The following are items which produced textual responses, e.g., “other specify;” “any other;” or “something else.”

F-8. If there is anything else NOT included among these five factors which you find important in evaluating the quality of research library services please describe here.

<table>
<thead>
<tr>
<th>CASEID</th>
<th>VARIABLE</th>
<th>TEXT</th>
</tr>
</thead>
<tbody>
<tr>
<td>0003</td>
<td>F8</td>
<td>Provision of training / info on improvements, changes in databases, techno, etc.</td>
</tr>
<tr>
<td>0006</td>
<td>F8</td>
<td>get a lab, more books, put high-use sections (or D,N,PA) in convetnial shelving, put endless series of Congressional documents etc. in compact shelving, bring many sets back from Richmond</td>
</tr>
<tr>
<td>0008</td>
<td>F8</td>
<td>Are there enough—indeed, are there any—library staff in service-oriented (e.g. “reference”) positions?</td>
</tr>
<tr>
<td>0010</td>
<td>F8</td>
<td>Improve GLADIS-first by completing the “Archetype” (?) program, reducing multiple entries for the same author; then by including fuller bibliographical information; then by correcting errors in GLADIS (and get rid of that idiotic first prompt-choose between GLADIS and EXIT when you’ve just logged on).</td>
</tr>
<tr>
<td>0011</td>
<td>F8</td>
<td>The constant &amp; dependable availability or a trained &amp; qualified reference librarian at the desk at all times. (No student help or temps, please!)</td>
</tr>
<tr>
<td>0012</td>
<td>F8</td>
<td>Re. F-4-Knowledge is what matters. I’ll take discourtesy if only it comes with more knowledge.</td>
</tr>
<tr>
<td>0013</td>
<td>F8</td>
<td>F2: Unaffiliated-often homeless-people use the library and clog up its facility. This is particularly true of computers at information center. People who are not identified as UC affiliated should not be permitted in library.</td>
</tr>
<tr>
<td>0016</td>
<td>F8</td>
<td>Openness of stacks</td>
</tr>
<tr>
<td>0018</td>
<td>F8</td>
<td>Make card-catalogue available for computer-phobes such as myself.</td>
</tr>
<tr>
<td>0019</td>
<td>F8</td>
<td>availability &amp; accessibility of books, journals</td>
</tr>
<tr>
<td>0020</td>
<td>F8</td>
<td>Reference librarians close to reference collections (both electronic and hard copy).</td>
</tr>
<tr>
<td>0025</td>
<td>F8</td>
<td>I have not seen in the preceding series of questions a way to emphasize what seems to me more a communications problem than one of absolute concrete resources. The library now has many nontraditional information retrieval sources that users need to be taught to use -</td>
</tr>
</tbody>
</table>
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often by other people and not by computer tutorials. Maybe there should be a weekly time when people could come to the library for drop-in instruction.

Accessability on-line of as much of the material as possible.

It should be much easier to find staff people & especially reference people.

Librarians are my favorite people to deal with on campus. Their service ethic is so strong that they’ve been able to overcome the university culture that is no longer that way. I love dealing with librarians.

Quality of facilities ergonomically

Would have been useful to distinguish depth & breadth of staff expertise from “courtesy” in items above.

Quickness in obtaining materials not on the shelves - inter-library loan, storage and recall.

offices (e.g. library cards) open when needed. Fast response for faculty.

I am of the pre-computer generation. So I am sorry for the great decrease in reference librarians, phone responses, and manual catalogues. BAKER, which I depended on doesn’t even have people to call anymore.

Having books on the shelf (rather than NRLF or missing)

I think this is a very poor survey question [F-I - F-51

(We at UCB have assumed there are so few staff in all aspects of the operation that we have gotten used to a low level of service.)

Keep upgrading software - search engines - etc. Web access.

Resources to obtain what is needed.

Provides good computer interfaces, databases, and help using them.

In my youth I recall librarians acting to “heal” wounds in the collection by annotating catalog cards with mention of corrections or errata, supersession by later editions, contested validity, locations of substantial reviews, and other useful guides to scholarship.

The fundamental factor is completeness with respect to scholarly periodicals and monographs. UCB Math library is good, but its physical space is used very poorly & the fact that much of its collection is in Richmond is maddening. Just look at the unused
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0099 F8 airspace in the main room!

0105 F8 The use of library depends on specific efforts or the time - If writing a book, use constantly; if heavy teaching, less often.

0108 F8 Material on shelves vs. material in NRLF - often there is no logic the present excess material in NRLF defeats perusal or quick checking of items.

0110 F8 Hours of operation-ie. availability. Since so many of the branch libraries have been shut down, it is essential that the remaining libraries maxamize their hours of operation.

0111 F8 Extensive self-help directions, for use on site and off site.

0113 F8 Rapid adoption of new technology

0114 F8 An activist (pro-active) head librarian who is open to experimentation, innovation & change.

0118 F8 What matters to me is that you have the books & journals that I need. That is not explicitly listed above. I don’t care about the rest.

0119 F8 The 5 factors are all important, but also the breadth and depth of the collection is very important.

0121 F8 Knowledge of current technologies.


0129 F8 Enough research staff to meet demand for help, advice, etc.

0138 F8 1.Accuracy in checking in returned books-they often fail to record returns.
0138 F8 2.Speed in getting returned books back on shelf.
0138 F8 3.Up to date collections-New books available quickly.

0141 F8 F-2 through F-5 seem used up by F-4: “knowledge & courtesy” are worth 90% to me, with 10% to F-1

0145 F8 The libraries holdings are paramount in my view.

0148 F8 EFFICIENCY (Why does it take 2 weeks for ILL from UC Davis!!?)
0148 F8 Efficiency (Why can’t Gladis not be integrated into Melvyl-into ONE system) EFFICIENCY (Why do you send “Hold” etc. notification by postcard via inefficient campus mail/instead of via e-mail? “Hold” notices take 3-4 days!!)

0183 F8 Collections

0188 F8 Availability of Materials

0189 F8 Fast interlibrary loan.
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0190 F8 Equal attention to print and digital resources.

0195 F8 Security: it is extremely lax, and the degree of theft is appalling, and crippling at times to my research.

0203 F8 Getting items back on the shelves quickly & accurately. Replacing important missing items.

0204 F8 Adequate training of employees who reshelve - once a book is mishelved it might be lost forever.

0205 F8 A public workspace + 1 with large reading room where book could be kept on reader reserve like in large national libraries would make our library a space for creating and maintaining community.

0206 F8 Access to other research collections and expertise in non-western material.

0207 F8 The basic research tools for articles in Melvyn is very poor. The stations at the library could be modernized.

0208 F8 Location of books, missing books.

0209 F8 (1)F-4 is actually 2 things: (1)knowledge, (2)courtesy, etc. Knowledge is essential, courtesy (etc.) merely very important. (2) Decisions about what is in Doe vs. what is in NRLF.

0211 F8 on-line service requests, training courses are good.

0212 F8 I wish the library were open longer hours on weekends and holidays. The Bancroft Division appears to be understaffed.

0214 F8 Availability of desk in the stacks.

0217 F8 Open hours

0227 F8 Enough copy machines

0234 F8 See answer to 22: I want to be able to get to the stacks myself.

0502 F8 Access to important services (one Sunday I could not find a reference librarian available anywhere on campus). [Access ie availability.]

0504 F8 A clear obvious description of all the resources & how to use them.

0506 F8 Cessation of buck-passing [illegible] employees.

0506 F8 More accessible journal material, both on campus & on line.

0506 F8 More advertising of library services (ie. grad ovc, interlibrary loans, on-line access).

0519 F8 Returning large quantities of books is currently very difficult-
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0519  F8  boxes, located inconveniently far from parking/roads fill up almost immediately. Also: gladis is an incredibly vague catalogue which gives little info but requires absolute precision-titles don’t come up if it’s “The” handbook but you typed “a” handbook!

0521  F8  Accessibility of knowledgeable staff.

0523  F8  In my field some of the rare books have been removed from circulation with little clue as to where they have gone-keep a clear trace of where the books can be found.

0524  F8  Upkeep + case of use of online services.

0529  F8  Although the appearance of the library is least important to me, the quality of the space is extremely important ie, comfortable chairs, couches, good light, etc.

0538  F8  A good collection of research journals. Couches.

0539  F8  The amount of material you have access to, and how easy it is to search through it.

0548  F8  A knowledgeable and easily accessed library staff is an invaluable resource.

0554  F8  Willingness of staff to adapt new technique to facilitate the search and retrieval of books - use of web page to display most useful source of books for each area.

0557  F8  Majority of the libraries’ hours are too short. Closing at 7 or 8 pm on a weeknight is too early.

0560  F8  Comfortable study areas (soft, large chairs, quiet, good lighting).

0561  F8  Basically-the ability to meet the majority of my research needs on campus is a high priority for me.

0563  F8  High level of competency among the library staff.

0564  F8  Make more resources available online.

0566  F8  Returned books should be reshelved faster (especially in main).

0571  F8  Ability to suggest additional alternative sources.

0580  F8  Comfortable/adequate reading areas. Cleaner restrooms. Safer environment.

0581  F8  Must we be asked every time we check out books if we still live at such & such address?

0582  F8  Staff’s knowledge of services/libraries outside their own domain. It is essential that circulation, periodicals, inter-library loan, etc. are all on the same page & can give guidance about other
libraries-Bancroft, Science, etc.

Cheaper photocopies. Electronic journal subscriptions.

Availability of assistance (reference desk) when the library is open. Longer hours (not for Moffitt or Doe but other libraries).

Physical Layout - e.g. math terrible, temporary environmental design library great, old environmental design is very bad.

I wish you had more books & shelves I didn’t have to crank.

Staff knowledge of the material and subject in specialized libraries. ie. The staff in the CED Library should know something about architecture.

No, all are important

Do you monitor if certain books are continuously being put on hold or constantly checked out? These books would be ideal candidates for duplicate copies.

The staff at the chemistry library are outstanding.

Spacious facilities

Accuracy in shelving books and the ease in retrieving library materials.

More photocopiers and microfiche readers/copiers, and better upkeep of these machines.

Open hours-Interlibrary loan ought to be open more often — at least one weekend day. And they need more staff to get materials here faster. In general, the summer hours are not adequate.

I expect them to be open in the evening hours.

Consolidate a search service into one software package. Learning the current method takes too long.

Easy access to materials on-line. Continued improvements to Melvyl Cal Digital Library are much appreciated. Access to data electronic journals also key.

More hours open re order lost items always.

Related to F-3 The research staff at Doe often has long lines and so needs to be augmented.

HOURS—need to be extended at the Music Library. Circulation—Less strict standards for graduate students for non-circulating items, sometimes I need to take a non-circulating book out just for a night but am unable to.
 offerings educational/training [illegible] on library research methods, resources & tools.

- Access to journals (electronic or printed) and books.
- The extent of journals available.
- I think that library facilities are essential to the libraries performance.
- The power of the online search methods. This can always be improved.
- The library’s ability to procure new titles that reflects the important advances of new fields, better cooperate with faculty members for their advice on that.
- Collection of journals (especially academic journals). Often do I find the articles cited in many articles, but I can’t get it from the library and the librarian didn’t even care to do interlibrary loan for me. [sic]
- Teaching new student how to use it. There seems to be a belief that new grad. students know how to when they arrive!
- Accuracy of documentation of collection materials
- Promptness in reshelving journals is VERY IMPORTANT
- How easy it is to find information on your own
- A good reference collection, which includes not just REFERENCE, but also a wide array of primary and secondary sources normally used by scholars in the fields most frequently consulted at that particular library.
- THE HOURS THAT THE LIBRARY IS OPEN! IF IT AIN’T OPEN, IT AIN’T MUCH USE.
- Other, none
- Hours of operation should meet students needs!
- More online journal archives
- Anything that saves users time and effort. Time is the single most important resource to faculty. To the extent possible all services should be available on line. The library should immediately go to the campus’s new CalNet ID system for all online identification.
- Responsiveness to suggestions and complaints offered by users