

LibQual Comments

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User Group Undergraduate  
Discipline Science / Math  
Library Branch  
Age 18 - 22 Sex Male

I don't use the library

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User Group Undergraduate  
Discipline Engineering / Computer Science  
Library Branch  
Age 18 - 22 Sex Male

I dont go into the libraries. I study in the dorm study halls

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User Group Faculty  
Discipline Humanities  
Library Branch Arts  
Age 31 - 45 Sex Male

While I use the Arts Library often, I also use YRL, and the marks I gave are for both.

The reason that the UCLA library gets such low marks from me is the amount of materials I look for that come up missing. Moreover, when I ask for the materials to be replaced (or even copied from another library) this never happens. I have trace requests that I made over a year ago that I still have not been answered. This, for me, makes UCLA a terrible choice.

People are perfectly nice in the library. Oftentimes, however, they are not horribly helpful. Moreover, UCLA has the worst maintained equipment I've ever seen. The copy stand in the Arts Library was reported broken three months ago; it still has not been fixed. This is not only an impediment to my own teaching, it is also an impediment to my students' work.

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User Group Undergraduate  
Discipline Communications / Journalism  
Library Branch Arts  
Age 18 - 22 Sex Male

The services seem to be fine. I don't really have any complaints or suggestions.

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User Group Undergraduate  
Discipline Performing & Fine Arts  
Library Branch Arts  
Age 18 - 22 Sex Female

I don't like the fact that you can not look up resources in separate libraries through separate searches. You have to look up everything that all the libraries have and then sort them out, which is kind of a waste of time for some people. Both options should be available.

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User Group Undergraduate  
Discipline Performing & Fine Arts  
Library Branch Arts  
Age 23 - 30 Sex Male

I personally think the system is great. Keep up the good work!

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User Group Faculty  
Discipline Science / Math  
Library Branch Biomedical  
Age 46 - 65 Sex Male

Could make web information clearer for accessing material

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User Group Faculty  
Discipline Science / Math  
Library Branch Biomedical  
Age 31 - 45 Sex Male

I once had a library book stolen from me. When I went to pay for replacement, the women cashier treated me like I was the thief. Unacceptable attitude.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Male

This is very important. You must increase the number of medical journals with e-access for electronic articles.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Male

Potenetial to be great library. Need to be more user friendly with easier access from outside facilities. Perhaps email of tips regarding computer usage of library or updates would be helpful

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Male

I find that in most services the library is good, but with respect to interlibrary loans sometimes I get them and sometimes I do not It would be helpful if I could be notified if the ILL had been unsuccessful.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Biomedical  
Age 31 - 45 Sex Male

Things that critically need attention: 1) On-line access to journals from American Psychological Association, Psychonomic Society, etc. 2) Ability to connect to Psychinfo from Endnote.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Biomedical  
Age 31 - 45 Sex Female

My comment is about the survey--I thought the "desired" box was useless--wouldn't everyone select the highest rating??

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 31 - 45 Sex Female

The reference librarians are fantastic.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Female

Overall, I use the library primarily from my office with the computer. I would like to be able to print out more full text articles rather than abstracts. The orion database postponement has been a disappointment. It would be nice to receive a regular e-article message from the Biomed library on recent acquisitions, etc.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Female

The Web based tools available for searching journals, books, etc are very cumbersome. A subscription is needed for Medline, that should be accessible from home, or any location that the faculty member needs access from.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age Over 65 Sex Male

Not always satisfied with UC E-link performance in obtaining research information.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

Access to journal articles in electronic format (PDF) is paramount to me

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

It would be better if you could inform us of unavailability of requested interlibrary articles.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	Over 65	<u>Sex</u>	Male

Perfection in library operations is an unattainable goal, from my perspective, thus my many 7 and 8 ratings. I think that campus libraries overall do a magnificent job under difficult budgetary and facility circumstances.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

Should have electronic access to all generally used medical and scientific journals. This is currently NOT the case.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

I love the electronic access to the journals. The more I can do from my office and not have to go to the library the better my productivity. The more journals available online the better. One note, the design of this survey is silly and redundant.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

Please make the library a quiet place. Right now too much talking by the users in the library. For example, the history collection in the Biomed library is the best place for me to sit and read quietly. Also provide some comfortable chairs to sit and read. Perhaps these two items are the easiest and least expensive to do. Hope we could all enjoy a quiet and comfortable library.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

Interlibrary loans are very time-consuming. Can't there be a fax system set up for those articles that are needed?

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

I do not choose to provide identifying information. The items above re sex, age, etc. are not necessarily correct. I have tried a number of times to exit this questionnaire without providing them. This is a most inconsiderate flaw in your questionnaire. You cannot expect frankness without anonymity .

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

I asked for an interlibrary journal article in the past and despite several emails and phone calls, I received nothing. The resources are very good, but the hours could be improved - ie later hours during the week and at weekends.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

financial constraints have reduced the availability of many print journals. time has become harder to find so use of my computer from home has increased. Ability to access many resources from home is lessened. I somehow can not get the proxy seerver to work as well from home as I can from my office.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

It is very important for my research to have the requested articles copies in a timely manner. This must improve some, but in general very satisfied with the library.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

More ejournals

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Male

This form is not very useful, as there are cases where I have a set of needs/requirements, for example, but little or no direct experience with the library service.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 31 - 45 Sex Male

More online journal subscriptions

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Male

An exceptionally good library overall. I would like it to develop more access to electronic resources.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 31 - 45 Sex Female

This survey format is distracting, too detailed

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Biomedical  
Age 46 - 65 Sex Female

The more access to electronic journals, the better

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 31 - 45 Sex Male

The library needs to expand the digital holdings: Cell Press Journals are key.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 31 - 45 Sex Male

We have an outstanding library and staff (especially the biomedical library). Wish we had more funds to get online access to professional journals. Also, the ORION system needs to be revamped.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age Over 65 Sex Female

I do library searches through Pubmed. The direct connection to the journal very often doesn't work, even though Biomed does have the subscription to the journal. .

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User Group Faculty  
Discipline Science / Math  
Library Branch Biomedical  
Age 46 - 65 Sex Male

as you already know -- thye libraries need upgrading -- Powell is the best -- the rest fall down as a modern, comfortable place to Browse. IN ADDITION, THE CDL IS HARD FOR ME TO NAVIGATE -- a more-user friendly format would be nice

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 46 - 65 Sex Female

I am frustrated by the lack of resources in the library and feel that the University of California should have more current book holdings and offer more journals in the health profession fields.

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User Group Faculty  
Discipline Health Sciences  
Library Branch Biomedical  
Age 31 - 45 Sex Female

Have more journals available electronically.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Biomedical  
Age 31 - 45 Sex Female

I am a postdoc, but that option wasn't available

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Education		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

please do what ever possible to preserve access to stacks and expand the number of electronic journals availablee¿

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

I would like direct electronic access to more science journals. I ought to have direct electronic access to Cell, Immunity, JI .

I would like to find out what the library can offer  
( ie: information on the electronic information resources available here and at home).

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

Library services are pretty sufficient. But I do wish that the space in the library was better. I would like it to be bright and airy, with lots of copy machines that work (and aren't outdated) and computer stations on different floors (so you don't have to go back downstairs to do a lit search). I would like to work there, but the space is so uninviting.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

I would really like more study spaces in the biomedical library. There dont seem to be enough quiet places to study

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

Three recommended changes:

- 1) Restrict ability to check out bound periodicals. Biomed is the first library I've ever heard of allowing bound periodical material to leave the building.
- 2) The volume of electronic media and online access to journals is phenomenal. My suggestion in this regard is merely to continue broadening access. Many journals are unsubscribed to, but are available in .pdf format. Updating subscriptions is undoubtedly costly, but please continue to expand these efforts. It's fantastic.
- 3) If there is equipment for viewing videos or taped material at the Biomed library, I am unaware of it. It would be helpful if there was an available collection of multi-media science and research material available at Biomed, rather than having to go to Powell or some other library.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

The services within the library are fine. It is the on-line searching options that I have problems with.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

need constant and instantaneous access to all journals online. This is not always available from the publisher, so it isn't always the library's fault that its not available. My students no longer reference or consult offline journals.

Would be nice to have books on line also.

I don't need a physical library or space. I don't even need employees, although it would be nice to be able to email someone once in a while.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

I want you to provide general newspapers, magazines, and music CDs to make us more creative.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	18 - 22	<u>Sex</u>	Male

These questions are extremely poor. Basically there are only 10 questions asked, repeatedly rephrased.

I use the biomedical library almost exclusively. The bottom line is that the library is there as a resource for people doing research. All of these concerns about study space and courteous employees are far, far less important that the material available and the ease with which it can be accessed. I find the selection of journals lacking. Also, the copiers are ancient, and frequently do not work. As for online, during certain hours the orion catalog is extremely slow. The selection of journals online is also limited. I would much rather see these issues addressed than have worthless frills like group study areas or polite employees.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

I worked at VA hospital, North hills. It is not convineint for me to go often to the library, especialy when I got a recall. I wonder if you can set up some kind of service for VA staff.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

The majority of healthcare journals that are necessary for my research in public health are no longer available without journal membership. My ability to perform necessary research this year has therefore been much more difficult than last year.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

The selection of science journals available through the UCLA libraries is good except that we lack a subscription to current Cell journals.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

This survey did not take about 10 minutes. Whoever designed it should take a refresher course in questionnaire design and methodology.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

Biomedical library collection is not sufficient for medical/graduate students. Very often(I would say 70-80 percent of the time) I found the book title and shelf number on library web page indicating the book is in stock(in biomedical library), but could't find it on the shelf. This is painful.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

hope we can enter into more electronic journey from the website. thanks

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

more journal articles should be made available online for free printing

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

when melvyl was used, i had an easy time finding sources (especially very recent sources) and quickly obtaining pdf versions of articles, all through this website. to say that i hate the new databases the biomed library is using would be putting it lightly. i am a fairly computer literate and for the life of me cannot get the current databases to work anywhere near to how well melvyl worked for me.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

Having gone to UCLA as an undergraduate and now again as a Medical Student, I would have to say that the one thing the UCLA libraries in general (and specifically the Biomedical Library) desperately need are group study areas. There aren't enough and while some people study on their own, most use SOME degree of interaction that requires a bit of noise. Now I'm not saying that it should be LOUD but large group study areas where people can talk are desperately needed. There are so few of those group study rooms. I don't think the problem is making more little group study rooms but more larger areas to study both independently and group based. Right now the only area like that which I can think of is the on the 1st floor of the Ackerman student union. Maybe dedicate some library areas as pseudo-group study areas where there are just tables etc but also where people don't have to feel badly about talking a bit. (this is of course just me...some probably are desperately looking for more quite study areas...I just think there are enough of those. Okay I'll stop blibbering on. =)

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

I would like the IMF to be a more "quiet" study area.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

At least at BioMed, there needs to be better reshelving of the journals so that users can find what they are looking for without spending hours looking for a single journal issue. Also, many of the journals are constantly out of sequence. Hire more undergraduates for this task.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

not bad

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<u>User Group</u>	Staff		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

In general, the library staff is very helpful and responsive, both in person and via e-mail. The main area where improvement is needed is inter-library loan (it takes too long!!) and the request sheets could be shortened. Also, I would like to see more e-subscriptions of science related journals.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

Wonderful organization, but still needs improvement.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

The library is very important for getting information on science and technology. Hope to have more source for online reading like book, journals and etc.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

My direct experiences with library staff have been all very positive, across several of the libraries on campus. Where I have had difficulties is finding materials in my areas of expertise which are sociology and social work in the areas of health, illness, palliative care and death. I have difficulty finding many of the articles/books I need at UCLA, both in print and electronic resources. Resources that are considered mainstream in my areas are not available at UCLA, and I have found that surprising. While I am certainly impressed with the extent of online access to journals that is available at UCLA, I have found it striking that I cannot access (or find in print) quite a few of the resources in my topic areas. I am a post-doctoral researcher at UCLA and thank you for taking the time and effort to conduct this survey. I did not find the format of the survey questions very clear or helpful, but I appreciate the inquiries nonetheless

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<u>User Group</u>	Staff		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

It may be more useful if the library subscribes more Medical journals online and if we could access these journals on-line and get complete articles

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

Librarians at reference desks are always extremely helpful and informative.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

Using PubMed is completely inefficient unless one is taught how to use it. Similarly, unless one is told about the other databases (i.e. Cochrane, Web of Science), students won't even know that they exist and are available for their use. Generally, I only go to the library to study or speak to a librarian. I rarely do research because it is more convenient and cheaper to search and print from electronic journals on my computer at home.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

Lots of resources but difficult to locate them and to narrow search. Also, would like more journals available electronically. And would like more textbooks available on reserve. Definitely need more study space - it's always too crowded during midterms and finals.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Biomedical		
<u>Age</u>	18 - 22	<u>Sex</u>	Male

The library is currently sufficient in meeting my academic needs.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

I'm frustrated because I cannot reach many on-line services through AOL

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

## LibQual Comments

I am very happy with the UCLA libraries and the whole UC library system, including Melvyl, and CDH and the whole bit. I take my classes on tours and have them get workshops from the reference people regularly.

Sometimes the reserve system is a bit sluggish, but I understand how that might be, given how many pieces those folks have to manage and how little time we sometimes give them!

The only thing that I DON'T like about the library at UCLA is, thank GOD, about to change: ORION2. Good riddance, I say. I just hope we come up with something better--can't get no worse!R

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

The collection in SEL/Engineering Math and Sciences library should be expanded; often times there are only a few books on a popular topic, and chances are those are checked out already! In this respect, I do not find the SEL/Engineering Math & Sci collection helpful at all, since the books I need are never there.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Other		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

I am a graduate student in the Information Studies department, and I work at the College Library reference desk, so I am constantly involved with university libraries. Because I work at the library, I know that library staff are knowledgeable, well-trained, caring, and customer-oriented.

My only complaint is the constant use of cell phones in libraries, in clear violation of university policy.

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<u>User Group</u>	Library Staff		
<u>Discipline</u>	Other		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

The Erd-b system is very confusing and misleading. A much simpler and more direct approach should be employed. The Orion2 catalog has improved, but I'm still anxiously awaiting the new system.

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<u>User Group</u>	Library Staff		
<u>Discipline</u>	Other		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

The staff in the Arts Library is excellent; extremely helpful and caring.

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User Group Undergraduate  
Discipline Humanities  
Library Branch College (Powell)  
Age 18 - 22 Sex Male

so far so good, keep up the good work!

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User Group Undergraduate  
Discipline Science / Math  
Library Branch College (Powell)  
Age 18 - 22 Sex Female

As far as service goes the library is great. But night Powell is too loud and there are not enough group study spaces. Quietness should be enforced as much as, if not more than, not eating.

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User Group Undergraduate  
Discipline Health Sciences  
Library Branch College (Powell)  
Age 18 - 22 Sex Female

The many libraries on campus provide an inspiring environment for academic excellence.

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User Group Undergraduate  
Discipline Engineering / Computer Science  
Library Branch College (Powell)  
Age 18 - 22 Sex Female

I very rarely need to speak with library staff but when I have, they've been extremely helpful. One even took time out of what she was doing to help me search for a magazine in which a friend was interviewed, even though there was no academic reason for finding it. Very nice woman!

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User Group Undergraduate  
Discipline Social Sciences / Psychology  
Library Branch College (Powell)  
Age 18 - 22 Sex Male

n/a

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User Group Undergraduate  
Discipline Other  
Library Branch College (Powell)  
Age 23 - 30 Sex Male

I would like to have a 24-7 library.  
 During final week it is hard to find a seat.

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User Group Undergraduate  
Discipline Engineering / Computer Science  
Library Branch College (Powell)  
Age 18 - 22      Sex Male

I like to use the library as a quiet place to study

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User Group Undergraduate  
Discipline Science / Math  
Library Branch College (Powell)  
Age 18 - 22      Sex Male

great, too bad there isn't wireless web

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User Group Undergraduate  
Discipline Business  
Library Branch College (Powell)  
Age 18 - 22      Sex Female

People in the Powell reading room are too loud!! There should be more monitoring of students, and disruptive people should be asked to leave.

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User Group Undergraduate  
Discipline Social Sciences / Psychology  
Library Branch College (Powell)  
Age 18 - 22      Sex Male

It would be great if there were more pencil sharpeners and operating water fountains in Powell library. It would also be great if you put disposable toilet seat covers in the stalls of the men's restrooms in Powell.

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User Group Undergraduate  
Discipline Social Sciences / Psychology  
Library Branch College (Powell)  
Age 18 - 22      Sex Female

Some sections of the library are too cold and some sections too hot and stuffy. It would be easier to read and study in a cool-warm environment, rather than a cold or stuffy one. Also, the chairs need cushions, because we serious students sit and study in the library for more than a few hours at a time. Thank you for your concern.

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User Group Undergraduate  
Discipline Undecided  
Library Branch College (Powell)  
Age 18 - 22      Sex Female

I am still not necessarily sure what minimum service level means so my answers could be wrong.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

If the Stacks could be open later hours during 10th and Finals week, that would be great. Research is difficult to do when resources are closed to the student, as well as checking out books after designated time period (which was only midnight last quarter). One cannot leave the library premises with the books being used for research in this case, which is somewhat inconvenient at times.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

the ucla search engine is horrible. no idea if that's associated with this survey, but it needs to be fixed. and...it's really hard to access online journals from home. i've never been able to do that.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

I think that the employees' work ethics change throughout the day. At certain times in the morning, they seem to be almost cheerful, yet by mid-afternoon, they seem to be stressed out. Of course this is based on my own experience, but perhaps changing positions in one shift would be like starting new beginnings every few hours?

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

I love Powell library - but it is always crowded.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Other		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

the library provides some excellent services.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	College (Powell)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

## LibQual Comments

I wish there were more clicc computers available. The wait is too long, especially given how many students we have at ucla, we should have more computers. powell is the most used library, and yet, it seems the least funded. also, it should be open longer every day, not just during finals. ucla is an institution of education, so it should strive to promote that. all the levels of powell should be kept open longer, not just the restrictive reading areas. there should also be more rooms for group study.

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User Group Undergraduate  
Discipline Social Sciences / Psychology  
Library Branch College (Powell)  
Age 18 - 22 Sex Male

more lighting

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User Group Undergraduate  
Discipline Humanities  
Library Branch College (Powell)  
Age 18 - 22 Sex Female

THE LIBRARY IS JUST TOO CONFUSING, AND I ALWAYS GET LOST! :(

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User Group Undergraduate  
Discipline Other  
Library Branch College (Powell)  
Age 18 - 22 Sex Female

I think there should be more desks in the stacks for people to study in. The night library study area is WAY too loud and people treat as more of a social area - there needs to be an area for serious studiers who just want quiet so they can focus! Also, the "no cell phone" policy needs to be enforced...you wouldn't believe how many times I've been studying and someone answers their cell phone, talks very loudly for a long time and disrupts my studies.

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User Group Undergraduate  
Discipline Science / Math  
Library Branch College (Powell)  
Age 18 - 22 Sex Female

I primarily use the library for study space, and the only complaint I have is the number of books on reserve is generally too low, though I imagine that is up to the professor, not the library staff. Overall, I'm pleased with the services of the library.

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User Group Undergraduate  
Discipline Humanities  
Library Branch College (Powell)  
Age 18 - 22 Sex Male

Good service, I couldn't complain. I have needed books that were not at our library though. The interlibrary loan is useful, but it be even better if we had things ourselves. I realize that it's impossible to have everything and that it costs money, so like I said, won't complain. One other thing: USC's library is open 24 hours...

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	East Asian		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

East Asian Library could be better outfitted. Korean language tools on all the computers. Printer attached to those computers. Sometimes it gets really loud up in the front area by the journals with tour groups and librarian discussions. Also, b/c of requirements of reference materials not leaving the EAL, it'd be nice if students could reserve a seminar room or something like that to work on materials in groups, if needed.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Architecture		
<u>Library Branch</u>	East Asian		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

Mucho grande!

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	East Asian		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

ILL provides a fantastic service, as does YRL circulation.

Microfilm services are not very impressive (or friendly, knowledgeable, etc.).

East Asian Library computer facilities are substandard--Asian languages require special computer facilities. The present facilities are almost prehistoric. The photocopying services are also expensive in comparison to other campus locations, and also outdated.

In general, YRL and ILL are fantastic.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	East Asian		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

I would just like it if the library was open until midnight on weekdays, and open later on Friday and Saturday nights, because it is a great place to study, and college students tend to study at late hours...

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Law		
<u>Library Branch</u>	Law		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

The cell phone ringing/usage is out of control and highly disruptive. The library staff ignores the general student public and does not make them feel welcome, more like they interfere with 'their jobs.'

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User Group Graduate  
Discipline Law  
Library Branch Law  
Age 23 - 30 Sex Female

It would be nice if law library could open a little earlier during the week - at 7 instead of 8. This could be workable if it opened earlier for studying purposes only; reference desks could stay closed until normal hours.

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User Group Graduate  
Discipline Law  
Library Branch Law  
Age 31 - 45 Sex Male

The Law library should keep the 24-hour reading room open 24 hours. Duh. Other than that we have the best library and best library staff of any law school in the nation, maybe the world.

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User Group Graduate  
Discipline Business  
Library Branch Management  
Age 31 - 45 Sex Male

Please add the ICPSR database page to your web based library resources. It is avail to all ucla students and faculty, I believe.

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User Group Graduate  
Discipline Business  
Library Branch Management  
Age 23 - 30 Sex Male

at the management library we pretty much ONLY use reserve items and the desks to study and connect to the internet. In the olden days, people couldn't eat in the library because food might spill on books....in these times there are few books for stuff to spill on. Please relax the food rules, I often don't study in the library because I cannot eat there.

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User Group Graduate  
Discipline Business  
Library Branch Management  
Age 23 - 30 Sex Female

Up this point I have not used the library as a resource. I believe that I will do so in the future with my classes. But use will only be what is necessary. I don't usually like to use the library.

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User Group Graduate  
Discipline Business  
Library Branch Management  
Age 23 - 30 Sex Female

on-line sources are usually not supported by enough number of accounts and some good ones are not accessible from out of campus

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User Group Undergraduate  
Discipline Business  
Library Branch Management  
Age 18 - 22 Sex Female

I'm sorry. I didn't really know how to answer these questions because I don't use the library very much.

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User Group Graduate  
Discipline Humanities  
Library Branch Music  
Age 31 - 45 Sex Male

Although I use many electronic journals, I would strongly support keeping the print journals around.

The full-time librarians I deal with in the Music Library and in URL are terrific (knowledgable and courteous). The part-time students are generally cheerful but not always as well versed - as is to be expected...

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User Group Graduate  
Discipline Humanities  
Library Branch Music  
Age 31 - 45 Sex Male

Seemingly almost every quarter I get a notice that I have not returned a book and will be fined. Invariably, I then go and find that book back on the library's shelves where it belongs. This has happened to me at least four times, so it's not a fluke. It is emblematic of the problems facing UCLA's library system. Another sign of these problems is the ridiculously poor library computer search program (Orion). It is by far the worst I have encountered, anywhere (the Cal State system is much better, for example). I also am dismayed by the lack of space in the music library, for both doing research and for books. Too many books are sent to SRLF. And, as it is, much of the space is used by undergraduates from other disciplines to catch up on personal e-mail or to sleep between classes. In short, I have found the music library to be just barely acceptable for my uses. Most other musicology graduate students share my feelings of disappointment with our library.

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User Group Undergraduate  
Discipline Performing & Fine Arts  
Library Branch Music  
Age 18 - 22 Sex Female

I wish there were more circulatory items in the music library.

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User Group Faculty  
Discipline Science / Math  
Library Branch SEL/Chemistry  
Age 31 - 45 Sex Female

It seems that the library does not understand research needs in the area of searching for and sorting through journal articles. There is not a good easy to use solution available at this time.

Many student workers are not terribly knowledgeable.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Chemistry		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

Would like to get more rapid turnaround of ILL journal article requests by receiving pdf files through e-mail. (It's just as easy for library staff to scan and e-mail as it is to xerox and snail-mail, and it would save 2-7 days plus a trip to the Engineering library.)

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Chemistry		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

In general, I find library service very satisfactory. My main problem is with the change in the page for accessing the e-journal, now that one does not have all journals under a letter in the same page.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Chemistry		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

PLEASE restore the TELNET Current Contents access through Melvyl. The web-based CC is awful!

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Chemistry		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

I use mostly the chemistry library. I am dissatisfied with the selection of bound journals. For an institution as prestigious as UCLA, the chemistry library is disappointing. Staff and deco are good, but that's not what a library is about.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Chemistry		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

(1) Sometimes, library attendants know less about the library than I, which makes it difficult to find appropriate resources. (2) Orion is a slow and less than practical web-based search tool. It would greatly help if the site designed would be changed completely, to make it more practical and quick. There is no need for nice designs or special windows. A quick research system (such as the antiquated Melvyl) would suffice. Also, why not use they same terminology and computing language as Melvyl? Why is there a need to complicate Orion by introducing different terminology? (3) Sometimes, electronically-available journals are not simple to access on campus terminals even though our libraries have current subscriptions. (This usually occurs when I am using terminals outside the library).

(4) Graduate level privileges are not observed in all libraries. (5) Students often sleep or do non-library related work, and in so doing, they occupy library space inappropriately. (6) Often books are misplaced by users or books are missing from the library without the knowledge of library attendants. (7) There is often a shortage of free terminals for catalog research in both SEL/Chemistry and at the Biomedical library. (8) On rare occasions, library personnel attend in-coming phone calls before they attend the next person in line at the front desk -- regardless of the fact that the person at the front desk was there before the phone rang. (9) In SEL/Chemistry library, there is a single photo copy machine which allows scientists and graduate students to use their research account to pay for photo copies. A single machine is not enough for this specialized type of use, especially when undergraduate students still have access to that machine ( even though there are a couple of regular machines close by). Finally, this single machine often breaks. Due to repairs that in the past have taken months to complete, it has been sometimes impossible for graduate students and research scientists to do their research by drawing appropriately from their research funds.

Would it not be reasonable to set up one or two machines in other science libraries -- that allow purchase of photocopies with funds from research accounts? Would that type of a setup not make our libraries more amenable to research? Would such an option not increase our productivity?

(10) Currently, campus Reprographic services provide a means to purchasing library cards with funds from research accounts. Not only is this office far removed from the areas where most researchers hang around on campus, but the process itself is time-consuming and impractical. Why not integrate this part of the service into the front desk at our UCLA libraries? Would that not make the process more efficient? (11) Thank you for taking the time to review my comments. Currently, it is sometimes visibly obvious that the libraries are operating separately from the rest of the campus. In other words, the libraries don't always seem to meet the needs of the different UCLA departments. It would prove much more efficient, practical, and possibly even lucrative -- if some things would change in our libraries. Perhaps more interaction between library and departmental managements (including students and graduates) should prove tremendously useful. Good luck.

<u>User Group</u>	Faculty		
<u>Discipline</u>	Engineering / Computer Science		
<u>Library Branch</u>	SEL/Engineering&Math Sci		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

Library needs a nicer location and a larger collection.  
Check how nice the Bechtel Engineering library is at UC Berkeley

<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Engineering&Math Sci		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

The search engines (orion) seem not yet optimal for my needs, though I appreciate improvements over the last years. Usually I use AMS reviews tools to locate paper.

It is important to have a large variety of Math journals accessible, whether in paper or electronically.

Access to papers and the library is important for my work. I am reasonably happy with the library, although a sizeable fraction of the material I need is not available there. Please continue to keep up the library.

---

User Group Faculty  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 46 - 65 Sex Male

The quality of the holdings in SEL/EMS and SEL/PHYS is declining; it is common for me to find books I want at UCB and UCSD, and even UCI and UCR, but not at UCLA.

I used to use the INSPEC access feature of MELVYL daily (ascii access), and would love it if it could be reinstated.

The UCLA library web page is OK, but the journal/literature search interface could really stand improvement. This is one of the main uses I have for the library.

The quality of the holdings that are physically in the SEL/EMS stacks has dropped, apparently since people are allowed to keep books out indefinitely with semi-automatic renewal. I generally expect books to not be there now. I realize space is a concern but I would appreciate it if there were a higher probability that recent books were available in the stacks.

I know that some universities have put nice coffee bars (a la Borders, or Barnes & Noble) into their libraries. I would definitely use the library more if there were good coffee there...

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User Group Faculty  
Discipline Science / Math  
Library Branch SEL/Engineering&Math Sci  
Age 46 - 65 Sex Male

My needs are changing with changing technology. Since almost all the journals I need are now on line, the library's greatest potential use for my research is to provide texts, monographs and conference proceedings.

---

User Group Faculty  
Discipline Science / Math  
Library Branch SEL/Engineering&Math Sci  
Age 31 - 45 Sex Male

Services vary quite a bit from facility to facility. Most of my frustrations come from dealing with Orion, even with the latest implementation, it seems to often miss references that I know are there, and is difficult to use.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch SEL/Engineering&Math Sci  
Age 46 - 65 Sex Male

Online access to journals is about all that I require. I buy most of the books I need, but having a good collection of mathematics, statistics and economics books is also useful. It would be more useful to have that in the form of a smaller department level collection than a larger YRL or Math -Sciences collection.

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User Group Faculty  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 31 - 45 Sex Male

LibQual Comments

Orion continues to be a disgrace, in spite of the fact that once it was a cutting edge system. I blame this entirely on poor executive decisions by the management of the UCLA library. Among other faults was not enough guidance sought by technically knowledgeable faculty.

Also, some of the questions in this survey were vague and redundant. Makes me wonder what the surveyers are really after. There was very little asked on the impact of archiving to SRLF, the changing nature of the hardcopy journals and monographs that are accessible on library shelves; whereas too much was asked on whether or not I feel good dealing with library staff.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 23 - 30 Sex Female

Once I wanted to look for some papers for my research, but I found some journals that UCLA does not have. I also found that UCLA does not subscribe to one journal that I wanted to look through the internet. I was disappointed by this at that time. One day I wanted to find a book in Biomedical library. Computer said the book is available, but I could not find the book in the shelf. I guess they don't organize returned books everyday. I think they need an option for book status saying "in process" if it's just returned. So, I felt that the library system is not well organized.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 23 - 30 Sex Male

The new CDL/Melvyl isn't as good as the old one. It requires many more "clicks" to get at the articles you want. And, this version doesn't present online material as readily. I would like to see the return of the old version.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 31 - 45 Sex Male

I asked for a journal paper which is not in the library through library web site(I remember it's January) but I did not get any respond from the librarian yet. I just want to know if you get the journal paper or not.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 23 - 30 Sex Male

Teach something about how to find references

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 23 - 30 Sex Male

LibQual Comments

Satisfactory overall.

I really think you should rethink the format of this survey though! Asking for a minimum performance level and desired performance level just doesn't make sense!

Rather, it should be "performance level you would be satisfied with" (note that this is different from both "minimum" and "desired" performance levels), and "performance level currently provided by the library"... Just a suggestion...

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 23 - 30 Sex Male

Library can consider buying multiple copies for books instructors designate as textbooks. They are usually very classical monographies.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 31 - 45 Sex Male

Maybe not too many students have made use of the library long enough to know that you should get praises for such wide-ranging large-scale improvements accomplished over several years, like: self-serve renewal online, universal returns, and library book sales.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 23 - 30 Sex Male

All of the librarians that I have spoken to in person have been extremely helpful and courteous, as well as knowledgeable about how to access the info I need.

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User Group Graduate  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 18 - 22 Sex Male

The book recall process should be more strictly enforced since people still don't return the book even after it's been recalled.

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User Group Staff  
Discipline Engineering / Computer Science  
Library Branch SEL/Engineering&Math Sci  
Age 31 - 45 Sex Male

Often the library staff have no idea where an item is, if when the item is not available in the stacks. Also, the interlibrary loan requests take forever to be processed.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Engineering / Computer Science		
<u>Library Branch</u>	SEL/Engineering&Math Sci		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

I am very happy with the technical search engines. The other schools like caltech provided better search engines in the library

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Engineering / Computer Science		
<u>Library Branch</u>	SEL/Engineering&Math Sci		
<u>Age</u>	18 - 22	<u>Sex</u>	Male

In the SEL library, I find it highly unnecessary and annoying that the employees rapidly turn on and off the lights when there are 5 or 10 minutes remaining until closing time. Also, when they are putting away chairs before they leave, they are very loud because they drag the chairs rather than lift them up. The SEL open hours are convenient and helpful in my academic discipline.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Geology-Geophysics		
<u>Age</u>	Over 65	<u>Sex</u>	Male

Expanded geoscience map services would greatly assist in my work.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Geology-Geophysics		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

Interlibrary Loan needs streamlining. I have made several requests and never received a response or copy of those materials. @

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Geology-Geophysics		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

I have come across about a dozen journals needed for looking into cited references that the library does not carry. I had to search the internet for, and personally write the authors for re-prints. There are often not enough online resources available through UCLA, while many of these can be received by paying extra to various online article distributors. I may have higher standards than most students, since my previous school had a better funded library system with seemingly unlimited access and holdings.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Geology-Geophysics		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

Would be good to know whether you can renew your book online etc., ie more information on having a library account

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	SEL/Physics		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

ease of web access to search bibliography [thus the most complete search sources possible] then ease of ordering from library and inter-library loan. this is the future of library research for me.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Physics		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

The new interface to data bases such as INSPEC is a major downgrade from the previous interface whose use was certainly more intuitive. More options do not always lead to more useful information.

I do not like the new arrangement of the journals in the Physics library. Alphabetical order was easier than having to go through the classification index used for books.

As a heavy user of library facilities, I look for ease of use from the part of the user and the new electronic interface and the departure from alphabetical order for journal shelves do not satisfy that primordial criterion.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Engineering / Computer Science		
<u>Library Branch</u>	SEL/Physics		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

the particularly annoying reasons for my dissatisfaction with the UCLA library system:

1. online journal access off campus through BOL's proxy server almost never works for some journals
2. the new online OVID system is inefficient and tedious to use; too many browser windows are required and one can't easily view more than one paper simultaneously
3. people are free to make a great deal of noise in SEL/Phys and SEL/Eng, contrary to libraries in other universities
4. SEL/Phys journal stack area needs renovation to keep water out; compared to Powell, the situation is an utter disgrace

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Physics		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

Physics library needs a better group study environment as physics study is done 90% in large groups.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Physics		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

The fact that books are only checked out for small periods of time (weeks) is quite annoying.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	SEL/Physics		
<u>Age</u>	18 - 22	<u>Sex</u>	Male

I have heard that the Physics library is either going to be relocated or shut down entirely, and I just wanted to say that it is a needed asset for research and it would be a shame to have access restricted like that.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

I found it hard to fill out the first part of the survey. For many questions, I wanted to put 'don't know' for perceived service level but didn't want to select N/A because I did have answers for minimum and desired service level. So I ended up picking N/A for all the things I don't care about or haven't had experience with (or the questions I just didn't understand, like 'a getaway for research, etc.').

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

The two weak areas that have guided my choices of numbers for the questions were these: lack of adequate materials in my specific field (rhetoric and composition) and difficulty in getting access to the UCLA Library site from home as a UCLA faculty member--for some reason, I have to find time to go to Math Science somewhere to do that, and I've never gotten around to it. So I'm limited to using some sites from the office. I'm not sure why it should be so difficult.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

Questions 4, 13, etc., do not distinguish among the various libraries on campus. College is obviously more gorgeous than YRL or Arts. And in general, but certainly not every encounter, I find other reference librarians less gracious and interpersonally-skilled than the reference librarians at College Library.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65 Sex Male

My main concern is that we find a user friendly, powerful system to replace ORION 2 and that more digital journals and sources become available over time.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65 Sex Male

Choices of books for SRLF are TERRIBLE. Level of faculty consultation on important questions of acquisition and access is far below standard. Search and hold services are very poor...not helped by ORION, of course. I realize the library is in budgetary crisis, but the system has not responded well to longstanding problems and needs. Questions 26-30 above are ambiguous: I answered as matters of principle, not at levels of actual service. I often need Melvyl for important information not provided locally.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65 Sex Male

I have generally had very good experiences with the library in my years at UCLA, with the exception of the weaknesses of Orion 2. My issues are more with some technical/logistical glitches I have experienced -- e.g. being told I still have a book out that I then find on the stacks; requesting a book that never comes but nobody can say what the status of the request is; finding that a book has been missing for years but no replacement was ever ordered; wondering why the copycard machines are so darned uncooperative; and so on.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45 Sex Male

The library is very good at providing lots of resources on a shoestring, esp. through efficient use of interlibrary loans and electronic resources. There is a SHOCKING (though perhaps unavoidable) lack of quiet, comfortable and relatively uncrowded reading rooms and similar spaces for study--the biggest difference that professors with experience at private universities often notice.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45 Sex Female

one problem I've encountered repeatedly is access to electronic journals - while the library has a subscription, access is denied (requiring a simple application process to fix - I asked for a couple to be done and they haven't been!). Thanks.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

My field, Polish literature, is unfortunately, badly served by UCLA's library system, hence ILL is perhaps the most important resource that the library has to offer for me. I have been at UCLA for 10 years, but it is only in the past two years, after much frustration and dangerously high blood pressure levels, that I can say that it is serving me to my satisfaction. I am very happy to see the improvement.&

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Health Sciences		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

These are challenging times for libraries, for sure.

I am impressed that developing countries, and the humanities, are making excellent progress on access to full-text journal articles. (Ironically, because there is so little profit in these publications, I suppose it makes the differential cost of on-line access less than, say a medical journal with high profits).

Faculty (and increasingly students) are willing to pay for on-line access to full text journal articles. If the library can gain access to such, users would be willing to pay a fee. (perhaps both large fees for access to all journals, and per-article fees)

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

My biggest complaint about the UCLA library, and it is a significant complaint, is that books just are not on the shelf when the Orion system says that they should be. Fully half of my trips to the YRL are unsuccessful, and this despite the results that Orion gives to me.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

We need to find the funds to refurbish YRL and make it into something like the splendid Powell Library.

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User Group Faculty  
Discipline Education  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Female

Not all journal titles are accessible through the databases that we commonly use. I would prefer if the databases are easily accessed, i.e links to sciencedirect.com, ingenta.com; jstor.org; and also links to journals sites for journals search as higher education and international Review of Education which are at the Kluwer and other databases and yet not accessible unless one knows about them and searches by title. I in a way prefer the way the Anderson Business School has listed it's databases for reference materials.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

Roberta Medford is great! The SRLF works very well. I get good service from interlibrary loan.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Female

The biggest problem is the fact that books are missing from the shelves. Please limit checkouts in both duration and amount (the current limit of 200 is absurd; it should be reduced to 30-50). Even we faculty shouldn't get books for more than a couple of months. Also, journals should not be able to be checked out, period. UCLA has the only research library I've ever seen that allows periodical checkout.

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User Group Faculty  
Discipline Business  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

I am always amazed at how many "old" books you have, given that the UCLA library is "young" by library standards. I don't rely on you for new books because you can't afford to buy them. ORION 2 really is terrible. I hope the Committee you have to pick the next version is more competent than the one that picked ORION 2. Good luck and I really do hope for something better.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

This survey is unpleasant to fill out and the repetition of similar questions makes it seem a psychological trick. And how can you ask for "desired service level"? Why would anyone \*desire\* a service level lower than the highest? By asking too many nitpicking questions in too many ways, you get less rather than more information: GIGO, as they used to say.

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Female

I am a very heavy library user -- I do historical/comparative work and require a large number of books, articles, etc. I use ILL a lot! The new policy of allowing only 200 books is basically a disaster for my research -- the limit is simply inadequate for me to do my research. It has also meant that many of the routine duties my RA could do for me (picking up/returning books) is now impossible since there is a limit on the RAs card too. I cannot emphasize enough that my work is seriously compromised by the new policies. It also now takes me an enormous amount of time to manage what used to be handed by RAs.

We also need to have reference librarians who can help find some obscure sources from time to time.... ILL is actually pretty good, but it would help if the reference librarians were more patient with some of my RAs, who are there to help me.... The CDL is great -- I use SSCI basically everyday and now that they have the links to the online journals it is an enormous help. I would love to see that expanded in any way possible.

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User Group Faculty  
Discipline Other  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

I appreciate the effort to assess user perceptions. A key element for me is that when I WANT assistance, it is not always readily available--nor is it clear how to access it.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Male

Have had good librarians for training (in Orion etc), but difficulty with librarians in YRL special collections. Clark special collections people are amazing.

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User Group Faculty  
Discipline Education  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Female

UCLA's library never has any of the journals or books that I need. They are either missing or cut out. I end up going to other University's library and using their resources. It is a disgrace and it is impossible to get any research done if I depended on the library.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Female

My only real complaint about the YRL is that occasionally when I have been working early in the morning, the student workers who are reshelving books have been noisy, used profanity, and thrown books-- a situation I encountered on a regular basis several years back. It was disruptive and disturbing to scholars trying to work; and a terrible reflection of UCLA on visiting scholars. Perhaps the situation has been remedied by now. But I do wish you would monitor it.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Male

Concerning the employees (usually students) working in the shelf areas: It is ABSOLUTELY IMPERATIVE that they be better supervised! 1) It MUST be made VERY CLEAR to them that any chatting, loud walk-men, etc. are not allowed UNDER ANY CIRCUMSTANCES. (This is an EXTREMELY SERIOUS POINT: Some student employees have been astonishingly impertinent when asked to stop their talking in study areas.) 2) Too many books are actually mis-shelved (which amounts to a loss of the book).

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Male

many of the questions above are so ambiguous as to be basically meaningless, and I doubt very much the utility of a study such as this. Does it provide you any information at all?! What in heaven's name does a question like "The library aids my advancement in my academic discipline" mean, and what do the responses tell you? i think the time and energy spent on this survey could very well have been used otherwise, to much better effect!!

PS: when I tried to leave #30 blank, because I cannot understand it at all, the computer would not even permit me to do so. poor design!

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

this survey is too long, and ridiculous in its repetitiveness. "NA" indicates fatigue. Pet peeves: the signs in Powell, indicating collections, locations, etc. are worthless. They are not much better in URL

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

The xerox machines often are not working

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User Group Faculty  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Female

## LibQual Comments

1. Difficult to hold books as faculty.
2. Surprise recall of books.
3. Hard to connect outside of the uni network (when working at home).
4. A few journals missing electronically (e.g., american economic review).
5. Services aren't always efficient (I was told I had to return each book to its own library, rather than have some connection b/n the uni's libraries).

But, overall, the libraries are very nice. These are supposed to be constructive comments...  
Thanks for making an effort!

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Male

The space in YRL is outdated and uncomfortable.

I do not like the increasing need to place materials in SRLF; I would prefer that they were available on open shelving here at the center of campus

I would like a more easily navigable and intuitive library computer system interface.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

The library staff are extremely helpful and courteous in providing information and answering questions. The bibliographers do their best to acquire books the faculty need. There are periodical information sessions/newsletters for faculty and students. There are plenty of reading spaces. Access to the books and periodicals is easy. However, there are authors/titles on the library shelves that do not appear on the Orion, either alphabetically or thematically. On Fridays the library closes too early and on Sundays it opens too late. Check-out (student) employees do not always record the returned books or the borrowed books, so books returned sometimes appear as not returned and have to be hunted for on the shelves, and books to be renewed do not appear as borrowed.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

Orion II is difficult to use and richly deserves to be replaced.

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<u>User Group</u>	Faculty		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Male

I am quite happy with the YRL services. The people there are quite nice and helpful. I am grateful to them all. Y.Sabar

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Female

The library staff is wonderful: helpful, dedicated, cheerful, courteous, and very knowledgeable. If I don't know how to navigate the electronic resources, it's my fault for not attending the sessions YRL offers.

BUT: I am extremely concerned about the rapidly declining funds for the acquisition of print materials in the humanities. The quality and speed of my research is already suffering as a result, as is the quality of instruction that I can provide to graduate students.

If UCLA wants to retain its rank as a major research university, acquisition funds for YRL should be made the highest priority.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

The library is a good deal better than this touchy-feely questionnaire, which does not allow me to indicate with any precision where I think the library is good or where I think it could stand improvement.

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User Group Faculty  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Male

The design of this survey strikes me as pointless.

In particular, asking people what level of service they desire is a total waste of time. It's like asking people in a restaurant whether they prefer their food to be good, bad, or average. Asking people to waste their time checking 25 boxes in this category just encourages them to fill out the form mindlessly and mechanically.

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User Group Faculty  
Discipline Other  
Library Branch Young Research Library (YRL)  
Age 46 - 65      Sex Female

As a librarian myself, I rarely get help at the reference desk. My biggest complaint about YRL--which is the library I'm most familiar with--is the lack of ambiance. Perhaps this is not needed in a building that is obviously well-used despite its visibly cold interior; but I used to think the same of Powell until it was remodeled. I think more students would use YRL if it were more inviting.

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User Group Graduate  
Discipline Other  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Female

Despite my devotion to and love for libraries, using YRL makes me want to get in and out as quickly as possible because the physical plant is so uncomfortable.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

To my mind, the main problems with the library are a very poor search interface, inadequate numbers of computers (at least at YRL), slow processing of new periodicals (many of which do not have electronic versions on-line immediately) and slow processing of search and recall requests. (Why isn't there an on-line function allowing users to put a search on an item?) Books that are declared missing do not seem to routinely get replaced. There are also surprisingly few working electrical outlets in the YRL stacks... However, staff are quite courteous.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

Overall, the library runs smoothly and I find the service satisfactory.

However, I just wish that I could find more books that I need in our holdings. There are many new books that we don't seem to have....Grad students need the latest books or articles now, and not when the library eventually gets them, so I have often had to search elsewhere. There are also some journals or newspapers that only go back up to a certain year or are placed in different libraries. It can be a little frustrating and time consuming to request all of them, locate them, and wait for them to arrive, etc.

Another problem is with the recalling of books. It takes so long to recall a book. Why is that?

Also, it would be nice to get updates about new resources for us at the library.

The hours in between quarters are so inconvenient for graduate students. I wish the hours could be maintained during the breaks, but I understand why that is not possible due to staff/budgets.

The computers seem a bit slow at YRL, too, and printing could be made more convenient (recharging the card with money).

Grad students in Political Science like to use the business school library and law library (if the law library lets us in that is) because those spaces feel brighter, more comfortable, and make it easy to plug in a laptop. I don't know anyone who likes to study in YRL. Some undergrads talk, listen to loud walkmans, etc., too in YRL.

Once in a while, the lines are quite long for check out.

Overall, the staff at EAsian and YRL are good, but I had one girl be very curt to me at the counter a couple of weeks ago when I went to pick up a book I had recalled. I think I interrupted her sending an email, and she seemed upset that I was asking her for help. But, that is only one instance, and 99% of my experiences with the staff have been fine. A couple of your check out counter people, have been exceptionally nice, patient, and helpful. The ones at the other desks (info), Gov't section downstairs, and in references vary. I was an undergrad here, too, so I have used the library since 1994 and overall, I am satisfied, but there is room for improvement. EAsian librarian is always helpful.

Sometimes it is hard to find books in each library (business, law, biomed, or college).

Please note that most of my experiences are with the YRL library and that compared to the law school and college library, your staff at YRL are much more helpful to grad students.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

Why do we no longer have access to the Magazine and Journal Articles Database? It was a great source for downloading complete articles.

---

User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Male

A great library! Ranked very high from my own experience working in various libraries. One comment though, please expedite the replacement of lost books, an area that seems relatively un-noticed. Thanks for your wonderful jobs.

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User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Male

The only major complaint I have with the library system at UCLA is Orion 2. I was here back in the days of the original Orion, and despite the lack of a pretty user interface, it was a superior system for finding what I needed. I would like to see a system with more flexible search options and faster response time.

---

User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Female

The library has some great resources, but the following need improving: time to receive books from the SLRF; faster internet access in YRL; more recent books (specifically linguistic books); more recent journals (specifically linguistic journals); faster response time to search requests

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User Group Graduate  
Discipline Education  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Female

in general, the library seems to be getting better in terms of having the books and journals I need actually on the shelves, as opposed to "somewhere in space." Also, I've found that the request for books seems to be working better as well. Overall, I think the system is improving, although I still find that missing books and getting recalls are a problem.

---

User Group Graduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Male

LibQual Comments

I appreciate being able to participate in this survey, but I'd like to list some ideas I have that would make YRL better for me and maybe for others. Some of these ideas probably aren't new, and probably would require more money than you have to spend, but I'd just like to voice my opinion.

1. An environment with more natural light and beauty. YRL is dark and frankly grim inside.
2. Better computer options. It's really a drag that you have to check out a laptop or go to Powell if you want to save things to disk. For example, I just discovered that YRL has Early English Books Online. It's a great resource for a project I'm working on, but I can't just use one of the PCs on the first floor to download the PDFs, because those machines don't let you save to floppy or Zip.
3. Cheaper printing in the microform room. If you don't have a grant, 27 cents per page is VERY costly. If you're trying to recoup the cost of the equipment, isn't there another way?
4. This is related to point one, but the furniture in YRL is out of date and needs to be replaced. The chairs are uncomfortable and there are many desks on the second to fifth floors that are downright nasty. I've been in much smaller liberal arts colleges that have much nicer facilities (and probably smaller library budgets.)
5. I consistently find books that are written in. It's endless. I don't know if this says more about UCLA students than measures the library could take to stop the problem, but has anyone given any thought to this? Who wants to look at someone else's (usually meaningless) notes.
6. I want to express my appreciation to the cleaning staff that clean the bathrooms. The YRL bathrooms are so much cleaner than those in Powell, it's astounding. This is probably due to differences in behavior between graduates/faculty and undergraduates

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

Issues that concern me:

1. Occasionally, I have been told that items are due which I have already returned to the library. The problem has persisted ever at times when I have presented records proving that the item has been returned.
2. I am alarmed and concerned about the large number of Persian (Iranian Studies) books missing/declared stolen from the library. More often than not, more than half the books I require are missing or declared stolen.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

I'm one of those people who wants to find everything on my own (asocial I guess). I want EVERYTHING the library has, including really old stuff, to be locatable via the online catalog so I don't spend a lot of time tracking down what is there (I do 17c European history so I need lots of obscure old stuff). Thanks.

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<u>User Group</u>	Graduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

Suggestions:

1. develop a better system for recalling books. It would be good to send a recall notice to the client via email (instead of mailing it). Also, it's important to have a quick turnaround time for the recall -- sometimes it can take a very long time to receive the book.
2. YRL does not work as a study space. Powell is much better, but is so much more for undergraduate students, rather than graduate students. The book stacks in YRL are great, but the overall atmosphere is dismal, and this makes it VERY hard to study there.
3. Add more computers station to the stacks at YRL and Powell, so that students can look up books on Orion!! There are currently 3 computers on each floor of YRL, and they are usually occupied. If you are on the 5th floor, need to look something up, but the computers are occupied, then you have to go down to the 4th to see if one of the computers is free, then down to the 3rd if there isn't, etc. It can be VERY frustrating. Ditto for Powell -- but usually, you have to line up at the CLICC lab to look up a book on Orion, and the lineups can be long and frustrating.

Thanks for the survey!

User Group Graduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 46 - 65                      Sex Female

my main problem is the temperature in the library. it often becomes very cold when one sits for hours. (either in winter or summer) the rare book collection user-friendly level, is what kept my overall evaluation down. they are not as friendly (some of them) and not as accessible.

User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45                      Sex Male

People YACKING ON THEIR CELL PHONES is a real problem in the Research Library. Everytime I study (rather, attempt to study) on the fourth or fifth floors, there is always one or two people who make or take calls on their cell phones...usually without trying to lower their voices. It is so bad that I have had to ask people to quiet down. Would it be possible to hire some jack-booted thug to patrol the floors and lightly rough-up the cell phone users?

User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 23 - 30                      Sex Female

The staff is great (at YRL) - however, it seems there aren't enough of them. More often than not, books that are supposed to be on the shelf are unlocatable. It is maddening to me that there have to be signs saying "If your book is not on the shelf, try the carts, try here, try there...", etc...at a school of UCLA's caliber, books should be where they are supposed to be! Graduate students, particularly, do not have time to go on wild goose chases for their books, which I find myself doing more often than not. There also are not as many books as I would like, necessitating lots of interlibrary loans. The library is not aesthetically attractive at all, and there's nowhere comfortable and private to study for long periods of time. I tend to get my books (when I can find them) and get out. I do like the laptop-lending program, however, and it's fairly easy to do pretty good searches on the website.

User Group Graduate  
Discipline Other  
Library Branch Young Research Library (YRL)  
Age 31 - 45                      Sex Female

UCLA Library home page needs better organization. It's very difficult to determine where I need to go to access a resource. Online materials seem to be available in a variety of places--can I effectively search for print and online at the same time?

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User Group Graduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Male

- 1) I know it's being replaced, but ORION2 is way too slow.  
2) The new system should allow for non-graphical telnet access because pointing and clicking is way too cumbersome if one is doing a great deal of searching  
3) On at least two occasions I have returned books to YRL and the Law Library and later found that they were not marked as checked in. Twice I went to the stacks to retrieve the volume. Another time I had a receipt for the book. This low level of service is unacceptable. I worked for 4 years at another library and never once encountered a problem like this.  
4) The handouts describing library services have been useful to me.  
5) I wish the library were open long hours on Fridays, weekends, and during school breaks.  
6) The links on ORION2 provide online access to journals are very useful.

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User Group Graduate  
Discipline Education  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Female

A common complaint is that books are never on the shelves and journals are really hard to track down in print. We need to be able to find and track materials more easily!!!!

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User Group Graduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Female

Recently it appears that recalled books are given only 1 week instead of 2. This change happened without notification, and is, furthermore, completely inadequate.

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User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 23 - 30      Sex Male

I think the web catalogue needs to be improved (I know you are working on it).

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User Group Graduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 31 - 45      Sex Male

YRL stacks have an old book smell.

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User Group Graduate  
Discipline Other  
Library Branch Young Research Library (YRL)  
Age 31 - 45                      Sex Female

YRL desperately needs some space for community study where students can meet and talk quietly to work on group projects. Also, the Orion2 interface is very confusing. Overall, I think the electronic access to information has been improving yearly.

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User Group Graduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 23 - 30                      Sex Female

I'm glad that UCLA is undertaking the revamping accessibility to library materials.

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User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45                      Sex Female

In general, I love the services provided by the library. Orion has some glitches, but it works somewhat satisfactorily. The other online databases are great! Interlibrary works efficiently, and the main staff are always willing to help. My main complaint is that sometimes, the books I return are not checked in, so I have to go back, look for the book in the stacks, and have it properly checked in. That is a waste of my time... Also, the library building and infra structure is not very inviting... Other than that, I thank you all for helping me so much in my research as a grad student. Thank you!

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User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45                      Sex Female

The research librarians, circulation desk staff, ILL staff, Grad. Reserve and microfilm library staff have all been consistently helpful and courteous. Where I feel the library services could improve is in the area of electronic services ---for example, 1. Orion 2 does not enable cross-referenced searches. Melvyl does, of course, but Melvyl doesn't inform the users of the availability of materials....a system that both cross-references searches and informs user of availability would be advantageous. Also, information about electronic sources (e.g. journal databases) seems out-of-reach. Perhaps a more user-friendly home page with more explicit instructions on 'how to search for what' would be beneficial.

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User Group Graduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 31 - 45                      Sex Female

Overall very good resources and excellent East Asian Collection. For the most part, the staff is friendly and helpful. I depend on this library and except for very rare exceptions it more than meets my needs.

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<u>User Group</u>	Library Staff		
<u>Discipline</u>	Other		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

My answers are based upon service to users. I think there are problems in the decision-making processes in the library.

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<u>User Group</u>	Library Staff		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	46 - 65	<u>Sex</u>	Female

Being library staff myself, my answers may be slightly skewed; however, I have tried to be as objective as possible.

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<u>User Group</u>	Library Staff		
<u>Discipline</u>	Other		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

1) Aside from the few libraries that have been renovated or built recently (e.g., College, Management, Law), the physical facilities are less than lackluster and somewhat disappointing. If anything, it makes sense for the science libraries to merge into one research center. Those studying engineering need to know about physics; those studying geology need to know about chemistry. It doesn't really make sense to separate these areas. Also, since these are the sciences and rely heavily on electronic resources, shouldn't have modern equipment to do their research? Group study rooms with large white boards (like in Biomed) would probably help science students.

2) Keeping up the stacks. I know it's difficult for a large library with a lot of action (like YRL) to keep on top of the stacks, but not being able to find items on the shelves that Orion2 indicates as available is incredibly frustrating. It would be well worth it to cut down open hours to reserve money to pay more people to keep the stacks up. It makes no sense to have the library open, but have the stacks in such a state that people can't find what they need.

3) Quality of library service is inconsistent—it depends on which library, which service point in that library, and the individual that you are asking.

4) Publicizing services. The library needs to make it's services more visible to students. Many students don't know about making reference appointments, requesting SRLF items, or how easy it is to do an interlibrary loan. These are great services that I wish had known about as an undergrad.

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<u>User Group</u>	Staff		
<u>Discipline</u>	Other		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

The catalog records in ORION need to be cleaned up. It is very annoying to pull up 2 or more records for the same journal.

In regards to the survey there should also be N/A option in questions 26-33.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Science / Math		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Male

LibQual Comments

I returned my books and soon received a letter stating that the books have not been returned. I don't understand why I didn't receive some sort of receipt after I returned the books. The Librarian just grab the books and told me could leave already. A month later I was sent a bill for hundreds of dollars. I have nothing to help me resolve this problem but my word. Please change policy in order to provide better service.

Thank you!

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Male

The library system at ucla is one of the best in the nation and that staff are wonderful. I just wish your handouts are as helpful for the average person who is computer illiterate as myself when I first started at UCLA. Sometimes they tend to be confusing as to where to go for what kind of resources. But overall, the staff are very usefull and helpful in that area which covers for the some of the short falls of the handouts. UCLA library staff are some of the most knowledgeable and courteous i've ever experienced.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Performing & Fine Arts		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Male

i wish there was a function on orion where i could specify the specific library i want to search for materials instead of the entire collection. Sometimes i just want to find the books that are at powell or just at young and not at both.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Other		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

-shelving system is confusing  
-recall service not guaranteed.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

overall I am happy with the services provided

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Undecided		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

Many of the librarians are EXTREMELY helpful, but I can recall one incident when a librarian was rude. I think she was having a bad day. Maybe they should take a break when their frustrated and listed to music.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	31 - 45	<u>Sex</u>	Female

The library should work harder to ensure that holdings are where they should be on the shelves. Many times Orion will indicate a selection is available but it is nowhere to be found.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

My most imp prob is being unable to find books in their locations. I take my time and find the book "not checked" and run to the library, and then spend how many minutes searching for it, however there is no trace! I do not like this. Still, I love UCLA's libraries: may be it's not the quality of the service I love, but the quantity of the sources I can possibly reach makes me feel good about them.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

I have found that the library can be a very confusing place as an entering freshman to ucla. However, through various classes, I have learned to navigate my way (though not particularly easily) through the library. I generally find library staff to be very courteous and fairly helpful, but I find that it is often difficult to find resources initially through the libraries search engines.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Social Sciences / Psychology		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

It is frustrating that I cannot access the database of electronic journals from an off campus computer. Is there any way that students can get a code to access that source from their computers in apartments?

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Humanities		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	18 - 22	<u>Sex</u>	Female

Library services are absolutely fantastic, EXCEPT searchlight. It's extremely confusing, and I don't want to go thru the tutorial. If you can remove all the TEXT on the search pages, it would be very user friendly.

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<u>User Group</u>	Undergraduate		
<u>Discipline</u>	Other		
<u>Library Branch</u>	Young Research Library (YRL)		
<u>Age</u>	23 - 30	<u>Sex</u>	Female

## LibQual Comments

The copiers in YRL are old and often jamming. Also, the dispenser for copy cards should be located by the copiers on each floor, because it is very inconvenient to run down the stairs to recharge the card every minute you run out of money.

Also, you should make the place nicer, like in Powell Library so would be more comfortable to study.

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User Group Undergraduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 18 - 22 Sex Female

I am really upset with the egyptology collection in general, and to a lesser extent the classics collection. Both contain very important book which usually half of the whole selection is missing or not in circulation! It is very frustrating!

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User Group Undergraduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 18 - 22 Sex Female

The YRL resource desk staff is very helpful in locating materials via Orion 2 and also it is much appreciated that they can take the time to focus on specifics (i.e. walk students down to the map resource room and pull appropriate materials that are not currently shelved). The extra timely help and friendliness is very much appreciated.

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User Group Undergraduate  
Discipline Social Sciences / Psychology  
Library Branch Young Research Library (YRL)  
Age 18 - 22 Sex Male

In general, I tend to use YRL frequently as that is where I do all my research for my classes, in particular, for my history courses (I usually have a 15 page paper to write each quarter). I find the staff extremely helpful and courteous, and I most always find my research material at Young Research Library. I find the library hours flexible and convenient. More importantly, I find YRL to be a welcoming academic tool for research, scholarship, and study.

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User Group Undergraduate  
Discipline Humanities  
Library Branch Young Research Library (YRL)  
Age 18 - 22 Sex Male

I find that it would be very helpful if the online resources (journals, etc.) went back further than the mid-90s which is when most of them reach to. Also, searching online for printed material can sometimes be difficult. For example, I was looking for an article written by Sigmund Freud that was published post-humously. It took me awhile before I realized I had to locate the complete works of Freud and then look through them myself. The article, "Project for a Scientific Psychology" could not be found on Orion. Later hours would be helpful as well, especially on weekends. This might be a bit much but I would highly suggest incorporating some aspect of library usage into Freshman Orientation counseling. I now have proficiency in finding the materials I need at the library but it's taken awhile.

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User Group Undergraduate  
Discipline Law  
Library Branch Young Research Library (YRL)  
Age 18 - 22 Sex Female

Good workers! I like the access to university information at home.