A22. List additional service expectations you have for an excellent research library.

These items are displayed as: **CASEID**  **VARIABLE**  **TEXT**

<table>
<thead>
<tr>
<th>CASEID</th>
<th>VARIABLE</th>
<th>TEXT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0003</td>
<td>A22</td>
<td>Keep library open adequate hours (evenings, weekends) even in summer</td>
</tr>
<tr>
<td>0003</td>
<td>A22</td>
<td>Provision of training for faculty/students in new databases etc.</td>
</tr>
<tr>
<td>0006</td>
<td>A22</td>
<td>Give us back the full-service Reference Room. The self-proclaimed</td>
</tr>
<tr>
<td>0006</td>
<td>A22</td>
<td>“Information Center” is a farce in its coverage. You have to get</td>
</tr>
<tr>
<td>0006</td>
<td>A22</td>
<td>down on your knees in a cramped corridor to find a book.</td>
</tr>
<tr>
<td>0010</td>
<td>A22</td>
<td>Full range of journals, full availability of items one copy of which</td>
</tr>
<tr>
<td>0010</td>
<td>A22</td>
<td>is on permanent reserve, multiple copies of popular/important books,</td>
</tr>
<tr>
<td>0010</td>
<td>A22</td>
<td>accurate useful online catalog.</td>
</tr>
<tr>
<td>0011</td>
<td>A22</td>
<td>A reference librarian (or 2 or 3) available at a desk AT ALL TIMES!</td>
</tr>
<tr>
<td>0011</td>
<td>A22</td>
<td>Our reference staffing is a complete travesty. The quality of this</td>
</tr>
<tr>
<td>0011</td>
<td>A22</td>
<td>over burdened staff is highly uneven - they seem more administrators</td>
</tr>
<tr>
<td>0011</td>
<td>A22</td>
<td>then librarians to me, these days, and they have no clue of how to</td>
</tr>
<tr>
<td>0011</td>
<td>A22</td>
<td>help users. The problem needs to be fixed yesterday!</td>
</tr>
<tr>
<td>0012</td>
<td>A22</td>
<td>More knowledgeable staff people on call at research desk. They seem</td>
</tr>
<tr>
<td>0012</td>
<td>A22</td>
<td>hapless. I’d like to be able to consult someone with specialized</td>
</tr>
<tr>
<td>0012</td>
<td>A22</td>
<td>knowledge in the humanities who would be at a desk. Michalynn</td>
</tr>
<tr>
<td>0012</td>
<td>A22</td>
<td>Burnette is wonderful, but she shouldn’t be an on-call consultant.</td>
</tr>
<tr>
<td>0012</td>
<td>A22</td>
<td>Handouts are fine, but they don’t substitute for asking a question</td>
</tr>
<tr>
<td>0012</td>
<td>A22</td>
<td>&amp; getting an answer. Make our lives easier!</td>
</tr>
<tr>
<td>0014</td>
<td>A22</td>
<td>No “CLOSE-PACK” Shelving! The shelves in the new stacks are</td>
</tr>
<tr>
<td>0014</td>
<td>A22</td>
<td>inappropriate for open stack use.</td>
</tr>
<tr>
<td>0015</td>
<td>A22</td>
<td>PEOPLE are available for reference consultation, not merely as</td>
</tr>
<tr>
<td>0015</td>
<td>A22</td>
<td>adjuncts to electronic resources (or in lieu of them when they’re</td>
</tr>
<tr>
<td>0015</td>
<td>A22</td>
<td>“down”).</td>
</tr>
<tr>
<td>0017</td>
<td>A22</td>
<td>Up to date acquisitions. A full range of periodicals.</td>
</tr>
<tr>
<td>0019</td>
<td>A22</td>
<td>AVAILABILITY AT OUR MAIN LIBRARY</td>
</tr>
<tr>
<td>0019</td>
<td>A22</td>
<td>of widely acknowledged key texts &amp; journals</td>
</tr>
<tr>
<td>0020</td>
<td>A22</td>
<td>Multiple copies for material heavily used in ug courses.</td>
</tr>
<tr>
<td>0020</td>
<td>A22</td>
<td>Most of collection available on shelf for browsing.</td>
</tr>
<tr>
<td>0023</td>
<td>A22</td>
<td>Journals need to be available for browsing, especially bound copies.</td>
</tr>
<tr>
<td>0025</td>
<td>A22</td>
<td>It would be extremely convenient to have some sort of attended</td>
</tr>
<tr>
<td>0025</td>
<td>A22</td>
<td>cloakroom or a battery of lockers (lockable ones) that were large</td>
</tr>
</tbody>
</table>
enough to take coats, rucksack book bags, etc. it is difficult to
actually work in the library on a day when one cannot arrive in
shortsleeves. In bad weather the problem increases. Umbrellas?

1. All materials on site. 2. Shelves read carefully & often. 3. Lost
books replaced promptly. 4. Faculty forced to return books within a
reasonable time (i.e. Not a year). 5. Faculty encouraged not to
“hoard” books (e.g. require all material to be renewed in person
once a year).

Ability to page materials from NRLF storage online and without
charge. More rapid delivery of materials from storage. Skillful
collection development staff and efficient book-approval plans.

Main issue for me is difficulty locating material I need (library
doesn’t own it).

Complete coverage of research materials in my field. UCB fails
miserably because the Aquisitions Dept. is incompetent. An accurate
catalogue. Gladis is a joke. It is so full of errors and extremely
difficult to find anything if you do not follow the exact spelling
(often wrong) that it uses.

One issue: it’s annoying not to be able to check journals out of
ED Psych for a day or week. But I need to explore BAKER more -
maybe that’s the solution.

Materials updated regularly (purchase of new relevant items, etc.)

regular addition of new technological services

1. Can find whether materials are actually in library.
2. Offices open as stated on web page (not true for UCB lib).

Regular consultation with faculty re collection dev’l.

Fully on-line catalog info for EAL.

You really need to have users design the web-site. As a user I don’t
care which of the 50 (?) catalog indexes contains what I’m looking
for, I just want to find it. But, I’m not going to search a bunch of
different catalogs to find it, so, the diff catalogs are basically
an impediment to using the electronic sources.

Ability to place materials on hold electronically.

Notification & visibility of new services, esp. online. Many users
keep to one tried & trusted access method and often miss the
existence of new & better methods.

Delivery service for copies of journal articles, books, etc. for
faculty at a nominal fee.

I expect great collections of both educational and research
resources (Software-Digital video-etc.).
Quick response when new acquisitions needed [sic].

Browser interface for sophisticated searches that is easy to use. Full collection of current materials. Online access to important journals.

Help finding difficult-to-find items.

Open at practically all hours, even if with only a skeleton staff of mostly student (but paid) volunteers. A PROLIFERATION OF KEYS TO A LIBRARY THREATENS THE COLLECTION’S INTEGRITY.

The ability to directly contact a borrower who has checked out a book.

Berkeley’s libraries need a more effective “recall” system for material in high demand. Better copier arrangements would enable more such material to be made non-circulating.

Rare, old, fragile books and other materials should be properly protected, but also available for consultation and browsing by qualified users.

It does not shut down for days at a time before the start of a new system!!! The hours of library operation on weekends and semester breaks are an embarrassment to a major research University. Hours seem to be determined by undergraduate use only.

Email helpline, general

Electronic journal access at no cost to campus users.

Access to journals both in print & digital form.

What I am missing is (a) On-line version of Nature & Neuron (b) Easy access to Science Citation Index: Most of the time - Busy signal.

I expect hard copy of books & journals. Open much of the time - not closed early or often.

Access to search engines, Lexis/Nexis, etc.

Up to date collections - New books on shelf ASAP. Same day reshelving of returned books.

There are adequate professional staff, and the collection of books & journals is complete and in good or better condition.

1. More courses on Bibliography Programs (“Endnotes”) - courses on demand once a fac. member has at least 5 colleagues brought together.

2. Customized notification (per email) of new book purchases in
FALL 2000 LIBRARY USER SURVEY

0148 A22  one’s major field.
0149 A22  It would be helpful to access library staff directly on the phone.
0150 A22  Often damaged books continue to circulate without repairs.
0152 A22  Fast check-out of books.
0155 A22  Easy on-line connections for all online services, esp. e-journals from anywhere in world (i.e., other domains).
0160 A22  That the library has a sufficient budget to be able to purchase journals and to provide online access to as broad a range of online journals as possible.
0180 A22  To be accessible to Faculty members for 24 hours a day, including holidays.
0185 A22  The most important thing is knowledgeable personnel.
0188 A22  An interest in your (my, professor’s) own publications.
0189 A22  Fast, efficient recall.
0190 A22  A grouping of materials for research. Attention to a well thought out and up-to-date reference/res. coll, with knowledgeable staffing.
0195 A22  An adequate monographs & periodicals budget; an adequate replacement budget. This library’s resources are not adequate.
0197 A22  More consultation with researcher about requests. I requested a book from UCLA that I didn’t know was circulating. Rather then contact me by email to see what next step should be taken (for example, requesting a photocopy) ILL (supposedly) engaged in a fruitless 3-week search for another available copy without once updating me.
0203 A22  Good reference service.
0204 A22  Most important: reinstate discontinued journal subscriptions & try to get back issues, must remain current - this is an irreplaceable resource.
0205 A22  I find “current periodicals” difficult to use. The room is unattractive; there is no intellectually existent order history, gov’t interest, literature, for ex.
0206 A22  Material in non-western scripts should be readily available, esp. pre-modern texts.
0209 A22  Library fee for visitors should be payable in the Library. The present system requires one to walk every visitor to my project down to the cashier’s office.
0209 A22  Library fee waived or reduced for visiting scholars from
impoorved countries. Human decency requires one to pay hundreds 
every year as I have visitors from developing countries, former 
USSR, etc.
3. Reasonable library service hours. Faculty research most needs the 
Library when it is closed (breaks, etc.).
4. Books published in monographic series cataloged online under both 
the series and the author/title/etc.
Online access to all journals,
up-to-date books and monographs.
I use the online library almost exclusively,
and have too little data to comment on the rest.
My students do. Ask them.
Online access to Journals such as Proceedings of the Royal Society.
The online catalog lacks many journal entries.
Ability to provide simple automated journal searches on a monthly 
basis. For example, search & give link to articles on nanotubes in a 
set of journals.
Enough room for a disabled person in a motorized wheelchair to go 
back into the stacks.
Inform me about new journals & resources in my areas or interest.
Collection of journals and current books in specialized fields is 
complete.
A clear system to look up books. (Not Gladis & Melvyl which have 
their own set of instructions.)
That the library be aggressive in its acquisition of new materials, 
while preserving its existing collection.
Follow through on missing or stolen items; items often noted 
“on shelf” are actually missing, stolen, un-locatable; this ought 
to be addressed as an on-going maintenance issue.
Computer advice for telnet problems on-site at main - not in a 
computer bldg. elsewhere.
(Student) Employees who realize they are there to wait on patrons 
and not to socialize with one another.
I would like interlibrary services to be quicker. Even more 
important, it would be crucial to be able to order ILL books 
from other on-line catalogues, in particular from OCLC catalogues 
(like worldcat ... ). I would like to stress the fact that too many 
books are missing.
CD Rom Collection readily available.

An easier time returning books; better layout of stacks (stacks in transition a particular problem); more detailed and accurate online library catalog especially regarding journals and contents of anthologies. More error-proof & Boolean searching for titles—currently, “The” vs. “A” = problem.

Accessibility of knowledgeable staff. More books on hand-less in NLRF.

Power/internet capabilities at study desks, lockers for valuables to limit theft worries, restroom facilities within library (Bioscience) Remember we’re spending several hours at a time within facility. Funds to purchase the latest volumes of cutting edge information. Email notices for recall/available requested materials.

More access to online journals—survey more frequently (on the webpage?) to determine what journals are needed.

Enough on-site space to work efficiently. Late hours of operation, 24 hrs/7 days a week.

Easily searchable online catalogs & online access to as many journals & resources as possible.

I appreciate the recent opening of a more comprehensive service/copy center in the Biosciences library. It is extremely helpful to have services decentralized so that it isn’t necessary to go to Doe for administrative matters unrelated to research.

Good online indices. Berkeley is lacking in this area. Gladis is OK, but could use lots of improvement.

Repeat: should be easy to find info you are looking for, especially journal articles. Suggest the UC Berkeley print up example sheets on how to use electronic journal database and ways to search for articles from one particular journal. If these are already available place them in visible areas in all UCB libraries.

Can download entire journal from the internet.

Additional more detailed pamphlets about the databases & commands. This would make research less time consuming & less frustrating.

Online database with full text are key.

Power outlets at study desks for laptops (missing in Eng. Lib.).

Operation hours for the convenient access
Clean / sanitary facilities

More PC’s, more user-friendly online catalog, open longer hours, better/more study spaces.
Graphical Display of library; which section (or part) of Library is for what areas of collection. e.g. 1st floor north section in red color is for math book collection.

In chemistry library-make books available to read after hours! If you are going to let us into the facility, at least let us look at the books!

I find that the noise level in all the libraries inappropriate for studying. Due mostly to the architecture of the libraries (ie main stacks, chem dept) even a whisper resonates well through the study area. The only library that has an appropriate noise level is the Bioscience library, but that library’s lighting is not sufficient!

Full text downloads of journal articles from off campus.

Temp location for the chemistry library at Doe has too few tables! Some of the seating (especially at computer sections) are not ergonomical.

Requires an online catalogue with Boolean search facility-Gladis is far too inflexible.

Broader collection of journals as well as e-journals.

It will be very convenient for users if there is a copy-card vending machine in the library or one can buy copy card from Library staff.

Some auxiliary libraries, collection are not online searchable (e.g. Giannini library).

More knowledgable staff to help me locate/find materials that I need for my research.

To have free access to as many research materials as possible.

Reserve system is problematic, 2 hour time limit & expensive copy machine = frustration & poor students.

Ability to not spend all day walking from library to library to get a few books. It’s easy to find where materials are ... very hard to get them. More electronic journals!!!

An excellent library takes excellent care of its collections. This is essential [code] 7. Doe & Moffitt must do better shelving & maintaining its collection. Far too often, books are not where they should be, and if they can be found they are falling apart or so marked up as to be unreadable. This is a grave problem at UCB.

Recent journals quickly bound and returned to library.
FALL 2000 LIBRARY USER SURVEY

0586 A22 Doe is the best looking library this side of Boston!
0589 A22 Cheaper copying facilities ($0.05 per page!!!)
0590 A22 Network & electrical outlets in the Public Health library for personal laptops & internet access on the laptops.

0593 A22 Getting journal articles from other libraries making this easier.

0596 A22 Link online resources between home/office better with Library -
0596 A22 e.g. if found electronic journal in Library have an easy way to
0596 A22 mark it for later printing/viewing at home.

0597 A22 I would just underscore that question #3 [Materials in the Library
0597 A22 are usually in their proper places on the shelves or can be
0597 A22 accounted for.] is one of the most important ones on the survey, 0597 A22 the UC library often can come up short here. Very frustrating the
0597 A22 number of missing books - often, important ones.

0599 A22 I expect PC’s to be made available to those doing actual Library
0599 A22 research as a priority. Although there is lip service given to
0599 A22 “No e-mails” this is not enforced. More PC’s should be set aside
0599 A22 for Grad-students/faculty exclusively.

0606 A22 Maybe reference librarians could be available for more hours per day.

0615 A22 I would like to improve your on-line access, searches and downloading capabilities.

0619 A22 Having more papers online-not just the catalogue but the content itself.

0620 A22 One big science & engineering library would be nice. It is very
0620 A22 frustrating to have to go to 3 or 4 different libraries to find
0620 A22 books that all pertain to my research topic.

0621 A22 Provide lower cost for photocopy. Should install the chinese
0621 A22 workstation in every computer. That is, install chinese software.

0623 A22 overdue notices come by email so that one can react sufficiently fast (mail is too slow)!

0630 A22 It must be very quiet & with lots of reading studying space.

0634 A22 up-to-date collection that reflects recent research. Extensive
0634 A22 collection of international periodicals. Multiple copies of popular
0634 A22 items.

0637 A22 Wide selection of journal titles.

0639 A22 Extensive knowledge of the collection & the reserve collection. I expect them to be open past 10 pm.
The line to speak to the Reference Librarian is always too long.
I’ve never gotten a chance to talk to them. Calling by phone is even worse. I have many questions that have never been answered because of this.
I feel that California [illegible] East Asian collections are difficult to access, and I did not receive adequate help.
Ability to enter library, use computer for research, & print results. The last three times I tried to do this, the computers were full of people checking email, surfing the web & playing games, & the printer didn’t work.
Just improve/strengthen what you are already doing: it’s very good.
I know this is not the answer to the question—but, just wanted to say praises on the service of Debborah from the Envi Design Library.
Photocopiers need to work or be serviced better.
The library should be open an appropriate number of hours on the weekend. I find it frustrating that some libraries are hardly open then (especially the MUSIC library, which is only open four hours on Sat & Sun).
One should be able to place a hold/reserve on a book from the online catalog.
Wide range of hours - research happens 24 hours a day!
Having journals available on line (CDL) is terrific. I wish we had more. I also liked the end-note seminar I took.
24 hour access for graduate students.
Access to an extensive selection of electronic journals.
Collection is extensive and comprehensive including diversification/other cultures.
The range of journals for biological sciences & public health has seriously [decreased] in past years. Very frustrating to feel like I use UCSF libraries much more than Life Sciences at UCB. The more journals that could be available on line linked with Medline, etc. the better.
Adequate/excess study spaces, enforced clean & quiet atmosphere.
Much more newest textbooks, this is very important.
Scientific journals on-line.
1"4-ik that the searching of Journals should be improved.
Journals are essential to graduate research, but finding topics in the journals is difficult. This is not really the Berkeley's responsibility, but it needs to be done.

All journals are available online to users. A book (journal) index system where I can easily find a book. The number of indices with which one may search could be expanded and made standardly available in all databases in Melvyl and Gladis.

More access to online journals. Often the links available don't work.

The time period for checking out materials for Grad Students is limited when compared to other Grad. Universities.

Today we need online access to all major and minor journals. We need access to Nature. This has been slow. We also need access to American Geophysical Union Journals. This has been only available ad hoc; I'd like better uniformity of the web pages. The bioscience one is great and it is easy to find electronic journals. The search is harder on the Geoscience web page and it is not as inclusive. I’ve had rude reception by staff at Bancroft library, but Bioscience and Geoscience staff are great.

It would be nice to be able to obtain a MELVYL remote password from branch libraries, or even better online. For example, use the same system that we use to renew books. Negotiating a time to get to Moffitt when there is a reference librarian there can be problematic, even annually.

Overall, a great system. shorten the display period for new books. online research paper search & download is very important; “Inspect” is quite good.

Note PC space e.g. access to network AC outlet, etc

users should be able to recall items from NRLF on the library web page; also, I’ve had numerous problems with the copy card system used for photocopying — magnetic stripe is frequently erased; any way to link copy card directly with student ID?

I want books delivered to my door! Seriously, if I don’t have this service I will be tempted to just use the web and never go to the library.

Ability to work with other libraries and schools to facilitate
research (encourage inter-library loan and cross-indexing).

I want to be able to go to GLADYS to check for the materials and get them if they are in or ask for assistance if they are not. I want to be able to do this in the shortest amount of time possible.

The thing I require most is service at odd hours, which is provided by the Motiff library, but not by the library I use most—the astronomy, math, & stat library.

HAVE MORE COPIES OF CERTAIN ITEMS THAT ARE USED MORE FREQUENTLY!

It is a shame you’ve left no room for comments or explanations. I’ve made a career arguing that the most interesting and important interactions occur where categories fail. In this case: although there are never lines around photocopiers, since they’re broken much of the time, or reject cards, the effect is the same as if there were a long line. I don’t even know where the library has printers. Where I usually find I want them (e.g., in the Info Center) they don’t have them. I don’t use microform equipment often, so I didn’t know how to answer those questions. It’s not that I have to wait more than 3 minutes for help on the phone, it’s that I can never get a human voice on the phone easily at all. on 7b, the volumes I request from NRLF are often out or missing, or I can’t find the exact volume I need abstracted in the catalogue, so this counts for me as a volume not arriving in time, even if the library responds to my request quickly. Most complaints are responded to by an explanation for why the situation can’t change, which is prompt but unsatisfactory (same answer to 12d). And on 11, since many staff people aren’t knowledgeable, it doesn’t matter whether staff is available during open hours or not, and on 12, I don’t want to have to come back for assistance, because I don’t have time to make repeated trips to the library; I want the answer available when I’m available.

Clean, well maintained lavatories. Comfortable chairs and reading areas. Services for portable computers, i.e., AC plug-ins.

network-ready for personal notebook computers

Working Copy Machines!! COLOR copy machines!!! Better weekend hours!!!

Computer systems should clearly show when books or other materials are available.

Modern research libraries require a solid selection of online journals. Berkeley has made great improvements in the last five years. Keep up the good work.

specialized personnel in specific fields
Several of the journals that I regularly use for research (i.e., Automatica, SAE Journals) are not available or only available for past years. The addition of these journals, either in paper or electronic form, would be extremely helpful.

You should also consider the hours a library is open. A good research library is open late and early. While Berkeley libraries have made a good attempt to make much of its information available online, it still has a long way to go (but its on the right track.)

Consolidated materials (the Berkeley libraries have excellent resources but are very spread out)

To suggest that a 3-minute wait for access to electronic services is adequate is mind-boggling. Users should be able to expect 24/7 availability with enough redundancy so that services are never down except for scheduled maintenance.

Thirty seconds is the absolute maximum for electronic availability.

Computerized system for email notification of interlibrary loan fulfillment. Computerized system for email notification of overdue books. Computerized system for placing holds/recalls on books. Readily available recycling facilities in each library unit. Optical scanners with high quality character recognition software, as a replacement for photocopiers.