Storrs	Circulation	I am continually upset by the recall policy in terms of when notices are mailed out in relation to deadlines. Repeatedly, I receive a recall notice on a due date for the back. So, through no fault of my own, I am already late in returning the book.
College of Liberal Arts & Sciences	Storrs	Circulation	I haven't been to the library much since construction finished, so I can't really comment on it. Seems nice from what little I've seen so far. I appreciate the automatic renewal of extended loan books last spring. Maybe you should consider doing it all the time -it might save time and money for the library.
College of Liberal Arts & Sciences	Storrs	Circulation	We should be able to recall notices by email as well as by post. Often I receive recall notices one day before the book is due. As I do not live close to campus, the recall system is inadequate for my situation. Automated emails would work very well.
College of Liberal Arts & Sciences	Storrs	Circulation	I found it difficult to call back a book, could you make it electronical? More services should be available by Homer (ILL, Call back etc,) Use the system "Ohiolink" for further modernization of electronic services
College of Liberal Arts & Sciences	Storrs	Circulation	I'm very pleased with the new library. However- I do have a question on one procedure: Graduate students may hold a book until May, but what do you do if you need a book that is checked out by a graduate student, and therefore won't be available until May? Maybe a note on that procedure, if one exists would be helpful: is their a way to borrow from that graduate student? I'm also very pleased with the staff at the library: they have always been extremely pleasant and helpful to me!
College of Liberal Arts & Sciences	Storrs	Collection management	Many Library resources are very good. Here are some things that concern me: Lack of a reading area. Number of books missing from the shelves. When I've reported missing books, they haven't been found or replaced. It would be nice if Interlibrary loan could notify when a request can't be fulfilled.
College of Liberal Arts & Sciences	Storrs	Collection management	microfiche collections would be great (EVAN) Keep netsurfers away from microlab- if you need to print a paper for class, it's irritating to watch someone play on the web while you wait for a machine with Word on it. Is there a way to replace old journals w/ electronic records and free up additional shelf space downstairs? Some of those books are too old for photocopying, almost too old to be handled. Several of my fellow graduate students would like longer hours on Fridays and Saturdays

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College of Liberal Arts & Sciences	Storrs	Collection management	I have been inconvenienced several times by the year long check out policy. Having to recall a book is inefficient. Quite often my fellow students check out a book and leave it sitting on their desk long after they are finished with, merely because they don't have to return it. Three months would be more than sufficient for almost all uses. Method in Enzymology is a serial and should not be available for check out. This has caused me great consternation on many occasions. Proceedings of National Academy of Sciences should be filed under proceedings not national. It took months for me to find it when I first arrived. Several students with whom I have spoken share the experience. every other library files PNAS under proceedings.
College of Liberal Arts & Sciences	Storrs	Collection management	I usually refer to literature books (4th floor) and I am very satisfied with it. Though this semester I had an Education course for which I did research and used the 2nd floor whose books were not in place. Besides this I am quite pleased with the library's appearance and organization. Maybe just a suggestion: more "new" photocopiers are needed.
College of Liberal Arts & Sciences	Storrs	Collection management	The few times I have gone to the Pharmacy Library, the books (which were on the shelf according to Homer) were not anywhere to be found. Otherwise, I enjoy the Uconn Library system very much.
College of Liberal Arts & Sciences	Storrs	Collection management	I think the photocopier situation is deplorable. Why does it cost 7 cents per copy at the library and 3-5 cents at a stop copy, mail or other local establishments. I know the library is doing more than recopying cost and I don't it's fair. The journal collection continues to decline in terms of total subscription. I also do not like the organization of current journals. It discourages browsing of current issues.
College of Liberal Arts & Sciences	Storrs	Collection management	And additional thank you to ILL. About reshelving- sometimes books are not in the correct sequence of numbers. About SuperHomer- to enter to MLA is very slow
College of Liberal Arts & Sciences	Storrs	Collection management	Library needs a current periodical room -please!! It's terribly inconvenient to go into the stacks to find the currents and most the time they haven't all been in one place and I had to get help locating the various current issues. It would be nice just to have one place where you can browse the currents!
College of Liberal Arts & Sciences	Storrs	Collection management	The copiers need more attention. The majority of them are always broken. An electronic listing of paper journal holdings (i.e.. Online) would be valuable.
College of Liberal Arts & Sciences	Storrs	Collection management	It would be very helpful if 2 items could be added to the Uconn libraries web page : 1) an alphabetized list of journals that are at the HBL -although these are in JREF through HOMER - they are difficult to access and 1 end up orders for journals that are @ HBL. 2) The book at the reference desk that has all of the abbreviations for journals names. It would be incredibly helpful if that were available inline. Although the reference librarians are very polite. I think they got tired of looking these up over the phone. Finally it would be great if all of the photocopiers were as wonderful as that are on the first floor by the west entrance. Oh, also The KC staff should be taken out to dinner somewhere expensive. Thanks.

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College of Liberal Arts & Sciences	Storrs	Collection management	Stack signs are horrific! You need small signs that extend out from the ends of stacks (not flat ones) so you can look down the stacks and see where you want to go, quickly, efficiently. Sign in front of elevators which say which letters, journals on what floor. More photocopiers in convenient places! Only 2 Homers terminal on each floor!? Ditch the mainframe. Spend some Uconn 2000 to bring the information systems online with the rest of the world! (CMS!? uh 1990) Staff is great and polite. Help desk does a great job! KUDOS! New books have been relevant to my work-pleasantly surprised. The exit NAZI is crazy isn't there a better way to check for books exiting?
College of Liberal Arts & Sciences	Storrs	Collection management	Recently, I can rarely read any current newspaper and magazines (I.e. Time, Newsweek etc) Since nobody controls the circulation of current periodicals anybody can pick them up and leave them anywhere.
College of Liberal Arts & Sciences	Storrs	Collection management	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	Collection management	Very often a particular journal or book I am searching for is nowhere to be found. Some seem to be lost. This is very frustrating.
College of Liberal Arts & Sciences	Storrs	Collection management	The renovations are fabulous. I intentionally search for as much online/electronic materials as possible because the photocopiers on the third floor are so unreliable (I.e. frequently out of order) or material is not on the shelves.
College of Liberal Arts & Sciences	Storrs	Collection management	Buy less bricks. Buy more books or photocopiers. Release journals.
College of Liberal Arts & Sciences	Storrs	Collections	I would like the library to subscribe to: The Energy Journal, The Electric Journal.
College of Liberal Arts & Sciences	Storrs	Collections	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	Collections/online	Get more literary works on video get more literary journals, and put more references on-line.
College of Liberal Arts & Sciences	Storrs	Collections/print	Reference and Info staff are excellent. You need to keep up on and order more journals
College of Liberal Arts & Sciences	Storrs	Collections/print	Hoped and still hoped the journal section would be open longer. Update on literature and journals on molecular self assembly, nanotechnology

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College of Liberal Arts & Sciences	Storrs	Collections/print	The new 24 hr room is great. I wish it was larger because is getting difficult to get a table. I wish there were some journals from Latin American countries.
College of Liberal Arts & Sciences	Storrs	Collections/print	The library looks very nice. However, more money needs to go for books, video, and Journals. I can never find current PBS videos to show students and I spend most of my time waiting for ILL articles to arrive. If the library carried more Journals then this wouldn't be a problem. And recalling books or allowing people to have books for one year is also a problem for research.
College of Liberal Arts & Sciences	Storrs	Collections/print	Periodicals are very good. Training seminars are very good- thank you. Books are getting out of date- will improvements help this? My experiences with Culpepper have been particularly disappointing staff and collection. JREF has not been available remotely- very inconvenient. ILL loan period somewhat brief; notice of receipt of materials delayed which cuts into time loan material available for user. I hesitate to complete this just to provide support for a budget request; I hope you use this information internally for improvement as well. Why is law library separate, it would be nice if searches showed info at the law library, even if they still won't let me borrow anything...
College of Liberal Arts & Sciences	Storrs	Collections/print	There needs to be more of an emphasis on the content of the materials of the library. If the same effort that was applied to putting in coffee bars and umbrellas in was put into expanding the Journal collections, then this survey would be much more positive.
College of Liberal Arts & Sciences	Storrs	Collections/print	More Journals books, especially regarding to developing countries are needed because we have so many foreign students doing research here. People working in Reference Desk. Complete lab workstation need more technology expertise. They need more training before they start to work. People working for ILL are very professional, they are examples for these working in reference desk.
College of Liberal Arts & Sciences	Storrs	Collections/print	I think the photocopier situation is deplorable. Why does it cost 7 cents per copy at the library and 3-5 cents at a stop copy, mail or other local establishments. I know the library is doing more than recopying cost and I don't it's fair. The journal collection continues to decline in terms of total subscription. I also do not like the organization of current journals. It discourages browsing of current issues.
College of Liberal Arts & Sciences	Storrs	Collections/print	More computer, more journals, new and cheap copiers
College of Liberal Arts & Sciences	STORRS	Collections/print	I have been very impressed with the helpfulness of the staff and the interlibrary loan services. However, I have been frustrated to discover that the library (Homer Babbidge) is missing volumes of journals that I needed. Also, identifying which photocopiers are now working and /or supplying more m... would be appreciated.
College of Liberal Arts & Sciences	Storrs	Collections/print	I usually check e-mail and Internet in the library however I am not satisfied with them because the computer cannot read Japanese. It is better to use the internet but I would like to read Japanese. It this is improved much better. And there is no newspaper in Japan. So I hope Japanese newspaper will come to this university library
College of Liberal Arts & Sciences	Storrs	Collections/print	Get more literary works on video get more literary journals, and put more references on-line.
College of Liberal Arts & Sciences	Storrs	Collections/print	Book and Journal Collections should be enhanced; after all, the most important thing of a library is its collections. There should also be more Xerox machines with zooming function, if this option is not available, journals, should be allowed to be charged out for a short period of time in order to make copies.

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College of Liberal Arts & Sciences	Storrs	Collections/print	Have inadequate collection of journals in sexuality research. Incomplete collection of journal of Homosexuality research- its shameful. I routinely need articles in journal of Homosexuality and must go to eastern Univ. which has complete collection of that journal. This is just one example of inadequate collection of Lesbian/Gay/Bisexual journals. Library does not represent on support diversity in its collections
College of Liberal Arts & Sciences	Storrs	Collections/print	Need more journals for psychology. Examples: Human Performance, Journal of Business and Psychology.
College of Liberal Arts & Sciences	Storrs	Collections/print	It would be very useful if you had earlier copies of certain journals. In particular, a quite popular journal (Child development) you have no copies before journal # 62 (1991)
College of Liberal Arts & Sciences	Storrs	Collections/print	The Journal selection needs to be drastically improved.
College of Liberal Arts & Sciences	Storrs	Collections/print	It would be nice if there were more UCAT/ Homer workstations on upper levels. Perhaps more reduction copiers could be invested in. Copy cards machines are an exercise in frustration. Journals subscriptions seem to stop in the early 90's in many cases - I'm all too familiar with the economics of journals for libraries.
College of Liberal Arts & Sciences	Storrs	Collections/print	I usually end up at Western Connecticut or Southern CT State University. Libraries. The collection at Storrs is lacking in books and journals on Internet Technology and health Marketing Communications. I would like access from home to search library and other databases. I just don't know how to do it.
College of Liberal Arts & Sciences	Storrs	Collections/print	Buy less bricks. Buy more books or photocopiers. Release journals.
College of Liberal Arts & Sciences	Storrs	Collections/print	The ILL staff and efficiency is perhaps the most valuable asset to Homer Babbidge library. My most harsh criticisms (which aren't harsh really!) of the system are as follows: inaccuracy of online search engines (PsychLit, Medline) as far as journal availability, location, etc. We could use a wider variety of journals (i.e. Behavioral Pharmacy, Neuroscience, Letters, Synapse)
College of Liberal Arts & Sciences	Storrs	Collections/video	The library looks very nice. However, more money needs to go for books, video, and Journals. I can never find current PBS videos to show students and I spend most of my time waiting for ILL articles to arrive. If the library carried more Journals then this wouldn't be a problem. And recalling books or allowing people to have books for one year is also a problem for research.
College of Liberal Arts & Sciences	Storrs	Collections/video	Periodicals are very good. Training seminars are very good- thank you. Books are getting out of date- will improvements help this? My experiences with Culpepper have been particularly disappointing staff and collection. JREF has not been available remotely- very inconvenient. ILL loan period somewhat brief; notice of receipt of materials delayed which cuts into time loan material available for user. I hesitate to complete this just to provide support for a budget request; I hope you use this information internally for improvement as well. Why is law library separate, it would be nice if searches showed info at the law library, even if they still won't let me borrow anything...
College of Liberal Arts & Sciences	Storrs	Collections/video	The facilities for showing videos is extremely inadequate. The system whereby we reserve videos and theatres several months ahead is funny- as if we know that far in advance. The video collection is poor. At any given time not more than 5 copiers broken in the library. There's a real lack of space for someone who wants to work in the library one whole day.
College of Liberal Arts & Sciences	Storrs	Collections/video	Get more literary works on video get more literary journals, and put more references on-line.

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College of Liberal Arts & Sciences	Storrs	Collections/video	On the whole H. Babbidge is a very good resource for my work. My only suggestions would be to increase the size of the video library and expand the index- especially focusing on films/ documentaries for use in class and more regular maintenance of the copy machines.
College of Liberal Arts & Sciences	Storrs	Computers/printers	I regret the loss of computer center on the third floor; very useful to grad students peer editing their course papers and especially for FREE PRINTING
College of Liberal Arts & Sciences	Storrs	Computers/printers	Please! Put a few Macintosh computers and a printer in the Babbidge library . We Mac users are second class users of a great facility
College of Liberal Arts & Sciences	Storrs	Computers/printers	It would be great if we had more computer workstations. The same goes for copiers.
College of Liberal Arts & Sciences	Storrs	Computers/printers	microfiche collections would be great (EVAN) Keep netsurfers away from microlab- if you need to print a paper for class, it's irritating to watch someone play on the web while you wait for a machine with Word on it. Is there a way to replace old journals w/ electronic records and free up additional shelf space downstairs? Some of those books are too old for photocopying, almost too old to be handled. Several of my fellow graduate students would like longer hours on Fridays and Saturdays
College of Liberal Arts & Sciences	Storrs	Computers/printers	Please get microtext better organized and better functioning machines! Also- more SuperHomer which don't require payment for printing (we don't all need laser-copies)
College of Liberal Arts & Sciences	Storrs	Computers/printers	My only real dissatisfaction with the Storrs Library was the equipment, microfilm readers and copy machines. They often didn't work properly. This was a couple of years ago now, so maybe the situation has improved.
College of Liberal Arts & Sciences	Storrs	Computers/printers	More computer, more journals, new and cheap copiers
College of Liberal Arts & Sciences	Storrs	Computers/printers	Stack signs are horrific! You need small signs that extend out from the ends of stacks (not flat ones) so you can look down the stacks and see where you want to go, quickly, efficiently. Sign in front of elevators which say which letters, journals on what floor. More photocopiers in convenient places! Only 2 Homers terminal on each floor!? Ditch the mainframe. Spend some Uconn 2000 to bring the information systems online with the rest of the world! (CMS!? uh 1990) Staff is great and polite. Help desk does a great job! KUDOS! New books have been relevant to my work-pleasantly surprised. The exit NAZI is crazy isn't there a better way to check for books exiting?
College of Liberal Arts & Sciences	Storrs	Computers/printers	Biggest problem is equipment, copiers are better but still often too light or dark or scratchy. Homers and lab printers work about half the time. Also, hard to find quiet comfortable study space. Group rooms not soundproof. Coffee in the study room is excellent. But the metal desk creatures on the first floor are hideous.
College of Liberal Arts & Sciences	Storrs	Computers/printers	If the money could be found more computers and more copying machines built in the 1990's would be nice.
College of Liberal Arts & Sciences	Storrs	Computers/printers	It is imperative that new photocopiers are purchased as soon as possible. The old photocopiers on the 3rd floor are acceptable. In addition the information café has not been completed. Are you waiting for more computers? Also, why is printing off the web such a hassle at Homer Babbidge ? I seem to get daily excuse when I try to print and it doesn't work.

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College of Liberal Arts & Sciences	Storrs	Culpeper	The facilities for showing videos is extremely inadequate. The system whereby we reserve videos and theatres several months ahead is funny- as if we know that far in advance. The video collection is poor. At any given time not more than 5 copiers broken in the library. There's a real lack of space for someone who wants to work in the library one whole day.
College of Liberal Arts & Sciences	Storrs	Education	I think more "orientations" should be offered to grad students because like many freshman we are completely new to the facility.
College of Liberal Arts & Sciences	Storrs	Education	The copiers are a pain because: they frequently break or get jammed. You can't make 2 sided copies on most of them. Also, there should be clear directions on the computers in the new internet café, I had no idea what "shared database c" meant or how to get back to the Main menu on the LAN's
College of Liberal Arts & Sciences	Storrs	Education	More often than not, I find that students are not adequately trained for their library positions. I was told on two separate occasions that a comprehensive list of library videos doesn't exist- why? When I access Homer from my home I cannot obtain a full listing of my search results, e.g. the screen will say that 20 books have been found but will only allow me to view two of them.
College of Liberal Arts & Sciences	Storrs	Education	Perhaps you already do this but- how about an introductory session for new graduate students to familiarize them with the Babbidge Lib at Storrs -people services, collections, etc. Are there some scheduled for spring semester -if so - can grad. students be notified by mail.
College of Liberal Arts & Sciences	Storrs	Education	How do I find out about getting a study carrel? The ILL folks are angels
College of Liberal Arts & Sciences	Storrs	Education	Every time I try to photocopy something, there is a huge wait to get a machine because most them are broken. Why don't the LAN machines have directions by them like they did in the past? For some reason, the machines on the entry level won't let me use JREF. It says my number is invalid. Also when checking e-mail there, I wish there were some directions about how to use those old key boards. It never seems to work for me.
College of Liberal Arts & Sciences	Storrs	Education	Right now I'm not actively using the library since I'm home with 3 kids under 4- but when I work on my dissertation. I have been trying to limit having to go to Storrs to get materials (books and journal articles) and this has been somewhat of a struggle. I live near the West Hartford campus and have spent considerable time on the phone with library "supervisors" to ok me being able to pick up materials locally (i.e. Storrs sending books etc. to West Hartford.) Quite a struggle, but finally I got co-operation and have been very appreciative. It should not be so difficult to arrange something/ to accommodate less "mainstream" grad student lives- But I was persistent in my inquiries and finally agreements were made to facilitate my research.
College of Liberal Arts & Sciences	Storrs	Email	ILL is great. I would like to be able to have desk-space in the library. Somewhere to leave my books would be nice. Darlene Waller does a great job. I would like to be able to use Eudora e-mail from the library for research.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Email	Stack signs are horrific! You need small signs that extend out from the ends of stacks (not flat ones) so you can look down the stacks and see where you want to go, quickly, efficiently. Sign in front of elevators which say which letters, journals on what floor. More photocopiers in convenient places! Only 2 Homers terminal on each floor!? Ditch the mainframe. Spend some Uconn 2000 to bring the information systems online with the rest of the world! (CMS!? uh 1990) Staff is great and polite. Help desk does a great job! KUDOS! New books have been relevant to my work-pleasantly surprised. The exit NAZI is crazy isn't there a better way to check for books exiting?
College of Liberal Arts & Sciences	Storrs	Email	Improve mainframe email system if you could.
College of Liberal Arts & Sciences	Storrs	Environment	The library should be open 24 hours with possibly a limited staff at odd hours. One quiet study space with poor lighting and stuffiness is unacceptable. Photocopiers rarely work at all or it gives bad copies causing long lines. Forcing us to pay extra at the copy center is bad. It is difficult to find a quiet place to do research in the library because convention of "quiet in the library" is not observed at Uconn. Since no one enforces it there have been many occasions where upper floors become group studies. The bathrooms are not clean especially second floor men's. Although I have mentioned only complaints they are minor compared to the improvements in the library and its functions.
College of Liberal Arts & Sciences	Storrs	Environment	About two years ago before major reconstruction work began, library had blue- colored reclining chairs at third and fourth floors. I believe that those chairs were very useful for students who were absolutely tired and exhausted by what so ever reasons to recuperate their bodies and minds.
College of Liberal Arts & Sciences	Storrs	Exit	It is extremely inconvenient to have to open bags every time when leaving the library even once books are checked out. When will it be automated so that it just beeps if you have a book in your bag that isn't checked out? Frankly I'm surprised Uconn is so far behind in implementing such a system.
College of Liberal Arts & Sciences	Storrs	Exit	Stack signs are horrific! You need small signs that extend out from the ends of stacks (not flat ones) so you can look down the stacks and see where you want to go, quickly, efficiently. Sign in front of elevators which say which letters, journals on what floor. More photocopiers in convenient places! Only 2 Homers terminal on each floor!? Ditch the mainframe. Spend some Uconn 2000 to bring the information systems online with the rest of the world! (CMS!? uh 1990) Staff is great and polite. Help desk does a great job! KUDOS! New books have been relevant to my work-pleasantly surprised. The exit NAZI is crazy isn't there a better way to check for books exiting?
College of Liberal Arts & Sciences	Storrs	General	Many Library resources are very good. Here are some things that concern me: Lack of a reading area. Number of books missing from the shelves. When I've reported missing books, they haven't been found or replaced. It would be nice if Interlibrary loan could notify when a request can't be fulfilled.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	General	The library should be open 24 hours with possibly a limited staff at odd hours. One quiet study space with poor lighting and stuffiness is unacceptable. Photocopiers rarely work at all or it gives bad copies causing long lines. Forcing us to pay extra at the copy center is bad. It is difficult to find a quiet place to do research in the library because convention of "quiet in the library" is not observed at Uconn. Since no one enforces it there have been many occasions where upper floors become group studies. The bathrooms are not clean especially second floor men's. Although I have mentioned only complaints they are minor compared to the improvements in the library and its functions.
College of Liberal Arts & Sciences	Storrs	General	The new 24 hr room is great. I wish it was larger because is getting difficult to get a table. I wish there were some journals from Latin American countries.
College of Liberal Arts & Sciences	Storrs	General	ILL is great. I would like to be able to have desk-space in the library. Somewhere to leave my books would be nice. Darlene Waller does a great job. I would like to be able to use Eudora e-mail from the library for research.
College of Liberal Arts & Sciences	Storrs	General	The library looks very nice. However, more money needs to go for books, video, and Journals. I can never find current PBS videos to show students and I spend most of my time waiting for ILL articles to arrive. If the library carried more Journals then this wouldn't be a problem. And recalling books or allowing people to have books for one year is also a problem for research.
College of Liberal Arts & Sciences	Storrs	General	I usually refer to literature books (4th floor) and I am very satisfied with it. Though this semester I had an Education course for which I did research and used the 2nd floor whose books were not in place. Besides this I am quite pleased with the library's appearance and organization. Maybe just a suggestion: more "new" photocopiers are needed.
College of Liberal Arts & Sciences	Storrs	General	Although I use Uconn's library, I am able to utilize a library service at another location that is specific to my area of study.
College of Liberal Arts & Sciences	Storrs	General	Periodicals are very good. Training seminars are very good- thank you. Books are getting out of date- will improvements help this? My experiences with Culpepper have been particularly disappointing staff and collection. JREF has not been available remotely- very inconvenient. ILL loan period somewhat brief; notice of receipt of materials delayed which cuts into time loan material available for user. I hesitate to complete this just to provide support for a budget request; I hope you use this information internally for improvement as well. Why is law library separate, it would be nice if searches showed info at the law library, even if they still won't let me borrow anything...
College of Liberal Arts & Sciences	Storrs	General	I moved to Portland ME in May 1992 and have not used the UCONN library since then I am employed by the University of Maine System and make use of its library facilities for research and teaching.
College of Liberal Arts & Sciences	Storrs	General	In some respects the library (Homer Babbidge) is still a work in progress. I'd like to reserve final judgement until it's complete.
College of Liberal Arts & Sciences	Storrs	General	I'm only in my 1st semester of my 1st year- I haven't hit my library stride yet...
College of Liberal Arts & Sciences	Storrs	General	I just started using this facility- my comments would be much more positive for Babbidge/ Storrs

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	General	I haven't been to the library much since construction finished, so I can't really comment on it. Seems nice from what little I've seen so far. I appreciate the automatic renewal of extended loan books last spring. Maybe you should consider doing it all the time -it might save time and money for the library.
College of Liberal Arts & Sciences	Storrs	General	The few times I have gone to the Pharmacy Library, the books (which were on the shelf according to Homer) were not anywhere to be found. Otherwise, I enjoy the Uconn Library system very much.
College of Liberal Arts & Sciences	Storrs	General	Love your new cafeteria!
College of Liberal Arts & Sciences	Storrs	General	The staff does a great job, but the photocopy machines and microfilm need more attention. These frequently break down, and this creates problems for graduate student research. A district student library would foster community and provide some benefits for advanced researchers.
College of Liberal Arts & Sciences	Storrs	General	ILL loan and the Reference Librarians (Darlene Waller, in particular) have been extremely helpful. Without them, my dissertation would be suffering! Bob, from ILL always keeps me informed as to the status of my requests! I would also like to thank the library for providing my research offices for graduate students. Dave (from security) has always been attentive to my questions, and, at times concerns regarding this office space. All in all, the library is perhaps the best one of the best managed places on campus. And thank you for taking interest in the students!
College of Liberal Arts & Sciences	Storrs	General	The most outstanding feature of all - even better than the electronic access- is the superb support I have received from the staff at Uconn Waterbury campus Superb in every regard.
College of Liberal Arts & Sciences	Storrs	General	Keep up the good work and keep Homer and the vicinity for-ever beautiful
College of Liberal Arts & Sciences	Storrs	General	I find the library and service to be outstanding!
College of Liberal Arts & Sciences	Storrs	General	Improve the Xeroxing machines! Get more that work or otherwise everything is great!
College of Liberal Arts & Sciences	Storrs	General	Like the upgrades to the library, but it needs a place -lockers or check desk -where we can leave bags don't want to take into the library with us. Also HOMER & JREF are hard to use when truncating or specifying search requirements- that needs to be made easier.
College of Liberal Arts & Sciences	Storrs	General	I would like to be able to access the catalog from another state. For example, if I am in TN and I want to do some research, I would to access the SuperHomer system via the web. Maybe institute a password system for outside computers (non-PPP accounts). I love and use the 24 hour study room with the coffee shop. the new layout and look of the library is superb. Thank you
College of Liberal Arts & Sciences	Storrs	General	My work involves German Lit. I was library in group.
College of Liberal Arts & Sciences	Storrs	General	Biggest problem is equipment, copiers are better but still often too light or dark or scratchy. Homers and lab printers work about half the time. Also, hard to find quiet comfortable study space. Group rooms not soundproof. Coffee in the study room is excellent. But the metal desk creatures on the first floor are hideous.
College of Liberal Arts & Sciences	Storrs	General	The library looks beautiful now!

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	General	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	General	Library looks wonderful since the renovations. But what happened to the SCOLA programming? ILL service is wonderful. Thank you.
College of Liberal Arts & Sciences	Storrs	General	The library is pretty good for a public University
College of Liberal Arts & Sciences	Storrs	General	I'm very pleased with the new library. However- I do have a question on one procedure: Graduate students may hold a book until May, but what do you do if you need a book that is checked out by a graduate student, and therefore won't be available until May? Maybe a note on that procedure, if one exists would be helpful: is there a way to borrow from that graduate student? I'm also very pleased with the staff at the library: they have always been extremely pleasant and helpful to me!
College of Liberal Arts & Sciences	Storrs	General	To take a rest while I'm studying, why don't you put in some recliners?
College of Liberal Arts & Sciences	Storrs	General	Construction and other disruptive activities should be restricted to hours when library is not heavily used.
College of Liberal Arts & Sciences	Storrs	General	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.
College of Liberal Arts & Sciences	Storrs	General	Public photocopiers are poor and always broken. Should have more reduction / enlargement copiers. Very unhappy that EBSCODOC service was canceled without notice. I like the physical changes to the building.
College of Liberal Arts & Sciences	Storrs	General	The renovations are fabulous. I intentionally search for as much online/electronic materials as possible because the photocopiers on the third floor are so unreliable (I.e. frequently out of order) or material is not on the shelves.
College of Liberal Arts & Sciences	Storrs	HOMER	There are only a few good copiers in the library, and they are usually either taken or broken! JREF seems to get locked up quite easily, and rebooting the computers does not get you back to the main menu directly. The library closes too early on Fri and Sat nights.
College of Liberal Arts & Sciences	Storrs	HOMER	More often than not, I find that students are not adequately trained for their library positions. I was told on two separate occasions that a comprehensive list of library videos doesn't exist- why? When I access Homer from my home I cannot obtain a full listing of my search results, e.g. the screen will say that 20 books have been found but will only allow me to view two of them.
College of Liberal Arts & Sciences	Storrs	HOMER	The best thing about the Library is ILL. The staff is wonderful. Homer is difficult to use at times for example, I was doing research on King Phillips's war. I entered it several times but Homer wouldn't recognize my request until I typed each word with a capital letter. It seems that Homer is too sensitive.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	HOMER	Like the upgrades to the library, but it needs a place -lockers or check desk -where we can leave bags don't want to take into the library with us. Also HOMER & JREF are hard to use when truncating or specifying search requirements- that needs to be made easier.
College of Liberal Arts & Sciences	Storrs	HOMER	It frustrating to not find books on Homer that actually exist in the stacks. Homer is great hindrance rather than resource for research.
College of Liberal Arts & Sciences	Storrs	Hours	The library should be open 24 hours with possibly a limited staff at odd hours. One quiet study space with poor lighting and stuffiness is unacceptable. Photocopiers rarely work at all or it gives bad copies causing long lines. Forcing us to pay extra at the copy center is bad. It is difficult to find a quiet place to do research in the library because convention of "quiet in the library" is not observed at Uconn. Since no one enforces it there have been many occasions where upper floors become group studies. The bathrooms are not clean especially second floor men's. Although I have mentioned only complaints they are minor compared to the improvements in the library and its functions.
College of Liberal Arts & Sciences	Storrs	Hours	More weekend hours would be my most emphatic suggestion. An extremely close second would be to improve the reliability, availability and number of copiers. How in the world are 10 copiers supposed to suffice for this big of a grad student body?
College of Liberal Arts & Sciences	Storrs	Hours	microfiche collections would be great (EVAN) Keep netsurfers away from microlab- if you need to print a paper for class, it's irritating to watch someone play on the web while you wait for a machine with Word on it. Is there a way to replace old journals w/ electronic records and free up additional shelf space downstairs? Some of those books are too old for photocopying, almost too old to be handled. Several of my fellow graduate students would like longer hours on Fridays and Saturdays
College of Liberal Arts & Sciences	Storrs	Hours	The Homer library has served me well as an educational resource. Bob Vrecenak and the Interlibrary loan staff do an excellent job of supporting library use. I would say Bob runs the most user friendly office entire campus!! With amazing efficiency!! If library hours during school breaks can be expanded this would serve the grad students better. The new look library is awesome
College of Liberal Arts & Sciences	Storrs	Hours	Generally very helpful and friendly staff. I wish the library opened at 10 am on Sundays
College of Liberal Arts & Sciences	Storrs	Hours	I think 5 p.m. is too early for the library to close, especially, over the summer and on Fridays when many grad students catch up on research. The last time I used the electronic database in Babbage it kept crashing (it was crashing on everyone, so it's nothing I was doing) causing me to lose hours of work. I don't know how often this happens, but once was too often for me. I like the liaison staff member from the library to depts. Ours has always been very helpful.
College of Liberal Arts & Sciences	Storrs	Hours	More library hours on weekends.
College of Liberal Arts & Sciences	Storrs	Hours	There are only a few good copiers in the library, and they are usually either taken or broken! JREF seems to get locked up quite easily, and rebooting the computers does not get you back to the main menu directly. The library closes too early on Fri and Sat nights.
College of Liberal Arts & Sciences	Storrs	Hours	As an off-campus grad student w/a full-time job, I could really use the library Fri., sat and sun - which is when the hours are limited.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Hours	The library hours during holidays should be more extended. It is very difficult for working graduate students to access the library. i.e. I could not use the library in person for 3 weeks last June and July. The library was closing at 5 p.m. on the weekdays and was closed for 2 consecutive weekends!! (The 4th of July weekend and the one before it)
College of Liberal Arts & Sciences	Storrs	Hours	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	Hours	I am very dissatisfied with the: Journal article policy. The copy facility is very inconvenient. My suggestion is allow us to check out the journals on an hourly basis. Just one hour so that we could manage to make copies in a much better place than the library copy room. I'm very satisfied with the ILL dept. Excellent. Hope you could open more hours in the weekend. We need to do research in the weekends!
College of Liberal Arts & Sciences	Storrs	Hours	Public study rooms aren't open at night when I want to tutor students
College of Liberal Arts & Sciences	Storrs	Hours	The weekends are the days I mostly like to use to work, but the schedule is not that convenient, maybe sat---9 to 6:30, Sun---9 to 8
College of Liberal Arts & Sciences	Storrs	ILL	Many Library resources are very good. Here are some things that concern me: Lack of a reading area. Number of books missing from the shelves. When I've reported missing books, they haven't been found or replaced. It would be nice if Interlibrary loan could notify when a request can't be fulfilled.
College of Liberal Arts & Sciences	Storrs	ILL	The Homer library has served me well as an educational resource. Bob Vrecenak and the Interlibrary loan staff do an excellent job of supporting library use. I would say Bob runs the most user friendly office entire campus!! With amazing efficiency!! If library hours during school breaks can be expanded this would serve the grad students better. The new look library is awesome
College of Liberal Arts & Sciences	Storrs	ILL	It happened to me that I ordered some material through the ILL and it never came back to me.
College of Liberal Arts & Sciences	Storrs	ILL	ILL is great. I would like to be able to have desk-space in the library. Somewhere to leave my books would be nice. Darlene Waller does a great job. I would like to be able to use Eudora e-mail from the library for research.
College of Liberal Arts & Sciences	Storrs	ILL	Periodicals are very good. Training seminars are very good- thank you. Books are getting out of date- will improvements help this? My experiences with Culpepper have been particularly disappointing staff and collection. JREF has not been available remotely- very inconvenient. ILL loan period somewhat brief; notice of receipt of materials delayed which cuts into time loan material available for user. I hesitate to complete this just to provide support for a budget request; I hope you use this information internally for improvement as well. Why is law library separate, it would be nice if searches showed info at the law library, even if they still won't let me borrow anything...

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	ILL	Bob and Lynn at Interlibrary loan services have been wonderful through the years. Please thank them very much for me. The microfiche/ film readers are old; reading is difficult and copying is cumbersome and expensive.
College of Liberal Arts & Sciences	Storrs	ILL	More Journals books, especially regarding to developing countries are needed because we have so many foreign students doing research here. People working in Reference Desk. Complete lab workstation need more technology expertise. They need more training before they start to work. People working for ILL are very professional, they are examples for these working in reference desk.
College of Liberal Arts & Sciences	Storrs	ILL	ILL is the best office on campus.
College of Liberal Arts & Sciences	Storrs	ILL	The best thing about the Library is ILL. The staff is wonderful. Homer is difficult to use at times for example, I was doing research on King Phillips's war. I entered it several times but Homer wouldn't recognize my request until I typed each word with a capital letter. It seems that Homer is too sensitive.
College of Liberal Arts & Sciences	Storrs	ILL	And additional thank you to ILL. About reshelving- sometimes books are not in the correct sequence of numbers. About SuperHomer- to enter to MLA is very slow
College of Liberal Arts & Sciences	Storrs	ILL	ILL loan and the Reference Librarians (Darlene Waller, in particular) have been extremely helpful. Without them, my dissertation would be suffering! Bob, from ILL always keeps me informed as to the status of my requests! I would also like to thank the library for providing my research offices for graduate students. Dave (from security) has always been attentive to my questions, and, at times concerns regarding this office space. All in all, the library is perhaps the best one of the best managed places on campus. And thank you for taking interest in the students!
College of Liberal Arts & Sciences	Storrs	ILL	Library Liaison Darlene Waller is excellent. She is always ready to help in her office, phone or email and during office hours in the political science computer lab. Interlibrary loan/Document Delivery is on of the best services you provide. the staff is a good example of service and efficiency. The plaza level should have more than one photocopy machine, especially now that resource is on that floor.
College of Liberal Arts & Sciences	STORRS	ILL	I have been very impressed with the helpfulness of the staff and the interlibrary loan services. However, I have been frustrated to discover that the library (Homer Babbidge) is missing volumes of journals that I needed. Also, identifying which photocopiers are now working and /or supplying more m... would be appreciated.
College of Liberal Arts & Sciences	Storrs	ILL	It would be extremely helpful to have interlibrary loan materials and recalled materials that I request sent to my home. I live 2 hours away and I would be happy to pay for this service. There have been occasions when books arrive several days apart. I make the trek in only to have to do it again a few days later.
College of Liberal Arts & Sciences	Storrs	ILL	How do I find out about getting a study carrel? The ILL folks are angels
College of Liberal Arts & Sciences	Storrs	ILL	Interlibrary loan, people are wonderful. Especially the head of the department.
College of Liberal Arts & Sciences	Storrs	ILL	ILL is the best department/service. Those people are wonderful! Especially Bob!! Very helpful!
College of Liberal Arts & Sciences	Storrs	ILL	Your ILL staff is the finest I've ever encountered. Friendly, helpful and professional. It's frustrating that there is no local # hookup to the library where I live (or to the mainframe). It would be nice if all UCONN students could have free access.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	ILL	Please improve the microfilm machines section. Graduate research depends a lot from the functioning and availability of these machines. During this semester, I could not use the machines in two occasions because they were not working (not even one!). Only those three machines in the back of the room. The modern ones are convenient for extensive research. They break often. Why does not Homer acquire more? If ILL could not find an item, please inform them so one stops waiting for the article.
College of Liberal Arts & Sciences	Storrs	ILL	Library looks wonderful since the renovations. But what happened to the SCOLA programming? ILL service is wonderful. Thank you.
College of Liberal Arts & Sciences	Storrs	ILL	ILL service is very nice. I wish there were more photocopier machines with a zoom function. If that is not possible, I'm wondering if we could check out professional journals (back-numbers) for a very brief amount of time, say, thirty minutes to an hour. This way we could bring the journal to our department, where a photocopy machine of a lot better quality (i.e. with more functions) is available.
College of Liberal Arts & Sciences	Storrs	ILL	I am very dissatisfied with the: Journal article policy. The copy facility is very inconvenient. My suggestion is allow us to check out the journals on an hourly basis. Just one hour so that we could manage to make copies in a much better place than the library copy room. I'm very satisfied with the ILL dept. Excellent. Hope you could open more hours in the weekend. We need to do research in the weekends!
College of Liberal Arts & Sciences	Storrs	ILL	I use the library for references. ILL is generally excellent for getting papers the library doesn't have with ILL now online, it is an extremely useful tool and time saver. Thanks
College of Liberal Arts & Sciences	Storrs	ILL	I'll like the copy machines to be fixed more frequently. Quite often they are broken and one has to wait a long time in line for the ones that work. 7 cents per page is a high price for someone on a student budget. I truly feel like the people working in the ILL office deserve thanks for all the wonderful job they do... they find even the most obscure articles/ books in a jiffy and they always do so with a smile! This I might add is very helpful for us... desperate students....who desperately wait for articles!
College of Liberal Arts & Sciences	Storrs	ILL	If it's possible to shorten the time for ILL that would help.
College of Liberal Arts & Sciences	Storrs	ILL	Online journal subscriptions should be available for access to students who live off campus without Uconn ISP service. There are many times I could have used Uconn's many online journal subscriptions at home - but could not use it because I am not a Uconn ISP subscriber. Additionally - bring back online document delivery!! EBSCODOC was extremely efficient, easy to order, and fast!!
College of Liberal Arts & Sciences	Storrs	ILL	Public photocopiers are poor and always broken. Should have more reduction / enlargement copiers. Very unhappy that EBSCODOC service was canceled without notice. I like the physical changes to the building.
College of Liberal Arts & Sciences	Storrs	ILL	The ILL folks are very helpful.
College of Liberal Arts & Sciences	Storrs	ILL	The ILL staff and efficiency is perhaps the most valuable asset to Homer Babbidge library. My most harsh criticisms (which aren't harsh really!) of the system are as follows: inaccuracy of online search engines (PsychLit, Medline) as far as journal availability, location, etc. We could use a wider variety of journals (i.e. Behavioral Pharmacy, Neuroscience, Letters, Synapse)

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	ILL	I find the and its staff quite user friendly, especially with the new renovations. The library needs better reserve (paper) policy, more copiers, more computers and printers in the lab, and a quicker rate for ILL/ Document Delivery. The staff is very helpful and the library offers many resources to make the library more familiar. I am always in close contact with my library liaison who makes sure that I always have what I need.
College of Liberal Arts & Sciences	Storrs	ILL	1) Ill is excellent. 2) A few more reducing photocopy machines are needed.
College of Liberal Arts & Sciences	Storrs	Microtext	microfiche collections would be great (EVAN) Keep netsurfers away from microlab- if you need to print a paper for class, it's irritating to watch someone play on the web while you wait for a machine with Word on it. Is there a way to replace old journals w/ electronic records and free up additional shelf space downstairs? Some of those books are too old for photocopying, almost too old to be handled. Several of my fellow graduate students would like longer hours on Fridays and Saturdays
College of Liberal Arts & Sciences	Storrs	Microtext	Please get microtext better organized and better functioning machines! Also- more SuperHomer which don't require payment for printing (we don't all need laser-copies)
College of Liberal Arts & Sciences	Storrs	Microtext	Bob and Lynn at Interlibrary loan services have been wonderful through the years. Please thank them very much for me. The microfiche/ film readers are old; reading is difficult and copying is cumbersome and expensive.
College of Liberal Arts & Sciences	Storrs	Microtext	My only real dissatisfaction with the Storrs Library was the equipment, microfilm readers and copy machines. They often didn't work properly. This was a couple of years ago now, so maybe the situation has improved.
College of Liberal Arts & Sciences	Storrs	Microtext	The staff does a great job, but the photocopy machines and microfilm need more attention. These frequently break down, and this creates problems for graduate student research. A district student library would foster community and provide some benefits for advanced researchers.
College of Liberal Arts & Sciences	Storrs	Microtext	The copiers are always broken. The microfilm machines are normally broken including the printer. Reaching the library via computer is often difficult.
College of Liberal Arts & Sciences	Storrs	Microtext	1. Microcards difficult to read, 2. Course reserve (paper) need more copies on reserve for graduate students.
College of Liberal Arts & Sciences	Storrs	Microtext	Please improve the microfilm machines section. Graduate research depends a lot from the functioning and availability of these machines. During this semester, I could not use the machines in two occasions because they were not working (not even one!). Only those three machines in the back of the room. The modern ones are convenient for extensive research. They break often. Why does not Homer acquire more? If ILL could not find an item, please inform them so one stops waiting for the article.
College of Liberal Arts & Sciences	Storrs	Photocopiers	My strongest opinion with the library is about photocopiers. Sometimes several ones might be out of service. People have to wait in a long line for use. Can we have more machines available? Second, why some machines charge 7 cents/piece while others might charge 10 cents/piece? I can't tell the difference in copy quality. The last one but not the least, is about the mail terminals. In some occasions half of them break down due to misuse. Can someone just put out a trouble shooting notice beside to get rid of the most frequent bummer?
College of Liberal Arts & Sciences	Storrs	Photocopiers	It would be great if we had more computer workstations. The same goes for copiers.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Photocopiers	The library should be open 24 hours with possibly a limited staff at odd hours. One quiet study space with poor lighting and stuffiness is unacceptable. Photocopiers rarely work at all or it gives bad copies causing long lines. Forcing us to pay extra at the copy center is bad. It is difficult to find a quiet place to do research in the library because convention of "quiet in the library" is not observed at Uconn. Since no one enforces it there have been many occasions where upper floors become group studies. The bathrooms are not clean especially second floor men's. Although I have mentioned only complaints they are minor compared to the improvements in the library and its functions.
College of Liberal Arts & Sciences	Storrs	Photocopiers	More weekend hours would be my most emphatic suggestion. An extremely close second would be to improve the reliability, availability and number of copiers. How in the world are 10 copiers supposed to suffice for this big of a grad student body?
College of Liberal Arts & Sciences	Storrs	Photocopiers	My biggest complaints w/ the services @ the library are: The copiers are awful. I've never seen more than half of them working, and the quality of the copies are poor. I would like to be able to access library database (e.g. Silver Platter) from home.
College of Liberal Arts & Sciences	Storrs	Photocopiers	I usually refer to literature books (4th floor) and I am very satisfied with it. Though this semester I had an Education course for which I did research and used the 2nd floor whose books were not in place. Besides this I am quite pleased with the library's appearance and organization. Maybe just a suggestion: more "new" photocopiers are needed.
College of Liberal Arts & Sciences	Storrs	Photocopiers	This may sound unrealistic, but there may be a demand for a photocopying service that works by a patron providing the library with the journal and page numbers and having these copies made in a timely manner. A reasonable fee for this service would be well worth it.
College of Liberal Arts & Sciences	Storrs	Photocopiers	I'd like more copiers which function normally. The present situation is very frustrating.
College of Liberal Arts & Sciences	Storrs	Photocopiers	The copiers are a pain because: they frequently break or get jammed. You can't make 2 sided copies on most of them. Also, there should be clear directions on the computers in the new internet café, I had no idea what "shared database c" meant or how to get back to the Main menu on the LAN's
College of Liberal Arts & Sciences	Storrs	Photocopiers	My only real dissatisfaction with the Storrs Library was the equipment, microfilm readers and copy machines. They often didn't work properly. This was a couple of years ago now, so maybe the situation has improved.
College of Liberal Arts & Sciences	Storrs	Photocopiers	There are only a few good copiers in the library, and they are usually either taken or broken! JREF seems to get locked up quite easily, and rebooting the computers does not get you back to the main menu directly. The library closes too early on Fri and Sat nights.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Probably the only real gripe I have is with the photocopy card machine on the upper floors. It often rejects bills when trying to add to or purchase photocopying cards.
College of Liberal Arts & Sciences	Storrs	Photocopiers	I think the photocopier situation is deplorable. Why does it cost 7 cents per copy at the library and 3-5 cents at a stop copy, mail or other local establishments. I know the library is doing more than recopying cost and I don't it's fair. The journal collection continues to decline in terms of total subscription. I also do not like the organization of current journals. It discourages browsing of current issues.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Photocopiers	The staff does a great job, but the photocopy machines and microfilm need more attention. These frequently break down, and this creates problems for graduate student research. A district student library would foster community and provide some benefits for advanced researchers.
College of Liberal Arts & Sciences	Storrs	Photocopiers	More computer, more journals, new and cheap copiers
College of Liberal Arts & Sciences	Storrs	Photocopiers	Library Liaison Darlene Waller is excellent. She is always ready to help in her office, phone or email and during office hours in the political science computer lab. Interlibrary loan/Document Delivery is on of the best services you provide. the staff is a good example of service and efficiency. The plaza level should have more than one photocopy machine, especially now that reserve is on that floor.
College of Liberal Arts & Sciences	Storrs	Photocopiers	The copiers are always broken. The microfilm machines are normally broken including the printer. Reaching the library via computer is often difficult.
College of Liberal Arts & Sciences	STORRS	Photocopiers	I have been very impressed with the helpfulness of the staff and the interlibrary loan services. However, I have been frustrated to discover that the library (Homer Babbidge) is missing volumes of journals that I needed. Also, identifying which photocopiers are now working and /or supplying more m... would be appreciated.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Improve the Xeroxing machines! Get more that work or otherwise everything is great!
College of Liberal Arts & Sciences	Storrs	Photocopiers	The copiers need more attention. The majority of them are always broken. An electronic listing of paper journal holdings (i.e.. Online) would be valuable.
College of Liberal Arts & Sciences	Storrs	Photocopiers	It would be very helpful if 2 items could be added to the Uconn libraries web page : 1) an alphabetized list of journals that are at the HBL -although these are in JREF through HOMER - they are difficult to access and 1 end up orders for journals that are @ HBL. 2) The book at the reference desk that has all of the abbreviations for journals names. It would be incredibly helpful if that were available inline. Although the reference librarians are very polite. I think they got tired of looking these up over the phone. Finally it would be great if all of the photocopiers were as wonderful as that are on the first floor by the west entrance. Oh, also The KC staff should be taken out to dinner somewhere expensive. Thanks.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Please renovate, upgrade and expand your copy center on the 3rd floor
College of Liberal Arts & Sciences	Storrs	Photocopiers	Stack signs are horrific! You need small signs that extend out from the ends of stacks (not flat ones) so you can look down the stacks and see where you want to go, quickly, efficiently. Sign in front of elevators which say which letters, journals on what floor. More photocopiers in convenient places! Only 2 Homers terminal on each floor!? Ditch the mainframe. Spend some Uconn 2000 to bring the information systems online with the rest of the world! (CMS!? uh 1990) Staff is great and polite. Help desk does a great job! KUDOS! New books have been relevant to my work-pleasantly surprised. The exit NAZI is crazy isn't there a better way to check for books exiting?
College of Liberal Arts & Sciences	Storrs	Photocopiers	Get new copiers! If you can afford millions of dollars for a new library, you can find some money for new copiers.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Too many copiers are out of service at any given time. Ability to shrink copies should be on more copiers. I have a cable modem and would like to use databases without having to pay for a PPP account. (I.e. by entering my social sec. Number or password)

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Photocopiers	I love the Uconn library and find the staff incredibly helpful. My main problem has to do with photocopiers. Though I find having one room for copy machines much better than scattered across the library, I've been incredibly frustrated every time I've needed to make copies because over half (and usually more) are inevitably out of service. You should consider locating a staff person in the copy room during all hours the library is open because most of the problems are probably just paper jams and other simple things that could be fixed readily if someone were on hand to do so.
College of Liberal Arts & Sciences	Storrs	Photocopiers	The facilities for showing videos is extremely inadequate. The system whereby we reserve videos and theatres several months ahead is funny- as if we know that far in advance. The video collection is poor. At any given time not more than 5 copiers broken in the library. There's a real lack of space for someone who wants to work in the library one whole day.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Biggest problem is equipment, copiers are better but still often too light or dark or scratchy. Homers and lab printers work about half the time. Also, hard to find quiet comfortable study space. Group rooms not soundproof. Coffee in the study room is excellent. But the metal desk creatures on the first floor are hideous.
College of Liberal Arts & Sciences	Storrs	Photocopiers	If the money could be found more computers and more copying machines built in the 1990's would be nice.
College of Liberal Arts & Sciences	Storrs	Photocopiers	It is imperative that new photocopiers are purchased as soon as possible. The old photocopiers on the 3rd floor are acceptable. In addition the information café has not been completed. Are you waiting for more computers? Also, why is printing off the web such a hassle at Homer Babbige ? I seem to get daily excuse when I try to print and it doesn't work.
College of Liberal Arts & Sciences	Storrs	Photocopiers	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	Photocopiers	Book and Journal Collections should be enhanced; after all, the most important thing of a library is its collections. There should also be more Xerox machines with zooming function, if this option is not available, journals, should be allowed to be charged out for a short period of time in order to make copies.
College of Liberal Arts & Sciences	Storrs	Photocopiers	ILL service is very nice. I wish there were more photocopier machines with a zoom function. If that is not possible, I'm wondering if we could check out professional journals (back-numbers) for a very brief amount of time, say, thirty minutes to an hour. This way we could bring the journal to our department, where a photocopy machine of a lot better quality (i.e. with more functions) is available.
College of Liberal Arts & Sciences	Storrs	Photocopiers	I am very dissatisfied with the: Journal article policy. The copy facility is very inconvenient. My suggestion is allow us to check out the journals on an hourly basis. Just one hour so that we could manage to make copies in a much better place than the library copy room. I'm very satisfied with the ILL dept. Excellent. Hope you could open more hours in the weekend. We need to do research in the weekends!

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Photocopiers	On the whole H. Babbidge is a very good resource for my work. My only suggestions would be to increase the size of the video library and expand the index- especially focusing on films/ documentaries for use in class and more regular maintenance of the copy machines.
College of Liberal Arts & Sciences	Storrs	Photocopiers	I'll like the copy machines to be fixed more frequently. Quite often they are broken and one has to wait a long time in line for the ones that work. 7 cents per page is a high price for someone on a student budget. I truly feel like the people working in the ILL office deserve thanks for all the wonderful job they do... they find even the most obscure articles/ books in a jiffy and they always do so with a smile! This I might add is very helpful for us... desperate students....who desperately wait for articles!
College of Liberal Arts & Sciences	Storrs	Photocopiers	Too often photocopiers are broken! There are long lines to make copies. Also, two wishes you could use electronic databases w/o having to have the Uconn student account - not very convenient. Richard Beiler is an incredible asset- very helpful.
College of Liberal Arts & Sciences	Storrs	Photocopiers	More WWW computers in first floor of Homer Babbidge. Replace copiers in journal section of Homer Babbidge, rarely work.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Every time I try to photocopy something, there is a huge wait to get a machine because most them are broken. Why don't the LAN machines have directions by them like they did in the past? For some reason, the machines on the entry level won't let me use JREF. It says my number is invalid. Also when checking e-mail there, I wish there were some directions about how to use those old key boards. It never seems to work for me.
College of Liberal Arts & Sciences	Storrs	Photocopiers	I have few problems with the library but it would be great if something could be done about the public copiers - Uconn needs more funding for additional copiers as well as maintenance - it seems as though at least one is out of order.
College of Liberal Arts & Sciences	Storrs	Photocopiers	It would be nice if there were more UCAT/ Homer workstations on upper levels. Perhaps more reduction copiers could be invested in. Copy cards machines are an exercise in frustration. Journals subscriptions seem to stop in the early 90's in many cases - I'm all too familiar with the economics of journals for libraries.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Public photocopiers are poor and always broken. Should have more reduction / enlargement copiers. Very unhappy that EBSCODOC service was canceled without notice. I like the physical changes to the building.
College of Liberal Arts & Sciences	Storrs	Photocopiers	The renovations are fabulous. I intentionally search for as much online/electronic materials as possible because the photocopiers on the third floor are so unreliable (I.e. frequently out of order) or material is not on the shelves.
College of Liberal Arts & Sciences	Storrs	Photocopiers	Buy less bricks. Buy more books or photocopiers. Release journals.
College of Liberal Arts & Sciences	Storrs	Photocopiers	1) Ill is excellent. 2) A few more reducing photocopy machines are needed.
College of Liberal Arts & Sciences	Storrs	Remote access	as a graduate student who lives out of the area I would like SuperHomer to be accessible from my home. I can get to UCAT and JREF but not a full range of the library services.
College of Liberal Arts & Sciences	Storrs	Remote access	My biggest complaints w/ the services @ the library are: The copiers are awful. I've never seen more than half of them working, and the quality of the copies are poor. I would like to be able to access library database (e.g. Silver Platter) from home.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Remote access	For graduate and faculty research purposes, all possible efforts should be made to provide remote access to the bulk of Uconn's electronic databases. A login/password system to verify the user's Uconn affiliation would be very helpful. Access limited to in-library (or office computers which few grades have) undermines the usefulness of these databases.
College of Liberal Arts & Sciences	Storrs	Remote access	Periodicals are very good. Training seminars are very good- thank you. Books are getting out of date- will improvements help this? My experiences with Culpepper have been particularly disappointing staff and collection. JREF has not been available remotely- very inconvenient. ILL loan period somewhat brief; notice of receipt of materials delayed which cuts into time loan material available for user. I hesitate to complete this just to provide support for a budget request; I hope you use this information internally for improvement as well. Why is law library separate, it would be nice if searches showed info at the law library, even if they still won't let me borrow anything...
College of Liberal Arts & Sciences	Storrs	Remote access	Electronic databases should be available to students who don't have a Uconn domain name e-mail address. I live over an hour from Storrs, so it would be very useful if I could access things like full-text journal articles via services like Lexus-Nexus from my home or office.
College of Liberal Arts & Sciences	Storrs	Remote access	Due to the fact that I live 40 minutes away from Storrs it would be more convenient for me to have remote access to the library. Despite many attempts to gain access I have been unable to do so. This means I can't get into the electronic course reserve or many of the databases. The staff has also been extremely unhelpful, claiming the problem is mine not theirs.
College of Liberal Arts & Sciences	Storrs	Remote access	As a Ph. D candidate who lives out of state, I mainly use the library's electronic databases via remote connection. It would be especially helpful if more of the databases could be made accessible via an ID login like JREF rather than having to go through the Uconn domain. Trying to navigate through many of the databases through lynx, is often more trouble than it's worth, (on the Unix system)
College of Liberal Arts & Sciences	Storrs	Remote access	The copiers are always broken. The microfilm machines are normally broken including the printer. Reaching the library via computer is often difficult.
College of Liberal Arts & Sciences	Storrs	Remote access	I would like to be able to access the catalog from another state. For example, if I am in TN and I want to do some research, I would to access the SuperHomer system via the web. Maybe institute a password system for outside computers (non-PPP accounts). I love and use the 24 hour study room with the coffee shop. the new layout and look of the library is superb. Thank you
College of Liberal Arts & Sciences	Storrs	Remote access	Too many copiers are out of service at any given time. Ability to shrink copies should be on more copiers. I have a cable modem and would like to use databases without having to pay for a PPP account. (I.e. by entering my social sec. Number or password)
College of Liberal Arts & Sciences	Storrs	Remote access	Your ILL staff is the finest I've ever encountered. Friendly, helpful and professional. It's frustrating that there is no local # hookup to the library where I live (or to the mainframe). It would be nice if all UCONN students could have free access.
College of Liberal Arts & Sciences	Storrs	Remote access	Too often photocopiers are broken! There are long lines to make copies. Also, two wishes you could use electronic databases w/o having to have the Uconn student account - not very convenient. Richard Beiler is an incredible asset- very helpful.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Remote access	Online journal subscriptions should be available for access to students who live off campus without Uconn ISP service. There are many times I could have used Uconn's many online journal subscriptions at home - but could not use it because I am not a Uconn ISP subscriber. Additionally - bring back online document delivery!! EBSCODOC was extremely efficient, easy to order, and fast!!
College of Liberal Arts & Sciences	Storrs	Remote access	I usually end up at Western Connecticut or Southern CT State University. Libraries. The collection at Storrs is lacking in books and journals on Internet Technology and health Marketing Communications. I would like access from home to search library and other databases. I just don't know how to do it.
College of Liberal Arts & Sciences	Storrs	Reserves	More professors should take advantage of the electronic course reserve. It is great to have reserve readings pop up from your computer at work or at home
College of Liberal Arts & Sciences	Storrs	Reserves	1. Microcards difficult to read, 2. Course reserve (paper) need more copies on reserve for graduate students.
College of Liberal Arts & Sciences	Storrs	Reserves	Major problems with delays in Electronic Course Reserve with material available after I need it!
College of Liberal Arts & Sciences	Storrs	Reserves	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	Reserves	I find the and its staff quite user friendly, especially with the new renovations. The library needs better reserve (paper) policy, more copiers, more computers and printers in the lab, and a quicker rate for ILL/ Document Delivery. The staff is very helpful and the library offers many resources to make the library more familiar. I am always in close contact with my library liaison who makes sure that I always have what I need.
College of Liberal Arts & Sciences	Storrs	Staff	Reference and Info staff are excellent. You need to keep up on and order more journals
College of Liberal Arts & Sciences	Storrs	Staff	The library should be open 24 hours with possibly a limited staff at odd hours. One quiet study space with poor lighting and stuffiness is unacceptable. Photocopiers rarely work at all or it gives bad copies causing long lines. Forcing us to pay extra at the copy center is bad. It is difficult to find a quiet place to do research in the library because convention of "quiet in the library" is not observed at Uconn. Since no one enforces it there have been many occasions where upper floors become group studies. The bathrooms are not clean especially second floor men's. Although I have mentioned only complaints they are minor compared to the improvements in the library and its functions.
College of Liberal Arts & Sciences	Storrs	Staff	ILL is great. I would like to be able to have desk-space in the library. Somewhere to leave my books would be nice. Darlene Waller does a great job. I would like to be able to use Eudora e-mail from the library for research.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Staff	Periodicals are very good. Training seminars are very good- thank you. Books are getting out of date- will improvements help this? My experiences with Culpepper have been particularly disappointing staff and collection. JREF has not been available remotely- very inconvenient. ILL loan period somewhat brief; notice of receipt of materials delayed which cuts into time loan material available for user. I hesitate to complete this just to provide support for a budget request; I hope you use this information internally for improvement as well. Why is law library separate, it would be nice if searches showed info at the law library, even if they still won't let me borrow anything...
College of Liberal Arts & Sciences	Storrs	Staff	Generally very helpful and friendly staff. I wish the library opened at 10 am on Sundays
College of Liberal Arts & Sciences	Storrs	Staff	I think 5 p.m. is too early for the library to close, especially, over the summer and on Fridays when many grad students catch up on research. The last time I used the electronic database in Babbage it kept crashing (it was crashing on everyone, so it's nothing I was doing) causing me to lose hours of work. I don't know how often this happens, but once was too often for me. I like the liaison staff member from the library to depts. Ours has always been very helpful.
College of Liberal Arts & Sciences	Storrs	Staff	More Journals books, especially regarding to developing countries are needed because we have so many foreign students doing research here. People working in Reference Desk. Complete lab workstation need more technology expertise. They need more training before they start to work. People working for ILL are very professional, they are examples for these working in reference desk.
College of Liberal Arts & Sciences	Storrs	Staff	More often than not, I find that students are not adequately trained for their library positions. I was told on two separate occasions that a comprehensive list of library videos doesn't exist- why? When I access Homer from my home I cannot obtain a full listing of my search results, e.g. the screen will say that 20 books have been found but will only allow me to view two of them.
College of Liberal Arts & Sciences	Storrs	Staff	The staff does a great job, but the photocopy machines and microfilm need more attention. These frequently break down, and this creates problems for graduate student research. A district student library would foster community and provide some benefits for advanced researchers.
College of Liberal Arts & Sciences	Storrs	Staff	Due to the fact that I live 40 minutes away from Storrs it would be more convenient for me to have remote access to the library. Despite many attempts to gain access I have been unable to do so. This means I can't get into the electronic course reserve or many of the databases. The staff has also been extremely unhelpful, claiming the problem is mine not theirs.
College of Liberal Arts & Sciences	Storrs	Staff	ILL loan and the Reference Librarians (Darlene Waller, in particular) have been extremely helpful. Without them, my dissertation would be suffering! Bob, from ILL always keeps me informed as to the status of my requests! I would also like to thank the library for providing my research offices for graduate students. Dave (from security) has always been attentive to my questions, and, at times concerns regarding this office space. All in all, the library is perhaps the best one of the best managed places on campus. And thank you for taking interest in the students!
College of Liberal Arts & Sciences	Storrs	Staff	The most outstanding feature of all - even better than the electronic access- is the superb support I have received from the staff at Uconn Waterbury campus Superb in every regard.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Staff	Library Liaison Darlene Waller is excellent. She is always ready to help in her office, phone or email and during office hours in the political science computer lab. Interlibrary loan/Document Delivery is on of the best services you provide. the staff is a good example of service and efficiency. The plaza level should have more than one photocopy machine, especially now that resource is on that floor.
College of Liberal Arts & Sciences	STORRS	Staff	I have been very impressed with the helpfulness of the staff and the interlibrary loan services. However, I have been frustrated to discover that the library (Homer Babbidge) is missing volumes of journals that I needed. Also, identifying which photocopiers are now working and /or supplying more m... would be appreciated.
College of Liberal Arts & Sciences	Storrs	Staff	It would be very helpful if 2 items could be added to the Uconn libraries web page : 1) an alphabetized list of journals that are at the HBL -although these are in JREF through HOMER - they are difficult to access and 1 end up orders for journals that are @ HBL. 2) The book at the reference desk that has all of the abbreviations for journals names. It would be incredibly helpful if that were available inline. Although the reference librarians are very polite. I think they got tired of looking these up over the phone. Finally it would be great if all of the photocopiers were as wonderful as that are on the first floor by the west entrance. Oh, also The KC staff should be taken out to dinner somewhere expensive. Thanks.
College of Liberal Arts & Sciences	Storrs	Staff	I love the Uconn library and find the staff incredibly helpful. My main problem has to do with photocopiers. Though I find having one room for copy machines much better than scattered across the library, I've been incredibly frustrated every time I've needed to make copies because over half (and usually more) are inevitably out of service. You should consider locating a staff person in the copy room during all hours the library is open because most of the problems are probably just paper jams and other simple things that could be fixed readily if someone were on hand to do so.
College of Liberal Arts & Sciences	Storrs	Staff	I'm very pleased with the new library. However- I do have a question on one procedure: Graduate students may hold a book until May, but what do you do if you need a book that is checked out by a graduate student, and therefore won't be available until May? Maybe a note on that procedure, if one exists would be helpful: is their a way to borrow from that graduate student? I'm also very pleased with the staff at the library: they have always been extremely pleasant and helpful to me!
College of Liberal Arts & Sciences	Storrs	Staff	Too often photocopiers are broken! There are long lines to make copies. Also, two wishes you could use electronic databases w/o having to have the Uconn student account - not very convenient. Richard Beiler is an incredible asset- very helpful.
College of Liberal Arts & Sciences	Storrs	Staff	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.
College of Liberal Arts & Sciences	Storrs	Staff	The library staff are sometimes curt and rude (not always)
College of Liberal Arts & Sciences	Storrs	Staff	I find the and its staff quite user friendly, especially with the new renovations. The library needs better reserve (paper) policy, more copiers, more computers and printers in the lab, and a quicker rate for ILL/ Document Delivery. The staff is very helpful and the library offers many resources to make the library more familiar. I am always in close contact with my library liaison who makes sure that I always have what I need.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	Study space	Study space is often quite noisy. Machines are old and too few. I really think you should automatically receive new books from major publishers (Oxford press and Cambridge Press) Staff is extremely helpful and friendly.
College of Liberal Arts & Sciences	Storrs	Study space	The facilities for showing videos is extremely inadequate. The system whereby we reserve videos and theatres several months ahead is funny- as if we know that far in advance. The video collection is poor. At any given time not more than 5 copiers broken in the library. There's a real lack of space for someone who wants to work in the library one whole day.
College of Liberal Arts & Sciences	Storrs	Study space	Biggest problem is equipment, copiers are better but still often too light or dark or scratchy. Homers and lab printers work about half the time. Also, hard to find quiet comfortable study space. Group rooms not soundproof. Coffee in the study room is excellent. But the metal desk creatures on the first floor are hideous.
College of Liberal Arts & Sciences	Storrs	Study space	The collections are first rate. Some services are not. There needs to be several copies of paper course reserve and extended time limit. Three hours are not long enough. The library should be open later on Saturdays and earlier on Sundays. The email "dumb" terminals are outdated. The shelving of journals is very bad at the end of the semester. (I realize this is because of increased usage because of finals) There are not nearly enough computer work stations!!!! Students are becoming ever more dependent on internet research. I realize there are labs across campus, but off campus students do not have access. There should be two more copiers near the reserve reading room. And who has access to the group study rooms?!? A complete waste of space! Make them accessible!!
College of Liberal Arts & Sciences	Storrs	Study space	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.
College of Liberal Arts & Sciences	Storrs	Study space	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.
College of Liberal Arts & Sciences	Storrs	SuperHOMER	I think 5 p.m. is too early for the library to close, especially, over the summer and on Fridays when many grad students catch up on research. The last time I used the electronic database in Babbidge it kept crashing (it was crashing on everyone, so it's nothing I was doing) causing me to lose hours of work. I don't know how often this happens, but once was too often for me. I like the liaison staff member from the library to depts. Ours has always been very helpful.
College of Liberal Arts & Sciences	Storrs	SuperHOMER	And additional thank you to ILL. About reshelving- sometimes books are not in the correct sequence of numbers. About SuperHomer- to enter to MLA is very slow
College of Liberal Arts & Sciences	Storrs	SuperHOMER	I usually check e-mail and Internet in the library however I am not satisfied with them because the computer cannot read Japanese. It is better to use the internet but I would like to read Japanese. It this is improved much better. And there is no newspaper in Japan. So I hope Japanese newspaper will come to this university library
College of Liberal Arts & Sciences	Storrs	SuperHOMER	I found it difficult to call back a book, could you make it electronical? More services should be available by Homer (ILL, Call back etc.) Use the system "Ohiolink" for further modernization of electronic services
College of Liberal Arts & Sciences	Storrs	SuperHOMER	More WWW computers in first floor of Homer Babbidge. Replace copiers in journal section of Homer Babbidge, rarely work.

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Program	Campus	Category	Comment
College of Liberal Arts & Sciences	Storrs	SuperHOMER	The ILL staff and efficiency is perhaps the most valuable asset to Homer Babbidge library. My most harsh criticisms (which aren't harsh really!) of the system are as follows: inaccuracy of online search engines (PsychLit, Medline) as far as journal availability, location, etc. We could use a wider variety of journals (i.e. Behavioral Pharmacy, Neuroscience, Letters, Synapse)
College of Liberal Arts & Sciences	Storrs	SuperHOMER	I find the and its staff quite user friendly, especially with the new renovations. The library needs better reserve (paper) policy, more copiers, more computers and printers in the lab, and a quicker rate for ILL/ Document Delivery. The staff is very helpful and the library offers many resources to make the library more familiar. I am always in close contact with my library liaison who makes sure that I always have what I need.
College of Liberal Arts & Sciences	Storrs	SuperHOMER	The libraries resources are woefully inadequate. Moreover, even the resources there are remain unusable because of difficulties with the system.
none	Storrs	General	Excellent facility with ready access and numerous sources
Pathobiology	Storrs	Collections/print	It would be nice if the library would purchase books used by instructors. Some are there; But many are not.
School of Allied Health	Storrs	Collections/print	I usually use the Uconn Health Center Medical Library because I need medical journals and they have more complete collection. The library is also smaller and is easier to use since I have only one focus- medical journals.
School of Allied Health	Storrs	Collections/print	I would like to see more Medical Journals
School of Allied Health	Storrs	General	The Homer Babbidge library is excellent and staffed with incredible people
School of Allied Health	Storrs	General	Uconn libraries are a great asset to Uconn and its students. I've had some extremely positive experiences with the library and its staff I appreciate the efforts they made in helping the students.
School of Allied Health	Storrs	General	I usually use the Uconn Health Center Medical Library because I need medical journals and they have more complete collection. The library is also smaller and is easier to use since I have only one focus- medical journals.
School of Allied Health	Storrs	General	Library looks wonderful! I've always found staff helpful. Don't use the library much now b/c I'm only on the campus once a week.
School of Allied Health	Storrs	General	I would like to know about the follow up survey before I commit into doing it
School of Allied Health	Storrs	General	I've just begun attending Uconn this fall, so my library use is new. However, I have been begun to use it more and anticipate this will continue as my needs increase according to my work load.
School of Allied Health	Storrs	General	Most the materials I need are at Uconn Medical Center or Special Ed. Resource Center. Occasionally I have had to go to Central Conn. State for Eric documents I need. Because of my initial difficulties getting info. I have needed, I tend to go elsewhere.
School of Allied Health	Storrs	Photocopiers	Need more and better copiers.
School of Allied Health	Storrs	Remote access	Much of the literature I use is located at the Uconn medical center library. I go there several times per semester. I understand starting this semester, I could have access to Homer at home, even though I live in MASS. I haven't initiated this- its my last semester this would have been very helpful.
School of Allied Health	Storrs	Staff	The Homer Babbidge library is excellent and staffed with incredible people
School of Allied Health	Storrs	Staff	Uconn libraries are a great asset to Uconn and its students. I've had some extremely positive experiences with the library and its staff I appreciate the efforts they made in helping the students.

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Program	Campus	Category	Comment
School of Allied Health	Storrs	Staff	Library looks wonderful! I 've always found staff helpful. Don't use the library much now b/c I'm only on the campus once a week.
School of Business	Storrs	Environment	I think this place is way too hot, of course, being a penguin from the Antarctic, I consider most places too hot...
School of Business Administration	Greater Hartford	Collection management	Consider posting a "what's new" listing weekly to identify new library materials.
School of Business Administration	Greater Hartford	Collections/online	West Hartford Branch needs to subscribe to National Trade Data Bank CD-ROM.
School of Business Administration	Greater Hartford	Collections/print	As a business student, there are not enough reference materials in Hartford. If don't have reference materials, should be available through ILL. Photocopiers are older than I am!! The Hartford Library is not satisfactory and as a part time student I cannot make a trip to Storrs.
School of Business Administration	Greater Hartford	Collections/print	More Ind and Mfg Journals
School of Business Administration	Greater Hartford	Computers/printers	More computers terminals and better printers would be nice.
School of Business Administration	Greater Hartford	Computers/printers	I live out of State currently. I think we could use new printers for the Hartford campus, besides wasting paper they are very noisy.
School of Business Administration	Greater Hartford	Computers/printers	Most of my research, I perform at home or in my office using traditional search engines (?) (Yahoo, Excite, Lycos) The times that I have used the library I did like the space that was available. I wish there were more computers or that the desk that were wired for PC's so that I could plug my PC into the net.
School of Business Administration	Greater Hartford	Education	Perhaps you've already done so, but it would be helpful to me if some information could be sent out on how to go about accessing the library online. Are all the resources here available on line- or just some of them? Also, as an evening student, I'm most likely to use the library on the weekend- but I don't believe it is open on the weekend- if it is, I'm not aware of it.
School of Business Administration	Greater Hartford	Education	Reference material to use electronic database such as Homer is difficult to understand. Need a couple of very easy examples with step-by-step instructions.
School of Business Administration	Greater Hartford	Education	Tell the governor (and help votes tell him) about the impact of constrained resources. In general 1 would use a library more conveniently located to my home in Mass. Also, introductory info for students was not comprehensive enough speaker was great, however, at intro my experience with reference staff was very efficient and clear but not customer friendly.
School of Business Administration	Greater Hartford	Education	I love studying at the law library but the Trecker library leaves me more to be desired. At the evening MBA program there is very little info on what is available to us- what is homer?
School of Business Administration	Greater Hartford	Education	As a member of the EMBA program I have had limited opportunity to use Uconn's libraries. It would have been beneficial to have a member of the staff provide information about UCONN's libraries during early portions of the program. A demonstration of on-line use of electronic media would be most useful!
School of Business Administration	Greater Hartford	Education	Course/ demonstrations of how to use electronic databases available through the library by using the internet at home or work would be useful. If you're doing this already publicize it! Also I live one hour away and take night classes, so its far to drive to use the physical library.

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Program	Campus	Category	Comment
School of Business Administration	Greater Hartford	General	As a business student, there are not enough reference materials in Hartford. If don't have reference materials, should be available through ILL. Photocopiers are older than I am!! The Hartford Library is not satisfactory and as a part time student I cannot make a trip to Storrs.
School of Business Administration	Greater Hartford	General	I don't really have the time to use the library now. I don't know about remote use of databases, Homer, etc maybe if more was available remote it would be useful
School of Business Administration	Greater Hartford	General	I seldom have used the library. My career thus far have not required a good deal of library research. I have access to the town public library and resources that are available at the hospital where I work.
School of Business Administration	Greater Hartford	General	When I need to use a library Trecker is fine. I also use others in the area, especially the ones at CCSU and Uconn Health Center.
School of Business Administration	Greater Hartford	General	The Homer Babbidge Library in Storrs has been a tremendous help to me in attaining my MBA specializing in accounting. As a graduate student at West Hartford, I have also used the Harleigh is Trekker Library, an found it to be quite helpful.
School of Business Administration	Greater Hartford	General	I live near the Uconn Library at Storrs but almost never use it because of parking.
School of Business Administration	Greater Hartford	General	Most of my research, I perform at home or in my office using traditional search engines (?) (Yahoo, Excite, Lycos) The times that I have used the library I did like the space that was available. I wish there were more computers or that the desk that were wired for PC's so that I could plug my PC into the net.
School of Business Administration	Greater Hartford	General	Tell the governor (and help votes tell him) about the impact of constrained resources. In general 1 would use a library more conveniently located to my home in Mass. Also, introductory info for students was not comprehensive enough speaker was great, however, at intro my experience with reference staff was very efficient and clear but not customer friendly.
School of Business Administration	Greater Hartford	General	I love studying at the law library but the Trecker library leaves me more to be desired. At the evening MBA program there is very little info on what is available to us- what is homer?
School of Business Administration	Greater Hartford	General	Trecker is obviously much smaller than the John Dempsey library so can't be expected to have a lot of the same services is often a problem. It has already gone down 1-2 times this semester. ILL from Storrs has been very fast when I have used it in the past
School of Business Administration	Greater Hartford	General	I'm not at a point in my MBA where extensive research of reference materials is needed. I expect my needs to change next year as my work load increases with higher level classes. I currently take advantage of the library as a great place to study prior to attending night classes.
School of Business Administration	Greater Hartford	General	What can we not have access to the Uconn library in Farmington.
School of Business Administration	Greater Hartford	General	I don't know how valid my responses are in terms of helping you. For the last 3 years I've been living in St. Louis, MO and have completed my degree "long distance"
School of Business Administration	Greater Hartford	General	I am only a first semester student I have not had the opportunity to use UCONN library.
School of Business Administration	Greater Hartford	General	Never been inside the library
School of Business Administration	Greater Hartford	General	I would use the library at West Hartford for quiet class preparation and exam study only.

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Program	Campus	Category	Comment
School of Business Administration	Greater Hartford	General	Please bring the Hartford campus library into the 21st century. The library is an embarrassment. It is no better than my high school library was, and that was years ago!
School of Business Administration	Greater Hartford	General	Resources are minimal in Hartford
School of Business Administration	Greater Hartford	General	Homer Babbidge library is looking good. It's a shame we had so many problems with it. Hopefully the mortar will hold the bricks in place this time. I still look up before walking in - just in case something is falling off the library.
School of Business Administration	Greater Hartford	General	I find that I do not require library services as much as in the past because the majority of my research can be done on the internet.
School of Business Administration	Greater Hartford	General	I don't use a lot of the sources at Uconn Hartford because I'm not aware of their presence on our campus and because most of my research requires the Uconn Health Center Library. The library's (at W. Hartford) general up-keep is poor and needs modernization. Later hours on the weekend would also be beneficial to students who have family responsibilities during the day!! It would be helpful if all photocopier keycards were the same including the Health Center and Law School.
School of Business Administration	Greater Hartford	General	Use the library at CCSU since they are open Sunday evenings until 11:00 p.m.. It's closer to my home.
School of Business Administration	Greater Hartford	Hours	Library Hours in Hartford is big problem- especially for part time students who work during the week library should stay open till 11:00pm-12:00am. Not enough terminals in the library.
School of Business Administration	Greater Hartford	Hours	The west Hartford library appears rather small to do group work etc. that is for the MBA program. Many people use the Uconn law library as a better choice. Improving the structure and hrs of the West Hartford library would be helpful.
School of Business Administration	Greater Hartford	Hours	Library hours during the short breaks (i.e.. Spring break) are very inconvenient.
School of Business Administration	Greater Hartford	Hours	W. Hartford library (MBA Program) should be open longer hours.
School of Business Administration	Greater Hartford	Hours	I don't use a lot of the sources at Uconn Hartford because I'm not aware of their presence on our campus and because most of my research requires the Uconn Health Center Library. The library's (at W. Hartford) general up-keep is poor and needs modernization. Later hours on the weekend would also be beneficial to students who have family responsibilities during the day!! It would be helpful if all photocopier keycards were the same including the Health Center and Law School.
School of Business Administration	Greater Hartford	ILL	Trecker is obviously much smaller than the John Dempsey library so can't be expected to have a lot of the same services is often a problem. It has already gone down 1-2 times this semester. ILL from Storrs has been very fast when I have used it in the past
School of Business Administration	Greater Hartford	Photocopiers	As a business student, there are not enough reference materials in Hartford. If don't have reference materials, should be available through ILL. Photocopiers are older than I am!! The Hartford Library is not satisfactory and as a part time student I cannot make a trip to Storrs.
School of Business Administration	Greater Hartford	Photocopiers	Harleigh B. Trecker are 1978 models. They suck. Please put better ones 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.

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Program	Campus	Category	Comment
School of Business Administration	Greater Hartford	Photocopiers	The photocopiers are absolutely terrible I had to copy 40 pages out of a large reference book. The cover did not stay up placing the book was extremely awkward. The copy card system is stupid. It made me want to never go to the library again. I'm also pretty sure the reference person is either invisible or located permanently in the bathroom. I see her about one of the ten trips I make to the library.
School of Business Administration	Greater Hartford	Remote access	More remote access would be great. We could log on with our student ID etc.
School of Business Administration	Greater Hartford	Remote access	I don't really have the time to use the library now. I don't know about remote use of databases, Homer, etc maybe if more was available remote it would be useful
School of Business Administration	Greater Hartford	Remote access	Certain Databases like Stat-USA are not available remotely via the internet. It would be more convenient if I could access them remotely.
School of Business Administration	Greater Hartford	Remote access	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. Study areas limited, hours of operation very limited. I am somewhat uniformed concerning remote access- I would like a mailed on this service that is available.
School of Business Administration	Greater Hartford	Staff	For the times I have used the library, the staff has been extremely helpful
School of Business Administration	Greater Hartford	Staff	Adult library personal has always been of great help to me ; great customer service and attitude. Students working at library need to shut up or not be there.
School of Business Administration	Greater Hartford	Staff	Tell the governor (and help votes tell him) about the impact of constrained resources. In general 1 would use a library more conveniently located to my home in Mass. Also, introductory info for students was not comprehensive enough speaker was great, however, at intro my experience with reference staff was very efficient and clear but not customer friendly.
School of Business Administration	Greater Hartford	Staff	The librarians are very helpful.
School of Business Administration	Greater Hartford	Staff	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. Study areas limited, hours of operation very limited. I am somewhat uniformed concerning remote access- I would like a mailed on this service that is available.
School of Business Administration	Greater Hartford	Staff	The photocopiers are absolutely terrible I had to copy 40 pages out of a large reference book. The cover did not stay up placing the book was extremely awkward. The copy card system is stupid. It made me want to never go to the library again. I'm also pretty sure the reference person is either invisible or located permanently in the bathroom. I see her about one of the ten trips I make to the library.
School of Business Administration	Greater Hartford	Staff	The library tends to be very loud place (among staff) during the week. I usually go there to study - not to learn what staff members did/ will do over the weekend. It makes it very difficult to work.
School of Business Administration	Greater Hartford	Staff	Need more reference librarian coverage especially on weekends, thanks
School of Business Administration	Greater Hartford	Study space	The west Hartford library appears rather small to do group work etc. that is for the MBA program. Many people use the Uconn law library as a better choice. Improving the structure and hrs of the West Hartford library would be helpful.

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Program	Campus	Category	Comment
School of Business Administration	Greater Hartford	Study space	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. Study areas limited, hours of operation very limited. I am somewhat uniformed concerning remote access- I would like a mailed on this service that is available.
School of Business Administration	Stamford	Circulation	Since I'm an evening MBA student, I work and I have a toddler, more weekend hours would be a help to me. I'd like to see the Uconn - Stamford library open the same weekend hours as Ferguson - 9-5 Sat, 12-5 Sun. I recently drove to Storrs to obtain a book on short notice and had a lot of trouble verifying my current student status (the Stamford MNA office had not given me a new fall '98 sticker for my student ID) Your ILL system should be integrated so that all libraries can check enrollment status quickly and not keep a student waiting forty five minutes to check out a book.
School of Business Administration	Stamford	Collection management	I have found that there's quite a lot of outdated material left on reference shelves. This is in regard to things that are regularly published- almanacs, professional directories, and the like. Once the 1998 version of something comes out, why save the old version on the shelf? I've seen stuff that goes back 10-15 years, even when the latest version is on the shelf.
School of Business Administration	Stamford	Computers/printers	The dot matrix printers at the Stamford library are too noisy and disturb me when I work/ research. I can hear these printers from every area in the library.
School of Business Administration	Stamford	Computers/printers	Yes, the dot matrix printers at the Stamford library are much too loud. They are located in the middle of the room. When they are working it is impossible to study. Please call me to discuss!
School of Business Administration	Stamford	Education	Disappointed with discontinue of Lexis-Nexus from internet via 3270 terminal
School of Business Administration	Stamford	Education	I have the impression there are services of which I am unaware but would like to learn more about.
School of Business Administration	Stamford	Education	MBA courses have not required me to use a library very frequently but when I have tried to use it, it has been closed (evenings) services should be better publicized. I don't feel that Uconn is a resource for me!
School of Business Administration	Stamford	Environment	Would prefer the library be open Saturdays. That is when I would usually use a library. Currently I went to Public Librarians in the area. Study area is not well lit. Cubing lights are high above.
School of Business Administration	Stamford	General	I have only used the library twice during the last three years. I don't feel that I can provide accurate information since I don't remember what I used.
School of Business Administration	Stamford	General	MBA courses have not required me to use a library very frequently but when I have tried to use it, it has been closed (evenings) services should be better publicized. I don't feel that Uconn is a resource for me!
School of Business Administration	Stamford	General	I am a new student (one semester) and have not had the opportunity to explore the library services.
School of Business Administration	Stamford	General	Much of the research work required for the MBA can be done over the internet from either your home PC or work PC. I also have a corporate library that I have used on occasion for magazine and journals and newspapers.
School of Business Administration	Stamford	General	I have only taken three courses so far and haven't had a tremendously need for the library other than a place to go meet students or to study. The study space is usually adequate, although sometimes it's hard to find an empty desk.

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Program	Campus	Category	Comment
School of Business Administration	Stamford	General	I only go there to study for exams.
School of Business Administration	Stamford	General	No offense intended, but if I had something to contribute to your survey I would have completed it the first time. I am very busy at work and school, and I do not have time to deal with surveys, non-productive meetings and the like. If your library needs to do anything, it needs to learn how to get more information to me faster, better and cheaper.
School of Business Administration	Stamford	General	The reason I didn't fill out this survey was because I use the library close to home.
School of Business Administration	Stamford	General	I haven't had a need to use the UCONN library. I research using the web. I'm sure it's good though.
School of Business Administration	Stamford	General	Did use the library enough to have meaningful, significant feedback?
School of Business Administration	Stamford	General	The person who designed the library and the school for that matter doesn't understand basic function and use. The chairs are uncomfortable, the tables make it difficult to get close to the table because of where the legs are. There are no clocks, nor bathrooms. The Xerox machines are not convenient. The hours are not great. The service is superb.
School of Business Administration	Stamford	General	New in program (MBA) have not had to use library yet - I'm sure I will as time goes by-
School of Business Administration	Stamford	General	As an undergraduate at Uconn- Storrs, I found the library was very good.
School of Business Administration	Stamford	Hours	Need later hours in Stamford 8am-10pm
School of Business Administration	Stamford	Hours	Would prefer the library be open Saturdays. That is when I would usually use a library. Currently I went to Public Librarians in the area. Study area is not well lit. Cubing lights are high above.
School of Business Administration	Stamford	Hours	Unfortunately, Library hrs are very limited for working MBA part-time students. Inaccessible timeframes.
School of Business Administration	Stamford	Hours	MBA courses have not required me to use a library very frequently but when I have tried to use it, it has been closed (evenings) services should be better publicized. I don't feel that Uconn is a resource for me!
School of Business Administration	Stamford	Hours	Longer hours in the evening for library use 10pm?
School of Business Administration	Stamford	Hours	Stamford library needs to be open both days of the weekend. When you work on the weekends as well as weekdays, it is tough to make the tight window the library is open.
School of Business Administration	Stamford	Hours	The person who designed the library and the school for that matter doesn't understand basic function and use. The chairs are uncomfortable, the tables make it difficult to get close to the table because of where the legs are. There are no clocks, nor bathrooms. The Xerox machines are not convenient. The hours are not great. The service is superb.
School of Business Administration	Stamford	Hours	Since I'm an evening MBA student, I work and I have a toddler, more weekend hours would be a help to me. I'd like to see the Uconn - Stamford library open the same weekend hours as Ferguson - 9-5 Sat, 12-5 Sun. I recently drove to Storrs to obtain a book on short notice and had a lot of trouble verifying my current student status (the Stamford MNA office had not given me a new fall '98 sticker for my student ID) Your ILL system should be integrated so that all libraries can check enrollment status quickly and not keep a student waiting forty five minutes to check out a book.

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Program	Campus	Category	Comment
School of Business Administration	Stamford	Hours	Library in Stamford should be open on Sundays during the semesters -
School of Business Administration	Stamford	Hours	The Stamford library (Jeremy Richards) open till 10 p.m. (similar to class (MBA) hours). I like to study at the library but by the time I get there from work it only leaves one or two hours.
School of Business Administration	Stamford	Hours	Please keep the Stamford library open on weekends!
School of Business Administration	Stamford	Photocopiers	The person who designed the library and the school for that matter doesn't understand basic function and use. The chairs are uncomfortable, the tables make it difficult to get close to the table because of where the legs are. There are no clocks, nor bathrooms. The Xerox machines are not convenient. The hours are not great. The service is superb.
School of Business Administration	Stamford	Staff	The research assistants in Stamford are excellent!
School of Business Administration	Stamford	Staff	The person on duty was very helpful. HE took initiative in telling me who to fill out interlibrary loan forms. He actually took me over to the form and went through how to fill it out!
School of Business Administration	Stamford	Staff	The person who designed the library and the school for that matter doesn't understand basic function and use. The chairs are uncomfortable, the tables make it difficult to get close to the table because of where the legs are. There are no clocks, nor bathrooms. The Xerox machines are not convenient. The hours are not great. The service is superb.
School of Business Administration	Stamford	Study space	I have only taken three courses so far and haven't had a tremendously need for the library other than a place to go meet students or to study. The study space is usually adequate, although sometimes it's hard to find an empty desk.
School of Business Administration	Storrs	Collection management	Business Journals not all available online or at all- full text of current journals sometimes difficult to get. Shelving of Journals- difficult to locate when shelved by organization not journal name.
School of Business Administration	Storrs	Collection management	The new space is attractive, but the library study spaces are used for discussions as much as for studying, which makes them louder than they should be. Some directions to where materials are shelved as you enter the doors on 2n&s and 4 n&s would help. (The maps in the area by the elevators and stairs are inconvenient once you've entered the stacks. Re-running some of the introductions to database searching during the semester would help. I know people tend to use only the databases they're familiar with rather than exploring. The professional staff have been unfailingly helpful and cheerful. thanks
School of Business Administration	Storrs	Collections/online	Business Journals not all available online or at all- full text of current journals sometimes difficult to get. Shelving of Journals- difficult to locate when shelved by organization not journal name.
School of Business Administration	Storrs	Collections/online	Need more computer literate staff members to respond to network related questions. Need quicker response to out-of-service photocopiers. Databases available in CD's are currently being locked up in cabinets. They should be made more accessible to the user.
School of Business Administration	Storrs	Collections/online	How much of the library can be placed on the internet? More convenient.
School of Business Administration	Storrs	Collections/print	I am not as satisfied with journals (papers) because there are a lot of titles I need as a PHB student that we don't have.

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Program	Campus	Category	Comment
School of Business Administration	Storrs	Collections/print	Microtext is worthless. The machines don't work; it is difficult to read the articles; copies are too expensive and the quality is beyond bad. Library should carry journals of marketing and journals of MKTG research- bound copies, not just the horrible microtext version.
School of Business Administration	Storrs	Collections/print	Some books and journals have missing pages. Your people are so specialized in specific areas that if one person is absent the others don't know how to help. If Dave McChesney is not in the library, none of the others can help in the area of business research?
School of Business Administration	Storrs	Computers/printers	More photocopiers and SuperHomers are needed if you can get the funding.
School of Business Administration	Storrs	Education	Some books and journals have missing pages. Your people are so specialized in specific areas that if one person is absent the others don't know how to help. If Dave McChesney is not in the library, none of the others can help in the area of business research?
School of Business Administration	Storrs	Education	The new space is attractive, but the library study spaces are used for discussions as much as for studying, which makes them louder than they should be. Some directions to where materials are shelved as you enter the doors on 2n&s and 4 n&s would help. (The maps in the area by the elevators and stairs are inconvenient once you've entered the stacks. Re-running some of the introductions to database searching during the semester would help. I know people tend to use only the databases they're familiar with rather than exploring. The professional staff have been unfailingly helpful and cheerful. thanks
School of Business Administration	Storrs	Email	Mainframes- cannot reach registrars office without special account- ridiculous! Should be able to reach anywhere on campus via website without paying to have special account set up. Photocopiers are often out of order.
School of Business Administration	Storrs	General	Now after restoration I plan to utilize the Uconn library.
School of Business Administration	Storrs	General	The library has improved a great deal since renovation, but it still has a long way to go!
School of Business Administration	Storrs	General	The only reason I don't use it is because my employer has an extensive business library on-site. Easy to do research on lunch hour or I can find a lot of stuff on the internet.
School of Business Administration	Storrs	General	A lot of research can be done via internet. Future will bring magazines, newspapers, books all available via internet from home.
School of Business Administration	Storrs	General	I like the new coffee shop and sitting area!
School of Business Administration	Storrs	General	I think, you people missed to talk about Bookworm café. The prices are extremely high. Think about International Student. Bookworm café has some sort of monopoly. Please take this into consideration. Also, if you don't believe me than ask students in the cafe-you will get first hand information.
School of Business Administration	Storrs	General	Comment : I like to drink coffee when I work and I cannot bring it into the library. I therefore go elsewhere. Your online support is excellent, keep up the good work.
School of Business Administration	Storrs	General	The library is outdated in many ways .I prefer both the Uconn Law Library and the South Windsor Public Library. This is my second reply (to your second request). Please do not send any more. I don't have time for this.
School of Business Administration	Storrs	Hours	My biggest complaint w/ the library services are its hours. If the hours were better I would use it weekly but cannot because it is closed when my schedule allows me to go. I work full-time and do the majority of my study on Friday afternoons and weekends!!

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Program	Campus	Category	Comment
School of Business Administration	Storrs	Hours	I find it hard to believe that the library is closed at 8 on Saturday and doesn't open until 12 on Sunday. But if no one is going to be there it might make sense.
School of Business Administration	Storrs	ILL	Generally, I'm very satisfied with the service, especially interlibrary loan, and reference. They are very nice people.
School of Business Administration	Storrs	ILL	Must do something about the copiers. On any given day 4 out of the 6 on 3rd floor are broken. Bob and Lynn do an excellent job!
School of Business Administration	Storrs	Microtext	Microtext is worthless. The machines don't work; it is difficult to read the articles; copies are too expensive and the quality is beyond bad. Library should carry journals of marketing and journals of MKTG research- bound copies, not just the horrible microtext version.
School of Business Administration	Storrs	Photocopiers	Need more computer literate staff members to respond to network related questions. Need quicker response to out-of-service photocopiers. Databases available in CD's are currently being locked up in cabinets. They should be made more accessible to the user.
School of Business Administration	Storrs	Photocopiers	Need more photocopiers, especially with reduction capabilities. Need more study/ group meeting areas. Staff has been helpful so far. Some student workers do not know what's going on- better training's necessary- they look like lousy studying(?)
School of Business Administration	Storrs	Photocopiers	Mainframes- cannot reach registrars office without special account- ridiculous! Should be able to reach anywhere on campus via website without paying to have special account set up. Photocopiers are often out of order.
School of Business Administration	Storrs	Photocopiers	Must do something about the copiers. On any given day 4 out of the 6 on 3rd floor are broken. Bob and Lynn do an excellent job!
School of Business Administration	Storrs	Photocopiers	Copiers are always broke!
School of Business Administration	Storrs	Photocopiers	More photocopiers and SuperHomers are needed if you can get the funding.
School of Business Administration	Storrs	Remote access	Send Info on 8.2 Search Homer from Home, 8.4 Connect to database from home
School of Business Administration	Storrs	Remote access	I was able to access JREF from home until recently. I live 65 miles from Storrs and I was disappointed when this access was removed. Please re-instate it.
School of Business Administration	Storrs	Staff	Generally, I'm very satisfied with the service, especially interlibrary loan, and reference. They are very nice people.
School of Business Administration	Storrs	Staff	Need more computer literate staff members to respond to network related questions. Need quicker response to out-of-service photocopiers. Databases available in CD's are currently being locked up in cabinets. They should be made more accessible to the user.
School of Business Administration	Storrs	Staff	Need more photocopiers, especially with reduction capabilities. Need more study/ group meeting areas. Staff has been helpful so far. Some student workers do not know what's going on- better training's necessary- they look like lousy studying(?)
School of Business Administration	Storrs	Staff	The new space is attractive, but the library study spaces are used for discussions as much as for studying, which makes them louder than they should be. Some directions to where materials are shelved as you enter the doors on 2n&s and 4 n&s would help. (The maps in the area by the elevators and stairs are inconvenient once you've entered the stacks. Re-running some of the introductions to database searching during the semester would help. I know people tend to use only the databases they're familiar with rather than exploring. The professional staff have been unfailingly helpful and cheerful. thanks

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Program	Campus	Category	Comment
School of Business Administration	Storrs	Study space	Need more photocopiers, especially with reduction capabilities. Need more study/ group meeting areas. Staff has been helpful so far. Some student workers do not know what's going on- better training's necessary- they look like lousy studying(?)
School of Business Administration	Storrs	Study space	The new space is attractive, but the library study spaces are used for discussions as much as for studying, which makes them louder than they should be. Some directions to where materials are shelved as you enter the doors on 2n&s and 4 n&s would help. (The maps in the area by the elevators and stairs are inconvenient once you've entered the stacks. Re-running some of the introductions to database searching during the semester would help. I know people tend to use only the databases they're familiar with rather than exploring. The professional staff have been unfailingly helpful and cheerful. thanks
School of Business Administration	Storrs	Study space	Check signs re: study rooms for groups on 3rd and 4th floor- some are incorrect. Really like the group rooms though- have had some trouble w/ individuals using group rooms not willing to leave.
School of Education	Greater Hartford	Collections	More bilingual resources
School of Education	Greater Hartford	Collections	The staff at the Trecker library has been helpful and professional at all times, never a problem. Collection okay for my students' needs
School of Education	Greater Hartford	General	while I was an undergrad.. student I used the library in Storrs. Since I now live off campus and work full time, it was difficult to use the library.
School of Education	Greater Hartford	General	Have used the Med. Library at John Dempsey which I thought was quite good.
School of Education	Greater Hartford	Staff	The staff at the Trecker library has been helpful and professional at all times, never a problem. Collection okay for my students' needs
School of Education	Stamford	Collections	Many of my classmates find the library resources strongly inadequate for the Education program. If you offer a graduate program in Education, it should be backed by proper and available library services.
School of Education	Stamford	General	I was using the Storrs library on a regular basis- have been in Stamford since the summer of 97 and have used a library at the university where I work- I plan to more actively use Stamford and maybe Storrs in the next year for my dissertation- I hope Stamford will be open Saturdays and Sundays.
School of Education	Stamford	Hours	Stamford's hours need to coincide with courses offered @ Stamford location.
School of Education	Stamford	Hours	I was using the Storrs library on a regular basis- have been in Stamford since the summer of 97 and have used a library at the university where I work- I plan to more actively use Stamford and maybe Storrs in the next year for my dissertation- I hope Stamford will be open Saturdays and Sundays.
School of Education	Stamford	Hours	A library at a commuted school which has limited Saturday and no Sunday hours does not serve the needs of the student body.
School of Education	Stamford	Hours	Stamford- Sunday hours would be very helpful! Also evening hours. I work full time and find it difficult to fit my research into Saturdays only. Your staff at Stamford has been extremely helpful - wonderful people.
School of Education	Stamford	Staff	Stamford- Sunday hours would be very helpful! Also evening hours. I work full time and find it difficult to fit my research into Saturdays only. Your staff at Stamford has been extremely helpful - wonderful people.

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Program	Campus	Category	Comment
School of Education	Storrs	Circulation	the most dissatisfying aspect is the notification service for recalling material. I am an out-of-stator student and all notices, by the time they get out of Uconn, get to me in 1-2 days before due date. I do not get the 10 days described on the notice. Why in electronic days do we not get notified by email if we want to be? I am really frustrated. As a Ph.D. student most of my library books, I either have to recall or be recalled -this is a nature of my territory but I am penalized is an out of stater who says double the tuition. REVISE THIS RULE!! God didn't make the 10 day rule and it can be changed!! By the way, as a Uconn student I am allowed to use the Dartmouth library. They not only notify recalled or due books by email they also allow you to renew books by email.
School of Education	Storrs	Collection management	I've enjoyed using the Uconn library. I've especially made use of the journals and I've appreciated how they are alphabetized- that cuts a few steps out of locating them using call numbers. Laura Raccagni the reference librarian has been exceptionally helpful.
School of Education	Storrs	Collection management	Homer Babbidge Library is a very unappealing, uncomfortable environment. I don't look forward to the time I need to spend there doing research. I recommend doing something to improve the unfriendly and un-friendly-welcoming atmosphere, not only in aesthetics, but also in the attitudes of employees. In addition, it is very frustrating not being able to find needed research material. Turnover time, in regards to getting material back in it's location, needs to be done in a more timely manner. thank you for attention.
School of Education	Storrs	Collections/online	I like the silver-plated version of MLA index much better than the FirstSearch platform. FS is much more awkward and difficult.
School of Education	Storrs	Collections/online	Your instrument skews results by giving three opportunities for a positive assessment but only two opportunities for a negative one. For a research university, the collection is very weak. It could be improved with better full text sources like Lexis Nexus access off campus. Also more complete L/N and better printing capability (vs. screen by screen) on campus. Look at how much better the CCSU system is. ILL takes forever, doesn't update in progress or supply an expected date. Requests seem to fall in a black hole. However, librarians do work hard to get the materials, they just don't communicate their progress. Summer hours and off semester hours are horrible. Grad students are always working and always need the hours offered during the semester.
School of Education	Storrs	Collections/print	I am in the Educational Counseling Program and have had to use Central Connecticut library to obtain articles (journals, books) in my field. How can such a reputable school not have the necessary journals for the degrees offered at it's school?
School of Education	Storrs	Collections/print	I use the library for it's professional journals with more current info were not available. I assume this was due to the budget constraints. I did locate several of the sources at Eastern Connecticut.
School of Education	Storrs	Collections/print	Need more articles and Journal in counseling psychology related area. Shouldn't be less than Central Connecticut.
School of Education	Storrs	Collections/print	Reference staff have been great. Inability to access many indexes from home is a problem. Journal Collection in Rehabilitation is spotty but ILL is wonderful.
School of Education	Storrs	Collections/print	For a University with an outstanding School of Education, your resources are pathetic. The journal choices are very poor. You need a lot more information for education majors. The library is also too hot!
School of Education	Storrs	Collections/print	The most recent educational books are not available in Babbidge! It has been extremely frustrating! ILL has not been helpful except the return policy is not reasonable (2 weeks)

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Program	Campus	Category	Comment
School of Education	Storrs	Collections/print	After all these years the library finally looks the way it should! It has undergone a wonderful transformation, inside and out. However there is still room for improvement. The number of computers available is still lacking. I'm also amazed that nothing was done about the copier situation. I have never been to the library when every copier was in working condition. More copiers needed and they need to be more reliable. The most impressive aspect of the library, to me are the extensive collection of journals and the wonderful help from the library staff.
School of Education	Storrs	Collections/print	Better follow through needed for interlibrary loans/ documents delivery. Sometimes ordered books, articles and didn't get them or hear about their status. Didn't have some specific journals needed, such as journal of American Indian education. extend Sunday hours -open earlier.
School of Education	Storrs	Collections/print	In general your staff is very helpful. I'd like to take the opportunity to especially note the staff in the interlibrary loan. They are excellent! Very helpful. They keep students informed and have developed procedures that encourage the students to use their services(i.e.. web page that allows for requests to be made easily) I find the email system frustrating. you need to be a computer programmer to use it easily especially with the remote dial-up. I recommend you purchase multiple copies of certain texts like for research methods. I've had to use other college libraries for some of the more popular references or get them at Uconn only to have them recalled in 10 days.
School of Education	Storrs	Collections/print	Add more recent editions of books. Many include outdated information
School of Education	Storrs	Collections/print	The library Microfilm/fiche readers and printers are very bad. The printers for electronic databases are very bad. The book collections in Educational Psychology are completely out of date--and journals.
School of Education	Storrs	Collections/print	Journal collection seems to be lacking in significant educational journals. Photocopiers should be offered at no cost if students supply their own paper. SuperHomer should be available for longer blocks of time - it's difficult to complete any significant research in thirty minutes. Reference personnel are often too busy to assist with research tasks.
School of Education	Storrs	Collections/print	Your instrument skews results by giving three opportunities for a positive assessment but only two opportunities for a negative one. For a research university, the collection is very weak. It could be improved with better full text sources like Lexis Nexus access off campus. Also more complete L/N and better printing capability (vs. screen by screen) on campus. Look at how much better the CCSU system is. ILL takes forever, doesn't update in progress or supply an expected date. Requests seem to fall in a black hole. However, librarians do work hard to get the materials, they just don't communicate their progress. Summer hours and off semester hours are horrible. Grad students are always working and always need the hours offered during the semester.
School of Education	Storrs	Computers/printers	Not enough copiers, prices too high more computers in computer lab- remove e-mail access in the computer lab.
School of Education	Storrs	Computers/printers	The atmosphere in the library is very good. All of the computers on the first floor are great. However, the photocopiers are terrible. At least half of them never work. For such a big school and one that is so research oriented I would expect better ones. Also, what students don't have to cart books everywhere? It is very hot in the library. The main floor is so nice especially the part with Cafe Origins and the tables. I like being in the library but dread having to copy things.

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Program	Campus	Category	Comment
School of Education	Storrs	Computers/printers	More computers to use, more quiet areas, overall very good!
School of Education	Storrs	Computers/printers	I really want to use Apple computers. It's not convenient in using printers in the Homer library.
School of Education	Storrs	Computers/printers	More microfiche viewers plus faster printers/PC's. Too many times LAN is down for ERIC. More SuperHomer. Improve Homer interface- make it more like www.lib.uconn.edu. Staff are very helpful and facilities are looking beautiful. I appreciate all the stunning wood work in the Foyer. Please extend building some more- I love all the construction!!!
School of Education	Storrs	Computers/printers	Expensive to print from the Web- 10cents a page! (It was free before) I thought we (students) pay enough for attending the university each semester- where does the money go?? Otherwise in general the library now is much more wonderful (after construction) than it was a few years ago. Now, I want to go to the library much more often!
School of Education	Storrs	Computers/printers	Enforce quiet study areas in the library! Provide laptop data stations for personal computing. Upgrade older copier machines and keep them working.
School of Education	Storrs	Computers/printers	If the University wants to be a "State of the art" educational facility the mainframe system needs to be rearranged. The library hours should be extended- at the very least it should be open before classes start in the morning, by an hour or more. The ILL services are exceptional. I have used them often and have always found them to be extremely helpful and timely. The library needs to provide access to Mac computers not just the PC's. It doesn't make sense to offer only one.
School of Education	Storrs	Computers/printers	If a respondent is dissatisfied with one of the above items, they should be asked to explain why they are dissatisfied so that the problems can be corrected. For example, the microfilm /fiche/Eric document readers have printed poor quality when I use them. If SuperHomers were hooked up to printers, research can be completed more efficiently.
School of Education	Storrs	Computers/printers	After all these years the library finally looks the way it should! It has undergone a wonderful transformation, inside and out. However there is still room for improvement. The number of computers available is still lacking. I'm also amazed that nothing was done about the copier situation. I have never been to the library when every copier was in working condition. More copiers needed and they need to be more reliable. The most impressive aspect of the library, to me are the extensive collection of journals and the wonderful help from the library staff.
School of Education	Storrs	Computers/printers	The library Microfilm/fiche readers and printers are very bad. The printers for electronic databases are very bad. The book collections in Educational Psychology are completely out of date--and journals.
School of Education	Storrs	Computers/printers	The library has many useful resources I do not feel however that there are not enough computers for word processing, spreadsheet, Microsoft. The library is the core of an educational institution and there is always a line for a computer.

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Program	Campus	Category	Comment
School of Education	Storrs	Computers/printers	Your instrument skews results by giving three opportunities for a positive assessment but only two opportunities for a negative one. For a research university, the collection is very weak. It could be improved with better full text sources like Lexis Nexus access off campus. Also more complete L/N and better printing capability (vs. screen by screen) on campus. Look at how much better the CCSU system is. ILL takes forever, doesn't update in progress or supply an expected date. Requests seem to fall in a black hole. However, librarians do work hard to get the materials, they just don't communicate their progress. Summer hours and off semester hours are horrible. Grad students are always working and always need the hours offered during the semester.
School of Education	Storrs	Education	How are the instructional classrooms reserved? Or does it have to be library oriented? No understanding of how to really use the resources that are high-tech physically? Hours for Dodd are ridiculous! East Haddam Elementary--In the field house you can use their equipment at 6:00am and 10:00am on weekends? What are Uconn priorities?
School of Education	Storrs	Education	Some of your library staff need to be more helpful with older off campus students who might not be familiar with the equipment, on line resources etc.
School of Education	Storrs	Education	The staff of ILL has been extremely helpful and always very nice. I probably under utilize many of the references in the library simply because I don't know they exist. Mailings including services the library offers and how to use these services (i.e. library instructors) would be beneficial.
School of Education	Storrs	Education	I have noticed many students in "non-traditional" age group attending day classes. If they are like me, they have not been thoroughly introduced to libraries in the computer age. Ways to meet that need should be considered. However, two critical sources could not be located in a timely fashion. One book could be retrieved in two weeks. another could not be found. the paper was due w/in a week.
School of Education	Storrs	Education	I have been very impressed from what I have seen thus far, but if one of my classes hadn't taken the time to bring me to the library then I wouldn't even know what Homer is. Maybe Library Orientations could be provided for the part-time students. Otherwise, when you walk into the library it could be overwhelming.
School of Education	Storrs	Education	Have received tremendous help from Bob in ILL office!. Main frame access program = terrible! Archaic system! Of people I asked for help- computer help- had different. answers to my problems A waste of 200\$! Most/Majority of workshop = during the day! How about some for grads who work! Open up for remote use Dissertation Abstracts. Mail announcements of workshops to grad students!
School of Education	Storrs	Education	Comment :Generally, Homer Babbidge is servicing my needs and I appreciate the library and staff. I will call you more in the future, however, than I am now. I wish informational classes about doing research were more numerous or offered at additional times than the beginning of each semester. I am too busy the first week or two to take them, and they don't seem to be offered later. (Staff has been helpful in this regard, however, I wish there were sessions by an expert in my area, e.g.. Dairy Research in Education)
School of Education	Storrs	Education	I don't use many of the services because I'm either unaware of their existence or I am unfamiliar as to how to use them. The staff has been friendly and helpful at Storrs but not always available especially nights and weekends.

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Program	Campus	Category	Comment
School of Education	Storrs	Education	Photocopiers consistently broken but not marked so you lose money and your place in line. New computer stations are great except I discovered that you cannot access all databases through all machines need to be better marked so I don't spend an hour trying to find info that I don't have access to an that machine (and then feel like a computer disk in addition to wasting time.) When I go to Storrs I usually have very limited time to use the library. How about developing a "cheat sheet" that outlines a step by step sequence to conducting the most effective and efficient search.
School of Education	Storrs	Education	Photocopy machines are almost always a problem. So many broken down almost every time I want to make copies. The library has changed so much (computer and databases) that I no longer know how to use them. I know the change is positive, but I'm intimidated by the new system.
School of Education	Storrs	Education	There should be some sort of tours or library orientation as the size and the volume of materials housed can be very intimidating.
School of Education	Storrs	Email	The library should be open later at night and earlier on the weekends, if not 24 hrs After all, this is a huge university and library hrs shouldn't be so limited. E-mail computers are practically antiques, and there are not even enough of those!
School of Education	Storrs	Email	Have received tremendous help from Bob in ILL office!. Main frame access program = terrible! Archaic system! Of people I asked for help- computer help- had different. answers to my problems A waste of 200\$! Most/Majority of workshop = during the day! How about some for grads who work! Open up for remote use Dissertation Abstracts. Mail announcements of workshops to grad students!
School of Education	Storrs	Email	If the University wants to be a "State of the art" educational facility the mainframe system needs to be rearranged. The library hours should be extended- at the very least it should be open before classes start in the morning, by an hour or more. The ILL services are exceptional. I have used them often and have always found them to be extremely helpful and timely. The library needs to provide access to Mac computers not just the PC's. It doesn't make sense to offer only one.
School of Education	Storrs	Email	In general your staff is very helpful. I'd like to take the opportunity to especially note the staff in the interlibrary loan. They are excellent! Very helpful. They keep students informed and have developed procedures that encourage the students to use their services(i.e.. web page that allows for requests to be made easily) I find the email system frustrating. you need to be a computer programmer to use it easily especially with the remote dial-up. I recommend you purchase multiple copies of certain texts like for research methods. I've had to use other college libraries for some of the more popular references or get them at Uconn only to have them recalled in 10 days.
School of Education	Storrs	Environment	The atmosphere in the library is very good. All of the computers on the first floor are great. However, the photocopiers are terrible. At least half of them never work. For such a big school and one that is so research oriented I would expect better ones. Also, what students don't have to cart books everywhere? It is very hot in the library. The main floor is so nice especially the part with Cafe Origins and the tables. I like being in the library but dread having to copy things.
School of Education	Storrs	Environment	For a University with an outstanding School of Education, your resources are pathetic. The journal choices are very poor. You need a lot more information for education majors. The library is also too hot!

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Program	Campus	Category	Comment
School of Education	Storrs	Environment	Enforce quiet study areas in the library! Provide laptop data stations for personal computing. Upgrade older copier machines and keep them working.
School of Education	Storrs	Environment	Homer Babbidge Library is a very unappealing, uncomfortable environment. I don't look forward to the time I need to spend there doing research. I recommend doing something to improve the unfriendly and un-friendly-welcoming atmosphere, not only in aesthetics, but also in the attitudes of employees. In addition, it is very frustrating not being able to find needed research material. Turnover time, in regards to getting material back in it's location, needs to be done in a more timely manner. thank you for attention.
School of Education	Storrs	Exit	If you have electronic check-out of book and materials, 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 going to be to leave!!
School of Education	Storrs	General	Good work with Level 1!
School of Education	Storrs	General	More computers to use, more quiet areas, overall very good!
School of Education	Storrs	General	I have used the main library at the Storrs campus in the past and found it to be excellent.
School of Education	Storrs	General	I very much enjoyed the library and found the staff very helpful and that was before August this year.
School of Education	Storrs	General	Thank God the renovations are finally over!
School of Education	Storrs	General	The library looks great. It's a shame that it took so long. The staff are very friendly and helpful.
School of Education	Storrs	General	Thank you for your very helpful staff. I love the new Storrs renovations too!
School of Education	Storrs	General	More microfiche viewers plus faster printers/PC's. Too many times LAN is down for ERIC. More SuperHomer. Improve Homer interface- make it more like www.lib.uconn.edu. Staff are very helpful and facilities are looking beautiful. I appreciate all the stunning wood work in the Foyer. Please extend building some more- I love all the construction!!!
School of Education	Storrs	General	I have found ILL Journal article program useful. The new computer terminal configuration is better. Coffee is also nice.
School of Education	Storrs	General	Expensive to print from the Web- 10cents a page! (It was free before) I thought we (students) pay enough for attending the university each semester- where does the money go?? Otherwise in general the library now is much more wonderful (after construction) than it was a few years ago. Now, I want to go to the library much more often!
School of Education	Storrs	General	Great library except the microfilm/fiche always seem to be broken or difficult to use
School of Education	Storrs	General	I have used the library more in the past for different courses and projects. I have not used it as much in the past 2-3 semesters. Therefore, I have not had much need for the new options and improvements yet. I will be using it more in other classes.
School of Education	Storrs	General	While I do use the Babbidge library occasionally I usually use the Library of Connecticut College where I work.
School of Education	Storrs	General	I have been very satisfied with using the library- the hours are some times inconvenient during UCONN breaks but other times are fairly accessible.
School of Education	Storrs	General	The dedication ceremony was excellent. Wonderful and motivating speaker. Thank you!
School of Education	Storrs	General	We need more space for relaxation during the work in the library.

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Program	Campus	Category	Comment
School of Education	Storrs	General	Comment :Generally, Homer Babbidge is servicing my needs and I appreciate the library and staff. I will call you more in the future, however, than I am now. I wish informational classes about doing research were more numerous or offered at additional times than the beginning of each semester. I am too busy the first week or two to take them, and they don't seem to be offered later. (Staff has been helpful in this regard, however, I wish there were sessions by an expert in my area, e.g.. Dairy Research in Education)
School of Education	Storrs	General	If a respondent is dissatisfied with one of the above items, they should be asked to explain why they are dissatisfied so that the problems can be corrected. For example, the microfilm /fiche/Eric document readers have printed poor quality when I use them. If SuperHomers were hooked up to printers, research can be completed more efficiently.
School of Education	Storrs	General	I've enjoyed using the Uconn library. I've especially made use of the journals and I've appreciated how they are alphabetized- that cuts a few steps out of locating them using call numbers. Laura Raccagni the reference librarian has been exceptionally helpful.
School of Education	Storrs	General	After all these years the library finally looks the way it should! It has undergone a wonderful transformation, inside and out. However there is still room for improvement. The number of computers available is still lacking. I'm also amazed that nothing was done about the copier situation. I have never been to the library when every copier was in working condition. More copiers needed and they need to be more reliable. The most impressive aspect of the library, to me are the extensive collection of journals and the wonderful help from the library staff.
School of Education	Storrs	General	The newly renovated facilities are superb.
School of Education	Storrs	General	Service to copiers that are down tends to be slow. You have done a great job in organizing and making collections accessible during remodeling.
School of Education	Storrs	General	The new building is very attractive, specially the main floor and the green umbrellas on the next floor.
School of Education	Storrs	General	It would be helpful if there was a quiet place to study, where food or at least beverages were allowed.
School of Education	Storrs	General	The new library looks great, and the café is a wonderful addition (however, it is always crowded and often there is no where to sit for coffee) The people, for the most part are friendly and helpful, however I always run into trouble when using the microfiche readers. The machines are difficult to use, and the student staff there is not too knowledgeable regarding them. Also, the public photo copiers are a mess! I have never had smooth dealings with them. Many times there are many machines out of order or very old, and there is constantly a wait to use them. The copiers are extremely frustrating!
School of Education	Storrs	General	As a class a semester student I rarely use the library, Also I'm not online.
School of Education	Storrs	General	The library which I used to use on a regular basis for research has become virtually inaccessible due to the ridiculous lack of parking situation at the university obviously the geniuses who developed the idea of a walking campus had no idea what the hell they were doing. Nothing in the center of campus is accessible any longer. This has dramatically effected my ability to use the library which I can no longer access, Boy am I mad!
School of Education	Storrs	General	I may be using the library more during my thesis preparation.

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Program	Campus	Category	Comment
School of Education	Storrs	General	I work at the University of Hartford, so I use that library more often than Uconn's, simply b/c its more convenient. I think the café is a great addition... I recall many hungry days at Hartford medical library when I was getting my MS degree there was no place to get a snack!
School of Education	Storrs	General	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.
School of Education	Storrs	General	Why does the library open up so late on Sat. and Sun. not so convenient for us "off campus" people. The new library is gorgeous. I really like the coffee house attached.
School of Education	Storrs	General	I am not familiar with the library's collection and services because I did my undergraduate work at ECSU, not at Uconn. Therefore, I haven't had as many occasions to use the library.
School of Education	Storrs	General	Your instrument skews results by giving three opportunities for a positive assessment but only two opportunities for a negative one. For a research university, the collection is very weak. It could be improved with better full text sources like Lexis Nexus access off campus. Also more complete L/N and better printing capability (vs. screen by screen) on campus. Look at how much better the CCSU system is. ILL takes forever, doesn't update in progress or supply an expected date. Requests seem to fall in a black hole. However, librarians do work hard to get the materials, they just don't communicate their progress. Summer hours and off semester hours are horrible. Grad students are always working and always need the hours offered during the semester.
School of Education	Storrs	General	I have used the Storrs library, but very infrequently mostly this is because my coursework doesn't require its use. When it does, I find Babbidge has what I need. I'd be happy to participate in a telephone interview, but I don't know if I'd be much help.
School of Education	Storrs	HOMER	Weekend library hours and holiday weeks should extend hours of service. As a "Weekend" studier- I'd like to be at the library at 9:00 am on Sat and Sundays. Also I can get more current info regarding books/texts through Amazon.com and Barnes and Noble.com than Homer UCAT!!
School of Education	Storrs	HOMER	I have been very happy with most aspects of the library. My only suggestions would be: to improve the database, It's not very user friendly system, different computer systems and different databases act differently. Some list abstracts, some don't. Also, some databases don't even tell you if the library has the journal. I have seen other libraries with less complicated and clearer computer databases. Copiers on 2nd and third floor are always broken.
School of Education	Storrs	Hours	Often when I needed to use the library the facility was closed. Since I work full time, I need access on evenings, weekends and holidays. It is often difficult to ascertain where specific journals are housed. Photocopiers are often "out of service" and there are long lines for use. Staff have always been helpful in all areas.
School of Education	Storrs	Hours	Weekend library hours and holiday weeks should extend hours of service. As a "Weekend" studier- I'd like to be at the library at 9:00 am on Sat and Sundays. Also I can get more current info regarding books/texts through Amazon.com and Barnes and Noble.com than Homer UCAT!!

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Program	Campus	Category	Comment
School of Education	Storrs	Hours	How are the instructional classrooms reserved? Or does it have to be library oriented? No understanding of how to really use the resources that are high-tech physically? Hours for Dodd are ridiculous! East Haddam Elementary--In the field house you can use their equipment at 6:00am and 10:00am on weekends? What are Uconn priorities?
School of Education	Storrs	Hours	My number one complaint w/ the library is the hours especially on the weekend and in the summer. I think it should be opened until midnight all night and it should open early in the morning on week-ends. I can only get to the library on weekends and there isn't enough time (open Hours) for me to do my research. Complaint 2- the copiers not enough- always broken
School of Education	Storrs	Hours	The library should be open later at night and earlier on the weekends, if not 24 hrs After all, this is a huge university and library hrs shouldn't be so limited. E-mail computers are practically antiques, and there are not even enough of those!
School of Education	Storrs	Hours	I have been very satisfied with using the library- the hours are some times inconvenient during UCONN breaks but other times are fairly accessible.
School of Education	Storrs	Hours	If the University wants to be a "State of the art" educational facility the mainframe system needs to be rearranged. The library hours should be extended- at the very least it should be open before classes start in the morning, by an hour or more. The ILL services are exceptional. I have used them often and have always found them to be extremely helpful and timely. The library needs to provide access to Mac computers not just the PC's. It doesn't make sense to offer only one.
School of Education	Storrs	Hours	need better hours during breaks, need staff that knows what they are doing.
School of Education	Storrs	Hours	The library hours do not extend long enough. The online library services should be 24 hours seven days a week. Not all students at Uconn have the liberty of going whenever they want or use online services. I have a job, go to school full-time and have an infant. I need to get online information after hours.
School of Education	Storrs	Hours	Better follow through needed for interlibrary loans/ documents delivery. Sometimes ordered books, articles and didn't get them or hear about their status. Didn't have some specific journals needed, such as journal of American Indian education. extend Sunday hours -open earlier.
School of Education	Storrs	Hours	Expanded Sunday hours are needed! More Superhomers please!!
School of Education	Storrs	Hours	How about longer hours Fri, sat and Sun.
School of Education	Storrs	Hours	Saturday library hours should be longer 9 p.m. maybe
School of Education	Storrs	Hours	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.
School of Education	Storrs	Hours	Why does the library open up so late on Sat. and Sun. not so convenient for us "off campus" people. The new library is gorgeous. I really like the coffee house attached.

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Program	Campus	Category	Comment
School of Education	Storrs	Hours	Your instrument skews results by giving three opportunities for a positive assessment but only two opportunities for a negative one. For a research university, the collection is very weak. It could be improved with better full text sources like Lexis Nexus access off campus. Also more complete L/N and better printing capability (vs. screen by screen) on campus. Look at how much better the CCSU system is. ILL takes forever, doesn't update in progress or supply an expected date. Requests seem to fall in a black hole. However, librarians do work hard to get the materials, they just don't communicate their progress. Summer hours and off semester hours are horrible. Grad students are always working and always need the hours offered during the semester.
School of Education	Storrs	ILL	Always able to get information I need whether housed there or through ILL. Materials received via ILL have taken three to four weeks for delivery. The only problems I have encountered are in reference to copy cards. Microfilm has a tendency to erase my \$ amount. However, library staff corrected problem and reimbursed me each time. Copy card machines are sometimes temperamental. When I've had problems or concerns regarding copiers and/or equipment the staff is always prompt and courteous in correcting the problem.
School of Education	Storrs	ILL	The staff of ILL has been extremely helpful and always very nice. I probably under utilize many of the references in the library simply because I don't know they exist. Mailings including services the library offers and how to use these services (i.e. library instructors) would be beneficial.
School of Education	Storrs	ILL	I have found ILL Journal article program useful. The new computer terminal configuration is better. Coffee is also nice.
School of Education	Storrs	ILL	Reference staff have been great. Inability to access many indexes from home is a problem. Journal Collection in Rehabilitation is spotty but ILL is wonderful.
School of Education	Storrs	ILL	The staff in the Dept. of Interlibrary loans has always been very helpful, courteous and competent. It is a pleasant departure from some offices @ Uconn
School of Education	Storrs	ILL	Have received tremendous help from Bob in ILL office!. Main frame access program = terrible! Archaic system! Of people I asked for help- computer help- had different. answers to my problems A waste of 200\$! Most/Majority of workshop = during the day! How about some for grads who work! Open up for remote use Dissertation Abstracts. Mail announcements of workshops to grad students!
School of Education	Storrs	ILL	If the University wants to be a "State of the art" educational facility the mainframe system needs to be rearranged. The library hours should be extended- at the very least it should be open before classes start in the morning, by an hour or more. The ILL services are exceptional. I have used them often and have always found them to be extremely helpful and timely. The library needs to provide access to Mac computers not just the PC's. It doesn't make sense to offer only one.
School of Education	Storrs	ILL	The most recent educational books are not available in Babbidge! It has been extremely frustrating! ILL has not been helpful except the return policy is not reasonable (2 weeks)
School of Education	Storrs	ILL	Better follow through needed for interlibrary loans/ documents delivery. Sometimes ordered books, articles and didn't get them or hear about their status. Didn't have some specific journals needed, such as journal of American Indian education. extend Sunday hours -open earlier.

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Program	Campus	Category	Comment
School of Education	Storrs	ILL	In general your staff is very helpful. I'd like to take the opportunity to especially note the staff in the interlibrary loan. They are excellent! Very helpful. They keep students informed and have developed procedures that encourage the students to use their services(i.e.. web page that allows for requests to be made easily) I find the email system frustrating. you need to be a computer programmer to use it easily especially with the remote dial-up. I recommend you purchase multiple copies of certain texts like for research methods. I've had to use other college libraries for some of the more popular references or get them at Uconn only to have them recalled in 10 days.
School of Education	Storrs	ILL	The microfiche cost is too inflated. The public copier for most part, don't reader adequate copies. I've had several articles in ILL since the beginning of the semester and I have heard no response.
School of Education	Storrs	ILL	As a graduate student the most important library service was the LL department- more better!!
School of Education	Storrs	ILL	I definitely think there should be more microfilm readers working. There was only one in operation when I needed it. The ILL service was exceptionally speedy.
School of Education	Storrs	ILL	Your instrument skews results by giving three opportunities for a positive assessment but only two opportunities for a negative one. For a research university, the collection is very weak. It could be improved with better full text sources like Lexis Nexus access off campus. Also more complete L/N and better printing capability (vs. screen by screen) on campus. Look at how much better the CCSU system is. ILL takes forever, doesn't update in progress or supply an expected date. Requests seem to fall in a black hole. However, librarians do work hard to get the materials, they just don't communicate their progress. Summer hours and off semester hours are horrible. Grad students are always working and always need the hours offered during the semester.
School of Education	Storrs	Microtext	Always able to get information I need whether housed there or through ILL. Materials received via ILL have taken three to four weeks for delivery. The only problems I have encountered are in reference to copy cards. Microfilm has a tendency to erase my \$ amount. However, library staff corrected problem and reimbursed me each time. Copy card machines are sometimes temperamental. When I've had problems or concerns regarding copiers and/or equipment the staff is always prompt and courteous in correcting the problem.
School of Education	Storrs	Microtext	More microfiche viewers plus faster printers/PC's. Too many times LAN is down for ERIC. More SuperHomer. Improve Homer interface- make it more like www.lib.uconn.edu. Staff are very helpful and facilities are looking beautiful. I appreciate all the stunning wood work in the Foyer. Please extend building some more- I love all the construction!!!
School of Education	Storrs	Microtext	Great library except the microfilm/fiche always seem to be broken or difficult to use
School of Education	Storrs	Microtext	If a respondent is dissatisfied with one of the above items, they should be asked to explain why they are dissatisfied so that the problems can be corrected. For example, the microfilm /fiche/Eric document readers have printed poor quality when I use them. If SuperHomers were hooked up to printers, research can be completed more efficiently.
School of Education	Storrs	Microtext	The microfiche cost is too inflated. The public copier for most part, don't reader adequate copies. I've had several articles in ILL since the beginning of the semester and I have heard no response.

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Program	Campus	Category	Comment
School of Education	Storrs	Microtext	The new library looks great, and the café is a wonderful addition (however, it is always crowded and often there is no where to sit for coffee) The people, for the most part are friendly and helpful, however I always run into trouble when using the microfiche readers. The machines are difficult to use, and the student staff there is not too knowledgeable regarding them. Also, the public photo copiers are a mess! I have never had smooth dealings with them. Many times there are many machines out of order or very old, and there is constantly a wait to use them. The copiers are extremely frustrating!
School of Education	Storrs	Microtext	The library Microfilm/fiche readers and printers are very bad. The printers for electronic databases are very bad. The book collections in Educational Psychology are completely out of date--and journals.
School of Education	Storrs	Microtext	I've had many problems with microfilm/fiche readers that won't print... Also the cost to print on those machines! Also, you can always use more Xerox machines. I've spent a lot of time in the library this year and overall I'm very happy.
School of Education	Storrs	Microtext	I definitely think there should be more microfilm readers working. There was only one in operation when I needed it. The ILL service was exceptionally speedy.
School of Education	Storrs	Photocopiers	Often when I needed to use the library the facility was closed. Since I work full time, I need access on evenings, weekends and holidays. It is often difficult to ascertain where specific journals are housed. Photocopiers are often "out of service" and there are long lines for use. Staff have always been helpful in all areas.
School of Education	Storrs	Photocopiers	Always able to get information I need whether housed there or through ILL. Materials received via ILL have taken three to four weeks for delivery. The only problems I have encountered are in reference to copy cards. Microfilm has a tendency to erase my \$ amount. However, library staff corrected problem and reimbursed me each time. Copy card machines are sometimes temperamental. When I've had problems or concerns regarding copiers and/or equipment the staff is always prompt and courteous in correcting the problem.
School of Education	Storrs	Photocopiers	The atmosphere in the library is very good. All of the computers on the first floor are great. However, the photocopiers are terrible. At least half of them never work. For such a big school and one that is so research oriented I would expect better ones. Also, what students don't have to cart books everywhere? It is very hot in the library. The main floor is so nice especially the part with Cafe Origins and the tables. I like being in the library but dread having to copy things.
School of Education	Storrs	Photocopiers	My number one complaint w/ the library is the hours especially on the weekend and in the summer. I think it should be opened until midnight all night and it should open early in the morning on week-ends. I can only get to the library on weekends and there isn't enough time (open Hours) for me to do my research. Complaint 2- the copiers not enough- always broken
School of Education	Storrs	Photocopiers	Photocopiers are a major inconvenience usually only three or four are working and even those aren't the greatest. Copies are often blotchy etc. Service to the copy room seems slow and inconsistent.
School of Education	Storrs	Photocopiers	Enforce quiet study areas in the library! Provide laptop data stations for personal computing. Upgrade older copier machines and keep them working.
School of Education	Storrs	Photocopiers	Difficulty with photocopiers is the biggest problem I had with the library
School of Education	Storrs	Photocopiers	I don't use photocopiers because most of the time they are not working when I want to use them.

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Program	Campus	Category	Comment
School of Education	Storrs	Photocopiers	After all these years the library finally looks the way it should! It has undergone a wonderful transformation, inside and out. However there is still room for improvement. The number of computers available is still lacking. I'm also amazed that nothing was done about the copier situation. I have never been to the library when every copier was in working condition. More copiers needed and they need to be more reliable. The most impressive aspect of the library, to me are the extensive collection of journals and the wonderful help from the library staff.
School of Education	Storrs	Photocopiers	Service to copiers that are down tends to be slow. You have done a great job in organizing and making collections accessible during remodeling.
School of Education	Storrs	Photocopiers	The new library looks great, and the café is a wonderful addition (however, it is always crowded and often there is no where to sit for coffee) The people, for the most part are friendly and helpful, however I always run into trouble when using the microfiche readers. The machines are difficult to use, and the student staff there is not too knowledgeable regarding them. Also, the public photo copiers are a mess! I have never had smooth dealings with them. Many times there are many machines out of order or very old, and there is constantly a wait to use them. The copiers are extremely frustrating!
School of Education	Storrs	Photocopiers	I have been very happy with most aspects of the library. My only suggestions would be: to improve the database, It's not very user friendly system, different computer systems and different databases act differently. Some list abstracts, some don't. Also, some databases don't even tell you if the library has the journal. I have seen other libraries with less complicated and clearer computer databases. Copiers on 2nd and third floor are always broken.
School of Education	Storrs	Photocopiers	Photocopiers consistently broken but not marked so you lose money and your place in line. New computer stations are great except I discovered that you cannot access all databases through all machines need to be better marked so I don't spend an hour trying to find info that I don't have access to an that machine (and then feel like a computer disk in addition to wasting time.) When I go to Storrs I usually have very limited time to use the library. How about developing a "cheat sheet" that outlines a step by step sequence to conducting the most effective and efficient search.
School of Education	Storrs	Photocopiers	Photocopy machines are almost always a problem. So many broken down almost every time I want to make copies. The library has changed so much (computer and databases) that I no longer know how to use them. I know the change is positive, but I'm intimidated by the new system.
School of Education	Storrs	Photocopiers	Photocopiers could be newer-- tap into some Uconn 200 funding!!!
School of Education	Storrs	Photocopiers	Journal collection seems to be lacking in significant educational journals. Photocopiers should be offered at no cost if students supply their own paper. SuperHomer should be available for longer blocks of time - it's difficult to complete any significant research in thirty minutes. Reference personnel are often too busy to assist with research tasks.
School of Education	Storrs	Photocopiers	need change machine upstairs. Need more copy machines on level three, need better copy machines Level three.
School of Education	Storrs	Photocopiers	Library personnel are always very helpful and friendly. Current status/ maintenance of copies is unsatisfactory. A week ago only two copiers in the whole library were working on a Sunday.
School of Education	Storrs	Photocopiers	Not enough copiers, prices too high more computers in computer lab- remove e-mail access in the computer lab.

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Program	Campus	Category	Comment
School of Education	Storrs	Remote access	When on-campus, I used the library often and found the services and people excellent. I have had difficulty reaching the library from my present location but I haven't given up!
School of Education	Storrs	Remote access	Reference staff have been great. Inability to access many indexes from home is a problem. Journal Collection in Rehabilitation is spotty but ILL is wonderful.
School of Education	Storrs	Remote access	Have received tremendous help from Bob in ILL office!. Main frame access program = terrible! Archaic system! Of people I asked for help- computer help- had different. answers to my problems A waste of 200\$! Most/Majority of workshop = during the day! How about some for grads who work! Open up for remote use Dissertation Abstracts. Mail announcements of workshops to grad students!
School of Education	Storrs	Remote access	When I need online library access I couldn't get it. I do much better with direct ordering from ERIC.
School of Education	Storrs	Remote access	Difficult to use resources from home and work
School of Education	Storrs	Remote access	The library hours do not extend long enough. The online library services should be 24 hours seven days a week. Not all students at Uconn have the liberty of going whenever they want or use online services. I have a job, go to school full-time and have an infant. I need to get online information after hours.
School of Education	Storrs	Remote access	How do I hook up to the Babbidge Library at home?
School of Education	Storrs	Remote access	I wish I could access Eric from home. I would be more likely to come into the library for research material if I knew a head of time that what I needed was housed in the library. I work full time and live an hour from Storrs campus.
School of Education	Storrs	Remote access	I'd really like to know how to access the library from my home computer, I'm surprised UCONN has something like that!
School of Education	Storrs	Remote access	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. I don't know why this should be such a problem. In my opinion, you should simply open the web page site to anyone who views it. In trying to block non-students out, you are blocking out students too.
School of Education	Storrs	Remote access	I have been forwarded info about special doc/magazines/books suggested by our dept. But I couldn't access them from my computer have in VA. It is very frustrating. I have also tried ILL with Virginia. Commonwealth University. (VCU) and ran into a STONEWALL! They will not Cooperate with UCT ILL. Consequently I am isolated and have to rely on what I get when last on campus.
School of Education	Storrs	Remote access	Would like to get JREF remotely.
School of Education	Storrs	Staff	Often when I needed to use the library the facility was closed. Since I work full time, I need access on evenings, weekends and holidays. It is often difficult to ascertain where specific journals are housed. Photocopiers are often "out of service" and there are long lines for use. Staff have always been helpful in all areas.
School of Education	Storrs	Staff	Always able to get information I need whether housed there or through ILL. Materials received via ILL have taken three to four weeks for delivery. The only problems I have encountered are in reference to copy cards. Microfilm has a tendency to erase my \$ amount. However, library staff corrected problem and reimbursed me each time. Copy card machines are sometimes temperamental. When I've had problems or concerns regarding copiers and/or equipment the staff is always prompt and courteous in correcting the problem.

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School of Education	Storrs	Staff	I very much enjoyed the library and found the staff very helpful and that was before August this year.
School of Education	Storrs	Staff	Some of your library staff need to be more helpful with older off campus students who might not be familiar with the equipment, on line resources etc.
School of Education	Storrs	Staff	The library looks great. It's a shame that it took so long. The staff are very friendly and helpful.
School of Education	Storrs	Staff	Thank you for your very helpful staff. I love the new Storrs renovations too!
School of Education	Storrs	Staff	Reference staff have been great. Inability to access many indexes from home is a problem. Journal Collection in Rehabilitation is spotty but ILL is wonderful.
School of Education	Storrs	Staff	I found the librarian (Laura) assigned to the school of education to be extremely helpful on conducting on-line research in a particularly difficult area.
School of Education	Storrs	Staff	need better hours during breaks, need staff that knows what they are doing.
School of Education	Storrs	Staff	Comment :Generally, Homer Babbidge is servicing my needs and I appreciate the library and staff. I will call you more in the future, however, than I am now. I wish informational classes about doing research were more numerous or offered at additional times than the beginning of each semester. I am too busy the first week or two to take them, and they don't seem to be offered later. (Staff has been helpful in this regard, however, I wish there were sessions by an expert in my area, e.g.. Dairy Research in Education)
School of Education	Storrs	Staff	The library employees have always provided me with excellent service. The copy area (although I haven't used it this semester and it may never improved) is abysmal. The machine are always in disrepair.
School of Education	Storrs	Staff	The library employees have always provided me with excellent service. The copy area (although I haven't used it this semester and it may never improved) is abysmal. The machine are always in disrepair.
School of Education	Storrs	Staff	I don't use many of the services because I'm either unaware of their existence or I am unfamiliar as to how to use them. The staff has been friendly and helpful at Storrs but not always available especially nights and weekends.
School of Education	Storrs	Staff	I've enjoyed using the Uconn library. I've especially made use of the journals and I've appreciated how they are alphabetized- that cuts a few steps out of locating them using call numbers. Laura Raccagni the reference librarian has been exceptionally helpful.
School of Education	Storrs	Staff	After all these years the library finally looks the way it should! It has undergone a wonderful transformation, inside and out. However there is still room for improvement. The number of computers available is still lacking. I'm also amazed that nothing was done about the copier situation. I have never been to the library when every copier was in working condition. More copiers needed and they need to be more reliable. The most impressive aspect of the library, to me are the extensive collection of journals and the wonderful help from the library staff.
School of Education	Storrs	Staff	Homer Babbidge Library is a very unappealing, uncomfortable environment. I don't look forward to the time I need to spend there doing research. I recommend doing something to improve the unfriendly and un-friendly-welcoming atmosphere, not only in aesthetics, but also in the attitudes of employees. In addition, it is very frustrating not being able to find needed research material. Turnover time, in regards to getting material back in it's location, needs to be done in a more timely manner. thank you for attention.

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Program	Campus	Category	Comment
School of Education	Storrs	Staff	In general your staff is very helpful. I'd like to take the opportunity to especially note the staff in the interlibrary loan. They are excellent! Very helpful. They keep students informed and have developed procedures that encourage the students to use their services(i.e.. web page that allows for requests to be made easily) I find the email system frustrating. you need to be a computer programmer to use it easily especially with the remote dial-up. I recommend you purchase multiple copies of certain texts like for research methods. I've had to use other college libraries for some of the more popular references or get them at Uconn only to have them recalled in 10 days.
School of Education	Storrs	Staff	The library has been full of helpful staff. Thank you!
School of Education	Storrs	Staff	The new library looks great, and the café is a wonderful addition (however, it is always crowded and often there is no where to sit for coffee) The people, for the most part are friendly and helpful, however I always run into trouble when using the microfiche readers. The machines are difficult to use, and the student staff there is not too knowledgeable regarding them. Also, the public photo copiers are a mess! I have never had smooth dealings with them. Many times there are many machines out of order or very old, and there is constantly a wait to use them. The copiers are extremely frustrating!
School of Education	Storrs	Staff	Journal collection seems to be lacking in significant educational journals. Photocopiers should be offered at no cost if students supply their own paper. SuperHomer should be available for longer blocks of time - it's difficult to complete any significant research in thirty minutes. Reference personnel are often too busy to assist with research tasks.
School of Education	Storrs	Staff	I have also used the Waterbury Branch Library via telephone and found the librarians exceptionally helpful. I was a real novice in using my computer for research and they were very patient and walked me through many procedures (water bury is not a toll call for me which is why I call there usually)
School of Education	Storrs	Staff	Library personnel are always very helpful and friendly. Current status/ maintenance of copies is unsatisfactory. A week ago only two copiers in the whole library were working on a Sunday.
School of Education	Storrs	Study space	More computers to use, more quiet areas, overall very good!
School of Education	Storrs	Study space	trying to do group work in a quiet room is difficult 24 hour room is too distracting. Need the private rooms back.
School of Education	Storrs	SuperHOMER	More microfiche viewers plus faster printers/PC's. Too many times LAN is down for ERIC. More SuperHomer. Improve Homer interface- make it more like www.lib.uconn.edu. Staff are very helpful and facilities are looking beautiful. I appreciate all the stunning wood work in the Foyer. Please extend building some more- I love all the construction!!!
School of Education	Storrs	SuperHOMER	Expanded Sunday hours are needed! More Superhomers please!!
School of Engineering	Greater Hartford	Hours	V. V. Important!!!- Library hours during recess periods!! These are bad. It rules out guys who also work! Closes at 5 p.m. on weekend and totally closed on weekends! Makes it impossible to visit the library during the entire summer.
School of Engineering	Storrs	Circulation	I hate the policy of checking books out for the whole semester. There are no good books in library because they are all on someone's' shelves. Recalling a book takes too long for any of my research needs. I never even bother checking Homer because even if I find something worthwhile it will take over 2 weeks to get my hand on it. this is unacceptable for a research institution.
School of Engineering	Storrs	Collection management	I use the library for journals: sometimes volumes are missing -reshelving? - not as many journals as there used to be!

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Program	Campus	Category	Comment
School of Engineering	Storrs	Collection management	I find that JREF is not complete. That is that many times JREF indicates that the library has a journal that it doesn't. Also, it would be helpful to have a list of journals available through the libraries' home page The interlibrary loan service is outstanding. All of the library personal that I have had contact with are knowledgeable, helpful and very pleasant.
School of Engineering	Storrs	Collection management	There should be a better way of accessing new issues of Journals which may be held in another department (i.e. the new issues come to the library only after sometime)
School of Engineering	Storrs	Collection management	This semester I looked for several books which should have been shelved according to Homer. I couldn't find them and consulted the circulation desk. I was told I could get them through ILL. That seems a bit silly if Uconn owns the books!
School of Engineering	Storrs	Collection management	The resources are available but the search engines (Homer) are rather tiresome. The computers need to be upgraded and there is a need for them. (I mean more of them) on every floor. COPIERS NEED MAINTENANCE AND PLEASE RETIRE SOME. Also Information of organization of the journals / abbr. e.g.. J. Phys could mean Journal of Physique or J. of Physiology e.g.. J. Am. Chem. Soc. is organized as American Chem. Soc. e.g.. J. Opt. Soc. of Am. is organized as Optical Soc. of Am. There is a lack of organization consistency.
School of Engineering	Storrs	Collection management	I think that the entrance facing the Uconn co-op should also be used. For journals, an extra access gate should be implemented and the ones used most need a folder to protect them. I saw this at the Univ. Of Tenn.
School of Engineering	Storrs	Collections	please subscribe to journal: "Computers & Chemical Engineering" either print or web edition
School of Engineering	Storrs	Collections/online	I have to drive to RPI to get Journal of Crystal growth. Requesting doc. Though ILL is cumbersome and 50% I don't receive anything and when I do it's late. JCG is the most important journal to my work and not having it is a pain. Homer and JREF are not good search tools. Inspec was great.
School of Engineering	Storrs	Collections/online	Will it be nice if all the journals papers and other research materials are made available on the internet which can be made available only valid users of UCONN there security measures.
School of Engineering	Storrs	Collections/online	Excellent ILL. "Remote" Scifinder is nice! Staff are courteous and helpful. Thanks!
School of Engineering	Storrs	Collections/print	I have to drive to RPI to get Journal of Crystal growth. Requesting doc. Though ILL is cumbersome and 50% I don't receive anything and when I do it's late. JCG is the most important journal to my work and not having it is a pain. Homer and JREF are not good search tools. Inspec was great.
School of Engineering	Storrs	Collections/print	Need more Book & Journal collections.
School of Engineering	Storrs	Collections/print	Lousy inventory of engineering and materials related books.
School of Engineering	Storrs	Collections/print	We need more new books in the book collections. The existent books are somehow old.
School of Engineering	Storrs	Collections/print	More new books on Electronic Engineering.
School of Engineering	Storrs	Collections/print	I am not sure if you can do anything about it but there are many journals (relatively common) that are not available at Homer Babbidge and I have to rely significantly on document delivery which is often results in delays (although they do a great job)
School of Engineering	Storrs	Collections/print	Keep up to date with latest publication of Book and videos.
School of Engineering	Storrs	Collections/print	The copier cost should be lowered. JREF should be expanded to include more journals or an option should be easily available. Scientific texts are not available or current.

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Program	Campus	Category	Comment
School of Engineering	Storrs	Collections/print	I use the library for journals: sometimes volumes are missing -reshelving? - not as many journals as there used to be!
School of Engineering	Storrs	Collections/print	Books and conference proceedings in electrical engineering are too limited.
School of Engineering	Storrs	Collections/print	I am very happy that the search vehicles available are being upgraded. The new abstract search is very nice. JREF is laughable and should be open late. Most importantly though, STOP CANCELING JOURNALS!! I can find about half of what I need if I'm lucky. Egregious violations of this are advanced materials and thin solid films. There are others.
School of Engineering	Storrs	Collections/print	You will really have to increase the collection of books journals and research papers related with "computer science"
School of Engineering	Storrs	Collections/print	A more efficient and faster ILL. More user friendly Homer. More journals (Proceedings etc)
School of Engineering	Storrs	Collections/print	We should order more journals and new books, especially in the computer science and engineering area. These are more important than the building and construction.
School of Engineering	Storrs	Collections/print	More journals are required in my field of study along with up to date books. Number of the photocopier needs to be increased by factor of three.
School of Engineering	Storrs	Collections/print	Some classic Text are missing from the library Catalog
School of Engineering	Storrs	Collections/video	Keep up to date with latest publication of Book and videos.
School of Engineering	Storrs	Computers/printers	Need more PC's with databases/internet access. Need PC's with zip drives. How about UNIX/ LINX terminals? Library should be open 24 hours a day! More copiers/ copy rooms are needed, better repair (always broken) Macintosh computers would be good. I cannot stress enough the need for more computers in Babbidge library.
School of Engineering	Storrs	Computers/printers	The resources are available but the search engines (Homer) are rather tiresome. The computers need to be upgraded and there is a need for them. (I mean more of them) on every floor. COPIERS NEED MAINTENANCE AND PLEASE RETIRE SOME. Also Information of organization of the journals / abbr. e.g.. J. Phys could mean Journal of Physique or J. of Physiology e.g.. J. Am. Chem. Soc. is organized as American Chem. Soc. e.g.. J. Opt. Soc. of Am. is organized as Optical Soc. of Am. There is a lack of organization consistency.
School of Engineering	Storrs	Education	What happened to InSpec?
School of Engineering	Storrs	Education	As a biomedical engineering student, I am extremely dissatisfied with the inability to use the Health Center Library in Farmington. I am doing my research in Farmington and I clearly have a need to use the library resources there. Will someone please answer to my satisfaction: How is it possible for the same University to restrict the use of resources to students who require them to successfully complete their program?
School of Engineering	Storrs	Education	It's recommended to have Instructions and guidelines meeting the new students to each semester. It's necessary to have the facility of searching for a paper using the computer.
School of Engineering	Storrs	Education	It is better if lectures about how to use library are given. Or just on the WebPages of the library - tell us how to use the library.
School of Engineering	Storrs	Education	As a student in the Biomedical Engineering program working at the health center, I find it very complicated to do research. I need to do most of my medical research at the Health Center, but most of my engineering research must be done at Storrs. This tends to be inconvenient. WWW.lib.uconn.edu/gateway has been a great help.
School of Engineering	Storrs	General	Why the opinion poll?
School of Engineering	Storrs	General	Resume book sale on every Monday
School of Engineering	Storrs	General	The Homer Babbidge Library is well run and staffed with helpful and professional/y competent personal. It is one of the best university libraries that I have ever used.

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Program	Campus	Category	Comment
School of Engineering	Storrs	General	The library looks good finally.
School of Engineering	Storrs	General	The library documents have been greatly approved during the last year; that's an excellent accomplishment. I believe there's still work to be done in the copier machine area. I believe it needs to be upgraded already, if there's funding available.
School of Engineering	Storrs	General	The library looks much nicer, but I still don't like the front main entrance. Sure it is big, but it doesn't seem to serve much function other than "big brick stairway" it is pretty boring, is there any plans to make it more interesting? Sculptures? Art? Tables? Anything?
School of Engineering	Storrs	General	I think that the entrance facing the Uconn co-op should also be used. For journals, an extra access gate should be implemented and the ones used most need a folder to protect them. I saw this at the Univ. Of Tenn.
School of Engineering	Storrs	General	Is the outside renovation finally done?
School of Engineering	Storrs	HOMER	The JREF is very good for recent articles; however, it is very poor for older references. The summer hours are very inconvenient. The hours should reflect the needs of the graduate student and faculty, as well as those of undergraduates. The Interlibrary loan has been extremely helpful. They always go out of their way to make sure every time I ask for is delivered promptly.
School of Engineering	Storrs	HOMER	I have to drive to RPI to get Journal of Crystal growth. Requesting doc. Though ILL is cumbersome and 50% I don't receive anything and when I do it's late. JCG is the most important journal to my work and not having it is a pain. Homer and JREF are not good search tools. Inspec was great.
School of Engineering	Storrs	HOMER	JREF is not very efficient or through perhaps you could link it to some existing databases.
School of Engineering	Storrs	HOMER	An update windows version of Homer UCAT/JREF would be beneficial.
School of Engineering	Storrs	HOMER	The copier cost should be lowered. JREF should be expanded to include more journals or an option should be easily available. Scientific texts are not available or current.
School of Engineering	Storrs	HOMER	I am very happy that the search vehicles available are being upgraded. The new abstract search is very nice. JREF is laughable and should be open late. Most importantly though, STOP CANCELING JOURNALS!! I can find about half of what I need if I'm lucky. Egregious violations of this are advanced materials and thin solid films. There are others.
School of Engineering	Storrs	HOMER	I find that JREF is not complete. That is that many times JREF indicates that the library has a journal that it doesn't. Also, it would be helpful to have a list of journals available through the libraries' home page The interlibrary loan service is outstanding. All of the library personal that I have had contact with are knowledgeable, helpful and very pleasant.
School of Engineering	Storrs	HOMER	A more efficient and faster ILL. More user friendly Homer. More journals (Proceedings etc)
School of Engineering	Storrs	Hours	The JREF is very good for recent articles; however, it is very poor for older references. The summer hours are very inconvenient. The hours should reflect the needs of the graduate student and faculty, as well as those of undergraduates. The Interlibrary loan has been extremely helpful. They always go out of their way to make sure every time I ask for is delivered promptly.
School of Engineering	Storrs	Hours	Uconn have good sources, but the library hours are so difficult for student that attend Graduate School. Especially during spring or summer break, graduate student still have to work in their research and need library resources.

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Program	Campus	Category	Comment
School of Engineering	Storrs	Hours	Need more PC's with databases/internet access. Need PC's with zip drives. How about UNIX/LINX terminals? Library should be open 24 hours a day! More copiers/ copy rooms are needed, better repair (always broken) Macintosh computers would be good. I cannot stress enough the need for more computers in Babbidge library.
School of Engineering	Storrs	ILL	The JREF is very good for recent articles; however, it is very poor for older references. The summer hours are very inconvenient. The hours should reflect the needs of the graduate student and faculty, as well as those of undergraduates. The Interlibrary loan has been extremely helpful. They always go out of their way to make sure every time I ask for is delivered promptly.
School of Engineering	Storrs	ILL	Interlibrary loan staff is extremely helpful. Public copiers are extremely bad. I use the copier services because off this even though it cost more.
School of Engineering	Storrs	ILL	I have to drive to RPI to get Journal of Crystal growth. Requesting doc. Though ILL is cumbersome and 50% I don't receive anything and when I do it's late. JCG is the most important journal to my work and not having it is a pain. Homer and JREF are not good search tools. Inspec was great.
School of Engineering	Storrs	ILL	I am not sure if you can do anything about it but there are many journals (relatively common) that are not available at Homer Babbidge and I have to rely significantly on document delivery which is often results in delays (although they do a great job)
School of Engineering	Storrs	ILL	I find that JREF is not complete. That is that many times JREF indicates that the library has a journal that it doesn't. Also, it would be helpful to have a list of journals available through the libraries' home page The interlibrary loan service is outstanding. All of the library personal that I have had contact with are knowledgeable, helpful and very pleasant.
School of Engineering	Storrs	ILL	Improve Interlibrary loan/ Document delivery services!!
School of Engineering	Storrs	ILL	A more efficient and faster ILL. More user friendly Homer. More journals (Proceedings etc)
School of Engineering	Storrs	ILL	I got lots of help from the gentlemen whose name is Bob in ILL dept. He is very professional and kind.
School of Engineering	Storrs	ILL	ILL is very good. However I'd appreciate a quick e-mail or phone call or note if they cannot receive an item requested. Thank you! Keep up the good work!!
School of Engineering	Storrs	ILL	Excellent ILL. "Remote" Scifinder is nice! Staff are courteous and helpful. Thanks!
School of Engineering	Storrs	Photocopiers	Interlibrary loan staff is extremely helpful. Public copiers are extremely bad. I use the copier services because off this even though it cost more.
School of Engineering	Storrs	Photocopiers	The copier cost should be lowered. JREF should be expanded to include more journals or an option should be easily available. Scientific texts are not available or current.
School of Engineering	Storrs	Photocopiers	I think the number of copy machines that you have is insufficient and some of the copiers are bad quality.
School of Engineering	Storrs	Photocopiers	The number of copiers is ok. But they are not kept up or maintained properly.
School of Engineering	Storrs	Photocopiers	The library documents have been greatly approved during the last year; that's an excellent accomplishment. I believe there's still work to be done in the copier machine area. I believe it needs to be upgraded already, if there's funding available.
School of Engineering	Storrs	Photocopiers	Photocopiers are poorly maintained. One of them made a black copy (letters were covered with black ink all around the street despite normal contrast) of a journal page. Another didn't warm up the ink properly and when I touched the sheet the ink stayed on my finger (transferred from the paper to sleeve)Then the photocopier staff didn't even return my money despite my complaints.

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Program	Campus	Category	Comment
School of Engineering	Storrs	Photocopiers	Need more PC's with databases/internet access. Need PC's with zip drives. How about UNIX/LINX terminals? Library should be open 24 hours a day! More copiers/ copy rooms are needed, better repair (always broken) Macintosh computers would be good. I cannot stress enough the need for more computers in Babbidge library.
School of Engineering	Storrs	Photocopiers	More journals are required in my field of study along with up to date books. Number of the photocopier needs to be increased by factor of three.
School of Engineering	Storrs	Photocopiers	The resources are available but the search engines (Homer) are rather tiresome. The computers need to be upgraded and there is a need for them. (I mean more of them) on every floor. COPIERS NEED MAINTENANCE AND PLEASE RETIRE SOME. Also Information of organization of the journals / abbr. e.g.. J. Phys could mean Journal of Physique or J. of Physiology e.g.. J. Am. Chem. Soc. is organized as American Chem. Soc. e.g.. J. Opt. Soc. of Am. is organized as Optical Soc. of Am. There is a lack of organization consistency.
School of Engineering	Storrs	Photocopiers	Too many dysfunctional photocopiers at any time.
School of Engineering	Storrs	Remote access	As a student in the Biomedical Engineering program working at the health center, I find it very complicated to do research. I need to do most of my medical research at the Health Center, but most of my engineering research must be done at Storrs. This tends to be inconvenient. WWW.lib.uconn.edu/gateway has been a great help.
School of Engineering	Storrs	Staff	The Homer Babbidge Library is well run and staffed with helpful and professional/y competent personal. It is one of the best university libraries that I have ever used.
School of Engineering	Storrs	Staff	I find that JREF is not complete. That is that many times JREF indicates that the library has a journal that it doesn't. Also, it would be helpful to have a list of journals available through the libraries' home page The interlibrary loan service is outstanding. All of the library personal that I have had contact with are knowledgeable, helpful and very pleasant.
School of Engineering	Storrs	Staff	Excellent ILL. "Remote" Scifinder is nice! Staff are courteous and helpful. Thanks!
School of Engineering	Storrs	SuperHOMER	I am very happy that the search vehicles available are being upgraded. The new abstract search is very nice. JREF is laughable and should be open late. Most importantly though, STOP CANCELING JOURNALS!! I can find about half of what I need if I'm lucky. Egregious violations of this are advanced materials and thin solid films. There are others.
School of Engineering	Storrs	SuperHOMER	Need more PC's with databases/internet access. Need PC's with zip drives. How about UNIX/LINX terminals? Library should be open 24 hours a day! More copiers/ copy rooms are needed, better repair (always broken) Macintosh computers would be good. I cannot stress enough the need for more computers in Babbidge library.
School of Engineering	Storrs	SuperHOMER	The resources are available but the search engines (Homer) are rather tiresome. The computers need to be upgraded and there is a need for them. (I mean more of them) on every floor. COPIERS NEED MAINTENANCE AND PLEASE RETIRE SOME. Also Information of organization of the journals / abbr. e.g.. J. Phys could mean Journal of Physique or J. of Physiology e.g.. J. Am. Chem. Soc. is organized as American Chem. Soc. e.g.. J. Opt. Soc. of Am. is organized as Optical Soc. of Am. There is a lack of organization consistency.
School of Engineering	UHC-Farmington	General	There's no mention here of UHC- Uconn health center library. This is the library I use the most, some of these questions don't apply for that library

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Program	Campus	Category	Comment
School of Family Studies	Storrs	Collection management	Not enough copy facilities- often broken machines broken card machines. Change not available on same floor as copiers. Paper Journals - hard to access strange shelving systems: J Of The American Academy filed under J then "T" instead of A
School of Family Studies	Storrs	Collections/online	Staff at Torrington library has been very helpful- has gotten all requested material to help write papers. The library itself needs more study space- computer library has improved- Thank you!
School of Family Studies	Storrs	Collections/online	All collections are useless if we cannot have a legible, low cost of them. Library web-based searches are cumbersome. The graphical interface is very cluttered. I love the coffee shop. Grad students gather study and relax and snack. Place high quality copiers on each floor
School of Family Studies	Storrs	Computers/printers	All collections are useless if we cannot have a legible, low cost of them. Library web-based searches are cumbersome. The graphical interface is very cluttered. I love the coffee shop. Grad students gather study and relax and snack. Place high quality copiers on each floor
School of Family Studies	Storrs	Computers/printers	More computer work stations- they are always busy. Microfilm- very difficult to operate. More photocopiers. More rooms for group work
School of Family Studies	Storrs	Education	I live in Greater Hartford and use St. Joseph's library more often than Uconn because: reference help is available on weekends and the index (electronic) to social service journals themselves are more accessible. I have difficulty getting into social service journals via Uconn library
School of Family Studies	Storrs	Education	The people at the Trecker Library are wonderful, helpful and kind. I do not use the Babbidge Library because it is so BIG and confusing and difficult to use.
School of Family Studies	Storrs	General	The bag check is a very good thing to keep people from stealing books
School of Family Studies	Storrs	General	All collections are useless if we cannot have a legible, low cost of them. Library web-based searches are cumbersome. The graphical interface is very cluttered. I love the coffee shop. Grad students gather study and relax and snack. Place high quality copiers on each floor
School of Family Studies	Storrs	General	I have recently moved out of state and have less access to the Uconn library -wish it was closer because the services are very good.
School of Family Studies	Storrs	ILL	I live out of town, but I remain a full time doctoral student, actively using the library. It would be great if the full gamut of services could be accessible remotely; ideally through the Web rather than requiring a long distance phone call to access the Mainframe. Right now, I cannot access PsychLit via the web, nor can I get specific volume holdings for journals using web-based Homer. Interlibrary loan is wonderful- the staff is accessible and attentive to students' needs. Kudos to them!
School of Family Studies	Storrs	ILL	The staff that meets one to one in family studies students and does interlibrary loan are very excellent. Some of the staff that man reference desk (both student and professionals) are good while others are very lazy. There are far too few copy machines and those are awful.
School of Family Studies	Storrs	ILL	I wish ILL was faster in getting needed materials.
School of Family Studies	Storrs	ILL	Your interlibrary loan is excellent! I get materials fast and staff is helpful and friendly.
School of Family Studies	Storrs	ILL	Bob at ILL has always been extremely helpful to me.
School of Family Studies	Storrs	Microtext	More computer work stations- they are always busy. Microfilm- very difficult to operate. More photocopiers. More rooms for group work

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Program	Campus	Category	Comment
School of Family Studies	Storrs	Photocopiers	The staff that meets one to one in family studies students and does interlibrary loan are very excellent. Some of the staff that man reference desk (both student and professionals) are good while others are very lazy. There are far too few copy machines and those are awful.
School of Family Studies	Storrs	Photocopiers	All collections are useless if we cannot have a legible, low cost of them. Library web-based searches are cumbersome. The graphical interface is very cluttered. I love the coffee shop. Grad students gather study and relax and snack. Place high quality copiers on each floor
School of Family Studies	Storrs	Photocopiers	More computer work stations- they are always busy. Microfilm- very difficult to operate. More photocopiers. More rooms for group work
School of Family Studies	Storrs	Photocopiers	The one day I went to use the photocopiers and 2 out of 5 were out of order.
School of Family Studies	Storrs	Photocopiers	Not enough copy facilities- often broken machines broken card machines. Change not available on same floor as copiers. Paper Journals - hard to access strange shelving systems: J Of The American Academy filed under J then "T" instead of A
School of Family Studies	Storrs	Remote access	I live out of town, but I remain a full time doctoral student, actively using the library. It would be great if the full gamut of services could be accessible remotely; ideally through the Web rather than requiring a long distance phone call to access the Mainframe. Right now, I cannot access PsychLit via the web, nor can I get specific volume holdings for journals using web-based Homer. Interlibrary loan is wonderful- the staff is accessible and attentive to students' needs. Kudos to them!
School of Family Studies	Storrs	Staff	Staff at Torrington library has been very helpful- has gotten all requested material to help write papers. The library itself needs more study space- computer library has improved- Thank you!
School of Family Studies	Storrs	Staff	The staff that meets one to one in family studies students and does interlibrary loan are very excellent. Some of the staff that man reference desk (both student and professionals) are good while others are very lazy. There are far too few copy machines and those are awful.
School of Family Studies	Storrs	Staff	I live in Greater Hartford and use St. Joseph's library more often than Uconn because: reference help is available on weekends and the index (electronic) to social service journals themselves are more accessible. I have difficulty getting into social service journals via Uconn library
School of Family Studies	Storrs	Staff	The people at the Trecker Library are wonderful, helpful and kind. I do not use the Babbidge Library because it is so BIG and confusing and difficult to use.
School of Family Studies	Storrs	Staff	I have been disappointed with some of the students who have been hired to work in the library. I assume they are there to assist. However, my experience, for the most part, has been that some work study students have not been willing to provide assistance in locating materials; in utilizing high tech materials, etc. I have also experienced situations when some work study students appeared annoyed when I have interrupted their conversations to request assistance. While my comments do not reflect on all work study students, the responses I have mentioned do reflect my experiences and the response I have received from most of the students hired to work in the library to provide assistance.
School of Family Studies	Storrs	Study space	Staff at Torrington library has been very helpful- has gotten all requested material to help write papers. The library itself needs more study space- computer library has improved- Thank you!

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Program	Campus	Category	Comment
School of Family Studies	Storrs	Study space	More computer work stations- they are always busy. Microfilm- very difficult to operate. More photocopiers. More rooms for group work
School of Fine Arts	Storrs	Collection management	During my time at Uconn I have been generally satisfied with the services and resources. Two main points of dissatisfaction: 1) Art and design library hours- as a fine arts major, almost all of my library usage involved ADL The shortened hours and early closing were frustrating and felt almost discriminatory. How about a rotation so that ADL could be open at least some of the time? 2) Archives attitude- between attitude and procedures, it is nearly impossible to fully utilize archives/ spec. collections, in ADL anyway. If the materials are for student research, then make the process a little less adversarial. if they're not there for student research, why are they there?
School of Fine Arts	Storrs	Computers/printers	Cookson Music Library need more Superhomers. There is often a long wait. Remote searching (from home) needs to be improved.
School of Fine Arts	Storrs	Hours	During my time at Uconn I have been generally satisfied with the services and resources. Two main points of dissatisfaction: 1) Art and design library hours- as a fine arts major, almost all of my library usage involved ADL The shortened hours and early closing were frustrating and felt almost discriminatory. How about a rotation so that ADL could be open at least some of the time? 2) Archives attitude- between attitude and procedures, it is nearly impossible to fully utilize archives/ spec. collections, in ADL anyway. If the materials are for student research, then make the process a little less adversarial. if they're not there for student research, why are they there?
School of Fine Arts	Storrs	Hours	Service from work-study students/ desk attendants is bad. They don't know where to find materials and act very apathetic. Individual study space is minimal. Hours need to be expanded to include Friday evening, Saturday evening and Sunday morning.
School of Fine Arts	Storrs	Hours	24 hour library would be tremendously helpful. The hours I am available to do research are generally very late night. The weekend hours could be extended somewhat as well.
School of Fine Arts	Storrs	Hours	The library closes too early on Fridays and Saturdays! As a grad student on an assistantship, I often need to go do research on those nights, but can't.
School of Fine Arts	Storrs	Remote access	Cookson Music Library need more Superhomers. There is often a long wait. Remote searching (from home) needs to be improved.
School of Fine Arts	Storrs	Staff	Service from work-study students/ desk attendants is bad. They don't know where to find materials and act very apathetic. Individual study space is minimal. Hours need to be expanded to include Friday evening, Saturday evening and Sunday morning.
School of Fine Arts	Storrs	Staff	Most of the staff in the Cookson Music library is helpful and well trained. Joe (I can't remember his last name) the asst. librarian is a great resource.
School of Fine Arts	Storrs	Study space	Service from work-study students/ desk attendants is bad. They don't know where to find materials and act very apathetic. Individual study space is minimal. Hours need to be expanded to include Friday evening, Saturday evening and Sunday morning.
School of Nursing	Greater Hartford	General	It has been difficult to use Uconn Libraries as I live in the Hartford area, attend most classes at UCHC and work full time. The Health Center library, however, does not allow me to borrow a book without paying an additional fee- even though I've paid to use the Uconn library. This is certainly not convenient. I often use St. Joseph College Library - it is certainly user friendly. Getting assistance at UCHC library is not easy.
School of Nursing	Stamford	Collections/online	Reference section is good and electronic databases for journals if okay. Rely heavily on these because you can't take out many of the books.

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Program	Campus	Category	Comment
School of Nursing	Stamford	Collections/print	Reference section is good and electronic databases for journals if okay. Rely heavily on these because you can't take out many of the books.
School of Nursing	Storrs	Collection management	This library is very disorganized and does not have enough medical Journals considering this school has masters and doctorate programs in the health field. Also it is very hard to find help. I often end up going to the Uconn medical library at the Farmington medical center.
School of Nursing	Storrs	Collections	Very poor access to medical journals at Storrs library.
School of Nursing	Storrs	Collections/online	I hate using CINAHL because it is always down-> that is very frustrating. Please do something about that. But On the other hand the people behind the reference desk (the two gentlemen) are always extremely helpful. Thanks
School of Nursing	Storrs	Collections/print	Poor journal collection for nursing! Photocopiers always broken too few for too many students!
School of Nursing	Storrs	Collections/print	This library is very disorganized and does not have enough medical Journals considering this school has masters and doctorate programs in the health field. Also it is very hard to find help. I often end up going to the Uconn medical library at the Farmington medical center.
School of Nursing	Storrs	Collections/print	The people who work in Reference and ILL are very helpful. I do wish all the nursing Journals were at Storrs instead of some in Farmington.
School of Nursing	Storrs	Collections/print	More nursing and medical journals are needed. Some I have had to access through hospital libraries. Textbooks available for reference use would help as would Texts not currently being for courses to be accessed for additional or alternative material.
School of Nursing	Storrs	Collections/print	In nursing tract unable to access CINAL from remote location. The collection of journals that meet my needs are often found in Uconn- Farmington library. I have used a variety of ways to research over the last five years and due to convenience Uconn was my last resort. Although I was moderately satisfied when I used the services. I never received a newsletter regarding the updates at the library.
School of Nursing	Storrs	Collections/print	1) Staff is very helpful and pleasant to deal with. 2) How do you get access to individual study spaces? 3)For a major university with undergrad.. and grad nursing programs, the nursing section is severely out of date and under-represented. Pharmacology references @ Homer stink!! There should be some current (under 2 years old) pharmacy. references available without going to the school of pharmacy- just a couple of basics would be helpful. 4) Copy machines are down a lot - I realize from heavy use. Any remedy?
School of Nursing	Storrs	Collections/print	I think that the library at Storrs does a good job but I would appreciate having issue of "Archives of Nursing" and other journals having to do with nursing research.
School of Nursing	Storrs	Collections/print	The library internet access services do not meet the needs of the graduate student. They are cumbersome and difficult to navigate and access! The physical library databases CONSTANTLY go down or one so slow that you can spend an entire day, which I don' t have as a single working mother. The nursing journal selection is pitiful!! Often this is not time for IIL. Such a huge school and a totally inadequate library; it is a shame.
School of Nursing	Storrs	Education	I would have liked to have known that when I walked into the library this fall that the means of accessing information on the computers would be totally different. I am not a computer person and I'm blown away with the new extensive offerings. The set-up is a lot different. Not bad just different. At the help desk- there is never enough people.

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Program	Campus	Category	Comment
School of Nursing	Storrs	Education	1) Staff is very helpful and pleasant to deal with. 2) How do you get access to individual study spaces? 3)For a major university with undergrad.. and grad nursing programs, the nursing section is severely out of date and under-represented. Pharmacology references @ Homer stink!! There should be some current (under 2 years old) pharmacy. references available without going to the school of pharmacy- just a couple of basics would be helpful. 4) Copy machines are down a lot - I realize from heavy use. Any remedy?
School of Nursing	Storrs	Education	RE: demographic #2; my grad. Education is currently " on hold" x 2 semesters 2nd to illness in family. Otherwise I'm part-time. RE: #7 I primarily use the Health center library at Farmington when I am an active part-time student. Learning to use an electronic library was at first overwhelming. I have managed to pick up bits of info along the way but when I resume studies, a refresher course in the library would be most beneficial. I answered most questions as if I were currently a part-time student.
School of Nursing	Storrs	Education	Need better instructions on machines
School of Nursing	Storrs	Education	I have found online literature searching complicated at Uconn library- compared to Health center - which is more user friendly
School of Nursing	Storrs	Education	In nursing tract unable to access CINAL from remote location. The collection of journals that meet my needs are often found in Uconn- Farmington library. I have used a variety of ways to research over the last five years and due to convenience Uconn was my last resort. Although I was moderately satisfied when I used the services. I never received a newsletter regarding the updates at the library.
School of Nursing	Storrs	Environment	UCHC Library has excellent biological resources and is arranged in a manner which is conducive to professional and research use. I have used this as my primary Uconn library for the above reasons and because the undergraduate student atmosphere in the Babbidge library made it difficult to work there.
School of Nursing	Storrs	General	Overall, the Babbidge library is something to be proud of. The staff and overall set is extremely conducive to study and research. The InterLibrary loan service (Bob) is nothing short of outstanding!! To sum up this library service in one word "Impressive"
School of Nursing	Storrs	General	Nursing- has a dichotomy in public health/health center library (Stowe) So it gets nutty looking for things in both libraries sometimes.
School of Nursing	Storrs	General	My workplace library (hospital) is more convenient to use because I'm only on campus.
School of Nursing	Storrs	General	I just don't utilize all computer services available at home on PPP because my computer needs updating. Use Library Faculty when on Campus Monday, Tuesday, Wednesday
School of Nursing	Storrs	General	In nursing tract unable to access CINAL from remote location. The collection of journals that meet my needs are often found in Uconn- Farmington library. I have used a variety of ways to research over the last five years and due to convenience Uconn was my last resort. Although I was moderately satisfied when I used the services. I never received a newsletter regarding the updates at the library.
School of Nursing	Storrs	General	RE: demographic #2; my grad. Education is currently " on hold" x 2 semesters 2nd to illness in family. Otherwise I'm part-time. RE: #7 I primarily use the Health center library at Farmington when I am an active part-time student. Learning to use an electronic library was at first overwhelming. I have managed to pick up bits of info along the way but when I resume studies, a refresher course in the library would be most beneficial. I answered most questions as if I were currently a part-time student.

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Program	Campus	Category	Comment
School of Nursing	Storrs	General	UHC Library has excellent biological resources and is arranged in a manner which is conducive to professional and research use. I have used this as my primary Uconn library for the above reasons and because the undergraduate student atmosphere in the Babbidge library made it difficult to work there.
School of Nursing	Storrs	General	I think that the library at Storrs does a good job but I would appreciate having issue of "Archives of Nursing" and other journals having to do with nursing research.
School of Nursing	Storrs	General	I also use Babbidge, am only in Storrs 1-2 days in 2 weeks. So use Stamford ILL and library staff are excellent. Nice, knowledgeable.
School of Nursing	Storrs	General	Uconn Health Center research people were not very accommodating or friendly. Storrs Library-nightmare!
School of Nursing	Storrs	General	As a part time graduate student I frequently use the health center library for convenience. It has work well for me in the past. I am able to perform the bulk of my research in this way but when I need further resources I go to the Homer Babbidge library at Storrs
School of Nursing	Storrs	General	Rarely use library services unless specifically required by course professor. Have full medical library services available at Hospital where I am employed.
School of Nursing	Storrs	HOMER	The only problem that I've noted is that some of the reference materials are listed in the computer wrong. Ex. Some magazines that are listed as being on level B are actually on level two.
School of Nursing	Storrs	Hours	I am not happy with the library hours at the Branch Locations- I spend most of my time in Stamford or Waterbury and the hours are not convenient.
School of Nursing	Storrs	ILL	Overall, the Babbidge library is something to be proud of. The staff and overall set is extremely conducive to study and research. The InterLibrary loan service (Bob) is nothing short of outstanding!! To sum up this library service in one word "Impressive"
School of Nursing	Storrs	ILL	The ILL dept is most helpful and a true asset to the library.
School of Nursing	Storrs	ILL	The people who work in Reference and ILL are very helpful. I do wish all the nursing Journals were at Storrs instead of some in Farmington.
School of Nursing	Storrs	Microtext	Some Monday morning the microfiche never work.
School of Nursing	Storrs	Photocopiers	Poor journal collection for nursing! Photocopiers always broken too few for too many students!
School of Nursing	Storrs	Photocopiers	Keep the copy machines functioning!
School of Nursing	Storrs	Photocopiers	1) Staff is very helpful and pleasant to deal with. 2) How do you get access to individual study spaces? 3)For a major university with undergrad.. and grad nursing programs, the nursing section is severely out of date and under-represented. Pharmacology references @ Homer stink!! There should be some current (under 2 years old) pharmacy. references available without going to the school of pharmacy- just a couple of basics would be helpful. 4) Copy machines are down a lot - I realize from heavy use. Any remedy?
School of Nursing	Storrs	Photocopiers	Photocopiers (the old ones in copier room) seem dangerous to eyes. New copiers are often broken. People should be encouraged to identify their copy cards. New copiers are often broken.
School of Nursing	Storrs	Remote access	In nursing tract unable to access CINAL from remote location. The collection of journals that meet my needs are often found in Uconn- Farmington library. I have used a variety of ways to research over the last five years and due to convenience Uconn was my last resort. Although I was moderately satisfied when I used the services. I never received a newsletter regarding the updates at the library.

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Program	Campus	Category	Comment
School of Nursing	Storrs	Staff	Overall, the Babbidge library is something to be proud of. The staff and overall set is extremely conducive to study and research. The InterLibrary loan service (Bob) is nothing short of outstanding!! To sum up this library service in one word "Impressive"
School of Nursing	Storrs	Staff	I hate using CINAHL because it is always down-> that is very frustrating. Please do something about that. But On the other hand the people behind the reference desk (the two gentlemen) are always extremely helpful. Thanks
School of Nursing	Storrs	Staff	This library is very disorganized and does not have enough medical Journals considering this school has masters and doctorate programs in the health field. Also it is very hard to find help. I often end up going to the Uconn medical library at the Farmington medical center.
School of Nursing	Storrs	Staff	The people who work in Reference and ILL are very helpful. I do wish all the nursing Journals were at Storrs instead of some in Farmington.
School of Nursing	Storrs	Staff	1) Staff is very helpful and pleasant to deal with. 2) How do you get access to individual study spaces? 3)For a major university with undergrad.. and grad nursing programs, the nursing section is severely out of date and under-represented. Pharmacology references @ Homer stink!! There should be some current (under 2 years old) pharmacy. references available without going to the school of pharmacy- just a couple of basics would be helpful. 4) Copy machines are down a lot - I realize from heavy use. Any remedy?
School of Nursing	Storrs	Staff	I also use Babbidge, am only in Storrs 1-2 days in 2 weeks. So use Stamford ILL and library staff are excellent. Nice, knowledgeable.
School of Nursing	Storrs	Staff	Reference personnel not particularly friendly, help was minimal and reluctant on several occasions
School of Nursing	Storrs	SuperHOMER	The library internet access services do not meet the needs of the graduate student. They are cumbersome and difficult to navigate and access! The physical library databases CONSTANTLY go down or one so slow that you can spend an entire day, which I don' t have as a single working mother. The nursing journal selection is pitiful!! Often this is not time for ILL. Such a huge school and a totally inadequate library; it is a shame.
School of Pharmacy	Storrs	Collection management	Some of the photocopiers need to be replaced, they don't copy the entire page and instead leave lines. UCAT and JREF are old and not user friendly. Many times they don't bring up a reference that I know is in the library. Silver Platter works better although there are errors in the location of journals.
School of Pharmacy	Storrs	Collections/print	I think that more money should be allocated to buying more books and journals rather than beautifying the library. Many important journals are missing from the collection and also many of them have been discontinued the last five to six years.
School of Pharmacy	Storrs	General	Generally speaking, I am satisfied with our library system.
School of Pharmacy	Storrs	HOMER	Some of the photocopiers need to be replaced, they don't copy the entire page and instead leave lines. UCAT and JREF are old and not user friendly. Many times they don't bring up a reference that I know is in the library. Silver Platter works better although there are errors in the location of journals.
School of Pharmacy	Storrs	ILL	Yes, I would like to thank ILL and document delivery. They are so helpful so thank them very much.
School of Pharmacy	Storrs	Photocopiers	Some of the photocopiers need to be replaced, they don't copy the entire page and instead leave lines. UCAT and JREF are old and not user friendly. Many times they don't bring up a reference that I know is in the library. Silver Platter works better although there are errors in the location of journals.

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Circulation	Comment : The book fine system seems like a waste of money. I wished to pay the fine at Trecker, but was told I would be mailed a bill. Between the postage for the bill and payment and the cost of the check, not to mention the extra paper involved. Why not let people pay fees in cash? Also, how about some modern copiers for Trecker. the current models are slow and give you poor quality copies.
School of Social Work	Greater Hartford	Collection management	Two weeks ago I needed a journal article on Microfiche, Journal of Consulting and Clinical psychology. The specific fiche was not there; it was either mis-filed or just gone completely. This happens more than it should. Last summer I wanted a book, Family Therapy by Salvador Minuchin, the student told me there were two copies one on reserve the other had just been returned, I spent 30 min looking for the book. Days later another student worker tells me the 2nd copy was checked out and never returned.
School of Social Work	Greater Hartford	Collection management	Library is awful. Journal collection has many missing volumes. Should have reference on Psych Lit and SWPB as to whether Uconn has journal.
School of Social Work	Greater Hartford	Collections	the systems are archaic a pathetic collection available at the campus for MSW students.
School of Social Work	Greater Hartford	Collections/online	The journal abstract computer is slow as well as printing is very slow. The library often appears dirty. Additionally there are numerous times I have found interesting journal articles on the Abstract database, only to learn the library does not carry the journal. Likewise, I can attest, the Hartford library is poor excuse for a research school.
School of Social Work	Greater Hartford	Collections/online	I think Uconn needs to visit Scared Heart University. I am very impressed with there library especially when looking for articles - sitting on the computer for long periods. You don't have to look for the articles afterwards - they could be printed out by the computer. I'm not happy that at the Uconn library I have to struggle to find the article after sitting on the computer for so many hours to find the information and have to retrieve it afterwards. So I've heard from friends at Scared heart.
School of Social Work	Greater Hartford	Collections/print	Please try to get more books on Latinos and Puerto Ricans. It appears that you are low on such material since most of it I had to either buy off the internet or receive through inter-library loan. It is somewhat annoying to set off on a research project only to come up with nothing available.
School of Social Work	Greater Hartford	Collections/print	Comment : Not enough or current books about social work. I have been unable to understand how to connect to remote databases through AOL.com i.e. ERIC or Sociofile. Not enough copy machines.
School of Social Work	Greater Hartford	Collections/print	Most books needed for social work not located at Hartford Branch where the school of social work is, why is that?
School of Social Work	Greater Hartford	Collections/print	The book collection is okay but, often the articles of journals that I need are not at this library.
School of Social Work	Greater Hartford	Collections/print	Library needs more materials. Materials usually has to be gotten through ILL.
School of Social Work	Greater Hartford	Collections/print	Journal collection could be increased. Most times I went to use computers in the library this semester, nothing was working. It has been very frustrating. Library staff very helpful.
School of Social Work	Greater Hartford	Collections/print	More social work related books, laser printers for super Homers, E-mail terminals, Computer terminals (monitored)

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Collections/print	I use both Storrs and west Hartford libraries. So some of my answers may unintentionally refer to Storrs - though I tried to view this from W. Hart point of view. I have found that journals that would be most helpful to me are not carried by the W. Hart library. The reference librarians are excellent. I want to get hooked up to the library at home, however I have not found it to be a simple task.
School of Social Work	Greater Hartford	Collections/print	The library hours at Homer Library should be opened later on Fridays. Also, many of the articles are not located inside of the library which creates difficulties writing college papers. I have started to utilize the Uconn Medical Library as they have more journals.
School of Social Work	Greater Hartford	Collections/print	The reference librarian for SW is wonderful. When I'm actively going to classes, I use the library several times a week. The library needs more funds to update book collection. (old books / dust mites in journal room up my allergies to an uncomfortable level.
School of Social Work	Greater Hartford	Computers/printers	Get new printers or covers for the existing ones- it's much too noisy in the library to work. I end up Having to leave to concentrate.
School of Social Work	Greater Hartford	Computers/printers	The journal abstract computer is slow as well as printing is very slow. The library often appears dirty. Additionally there are numerous times I have found interesting journal articles on the Abstract database, only to learn the library does not carry the journal. Likewise, I can attest, the Hartford library is poor excuse for a research school.
School of Social Work	Greater Hartford	Computers/printers	CD rom for Psychlit/Sociofile etc. often down. Librarian staff are very nice and helpful
School of Social Work	Greater Hartford	Computers/printers	Computers are frequently down and resources are unable to be located because of this. It is extremely frustrating.
School of Social Work	Greater Hartford	Computers/printers	My greatest concern regards to the reserve collections placed by professors. I live an hour away from school so it is important that I have access to materials but the reserve librarians never seem able to find what I need: and continually say professors failed to put materials there. The same thing happens with many journal articles. the photocopiers need to be updated and the computer stations need new, faster printers!
School of Social Work	Greater Hartford	Computers/printers	More social work related books, laser printers for super Homers, E-mail terminals, Computer terminals (monitored)
School of Social Work	Greater Hartford	Computers/printers	Quality or copies on copiers/ fiche not great. Computer inputs not usable often but to server problems. Could use another Super Homer.
School of Social Work	Greater Hartford	Computers/printers	The Hartford Branch needs longer hours and laser printers for each computer.
School of Social Work	Greater Hartford	Computers/printers	The Trecker staff are great but the library is an utter disgrace. I pay a lot of money to attend Uconn and considering it is 1998 the school could at least invest in slightly up to date laser printers. They only cost a couple hundred dollars. The noise is horrendous and it disturbs the students (your paying customers) and the librarians too. I have taken days off from work to use the library, only to find the computers down. There is no excuse in this age of technology to have computer services down so frequently and a lack of decent printers. If possible, I avoid the library at all costs and drive out of my way to go elsewhere.
School of Social Work	Greater Hartford	Computers/printers	The library could use more terminals for Homer UCAT and JREF and a system schedule time (in a very busy schedule) to complete searches only to find the system down with no knowledge of when it will be working again. More access to internet is needed so students to not have to wait for access to a terminal. Library staff is very helpful - keep up the great work.

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Computers/printers	Need to open library earlier, have ILL agreements w with Smith College. Turn on computers so they are up and running when library doors open. I only have half an hour before my first class!
School of Social Work	Greater Hartford	Education	Need reference/computer assistance whenever library is open. Waste of time drive one hour to W. Hartford campus to best social work collection and not have assistance to access computer resources!!!
School of Social Work	Greater Hartford	Education	The library has many resources but they're all in Storrs. It's frustrating when you look up a topic and 25 hits come back. When you look closer, they're mostly in Storrs. Very frustrating.
School of Social Work	Greater Hartford	Education	Please try to get more books on Latinos and Puerto Ricans. It appears that you are low on such material since most of it I had to either buy off the internet or receive through inter-library loan. It is somewhat annoying to set off on a research project only to come up with nothing available.
School of Social Work	Greater Hartford	Education	Better hours, instruction of use of computers and resources. Better e-mail programs. Faster computers. Quiet spaces for study needs improvement. Copier numbers and cost are out of line with resources of the library.
School of Social Work	Greater Hartford	Education	Students need a better orientation of library's equipment and use help students a lot of times the reference librarian is not around when I go to the library to use computers.
School of Social Work	Greater Hartford	Education	I really don't use the library often because I live far away. Two things I think need improvement. Photocopy machines are extremely important for a commuter campus. Can we get good, reliable ones? Better orientation to available library services.
School of Social Work	Greater Hartford	Education	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 the more satisfied I am. Definitely need more instruction available on how to access from home and what's available- Had one hour tour only in SW school.
School of Social Work	Greater Hartford	Education	Would probably use library if I had been introduced to it at orientation. Will need to use next semester.
School of Social Work	Greater Hartford	Education	It is very frustrating that the Silver Platter system seems to go down a lot. Also, I tutor students at the School of social work and I have found that many of them need a basic introduction to the library's services - if this is offered at the beginning of each semester (I'm not sure) then it needs to be better advertised. Also, the students have mentioned to me that they don't feel comfortable asking the librarians for this basic type of help. Perhaps general orientations for the social work students should be held so the library and it's staff will be more "approachable"
School of Social Work	Greater Hartford	Education	Having been out of school for so many years, the computer system used is different to me. Lack of assistance in learning system. Copying machines are ancient
School of Social Work	Greater Hartford	Email	Better hours, instruction of use of computers and resources. Better e-mail programs. Faster computers. Quiet spaces for study needs improvement. Copier numbers and cost are out of line with resources of the library.
School of Social Work	Greater Hartford	Email	More social work related books, laser printers for super Homers, E-mail terminals, Computer terminals (monitored)
School of Social Work	Greater Hartford	Environment	The journal abstract computer is slow as well as printing is very slow. The library often appears dirty. Additionally there are numerous times I have found interesting journal articles on the Abstract database, only to learn the library does not carry the journal. Likewise, I can attest, the Hartford library is poor excuse for a research school.

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Environment	The reference librarian for SW is wonderful. When I'm actively going to classes, I use the library several times a week. The library needs more funds to update book collection. (old books / dust mites in journal room up my allergies to an uncomfortable level.
School of Social Work	Greater Hartford	General	The library desperately needs better equipment, more copiers etc-
School of Social Work	Greater Hartford	General	In general lib. Is nice, but quite small given some of the other state universities. Library space should be expanded. It's possible that more people would use it.- students and others.
School of Social Work	Greater Hartford	General	I called for information on research but the clerks refused. Overall satisfied.
School of Social Work	Greater Hartford	General	I had to go to Farmington to do research- photocopier was awful : expensive and slow and poor quality, library staff helpful, but overworked.
School of Social Work	Greater Hartford	General	Survey not too easy to fill out- but thanks for your interest!
School of Social Work	Greater Hartford	General	currently live in New Haven I use Southern CT. university on a weekly basis. I would like to have access to it's use for ILL and other privileges using my Uconn ID.
School of Social Work	Greater Hartford	General	Ph.D. programs at this campus will never come to pass as long as the library is as it stands now.
School of Social Work	Greater Hartford	General	Hope you can still use this, even though it's "past due"
School of Social Work	Greater Hartford	General	Thank you.
School of Social Work	Greater Hartford	General	Much of the information I responded to with "8" is because I am either unfamiliar with their existence or how to access. Regarding library hours - I was unprepared and disappointed this past Thanksgiving weekend to learn that the library was not open (Farmington/ West Hartford) This is a critical time in the semester with midterms and papers and would be improved if made more available. Regarding the copiers- it's a bit annoying that it's less expensive to use the copier at gas station around the corner than the copiers at the library. (7 cents a copy, seems unnecessarily high charge)
School of Social Work	Greater Hartford	General	I am employed full-time, therefore unable to obtain information from using many or most of the services available such as Homer, etc
School of Social Work	Greater Hartford	General	The Trecker staff are great but the library is an utter disgrace. I pay a lot of money to attend Uconn and considering it is 1998 the school could at least invest in slightly up to date laser printers. They only cost a couple hundred dollars. The noise is horrendous and it disturbs the students (your paying customers) and the librarians too. I have taken days off from work to use the library, only to find the computers down. There is no excuse in this age of technology to have computer services down so frequently and a lack of decent printers. If possible, I avoid the library at all costs and drive out of my way to go elsewhere.
School of Social Work	Greater Hartford	HOMER	It is very frustrating to go into the library to get books and not be able to access the computer for long periods of time. At least with the card catalog, a large # of people could look things up at on time. With the computer, I feel as though I spend a great deal of time waiting. also the photocopier is somewhat outdated. It would be nice to have one that you could feed the papers into the machine through top tray.
School of Social Work	Greater Hartford	Hours	Better hours, instruction of use of computers and resources. Better e-mail programs. Faster computers. Quiet spaces for study needs improvement. Copier numbers and cost are out of line with resources of the library.
School of Social Work	Greater Hartford	Hours	I find the library very frustrating the hours do not meet the needs of students who are working and going to school. The staff is uneducated during weekend hours and incompetent.

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Hours	My biggest complaint is the Trecker libraries hours. As a full time graduate student, who has field placement and full-time work, I find the library hours can be inconvenient. EX. The Sunday of Spring break the library was closed and the hours for the week was 10-4pm. I will be graduating in May but most graduate students require diverse hours, make it happen for the new millennium.
School of Social Work	Greater Hartford	Hours	Saturday library hours are horrible. Reserve information is always difficult to find because clearly materials are either disorganized or system is inadequate.
School of Social Work	Greater Hartford	Hours	I would like to see the library and computer center remain open until 10 p.m. every weeknight. I would use the library more often.
School of Social Work	Greater Hartford	Hours	Much of the information I responded to with "8" is because I am either unfamiliar with their existence or how to access. Regarding library hours - I was unprepared and disappointed this past Thanksgiving weekend to learn that the library was not open (Farmington/ West Hartford) This is a critical time in the semester with midterms and papers and would be improved if made more available. Regarding the copiers- it's a bit annoying that it's less expensive to use the copier at gas station around the corner than the copiers at the library. (7 cents a copy, seems unnecessarily high charge)
School of Social Work	Greater Hartford	Hours	I am frustrated by the library's hours are reference campuses. They should be open Sundays.
School of Social Work	Greater Hartford	Hours	The library hours at Homer Library should be opened later on Fridays. Also, many of the articles are not located inside of the library which creates difficulties writing college papers. I have started to utilize the Uconn Medical Library as they have more journals.
School of Social Work	Greater Hartford	Hours	The Hartford Branch needs longer hours and laser printers for each computer.
School of Social Work	Greater Hartford	Hours	Need to open library earlier, have ILL agreements w with Smith College. Turn on computers so they are up and running when library doors open. I only have half an hour before my first class!
School of Social Work	Greater Hartford	ILL	Used remote databases last year and was frustrated, so go in person now. Not enough journals at Hartford site, but very pleased to hear about Doc Delivery. System and trying this week.
School of Social Work	Greater Hartford	ILL	I am very appreciative of the many times the library has gotten many books and articles from other libraries for me. Many journals were missing in the mid 1980's section e.g.. Some relab. The mental retardation journals.
School of Social Work	Greater Hartford	ILL	Need to open library earlier, have ILL agreements w with Smith College. Turn on computers so they are up and running when library doors open. I only have half an hour before my first class!
School of Social Work	Greater Hartford	Microtext	Microfiche screens are very scratched! When you make a copy they often come out blurry and only partially readable. I have gone to the library on a number of occasions to find the microfiche machines down -this needs to be attended to as much of the MSW material is on Microfiche!
School of Social Work	Greater Hartford	Microtext	Need improved microfilm/fiche machines at Trecker Library
School of Social Work	Greater Hartford	Microtext	Quality or copies on copiers/ fiche not great. Computer inputs not usable often but to server problems. Could use another Super Homer.
School of Social Work	Greater Hartford	Microtext	I use Trecker library in Hartford. Microfiche readers often don't work. Photocopiers too, are often out of order. Also, price of copies is too high.

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Photocopiers	It is very frustrating to go into the library to get books and not be able to access the computer for long periods of time. At least with the card catalog, a large # of people could look things up at on time. With the computer, I feel as though I spend a great deal of time waiting. also the photocopier is somewhat outdated. It would be nice to have one that you could feed the papers into the machine through top tray.
School of Social Work	Greater Hartford	Photocopiers	The library desperately needs better equipment, more copiers etc-
School of Social Work	Greater Hartford	Photocopiers	Better hours, instruction of use of computers and resources. Better e-mail programs. Faster computers. Quiet spaces for study needs improvement. Copier numbers and cost are out of line with resources of the library.
School of Social Work	Greater Hartford	Photocopiers	Yes- I've had much difficulty trying to access Homer and electronic databases from home, even with the password account. I haven't yet to work out the links! More copiers needed in the Trecker library.
School of Social Work	Greater Hartford	Photocopiers	Comment : Not enough or current books about social work. I have been unable to understand how to connect to remote databases through AOL.com i.e. ERIC or Sociofile. Not enough copy machines.
School of Social Work	Greater Hartford	Photocopiers	Photocopiers are ancient should invest in new ones.
School of Social Work	Greater Hartford	Photocopiers	Comment : The book fine system seems like a waste of money. I wished to pay the fine at Trecker, but was told I would be mailed a bill. Between the postage for the bill and payment and the cost of the check, not to mention the extra paper involved. Why not let people pay fees in cash? Also, how about some modern copiers for Trecker. the current models are slow and give you poor quality copies.
School of Social Work	Greater Hartford	Photocopiers	I think the library could use new copy machines. It is the most frustrating thing in there.
School of Social Work	Greater Hartford	Photocopiers	Rinky Dink'. It is terribly inconvenient that there is no change available at Uconn for library use. No change machines for Xerox, forced to buy a 50.00\$ card on more than one occasion even Bursar didn't have any change. Can't you install a change machine or more efficient system. Also some staff available when accessing reserve material are confused and inept.
School of Social Work	Greater Hartford	Photocopiers	I really don't use the library often because I live far away. Two things I think need improvement. Photocopy machines are extremely important for a commuter campus. Can we get good, reliable ones? Better orientation to available library services.
School of Social Work	Greater Hartford	Photocopiers	My greatest concern regards to the reserve collections placed by professors. I live an hour away from school so it is important that I have access to materials but the reserve librarians never seem able to find what I need: and continually say professors failed to put materials there. The same thing happens with many journal articles. the photocopiers need to be updated and the computer stations need new, faster printers!
School of Social Work	Greater Hartford	Photocopiers	Have you considered an automatic feed copy machine?
School of Social Work	Greater Hartford	Photocopiers	Much of the information I responded to with "8" is because I am either unfamiliar with their existence or how to access. Regarding library hours - I was unprepared and disappointed this past Thanksgiving weekend to learn that the library was not open (Farmington/ West Hartford) This is a critical time in the semester with midterms and papers and would be improved if made more available. Regarding the copiers- it's a bit annoying that it's less expensive to use the copier at gas station around the corner than the copiers at the library. (7 cents a copy, seems unnecessarily high charge)

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Photocopiers	Paper items on reserve are sometimes too light, text may be crooked on paper, or part of the text is cut - off. Should have at least one copier with a feeder so that documents wouldn't have to be copied one sheet at a time.
School of Social Work	Greater Hartford	Photocopiers	Having been out of school for so many years, the computer system used is different to me. Lack of assistance in learning system. Copying machines are ancient
School of Social Work	Greater Hartford	Photocopiers	I use Trecker library in Hartford. Microfiche readers often don't work. Photocopiers too, are often out of order. Also, price of copies is too high.
School of Social Work	Greater Hartford	Remote access	I wish there was an ease of use for connecting from home. I have so little time and the commute is so long I would appreciate any technology to help me be more efficient at information gathering.
School of Social Work	Greater Hartford	Remote access	Clear instructions-written-on how to access-Homer-Lexus/Nexus-from Internet at home
School of Social Work	Greater Hartford	Remote access	Yes- I've had much difficulty trying to access Homer and electronic databases from home, even with the password account. I haven't yet to work out the links! More copiers needed in the Trecker library.
School of Social Work	Greater Hartford	Remote access	Comment : Not enough or current books about social work. I have been unable to understand how to connect to remote databases through AOL.com i.e. ERIC or Sociofile. Not enough copy machines.
School of Social Work	Greater Hartford	Remote access	Although I applied and received a PPP account (called, were to Storrs and received in the mail) I never used it. I live in Western Mass and have affiliation with the UMass community, Thus I arranged for an account through them. The decision was difficult, but the cost for long distance calls for Homer access through Uconn was too much. I utilize the UMass electronic system extensively from my home based computer. Should I seek a Doctorate through Uconn, I will switch to access Soc. wk. info (which UMass doesn't have)
School of Social Work	Greater Hartford	Remote access	I had no knowledge of the Uconn's computer being able to be connected (the journal databases) to my home computer. This semester I've been to the library once, I obtained all of my journal information/ books for this semester at area college computer services/ library in the Worcester Country area. I would use the Uconn system if I knew it were possible to connect to it.
School of Social Work	Greater Hartford	Remote access	Used remote databases last year and was frustrated, so go in person now. Not enough journals at Hartford site, but very pleased to hear about Doc Delivery. System and trying this week.
School of Social Work	Greater Hartford	Remote access	I use both Storrs and west Hartford libraries. So some of my answers may unintentionally refer to Storrs - though I tried to view this from W. Hart point of view. I have found that journals that would be most helpful to me are not carried by the W. Hart library. The reference librarians are excellent. I want to get hooked up to the library at home, however I have not found it to be a simple task.
School of Social Work	Greater Hartford	Remote access	I would like information on how I can access the library databases and super Homer from my home.
School of Social Work	Greater Hartford	Reserves	Saturday library hours are horrible. Reserve information is always difficult to find because clearly materials are either disorganized or system is inadequate.

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School of Social Work	Greater Hartford	Reserves	My greatest concern regards to the reserve collections placed by professors. I live an hour away from school so it is important that I have access to materials but the reserve librarians never seem able to find what I need: and continually say professors failed to put materials there. The same thing happens with many journal articles. the photocopiers need to be updated and the computer stations need new, faster printers!
School of Social Work	Greater Hartford	Reserves	Paper items on reserve are sometimes too light, text may be crooked on paper, or part of the text is cut - off. Should have at least one copier with a feeder so that documents wouldn't have to be copied one sheet at a time.
School of Social Work	Greater Hartford	Staff	Two weeks ago I needed a journal article on Microfiche, Journal of Consulting and Clinical psychology. The specific fiche was not there; it was either mis-filed or just gone completely. This happens more than it should. Last summer I wanted a book, Family Therapy by Salvador Minuchin, the student told me there were two copies one on reserve the other had just been returned, I spent 30 min looking for the book. Days later another student worker tells me the 2nd copy was checked out and never returned.
School of Social Work	Greater Hartford	Staff	Social Work Librarian-Jan- is excellent!
School of Social Work	Greater Hartford	Staff	I called for information on research but the clerks refused. Overall satisfied.
School of Social Work	Greater Hartford	Staff	Library staff very helpful and knowledgeable.
School of Social Work	Greater Hartford	Staff	I'm frustrated that the computer "freeze" a lot when trying to get into sociofile or psylit. This happens a lot! The front desk is very helpful in finding reserve articles and assisting with other things I'm looking for.
School of Social Work	Greater Hartford	Staff	I find the library very frustrating the hours do not meet the needs of students who are working and going to school. The staff is uneducated during weekend hours and incompetent.
School of Social Work	Greater Hartford	Staff	Rinky Dink'. It is terribly inconvenient that there is no change available at Uconn for library use. No change machines for Xerox, forced to buy a 50.00\$ card on more than one occasion even Bursar didn't have any change. Can't you install a change machine or more efficient system. Also some staff available when accessing reserve material are confused and inept.
School of Social Work	Greater Hartford	Staff	The librarian in the Trecker Library is extremely attentive to the needs of students. She is very helpful and patient re: Homer UCAT , Homer JREF. She never lets you wait long for services, ILL and information.
School of Social Work	Greater Hartford	Staff	Journal collection could be increased. Most times I went to use computers in the library this semester, nothing was working. It has been very frustrating. Library staff very helpful.
School of Social Work	Greater Hartford	Staff	I use the library in Hartford at least twice a week. The staff is extremely pleasant and helpful especially at the desk.
School of Social Work	Greater Hartford	Staff	The social work librarian is extremely knowledgeable and helpful.
School of Social Work	Greater Hartford	Staff	Over all I like the library very much. I think the Reference Librarians are terrific.
School of Social Work	Greater Hartford	Staff	CD rom for Psychlit/Sociofile etc. often down. Librarian staff are very nice and helpful
School of Social Work	Greater Hartford	Staff	I use both Storrs and west Hartford libraries. So some of my answers may unintentionally refer to Storrs - though I tried to view this from W. Hart point of view. I have found that journals that would be most helpful to me are not carried by the W. Hart library. The reference librarians are excellent. I want to get hooked up to the library at home, however I have not found it to be a simple task.

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	Staff	The library staff is very skilled; however, would like to see less students and more professionals. There is no private study area at Hartford; a few corners on second level - noisy (broilers?)
School of Social Work	Greater Hartford	Staff	Person with in the library extremely helpful! CAT info desk.
School of Social Work	Greater Hartford	Staff	As a visually impaired student in the MSW program I have found the library staff particularly helpful and accommodating at the Hartford campus. Adaptive technology/ equipment is an on-going problem. This has and is being addressed by the staff at the library at the Hartford campus as well as the Disability support Service Co-ordinator. Access to information/ materials is one of many issues that the handicapped/ disabled must contend with on a on-going basis.
School of Social Work	Greater Hartford	Staff	I find the Library staff very helpful.
School of Social Work	Greater Hartford	Staff	The Trecker staff are great but the library is an utter disgrace. I pay a lot of money to attend Uconn and considering it is 1998 the school could at least invest in slightly up to date laser printers. They only cost a couple hundred dollars. The noise is horrendous and it disturbs the students (your paying customers) and the librarians too. I have taken days off from work to use the library, only to find the computers down. There is no excuse in this age of technology to have computer services down so frequently and a lack of decent printers. If possible, I avoid the library at all costs and drive out of my way to go elsewhere.
School of Social Work	Greater Hartford	Staff	The reference librarian for SW is wonderful. When I'm actively going to classes, I use the library several times a week. The library needs more funds to update book collection. (old books / dust mites in journal room up my allergies to an uncomfortable level.
School of Social Work	Greater Hartford	Staff	The library could use more terminals for Homer UCAT and JREF and a system schedule time (in a very busy schedule) to complete searches only to find the system down with no knowledge of when it will be working again. More access to internet is needed so students to not have to wait for access to a terminal. Library staff is very helpful - keep up the great work.
School of Social Work	Greater Hartford	Study space	Better hours, instruction of use of computers and resources. Better e-mail programs. Faster computers. Quiet spaces for study needs improvement. Copier numbers and cost are out of line with resources of the library.
School of Social Work	Greater Hartford	Study space	The library staff is very skilled; however, would like to see less students and more professionals. There is no private study area at Hartford; a few corners on second level - noisy (broilers?)
School of Social Work	Greater Hartford	SuperHOMER	I'm frustrated that the computer "freeze" a lot when trying to get into sociofile or psylit. This happens a lot! The front desk is very helpful in finding reserve articles and assisting with other things I'm looking for.
School of Social Work	Greater Hartford	SuperHOMER	Journal collection could be increased. Most times I went to use computers in the library this semester, nothing was working. It has been very frustrating. Library staff very helpful.
School of Social Work	Greater Hartford	SuperHOMER	The last two Sundays I made the trip to do research at the W. Hartford library the reference services were not available due to problems connecting to the Main Computer. Very frustrating when time is limited for research work!

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Program	Campus	Category	Comment
School of Social Work	Greater Hartford	SuperHOMER	As a visually impaired student in the MSW program I have found the library staff particularly helpful and accommodating at the Hartford campus. Adaptive technology/ equipment is an on-going problem. This has and is being addressed by the staff at the library at the Hartford campus as well as the Disability support Service Co-ordinator. Access to information/ materials is one of many issues that the handicapped/ disabled must contend with on a on-going basis.
School of Social Work	Greater Hartford	SuperHOMER	It is very frustrating that the Silver Platter system seems to go down a lot. Also, I tutor students at the School of social work and I have found that many of them need a basic introduction to the library's services - if this is offered at the beginning of each semester (I'm not sure) then it needs to be better advertised. Also, the students have mentioned to me that they don't feel comfortable asking the librarians for this basic type of help. Perhaps general orientations for the social work students should be held so the library and it's staff will be more "approachable"
School of Social Work	Greater Hartford	SuperHOMER	The library could use more terminals for Homer UCAT and JREF and a system schedule time (in a very busy schedule) to complete searches only to find the system down with no knowledge of when it will be working again. More access to internet is needed so students to not have to wait for access to a terminal. Library staff is very helpful - keep up the great work.
School of Social Work	Storrs	Collections/print	I have difficulty finding newer books (i.e. 80's and 90's) in the library itself and I often need to use inter library loan. I also have found the journal collections to be quite limited in areas of social work and mental health.
School of Social Work	Storrs	ILL	Bob in the ILL department is an extremely helpful person. He was concerned responsive, and quick about helping. I actually connected with him on a follow up call. I had spoken with a woman in his department who was not helpful at all. She never followed through on a key article I very much needed. Bob had it to me in two days. That made a big difference. The folks at the W. Hartford library are great - Jan is a shinning star! One of the reference librarians (I think Barbara) is also. They are all great. You need new microfiche readers as well as copying machines there. They are old and do a poor job. They are awkward to use and do not have what have become modern options (sorting, etc.) New machines would help save a great deal of time. Thank you for your interest.
School of Social Work	Storrs	Microtext	Bob in the ILL department is an extremely helpful person. He was concerned responsive, and quick about helping. I actually connected with him on a follow up call. I had spoken with a woman in his department who was not helpful at all. She never followed through on a key article I very much needed. Bob had it to me in two days. That made a big difference. The folks at the W. Hartford library are great - Jan is a shinning star! One of the reference librarians (I think Barbara) is also. They are all great. You need new microfiche readers as well as copying machines there. They are old and do a poor job. They are awkward to use and do not have what have become modern options (sorting, etc.) New machines would help save a great deal of time. Thank you for your interest.
School of Social Work	Storrs	Photocopiers	The copiers are very old and I can't imagine for 10 cents that new photocopiers can't be purchased!

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Program	Campus	Category	Comment
School of Social Work	Storrs	Photocopiers	Bob in the ILL department is an extremely helpful person. He was concerned responsive, and quick about helping. I actually connected with him on a follow up call. I had spoken with a woman in his department who was not helpful at all. She never followed through on a key article I very much needed. Bob had it to me in two days. That made a big difference. The folks at the W. Hartford library are great - Jan is a shinning star! One of the reference librarians (I think Barbara) is also. They are all great. You need new microfiche readers as well as copying machines there. They are old and do a poor job. They are awkward to use and do not have what have become modern options (sorting, etc.) New machines would help save a great deal of time. Thank you for your interest.
School of Social Work	Storrs	Staff	Bob in the ILL department is an extremely helpful person. He was concerned responsive, and quick about helping. I actually connected with him on a follow up call. I had spoken with a woman in his department who was not helpful at all. She never followed through on a key article I very much needed. Bob had it to me in two days. That made a big difference. The folks at the W. Hartford library are great - Jan is a shinning star! One of the reference librarians (I think Barbara) is also. They are all great. You need new microfiche readers as well as copying machines there. They are old and do a poor job. They are awkward to use and do not have what have become modern options (sorting, etc.) New machines would help save a great deal of time. Thank you for your interest.
Z Not Indicated	Stamford	Hours	I only go to class at night. I get to bldg. at 6:45, library closes at 7. Too far away to use otherwise
Z Not Indicated	Storrs	Collection management	The Home page (Uconn Libraries) needs a better description of how to use electronic journals and online databases. The connection to many online databases also crashes too much to often. The electronic services need to be more reliable. The day's newspapers never seem to be on display or available. If the mornings newspaper is available , this needs to be better communicated to library patrons.
Z Not Indicated	Storrs	Collections/print	I would expect the library to be open 24 hrs; especially the journal section. Severe lack of biomaterials journals at the Storrs campus. Lack of literature on molecular self-assembly; photonics
Z Not Indicated	Storrs	Education	The Home page (Uconn Libraries) needs a better description of how to use electronic journals and online databases. The connection to many online databases also crashes too much to often. The electronic services need to be more reliable. The day's newspapers never seem to be on display or available. If the mornings newspaper is available , this needs to be better communicated to library patrons.
Z Not Indicated	Storrs	General	Stop mailing me things
Z Not Indicated	Storrs	Hours	I would expect the library to be open 24 hrs; especially the journal section. Severe lack of biomaterials journals at the Storrs campus. Lack of literature on molecular self-assembly; photonics
Z Not Indicated	Storrs	SuperHOMER	The Home page (Uconn Libraries) needs a better description of how to use electronic journals and online databases. The connection to many online databases also crashes too much to often. The electronic services need to be more reliable. The day's newspapers never seem to be on display or available. If the mornings newspaper is available , this needs to be better communicated to library patrons.