APPENDIX F

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

U-4. If the UC Berkeley Libraries could do only one thing to improve, what should that be?

These items are displayed as: CASEID VARIABLE TEXT

0002 U4 Improve off campus access to information.
0004 U4 More money for collections.
0005 U4 Locate/replace lost volumes! Too many are not to be found in the Main Stacks.
0006 U4 1. Abolish general surveys like this, survey specific libraries.
0006 U4 2. Revive Moffitt as it used to be.
0008 U4 1. Be skeptical of ability of current technology to substitute for expert human “service”.
0008 U4 2. Redirect resources away from quasi-scientific questionnaires toward collections, collections, collections.
0008 U4 Circulation needs to pay attention to faculty usage.
0009 U4 1) NONSTUDENT STAFF at circulation desk/special services often extremely rude
0009 U4 2) overdue notices need to go into the mail in advance, with plenty of time for telephone/e-mail renewal
0010 U4 Restore the damages done to journal and book-collections by years of budgetary stringency.
0011 U4 Get reference librarians to be at desk at all the times the ref. rooms are open. Remind them that they (not computers) are there to help users.
0012 U4 Get rid of compact shelving.
0013 U4 Restrict library to persons with genuine UC affiliation.
0014 U4 Replace missing books and expand holdings.
0016 U4 Get rid of those horrible rolling bookcases, in Doe. What a terrible system!
0017 U4 Increase acquisitions budgets.
0018 U4 Recatalogue holdings in Arabic. At least 25% of holdings have been miscatalogued and are untraceable by computer catalogue.
0019 U4 more frequent & geared to needs of individual academic disciplines
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0019  U4  courses on making better use of library resources

0020  U4  Add Fitle-word [?] and combination (a and b) search capability to
0020  U4  Gladis.

0021  U4  There should be greater accessibility on campus to materials
0021  U4  currently in storage.

0022  U4  More actual Librarians in charge of book & serials on a daily basis.

0023  U4  Install automated shelving to enable browsing.

0024  U4  More online documents.

0025  U4  Like many other things at Berkeley the library does better with less
0025  U4  resources than many of the institutions to which it is regularly
0025  U4  compared. It’s a national resource that operates on a regional
0025  U4  public budget. Even so, I wish it could do a better job informing
0025  U4  users about its resources and how to use them. It seems to me that
0025  U4  the gap between initiated and uninitiated (and thus frustrated,
0025  U4  discouraged, I’m-never-going-back-into-that place) users is growing.
0025  U4  We need to close that gap. There’s no point in having all this
0025  U4  wonderful up-to-the-second electronic stuff if ther is no one to
0025  U4  show an undergraduate how to get results with it (or a graduate, or
0025  U4  a professor)!

0026  U4  Give more information online on contents of books & articles.

0028  U4  My biggest gripe is that the so-called information center is
0028  U4  impossible to use-full of people reading email or web surfing.
0028  U4  Second, the materials I request go on reserve only get on reserve
0028  U4  towards the end of the semester.

0029  U4  Retrospectively buy to repair the damage done by budget cuts in the
0029  U4  90’s.

0030  U4  Keep better track of its materials.

0031  U4  Buy more books

0032  U4  Staff the Acquisition Dept. with energetic, knowledgeable experts in
0032  U4  the several disciplines; give them incentives to restore Doe to its
0032  U4  former status in the Humanities; and require them to work closely
0032  U4  with UCB faculty in the relevant fields.

0033  U4  I’ve had trouble obtaining PhD dissertation (non-Berkeley, in field
0033  U4  of Linguistics) through interlibrary loan -

0034  U4  Improve access to computerized cataloguing - many of the computers
0034  U4  are dysfunctional, & often the ones that are working are all in use.

0035  U4  Update/maximize online capabilities as much as possible.

0036  U4  Expand the book/material offerings.
0037 U4 Improve desktop accessibility

0038 U4 Buying more books.

0039 U4 Staff Service

0040 U4 Clarify procedures for research assistants
to gain access. My faculty assistant is forever having to get my own library card to put holds
on books, and my student assistant had a terrible time this summer.
0040 U4 Re: qx U-2, U-3, I send a research assistant rather than do this myself

0044 U4 Improve library signage as well as building signage all over campus.

0046 U4 Buy more books & periodicals.

0047 U4 Create an ERIC CDL database. This would facilitate my research in Education using End Note immensely.

0048 U4 Improve electronic services

0049 U4 Invest in collections, staff.

0051 U4 Speed up enter-library loan deliveries.

0052 U4 1.offices open as stated on web page. 2.Catalogue reflects actual holdings. If you have questions call me at 3-7855 - Doug Tygar

0057 U4 Expand Acquisitions

0058 U4 More open hours during semester break & summer.

0060 U4 I would do much more [accessing UC Berkeley library resources or services from your home or campus office] if it wasn’t hard to figure out how to use baker/gladis/melvyl etc & if you could order more than one item at a time without starting over.

0062 U4 Make it easy to search multiple electronic data sources for books journal articles simultaneously, i.e., with 1 search command using one constant interface.

0063 U4 Do more to find/replace missing books.

0064 U4 see F8

0065 U4 Better access to shelves vs. the moveable cases.

0066 U4 More on-line access to journals.

0068 U4 I am very pleased with having the EA-Psych Library in the Building.
More complete collections. Many central books are not available locally.

Extend on-line resources.

Provide more online journals and resources to Berkeley faculty & students.

Simplify the electronic catalog to one system - the gladis/melyyle overlap should be an embarrassment.

More printers in Libraries.

Chemistry library staff are unfriendly. Public health library collection is not well organized.

Book Budget

Spend less money on staff & facilities.

Software, databases, and training/awareness for finding papers online - at present, google seems like a better service than the library.

Improve collection of new journals.

Reduction of misplaced/mislocated items.

Keep all libraries quiet. The engineering library is often so noisy that I cannot work there. I have complained about this before. If my six & eight year old children know that one should be silent in libraries, why can’t the University community be educated? This is a cheap suggestion!

Reduce the noise level.

We have a good system. Users have a responsibility to help maintain the system. There is no need for the library system to bend over backwards to pamper the “customers”.

Keep working on improving Web access - Facilitate search for “series” etc. - Eventually provide direct links to Journals, so you don’t have to go to Journal home pages.

More on-line article accessibility.

Hire more qualified career employees and rely less on student to perform vital tasks such as title entry to Gladis, circulation assistance, telephone assistance, etc.

Continue to maintain the current excellence.

Get more and make it accessible.
0093 U4 Make online access to materials & searches as complete and easy to use as possible.
0094 U4 Opening hours of the earth science library on weekends!
0095 U4 Get more books.
0096 U4 More books and journals.
0097 U4 More funds for new acquisitions & maintaining journal [illegible].
0098 U4 Lobby for more support so that the library will be able to do more than one thing to improve. “One thing” looks to me like an arbitrary restriction, and we should not acquiesce it it.
0099 U4 1. Return to Card Catalogs .... duplicating, if need be, the data present electronically. If I want a math book by Sam Jones, I do not want to read through two pages of data about Sam Jones the archaeologist-after I spell it right on the keyboard eventually.
0099 U4 2. Make the search system Macintosh based.
0099 U4 3. A return of the wall mounted sign in the math library indicating the physical location of journals by name. This avoids electronic look up and confusion as in “Computer Pendus”—
0099 U4 4. Direct access to names of those who’ve checked out a book, by actively encouraging library users to make their identities available to other users. A simple waiver suggested when issuing the library card, or by default.
0099 U4 5. A return to Evans of all Math PhD thesis. This is a treasure denied to our current PhD students. Not to be able to BROWSE the thesis. “Availability on request” is totally inadequate.

0101 U4 Expand collections
0102 U4 Enhance collections!!
0103 U4 Keep collection up to date.
0106 U4 Maintain the journals, especially the speciality ones.
0107 U4 They should have all the money they need to do what they’re already doing and want to be. The bioscience library is especially excellent in all the respects listed above.
0108 U4 In main fill up some of those empty shelves and inadequately filled shelves (eg. AQ area) with NRLF materials.
0109 U4 Continue to add online subscriptions-this service is the most useful resource for myself and my students.
0110 U4 Expand hours of operation.
0111 U4 Extensive self-help directions, for use on site and off site
Generally I am quite satisfied. With the very rapid change in technology, etc., (e.g., on line availability) it is difficult at this time (for me) to answer this question.

Work to build its own independent endowment, so it would not be subject as much to the [illegible] of state and campus budgetary limitations.

I am satisfied.

Get budget increase to maintain collections.

Have things put away so one doesn’t have to search them out.

Maintain the collection.

More European language biology journals.

Do a better job of archiving & cataloging governmental publications (e.g. forest service reports, UN summaries, EPA documents).

Improve access to online journals, including older journals when possible.

Get rid of Gladis—it is terrible.

Return to 1960 quality. It was ugly, but fantastic collections and a large staff. Before Darth Raygun. Tell me, how did they determine he had Alzheimers’ Disease?

What I am missing is (a) on-line version of Nature & Neurou (b) Easy Access to Science Citation Index: Most of the time-Busy Signal.

Improve the collection.

Make it easier to locate materials (and be open more).

Reduce the # of student squatters and sleepers.

Widen collection.

Install 800 MHz PC’s with 10X CD “burners”, so that students can download electronic materials from the CDL onto their personal RW CDs in < 5 minutes per full CD, creating a portable archives.

Easier, cleaner routes to all the electronic info.

Access to Lexis/Nexis etc.

Make web page more user-friendly, logical in its organization, transparent in its structure.

There is so much there, but it’s hard to find the best resources w.o. training and experience.
0139 U4 Ensuring that books the catalog says are on the shelf really are there.

0140 U4 Help encourage me to get my overdue books back.

0141 U4 Make sure that all the machines are in good working order, and make any needed repairs as promptly as possible.

0144 U4 Preserve and improve the range and quality of its collection.
0145 U4 Fill the gaps in its holdings.
0146 U4 Dedicate more resources to improving its collection of books and journals - repairing and replacing damaged materials, buying multiple copies of heavily used books, and more new books.

0148 U4 Be in better dialogue with faculty and their research interests.
0148 U4 Library should send yearly questionnaires to faculty-especially new faculty-to inquire about their current research needs. This info should be given to the curators to have some (pro-active) guidelines as to what to order (in addition to approval plan which should also be fine-tuned every year)!

0149 U4 Access via phone to circulation desk staff. Particularly important for patrons not residing in the Berkeley area.

0150 U4 Institute BAKER pickup (in addition to delivery).

0151 U4 Be open more hours on weekends & vacation.

0152 U4 More efficient NRFL procedures.
0155 U4 More online journals & services.
0158 U4 Get even more journals on line, this is great.
0160 U4 Provide faster access to materials not contained in the libraries on campus.

0162 U4 Subscribe more journals and have them electronically available.
0164 U4 Maintain collections
0165 U4 Availability of online access from home.
0166 U4 Reduce binding time of most recent journals. Many journal copies are not available because they are being bound.

0168 U4 online journals

0170 U4 Maintain and increase collections
0172 U4 Head slightly in direction of such bookslois as Codys and Barnes
0172 U4  Noble.
0173 U4  Become more electronic remote services accessible!
0175 U4  Improve on-line
0176 U4  More online journal access
0177 U4  Increase collections of periodicals.
0178 U4  Expand collection of journals.
0179 U4  My staff help me locate the books I can’t locate [by going in person 0179 U4 and by computer to UC Berkeley Library] twice or more/week.
0180 U4  I would like to see the library to be accessible to Faculty members 0180 U4 at 24 hours basis.
0181 U4  Continue to develop internet-based services, access to journals, etc 0183 U4 Collections
0185 U4  Hire knowledgable librarians!
0188 U4  This is extremely difficult to fill out [quest Fl-F5]. The
0188 U4  Anthropology Library gets an A - and the Main Library a C or D, 0188 U4 for staff performance and availability.
0189 U4  Have all the East Asian collection on line (which is already the 0189 U4 Library’s goal & which continues to improve).
0190 U4  Maintain an excellent research entry collection with staffing. The
0190 U4  old reference room saved hours of research time for
0190 U4  interdisciplinary research.
0191 U4  Increase on-line journal subscriptions.
0192 U4  Better responses to questions/problem with online services 0192 U4 improved hours at CED Library - more
duplicates of popular books.
0192 U4  End separation of Moffitt & Doe.
0193 U4  More computers and copiers!
0194 U4  Get more copies of Vance’s Pleasure & Danger. Only problem I’ve had 0194 U4 so far.
0195 U4  Increase budget to buy more books & periodicals.
0196 U4  More of the collection should be available on campus (less in 0196 U4 storage).
0197 U4  House more of its collection in Doe, with relevant duplicate copies
0197 U4  in branches. They should also have a central location for returns to
0197 U4  any branch library.
0200 U4 Improve off campus log-in for people (UC Faculty) not using Berkeley servers.

0201 U4 Increase collection in areas of importance to me!
0202 U4 More audio-visual documents in the music library.
0203 U4 Keep the collection good.
0204 U4 Acquisitions
0205 U4 Train and retain top quality librarians.
0206 U4 Improve collection in non-western languages.
0207 U4 Lift restrictions on non-rare materials at the Bancroft library.
0207 U4 Otherwise, allow interlibrary loans for restricted books to use at the Bancroft.

0208 U4 Stronger collection in Slavic Languages, Literatures, and Cultures.

0209 U4 Increase size of collection. Restore discontinued journals. The collection is more important that the service.

0210 U4 Nature should be on-line.

0211 U4 Improve online journal access

0212 U4 Hire more staff at competitive wages.

0213 U4 Have online access to more journals.

0217 U4 Stay open longer hours

0223 U4 Make sure that its great collection of older books are properly conserved. Several older journals that I have looked at were not in great shape.

0224 U4 Long hours essential. I am best able to go early in the morning (5:00 am-8:00 am) as Sat or Sunday. Open (key) access is essential.

0230 U4 The catalog has improved a lot but it still could be much more user friendly. Compare for example Gladis with the Los Alamos catalog. Why do we still need Gladis? Melvyl is much easier to use!

0232 U4 See Item 22 (generally, improved interface to INSPEC). My comments bias are towards science libraries. A great UNIVERSITY, such as UCB, 0232 U4 must provide services to humanities researchers in obscure topics.

0232 U4 For example, old manuscripts, foreign language books, and so on!!

0234 U4 Enough room for a disabled person in a motorized wheelchair to go back into the stacks.
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0235  U4  Increase collection/journals.
0236  U4  Make access from home via ISP easier.
0237  U4  Keep developing CDL!
0238  U4  Service Dependability
0240  U4  I would appreciate a greater collection of current books in the
0240  U4  Ed Psych Library.
0504  U4  Get rid of Gladis & Melvyl & make them more user friendly or make
0504  U4  specialty libraries open later.
0505  U4  Do a better job of having books where GLADIS says they are.
0506  U4  They should purchase institution rights to OED online -(unlimited
0506  U4  of users) so that students could access the OED online though a
0506  U4  school account both on school and on personal computers.
0507  U4  Repair microfilm equipment & photocopiers attached to them.
0508  U4  Seems like a lot of materials are missing / not on the shelf
0508  U4  disappeared....... withdrawn”. I think is what the computer said -
0508  U4  maybe more effort to promptly replace disappeared items (?)
0509  U4  Make grad SVC material check-out-able, maybe get multiple copies of
0509  U4  high-use items so that one can be charged & one left on shelf.
0510  U4  I think the weakest aspect of Doe Library is the occasional
0510  U4  discourteous student employee who feels put upon for being asked to
0510  U4  do his/her job, i.e. fill out book return receipts, which are
0510  U4  necessitated by their own inefficiency in checking in returned
0510  U4  books. Perhaps the standards for hiring desk help should be set
0510  U4  slightly higher.
0511  U4  The online catalogue should list whether a book is in Richmond or
0511  U4  not & a user should be able to order such material from the website.
0512  U4  The only complaint I have is that some books on Mexico (quite a few,
0512  U4  actually) are kept in Bancroft even when they’re ordinary books.
0513  U4  Make sure that books are on the shelves when they are supposed to be
0513  U4  there.
0514  U4  Improve security-especially at DOE Library. I heard that “strangers”
0514  U4  can get in & out.
0515  U4  Tracking of lost materials - knowledge whether it is on the shelf or
0515  U4  not.
0516  U4  To replace the missing books. To update their foreign collections
0516  U4  (Caribbean & Latin American).
0517 U4 Buy more books (in Ancient Near Eastern Studies) ...
0518 U4 Make the on-line search service easier to understand.
0519 U4 Buy more copies of books to decrease recall wars - recent important
0519 U4 studies but also classical studies in fields well-represented at
0519 U4 Berkeley. Track recalls and buy the books we keep fighting over!
0520 U4 More copies of popular books. Order missing books sooner.
0521 U4 Make sure that items are where they are supposed to be.
0522 U4 Improve accuracy of service (i.e. checking books in correctly,
0522 U4 reshelving items in more timely fashion, making sure correct item
0522 U4 paged from NRLF).
0524 U4 After-hours access (perhaps without some services avail.)
0526 U4 Purchase more copies of frequently checked out material. Recall
0526 U4 system great but too slow.
0527 U4 Make online access to catalogs & databases easier for authorized
0527 U4 persons off campus that do not have a UC Berkeley ISP ... unifred
0527 U4 passwords / web based access / use of cookies?
0528 U4 More/better photocopiers, make it easier to get department copy
0528 U4 cards.
0529 U4 Longer hours during the graduate student exam period. Our exams are
0529 U4 frequently held the week before undergrad exams.
0530 U4 More online access to journals.
0531 U4 Longer hours
0532 U4 Electric access to more journals.
0534 U4 Improve the searchability of the Melvyl/Gladis interfaces at the
0534 U4 Biosciences library. The computers there have a terrible interface
0534 U4 search capability compared to the online search engine. I can’t seem
0534 U4 to do a proper keyword search unless I do it remotely (online),
0534 U4 it’s silly to have to leave the library to properly search their
0534 U4 catalog.
0535 U4 Build Collections
0536 U4 Have more reference staff to help users.
0537 U4 Add other collections to the online archive e.g. from the IEEE
0537 U4 online archives
0538 U4 Revamp the online catalog. More space between stacks at library.
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0539 U4 Improve / Advertise staff’s willingness to teach / help you find what you are looking for. Classes are good idea, but also provide written version for people who don’t take time to go to the classes.

0540 U4 Impose some sort of time limit on Internet terminal use in the Main Library. There is often people waiting to get onto a computer, especially mid-day.

0541 U4 More textbook or reading material.

0543 U4 I find it necessary to get a book receipt every time I return a book because over the last five years, the library has lost or misplaced many books I returned and tried to hold me responsible for it. Very often, I have simply gone into the library & found them myself (spending my valuable time searching through curousels of books). Otherwise, I face a $100 charge for a book I did not lose. The frequency of this occurrence is unacceptable. Filling out book receipts is a waste of time for me & the library staff but I will continue to do so until I have more confidence in the library’s basic function of keeping track of their holdings.

0544 U4 Over the phone service.

0545 U4 Provide delivery service to grad students of books/reference material in their department offices/mailboxes.

0546 U4 Expand (more scientific journals) The California Digital Library -good collection currently-great resource, could be better.

0547 U4 Providing us more textbooks, books etc.

0548 U4 I couldn’t find a good (recent) book on bicycle repairs. You’d think a top library like Cal’s would have a solid, broad base of materials. Please look into self repair resources-such as for bikes.

0549 U4 Make it easier to find journal pages & conference proceedings.

0550 U4 Keyword search function could be improved to be thorough & flexible. (e.g. use of and/or ...)

0552 U4 Longer hours

0554 U4 Online Library accessed from usual web browser.

0555 U4 Get the Chem library back in Hildebrand as soon as possible.

0556 U4 More strictly enforce quiet!

0557 U4 Improve the damping of noise in the study areas in all libraries.

0560 U4 Add more comfortable chairs (large armchairs) in a study area!

0561 U4 Expand research into documents they do not have and provide information about locating such documents. (Specifically for
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0561 U4 me this pertains to water resources information.)
0562 U4 Suscribe to more technical/scientific journals, and have wider
on-line journal selections. Also, (although difficult to get) more
technical proceedings from conferences would be beneficial.
0563 U4 Improve the lighting in the Chemistry library.
0564 U4 Longer operating hours / or make more library resources online.
0565 U4 Libraries should be quiet, well-(and naturally) lit places conducive
to study. Photocopiers should be outside the reading rooms and users
should be encouraged to keep quiet.
0566 U4 Buy more books, subscribe to more scientific journals.
0567 U4 More collections of books & journals.
0568 U4 Make sufficient copies for popular items.
0569 U4 Allow spouse access to grad students for a small fee.
0570 U4 Networked CD-Roms should work at all libraries, not just some of
them.
0571 U4 Increase collection.
0574 U4 Get more copies of popular books (ones that are checked out/recalled
often).
0575 U4 Expand on the information desk to help student find what they need
for their research.
0576 U4 Improve the amount of online resources.
0579 U4 often, books listed as being on the shelves, aren’t. A better
inventory system to show checked out items and lost items would
be great.
0580 U4 Make online resources easier to understand. I never know what
journal is contained in which online database. JTSOR is slow
0580 U4 CDL database is confusing.
0581 U4 Centralize journals & books-it’s impossible to use the resources
efficiently because you have to trapse all over campus to retrieve
books & journals. Also if you can’t do that-spruce up the Public
Health Library with better chairs, not just hard study tables
0581 U4 chairs.
0582 U4 Maintain collections: shelve & locate books more efficiently & keep
the books readable.
0583 U4 Continue wide ranging biosci journal subscriptions.
0584 U4 Make the on-line catalog Melvyl search easier to use - I often enter keywords & the search does not work - maybe a more useful help section is needed.

0586 U4 Designated email kioske.

0589 U4 Better facilities i.e. looks.

0590 U4 More stations for laptop users.

0591 U4 I would like to see online journals more clearly marked within the Melvyl system - with easy and more comprehensive access to them (current contracts with various servers only provide limited text in abstracts. It would be terrific to have full text with graphics)

0591 U4 Overall, I am extremely pleased with the UC Berkeley Library system.

0591 U4 Thanks!

0593 U4 Train student librarians on resources. It seems like no one knows anything on the weekends.

0594 U4 Replace outstanding books faster. Lower copy machine rates. More U4 copiers in small library (SW).

0595 U4 More organized collections - more books Internet access for Laptops.

0597 U4 Improve reliability of books being on the shelves when the computer says they are - & replacing or finging missing volumes.

0598 U4 Greater collection of small press poets.

0599 U4 The library needs to better account for the whereabouts of its materials. Mis-shelving & lost/missing items are a big problem.

0600 U4 Stay open longer.

0601 U4 Faster inter-library services. Shorter [illegible] time period for recalled book (i.e. time to return the item).

0602 U4 Make more materials available in stacks that are currently in storage or NRLF.

0604 U4 Obtain more copies of popular items/basic, non-specialized books on topics at introductory levels - these are frequently checked out..

0605 U4 Send overdue notifications by e-mail. This would save postage that could be used to fund staff training & improve collections.

0606 U4 Continue & possibly increase the training in using electronic resources, with classes such as database searching techniques ...

0606 U4 actually, I think the library is doing a good job at this already, U4 but keep it up!
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0607 U4 More networked ports in libraries for laptops.

0608 U4 Continue providing access to more journals on-line.


0610 U4 Improve Gladys

0612 U4 They are great.

0614 U4 Less noise in the Bioscience Library.

0615 U4 Improve your online service, searches, material downloading, etc.

0619 U4 Online services

0620 U4 Location, Location, Location. A school like Berkeley needs to have one consolidated Engineering & Science Library.

0621 U4 In the UC Berkeley Libraries such Moffitt-Doe, should be open longer and during the holiday.

0622 U4 Increase comprehensiveness & consistency of online access. Often a Melvyl search will turn up an article in an e-journal that is in the collection but there is no direct link to the article in the record. Other articles do have a direct link. A direct link is much more convenient than separately having to browse the e-journals to find the article.

0623 U4 Email informations about overdue books.

0624 U4 Develop a more powerful electronical database system, easy to search and access more information via the internet.

0626 U4 Stay open later!

0628 U4 in life science library should be warmer.

0630 U4 More individual space for studying/reading.

0631 U4 Better organization of books, so that they are easier to find.

0632 U4 Clear out the students in the reference section who are using the computers for purposes other than research - namely writing e-mail. This is irritating, esp. when there are computer labs on campus. The library is meant for research not goofing around! Thanks

0634 U4 Larger collection: more titles, more multiple copies, more extensive international collection.

0636 U4 Stop firing the librarians, and start hiring reference librarians who are librarians rather than web experts. Your best reference librarians are excellent—Phoebe Janes deserves a raise. Last year, however, I came upon a staff person at the main reference desk who
0636 U4 had never heard of James Joyce. Doe is a library, not a computer. We need more competent librarians who are paid generously.

0637 U4 Remote access to CD-Roms (it's been a while since I tried, maybe you have this now?)

0638 U4 Offer access to WWW.cdlib.org to graduates.

0639 U4 Comprehensive list of contents (generally) in each library, because it's difficult to look for materials without knowing what sources are available.

0640 U4 Make sure that materials at branch libraries are also held at Doe/Moffitt. I get tired of running all over campus to hunt down something in the Anthro or Environmental Design Lib.

0641 U4 Better web access, it's confusing and hard on the eyes.

0642 U4 Decrease the cost of photo copying.

0643 U4 More books.

0644 U4 Make it easier for students off-campus to reach electronic journals.

0645 U4 Increase online access to top science journals, e.g. Nature.

0646 U4 Finding sources is still my greatest challenge.

0647 U4 Multiple copies of popular items & more computers.

0648 U4 Have study areas where food & drinks are allowed and with good security so students can feel safe and comfortable studying there.

0649 U4 Focus on making even more data and/or reference material available.

0650 U4 Make known the presence of reference librarians in Doe, and EAL. I have seen one in Moffitt, but I'm not aware of any in the other two.

0651 U4 Install more printers in the Information Center in Main Library. Make sure they work!! Also, enforce the policy of only using the computers in the Info Center for library research!!

0652 U4 Enforce recalled books!

0653 U4 Please allow users via the Internet to access databases more easily. Make passwords more easily accessible. Thanks.

0654 U4 Restock lost material. Thanks!
0656 U4  Reshelve books more promptly!

0657 U4  As a LAEP student, I would appreciate the environmental design 0657 U4 library to be closer to the department-to [illegible] court yard.

0658 U4  Make sure the copiers work! -And good job at a great library! 0659 U4 Extended hours, especially for the MUSIC library. 0660 U4 Improve accessibility & ease of finding reference materials. 0661 U4 order and process new books more quickly. 0662 U4 Make sure people don’t write in books. 0663 U4 Increase hours open. 0664 U4 Subscribe to more journals (renew cancelled journals). 0665 U4 Book Delivery. 0666 U4 Extended hours. (Biosciences is an outstanding library with 0666 U4 excellent staff-I am honored & priviledged to use it.)

0667 U4  Increased access to online journals. 0668 U4  Moffitt is a nightmare. 0669 U4  Reduced talking in the buildings - I would work in the library more 0672 U4 if they were quieter during the semesters.

0674 U4  Sanitary facilities (i.e., restroom, drinking fountain, paper etc.). 0675 U4 Provide additional guidance in the development of research papers. 0676 U4 Enhance the number of relevant biological/health science journals 0676 U4 available on campus.

0677 U4  Continue to improved facilities [sic] (capacity & quality).

0678 U4  Although already quite good, expand on-line resources-e.g. journals 0678 U4 available on-line.

0680 U4  More new textbooks. More older journals (EG Now IEEE Journals are 0680 U4 only from 1988 - present).

0681 U4  Make Melvyl as good as it can be. Ease in finding material is most 0681 U4 important thing to me.

0682 U4  I think that mac support for Gladis was poor because there is no 0682 U4 telnet, but the web based gladis is much better.

0683 U4  More complete Journal collection on line & in print.
FALL 2000 LIBRARY USER SURVEY

0684 U4 Improve web interface with electronic catalogs, esp MELVYL-
0684 U4 (I realize MELVYL is UC-wide, but it would be very convenient means
0684 U4 for accessing holdings if it weren’t so “clunky” to use … it
0684 U4 doesn’t seem to bring up same results as a telnet connection to
0684 U4 MELVYL, it’s messy [illegible] multiple searches, and slow to use vs
telnet connection).

0685 U4 Update and purchase more online journal subscriptions.

0686 U4 Move chem library back ASAP!

0687 U4 On-line system.

0688 U4 Make a unified site with access to any online journal articles,
0688 U4 with PDF downloads, from that site, not six links later.

0689 U4 Procure new titles/books that reflect advances of new fields.

0690 U4 Better search engine for Library.

0691 U4 Better search facilities for its on-line catalog!

0692 U4 Math Library should be open until 9 or 10 pm, and also on sundays.

0694 U4 Redo the current periodicles room.

0695 U4 More on-line material or print-out service (even with charge).

0699 U4 Expand collection of journals & improve interlibrary loan service.

0701 U4 Increase the time period for Grad Students to check out materials
0701 U4 particularly at Moffitt. This to me is the most important issue,
0701 U4 and it was never addressed in the evaluation!

9002 U4 Better and more inclusive online access to journals.
9002 U4 As I mentioned above I need Nature, American Geophysical
9002 U4 Union journals

9003 U4 Make remote passwords available remotely so that the
9003 U4 information in the databases (which help you decide whether
9003 U4 to go schlep down to campus or not) is always accessible.

9006 U4 Better online access and online searching for articles and such

9007 U4 Buy more books

9008 U4 Better/more frequent classes on how to use library resources
9008 U4 including on-line resources, inter-library loan procedures, etc.

9009 U4 Deliver the materials to me!

9010 U4 Buy more new books.
Purchase more journals, proceedings and books in the areas of theoretical computer science and control theory. My sense is that topics that fall between mathematics and theoretical engineering and computer science are not being obtained, possibly because of a lack of clarity about which branch theoretical works in these two areas should be carried by the math library. Please increase the funding level for purchasing at the math library! Final comment, the ID that I entered on this web page did not fit in the window area. Here it is again for your reference: 3G-000290-076

more userfriendly, understandable search service

To provide high speed electronic access to all archived materials.

INSTALL MORE COMPUTERS OR LIMIT A SET OF THEM FOR MATERIAL RESEARCH USE ONLY. MANY PEOPLE SPEND A LONG PERIOD OF TIME ANSWERING THEIR E-MAILS AND CHECKING SITES THAT ARE RATHER FOR ENTERTAINMENT THAN FOR ACADEMIC WORK.

Assure competency and courtesy of staff. Also —the lighting in Doe really needs improvement.

More on-line subscriptions

Hard to say. What I want most is for them to not fall back. We need the latest journals, and this need is often in conflict with those who want books. In my field journals are more important than books, but they are also more readily available on line.

continue to promote electronic access to resources (on-line book requests, increased e-journal subscriptions, etc)”

Increase speed of interlibrary service!!

Catalog should be improved. Journals, conference proceedings are often not listed correctly, too difficult to find. For example, sometimes PROCEEDINGS OF is in title, sometimes not, even among different years of the same conference.

Stay open longer.

improve book and journal catalogue search engines

better service

Have more copies of reserve materials

Have more copies of text and reference books for a course in the corresponding department library.
work out the recall procedure because it is a problem when one has just checked out a book that is needed for research, and two days later it is recalled. There should be some leeway if one has just recently checked out the book etc.

Increase online availability to journals

More online collection databases/ access to more online journals easily.

Greater speed and efficiency in locating/ replacing missing books, including a more efficient (computer-based - email?) notification system.

MORE USER FRIENDLY ... YOU HAVE TO GO THROUGH TOO MUCH TRAINING IN ORDER TO UNDERSTAND HOW TO FIND THE THINGS YOU WANT TO!

make it easier to use the on-line catalogs. Having come to [garbled] only recently, I find it very confusing and time-consuming to check so many different abstracts and listings. Although all of this information is very important, and I realize that each of the listings are different, I wish that researching a topic were more concise. I end up searching for hours for one topic in multiple (maybe 50 different?) abstracts and coming out with very little information in the long run (which is dependent on my topic).

Continue to improve information technology and computer access

get more online journals

be able to eat and drink in the library or have more outlets for such activities within the library spaces

In general, I think the service is already excellent.

Keep up the excellent performance.

I often have difficulty finding journals. I go to the location of the call number, but the journal is not there. It turns out that frequently-used journals are in one section, while more esoteric journals are in another section - but I never know where to look a priori! If all the journals could be in order according to call number, rather than placed in separate sections, it would be much easier to find them. or, alternatively, the online catalog could indicate the specific library in which to find the journal.

When trying to actually get a volume in my hands, my success rate is about 30% on the first try. That needs to be improved.

faster reshelving

List all books/periodicals in all libraries in MELVYL or GLADIS.
FALL 2000 LIBRARY USER SURVEY

9056 U4 For departmental libraries, they should allow students from
9056 U4 other departments to use and check out books. (ARE library
9056 U4 doesn’t.)
9059 U4 Do more outreach with Schools and Departments to demonstrate
9059 U4 how the libraries can be helpful in achieving our classroom
9059 U4 education missions.
9060 U4 Extension of the hours
9061 U4 More electric & network “outlets” for laptop users,
9061 U4 especially in the Public Health Library.
9062 U4 Get the collection in order - too often books are lost
9062 U4 or misplaced, etc.
9063 U4 Admit that online is the future of the library and move
9063 U4 as much resources to that as possible.
9065 U4 Provide color copy machines!
9066 U4 Send out hold, recall etc. notices over email instead of just
9066 U4 paper mail — often the notices take so long to reach me that
9066 U4 the book is either overdue or I have no time to finish using
9066 U4 it before returning.
9067 U4 More electronic journals.
9068 U4 Update and parallel GLADYS and MELVYL—they often don’t
9068 U4 have same data.
9069 U4 Increase the amount of material that is digitized and
9069 U4 available on line.
9072 U4 Do not charge 10$ for a book returned 7 days late.
9072 U4 The fee is ridiculous.
9073 U4 Expand on-line resources
9075 U4 1. When the library has a notice to the reader, it would
9075 U4 be more convenient for the reader if you send the message
9075 U4 by e-mail rather than by postcard.
9075 U4 2. When the reader returns the item, to avoid hassle, the
9075 U4 library’s staff should handle it promptly rather than
9075 U4 let the reader drop it into the return box.
9076 U4 Offering more services online, like the current availability
9076 U4 of MELVYL and the IEEE Journals.
9078 U4 The hours. The law lib is the only place for a late studying.
9079 U4 ensure that items are shelved where they should be (I have
9079 U4 searched for books several times that have been missing)
DOE OPEN MORE HOURS

Improve electronic facilities

direct web page link from the main Berkeley web page, more locations for purchasing copy cards.

more books

Catch up to UC Irvine’s library and handle all library communication by email, rather than antiquated, slow, and expensive postcards!

Promote all the librarians by one step- they do a splendid job and it should be recognised. I use the library heavily for research, and am always happy with the service and collections. The online services are excellent; I am currently on sabbatical in Cambridge UK, but still use online journals and Web of Science from Berkeley via the proxy service. My only minor complaint is that the Chemistry library is noisy with student chatter. It does not have to be that way: the Math and Earth Sciences library are both much quieter than Chemistry. Overall, however, the library is one of the fine things about Berkeley.