

## LibQUAL+ 2005 Respondent Comments

Number: 1

all good EXCEPT the absolutely horrible catalog terminals in the library.  
PLEASE REPLACE THEM WITH SOMETHING MORE ROBUST AND LESS BUGGY

Number: 2

It would be nice if the library subscribed to more neuroscience journals.  
Also would be helpful if databases were more mainstreamed (didn't have to  
check three different places to find e-journals).

Number: 3

It would be nice if the study desks with the lights were kept in better  
working order.

Number: 4

Not open late enough on the weekends. HUGE frustration.

Number: 5

I've brought all three of my classes to the library this semester, and the  
staff has been helpful and enthusiastic each time. I am grateful to the  
research librarians for their assistance!

The only major problem I've had is trying to access the electronic databases  
and journals from home. To be honest, I'm not sure if that access issue is  
the library's responsibility or the university tech staff's responsibility.

Number: 6

I have always found the library faculty courteous, helpful, and willing to  
help track down obscure primary literature. They have yet to fail to find  
something I requested.

Number: 7

In general, the library suits all my needs, but I would really love to see  
more separate study rooms such as those near the copy machines. Those seem  
to be very desired spaces, so often times they are full. It would greatly  
benefit the library to have more rooms for individual (or group) study.

Number: 8

It would be nice if the library was open longer on the weekends and during  
finals week. Having the library open until 2 during finals week is not long  
enough. There needs to be somewhere on campus that students are able to study  
24 hrs during finals week. Also on weekends there is no reason the library  
should close at 7. It promotes going other places and is very hard to find  
any place to study when there is a big week coming up.

Number: 9

Please, please, please, please stop giving away the reading room for  
programs. That is supposed to be an oasis for intense study, and to farm it  
out to dinner parties and whatever I find insulting.

Additionally, you have a milk machine... we need a pop machine. Caffeine  
(for non-coffee drinkers) is a must and often we must get out of the building  
to do this.

But, on the balance I love the library and the staff is very helpful.

Number: 10

Thank you for the great improvements put in place this year from the  
acquisition of new databases to the use of subject portals.

Number: 11

Slow PCs

Number: 12

I feel the library services have met all basic needs of my career at Drake. The accommodations are adequate, but conditions can always be improved. Nothing is ever perfect.

Number: 13

It has been increasingly louder in the study areas. Cell phone use in quiet study space needs to be reduced and policy enforced. A possible quick message about library respect during a session during welcome weekend, Dean's Hour, and or FYS may be beneficial. Thank you for providing friendly service.

Number: 14

keep up the good work

Number: 15

The staff is very kind and knowledgeable - I really have appreciated their help!

Number: 16

now if you had usefull current information like how to build your own computer guide. A good DVD movie collection. Well designed simple to use website and a great collection of books of art from art shows that would be good.

Number: 17

Each time I have gone to library staff with questions, they have gone out of their way to help me find answers. I depend on them.

Number: 18

I am quite happy with the library. There are a few more journals I would like access to, but besides that I am quite pleased.

Number: 19

You need better (21st century) equipment, e.g., a color copy machine.

Number: 20

Large amounts of people make it hard to find a secluded quiet place to study and/or do work in the library.

Number: 21

More small study rooms would be helpful

Number: 22

It would be nice if the library could stay open later than 1am during the week and especially later on the weekends. I don't like how the computers were taken out of the upstairs room that has been converted into a study room. Drake needs more up-to-date computer labs.

Number: 23

I think you guys are doing an excellent job. I love the databases that I can access from my room, although I would love to have access to more non-english news sources

Number: 24

I really like how a lot of the library information is available online, it makes it a lot easier.

Number: 25

The new system for handling reserve items is not user friendly. I have started finding my articles elsewhere because it is too much of a hassle to look up call numbers and write it out so the person at the desk can find them. Not listed on computer how professor lists them

Number: 26

Sometimes I wish the library was open later to accommodate student's busy schedules.

Number: 27

The hours of the library need to be extended, especially around finals. Even if only parts of the library are open at certain hours of the day, that is better than not being open at all. This is an academic institution and the library services (hours) need to reflect it.

Number: 28

The biggest problem I have with the library is that many journal articles that have citations within the search engines are not able to be accessed either online or from journals in the library. This proves to be frustrating when you know you want a certain article but cannot find it anywhere.

Number: 29

It offers a nice quiet place for me to get away from the dorms and get some work done. It also provides a lot of information services in order to answer my questions or help with research.

Number: 30

The first time I went to the library, I had a bad experience with one of the people. They did not help me at all to find the book. I went in there with the title and the call number that I got off the internet, and I hadn't really checked out a book yet, so I asked her to point me in the right direction to help me find the book, and she said I had to relook up the book on the library computers, (which only 1 was working so I had to wait) and then look and walk away. Other than that I have had no other problems with the library. The guy that was there later helped me find the book!

Number: 31

A lot of the computers used to search library print resources are old and unreliable. Also, the search function seems clunky and not at all easy to use.

Number: 32

library of congress system is confusing for ordinary users

Number: 33

I think the faculty and staff in the library are wonderful. I think I haven't used the library as a resource fully in part because of our location off campus. Any missing resources are most likely due to our not asking versus the library not being willing to secure them

Number: 34

On many occasions over the last two years I have tried to gain wireless access with my laptop at the library and have never been able to because "the guy" who was responsible for "registering" my computer was not there or I gave the requested computer information to someone there and it was never used so I could never get wireless access.

Number: 35

Helpful. Great environment.

Number: 36

I see a larger need for more area for independent study that is free of noise and major distractions. Also, more of the online journals in print, for easier access for papers and presentations. And articles that are on reserve in the library available online for easier more friendly access.

Number: 37

I am frustrated over the libraries hours. You are NEVER open long enough, early enough on the weekends, or late enough on the week nights. For being a somewhat large institution, I wish you were open longer and had i really thought about this, it would have factored into my decision in coming to Drake.

Number: 38

I would like to see se more text articles available through the online databases as well as an improved database section on the website. Previous improvements to the website were appreciated

Number: 39

You need more books in print instead of all these EBOOKS. I would be better off reading something that is physically in my hand than off some website. This especially goes for the web development books that I searched for at Cowles, but were only available via EBOOKS.

Number: 40

The older non-student staff is very curtious and helpful, but the student staff is often more interested in doing homework. Also, there needs to be space for students doing group work to do their work because they often distract from students doing individual work because group work is often much louder. I also feel that despite the library's best effort, the shelves are often is disarry and books/print sources are hard to find. It is also often very hot in the library, which distracts from my studying.

Number: 41

I think the Reference Librarian, Mark Stumme, is extremely helpful in helping me locate the information I need. He spent about a half an hour with me looking for a particular book that couldn't be found on the shelf. He is an assest to the library.

Number: 42

Generally quite satisfied. You are moving more towards being an electronic gateway rather than a repository of holdings and I think that's the right thing to do. I hope you will continue to add to your electronic holdings and make them as easy to access from as many locations as possible

Number: 43

need to have student employee training in customer service. More individual study space. Need to have more convenient library hours. Open longer or earlier.

Number: 44

Generally quite satisfied. You are moving more towards being an electronic gateway rather than a repository of holdings and I think that's the right thing to do. I hope you will continue to add to your electronic holdings and make them as easy to access from as many locations as possible

Number: 45

I like being able to access information sources over the internet through the library website from an off-campus computer.

Number: 46

Appreciate the positive relationships we have with library staff.

Number: 47

I think it needs a few updates, as well as more comfortable study space!

Number: 48

The staff has been extremely helpful in locating books that I cannot find on the shelves.

Number: 49

The information and resources available are generally easy to use. Sometimes I have a hard time finding the right information for a certain topic and it takes much longer than I would expect to find any results in the library resources. The quality of the information that is easily found is very high and I especially appreciate the scientific journal variety. The area that I feel the library needs improved on the most is making the areas for study more up to date or comfortable.

Number: 50

Reference librarians have never failed to be courteous and helpful when asked.

Number: 51

I, so far, have been impressed with the library services

Number: 52

A more modern computers would be helpful.

Number: 53

Generally, I use the library for its atmosphere- I like going there to study and feel accomplished in what I'm studying b/c it's a quiet place to go and I'm surrounded by others who are doing the same. In my mind, the library is a haven for people who want to peaceably get things done and is a comfortable place to hide to be productive. I like that there's individual cubicles/tables to study at, and that there's coffee machines. Although I wish there were more food/snack/drink options available, since I tend to be there for several hours at a time.

Number: 54

A Starbucks and couches in the library would be great!!

Number: 55

I wish all the theatre books, including scenes, modern and old plays, Shakespeare, and all other drama-related works would be in the same place. I have to go to at least 3 different areas to find things I need. I also think there needs to be clear instructions somewhere posted on the walls about how to get reserved materials for classes. I was never informed how to do that, and, when I went to the library to ask for them, the desk worker had no idea what I was talking about, and I was directed to a nearby computer by an older library worker who didn't bother to tell me how to look up anything about the materials except that I needed to use that computer. It wasted over 20 minutes of my time just between those two encounters. I also wish I knew where the movies and anime are located. I've never been able to find them.

Number: 56

I would like the hours to be changed. I studied for the LSAT on the weekends and the library did not open until 9am, several students in preparation for standardized tests would like an earlier start.

Number: 57

The library should be open 24 hours, 7 seven days a week. It doesnt make sense to close it down as there are not many places for studying suitable for me. Also more importantly the computers at the library should be accessible even if the library is closed as there are no other computer labs open late night. Printing and photovopy should be free, have a fixed amount for it in our technology fee even if you have too.

Number: 58

while I understand that this is a place of employment for many people, it is first and foremost a library, and even though you work here, it should not give you the right to talk loudly with doors open and disrupt those who are using the library as a place to study.....close doors! whisper around those trying to study! respect the needs of others!

Number: 59

I am very dissappointed in the electronic resources at the library. If the library had a collection of books on CD, I would listen to them while driving or in my room. This can enhance learning in an area of study or outside of it.

Number: 60

there is not much room for quiet private study tables, such as teh rooms in the basement. i dont know if there is simply not enough room or if people just arent following common library etiquette.

Number: 61

It has worked well for off-campus access.

Number: 62

I like working in the small cubicles, but often times they are all full. I don't mind working at an open table, but I'd prefer something more private. Also, it would be nice if there were lids for the coffee at the coffee machine.

Number: 63

The main reason I took this survery was the possibility of winning a prize, but more so because of a gripe.

I think mobile laptops should be banned in at least one room. People bring them everywhere, and that is understandable for a wireless campus. However when they bring them in the quiet room I find it annoying and when the bring the damn things into the reading room they cross a line.

I want a quiet place to study (as the residential halls aren't conducive to studying), and its click click click, literally everywhere in the library. I think they should make a barrier or something that interferes with the wireless signal or tell people NO LAPTOPS, and actually enforce it. Perhaps create a laptop room with customized desks and even with a cat5 plug-in...whatever just get them away...

Number: 64

There are times when I have to tell the desk worker where to find the reserve files that I need. The people working in the library should generally know more about the library than I do.

Number: 65

It seems that in the evening it is almost impossible to find anyone who can fix problems with the printers. I also find it completely ridiculous how inadequate the printer system is - even the public libraries have printing systems that are far beyond anything Drake has to offer. It is ridiculous with the amount of tuition that we pay, to have to put up with such inadequate technology

Number: 66

Occasionally I have indicated less than helpful face to face contact with library staff. This usually occurs at the information desks when I have an out of the norm request. More than once, I have been told by staff that they couldn't help me, which is fine and understandable when I have difficult requests. But I would appreciate some help in putting me in touch with the right person, especially when I am in the library and not at my desk with a laptop, phone, and D-Book at hand.

Number: 67

I think the library is doing an excellent job, but it would be really helpful and convenient if there were more secluded areas to study.

Number: 68

The library has quickly become one of the most important buildings for me on campus. The staff has always been quick to help me in any way they can. The one main thing I would like to see, is to have the computers more spread out through the building. It's very easy to get distracted when there are a lot of people all around you on computers, but if they were strategically placed in other areas of the library, that would be useful to those who don't have a portable computer. Other than that, the library and the resources to go with it have been a very important factor to my success thus far.

Number: 69

For anything on reserve in the library, the new computer system supposedly designed to make things easier to access does not help, and in fact hinders, efficiency. Please realize that it has always been much easier to just ask for what is on reserve in person rather than on the computer (the person is only three feet away anyway, for goodness sake).

Number: 70

Need more access to full text on-line journals

Number: 71

I do not use electronic materials (Ebooks) and am often frustrated when finding a book I need, only to learn it is only available electronically. Perhaps if these materials were better explained, I'd be more apt to use them. As it is, I have no desire to stare at my computer screen to read a book, when print materials are available.

Number: 72

I get a lot of my information by browsing stacks. I realize that this is expensive, but I am not a fan of the move to electronic resources inasmuch as it comes at the expense of paper.

Number: 73

Need more magazines and a better way to display current issues of them...for instance, I can never find the Economist or US News. Even more non-academic books would be nice. Service is decent....I have gotten some of the best help & attention at the library, but I've also dealt with some people that weren't very friendly. Lastly....the computers used to search the catalog are from 1994 and take 5 mins to search for a book!

Number: 74

please provide text book, as student can borrow text book instead of buying text book.

Number: 75

Employees are always good. We need more computers and possibly at more than one location in the library.

Number: 76

Come to the library more to have a place to study than to use resources.

Number: 77

I LOVE THE READING ROOM!!! Haha - I just wish there were more spaces like that. It's so inviting, and there's this unspoken rule of not being loud. It just makes one feel like being academic:-)

Number: 78

I think the databases of journals should be easier to search. I often don't know which one I need so I wish I could just search all of them at once. Also, graduate students are not regularly informed on how to access library resources off campus (if at all).

Number: 79

I would appreciate updated public terminals in areas outside the information commons area, or that the IC area be made easily available for faculty as well as students (current password procedures make them difficult in that area, and terminals elsewhere on the second and third floors are cumbersome or ineffective).

I would also like to see a full time Fine Arts Media Area established at Cowles for the storage and access of CDs, LPs, DVDs, and other audio or audio-visual materials related to music, art, and theater.

Number: 80

I have no real complaints. However, more resources, be it electronic or print, are always helpful and desirable.

Number: 81

I would like to see that the music library is moved to the library for better hours and a better selection of music to listen to. Along those lines, I would also like to see an online data base for the cd's that are already in stock of the music library.

Number: 82

Cell phones should not be allowed on the second floor when people are studying. It is hard to find class documents on the new website

Number: 83

While faculty are always very helpful, prepared to answer questions, and extremely curious, the student employees are not.

Number: 84

It would be great if the Fine Arts Media Center could move to the library, so that CDs could be transferred to the online catalogue, checked out, and available for longer and more convenient hours. Thanks!

Number: 85

If at all possible, I'd love to see the music library moved to Cowles Library to better facilitate Music Majors like myself. As it is now, the hours are very difficult to schedule around, and keeping the Music Library here at this library would benefit the music students that use it more effectively.

Having an online catalog would also be helpful in that case as well. I am also someone that doesn't have a personal computer on campus, so I use the library for any computer use. I would love to see another computer lab in a more private and quiet setting (upstairs?!) with more computers. Many times, all computers are full and in use, and the information commons is a busy and sometimes noisy place. Is there a more secluded way to have another computer lab in addition to the information commons?!

Number: 86

It would be nice to have the Fine Arts Media Center moved to the library, so that CDs could be transferred to the online catalogue, checked out, and available for longer and more convenient hours

Number: 87

to see the Fine Arts Media Center move there, so that CDs could be transferred to the online catalogue, checked out, and available for longer and more convenient hours

Number: 88

The redo of the information commons is probably the best feature of the library. I have always been able to sit right at a computer when I first enter, and I generally do not feel disturbed by others around me. The cubicles in the lower level (the study rooms by the stacks on the west side) are not quiet enough and when in them, you can hear people in the next rooms talking if they are working on group projects. So I could see some improvement there. I can also never get the library catalog on the catalog computers to work very well. Maybe it is just the old system on the computer. Occasionally, close to the time the library closes, I have had some of the student employees at the circulation desk behave very rudely to me, as if I was interrupting their getting ready to go home. This unprofessionalism is not appreciated and the circulation desk should be open for as long as the library itself is. I can understand having hours for the reference desk, but circulation is a large part of what a library IS. Also, perhaps you offer some sort of guide for the library sorting system. I am familiar enough with the Dewey Decimal system to find books on numbers alone, but I find the letter system confusing. You could offer maybe a pamphlet or brochure that lists what topics are under each letter.

These are just some specific suggestions to consider. I do enjoy spending time at the library and I feel I am productive when I am there. The coffee machine, incidentally, has delicious coffee!

Number: 89

I would like clear signs that tell me which areas are for silent study, which are for quiet study, and which are for group study

Number: 90

I especially appreciate the reading room you have available to students. I often need a space where I can read and/or focus on an assignment with little distraction. Thank you!

Number: 91

Overall, I am very satisfied with the availability of the library's resources and helpfulness of the staff. Keep up the good work!

Number: 92

I wish you would provide more information resources for business students. An example would be to provide students with access to current issues of magazines like the business week, or the economist or accounting journals. I hardly use library resources except to use the internet, print or just study because there isn't much on offer for business students. I would also appreciate it if the library gave more space to study groups that will allow us to carry out group work without feeling like we are disturbing other people.

Number: 93

I believe the library should invest in more independent cubicles. It is very frustrating to go to the library and have no where to sit. Also, many cubicle desk lamps are not functioning. The bulbs need to be changed. Finally, the library should consider getting a vending machine with good, healthy snacks.

Number: 94

I miss more nice quiet study spaces, like the reading room. I hate the green room on the ground level. I also miss more group study areas.

Number: 95

I would like to see the Fine Arts Media Center move to Cowles library, so that CDs could be transferred to the online catalogue, checked out, and available for longer and more convenient hours

Number: 96

There needs to be more places for individuals to study. Also, there needs to be a policy that is enforced concerning cell phones.

Number: 97

could the library possibly allocate room and move the Fine Arts Media Center there, so that CDs could be transferred to the online catalogue, checked out, and available for longer and more convenient hours

Number: 98

The book of six Kaufman and Hart plays is missing four pages and the other book that had the missing pages was shelved in an incorrect place.

Number: 99

I believe that it would be beneficial to the music students for our music media center to be relocated from the Fine Arts Center to Cowles Library so that the information would be more easily accessible, and available for more hours of the day.

Number: 100

Everyone at the library is so friendly!

Number: 101

Vending machine coffee, the worse the better, is a guilty pleasure of mine, but I think in the little nook where those two vending machines were if there was either some type of food (non-candy bar) vending machine, or MOST importantly, simply hot water. Coffee and I get along great, but hot water and tea bags are cheap, easy to provide, and fairly easy to arrange. Tea is also much mellower, easier to diversify tastes with minimal supplies (sugar, lemon wedges, different tea bags).

Second, more to the library itself, while I like the individual study rooms, compared to even some smaller college libraries I've been to, for a campus like drake, there could be more of them, scattered around.

Third, libraries tend to be split on this, but being able to re-check out books online. My suggestion to curbing someone taking advantage of something like that if offered would be to make it available only for the first renewal, and subsequent renewals would have to be handled the old fashioned way so no one keeps something forever.

Fourth, little scraps of paper by the library catalog computers on the upper floors so I can write down the call numbers and I'm not with my materials.

Number: 102

I mainly use the library remotely. Overall I am happy with the access I have to online journals; however, any addition would be welcome.

One suggestion I have for improving the library would be to simplify the Inter-Library Loan process. It would be wonderful if I could request the article or book directly from the search results or have some other simplified method for requesting materials.

Number: 103

I think there could be a more efficient way to use the media room for film classes, instead of a student getting the movie from the circulation desk, then getting a reference librarian to open the door, then having to get the librarian after the movie to get the film out. Also, I think student employees at the circulation desk need to be better informed. I needed the check out a movie for class viewing, and the student looked several times, but couldn't find it. Another student, who was working in the basement and overheard our frustrations, found the movie underneath the counter.

Number: 104

There aren't enough tables to do group study, especially in the busy times. Also, the PC computers are old. I use AOL for my non-drake email, and the netscape browser on the PCs cannot run the AOL page at the maximum level.

Number: 105

I have tried to e-mail instructors from shawnee state using my e-mail the school gave me and it doesn't work, I have to tell instructors person to person

Number: 106

Everything is pretty great except when searching for journals. It is really hard to search for specific information or specific journals...this needs to be made more user friendly!!!!

Number: 107

Overall I am very impressed with our library. One thing that would make it more inviting would to have more chairs (like in the Reading Room) throughout, near the book stacks.

The air ventilation in the Reading Room also makes a whistling noise when I am there, and it gets hard to study because of the distraction.

Thank you!

Number: 108

The library needs tables with ethernet hookups for group projects. Please look at libraries at other universities to try and get Drake's library up to date!

Number: 109

I would like to see longer hours during Finals.

Number: 110

Sometimes it is hard to find someone to help you find what you are looking for. When you do find someone, they are helpful.

Number: 111

The reading room needs to be kept open more. Conferences should be held somewhere else seeing how the reading room is the only consistently quite place in the whole building.

Number: 112

I wish it opens 24 hours

Number: 113

we need much more effective and reliable ability to access and recover articles a wider array of journals if we are to compete efficiently in publication with at large public and private universities

Number: 114

i wish the library open 24 hours

Number: 115

It would be to see more media resources in the library. Especially those relating to areas of study at Drake such as Classical Music.

Number: 116

need better internet access

Number: 117

There should be more isolated, individual study areas.

Number: 118

ALWAYS HAD GREAT HELP AT SERVICE DESK. TAKE THE TIME TO HELP YOU. ALSO..NEW COMPUTERS ARE VERY NICE! i think our library is great but theres always room for improvement. feels kinda dark in there even though i know its not

Number: 119

A color printer would be nice.

Number: 120

The library is user friendly to many majors, but I feel that the music major's needs are not always met when it comes to new developments and yearly improvements in the musical library whether that be scores, journals or other resources that we need on a daily basis. Also, I find that the online library resources are extremely difficult and confusing to use even though I've had a 'crash course' on how to do so. The web layout and the search criteria are not clear.

Number: 121

The library needs more independent study rooms. There are only six in the basement that I am aware of. Several times, I have needed a room to practice a speech in but they are all full, leaving me to try and find an empty corner in another building on campus in which to practice the speech.

Number: 122

As a music major, I feel the music library should be combined with cowles library, to make recordings more accessible and convenient. That would greatly improve the amount of listening research I get done. It would also be nice if we could check out music recordings if they were put on the library cd check out-system.

Number: 123

Closes too early on the weekends.

Number: 124

I have found it hard to locate books in the past...the system of labeling with the letters is confusing. Somehow, the library seems to have its books in different places than a "normal" library does, and the setup seems a bit confusing. Also, a lot of times there is no one around to answer questions about where to find a book; the work study students don't really know, and the adults are either nowhere to be found, in their offices, or helping other students. Having more efficient work study students or more reference-type people around would help a lot, in my opinion.

Number: 125

This survey is way too long.

Number: 126

Overall, I am pleased with the service, the resources, and the space for study.

Number: 127

I would really like to be able to read e-books from an off campus locations, but have been unable to find a place in the website to log in to use those resources.

Number: 128

This survey is long and has FAR too many possible answers. Ranges from 1-5 are just as effective for your research and a lot more pleasing for students.

Number: 129

I had problem getting help from student staff in accessing material that was said to be left by professor in arts to the library. The professor said she had left a CD rom and reading materials in the library for our references.

Number: 130

I once asked for help regarding receiving the internet on my lap top. The person running the help desk was less than helpful.

Number: 131

There needs to be more space similar to "the reading room"- it is always crowded and often difficult to find a quiet space to study. Also, I wish there was more discipline when it comes to people being noisy!

Number: 132

I have no additional comments at this time.

Number: 133

In my evaluation of the library, I believe that the Drake Cowles' Library is in need of serious improvement in having better trained reference librarian department. They need to engage the students that will save time them, provide references, and do more research. I went to a different university for undergraduate studies, and the reference librarians actually found materials for the students; they did not watch them stumble around wasting time in dead end searches. After all that is what they are being paid for.

My second concern has to deal with the printing facilities. They are sub-standard. My high school and undergraduate school incorporated multiple printing services that did not tax a student \$.08 - \$.10 per page. Many students need to print off hundreds of pages of research, and with taxing the students per page many are not able to get the valuable printed materials for research papers. I will offer two solutions to the problem: 1) Drake obtains some grant funding for open printing activities or 2) incorporate open printing fees in the tuition per semester; that is what we did at SMU. It worked well the school was not out any money and the students were not over taxed. It is bad enough that we have to perform our own research, but why spend a hundred dollars printing materials for one research paper.

Number: 134

I don't like to go to the library in the afternoons or evenings because there are too many people there and it's not quiet enough for me.

Number: 135

would rate the library staff as 9. It is the print and electronic resources that I rate lower. Question 30 did not distinguish these two factors enough in the question, for the overall rating.

Number: 136

I think the library should have a coffee shop. Many students desire starbucks especially during the winter months and Olmsted is either closed or too far to walk to. This would increase the popularity of the library and students would find it more efficient. I also think that all staff should wear nametags including the students so they may be easily identified. Lastly, the library needs to sale itself. Not everyone wants to read those small print pamphlets about what the library has to offer, nor do they have time to take a tour. The library needs to put out a flier that has no more than 75 words in bulleted format that list the things students would be most attracted to. For example, DVD check out (which should be expandend), CD check out, film viewing lab, copy machines, private study rooms, etc.

Number: 137

Please continue to develop areas that are conducive for studying. I would like to see the option of reserving a study room environment explored.

Number: 138

I'd love to see more private, group study areas/rooms or accessible conference rooms where projects can be comfortably worked on without worry of bothering other library patrons. Is there anything like this already?

Number: 139

I like the library. It's fun! : )

Number: 140

There doesn't seem to be enough space for group projects. The downstairs tables fill up really fast, and the other spaces are either quiet study, or the tile floors make it too loud to work with a group. The website is pretty easy to use, but you still have to click to a bunch of different screens to get to the resources that you want to use. Also, the way that the journals are grouped is weird. I used to just be able to click on JSTOR, but now I have to click on a bunch of other stuff before I get to the website. Going to the study room (the really nice one with armchairs) is creepy if you go through the room with the stacks, because all of the stacks are pretty much empty and the passageway is really small. I think it's just the set up of the building, which also makes it hard to find books because half of them are on one side and half are on the other. You do have a good selection of magazines I think though. And the compact journal shelving is really cool.

Number: 141

There are some card catalog machines on the top floor that barely work at all. It's really frustrating to get up there and then not remember what you're looking for and have them not work.

Number: 142

none

Number: 143

It is a very nice place. Good place to get my stuff done without distractions

Number: 144

ID: 1189504

Date: 3:17 PM 11/7/2005 Central Standard Time (CST)

User Group ID: 1

User Group: Undergraduate

Discipline ID: 24672

Discipline: Environmental Policy & Science

Age ID: 13

Age: 23 - 30

Sex ID: 6

Sex: Female

Comment:

i would like to see more access to journals in my field, we are seriously lacking in ecology. however, the ILL has been satisfactory and quick

Number: 145

I work at the circulation desk in Cowles, and I find it frustrating that I am often not able to help someone because I do not have the knowledge/authority to do so, and I think that it may have a negative effect on the quality of service.

Number: 146

You need WAY BETTER wireless internet access THROUGHOUT the entire library! Crappy reception is most always a problem....stronger antenna maybe...

Number: 147

i guess make it easier to find stuff throughout the library. categorized attention grabbing signs maybe

Number: 148  
interlibrary loan is a great service.

Number: 149  
I have only been in the library one time, but I am hoping to get in there more often. Because I haven't been in there hardly at all, I don't have any good information about it.

Number: 150  
-

Number: 151  
I would like there to be a juice/pop machine. I know there is a milk and coffee machine so this would also save trips to olmsted.

Number: 152  
My complaints about the library are things that can not be easily changed. One, I wish there were more sun light in the library, or at least study areas with more light (like on the bottom floor on the east side, way to dark). That is really something for the master plan. Two, I wish we had more foreign policy government documents and documents from other states. But what Cowles lacks for my research I am generally able to get through inter-library loan. I love iLLiad and appreciate how much effort has been put into locating some somewhat obscure resources. I wish we got email reminders for overdue books, specifically those through inter-library loan. Last, the printer takes FOREVER, sometimes I have to wait 15 minutes for my documents to print. I know that has to do with people printing pdf files, but can anything be done?

Number: 153  
The online databases can be difficult to navigate-that's the only real problem I have so far.

Number: 154  
I would like more recreational reading materials. Such as those on the best sellers lists.

Number: 155  
I think that the library should have a quiet reading/study area that is full of comfortable chairs and couches.

Number: 156  
I really like the online chat service with a librarian!  
also, this survey was difficult to complete because the beginning questions really didn't make sense, if you are going to use this in the future I would consider rethinking those.

Number: 157  
Is there any way to update the search services for library books and make the format easier to read?

Number: 158  
I would like for there to be more room for quiet study, more space set up like the reading room. Sometimes that is all filled up and the cubicles and other study area are still very noisy.

Number: 159  
Basic information about the library is not easily accessible on the Web page, for example: information about reserve materials, DVDs and CDs.

Number: 160

In the Fine Arts Center, we have a place called the Media Center. It's hours are very small, only being open around lunch and dinner time 5 days a week. It would be incredibly helpful if that was moved to the library, so that it would be more readily available for me to use on a regular basis.

Number: 161

none

Number: 162

Will be really great whe students are able to print from their laptops in the library on wireless network to printers located in library, without having to log onto regular computers. That's the only improvement that I would really like to see, other than more quiet study cubes.

Number: 163

In general, I am very impressed by library staff performance and services offered. Students and other staff are always readily available to answer any questions I may have and are generally informed about their services. Occasionally, however, I've had some difficulty using the printer service to print off papers or information from online journal or web page sources. The staff is not generally informed about how to solve a printer problem. Occasionally the document has been sent to the wrong computer for print-off or I've had difficulty printing documents from an e-mail attachment or even after transferring the document to the pod computer that I'm using. The document just hasn't printed or has been lost in the transfer in the past for reasons unknown to the staff. If these occasional difficulties can't be fixed, it would at least be helpful to have a staff member on available for assistance especially in the early mornings when I have most needed assistance with this in the past and have not been able to find a systems-knowledgeable person at all. Again, let me stress that the library staff is very helpful although not when questions surround use of the computers or problems with printing.

Also, as a music major and someone who uses audio-recordings quite frequently, may I STRONGLY suggest that the media center be moved to Cowles and that media materials be catalogued similar to books or journals online. This would allow for easy retrieval and reservation and the materials could be checked out for a longer duration. The media center in FAC is only open for a few hours on certain days of the week, often making check-out difficult or nearly impossible for busy music students. I can't tell you how helpful it would be to check out all materials from one location and not have to worry about trying to listen to materials just at that location because they're not available for checkout.

Number: 164

If I've not done it in a while, I forget how to search for a particular article and then I waste time, as there are no easy-to-follow directions on the website.

Number: 165

If there are cassette tapes to borrow from the library, the library should be equipped with a cassette player.

Number: 166

The software on the monitor and keyboard setup at the circulation desk is horrible and so frustrating that I simply stopped using it. I call up something by title and it tells me that it exists but how to display that title and location identification number is a mystery to me and, I might add, to the staff at the circulation desk. You really must do something about that. It gives the whole experience of coming there to look up a film or DVD a very bad feeling.

Number: 167

Need Newer Computers and Better Chairs throughout the library... The upholstery, on the chairs that face out of the windows, gives an observer the impression that our library is not modern and up to date. While chairs seem like they would be a low priority, as a prospective student 6 months ago, their appearance made an impact on judgment of the school as a whole. Additionally, print resources are becoming less and less important. Continue to invest time in electronic references.

Number: 168

I feel that the library has a lot of room for improvement. If I am paying \$30,000+ per year- i think that the library can afford to better itself.

Number: 169

I just wish that the library was open like for 24 hours and there were places for groups to go into for study sessions instead of having everyone out there in the middle of the library...its gets out of hand sometimes.

Number: 170

The library does not have many resources for elementary education majors.

Number: 171

It would be nice if the computers were newer and if more were available to work on. More private study rooms are needed as well as more rooms for group work that have a chalk board or white board to work on. Anytime I've tried to work in the library, it's been too loud or someone has been disruptive. I do like the interlibrary loan service-very helpful.

Number: 172

no comments

Number: 173

Fine Arts Media Center moved here, so that CDs could be transferred to the online catalogue, checked out and available for longer and more convenient hours.

Number: 174

I wish we had access to more articles/journals,because many of the articles that are retrieved you have to pay for.

Number: 175

I appreciate and enjoy the library services..I come here often.

Number: 176

I really like the reference desk. The staff at the reference desk really goes above and beyond. They have always been very helpful and very polite in helping me look for information.

Number: 177

I never really ask for help, so I can't say much about the staff. If I need a book or sheet music, I look it up in my room and walk over to find it. I spend very little time here, but when I am here, I get a lot done. It is a quiet, productive environment.

Number: 178

In general, the resources I need to find are well organized, but to browse through, say plays or music, it's hard to just look at things in the general area. I travel from one end of the library to another, or the decimal system is not quite as organized as originally thought.

Number: 179

I just wish there was some seating for busy times, I do not really like to study right near people.

Number: 180

I appreciate the updates to the website. It is much more user friendly. I enjoyed the live chat feature. Likewise, those who deal with interlibrary loans have been most helpful. You are all doing a great job.

Number: 181

Overall, I think the library does a good job. Furthermore, the library, particularly in terms of resources, has improved during my time at Drake.

Number: 182

The collection of journals in the library is impressive, especially since Drake is privately funded; almost all the major journals for pharmacy are in paper or electronic form. The staff is always friendly, every once in awhile, someone might not know the answer to a question, but they are usually willing to go out of their way to find the answer. The renovations have really helped foster a learning and studying environment.

Number: 183

More individual study rooms would be appreciated, as well as pop machine instead of milk if at all possible, also would be nice to be able to renew books online

Number: 184

everything great....

Number: 185

New computers would really be nice.

Number: 186

I am very pleased with the selection of electronic journals. At times when I am in the library, I feel as though I am being ignored, but that is highly variable between staff members.

Number: 187

Staff is excellent! I have been happy with the library in both my teaching and scholarship and have never felt disappointed with the help I've gotten. The webpage continues to be a bit cumbersome - I hunt around quite a bit when looking for something new. I'm very happy with the electronic offerings! Overall, we are miles above what some might expect for a school our size.

Number: 188

I would always love to see more medical journals on campus.

Number: 189

Overall, library services are good ..=)

Number: 190

great staff and excellent service.

Number: 191

Overall, I am extremely satisfied with the library. The only problem is that it is impossible to find a quiet place to study when I go to the library. I think stricter cell phone rules and general talking rules should be more strictly enforced. I think the library should be able to offer students quiet places to study and that we are correct to assume we can go to the library to find a quiet place. This, however, seems rather impossible.

Number: 192

overall, i think the library is a great resource, and if I needed to use it more in my field of study I definately would.

Number: 193

It would be helpful to have signs that better direct students where various books are. I found myself getting lost between the reference section upstairs and the one on the main floor.

Number: 194

Library staf are exceptional; very friendly and curteous. Unfortunately, they have no resources. They are like race car drivers driving Ford Model T; they are not going to win many races with that.

Number: 195

Library has good service, it would be nice if areas were designated quiet areas and enforced. Sometimes I go to the area on the bottom floor to study, then a noisy person or two comes in and blabbers on and on and then I leave

Number: 196

One thing that I believe the library could improve upon would be the amount of cell phone use by students. It seems that many do not follow the rules, making the library a not-so-quiet place to study. I think the library should add on a cafe, similar to the West Des Moines Library where users can have coffee, eat, and a place to talk on cell phones without bothering others.

Number: 197

The computers at the library are inconsistent and unreliable when searching for materials.

Number: 198

The entire library system is outstanding!

Number: 199

You can't always get full text of the articles you find on the databases, other than that it is great

Number: 200

I can't enter my email address in the box. It won't let me click there.

Number: 201

I think it would be great for a few more places for group projects, maybe having a computer on some of those stations.

Number: 202

overall, pretty good  
there are some magazines you could get, and you could update stacks  
also, why not make the library of mp3s that is available in FAC available in the library? that would make it easier on me

Number: 203

The library overall has everything I need for class and for my work. I always feel comfortable going there to work.

Number: 204

Frankly speaking, it was very good

Number: 205

Library is too small, too crowded. Needs to be expanded

Number: 206

I would like to see more couches/ comfortable chairs other than just the reading room. I know places off campus with chairs like that draw a large student crowd. Also, more options for coffee and beverages.... if possible a location like Olmsted with Starbucks. A lot about studying is the atmosphere, so a comfortable atmosphere will draw people as well.

Number: 207

I used to go to the library about every day until I took a lower level computer class that required computer programs the library had but hadn't installed. I had to look for other places that provided such programs. It seems the student labs keep more up-to-date than the library. As a result of looking for other places of service, I found other quiet places to study too. The time I spend at the library now is very minimal because of the experience I had. I am not mad at the library, for the people were very kind and supportive. They explained the truth right away and assisted me very well. The computer programs I needed were not, however installed until a significant amount of time later. I still use the library if I need books, to check my e-mail (sometimes), and to meet with other students to work on assignments or projects.

The library is a great place for student groups to meet. The environment is very nice for that.

Number: 208

I think that the lighting in the library needs some improvement. The overhead lighting isn't the best lighting for reading.

Number: 209

Having Lexis-Nexis available is awesome!

Number: 210

I feel that the law librarians, even the student aids, are very helpful and always cheerful. I am happy with my experiences at the library.

Number: 211

I think it would be helpful to have more study space or more strictly enforce some areas with a quiet rule

Number: 212

Make the library better, please! Look at other University that have less funds than we do and they have better libraries, resources, and computers than a 25,000 dollar school.

Number: 213

ProQuest/ABI would be nice (journal article database).

Number: 214

I think that the quiet study areas for independent study aren't always that quiet, it makes it hard to concentrate when others are talking.

Number: 215

I appreciate the opportunity for research assistants to help you find materials you need for papers, projects, etc

Number: 216

It would be really helpful if the Fine Arts Media Center was moved from the Fine Arts Center to the library for more convenient hours.

Number: 217

Over the last 5 years, I have noticed that no space in the library is really quiet. I love working there, because there are less distractions than at home, but sometimes there are more distractions at the library. I know the reading room is quiet, but I am distracted by other people, so I like to be other places. Cell phone conversations should be banned. I go outside to use my phone, and I think that should be a rule. There should be designated places for groups and individuals.

Number: 218

good electronic databases

Number: 219

this survey was horribly hard to understand.

Number: 220

Online databases need to be more user friendly

Number: 221

The library staff has been wonderful. The changes in the technology are improvements although I still have technical difficulties occasionally. It would be nice if we could save particular search journals. I tend to look through the same journals most of the time. It would be nice not to have to select them each time I enter.

Number: 222

Though there the printer's efficiency has been improved, I still am tentative that I can get work printed confidently and on time.

Number: 223

Maybe the library could send out a weekly/biweekly list of new arrivals in the library. I would like to know when recently-released books are available.

Thanks!

Number: 224

very outdated machines, need more online/electronic services; employees, however, seem very eager to help out

Number: 225

My students continuously complain about how badly they are treated by Circ Desk staff as they pick up films for my class. I am ashamed that we don't treat our critically needed paying customers--i.e., students--better!!

Number: 226

Overall really good--I do think that our tuition could be cheaper if we didn't have access to so many databases.

Number: 227

Thank you for always being patient and willing to help!

Number: 228

Need newer computers

Number: 229

Thank you.

Number: 230

It looks really drab, a new update to the setting and perhaps "beautifying" it would help me enjoy studying there more.

thanks.

Number: 231

I think it would be great if there was a designated section for people who simply want to sit and study and another section designated specifically for group projects and such. Overall it's a good experience and the employees are very helpful. I also think it would be great if the computers were spread out a bit too. Some upstairs, some down, so that way groups can work on things together without disturbing people who are there to research or write a paper.

Number: 232

MOVE THE MUSIC LIBRARY INTO THE COWLES LIBRARY SO THAT WE CAN ACCESS IT ONLINE AND NOT HAVE TO WALK AS FAR!

Number: 233

I believe that the library should adopt some sort of system to where we are able to pay a flat rate per semester and get as many copies/prints as allowed, or say like 500 sheets of paper, etc. The only bad thing about the library is that it is expensive to print out things on the computer, and I rarely have things that are shorter than like 10 pages to print out.

Number: 234

I think people are friendly that work at the library. However, I really haven't interacted much with anybody that works here.

Number: 235

As a new student to Drake, I wish I would have been offered a tour of the library and the equipment available for use. I depended a lot on the library and it was up to me to learn and ask questions. At the time I was accepted to Grad school, I think it should have been offered. Many people come from other schools or from a long time off and need to be updated or showed those areas, or at least offered. Knowing how much I was going to use the library that would have been very beneficial. I am now in my last semester and am just starting to feel that I know the library well.

Number: 236

I think the library should open 24hours.

Number: 237

The library staff is cool as hell, but the resources leave alot to be desired- you'd have to go to Iowa state to write an good paper. I never really use the resources there, just to study- and its not a whole lot better than barnes and noble. I do like being able to access articles online though.

Number: 238

The services here are quite good

Number: 239

Please keep cell phone use to a minimum in designated study areas, and also please remind people that certain study spaces are not for socializing! It is a little annoying to hear people gossiping when I am trying to study for a big old chemistry exam. Other than that, Cowles is great!

Number: 240

Willingness to help could be much improved, as could environment. It's just not so inviting. More couches perhaps?

Number: 241

I'm very satisfied with the Cowles Library. You all do an excellent job. I have access to the Main Library at the Univ or Iowa and find Cowles much more user-friendly.

Number: 242

I think the library is a great resource on campus- I do not have any major concerns with the library.

Number: 243

Keep up the good work!

Number: 244

I had to do a library project for Biology. I completed most of it on the library computers, so that I would have help when I needed it, and the staff was tremendously helpful and very courteous.

Number: 245

Two most important services to me:

- 1) online journal access for pharmacy/medical journals to download in pdf format.
- 2) FAST interlibrary loan service with delivery by email

Number: 246

Need to have a public address system to make announcements of library closing, or other announcements for public safety. Also, more current information, some books are outdated.

Number: 247

Website and electronic sources/catalog is awesome - helps extremely in making library use efficient!

Number: 248

I really enjoy using the Library. My only qualm is when a staff person (usually a student) acts like they do not have time to help me locate a specific book. I remember my first visit to the library I was directed to go "over there" to find what I was looking for. I was so frustrated and finally I saw a friend who helped me find what I was looking for; which was actually no where near where i was told to look. I also think that there could be more comfortable study spots as well as more areas where groups could meet. Overall though, I am satisfied with the library.

Number: 249

It would be nice if the library had soda and snack machines, in addition to the coffee one

Number: 250

i don't see very many librarians to ask for help when I need it. I like more comfortable studying space and a computer lab, instead of random computers in a common area.

Number: 251

Library is way too loud for individual study espeically at night and at locations that are suppose to be set up for individual study.

Number: 252

When I asked for information about how to get a labtop on the library wireless, the person I asked said, "here," and just handed me a piece of paper with directions on how to do it. I would have appreciated a comment from the library staff such as, "If you need any more help, just let me know."

On the up side, I think the facilities are great! Except for the cobwebs in the green-floor room. The reading room is so beautiful, and I love love love all the places to study within the books on the second floor, specially the ones with widows. I feel that the library is the most productive place for me and that the facilities themselves have a lot to offer.

Number: 253

I love spending time in the library. I find it to be very relaxing.

Number: 254

I think library need to be remodeled and need system. We do not use the library efficiently. And we need very good librarians.