Open-Ended Commentary

Both Faculty and Students were asked to provide additional comments regarding the Library, its staff and the services it offers. 128 respondents provided additional comments. The comments have been reviewed and the following themes have been identified:

- Library Customer Service
- Facilities in Need of Updating
  - Furniture, carpet
- Facilities Changes
  - More study areas
  - More quiet areas
  - Temperature issues
- Book Needs
- Reserve Materials Needs
- Computer Needs

The following pages contain the actual commentary.
Open Ended Comments (in original, un-edited format):

- You do a terrific job supporting students and faculty.
- Would like more "private" study desks in the library.
- While I was doing all my research projects or while I was just studying, the library provided me with everything I needed.
- When you need help, no one is around.
- more computers.
- Overall, it is just always satisfactory, nothing really to complain about, but nothing to praise about either.
- What to do if a book that is checked out by other faculty; better media cataloguing; More space would be nice for the library needed; thanks for notification of books that are due.
- We need to provide outstanding pay for all library staff. We need to remodel or replace the library as soon as possible.
- We have such a wonderful library and staff. The only thing would be to add more books overall. The availability of books is good, it is just trying to find a great deal of information on any given subject that is lacking.
- up to date books furniture smells BAD. looks dirty. quiet study gets crowded. during finals increase these areas. #computers & #students is not proportional. Not enough for grads. staff=great, they try to help a lot!
- Too many of these questions applied to students only, but I still answered them.
- I love my interlibrary loan access and the people who do the hard work. THANKS!
- This library feels old and out of date.
- They have never said no. The library is great.
- With email late notices should go out immediately even if they cannot list the books that are overdue. This is especially true of media with oncampus addresses.
- There is way too much (talking) noise in the common areas of the library. I feel sorry for those students seeking a quiet place to study. Perhaps a rearrangement of the furniture to reduce "grouping" would be beneficial.
- There is a perfect working staff there. keep a good job.
- The staff is incredibly helpful and very professional. The director can be brusk and VERY quick to say, "No, this can't be done." Services and treatment that are normally afforded to faculty of doctoral-level university libraries are absent in this one.
- The reference desk staff is INCREDIBLE!!! It doesn't matter what time of day you come in to use the reference area - there's always someone competent, interested, and friendly to help you out.
- The people at the reference desk have never been able to really help with a question related to research. The furniture and carpet desperately needs remodeling. The tutors in the TLC labs have always been helpful.
- The Accounting tutors need help.
The number of quality books that are viable as resources for university classes is embarrassingly low.

The noise level makes it difficult to study in the library unless you go to an obscure corner at odd hours. The couches look old and yucky. The books seem outdated. The directions on the microfilm aren't understandable.

The MyLibrary Portal online account system needs to send emails notifications of upcoming overdue books for students who are not on campus or live out of town. This would prevent a lot of unnecessary trips and costs for students.

The music collection especially the vocal and piano score is very poor, even the library at Del Mar College has a better collection.

The library needs to provide its online holdings information to Google Scholar so that students can search all of the online resources at once for research purposes. Go to http://scholar.google.com/scholar/libraries.html for more information

The library is way too cold in the study rooms, and a lot of the study rooms are usually taken up by a single person. That needs to stop. They have a place to study outside of the rooms.

The library is entirely too noisy to get any studying done. Not enough quiet rooms and the so-called quiet areas are not monitored to make sure everyone is quiet. Also, the quiet areas are too close to areas with people making unnecessary noise.

The library has adequate materials and surroundings, but it does feel a bit old, and outdated in its environment when compared to newer buildings on campus.

The library has a nice setup. I think it would be nice to have more study desks. Towards the end of the semester it is difficult to find a place to study in the library. Maybe temporary desks should be added until the end of the semester.

The library feels old, and in need of major updating-renovating.

The library feels old and somewhat out of date when comparing it to other libraries at other institutions.

The library desperately needs to increase the classical music CD & DVD collection. It is very limited to the point of being worthless.

The library decor (i.e. the carpet) is too ugly to concentrate. I'm not a stickler for cosmetic aspects of libraries, but it's bad when it's so dated that the last person to be there was Greg Brady. Re-doing it so it isn't so dingy would make it inviting.

The hours are excellent! I have never found myself being forced out because the library is closing. I like the temperature in the library as well. I'm never too hot or too cold like in all of the other buildings on campus.

The few times I was in the library reading magazines, it was kind of loud. Mostly people talking on cell phones.

The dry erase boards are very helpful but there is not enough. They are supposed to be for group studying but I always can not find a room because individuals are in there by themselves.
The carpet is old and musty, as well as the dated furniture. The availability of research materials is horrible. It seems that every time I go to look for a book it is missing or misfiled.

The only problem is accessing the card catalog AT the library--it would be nice to have an "open" computer that you don't have to sign in on.

The Bell library is a great place to get away from the noise of other places around campus and to get help if needed. All resources needed for help are all easy to find and use. Thanks to all who are involved to make the library what it is and provides.

The "Super Quiet Area" located in the 1st floor is not so quiet. The ladies working upstairs make too much noise with their shoes.

Thank you very much! Absolutely love the library. However, the noise level at times can be very loud; however, thanks to the very very quiet room behind the stairs -- all is well!

Thank you for the excellent support.

Staff is VERY RUDE! Exp this as undergrad and grad. Staff horrible; dont stand to help. No greeting, much less a smile! Dont appreciate the unprofess.your staff displays even if it is not a career, students who go deserve to be treated with respect!

Sometimes we need more than one article, and reviewing an entire copy of a journal gives us a better idea of what would be a good outlet for publishing articles, but we can't get these.

Some interlibrary loan items take to long to receive. Sometimes, 3 or more weeks.

Reserved quiet room needs better lighting; when someone walks down the outside hallway in loud shoes or rolls something down the spine, it echos in the Quiet room-very distracting. Library lighting is dim. Need more cubicles in quiet areas.

Reduce the noise on the second floor.

Really like having the electronic dissertations available for download- extremely helpful and appreciated.

Please set up a system for notifying faculty a few days BEFORE our books are overdue. Presently we receive an e-mail after they have become overdue. Overall, you do a fine job w/ the limited resources you have.

Please obtain electronic access to more full-text scientific journals

Performance as far as staff being helpful is excellent!!!! Book selections for check out/borrowing are sorry. Limited resources. Needed more resources to choose from Should have more versatile fictional reading materials

Overall, I think the library is well organized and maintained. I would suggest more comfortable seating furniture to relax while studying. Another suggestion is having more study rooms for group activities, because there are only a few available.

Overall a good job
open a lab, the students pay enough for it
One time there was a problem with the computers and I lost 2 hours worth of work.
one
Noise level in lib. too high. No enforcement
needs to be quieter
Need to update the library's look with new and more comfortable furnishings.
need more journals and better, newer books
in the counseling area
need more books!
(Subject specific and literature)
My students used small rooms within the Library to view video/DVDs and were grateful that the space and facilities were available.
I wish the Library could purchase/secure a fuller collection of childrens books. That section is weak.
My past experience working on research, I had to traveled to other cities to used their library for research materials.
My one problem I had was when trying to find a video camera to shoot a project, I couldn't find one to check out at the library, nor could anyone give me a clear answer as to where/if I could.
My classes always benefit from the excellent presentations from reference librarians. Media Center: It would be helpful for the media center to have a list of films available to check out. There is no master list to see choices.
Music holdings (CDs, scores, etc.) are inadequate to support an undergraduate program, & certainly not for the graduate program that might be added one day. We need to purchase collected works of major composers, not pops collections.
Most of my library usage involves interlibrary loan and electronic databases. These services have been exceptional. I appreciate the library team!
More Journals! We are becoming a graduate institute we need more books and journals
More computers would be helpful. Don't make it so difficult to log in to the computers..
Media services has been very helpful in having our videos and cd program avaiable to our students. It still is had to find Nursing Video unless student know the publisher name. ie Mosby Thanks!!
Media is definitely the weak link. Items are not properly catalogued, so very difficult to find, even when you know the tape/dvd is there.
Library staff and library set-up is great. From the stand point of a researcher the books are outdated, interloan library books can only be checked out for a short time, and the portal catalog is okay but a little hard to use.
• Library is not carrying any of the new or more popular books. I am more likely to check them out at the city public library since they keep up to date with new releases.
• Library is noisy during finals and I will never study there again at that time. It is difficult to find a place to sit down and study. Snack places would be good.
• Keep up the good work
• It is more of a place to hang out between classes than to study. It is far too noisy anywhere you go to get any studying done, and the smell is a bit disgusting!
• It would be really valuable if it is emphasized to students during library orientations the value of the books, journals, online academic resources accessible through the library that are otherwise not available to students through regular internet.
• It should not take YEARS to catalog. Last semester, several colleagues expressed frustration and disbelief that the CD’s were taken off the shelves and piled (out of order) in an office, while they were awaiting new shelving.
• It might good to start a recall service for the circulation desk.
• It is very difficult to locate modern books in this library. Most of your books are from the 1970s or further back. This library needs current books.
• It is going great. Keep up the good work! :)
• It is too cold, too loud, and walking in there feels like stepping into the 1970’s. Please also tell your staff to stop giving the basketball players special treatment and allowing them to make so much noise because they are basketball players.
• Instructional librarian, Denise Landry, who provided instruction for my research class was exceptionally good.
• Increase the budget for holdings? (Wishful thinking...?)
• I would like to see the media lab upstairs updated with photoshop 7.0! Or the new photoshop CS
• I would like to see more computers based around the stacks on the second floor so you could do some research from up there. Also the furnishings in the library need improvement.
• I work here, so I’m slightly bias.
• I wish there was more information available on the resources you offer and maybe some directions/brochures on how to use some of the resources.
• I was very disappointed that as a student I had to pay for my copies. I believe that a student should print out copies for free.
• I was dissapointed to find out that the library doesn't offer more fiction for personal use.
• I use the library mainly for the Tutoring and Learning center (science) and very little else. The TLC and its student staff are always extremely helpful.
I understand resources are limited, but the Library needs to be updated. The atmosphere of the library is not inviting at all. I would suggest new paint, updated furniture, more computers, etc...

I think the library is doing a great job at helping us find things we really need.

I think the library could use about 10 more study rooms with the dry erase boards.

I think overall the library is a good source for help.

I see nothing wrong, I think the library is a great place to work.

I often direct students to the reference desk for research questions. However, I find that they get little meaningful assistance, apparently because the desk is often staffed by students who do not know any more than the person seeking help. These...

I love that orange carpet. Please preserve and keep it. It's great!

I love interlibrary loan! it is the best thing to happen to the university! it has facilitated my research!

I love going to the library the staff and workers are very courteous. I wish we had more quiet study rooms during midterms and finals though.

I appreciate the long hours its open. Thank you.

I have stopped going to the library because of the lack of desks and chairs as well as the constant noise that is there. The University should expand the library so that students who actually wish to study will have a place to be at.

I have consistent difficulty finding video resources with the on-line catalog.

I have been charged exhorbitant fees by the circulation staff because my returned books were not checked in at the time that I brought them back!

I have always been treated with courtesy and the staff is supportive and helpful when I have questions and need help.

I find the library to be very helpful and a good place to get away to a quiet place to study. I find the TLC centers really helpful.

I feel like sometimes the security officers are a hassle for students. Also, it is always either too hot or too cold in the library. The newspaper/periodicals section in the back of the library is ridiculously messy; is there a way to make it online?

I enjoyed my study time at the library. it was quiet. only thing is maybe need my computers in the computer lab. i went a few times and there were all being used and i had to go to another library.

I am an early childhood education major, so I would greatly appreciate it if you updated your selection of childrens books, thanks

I always sing the praises of the Bell Library staff to students. Sometimes we take 'field trips' to the library in order for them to become acquainted with the resources. Grad students especially appreciate the helpfulness of the staff!
• I'm not very happy with the lack of actual books in the library. It makes doing research difficult sometimes, particularly for an English major like myself who will have to write many papers.
• have staff take friendliness courses, or customer satisfaction
• group study rooms would be good, more quiet areas, everyone talks loudly in the main areas. i think it could use more room in general for studying it always seems rather crowded
• Great services. Thanks
• Great in every way. I have used many university libraries in the past, and this library is by far the best. don't change a thing.
• Frustr. prob. w lack of resources and w whatever the latest, cheapest contract the state has secured to provide in way of electronic search tools. Students frequently have difficulty locating sources, determining whether or not something is in Library.
• Friendly staff, but not always available.
• EVERYTHING about the library seems extremely professional...keep up the great work.
• Don't like how old it feels. Don't like having to talk to several people just to find a simple answer.
• Could use more group study rooms, which are full or almost full when my group meets.
• Copies are too expensive--there should be a better way to regulate copies to help cut down on costs for the uni. Can't get ahold of ILL staff and no one else knows what to do. drink and eat upstairs not in the labs.
• Continual update of services
• Color printers are needed. Yes, one can print to the UC, but not after hours. After 5:00 pm resources in the library become scarce which sometimes make the library a hinderance rather than a resource. should not limit comment length
• Cell phones should be allowed in the library. Current policy is unenforceable. The current level of cell phone use bothers no one. Noise level in the Media Center from regular conversation (especially the staff) is higher; cell phones aren't the problem.
• As a former librarian, I must say the book collection is extremely poor, outdated, and disorganized. When I need a book for research, I have a far greater chance of locating that book (or one similar) at the public library than in Bell Library.
• an extreme makeover of some of the 'settings' and furnishings...
• Not enough labtop 2. can't eat or drink group study room which if we could take in lunch we could stay longer and not loose time to leave for lunch! other than this everything is great!
• 1)extended hours for loaning out laptops
• 2)designated eating area inside the library
• 3)thanks to the society that placed dry erase markers & erasers in the group study rooms.
the downstairs restroom next to the printers, are used frequently it is not clean enough for me to use.

Maybe more quiet areas or at least better enforced quiet areas. I know that has been my one reason I don't go that much, I just can't concentrate because there is too much noise. Other that that good job. I LOVE JAVA CITY!!

If they could put so really comfortable couchs near the periodicals for those of us that go in there and take a quick power nap between classes after reading a periodical. That might be asking a bit to much, but hey, you did ask for suggestions.