

4. If you never or rarely visit a UBC library location in person, please tell us why. Why I find the library difficult to use.

Undergraduates B - Life Sciences

Too big and I get lost too easily.

4. If you never or rarely visit a UBC library location in person, please tell us why. Specified other reason.

Senior Management

I subscribe to, or buy the resources I need.

Undergraduates B - Life Sciences

Correspondence student.

Terrible study spaces.

6. When you use a computer to access UBC Library resources and services, how often do you: Specified other use.

Faculty/Staff

Data files.

Undergraduates A - Arts

Web search.

Undergraduates B - Life Sciences

Borrower service checks.

Undergraduates C - Physical and Applied Sciences

Docking stations.

Undergraduates D - Professional Schools

Microfiche and films.

Graduate Students

Order journals.

Photocopy paper.

Interlibrary media bookings.

Seek help from library staff.

Uncover Reveal.

8. If you never or rarely use a computer to access UBC Library information resources, please tell us why. Specified other reason.

Faculty/Staff

As an administrator I rarely have time for my academic work.

9b. What do you need for your studies or research that is not available?

Faculty/Staff

More access to Canadian newspapers such as Globe and Mail (full text) and it would be great if there was no time lag in availability.

Documents that are very topic specific.

Books not in your collection.

Book resources (as opposed to journals).

I am a science reference librarian employed at UBC. My research level patrons often need obscure materials held in only a few North American libraries.

Access to current journals, all of them. It would also be great to have a listing of current contents of missing journals so that the crucial articles could be ordered using Pegasus.

Subject resources in library and Informational studies, (e.g., online databases).

Several journals in Mathematical Finance.

Some robotic journals are unavailable.

A better delivery service.

Research journals that are not subscribed to by UBC, and it can take some time when using other means to obtain these journals.

More electronic access to journals and all issues of journals available at the library. Also please replace all missing journals more frequently.

This is a silly question. There are book and serials lacking in the collection, obviously.

Solos, excerpts and books methods.

Some special nerve sciences journals.

More current books on inorganic chemistry; some chemistry journals that have been discontinued.

Journals that the UBC library does not subscribe to.

Several journals.

Nursing journals in specialty areas.

Journals that are not available.

More selection of Dental journals.

Current journals on Dental Geriatrics.

BC Acts and regulations.

Various special journals.

Use of the IRC computer labs for teaching purposes; require computers with latest multimedia plug-ins for web use.

More journals.

Other journals.

More books and journals.

Collections are not fully being sustained.

Specialized books, and journal cancellations have also effected me.

Some journals are not being carried.

Journals that are not part of the UBC collection.

Full texts of some journals are not available except through loan, sometimes the timeliness of this is a problem.

More journals.

Electronic preprints.

Can't answer, do not know what is available.

Journals on Insect Molecular Biology.

I work at St. Paul's and the leading medical journals are never up to date or available.

Materials in journals that the library does not receive.

A complete electronic catalogue; all books on shelves (only delicate materials in storage); more extensive social and cultural theory journals and books).

Practitioners' manuals on trust, wills, and probate matters.

Books/journals not subscribed to.

Some journals.

Mycology specialist journals, recently dropped subscriptions. Books in my area out-of-date.

Some other journals.

Journals, magazines.

The book and journal collection on business and economics is rather poor when compared to other universities that I am familiar with.

Journals, current texts.

Most of the current literature (conference papers, even journal papers, tech reports) are all on the Web.

Journals which the library does not have (and books).

Extensive additions to monograph collections of work on university history 1800 - present in Europe and North America.

Up-to-date computer software manuals on reserve.

Sometimes a journal is not available.

Vendor details, hardware and software specs and manuals.

Additional journals.

Some journals unavailable, but interlibrary loan very effective.

Primary sources and secondary sources on British modernism, especially non-canonical.

Out of print/rare books, manuscripts.

Recent books on adult and distance education.

Obstetrical journals that are not carried at Eric Hamber.

Unable to access OVID, therefore usefulness limited.

Other textbooks or articles from journals not easily accessible - only through interlibrary loan.

More journals in area of interest.

Various journals.

Certain journals.

Journals to which you don't subscribe.

Updated books and periodicals in film and video production.

More child welfare and feminist studies material, local, BC, Ministry, stats, etc.

Expanded serial holdings.

Journals which are not stocked and which are not fully available on-line.

I routinely find that we don't have a journal I would like to access.

Materials on clinical research (trends, facts, etc.).

Other books and journals.

Current books in my area; some journals not available.

It would be nice if web-based journal searches (BioAbstracts, Current Contents) went back farther than 1989.

Some journals are not at the library. In general, the journals in my field (material science) are not satisfactory to me.

Various medical journals that you do not subscribe to.

Full text journal articles.

More periodicals. Microfilm copies of out of print periodicals.

More journals and more recent books.

Some journals not carried. Need to get articles from other libraries by interlibrary loan.

NF archival records and other town and community records available only in Newfoundland.

Personal contacts, industrial chemical prices, industrial equipment information, etc.

Texts from Inter Library loan.

Some journals.

Adequate if I think ahead and use interlibrary loan; otherwise key journals are missing in the system and I have had to take them personally and pay for them.

Business magazines, company files, computer security journals, videotapes.

Several journals.

Skeletal Radiology Journal.

Primary historical resources.

More E-Journals would be nice.

Senior Management

Will be doing research in term 2. New to university.

Journals and conference proceedings in computer science and engineering.

Certain journals and foreign legal materials.

Current issues on information in universities for learning, admin services, student support.

Undergraduates A - Arts

Easy to use journal search.

More books, more journals, and newer books.

Competent librarians who aren't dissatisfied and willing to help another person.

Up to current gay, lesbian, and queer theory.

Reference journals never on shelf. Seems to take a long time for books to be re-shelved.

Pictorials, computer applications, especially those that are lab oriented.

More books on history of the world and other languages.

Maureen Medvec's novel, *The Tracey Papers*. Also, I can never find the actual Shakespeare plays. Rows and rows of people blathering away about Shakespeare, but no Shakespeare plays.

Updated Japanese grammar dictionaries in Japanese instead of English.

Some books are taken out so I go downtown for those books.

Books from storage take too long to be retrieved, and when the book is missing from storage, I am not notified. Books for my subject are not that available.

Few sociology articles that you don't carry, like Sociotiles.

It's difficult to access extremely new book reviews on books printed in the same year.

Limited books on marginal studies, like post colonial literature. More literature.

More psychology journals but do have many.

More periodicals in literature studies.

Often references are not on shelf, being ordered by someone. Basically if you have money you can get the material, if not no books!!

Certain books not available.

More books available in subject.

Journal articles.

Full text material in an easily accessible manner that is illustrated on the screen.

Journals.

Journals (especially Social Psychiatry).

More people to help you find resources.

Go to the city library.

More current info.

I needed this storybook for English and there wasn't any there. It could have been lost or loaned out, because there was only one copy.

Not all of the electronic journals are available online, and I find it difficult to search for items on my own.

More copies of recordings required for music listening exams.

Certain journals. I think the library should widen their journals' selection.

I am not sure, but the library does not seem to have everything.

Wider range of journals dealing with Asian studies in English and Asian art history.

Available journals.

A lot of articles are very difficult to locate. Listed as in the library, but not where they should be.

Question does not make sense.

There are many books that would be helpful that are not available when I search for them.

Not enough copies, very seldom available, very seldom at location.

More current political science journals.

More sociology materials.

Wider selection, more copies, more journals, more full text.

I am majoring in English and Creative Writing. For English, I can hardly ever find recent articles/essays, etc., or the titles I search for on the computer are not on the shelf. For Creative Writing, very limited selection of recent, contemporary, and local writing (all genres).

Tourism Economics (Journal).

There have been a few articles and journals that were unavailable.

More journals.

More journals and more electronic full text of journal articles can be very useful

Some of the journals are not there.

Sometimes I have no access to scientific journals.

I just moved from Ontario, and I find there is virtually no information on topics I need, like the pyramids. This occurs not only at U.B.C., but in Vancouver as well.

Asian studies books in English translation forms.

More primary documents, i.e., newspapers from the 18th century etc. They're only good for my area of study.

I need more archaeological journals.

Textbooks and related articles.

The right books.

Some journals are missing.

Additional primary and secondary material.

More bound magazines/journals from pre-1960.

Undergraduates B - Life Sciences

Certain scientific journals.

Hopeless journal access.

Sometimes I just can't locate the item anywhere and I know it exists. The costs for printing and photocopies are too much.

Some international newspaper articles and journals.

More nursing journals.

Usually journals.

Medical journals.

International journal references.

Some reference books. Some journals/articles.
Need a wider variety of nursing journals.

Journals.

No instructions were given to help me find books through article index.

Some course reserve materials always out.

There are a few journals that aren't at UBC or other document delivery libraries (biomedical). I can't think of any examples offhand.

Access to journals and some texts.

Math 221 textbook and full solution material for the text.

Journals (I could order them through Pegasus but I usually need them within 1 day).

There has been some medical journal articles that I haven't been able to find.

More variety of journals.

Some documents are not available in UBC.

Scientific journals that the library does not carry.

I use Kwantlen U College for research and use of their computer system, as it is significantly easier.

More online journals, greater access to the Web of Science. We need more than 5 licenses for all of UBC.

Additional journals.

More journals. The project I'm researching now I found that 75% of the journals I needed were not available at UBC.

Journal articles that are not available in this area.

Some specific nursing journals and a lot from CINHALL are not available at Woodward.

A biochemistry textbook, such as Voet, Voet, Pratt.

I'm sure things I need are there, but the catalogue never brings them up. Even when using keyword search, almost always 0 matches are found.

More up to date textbooks, available for take home study.

There are some important journals which the library does not carry.

More journals in dentistry and specialties.

Some journal titles aren't available for my research needs, such as biopsych. related journals.

Current materials about pharmaceutical products.

Sports psychology documentation. Some are available, some are not.

Certain periodicals especially those from outside North America and periodicals of sub-specializations.

Nutrition topics that are current.

Difficult to find info on how to access all the catalogues I need.

Certain psychiatric journals are not always found in UBC libraries but I usually find enough articles from the available journals.

More information on integrative, complimentary and alternative medicine.

More recent Home Economics journal articles and Family Science textbooks.

A coffee vendor.

Warmer (temperature) environment. We don't carry a lot of nursing magazines/journals.

Reserve materials are too scarce for the demand in my program - can never get there early enough for the two or three copies of textbooks/references/journals.

Some specific journals.

Certain articles from specific journals.

Certain journals.

More pertinent journals in my field, cheaper photocopies, more Internet access.

Many of the journals listed are not there.

More scientific journals.

More copies of Robbins Pathological Basis of Disease at the VGH UBC library site.

Textbooks at reserve are always out.

There are limited journal titles in physiology and other areas of animal biology.

Some articles were not available to print, so I had to get the book.

Pharm 325 material.

Most journals are not available in electronic format or full text.

Additional journals not kept in stock recently or ever.

Need more journal selections.

Specific cardiology research.

More full text articles.

What I need is a person to guide me through the maze and to retrieve information, copy and mail for me (service available at R.N.A.B.C., our regional Hospital library, etc.).

Certain journals.

Materials on the catalogue but never on the shelf.

There are several electronic journals that would be helpful but are not in full text format.

Location of a book!

Obscure dental journals.

Magazine sections and Chinese books.

Journals that are not found at the UBC library.

Adequate study space.

A wider variety of journals regarding pharmaco-therapy, pharmacy and pharmacology.

Data base - Actual text of articles and books.

Journals.

Undergraduates C - Physical and Applied Sciences

More recent books relating to civil engineering.

It varies, but often when I'm looking something up in the catalogue, most of the entries only say on order.

Full text materials online about technology, media, etc.

Old issues of specialized journals.

Music, engineering related stuff.

More recent texts.

Some of my topics for course assignments, the libraries don't have such specific topics, generally they have general information (i.e. plant science topics).

Not enough books (recently) for MMAT.

Study guides on specific topics/courses.

More engineering journals, especially SAE material on two-cycle engines. Journals from recreational boating industry.

Certain recordings in the music library.

Specialized engineering textbooks.

Scientific journals the library does not, or has ceased to, subscribe.

I don't need much information outside of my textbooks.

Statistics on agricultural products in Canada. Statistics that are easy to access and read.

More full text articles on the computer database.

Textbooks and previous editions.

Current up-to-date industry technology, information, data.

Pass exams and midterms with full solutions.

More detailed information about the call # system to make browsing easier. Most recent editions of Canadian Foundation Engineering Manual.

Journals and articles.

Journals.

Journal articles. Some are not subscribed by UBC.

Online access to the Association of Computing Machinery digital library.

But most is available through doc delivery system.

Some of the supplementary books, like math, are quite outdated.

More recent journals.

Often journals I want are not on-line or in the library.

Most books that I need for Math reference are usually taken out.

Some books in are simply not there or lost.

I am not into computers unless I have to use them.

Magazine articles.

Sometimes people have stolen key journal pages.

I'd rather have some material on video.

Newest edition of course reserve.

Often publication security is an issue at the library that I use (Mining and Metallurgy).

Computer languages, such as Java, Computer network, etc.

More up to date books, such as in regards to diesel engines. The most modern book I could find was from about 1970.

Books on civil engineering.

Some journals the library has stopped getting in Education and also in Bio-physics and Bio-engineering. The links to some of the online journals are confusing as they don't lead to a table of contents or other systematic searchable listing.

Often up-to-date references, etc. must be found elsewhere.

Biophysics, journals, articles. If they are there, I can't find them.

More up-to-date books and videos.

A user-friendly way of accessing information.

FDM Magazine, Wood and Wood products magazine.

Resources about metal and materials engineering.

More technical books.

Sometimes articles are not found (e.g., on Ecohost, which cannot print).

Some journals.

Old exam papers!

The latest computer programming books.

Sometimes I cannot find articles that were published around 40 - 50 years ago, these are mostly Chemistry articles.

Some subjects have minimal information.

More print and electronic resources.

More recent materials

Certain books not found, charge items. Specific journals.

Journals with regard to Electrical Engineering.

Undergraduates D - Professional School

Not all catalogued material is actually on the shelf.

Need more online newspaper articles sources, like the Burnaby public library.

More materials on postmodern art.

Certain books for children.

More Science Probe textbooks; more updated science and experiment books.

Computer terminals with access to Microsoft Office programs with access to print documents.

More journals (it's frustrating to find a great article in a journal that isn't carried).

Magazine articles in electronic form.

More new books or increased access to electronic journals.

Vinyl recordings of children's stories.

Up-to-date textbooks (i.e. 96-99) and journals.

Some papers and journal articles on education are not in library - especially a lack of practical methods/project related information relating to technology education (not computers!).

Corporate law journals.

Several law journals are available only at the courthouse.

More material on feminism, feminism and the law and international human rights law.

Newer, more updated information from books, not journal articles.

Would like handout material consistently available. Ability to submit assignments on e-mail.

Staff was not particularly helpful in determining whether the library had a particular item or where it might be located.

Trade books such as woodworking texts or automotive manuals.

Some teaching resources.

Law reporters from other jurisdictions outside Canada.

Timely and up-to-date reports on companies and the economy, i.e. not 1996's.

More juvenile Japanese books and also recent Japanese texts in the BC Ministry of Education - JAPANESE Gn5-121RPs.

Some books, journals.

Not sufficient books for reading material, especially recent published books.

It's frustrating when the article is suggested on the computer but UBC doesn't have it. It would be helpful to have an article index with only the articles UBC has listed on it.

I don't necessarily know, I just know that I cannot always access what I need or find out what I need.

Multimedia CD-Roms.

I need enlargement because of visual impairment - that is not available at Law.

More videos.

Some reference books are available at public library, but can't find at UBC Library.

Some specific journals.

Certain topics, being able to connect to research material without needing to connect to UBC server.

Well, the journals are not available in print, but this is not too important since this is hard to do.

Colour prints of artists accessible by Internet - art teacher.

Journals related to psychology.

Sometimes full text format is not available.

I found some excellent resources used at many schools not available at UBC (i.e., Dr. Mel Levine).

Information on international exchange program at the David Lam library. For example the requirements needed, transferable courses that are available at different universities and past statistics.

Certain periodicals.

More information on primary sources and where to find them in a number of topics for the specialized programs (education).

Newspaper and journal articles

Reference materials.

More books by Canadian authors (novels, history and geography education materials).
More music books, as well as more sitting space (impossible).

Information on other institutions, e.g., CPA.

Some journals and books.

More journals in Education kept up-to-date.

Graduate Students

More books.

More journals and books.

A few specific books.

Not all the volumes of the journals are always there and the books on autobiographies are always out. This is my research subject.

Some journals and text books.

More subscription to online electronics journals such as Elsevier.

Recent musical scores in the past decade are very different.

More recent books and a wider range of journals.

Some med and psych journals.

More periodicals, more books on architectural history, design magazines.

Some technical journals in mechanical engineering, and earlier day journals, from before the 1980's.

Multiple copies of materials which are in high demand, which are relevant to a variety of disciplines. Not all copies kept at Koerner.

Many journals are no longer available and are not yet online.

Updated texts.

A full set of the journal Environmental Toxicology and Chemistry. I don't believe the whole set is available at SFU either.

Groundwater texts, engineering guidelines, ASTM standard methods.

Some more specialized books, found through interlibrary loans.

The fact that dissertations are on microfiche results in my not being able to access them, which is really unfortunate. Copying this format is too time consuming.

More specialized periodicals.

Better microfilm collections of federal government records, and records from London's public office.

More journals.

Recent books, such as computers in architecture, international standards, conference proceedings in architecture and construction.

What?

Some journals and articles.

More videos, tool kits, non-classical and mainstream CD music forms, such as world music, labour music, alternative music.

European journals, especially on classical archaeology.

Some journals, such as summaries in thoracic and cardiovascular surgery, and operative techniques in thoracic and cardiovascular surgery.

Specialized databases for searching articles. Medline and Biological abstracts are too diverse.

Many books.

Bigger periodical collection.

ERIC resources with original texts and proceedings.

Certain articles in journals, books related to my research area, dissertations from other universities or UMI, but I can get these from ILL. ILL people are great.

Journalism and media studies material is very limited, both in books and journals.

Journals.

I need more full text journals.

Some journals or books for advanced studies in Finance. Also some good books are missing.

Most recent editions of important texts unavailable.

Conference articles.

Certain books. Replacements for books that are missing.

Journals and current books related to complementary and alternative medicine and healing.

Certain journals. We've recently discontinued some.

A number of journals on occupational and environmental health are unavailable. Also, some medical journals are unavailable. CISTI is a good source, but takes much longer than the quoted 2-3 days.

Newly published books, usually expensive in US dollars.

More telehealth journals.

More full text journals online.

Yes, if by available you mean that UBC library has it in its catalogue. No, if by available you mean it is available on the shelves.

More Japanese books.

Need some more journals and books.

So many math books are missing or stolen from the library. This is terribly frustrating. Also there are relatively few newer titles in the math library. An easier to use web interface for the catalogue would be better. It's very frustrating right now, including trying to reserve books.

More obscure working papers, PHD's, etc. Economics.

I need for the books to be on the shelf if the computer says they are in.

Examples of theses in my area.

There are a number of journals and books that we don't have, or don't have complete issues for journals.

Practical, hands-on experience is something that won't be available in library.

Different journals and conference proceedings.

Many latest books about mixed-signal, analog, digital, VLSI.

Lack of text books. Lack of non-IEEE conference proceedings. My area of research is Robotics and control in Electrical Engineering.

Some books, some journals, datasets.

Better access to international dissertations. Journal of Annual Review of Applied Linguistics.

Some journals and books.

Foreign language books and journals.

Reference materials, journals, books.

Many magazine articles are in synopsis form only, not full text version.

A new brain.

Some journals are not available. Some theses and dissertations are not readily available.

Lines that are not as congested.

Select journals and edited books. These have been harder to locate in the past few years.

More journals in my area of study.

Certain journals and some important books have been "missing".

I use SFU library, Vancouver Museum, Vancouver Public Library.

Certain journal articles.

More materials on grief and loss counseling and adolescents.

More up to date Journal of Developmental Disorders and missing Journal of Autism and Developmental Disorders.

Company reports.

Journals and conference proceedings/haptics, siggraph.

Lack of many nursing journals and nursing books on site, must use interlibrary loan.

Very often Fine Arts and architectural books are missing, mis-shelved, or unavailable.

More Russian journals, magazines, newspapers, fiction (recent). The same for Ukrainian.

Monographs, journals/articles, musical scores, musical recordings.

New books.

Text books that I really need for my course works.

More e-journal access.

"Bioresources and Bioengineering" - a journal, "Am Chem Soc Preprints - a journal, Johnson "Kinetics of Coal Gasification" - a book.

Public Works Financing (Journal), several Euromoney publications in infrastructure finance and privatization.

I hope I do not have to explain why there is not all info available.

Journals.

Conference proceedings, government publications in fisheries, and some journals.

Currently published materials.

Other sources of info that are not readily available, such as journals.

The most dated books are rarely found.

Chinese language books and journals.

Primary source literature on Latin America.

Research on project management practices, papers, new methods and topics on tolling design, build, and public and private partnerships. Engineering technical papers.

Certain pieces of music by various composers.

Some journal articles.

Some journals and books.

A wider array of journals and books, as well as journals and books lost at the library. Newer publications. Fewer books seem to be brought in now.

Sexuality education curricula.

What is not available at UBC is available through interlibrary loan.

Parking near the library for off campus residents.

More journals.

Several scientific journals are unavailable, i.e. Visual Neuroscience.

Certain journals are not available.

Certain journals are not available.

Multiple copies of texts used by everyone else as well!!

More journals re: program evaluation methods.

Some government reports.

Journals not at UBC.

Journal collections for biophysics is rather limited.

Certain journals in ecology/evolution have had their subscriptions cancelled!; maximum of 5 users of isoglobal.com is very restrictive!!!

Certain journals - e.g. Trouble and Strife; Women's Quarterly.

Usually journals/books are out.

Certain journal articles.

Some journals - though several are somewhat obscure - and newer books on particular subjects.

UBC does not carry some of the periodicals I need for my research.

Some texts and journals (e.g. Aphasiology) in the subject area of speech and language pathology.

Very recent research into transgender issues, activism etc.

Various journals that the library does not subscribe to.

Some journals and a range of grey literature or obscure reports.

Specific research journals, i.e. Tree Ring Bulletin, Ecological Research (Japan).

Some journals.

Better online article indexes for environmental fields and policy.

I would like to see more materials that are in storage put in microform or other more accessible form.

Specific journals in my field, food science.

Some journals have been cancelled recently or were never available, but Pegasus and ILL covers them.

Field is in disaster Management. Disaster preparedness resource center has not ordered any material for 3 years. Collections and journals are sadly lacking in this area.

Some monographs.

Some recently published textbooks and technical topic books in engineering. The books in engineering are usually very old, which sometimes does not reflect current needs.

Occasionally require journals that are not available.

A broader range of books and journals related to archaeology and anthropology.

Conference proceedings, and more books.

Some specialized journals.

More journals.

Faster acquisition of new books.

Sometimes typing author's name or keywords doesn't retrieve information I know is there.

More recently released books. A more complete collection.

Occasionally an article must be ordered from off campus, another city, etc.

More journals in legal and forensic psychology.

Certain books. Older foreign journals, such as American and European.

Many journals not available.

African American music, pop music, jazz music journals.

Books and journals which are not part of the UBC collection.

Journal titles.

Books often seem to be "on order".

Journal for the General Philosophy of Science; Mind and Machines (Journal).

Materials related to Chinese paleography.

More books to be purchased in my subject. Funding to enable me to have items copied or microfilmed in other libraries and sent to UBC.

At Ph.D. level, 75% of articles/books need to be ordered.

Some other educational journals.

I am far too dependent on document delivery due to budget cuts, which have reduced the number of journals available.

Some specialized archeological material needs to be ordered in.

I am writing my Ph.D. thesis on cancer autobiographies. There are about 200 in North America alone. The library at UBC has only a few of these. I have already spent \$8000 on these missing books.

Some specialized journals.

Theses from other institutions, some older journals, reports.

Journals in my area of research

There are just indexes and you don't always find the whole text.

Journal and book subscriptions are not enough.

More up to date Canadian books.

More books and journals, availability of materials library does not have. Speed up process of bringing in this material within a week and not weeks.

Articles on tunnel, furnace modeling, steel plant, mini-mills.

More up to date research material on factors which affect education in multicultural cities like Vancouver.

10f. When it comes to finding information for your studies or research, would you like to know more about: specified other.

Faculty/Staff

Document delivery services.

Plan for purchasing needed materials.

More resources to help put together resources for students.

Where to find out about PW when using access by proxy (off site) to article indexes. Will follow up personally but assumed PW does not work.

Electronic publishing.

Senior Management

Quality information.

Undergraduates A - Arts

How to search for specific data in CANSIM.

Undergraduates B - Life Sciences

At a later date, when registered in other courses.

Career options/placement.

Optimal software usage, not just a brief overview.

Undergraduates C - Physical and Applied Sciences

The call # system.

DATSCAN.

Other connected or similar subjects that can help to do better in my paper.

Graduate Students

More good books.

Finding material at non-UBC locations.

Video tapes.

Where books go when they disappear into the "lost-book" vortex. Especially since you computerized! You have lost SEVERAL invaluable books since.

A brochure that shows library classification of journals and their approximate location in the library.

Creating, effecting searches (i.e. using operators, etc.).

PATSCAN.

Ph.D. Dissertation abstracts etc.

FNs topics.

15a. Thinking of your current and future needs for information, what are the top three priorities you feel UBC Library should address over the next three years when it comes to information resources? Specified other priority.

Senior Management

Conference proceedings.

Undergraduates A - Arts

Expand collection.

Undergraduates B - Life Sciences

Certification resources (all certifications).

Better study spaces.

Undergraduates C - Physical and Applied Sciences

Old exams.

Often on-line material is not available due to another borrower. Electronic access makes it easy to get the on-line materials when you need it.

16a. Thinking of your current and future needs, what are the top three priorities you feel UBC Library should address over the next three years when it comes to services? Specified other priority.

Faculty/Staff

Uncertain.

Catalogue needs to be geared to expert searchers also (i.e., advanced query).

Uniting social sciences and humanities collection in one location.

None of these seems important to me.

Student dial-in access.

Undergraduates A - Arts

Decrease length of loan period.

Undergraduates B - Life Sciences

More non-credit courses on using information resources.

Supply other school information.

Undergraduates C - Physical and Applied Sciences

Less of the phrase "See the web. Visit us at WWW...."

More copies of reserve materials.

The number of a book.

Undergraduates D - Professional Schools

More promotion on general awareness.

Unify all libraries in one place.

Graduate Students

House counselling psychology resource materials in library instead.

Improve and increase security over books stolen.

Integrate electronic catalogues i.e. Medline journals with those held at U.B.C. libraries.

17a. Thinking of your current and future needs, what are the top three priorities you feel UBC Library should address over the next three years when it comes to facilities? Specified other priority.

Faculty/Staff

No recommendations.

More subscriptions to on-line full-text versions of journals.

Main library expanded; all social science and humanities collections in one location.

None of these seem important to me.

None, I don't use any of this equipment.

Put the money into information and services.

Expand reserve section.

Undergraduates A - Arts

Machines on each level where you can add money to copy cards, as well as change machines.

Undergraduates B - Life Sciences

Small lockers similar to those available at a community swimming pool.

Undergraduates C - Physical and Applied Sciences

Providing a hub for extremely high speed internet access.

Drinking fountains in libraries.

Graduate Students

Put old card catalogue on computer system.

More databases like the IEEE-IAL database.

Computers that show characters other than alphabets.

Staff should be more knowledgeable of resources and more willing to assist.

25. Is there anything else you would like to say about UBC Library?

Faculty/Staff

Provide heat in the winter when it is cold, and air conditioning in the summer when it is hot.

Funding needs to increase dramatically, I'm very concerned about our "slippage" as a research library.

Good - friendly staff with excellent experience. Poor - split in HSS collections between 2 buildings.

Good - friendly staff with excellent experience. Poor - split in HSS collections between 2 buildings.

My answers reflect my use of the library for personal research and recreational readings not workplace uses.

Four out of ten Woodward librarians received the "randomly distributed" print questionnaire. I would like to think this is a freak situation but felt it should be mentioned.

The library should work towards full access to all journals and books either on the shelves here in printed form or through direct electronic access.

I joined UBC this fall. I have been swamped by my own research and teaching work. I have only used the Math library. I should have more to say next year.

In my field, speed or access of information and portability of access are essential. It would be nice to be able to request an article (with pictures) by email and receive it back by email within a couple of hours.

I would like to see more electronic access to journals and faster replacement of lost journals. Electronic access would help overcome the latter problem. Students also need more access to computers.

I have found library staff to be very helpful to my needs. I hope this (Science+Eng.) resource can be maintained, even expanded. My main concern is to be able to do literature searching effectively.

It is imperative for University affiliated Hospitals to have accessibility.

I value the Biomedical branch libraries and delivery service from them. Maintaining cleanliness in libraries is important. More help for students from experienced librarians in evenings and weekends seem to be needed.

There is lots of expensive glass but we need some books and journals now!

Since you charge 5 cents a copy, why can't you keep them operational? Library appears to be well-run, very good. No such thing as too many books. Some of the journal cancellations were appropriate; some books were very marginal.

It has probably become less useful to me than undergraduate students. They are more numerous but library resources - books especially - seem more scarce in the high climate areas. I sense a major theft problem with open shelves.

I am in psychology but I use a lot of life and physical science materials. Generally, I like the library and feel it is doing a good job with limited resources.

I fully support use and expansion of electronic materials. With library hours decreased and work expectations exceeding payment, on-line access is far more efficient than direct location access (even when full text materials are available).

Increase the number of resource librarians, they are very knowledgeable and helpful. Improve the database - I often discover errors and missing materials in the catalogue. Definitely do not put word processing software or email access on computers intended for catalogue access.

Need more journals at all branches. You have cut journal collections too much.

I don't use the library that often and find having to renew my library card annually a hassle.

Simplified system needed for finding information. Use of study space in library inadequate. UBC simply must learn from other Canadian universities, especially U of T; our system is depressingly substandard. Emphasize answers 9b, 15b, 17b.

For staff and faculty, flexibility to borrow reference or red spot books or materials for about an hour or so back to office. I love your book renewal system over the phone. Saves a lot of time and aggravation! Keep up the good work.

It's dirty!

Woodward library needs better ventilation and improved, less harsh, lighting.

Worried about journals dropped.

Keep focusing on users' needs! It's appreciated.

The price of photocopying is too expensive!

It's a fine and cooperative library. I wish we could be connected somehow from my country to this library, and use the materials available. Thanks to all of you working here.

The lack of copy card compatibility between Lam Library and the Main library is a nuisance. Why is it so painful to get teaching-related library cards that work in the Main library? Also the business related databases in data library is very poor.

More emphasis on electronic resources. Access to IEEE and ACM completely online rather than on CD jukeboxes.

Good luck with this!

1. You need Phase II of the building.
2. You also need a gazillion dollars for collections.
3. Please improve web interface - run 10 times faster.

All my experiences have been positive but I am not a frequent user and, I suspect, I look so out of place the staff always rushes to my assistance.

Keep up the good work !

Better photocopiers, color printers and scanners.

This survey has some flaws. No choice between "once a twice a term" and "never" misses my choice of once a year or so in most cases. It is obviously targeted at faculty/students. Most staff do not have "studies or research".

Library should not discard old engineering books. Many of them are still interesting references.

The library should consider cutting back on generous extended faculty loan periods. They sometimes have the effect of clearing shelves of valuable books needed by students for their research. I hope that the university will turn its attention and resources to the goal of restoring the UBC library collections to the levels that made it the best research library in western Canada when I was an undergraduate here. I look forward to the library's continued commitment to presenting a human face to its services for undergraduates. I pray that acquisitions budgets won't be further cut and will in fact be the focus of increased funding in the near future.

I find the condition of text books is quite bad. Pages missing, bindings crooked and pages coming out.

Prefer to learn about using UBC Library's information resources through hands-on small group sessions for faculty in particular field.

I worry about the catalogue being electronic and dependent on that mercurial medium, the Internet. I love Koerner as a place to read, browse, etc. Library staff have always been very helpful.

UBC library is good, but collections definitely need improvement (35th place in North America is pretty abysmal). Library holdings and access should definitely take priority over construction of various buildings and monuments or further electronic hook-ups (which are available in other ways).

Thank you!

The staff are splendid. The collection is slipping a little and should be maintained. The computer has reduced the library to almost inaccessible to marginal computer users, as I am.

Excellent staff at Eric Hamber! Always helpful and friendly. Only negative is stacks are claustrophobic and too close together i.e. no space to stand back and look for journals. Stacked too high/low. Difficult to reach up or need to squat for bottom shelf.

As a clinical faculty member at the Department of Surgery at VGH I find the Biomedical branch a poor resource. I want someone to do searches for me. I want to take journals out to photocopy in my office. I want more current books in the BMB. I currently use the college library at UBC despite the fact that it's farther away because they offer service.

Very pleased to be associated with the BMB of UBC Library. Very helpful staff!

I teach a course in P2P2. I would like to be able to have the reference information available to the medical students on a large scale, such as 120 students.

I used to work at the Humber Library a lot on weekends. However this is no longer possible because of decreased opening hours on Saturday and Sunday. During the week, students are occupying all the desks with their books even though they are not necessarily there in person. We should have a rule about this.

This was a poorly designed questionnaire. Confusing, to say the least. For example, when I answer question 1b, I put "4". But when I go to question 2, I am unsure of how to answer. Since I visit the library rarely, does that mean all answers should be "1-2 times per term" or "daily" because every time I go I use library materials in library. Options for answers should be "always", "most of the time", etc.

Please don't turn the libraries into eating, drinking and socializing spaces.

I have few complaints about the library. I have always had courteous staff assist me when I have a problem finding material.

Have not yet visited - will go check it out this month.

It would be great to see journal subscriptions increased, but given the funding realities, it's probably a good idea to push electronic journals. I really like what you have done in this direction so far.

Kathy Hornby is a treasure.

Strongly support continuation of decentralized library system. However, we must ensure that we continue to subscribe to high quality journals and keep up to date with book purchases in the various disciplines. This appears not to be the case now.

I know you have on-line renewal of loans. But would it not be possible to automatically send a reminder by e-mail a day or two before expiring dates. I think that your policy of only sending a reminder (by mail) after 30 days (a lot of money!!) after the expiring date is poor service!

Library staff overseeing certain sections, like journal collections and health reference books.

I love the online access. I can get what I want quickly. If it is not available, I find that out quickly as well. Thanks.

I find it very frustrating that I need to enter my library barcode just to access the basic catalogue when I am at the library.

What the library needs most is a bigger budget. You can't create a world class university with a budget basement library.

Very satisfied with the level of attention from staff. I suspect that they are very stretched, but they always manage to be helpful and enthusiastic. This applied to Hamber library, as it is the only one I use regularly. When I go to IRC I find it rather overwhelming because of its size and busy environment.

I wish I had the time to use the library, and to complete these longwinded surveys.

I will retire in July 2000. Therefore I will undoubtedly have the time to use the library much more than now. As a consequence, my need for on-line services will increase. When I taught first, library staff visited my class, this should continue.

I wish I could give you more informed responses but a commitment of being new EVBC and an academic administrator makes this difficult.

My only complaint is that I have less than 10% success rate in actually finding books on the shelf that the catalogue says is available. I find this frustrating even though it may be due to the discourtesy of other previous users.

I find it very trying to use on-line journals and tend not to use them unless it's urgent. Articles in html format print in double the number of pages. Pdf files are too large and clog up the print queue. Photocopy quality surpasses electronic copy.

I would use fax research articles service if catalogue access via web were more user friendly. The recent changes in access via the web have decreased my use of UBC on-line catalogue, please improve and I will return to more article use.

This is too overwhelming, I must stop.

I have been at UBC since 1977 and have had unflinching, good and courteous service. I think the library staff do an excellent job under difficult circumstances.

Cost for ordering a thesis from an outside source is very high. It appears the current staff isn't familiar with ordering theses from outside of North America.

A reminder message is reasonable and kind prior to the due date of the loan. Penalty by fine is not the ultimate goal. Many people have experienced a sudden realization of their fine imposed by the library.

Library services are first class.

Senior Management

Good questionnaire although hard to answer by the administrative staff.

Great services for the resources available.

Keep up the good work.

Undergraduates A - Arts

UBC library is a great library, but introduction of space for eating would be great not so much for socializing but to be able to eat and study at the same time. Also, more organization of books by call number. Sometimes it's confusing.

The first and second floors of the Koerner library should be cleaned a little more often, especially the washrooms and individual study desks.

The web site is absolutely terrible. See SFU's library site for the way to model UBC's site, when dealing with search issues.

Koerner has great individual study areas, especially on the first and second floors.

The only problem I really have in the library is how disorganized it is about half way through the semester, lost books, etc. I try to start my essays early, but every time if something is not out, it's lost.

Need areas for sleeping at UBC libraries.

I am particularly fond of both Koerner and Woodward libraries. One consideration not in this survey but one I feel needs importance is the regulation and cleaning up of graffiti in washrooms, at cubicles, and on walls. I feel anyone caught vandalizing should be banned from the libraries- it is a beautiful place that should be kept that way.

Overall the libraries have been extremely helpful.

More individual study stations are becoming needed. If I spent less time searching for a place to study, I could get a significant amount of studying done.

Stop letting stupid movies be filmed at UBC.

Regarding the photocopiers, a development I'd like to see is a reduction in the cost of individual photocopies, because currently I find the prices per copy rather steep.

I really like the natural light with all the windows in the new Koerner library.

You need more tables where groups can study and talk. In the winter, when it is raining, there is nowhere to go. The help staff is great though.

The library stays open late enough, but I would like an early opening, especially on the weekends.

It's nice.

Keep up the good work.

I dislike the corporate advertisements on billboards throughout Koerner Library. It is not that special as far as libraries go, and it wasn't really big and generous of those maggots who don't pay taxes anyway to put in whatever pittance they did just to display their offensive advertising in the faces of those who need to use a library.

Though I realize the importance of returning books on time, the overdue fees are overwhelming. I could pay my fee off right away if it was less. We are students. Perhaps a graduated fee, (i.e. a few days overdue is often an oversight and quickly fixed- not necessary to have such a high fee for a day).

The self checkouts are a waste of space. Hire more workers, and provide more checkout counters.

Air circulation is very important. I'm glad it's improved from the Main and the former Sedgewick library.

I used to frequent the Sedgewick library in my first 2 years of study. Although the new Koerner library is nice looking and has more resources in one place, Sedgewick had a much friendly, warmer, more comfortable area to study in and was also a place where you meet up with friends.

I think that the communication between the library and the student should be greater. That is, notification from library if books are due soon, or if requests have been processed or not. I found that I had to go back to the library every couple of days for my requested book because one librarian would say "come back in 3 working days" and when I did, another said that it would actually take longer. And I was not notified that my request was not filled because the book is missing. If I hadn't gone to the library again to ask for it, I would still be waiting for the book for my term paper.

It costs too much to print out material from the library computer lab.

Keep costs down.

Generally excellent services are provided. However, would it be possible for library staff to stay longer? If I come in the evening to do research and have a question that can't be answered by students nearby it's always wonderful to have a librarian assist you, but later in the evenings they are unavailable.

The UBC libraries, particularly Koerner, are very aesthetically pleasing. However, finding a journal article to write a research paper is hell. Why? I'd rather study in a cheaper building with a system that has enough time and money invested to actually make sense! The library staff I have found to be quite helpful.

Photocopiers cheaper.

Photocopier at the library is expensive compared to the SUB - \$0.15 to \$0.05. It is also frustrating to see the reference book you need on a library cart for paying students. You see the material and do not have access to the material. Very bad.

You need to begin a collection of videos - dramas, documentaries, etc. so that students may access them (perhaps at in-library viewing stations).

Too many students talk and eat in silent study areas and when librarians and people who shelve books walk by these students, they take no action. I have asked students numerous times to stop talking and eating, but since I have no power to do so they continue to talk- it gets really annoying. Therefore we need more librarians to monitor students' conduct in the library.

Great place to study. Some places are messier than others, washrooms always out of order - have to find another one. Need more direction to finding materials (such as journals and articles) - cannot expect first and second year students to know all of this! Otherwise it's a great studying environment.

Most of the staff are very courteous. I would like to visit the libraries more often. P.S. sorry about the marker. :)

Doing a great job; it's really valuable to have access to such large resource collections. Keep it up!

Staff should be more helpful like all other libraries.

I would like for there to be more quiet study space in the library. Or for the space that is quiet to be enforced by a staff member. People still talk despite the sign. Kick people out if they are talking.

In some areas of the library, students should be able to whisper to discuss course-related materials.

My main complaint is the amount of time it takes me to find what I'm looking for. A more user-friendly computer system would be great and more staff assistance. It's frustrating to go through all of that and then find out that the book is out. Feels like a maze in there sometimes – wish all of it could made easier and simpler.

There has to be a better or more efficient way in which the library takes care of books returned. I personally have had problems where I returned my books on time, yet I was sent a letter stating that I had not returned the books and that I owed \$90 for two different books. And then later I was sent a statement saying the books were now late. Yet they were not. Eventually, I had to pay \$60 for books that I had returned on time.

Every library should have a drop slot for late night drop-offs.

UBC libraries are great. They'll even be better if there are more individual study areas, such as in Koerner library.

It's really hard to find information sometimes. Once I needed a biology dictionary. I had to go all the way from the Main library to the Woodward library. I think that you should make a map in the agenda or something to tell the students which library has which type of book. Also, I think some dictionaries and references should be made available. And one more thing, I think the photocopying price is too expensive.

I can understand why students can't have a 4 course meal in the library, but I really resent being reprimanded for having water in a closed container at my desk. I'm often there for 4 hours or more. I think it is unfair. I would like the library to open later but also have reference staff available for longer hours too.

Pre-commerce student. First year Arts.

The music library is badly in need of expansion. The reference area is now so cramped that it is often impossible to access recordings without causing bodily harm to another patron. In the middle of this, library assistants are expected to work at a desk and at the check out / return counter. Also, CD recordings from the music Library should be allowed to be borrowed for a reasonable period such as 3 days and recordings on reserve should be comprised of at least one copy with a 24 hour loan period.

I would like to see more facilities where I can utilize the library material and eat at the same time. Somewhere that I can study and eat and is also quite quiet. Some sofas that you could sleep on like the old Sedgewick library.

There are lots of info sheets around the library. It would be nice if they were online.

I think UBC library is quite efficient as it is but I think it should anticipate increased use of computer services and electronic sources due to increased number of people having access to the web. I like the idea about introducing a space for socializing, eating and drinking. (Something like Chapter's Bookstore?) I think that would attract even more students.

Individual study area lighting. Sometimes not bright enough. Other times too bright. Any chance on getting a better lighting system to adjust it to suit individual need? Overall very satisfied with UBC library, mainly Koerner.

Yes, photocopy prices are still too expensive.

I would like to be notified about programs like essay SOS before they are over. I would also like to know how to locate primary sources more easily.

Generally, I don't have problems finding books, but the articles seems to be disorganized. Just a couple of weeks ago, I was looking for some, and I couldn't even find the call number for one, and for another, I found journals older and newer than the one I needed (this was in Angus library where they have old journals and new journals separately), but not the ones in the middle. Also, old material seems better organized than more current, and usually more important material.

I would like to see more books that are not course related, such as for enjoyment of the arts, works from children's authors, or information on medieval witches, and vampires. A broader section on video and travel. Going to the library I like to borrow books of interest as well as books for class studies. Thank you.

In general, I'm very satisfied with the UBC library. I've been using it more because the individual study space is great. The e-mail is also fantastic, but at some times, you could probably use more terminals.

The UBC library is doing an adequate job. I have no complaints, but there's always room for improvement. I'm quite satisfied with its services and facilities.

I am very satisfied with Koerner. The books are easy to find and the facilities are pretty good. But the Main library is old, and it's quite dark when studying there. Also, the books are quite difficult to find.

Printing/photocopying should be cheaper. People should be asked to leave if socializing.

Keep up the good work. Thanks for all of the help.

Cheaper photocopy rates.

You need more staff and more current books and journals. Full text journals on the Internet would be particularly helpful/convenient. Your fines are particularly steep, especially for students. The elevator in Main must be made accessible and functional.

Overall, very good job and thanks for caring!! :)

Often, all of the computers are being used, and students cannot get access.

My major concern is with library lending policies. A fact I wasn't previously aware of: it is possible to renew an overdue book and, if it becomes overdue again, racks up still more fines, thus despite the \$30 overdue limit per item, a person could get overdues of several hundreds of dollars for one item. This makes it far less dangerous to leave items overdue. Although I realize the idea is to prevent overdues, should we not be given a little more leeway as students? We more often than not need the materials longer than the usual loan period, are too busy to remember to renew immediately, and most importantly, simply cannot afford these flagrant overdue costs. This is a student library after all.

If materials such as journals and books are available on-line, more students can use them at the same time.

No library food monitors.

A book drop-off box should be located at places that are more accessible by cars, i.e., near parkades/B lot, so students do not have to take the whole pile of books all the way from parkade to the library.

It's an electronic age headed for a paper free environment. Adjust accordingly.

Often I have gone to find a book that the catalogue says is on the shelf and been unable to locate it. I have also had staff try and find books to no avail.

Most important: more individual study space!!

It's frustrating when one sees that a particular book is marked available on the computer but it's not there on the shelf.

Staff is so unhelpful, I don't even bother to ask - actually, they're beyond unhelpful, they're rude.

I realize the fiscal constraints under which UBC library operates, but I am perturbed by what seems to be an increasing lack of information resources at the library. I have found that a number of journals and books are simply unavailable. For a university of this size and caliber, the underfunding of the libraries is truly unfortunate.

The design of the Koerner library is really nice, and I like the environment for study, but sometimes I just feel I am having a hard time finding where the washroom is.

Each library should represent one faculty as to make access to material easier. So that students don't have to go from library to library to borrow materials for one research paper or essay.

I hate to say anything, but I do not enjoy researching in the library because every time I end up going on a wild hunt and it ends up taking all day to find only a few books and journals. Improvement of mapping and layout would help.

I love the library.

Main library is really hard to find the books there, sort of confusing. I feel scared when walking alone, especially going downstairs. In general, UBC libraries are clean and tidy. However, sometimes the women's washrooms are not clean enough.

Collections are adequate. Staff is helpful and friendly. Physical facilities need attention badly. Washrooms need to be cleaned on a regular basis. Students are very disrespectful of library study areas, with garbage, graffiti, food, etc.

Late dues are too expensive.

They should reduce the overall fee \$1.00 per day is too high.

I haven't had to do much or almost any research in this term. How would I start? Maybe some posters with suggestions on how or when to start research would be helpful.

I am very interested in film and wish you had a larger collection of film-related materials i.e., screenplays, etc.

Computer workstations for research are very slow.

The email services are good and I hope it will remain or even improve in the future.

Please increase heat in Koerner library. I like studying in Koerner library levels 4-6, a nice, clean atmosphere with lots of light. Levels 1 + 2 are dark and enclosed. Please put more books on lower levels and computers on levels 4-6.

People are more prone to talking loudly at Woodward than at Koerner in designated individual study spaces. It's quite distracting sometimes, feels embarrassing to ask those people not to be so loud.

Are there maps describing the locations of the various libraries throughout the campus?

Since the construction of Koerner library, U.B.C. has yet to address the need for an adequate area to socialize and discuss academic subjects. None of the libraries on campus invite students to discuss their subjects with other students.

The furniture (although nice to look at) is not comfortable to sit at and study. I miss the comfortable Sedgewick library with the padded chairs and long cushioned benches. Koerner is uncomfortable, too crowded and the temperature's always screwy.

Renewal should be made easily, e.g., add a "renew all" button. Shelving should be more organized.

The library I go to the most in U.B.C. is the Koerner library. I think it's a really wonderful, quiet and beautiful study area that's also suitable for relaxing. I really like the Koerner library!

The availability of computers is really inadequate. Comparing to Langara College, they have more computer stations and time offered to students' use.

Decrease the costs to photocopy, we're just students. Replace the missing journals. Keep the journals available and up-dated.

All in all, I believe the libraries at UBC to be quite resourceful most of the time.

I do most work at the Music library (a bit at Koerner). I would therefore like to see improvements made at the Music library, especially courses for credit on how to make the most of that library.

I feel like the library fines are more of a UBC cash grab. I had a number of books out for a research paper, and I returned them 2 days late and was fined \$18. I know the prompt return of library materials will avoid fines, but I feel ripped off.

Cheaper photocopiers.

An irrelevant point for the purpose of this survey, yet significant: I find it quite painful to sit on a wooden chair and study for hours at a time. The chairs at Vancouver Public Library are padded: why aren't they at Koerner library?

What would I do without it?! I generally use the Koerner, Main, and Asian Libraries frequently. Excellent facilities, but I'm not too impressed about UBC library's shelving/re-shelving.

Undergraduates B - Life Sciences

Need longer hours of operation.

The circulation and ventilation in the Main and Woodward libraries should be improved. It is always hot and stuff in the library.

More educational video resources needed, in addition VCR and TV stations would be appreciated. It would be nice to have more change machines in the libraries for copy card deposits, or perhaps the copy card machines could take quarters as well as loonies.

I'd like an area to eat lunch or dinner quickly. I really like Scarfe library for its good quiet study area. Woodward's air quality is not attractive, so will often not study there. Longer hours at Scarfe and better lighting at night from Koerner to the Biol. Sci. building. Thanks.

I think that the UBC library is a very crucial tool for us, the students, and should be thought of as a high priority. I actually enjoy coming to the library to study, find articles, etc. because the environment is so friendly.

Fix the offsite ejournals, please. They are very frustrating, often needing passwords, etc.

In general, the UBC libraries are helpful facilities and a much needed resource for the UBC campus.

Woodward library needs better lighting for studying, like yellow lamps that are better than those long, white, fluorescent ones.

The washroom facilities require better maintenance and cleaning.

Cheaper photocopying fee.

I think that it provides a lot of resources and is well maintained as it can be. However, students need space in the library to eat. Often, we work through our lunches, and it'd be great to have a place that's semi quiet where we can eat.

Bring fines down. Longer long periods. Bring photocopying and printing costs down. Allow journals to go out on loan. More staff in all aspects like shelving, information, research, etc. and computers and study rooms.

There should be a designated quiet study area where eating is allowed.

The libraries should have better air circulation, especially in Koerner and Main libraries. It's often too hot in there. Doing research and running up and down in the libraries is quite suffocating.

The staff are really helpful. Needs improvements on library facilities, especially individual studying spaces. Allow specific spaces for eating in libraries.

Photocopies should be cheaper.

I would really like to see UBC library staff consider obtaining the small lockers. That way, jackets and valuables can be stored safely while a person studies and doesn't have to take everything with them when they go to the washroom.

Better lighting on the higher floors, like levels 4 through 6. The Safewalk program is excellent, but you should think about having those safety buses that drive students to their destination at 11pm, when the library closes. Thanks. Overall performance of UBC libraries is great!!

I contact staff via e-mail or telephone and find all staff extremely helpful, friendly, and efficient.

There are few things to be improved. The most important one is availability of books. Usually they are never there when you need them. The number of titles and copies of titles should be increased. Especially books on math, physics, and biology. Also the number of test books should be increased. Care should be taken that these books are not more than ten years old since science is a fast changing field. Also shelving techniques should be improved so that books are easier to find.

While studying in a quiet area in Main library, it is extremely distracting for staff to come in and talk in loud voices. This has happened a number of times.

Fines are too expensive!

Tutoring sessions are beneficial and should be more broadly advertised!

Most staff have been great especially @ BMB but one was quite snappy at Woodward regarding e-mail use on the upstairs computer when there was no sign on the terminal I was on. This was last year. There now are signs but it would be nice if staff could be a bit more courteous. Also I put a trace on a journal which was not found for several months. That seems like a long time to me.

The programs in the computer workstations should be more up-to-date.

Allow food and drink in some areas and make more private individual study areas.

More and better photocopiers especially in reserve section. Photocopying too expensive.

Need to make users more aware of what computer workstations are available, where they are (how to access them) and for what purpose(s) they are available.

It's not fair to charge so much for photocopies. We don't have a choice and are already low on cash as it is.

This is my first year at UBC and have spent much extra time learning to access, and retrieve research material from the system. I feel that courses offered are useful but not comprehensive, taking you from beginning to finish. By this I mean initial research of topic to articles or text in hand.

Next time fold the survey to fit in the envelope.

Having more than one library can be confusing.

One way to economize might be to put curtains on all those windows at Koerner Library - it must cost a fortune to heat that place!

Main concern - Library hours - especially on weekend and at exam periods.

If the library wants to provide a socializing space, it should be far away from any study areas and bookshelves. I use the Woodward Library. There is so much noise on the first floor and even on the second floor. Also, I don't want to find people sleeping in Koerner library when I can't find a study space.

In general, I find all the libraries I have used (Scarfe, Wood, Koerner, and Main) to be satisfactory. I do think that the University's agenda should be to make services as

affordable as possible, hence my comments about late fees and photocopying! Dictionaries should be in every work/study area. And a silent study should be monitored and enforced. In addition, change for copy card machines should be fixed immediately, not after two weeks, etc. Maybe not a bad idea for library to sell pens/pencils.

Good organization!

Woodward Library is not conducive to studying and needs a major renovation, more computers, and longer opening hours.

I've enjoyed coming to UBC libraries, and thus far have found them helpful. More computer workstations, however, would definitely be useful.

It is one of the best in BC.

Where do you think you will get the funding? From student fees? Good luck.

Air quality and lighting in Woodward library is very poor.

I frequently use the library as a quiet place to study, but until recently, in Main, there wasn't a place where I could study and eat lunch in a quiet environment. I would like to see more of these types of facilities not only for me, but for the several other students who have also shown interest in such a facility. Also, please decrease the temperature in Koerner library (it makes me want to sleep).

Woodward library should be renovated. Laptop plug-ins should be increased. Scarfe library should increase its quiet study area.

Excellent. I'm amazed at how connected everything is. I can hit print at any station in the library, and go to Ridington, and there it is, waiting to be printed.

Please clean the fountain in front of the Main library. It's not good for taking anyone.

In general, they are poorly lit and need higher wattage light bulbs.

I have something to say about the location of the individual study area and the photocopier area. In Koerner library, the distance some individual studying at tables and the photocopier room is too small so that the people who are studying have big chances to be disturbed by the noise coming from the photocopier room. It just some small problem about the library. Of course I appreciate all the facilities provided in the library and the services in the library very much.

The setup and ease of use of the Kwantlen U College's library and Internet access to journal and other articles is significantly easier. It is far more clear at KUC as to what, where, and how to find what you need.

Introduction of smart library cards. The student card we are using now is way too old for the new millennium. Better networking is a must for library computers. Internet access is way too slow.

Please increase the number of license and availability of access to the Web of Science article index. It is becoming more and more popular and it is often difficult to access the index during the day. Also, although I find the reference staff very helpful, the circulation staff are often grumpy and unpleasant – perhaps a sign of poor working conditions or unhappy employees? (Woodward library)

Biomed library still needs renovations. Cutbacks in availability of specialty journals.

It is very frustrating to have a list of journal articles that are required to carry out a high level of research only to find that over half of the journals are not brought in to UBC. Therefore, extra time is spent waiting for articles to be sent from other facilities. This time could have been used to read and write the paper.

I generally use the library for study space but occasionally for research. I think that group study space is really needed. If you are by yourself, you do not want to hear other whispering or talking, but if you are with a friend, it is nice to be able to talk. Small rooms like the seminar rooms in Woodward are ideal because you can talk and they do not close at 11:00pm. The library needs to have some sort of facility which can be used 24 hours a day.

The staff is fine but I hate the library because I can never find what I want. I typed golf demographics, and received 0 matches. Golf and demographics - 0 matches. Golf - 8 matches. I know there must be more than 8 books with golf as a subject in UBC library. It was not even under “exact search”, just “key word search”. I find it really frustrating trying to use the library and usually end up going to VPL.

More copies of reserve materials with longer loan periods.

Too fragmented collections - better if entire library was available full text online. Should have real time online help available in chat form to address questions. Fax back journals, articles in lieu of e-text would be okay.

It's good that there are various libraries around campus. However, the staff could be way friendlier and helpful.

The addition of more workstations in the basement has been very helpful in decreasing the wait time for a computer.

Would like to see conditions made more comfortable for those students who use it as their primary study location. For example comfier chairs and layout, not so cold, places where students can eat and still study quietly. Thanks.

Sometimes re-shelvers or renovators are very noisy when everyone is studying.

Computers seem to break down often or respond very slowly.

When I first came to UBC, I never knew how to find or borrow books until I asked some friends. Maybe compulsory tours could be set up for the first year students.

I have, in 2 years, only borrowed things 2 or 3 times. I know many who have never borrowed anything.

I think the free document delivery between life sciences libraries is wonderful. I like the extended library schedule (some libraries open until 11 p.m.), but also appreciate hospital libraries open until 10 p.m.

The library is clearly one of the absolute priorities in an academic setting. I would support any increases in funding to improve or at least maintain the UBC libraries. As an undergraduate I loved studying in the large Arts room in Main.

How disappointing to see funding go down. UBC is a big school - we should have library funds/resources to match our population and needs. Currently, it does not (when compared to some US schools). Find ways to get increased funds.

Photocopy machines are too expensive. Library heating is usually a little cool. It's always clean and well lit!

It is cold. Always need to have a sweater or jacket with me even in the summer.

Group study space!!! Way under-supplied.

I would like to mention that the price for photocopying is too much. Although it is less convenient, off-campus photocopying places are much cheaper. For example, at the village. Also, the price of a photocopy is such an odd number that it is difficult to use the entire amount on the card. If photocopying is 5cents at a convenience store, what makes UBC photocopiers worth 9 cents instead?

The reserve section needs improvement - 2 hours is often not enough time and the photocopiers are way more expensive than others on campus.

It is quite intimidating using reference material and journals etc. at the library because it can be difficult if you are unsure of what you are doing. More instruction (in the form of clear handouts, staff or on-line instruction) would be helpful.

There are plenty of spaces for eating and socializing around school - we don't need to put them in the library! Spend the money on books and journals!

It's a great, quiet place to study.

It should be open later and there should be an area to eat and socialize.

Most of my response was based on Koerner Library. I think the library is excellent. The only thing I would improve is: opening until later hours during midterm and exam times, and having a place to eat somewhere within or close to the library that will stay open til 10:00ish (Treakers closes too early). Many of my friends feel the same. I think in-library coffee/snack bar would do very well at Koerner. You can just not allow people to take food out of the "bar".

Longer operating hours. More study areas, and more light.

Photocopiers should be way cheaper. It is too expensive now. Copies should be 3 cents a copy, not 5 or 10 cents.

Although the Koerner library is a wonderful facility, several of the libraries are showing their age. Woodward library and the biomedical sciences library at VGH are in need of updating. Washroom facilities are especially poor.

I would just like to point out that the desks in Koerner library are excellent for studying, and you should consider replacing the older tables with these. They are the perfect height and are comfortable, without putting you to sleep.

Please decrease the cost of photocopying.

Please make it possible for students to access and use their own CD Roms at computer workstations.

It has helped me with the information needed for my research. Thanks.

Have more in-class tutorials on how to use the library resources. That's the only time I learned how to use the resources, and it took until my third year.

The fines are too steep for overdue books. Photocopiers are too expensive and always break down. Staff is always courteous, knowledgeable, and helpful.

I find some staff very helpful and friendly but some others seem not to care to help me. I think it is important that staff are always courteous.

Could you please put some chairs on the top floor of Koerner Library.

The painting in Woodward has made it a more enjoyable place to be; it still needs more computers on the 2nd and 3rd floors. The printed material for the use of OVID is good but not detailed enough.

It would be nice to see library hours longer on weekends.

The facilities are very intimidating when going there for the first few times. One has to be persistent with the staff. I asked for help and they were very helpful.

Please carpet the Woodward library. It is very noisy with the tiled floors.

This survey assumes I study on campus. I work full-time and am studying for my B.S.N. by distance. The few times I've been to the libraries, I was frustrated by the lack of help and inability to find anything relevant. Used distance library once: excellent service.

Human Kinetics.

I use the library a lot. It has become a grave nuisance. I return items and am warned about overdue charges days after someone else has it. Library staff are totally useless and waste time. I delay vital assignments. Improvement welcome.

U.B.C. library is great, awesome and wonderful. The only problem is that it's too large, and hard to get certain materials, even on-line.

You need to hire friendly people at the information desk.

Photocopiers are too expensive. I have no option to take reference material elsewhere to photocopy at a lower cost.

Individual study areas are generally too cold even in the summer time.

I am a distance ed student who rarely calls the library for articles. I visited the library once 2 years ago and would never again go there, it is too large, staff were unfriendly, not helpful and it was too difficult to locate the materials I needed.

Woodward library really needs to be renovated. It is not a very nice library to have to frequent.

I think UBC library is new and big, the only thing that I am not satisfied with is the air system. There is always not enough fresh air in the library, which makes me feel sleepy very fast.

It's important to have at least some libraries open late, specifically VGH branch would benefit from having open hours on weekends. Med students often spend the weekends studying. It would be great to have a place to take a break.

One of the reasons why I hate going to the library for information is because it takes me too long to find materials I need. I can't afford to waste 3-4 hours of my homework/study time running around in circles.

The negative comments about the library staff are directed at the check-out staff. I find the librarians very helpful in general.

Overall, I am fairly satisfied with the U.B.C. library resources and staff. However, around exam time, it would be helpful to extend the hours of operation. Also, in our residence, they provide earplugs. The library should do the same.

Wooden library chairs and desks (especially on the third floor) are quite dirty. Main library's second floor ladies' washroom is a bit dirty and stinky. A number of people in the silent study area at Koerner and David Lam libraries are noisy.

U.B.C. libraries should be open longer during the weekend, especially the Woodward library.

The priority is to increase the speed of the computers.

It's unnerving to study because of the humming of the fluorescent lights and the cramped study spaces.

Undergraduates C - Physical and Applied Sciences

It would be nice if the Main library had better lighting, but in general I'm quite content with the libraries at UBC.

Since a lot of people meet at Koerner, I think there should maybe be more seating outside and some covering when it rains because it gets really crowded just inside the main doors when it rains.

Overall, I think UBC library is good. The staff are very helpful and perform their tasks well. The resources are excellent, so far, and the facilities are very good. It is a privilege for me to be able to use the library.

The photocopy machines are too expensive. Other places, like AMS cost 5 cents to photocopy.

I wouldn't mind seeing the library open for longer hours, say until maybe 3 or 4am. It's realistic to say people study all night long. I would probably be able to make more use of all the library resources if I could learn how to in a quick and efficient manner. The only library I've visited is Koerner.

Koerner has good individual study space, others I find to be lacking space, need more group space - there is little to none.

Koerner is beautiful. Main is classical.

Maybe make a map of how the materials are arranged by floor and where they are. I don't know how to actually locate the material (have trouble) after finding the call number on the catalogue.

More heat required (in all libraries) - when studying and sitting it gets a bit too cold. I don't like that Koerner now only has a few doors open and locks the rest. It gets annoying and congested during peak usage times.

I spend lots of time studying in the basement of Koerner.

Needs better headphones in the music library.

Yes! The ecological journals in Woodward and Macmillan should be placed into one biological sciences library.

Comfier chairs.

Too long a wait for Internet and too many text-based computers (always a lot not being used). Perhaps making more Internet and less Netinfo computers would be much better.

The new Koerner Library is an excellent advancement in UBC libraries.

Need cheap photocopiers. The late charges are too high, other than that I'm satisfied with the library as it is. The Main Library is better than Koerner because there is more study area.

A place to eat in or very near the Library is the only thing that would improve my experience so far.

Koerner Library is very well organized. However, the older libraries (e.g. Main and Woodward) are very difficult to navigate, and finding material can be a headache.

Accessing electronic journals and printing them only after evaluation of the full document is a huge time saving factor. Much better than having to trek through three stories of dusty shelves.

I think there should be a library for the department of computer science, instead of just a small reading room at CICS. As the collection of CPSC increases, it is annoying to go back and forth between Main library and CICS.

The Main library needs to fix its heating. It is always really hot in the computer lab.

Good place to research for research papers. Good place to hang out and sleep any other time. Needs more Internet terminals, maybe?

I really enjoy its quiet environment to study or do homework during my breaks.

Need more up to date information.

The air quality in Main library is very poor. I can't study there, though I want to, without getting dizzy and fearing that I might pass out.

Increasing the number of books and journals available should be the library's top priority. The library could have the best online catalogue system in the world, and the most staff help in finding resources, but if the resources available are sparse it would be worthless. Also, I think older journals should be able to be signed out of the libraries, even if only for a shorter time than other materials. Also, there is more need for graphics computers (for using internet, online catalogues) than for test-only computers (email only), especially since the UBC email accounts can be accessed from the graphics computers.

I really like the availability of study space. Must have somewhere to eat, including a pop and candy machine. E-mail and computer stations accessible. Information and help good, also on how to use resources.

Often when I try and find journals, they are not on the shelves, like the volume I'm looking for. Even if I go back other days, in the morning, they aren't there. More frequent re-shelving and being aware of hidden books would help.

For the most part, more money does not need to be spent at the libraries. We are very well equipped. I would like to see, though, the library open earlier than 8:30am. Many of us like to finish up homework etc. with reference materials. I would like to see the disappearance of self check-out. What's wrong with human beings?

Computers could be cool if one could choose to use them. Over the past 4 years, they've been forced upon me more and more. As it is, my housemates leave so many appliances and things plugged in that the hum of electricity is always a background noise in my room always, despite the fact that I unplug all of my power draws.

E-journal is very important. Subscribe to as many as possible.

I'm sure I would be using these excellent facilities more if I were doing post-graduate research.

Be innovative. You have 30,000 users, but most of us only know how to use the catalogue and renew books. There should be a site that lets users rate books and describe what they found helpful when preparing a paper. Also if all the computers ran Linux you'd save an incredible amount of money and offer word processors, spreadsheets, etc. for free. Also, we should hold votes online and there should be a UBC portal where we can get the latest info like Thunderbird games, speakers, bookstore specials, etc.

Please change the wooden chairs to padded plastic chairs.

More desks in quiet study area. Enforce quiet strictly.

Please don't remove those sleeping benches. Open hours after midnight.

Computer speed is fast. Library staffs are friendly.

I am generally very satisfied with the UBC library. I feel confident that any future research needs could be accommodated.

I don't really like studying at the library at Koerner because the parking is so far. If parking was right next to the library, I would definitely go about 5 times a week.

I'm generally satisfied with the UBC library. I do hope that Main and Koerner libraries remain open on weekends later than 6pm. 9pm would be great.

There is lots to be improved in Scarfe library. The lights downstairs are not bright enough. It is not quite a good place for studying since people talk so loud.

Keep it up.

Reduce the cost of photocopies.

Statistics.

It's pretty good really.

I would like to say that I am very happy with the collection of science journals, and all the reference books in the Sci/Eng division are very useful and accessible.

I would prefer more journals to have full text versions on-line, so I don't have to come in - can print from home. Thanks - find the library very useful. I've enjoyed working at UBC library (work study/PT student job) too.

More group study areas and longer hours!

The bathrooms are not very clean, but probably because so many people use it.

I usually go to MacMillan Library because it is close to most of my classes and is not that busy. Most of the time when I go to Koerner I can't find a place to study, which is my main use of the library.

I really have no problems with the Library. I'd like to say that the washrooms, etc. are the cleanest in all of UBC considering the amount of people who go in and out of Koerner.

Have lockers?

Overall, the Library is good however increased study space in Koerner would be nice. My favorite library is Woodward because of the large tables for study. Also improvement to the search/Web page to make it more user-friendly.

Everything is perfect for me so far!!

I wish UBC overdue fines weren't this high. \$1 per day per item is a bit high. It is not always the matter of irresponsibility!

Hard to locate specific books, to use the article index, catalogue, to find places to work. In other words, the libraries are confusing and therefore more time-consuming.

Really see a need to improve quality and comfort level and amount of individual study areas (quieter too). Need more access to word processing, other application programs with easy access to printing. Very difficult for those with no computer at home!!

Each library needs informational maps at the entrance.

The major issues that I have are: lack of group study space and absence of periodical materials due to lack of security at smaller libraries.

You should move the part of the Wilson collection to another library that has turntable record players or install turntables in Koerner. Otherwise, you have to take the vinyl records out of the library to hear them. You should also broaden the number of Canadian daily papers you get.

Good job on the Koerner library. Make more.

Longer hours for particular branches, especially Main. At least until 11pm, possibly 24 hours a day.

When I am on-line, I browse the catalogs from home. They indicate something is available on the shelves but when I go to the library, it's not on the shelves. I have to put in a search request or a hold.

It is nearly impossible to search for and locate the books and materials that I need. I wish that the program was more user friendly.

Please open a reference library in the forest sciences centre. And also add more books on wood products processing (including ones in German).

I would like to see magazines and novels on shelf to relax, to take a break. A coffee shop would be great. If we can use computers' memory to install "Interactive Study" CDs and head phones.

I like the study areas, because that is where I do all my homework and studying, and having more space for the study areas or more study areas would make it better.

UBC Rocks!

We need to use word processing software or other MS office programs such as Excel very much in the UBC library.

I don't know my own libraries, I need some instruction.

I am very impressed with the collection of magazines, books and journals. There are good areas to study with reasonable hours. Make photocopies cheaper. Get more electronic journals and access to Ecohost. Many locations with wide variety of sources.

It is unclear to all concerned what the differences between the libraries are. Some material is in Main, others in Koerner, etc. Restructuring and renaming libraries is required: arts library, science library, etc.

For new students at U.B.C., first library experiences can be very frustrating, as was mine. There is a lot of useful information but it is difficult to get started finding things and getting acquainted with the resources available.

I need to find old exams. Extend McMillan hours.

I often have problems in finding library material using the database search. I hope the searching capability of the computer can be improved.

No.

This wasn't interesting but if it helps you then fine. Please try to increase the loan period or reduce the delay fines. Thank You.

I appreciate the long hours. More computers are needed for Email. Photocopies are a little expensive and they often break down. Not enough of them.

It would be nice to have an engineering library, specifically dedicated to engineering disciplines, and a little bit closer to engineering area of campus. It's really not a big deal though.

Better physical access needed for people using mobility aids like wheelchairs.

Rearrange the science journals in a logical way.

The web based interface for searching for books etc, is clumsy and usually very slow. I much prefer to use Intogate because it is faster and easier to use.

I love Woodward library!

Clean up the graffiti in the washrooms.

Nothing. They're very good.

The U.B.C. library, especially the Koerner library, is very beautiful and aesthetic. It's a nice place to visit.

Price of photocopy is too high and unfair for students - price of printing from points is too high - photocopy machines are not sufficient and adjusted - duration of loans is short - journals are missing and have not been replaced. Some important journals are out that UBC has not subscribed yet.

Undergraduates D - Professional Schools

This is my last year at UBC for the time being.

The people are nice, but the photocopiers are too expensive. Further, the no food, no talking, etc. rules should be strictly enforced. No one cares right now, and it's not worth going to study in libraries, since everyone is talking.

Libraries in the USA are open 24 hours. UBC library should consider opening 24 hours as well, or at least later than 11, like 2am would be a reasonable extension of library hours. These hours should be consistent across all libraries or the most frequently used ones (take a poll to see which ones people go to most).

Some individual study spaces are not partitioned (past a table with 4 chairs), encouraging people to chat, which creates noise.

I think it is a very rich and valuable resource for Vancouver.

There should be a space created in Koerner like the Underground in Sedgewick. There is no comparable location on campus anymore.

Photocopying is too expensive!

Need more available staff to help with computer searches/services: sometimes a friendly bit of advice from a real live person will save half an hour of frustration reading help guides/pamphlets and on-line instruction. Can reason with people but not computers.

Explore possibility of nap rooms (like what major corporations are providing for their office workers), or even just having areas like the old Sedgewick basement where people could take naps.

I wonder if the ease with which people can renew books online leads to a fairly substantial drop in the number of books available on the shelves - particularly children's literature.

If more up-to-date textbooks are available, that will help a lot in research and general referencing.

Great job. Longer hours needed; not for services but for study, e.g. midnight to 2 a.m. at the Law Library.

I hope UBC Library can update some of the course books used because some of them have been used for many years (since they don't have a new version coming out). Another thing is the cost of photocopying is too high for students.

The bathrooms are really DIRTY!

Please build or make more room and space in Lam. Or at least post signs to tell people to go to Koerner if full.

I would love to be able to continue using the UBC education library in Scarfe once I graduate. Can that be done?

Not enough heat in the study area. Way too cold.

Access to help by staff has improved since late 1970's. Concern that reliance on electronic media may result in lack of access to information in the future due to changes in technology.

UBC library staff is very helpful and patient. Thank you.

Staff need to be more friendly and helpful.

Law library is ugly, dark, depressing. It's a horrible building, and no adequate facilities for coffee drinking students and groups.

More Internet access.

We need a new printer in the David Lam library.

I think that the library system is pretty good. I think David Lam is too loud and too much a place to hang out. We need more places for people to study somewhere else.

I've gone to UBC for 5 years full time before going part time. Most staff have been very helpful. I like having personal help. A job well done. I also appreciate that you want our input. Fines could be cheaper though.

Not enough individual study areas during peak times but too much during non-peak times. How to balance?

AI at the law library is awesome. We also used to have an employee there named Rob who was also amazing. We miss him.

The main reasons I don't use it that much is it's too far, no advertising about library information resources, and it is difficult to renew the library card. The hours, and having to go to campus, make it difficult when working.

The staff's positive, helpful attitude really makes the difference. Well done.

The UBC library buildings are very nice. I'm proud, feel good, to enter these beautiful buildings.

I'm very impressed with the new David Lam library in the Angus building. All of my classes are in Angus, and it's nice to study in there. However, it would be nice if more group study areas were available in David Lam for commerce students.

If most journals are to remain in the library, photocopies are way too expensive. It seems that e-mail access had decreased in Koerner. Rarely have patient useful help from library staff, which is a big frustration. Went to various computer sessions at Koerner about one and a half years ago – good, but needed more world wide web instruction. Loan periods not long enough.

As a commerce student, timely/up-to-date material is crucial. Perhaps measures should be taken to ensure this. Library staff should be cut to save money because the frequent "library tours" aren't necessary. Those who really need to use library resources will figure out how by asking.

There should be a library book return bin on campus where we can drive through and return any book instead of looking for parking, paying, and walking a fair distance.

Photocopiers less expensive. More efficient search engines might help, e.g., group by faculty? Some software is quite old, e.g., Koerner library.

Printed receipts for checked out materials are not very helpful. They tend to get lost, and thus become of no value at all.

That eating and drinking are important while studying and I think there should be places where you can eat and drink that are silent. The bottom floor of Koerner is too cold!

I am not sure if they are available, but double-sided photocopiers would be a huge advantage.

It's good because it's quiet.

I appreciate the chance to borrow materials via DET through the mail. As I am a DET student living in Burnaby with no car - I have not used the UBC library yet.

Cheaper photocopies (9 cents per copy is ridiculous).

Fines are too high. It gets to the point, quite quickly, that you are paying the cost of the book in fines. What incentive is there to return it? Photocopy fees are too high everywhere on campus. It's ridiculous. 3 and a half cent copy is available off campus, but with reserves and reference collections one must use the library facilities which cost almost 3 times that!!!

Is it possible to put all journals in one library?

Get one photocopy card for UBC!

Law Library is very user unfriendly for visually impaired. Staff do not even know what the "blue dot" on library card stands for. During my three years in law school, I have never received enlarged photocopy materials or even class materials on reserve that I can get enlarged without creating extreme fuss.

Please reinforce "no talking" in studying areas.

I've always found it to be very useful, helpful and current.

Lower the photocopying cost and add scanner in D. Lam Library.

For Woodward Library, it's confusing to find a book or a journal with specified location.

Fix the Web access so it does not take so long to access.

I really feel that there are not enough French resources available.

I liked the old system wherein you weren't charged overdue fines unless someone else needed your book and therefore put a hold on it. In this way, you kept what you needed until someone else asked for their turn.

Staff I have dealt with at the education library have been excellent helping me locate materials.

The overdue fines are a bit harsh. Perhaps there's a better system of penalties for late returns.

Xeroxing costs too much. Acquiring access to UBC catalogue from home is complex.

Generally are very good collection. Improvements mostly on the service end – re-shelving and photocopying that works consistently. I also have gone to SFU for many years and their shelving and photocopying is better. UBC could learn from SFU.

It's too noisy and disruptive at David Lam. It's not the library staff's fault for they have made efforts to kindly inform the unruly people that the area is for study only. We'd appreciate it if staff would do something about chatter at certain tables.

There should be a simpler way to find resources than that new catalogue system.

For the program I am in, reference material is necessary, and because of lack of funding, new material is severely lacking. The library needs a broader collection and more work stations. I like the work stations and individual study areas.

Thank you for the help. I appreciate being able to ask someone. I'll need more as I get busier and more academically involved.

As a student in the education department it would be extremely beneficial, especially in the Scarfe library, to have more areas for group and individual study. Unfortunately students from other departments use the education library.

The Walter Koerner library is the best.

Please fix those photocopiers and offer hole punchers and staplers.

It would be nice if the weekend hours especially Sunday were expanded as well as hours of Main and Koerner extended to midnight. This would be especially useful from midterm time till after finals.

I find the campus overwhelming compared to McGill University where I finished my education.

I do not use the Main libraries enough to comment on them. I use L.E.R.C. which is wonderful but noisy.

There needs to be more attention paid to re-shelving, especially in the Main library. I find tons of books that are marked available online, but are not on the shelves. I've used the library for the past 6 years and find this the biggest problem.

Do something about the smell in the Law library bathrooms: all law bathrooms. Fix them up. It's a disgrace.

Basically UBC Library provides good services.

I find working from my computer at home is much easier than lugging my things out to the library, plus cheaper if I need to print something out. I would like to see more full text articles; found some good articles last term, but full text not available.

I wish silent study areas could be truly silent. Lots of people talk loud and long in these areas, especially at David Lam Library.

David Lam Library needs more individual study carrels. All libraries should have couches to sleep on. Koerner Library has a very good studying environment. They should put in new tables/carrels for studying in the main library.

Graduate Students

Staff are good, but need more education in how electronic things are done. There is quite a disparity between the staff who understand the technology and those who simply use it. If you want to have a hi-tech library, the staff must understand it.

There are so many good books that are stolen. Collections of books and journals are not up to date. Students are talking and eating in study areas. Washrooms are damaged by uneducated students.

The web interface of UBC library really breaks down UBC's intended reputation as a top university. If current status of lacking important research journals continues, UBC's research ability will suffer a lot. Library fines are unfairly high.

Photocopy charges are too expensive, but the photocopiers are always jammed, and no one fixes them for days, resulting in long line ups, quality of photocopies is very poor, some librarians are rude and not willing to help when there is only one person at the counter. Items are not always available on the shelves even though the item should be available (according to the computer) because re-shelving is too slow. Not enough people to do re-shelving.

Doing a good job, but really need to find a way to make the holdings of books one of the best in the country. Serious online research can happen anywhere, but a good library will draw the best students to UBC.

Mechanical Engineering books are too old. Not enough in print from new technology. Other than journals, some books are needed to tell the basics of any technology, such as control, materials properties, design handbooks, vibration, design software manual etc.

User fees for photocopy, document delivery are unreasonable for grad students, particularly in education. I am a very savvy computer user, yet it was 2 years before I was aware of proxy servers. This could have saved hours of travel time.

Excellent health science material. Desks and chairs need to be updated and replaced in Woodward library. Experienced some uncourteous attitude from 2 particular circulation staff members in Woodward. Excellent Woodward research staff.

Need better organization of subject areas so it doesn't require visiting 4 libraries to write one term paper. All journals at Koerner are on first floor. This should be implemented at all libraries. Semester loans for grad students would be helpful.

UBC coffee is awful. Architecture periodicals need more space, more periodicals, and definitely some sitting areas beside it.

In some of the questions I only ticked off one because I feel there is lots of space, ample computers, and good copiers. I used document delivery a lot and would like to see some of the charges decreased or have more full text journals available for accessing. I can't stress enough how dissertations are so important to have useable access to for grad students. Thanks.

An excellent library system. Very responsive to needs. More and more people will want to access electronic journals and books. I just finished my comprehensive exams, and twice had to make the journey to the library for resource materials. To be able to access them from home online would have saved hours of time.

Clearer maps and directions in Main library. I was quite frustrated finding my way around there the first few visits.

I really think the emphasis needs to be kept on building our monograph collection in the stacks. We need to acquire more books, properly bind and cover those acquired, and still pursue the acquisition of some older and out of print books.

Do something with the Main library. It is small, smells very bad, and once you get in, it is hard to find an exit.

Open long hours on weekends and holidays, like 9am to 11pm. Buy more books newly published in each field. Train staff consistently in electronic searches. Increase work studies so books are shelved promptly. Fix the glitch that fails to "remember" that books have been checked in (returned). More journals.

On the whole, I think the libraries and their staff provide good to excellent service. More reliable and cheaper photocopiers, please, and more of them. I use journal articles extensively and the most practical way of using them for study is to make a photocopy. I use the "infogate" catalogue far more than the new system, which I find slow and cumbersome.

Hire a graphic designer to make the web service as easy to read and use as the telnet version.

On the whole, I feel satisfied with UBC library, but I wonder if you could collect more electronic books and journals in original texts in ERIC, and more space for study should be available in Koerner library.

In spite of financial strains, UBC library provides excellent service. Reference staff needs to smile more.

The staff at UBC are extremely helpful, friendly, and knowledgeable. I use the interlibrary loan department frequently. It is efficient and the staff working there are great. I would like to thank them.

Focus must remain on expanding book and journal collections, both print and electronic. More help needed to assist student with electronic resources and searching them.

Biomedical Branch is the only branch I use. The staff are excellent, collections pretty good, but the physical plant is offensive. The computers and copiers are fine, but the study locations stink.

Generally services have been adequate, but longer hours are important for part time students. Having knowledgeable staff is very important. They need to be on all shifts to accommodate part time students. More psychology and behaviour journals.

Overall I'm happy with UBC library. My only frequent concern is that there are often more recent editions of books I'm interested in general collection rather than course texts. Staff are friendly and helpful on a consistent basis.

My biggest problem is finding material which the computer records as being available, but is not. I have requested several unsuccessful traces. This is especially a problem with long series of books, which are inconsistently catalogued in the system. The Early English Text Society series (200+ volumes) is really messed up. There also needs to be a simple way to be notified when a request (hold etc.) has been fulfilled. Don't accelerate computer stuff at the expense of more materials falling through the cracks!

Just a comment about more computer work stations. You need to increase black and white printers as well. Also, Woodward library is gross and dirty in the stairwells. Dust balls look decades old. It's like a dust mite factory.

Is it possible to make older journal articles available electronically, like 1960 through 1995?

UBC's library resources are very impressive, but the library system itself leaves things to be desired. Priority should be given to improving the level of service and dissemination of information regarding what information is available, where, and how to access it. Key in this process is staff training and morale. It is not a question of more staff, rather better staff. (They need a higher knowledge/awareness level and need to be passionate about

their jobs!) It is this weakness which sets UBC far behind other libraries at other Canadian universities.

Books are often not locatable even though they are noted as available. I often find books close to where they are supposed to be shelved, but not in the correct locations. This is very frustrating. Thank you for surveying library users.

It is unfortunate and frustrating when UBC libraries are found to cut collections of journals and books. UBC appears to be falling behind. We used to have one of the best libraries in North America. Also overdue fines are extremely high.

There are four areas that deserve improvement. I hate to go to the Main library and look for books, journals, etc. It is because the book/shelves are overcrowded, not enough space available for walking between rows to look for books. It needs to be re-designed. I am in favour of having these collected and bound and kept in the library, in a hard copy format not microfiche. The latter is difficult to use! Weekend hours should be extended. Treat Canadian, landed immigrant, international students identically/similarly. I feel I do not belong to UBC. Why?

Great that you're asking us.

Thank you for your work.

You have a wealth of information. Good work.

The UBC library I use the most is Math library. I would like that more working space could be available at the Math library.

One should be able to bring in coffee inside if it is sealed.

The carrels in the Asian studies library are too dark and too cold. Can something be done for lighting and heat control?

Should try to get recent books in a short time. Materials, especially journals and books from developing countries, should be increased.

Of the popular materials, there are not enough copies available. Many math titles are missing. Please spend some money on books and better security for the books. People obviously spent a lot of time and money on the current Web pages/interface for the catalogue. But they didn't do a rigorous user test involving real users with feedback and videotaping of their usage. I deal with computers daily and I am so frustrated by the amount of time and effort required to find materials, reserve books, etc. The other day I did a search on two books that I took out and had in my possession. The call numbers of both, and the authors of one, weren't even listed.

I like going to the UBC libraries very much. I fervently wish I could look up materials on my home or office computer and then go to the library to get the materials, if they are books, or look at them if they are articles. Too often, the books are not on the shelf. It's better with articles, but the article indices could use some work. Some articles are very hard to track down electronically.

Koerner library is beautiful.

Bathrooms are in a shocking state. Individual study space minute. Lighting in evenings is bad. Reserve room small, no study space, noisy, close to check out counter, computer search is useless.

You charge too much for photocopies, even with the card. In the last 6 months, I have paid over 100 dollars for copies, but if I could take the journals down to the village and pay less than half of that, I would. I am a poor student paying my own way. The savings in photocopy fees would be better spent to feed my daughter or buy my medication.

I am quite happy about the overall service.

Please continue to purchase journals.

I'm very satisfied with the services from library staff.

Book collection is incomplete. Facing serious problems. Proceedings of the conferences not related or organized by IEEE are rare. IEL is quite a nice information resource. Please keep the subscription and get a multi-user license.

I mainly use David Lam and Koerner libraries. Staff and service provided at David Lam is very good. People are knowledgeable, courteous, and we don't wait too long. On the other side, service at Koerner is very poor. People are not friendly, waiting time is long, and their knowledge is questionable. Self serve station would be useful if they could work (they seem very sensitive for the barcode scanning and rarely work).

The main difficulty with the online catalogue is with the article searches. Three years ago, it was much easier to find appropriate articles and narrow down the search. Now it seems much easier to sit in the current journals and look through them by hand in the library. The silver platter has become too big or too unfriendly to search by keywords.

Just that I am beginning courses and research and that my library needs and familiarity with the library will, most likely, change over the next few months.

Maintain human resources, you have an excellent staff. Adopt a no cell phones policy. I love the Main library.

Thanks for everything.

Students need a place to socialize and rest. Sedgewick cafeteria and downstairs couches and beds once provided what is now much needed. First year students feel disconnected and all students need a place to nap.

The Koerner library is great. However, there needs to be more enforcement of eating, quiet study, cell phone use, high volume walkmans, etc. Noise reduction and security as well. There is little presence of staff and therefore awkward and personal when asking people to quiet down. This pushes me out of the library. There also needs to be more affordable photocopying in the library.

Most library staff are extremely good at their job. They are friendly, patient, and happy to help you at any time. But there are some staff who are not the same. Perhaps random checks by people unknown to the library staff, posing as a student, public etc. would ensure staff are always pleasant. Reduce library fines or extend loan period to the whole semester unless recalled. Group all journals by alphabetical order in one building – doing research has me all over campus and it's frustrating.

There is always something to improve in the eyes of a particular user. Overall you guys are doing a great job.

Get rid of the Main library stacks. It's so depressing. I can't wait until the library moves out of that building. The stacks are awful.

Like the windows and space in Koerner. Lovely and very important for health and a good study atmosphere. Also kudos to staff who have always been helpful and courteous in my experience. Thanks for asking.

Staff are very helpful but usually very busy. I would really like to know more about doing complete searches for references on Internet/UBC.

I am really disappointed with the new computer system that was implemented. Several books which I know exist in your collection (for having used them previous to the switch) are no longer catalogued! I have put searches on them and none have turned up. Some were very valuable and out of print. I think whoever sold you the system was not terribly competent.

More Library computer workstations in Asian Library.

Does Main Library really meet fire code (or earthquake safety parameters for that matter?).

Since changes in technology are so rapid, it is important to have skilled staff to guide students and save them valuable time accessing resources, whether electronically or in print. Resource sharing is a valuable commodity, important particularly if collections are to be reduced (as they seem to be).

I like the inter-library access. I can do a literature search from home, ask for the journal to be copied and pick it up in less than (usually) 48 hour turn around. I wish those articles could just show up on my computer or be e-mailed but that's the future. The staff "over the phone" have been really helpful for those of us who don't go to the libraries due to location of where we live and work. I actually over the years have been impressed with how the libraries have been so user friendly "on-line" – keep up the good work!

It is sad to see that the library is set up to serve the needs of those with the latest and most expensive computer equipment. A person who walked in off the street would be lost. The on-line services change frequently and there is not enough help in learning to use them. The staff don't have enough time and the group tours etc. are too big. Some courses are set up only to serve those with expensive new computers and the latest software. The library needs more staff, journals, books. What does a person like me who can only afford a 486 computer do?

Keep up the good work! I look forward to changes too!

Good. Keep on.

I find your staff helpful and friendly, particularly the librarian responsible for the Department of Mechanical Engineering, Joy Kirchner. Her tutorials at the beginning of the year helped me a lot when I arrived at UBC.

Some resources are scarce but librarians are wonderful!

Despite the anxiety of trying to meet goals of the so called "Information Age", the UBC Library's priority should be placed on maintaining a comprehensive and easily accessible collection of printed books and journals. Expenditures on electronics should be focussed on providing infrastructure (networks) rather than hardware (terminals, printers, etc.)

The doors from the staircase to the collections/study spaces on Floors 4-6 in Koerner Library are very loud when they open/close; therefore, because they are so disturbing if I am trying to study, I do not study in Koerner. This is unfortunate that the noise from the doors "clicking" open and closed is so disturbing because these are great study spaces otherwise. Also, Woodward library is always such a sauna – it's unbearable to spend even 10 minutes in there (especially on the second and third floors)!

Is the fine system there to make money, or as a deterrent? To balance the high late fees, (automated) e-mail notification should be sent out before the loan period runs out!

Photocopiers should be double-sided. The process of getting a library card seemed very quick and efficient!

About computers, do not let the people use it for e-mail and we will have a good service. Make a difference for Ph.D. student about length of loan.

Please open Asian Library on Sundays.

It's a good library.

It would be nice to get more site licenses for more scientific journals. That way, we can print the colored version straight in our printers. Beats photocopiers (black/white). Also, I haven't tried, but I think it would be convenient too if I can access Ejournals from home PC.

For fast moving subject such as computer science, sell out old books and use the money to buy new books.

That would be great to have a place for drinking coffee and some "energy provider" in the library, even on weekends and late evenings. At least for the coffee, it can be a machine that works all the time.

Thank you!

Main Library is just the worst place to be - narrow aisles and no ventilation!

The staff at David Lam are courteous and extremely helpful. They are well trained and eager to help out.

More journals. Cheaper photocopies. Get rid of smokers in front of Koerner's.

Thanks. You guys have been great over the years.

The fine arts reference librarians are excellent and courteous, whereas the Koerner librarians at the lower level are condescending and curt.

Main problem is that the most useful books and text books are rarely available.

Thank you for all your support throughout my years at UBC.

More attention needs to be directed towards book acquisition and maintenance of such in proper order on the shelves. Photocopy quality is dreadful and expensive at that.

I think fines for late returns are too high.

How do you enter the draw for completing the survey? These questionnaires do not have an identity to notify a winner. It would be nice to put a phone number for people to call with questions.

I think that one of the major problems is that students are not aware of all the services offered by the UBC library system.

I think that you missed a main reason to visit the library. To copy materials that cannot be taken out, especially journal articles. I checked use "library materials in library" on page 1 but this is what more than 90% of my library visits are for.

Aesthetics. The new Koerner library is lovely. A vast improvement over the Main library.

Parking, parking, parking.

The staff in the Main library, Science and Engineering section do a great job.

I have tried three times now to change my address with the library. Each time it appears someone inputs a change, however, this survey went to the wrong address again. A previous recall notice went to the wrong address too! What does it take to get the correct address input?

I feel services at UBC Library are fine (Question 16). As far as actual library resources my experience as a humanities student tells me - UBC Library is pretty second rate. If I'm caught out for the one copy of that seminal text, I usually go elsewhere.

Recently I needed an article from the 1998 Journal of Neuroscience. This is the most important journal in neuroscience. I couldn't find it in the library. When I asked where it was, I was told it had gone to the bindery for 5 to 6 weeks. This cannot happen. I think that Woodward Library needs to be cleaner.

Thanks for all the wonderful help I've received from all library employees in the past!

The manner in which the collections are organized makes it difficult to locate materials. It would be much easier if all the journals were in one place, with alphabetized titles, and the books and other materials according to standard Library of Congress system. At Woodward and Main Libraries, sometimes the sequence stops and resumes on another part of the room – very frustrating. There should be signs up when this is unavoidable.

I am very satisfied, and keep up the good work.

Woodward, the library I use most, is an outdated, stuffy building - I'm glad I have my own office to work in. Why not have journals in their own section, arranged alphabetically? Storing them by call number in the middle of all the books is inconvenient and time consuming. Try to increase number of concurrent users of the on-line science citation index – please!

I find it difficult to use, even with orientations which move along VERY QUICKLY. Using the library is a very time-consuming process and disappointing after hours of searching, only to find materials are out!

To improve conservation of paper resources, I suggest more photocopiers with double-sided photocopy option and discounts for double-sided photocopying (if possible).

Coming back to Canada after an undergraduate degree at a U.S. state university, I was shocked and saddened by the conditions and services of the UBC libraries. Particularly the Biomedical library, where I do most of my work. UBC needs to look to other universities to see what works and what doesn't. Organization is the greatest problem in most UBC libraries and does not take lots of money to change. Put all back issue journals together in alphabetical order in one place in each library – don't make people spend their valuable time searching for the location of these journals. After 3-4 years at UBC I may be able to find journals as easily as I did my first week at many US schools – this is unacceptable.

As a graduate student, I would find term loans very useful. Also, because the kinds of books I use tend to be in demand, it would be great if it were possible to find some way to link up with other users so that we can avoid "recall wars", finding a way to share material. But that is probably an unrealistic dream.

Photocopying is expensive. It should be possible to double side copy and cut down on paper use. It is frustrating to neither be able to borrow journals nor make notes onto disc in the library without a laptop. Building (Koerner) is great. Small group subject tours would be useful – particularly as an induction programme for new grad students.

We don't need to add "Electronic Journals" but we need as much access as possible to full text of journals in electronic form. The science citation index as the Web of Science is extremely useful and far too often unavailable due to too many users.

We need a shuttle service from location to location :). (A joke - hee, hee - can disregard if you want).

Need to improve online article indexes and searches. Better search engines for specific fields.

Copiers are often jammed or out of paper. It's rather annoying and I don't usually want to go find a library staff person to fix it. I'd rather use another copier. Couldn't staff periodically check the copiers?

The bound journals and books should be kept separate, at least at Woodward. Right now the journals are difficult to find, especially if you don't have the call number. If all journals were kept in one section, than the user could browse through several different journals rather than have to be searching through the aisles. This is how it's done in other libraries I've used.

In general, I am very satisfied with the services provided. Disturbing trend of journal cancellation starting to happen, however, could be supplemented by e-journals where available. More info needed on how to use ejournals.

I only started at UBC in September and my school, Audiology and Speech Services, has a reading room with all the books and journals we have needed so far. So I haven't been to the libraries enough to judge the services there. I definitely expect to make more visits in the future.

Need more books and journals. Tired of looking up reference and finding that almost none are at UBC, or there's only one copy. I waited over 3 weeks this summer for one copy of a book which was signed out. During the summer especially, hours are woefully inadequate, especially for students who are working and need access on Sundays. Thanks.

Continue to cull unused and outdated materials. Focus on current leading discussions in major fields.

I am very satisfied with the collections of journals. Overall, the library service is excellent, and especially the librarians and staff are very helpful and sincere. The only thing I feel disappointed in is that many good books are stolen from the library. Please consider improvement in security and replace stolen items and update database.

Main library is awful. It is dusty, which aggravates allergies, claustrophobic, and unsafe, being hard to vacate in case of emergency.

So far so good. I use the services a lot and for the most part am pleased. Although I've experienced moments of technical frustration, due to my lack of knowledge, the library staff has been very helpful.

Good luck.

I think the UBC library has improved over the last several years. I congratulate you on the achievements made by the continued and dedicated efforts by the staff. There are many areas to be improved, since UBC is trying to be a true "world class" research and educational institution in the 21st century. Thanks.

How about e-mail reminders a day before the books are due, rather than a day afterwards, saying you are being fined?

The photocopiers in the library should be cheaper. The library charges almost twice what the AMS does at copyright. But because the materials that students are most likely to photocopy cannot be removed from the library, students are forced to pay the Library's high photocopy rates.

I think that taking the staff and most of the books out of Main library was a mistake. I can never find anything at Koerner library. It's so purposeful. You go in, find your text, go out. Main was good for exploring outside the subject.

Fines are too steep too quickly. Perhaps have a staggered rate. Low for the first few days, for oversight, and increasing as time goes on.

Please don't stop subscribing to journals.

There should be a maximum to the cost of library fines, like 25 to 50 dollars.

Signs in stacks of Woodward library are very difficult to read. Suggest changing to new format like new library.

The music library is in dire need of more computers. Both for library access, and especially word processing. More hookups are also required for laptop computers.

The biggest problem I face is the vast number of users. Materials are not on the shelves when I need them, the computer system is slow and response times are too long. Library staff is helpful and knowledgeable.

I cannot stress strongly enough my belief that the library is the heart, soul, and mind of a university. I would strongly support large budgetary increases, even if it is at the expense of the UBC holy grail of structural development.

When ordering documents/articles we shouldn't have to re-enter vital information every single time since you already know who we are. Facilities themselves should not be a huge priority. Money should be spent on resources and not infrastructure.

Thank you for putting 'Philosophers Index' online!

Photocopy machines are way too expensive and inefficient at MacMillan Library (forestry). Many students copy from journals and can't copy double sided. The Web search engine for library is very slow, often too busy.

Keep it clean regularly. The most recent journals and periodicals are not available yet. Increase copies of reserve books.

The number one priority is to buy more books.

My comments are based on my experiences with St. Paul's Hospital library basically.

I am frustrated with the Physical Science section (Qi-Qe sections). Books are not re-shelved properly, other books are simply missing. Recent unbound journals are difficult to find (should use the same indexing method - NOT ALPHABETICAL!).

I think the library staff have done well under difficult financial cuts. However, the university administration needs to realize that more cuts will cripple the library system. Once that is lost, so is the university.

It is unfortunate that interlibrary loans take so long. What drives me up the wall sometimes is running the gauntlet of photocopiers that are not in service for many reasons. All in all, I enjoy UBC libraries.

Better signs about how to read where call numbers are on a floor. You mention on signs that A-Qu is on the second floor and that Qu is on the third. On the second floor, it would help if you had a floor plan or map of where each letter is.

I received this questionnaire on Dec.7th, 1999!

Instruction of first-year Biology 120 students on library resources needs to be brought up to date and generally improved.

Recent books and journal collections about multiple sclerosis, which is a strong field of UBC research, are surprisingly limited. At least one of the libraries should be open from 8am to 11pm, seven days a week.

Yes, they need more staff.

The library is a great resource center, however, I wish to see it going more towards electronic development in the future, since this appears to be the most user friendly way of the future, especially that is not available otherwise.

Compared to many other school libraries, UBC is definitely top. But with current education funds being cut back, it would be a shame to use money for purpose such as an eating and social area. I would think that money could be better used to maintain current library conditions or perhaps upgrading to a few new books and journals.

My course at UBC is a 3 year master's course called, "Portraits of Pedagogy". The specific course which I am taking now is called, "Education across Diverse communities". We are focussing on the schools where we teach and reflecting on our practices therein. I am sure that UBC is a wonderful library, but I have not needed to use its resources so far in my Master's program. I am sure that I will be more involved in the system over the three years of this Master's program. Actually, I would like to have a library card. They have not been issued to us, although this is our second course. I have mentioned this but have not heard anything.

Comments of Respondents Who Requested Questionnaires

9b. What so you need for your studies or research that is not available?

Access through interlibrary loan to more books, more "common" books at UBC so I wouldn't need to wait for interlibrary loan to get them, help getting my problem accessing Lexis/ Nexis (see above) sorted out as I can no longer access this from home and is one of the data bases I use most.

The occasional book is not at UBC (or always out!).

Bound journals to be reshelved; larger collection of journals, easier access to electronic journals.

Canadian newspapers on microfilm for many cities, long runs.

Certain journals not held in the UBC collection, print or electronic.

Certain drug information, pharmacy and toxicology references and journals.

Guidelines, manuals.

15. Thinking of your current and future needs, what are the top three priorities you feel UBC Library should address over the next three years when it comes to facilities? Specified other priority.

Better shelving arrangements. I use educational material LB/LC mainly, but this is split between Main, Koerner, and Education libraries in a way which makes no sense, takes a lot of time to run from one to the other, and would be much better in one location, ie. Education library.

Expanded main library.

25. Is there anything else you would like to say about UBC Library?

Interlibrary loan got me the same book twice in one week - one copy from Massachusetts, and one from South Carolina. What a waste of money - it would have been better to buy the book for our own shelves. It was a book UBC library should have anyway, but doesn't. If there's ever any money to upgrade Main - the building is like a poorly designed rabbit warren with abysmal lighting and too little space to move in the stacks. The lighting has never improved in my 13 years of using the building - in some stacks you almost need a flashlight to see what you're looking at. Both Main and Koerner Libraries are always overheated and uncomfortable. Surely they could be more comfortably regulated at a massive savings in heating costs.

Your staff and collections have been invaluable to my time here: THANK YOU! Also, given the importance of your special collection, they should have a decent photocopier.

As a 4th year student, I am increasingly disgusted with the small Political Science collection. While many resources are available electronically, the library's interface does not make finding them easy! Also, nothing beats having a hard copy of a journal/ book on the shelf and in the correct spot.

My research is handicapped by division of collections between Koerner and Main Libraries, and by relegation of materials to storage. Also, web-based catalogue is no improvement, especially when journals are concerned.

My perspective is mainly from St. Paul's Library, which I find to be extremely helpful, well organized, and a generally pleasant environment. This contrasts with Woodward, which always feels cluttered and disorganized - although I appreciate the helpfulness and efforts of the staff at the Woodward location very much.