
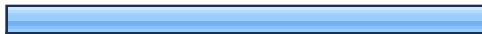





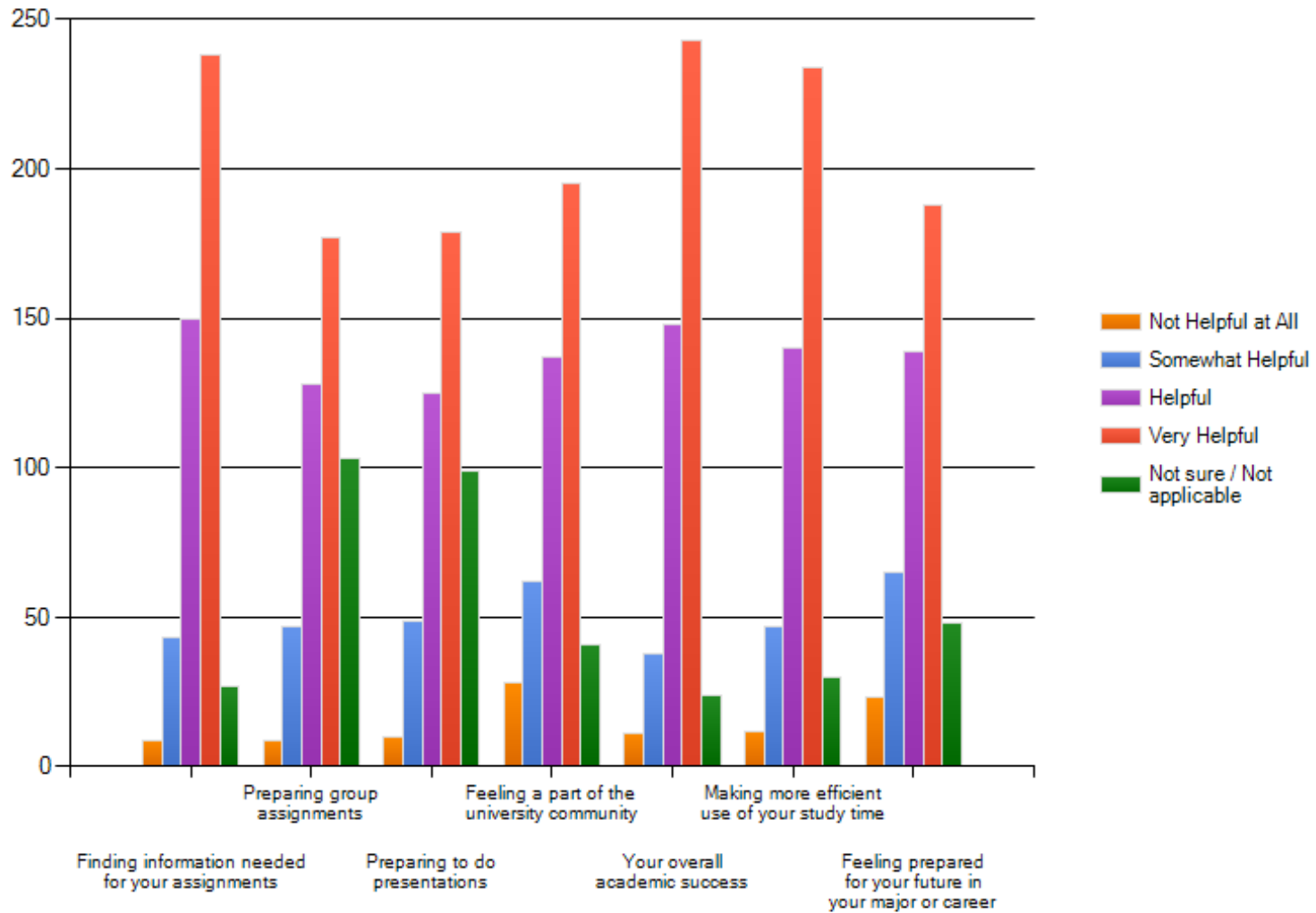
1. How often do you come to the library or use library resources online?

		Response Percent	Response Count
Daily		23.0%	107
<b>Weekly</b>		<b>41.5%</b>	<b>193</b>
Monthly		17.8%	83
Rarely		15.5%	72
Never		2.2%	10
		<b>answered question</b>	<b>465</b>
		<b>skipped question</b>	<b>7</b>

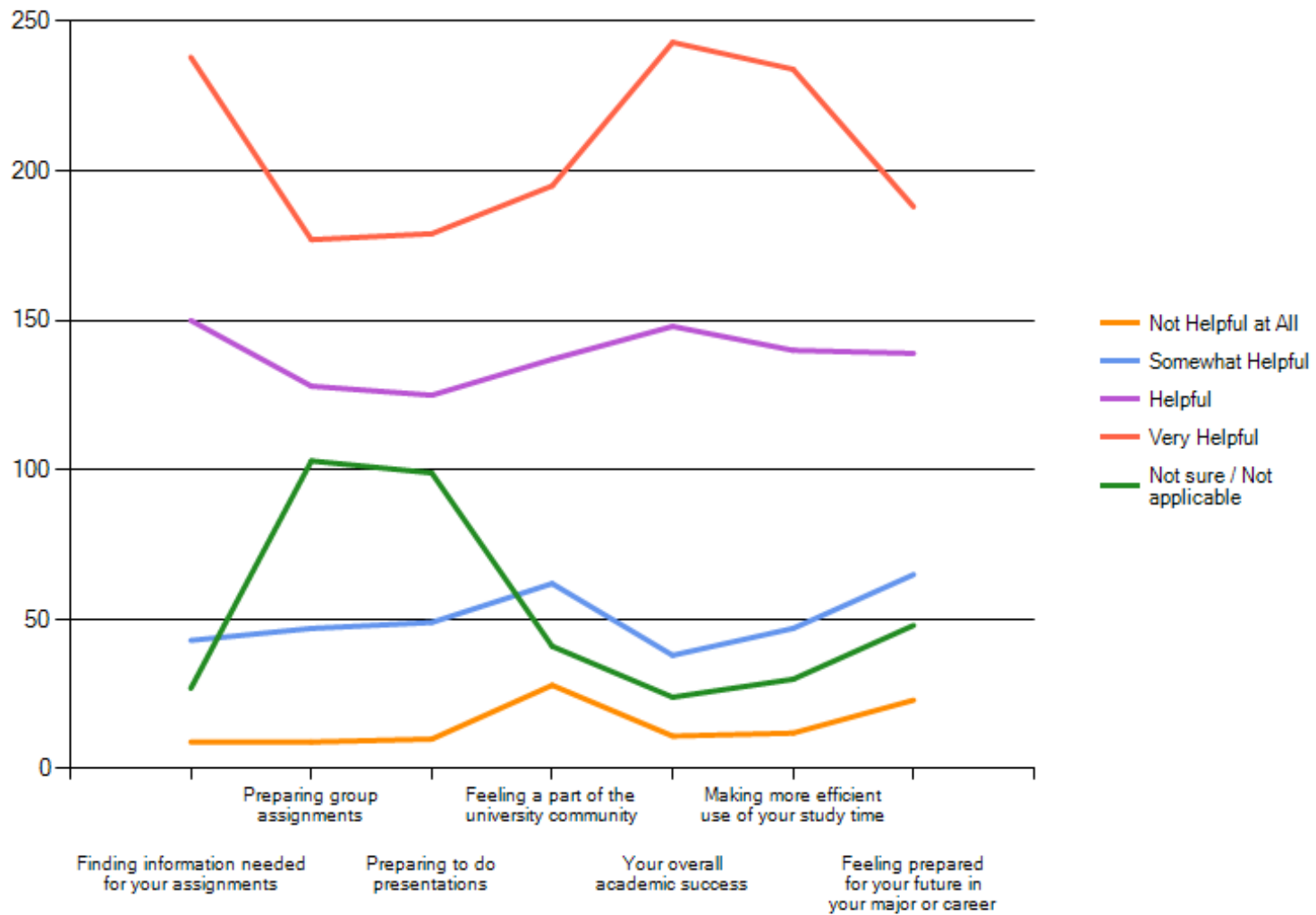
## 2. Please rate the library's contribution to your experiences as noted below.

	Not Helpful at All	Somewhat Helpful	Helpful	Very Helpful	Not sure / Not applicable	Rating Average	Response Count
Finding information needed for your assignments	1.9% (9)	9.2% (43)	32.1% (150)	<b>51.0% (238)</b>	5.8% (27)	3.40	467
Preparing group assignments	1.9% (9)	10.1% (47)	27.6% (128)	<b>38.1% (177)</b>	22.2% (103)	3.31	464
Preparing to do presentations	2.2% (10)	10.6% (49)	27.1% (125)	<b>38.7% (179)</b>	21.4% (99)	3.30	462
Feeling a part of the university community	6.0% (28)	13.4% (62)	29.6% (137)	<b>42.1% (195)</b>	8.9% (41)	3.18	463
Your overall academic success	2.4% (11)	8.2% (38)	31.9% (148)	<b>52.4% (243)</b>	5.2% (24)	3.42	464
Making more efficient use of your study time	2.6% (12)	10.2% (47)	30.2% (140)	<b>50.5% (234)</b>	6.5% (30)	3.38	463
Feeling prepared for your future in your major or career	5.0% (23)	14.0% (65)	30.0% (139)	<b>40.6% (188)</b>	10.4% (48)	3.19	463
<b>answered question</b>							<b>468</b>
<b>skipped question</b>							<b>4</b>

Please rate the library's contribution to your experiences as noted below.



Please rate the library's contribution to your experiences as noted below.



### 3. How satisfied are you with these library resources and services?

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not sure / Not applicable	Rating Average	Response Count
Access to library computers	2.1% (10)	4.7% (22)	5.6% (26)	33.4% (156)	<b>48.8% (228)</b>	5.4% (25)	4.29	467
Books, journals, and databases (electronic)	1.7% (8)	2.2% (10)	5.6% (26)	35.6% (165)	<b>49.4% (229)</b>	5.6% (26)	4.36	464
Books and journals (print)	1.7% (8)	1.9% (9)	10.4% (48)	32.4% (150)	<b>39.7% (184)</b>	13.8% (64)	4.24	463
Delivery from other libraries / Interlibrary loan	0.6% (3)	2.4% (11)	11.3% (52)	24.0% (111)	28.6% (132)	<b>33.1% (153)</b>	4.16	462
Help citing sources (APA, MLA, etc.)	2.2% (10)	2.8% (13)	7.1% (33)	28.2% (131)	<b>45.9% (213)</b>	13.8% (64)	4.31	464
Librarians talking to my class	1.9% (9)	2.6% (12)	11.4% (53)	22.4% (104)	<b>34.8% (162)</b>	26.9% (125)	4.17	465
Research guides on library web site	2.2% (10)	2.2% (10)	9.3% (43)	31.3% (145)	<b>42.1% (195)</b>	13.0% (60)	4.25	463
Study spaces for groups	2.8% (13)	5.4% (25)	9.9% (46)	28.9% (134)	<b>38.8% (180)</b>	14.2% (66)	4.11	464
Study spaces for individuals	4.3% (20)	7.3% (34)	8.9% (41)	28.9% (134)	<b>41.5% (192)</b>	9.1% (42)	4.05	463
Videos (DVD/Online)	0.9% (4)	2.8% (13)	13.6% (63)	21.0% (97)	24.9% (115)	<b>36.8% (170)</b>	4.05	462

Did we miss anything? Do you have comments on specific resources or services? (please specify)

73

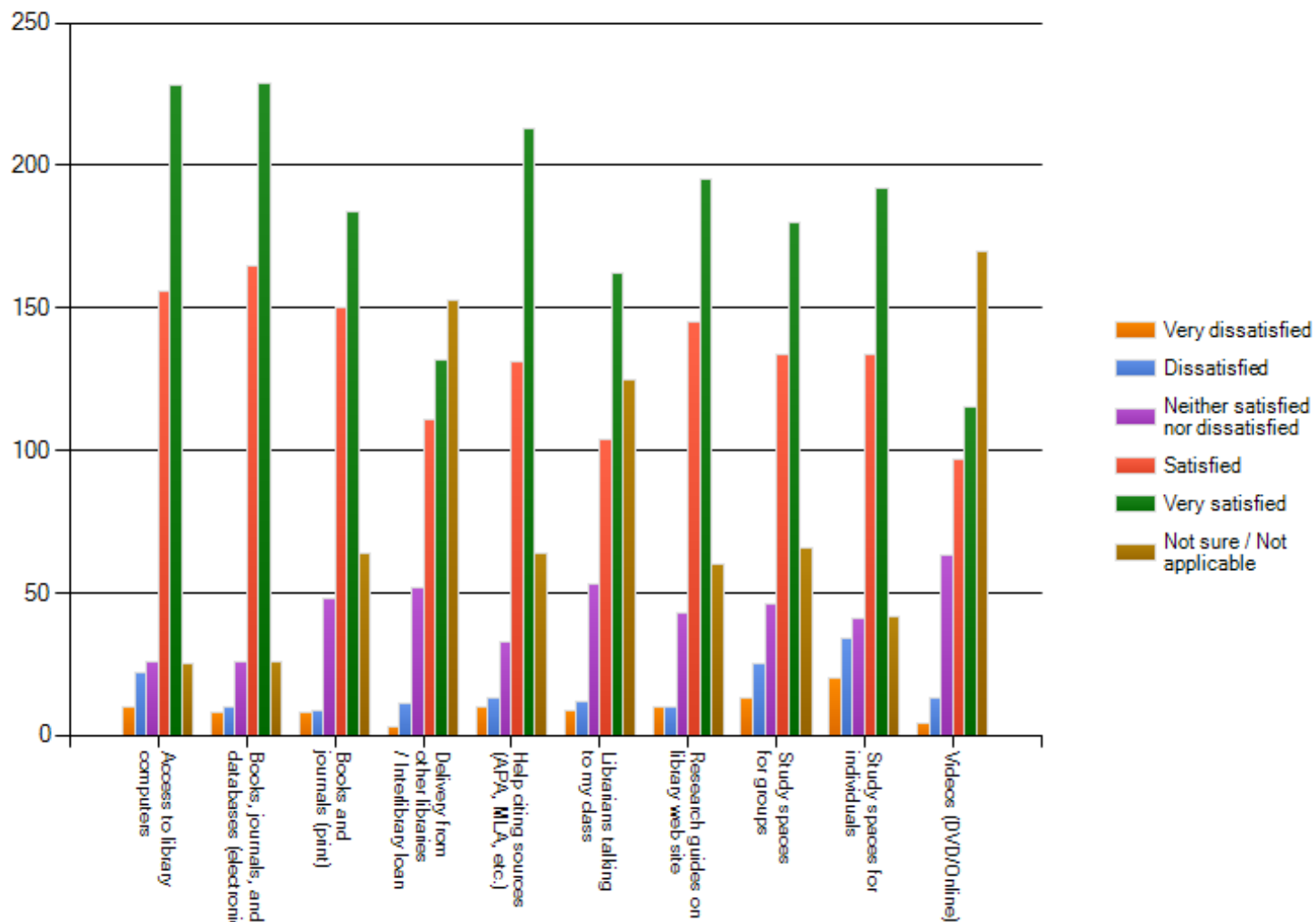
**answered question**

**468**

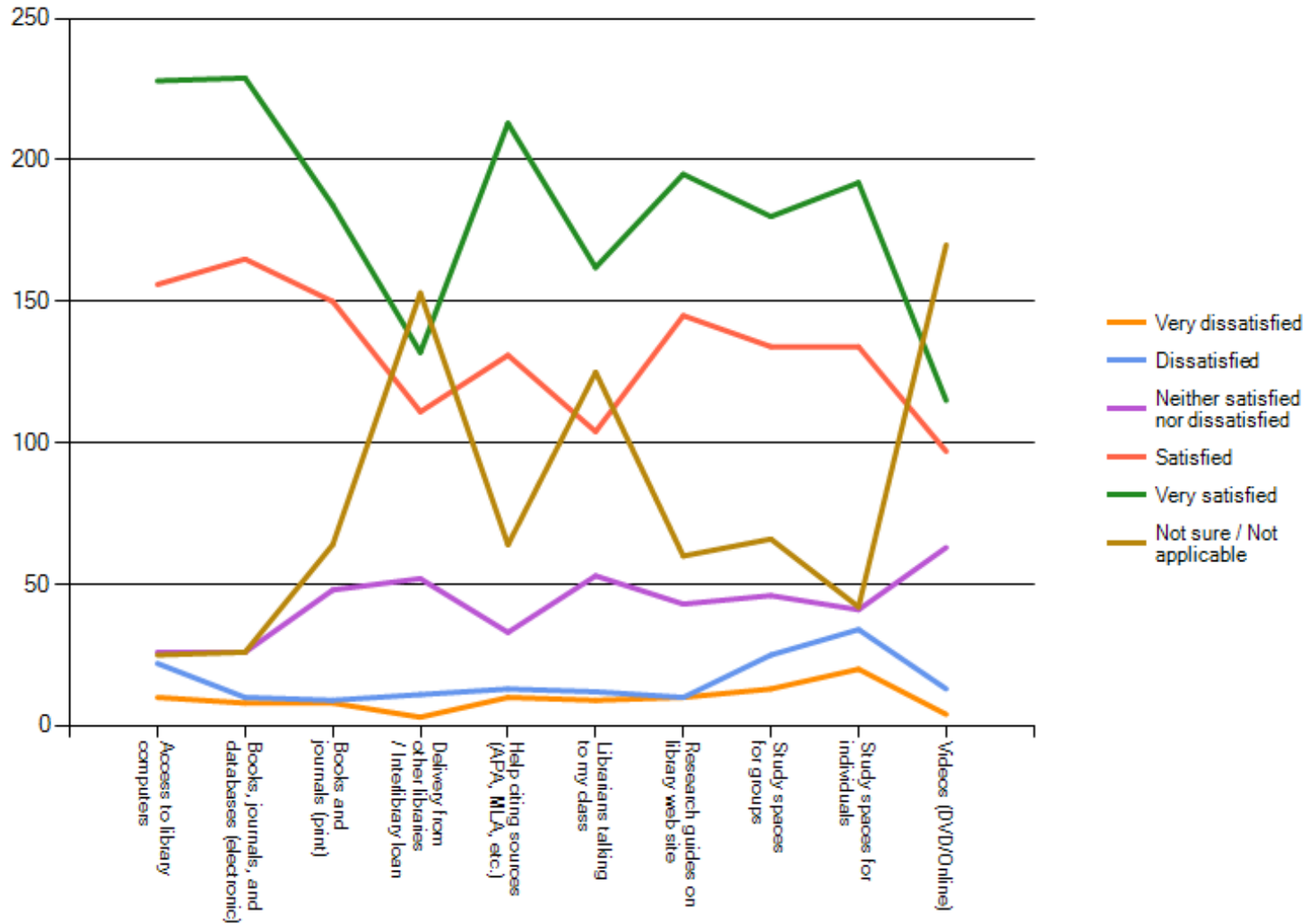
**skipped question**

**4**

### How satisfied are you with these library resources and services?



### How satisfied are you with these library resources and services?



#### 4. How important are these library resources and services for your class assignments?

	Not Important At All	Somewhat Important	Important	Very Important	Not sure / Not applicable	Rating Average	Response Count
Access to library computers	1.5% (7)	4.3% (20)	15.9% (74)	<b>73.3% (341)</b>	4.9% (23)	3.69	465
Books, journals, and databases (electronic)	1.5% (7)	4.3% (20)	19.4% (90)	<b>71.5% (331)</b>	3.2% (15)	3.66	463
Books and journals (print)	2.6% (12)	7.8% (36)	26.0% (120)	<b>58.9% (272)</b>	4.8% (22)	3.48	462
Delivery from other libraries / Interlibrary loan	5.2% (24)	12.3% (57)	22.2% (103)	<b>44.1% (204)</b>	16.2% (75)	3.26	463
Help citing sources (APA, MLA, etc.)	2.8% (13)	3.9% (18)	20.8% (96)	<b>66.9% (309)</b>	5.6% (26)	3.61	462
Librarians talking to my class	8.7% (40)	12.2% (56)	20.9% (96)	<b>41.1% (189)</b>	17.2% (79)	3.14	460
Research guides on library web site	2.8% (13)	6.1% (28)	28.6% (132)	<b>56.4% (260)</b>	6.1% (28)	3.48	461
Study spaces for groups	2.4% (11)	5.2% (24)	22.4% (103)	<b>60.7% (279)</b>	9.3% (43)	3.56	460
Study spaces for individuals	1.5% (7)	4.1% (19)	17.6% (81)	<b>69.3% (318)</b>	7.4% (34)	3.67	459
Videos (DVD/Online)	7.5% (34)	9.5% (43)	24.4% (110)	<b>37.5% (169)</b>	21.1% (95)	3.16	451

Did we miss anything? Do you have comments on specific resources or services? (please specify)

34

**answered question**

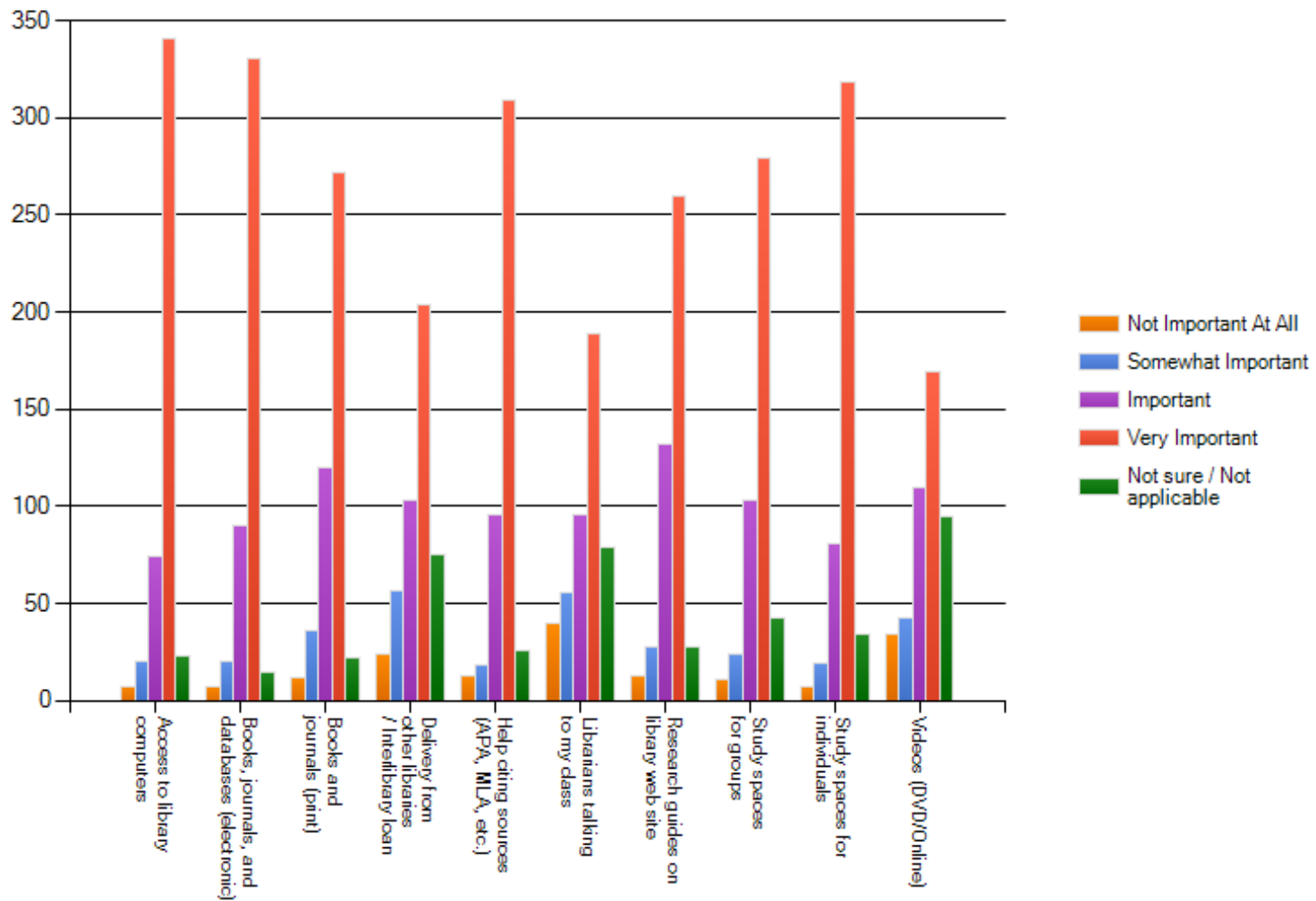
**466**

**skipped question**

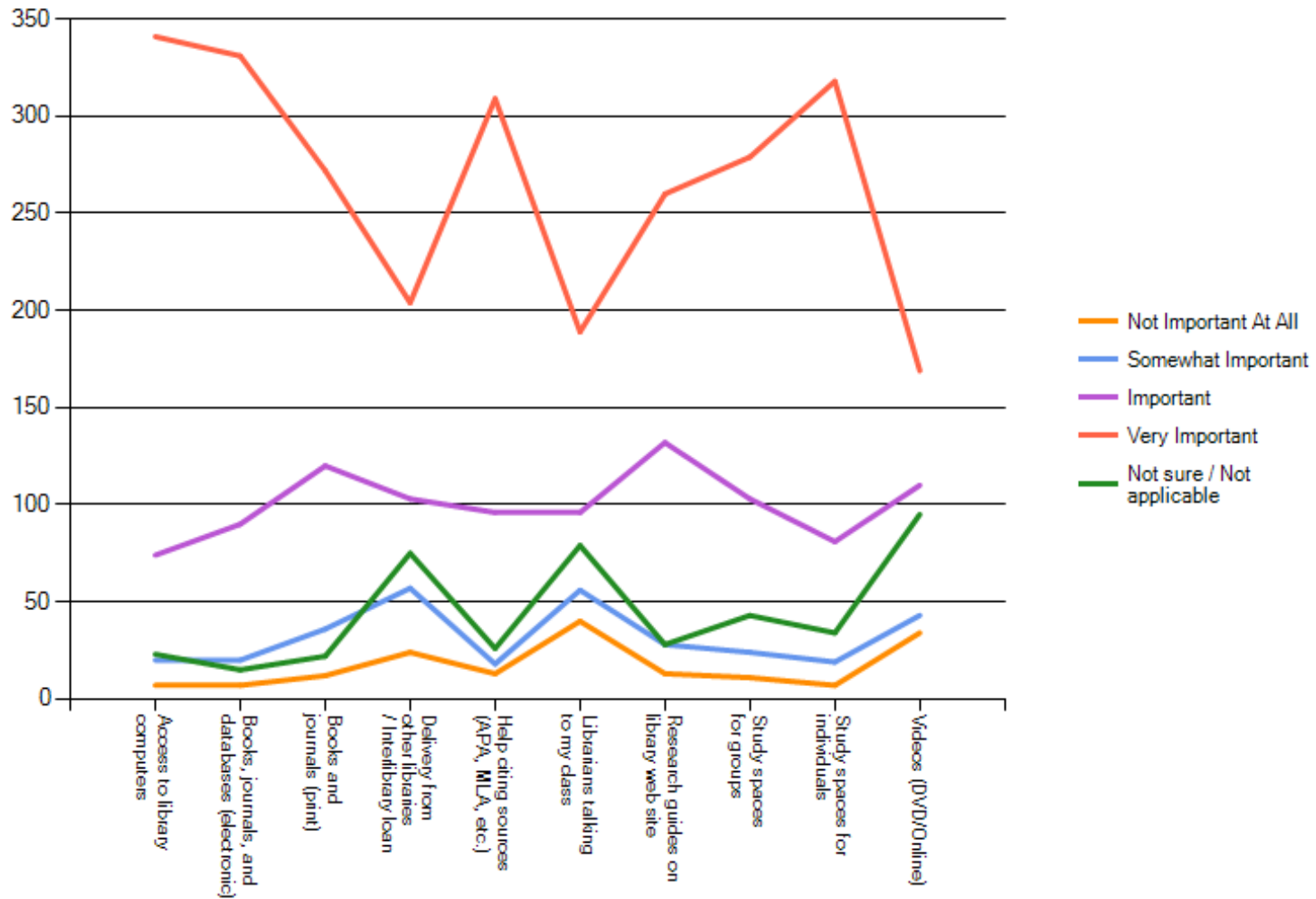
**6**








### How important are these library resources and services for your class assignments?



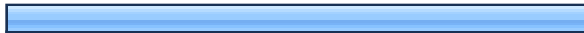



### How important are these library resources and services for your class assignments?








## 5. How often are library staff helpful to you?

		Response Percent	Response Count
All the time		45.0%	209
Most of the time		34.5%	160
Rarely		8.4%	39
Never		2.2%	10
Not applicable		9.9%	46
	Please comment:		71
<b>answered question</b>			<b>464</b>
<b>skipped question</b>			<b>8</b>

## 6. How would you rate your overall experience with the UHD library?

		Response Percent	Response Count
Excellent		50.4%	234
Good		39.0%	181
Fair		7.8%	36
Poor		2.8%	13
<b>answered question</b>			<b>464</b>
<b>skipped question</b>			<b>8</b>







## 7. What is your classification?

		Response Percent	Response Count
Freshman		18.4%	85
Sophomore		14.9%	69
Junior		29.8%	138
<b>Senior</b>		<b>33.0%</b>	<b>153</b>
Graduate student		3.9%	18
<b>answered question</b>			<b>463</b>
<b>skipped question</b>			<b>9</b>

## 8. What is your college or area of study?

		Response Percent	Response Count
College of Business (FACIS, MMBA)		22.7%	103
<b>College of Humanities and Social Sciences (Arts &amp; Humanities, English, Social Sciences)</b>		<b>35.7%</b>	<b>162</b>
College of Public Service (Criminal Justice, Education, Security Management)		13.9%	63
College of Science and Technology (CMS, Engineering, Natural Sciences)		20.3%	92
University College		4.2%	19
I don't know		3.3%	15
		Other (please specify)	18
		<b>answered question</b>	<b>454</b>
		<b>skipped question</b>	<b>18</b>

## 9. Which of the following best describes you?

		Response Percent	Response Count
I attend most of my classes at the UHD campus in downtown Houston.		89.3%	416
I attend most of my classes at Atascocita.		0.2%	1
I attend most of my classes at Cy-Fair.		0.6%	3
I attend most of my classes at Kingwood.		0.9%	4
I attend most of my classes at University Park (UHD-Northwest).		1.5%	7
I take most of my classes online.		7.5%	35
		<b>answered question</b>	<b>466</b>
		<b>skipped question</b>	<b>6</b>

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

**Question 3. How satisfied are you with these library resources and services? Did we miss anything? Do you have comments on specific resources or services? (please specify)**

The librarians on duty on the 4th floor need to connect with students. They bury their noses in their computers and ignore students. If you happen to ask for help, they seem irritated. They truly do need to have some training on connectedness with students, or at the very least, customer service training.

I find it extremely frustrating that better attention isn't paid when policing noise in the library's computer lab. Students are much too social, talkative, and overall distracting.

yes,there needs to be better organization for books and/or material put on hold by professors for students. First, the material needs to be available. Second, it needs to be the right material. I needed to make copies of some material a professor had on hold only to realize half way through making copies it was the WRONG book. The individual working at the time said I couldn't get my money back. So, needless to say I drove all the way from Pearland (loss of gas) to make copies of something that was wrong. There needs to be some kind of cross checking system to assure that all material that students will be checking out is updated and correct. So I put dissatisfied under books and journals.

I am taking classes online and have found searching for journals & periodicals to be very cumbersome on the site. For instance, to locate recommended journals for a gender communications course, I found it easier to search for the journal in Google in order to locate the publisher of the journal to find the database named for the publisher within the research guide in the online library site. It is impossible to find a periodical in the databases provided by just searching for the periodical/journal's name. With the time I lost flailing around searching for any of the periodicals recommended by the instructor, I nearly could have driven my 75-miles-one-way trip to campus to go to the library in person. Sadly, dealing with Houston traffic might have been less frustrating.

overall is good

Everything is great! All the staff is always very helpful

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

When librarians talk to first time students to UHD ,they need to consider all do not know how to use library and take a little more time to explain functions on how to access material needed. Front desk is much more useful and not in a hurry, they take time to make sure student understand things more.

I did not know about the DVDs Online.

The library is just small and not nearly as modern as the main campuses library. I realize there is a limited amount of space but more area for studying quietly would be nice. Also the hours could be expanded to open at 6am seeing as many students arrive early to campus in an effort to beat the traffic.

About study places for individuals. They are adequate for Dykes. Some students prefer to study in other places on campus.

The individual study space on the 5th floor main building library need improvement. I don't really car for sitting in a stain/soiled chair. Additionally when I study in groups I find it hard to access the common study rooms on the 4th floor. They are always occupied.

Scanners in the library

Easily Accessible for coomputer usage

There are too few study rooms, and they should be noise reducing to not hear other people in other rooms

Having a librarian talk to the class about the resources offer is wonderful!

Everything was covered.

i really do appreciate laura she is an extreme professional and has the passion for what she does

more computers on 4th floor and maybe more books

I did not have to do much research this semester, but I can already tell that the library is very well equipped for that. I am grateful that the library opens at 7:00 a.m. It helps me prepare for my day at school.

I only take Saturday classes, and never have had a Librarian come to my class - which I actually think is a disservice.



**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

you need more study rooms and computers. or at least block all social media sites like facebook, youtube, and myspace

Need more study area in library.

It sometimes takes a while to get books from one library to the UHD library.

Research study sessions specific to our major.

We encourage UHD officials and librarians to make emphasis and promulgation of this session so students can benefit from them by truly learning how to navigate the database.

A significant number of students like me do not know how to effectively navigate through UHD database, making research a frustrating and time consuming experience.

I wish the library was open till midnight. I believe it would encourage more student success

A library is a quiet place. I do not believe it is proper that parents are allowed to bring their children into the library. The children are never quiet and sometimes the students are as loud as the small children. I do not have a suggestion on how to handle the problem. I do know it needs to be taken care of.

Please add additional time for alumni visitors to have access to computers, during off peak hours; that does not affect current student access.

I don't understand why there aren't any of the course books available to read in the library. where I used to go to school they had some but not all of the course books readily available in the library

Reading Room open all day must help

the chairs at the study sessions in the 5th floor are very uncomfortable.

And I think the library should bring new books, like from recent years

There is a high frequency buzzing noise coming from the speakers in all the group study rooms, and the personell have failed to solve the problem.

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

I wish there were more independent study rooms (w/o need for access card)

I have often found the computer countertops filthy. Please tell housekeeping to do a better job. Also, I would like to be able after I graduate, to have a free 2 hour parking pass so long as I check out a library book. I want to be able to use the library after I graduate without the worry of a parking metre expiring and possible ticket.

Private individual soundproof carrels.

You sure did. My class was online and I did not need the use of the library! I really believe in cases as such the students should be refunded.

I have taken advantage of the chat feature and I find that very helpful as well.

I Love those videos.

More study rooms,

want to have more conference room

I think that it would be nice to have more study areas for students that want to have computers in the rooms and that the students should have longer access to the rooms.

need more study space

have posters giving us the location of study desks.

You all are excellent in providing services

IT'S DOING GREAT!!!!

not enough study rooms!

I'm an online student so all of my library searches are online.

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

Need to ensure that group rooms are actually being used. There has been several times where all rooms were checked out but no one were even in the rooms.

i just completed a major study for a business class. Part of the study concerned the library. I have given a copy to school administration who said they would forward it to the library staff. It indicates students have a very positive image of the library and its resources but suggests strongly that there are MAJOR issues with the level of noise (cell phone use, socialization and loud interrupting noise) in the library on a consistent basis. It is an issue.

Few wks back I needed. DVD for class. Not helpful at all!!!!!!!

Home-made Cookies

There isn't enough room.

The noise level in the library on the 4th floor is out of control. It should be the one place we can go to concentrate.

All staff is very helpful.

Lost and found services. Librarians keep an eye out for lost USB drives and promptly help the student to find it.

The library needs to update their computers with Windows 7, like all the other computers on campus. I often have to go to the 8th floor computer lab to use their computers because of this issue.

Between the 8th, 9th, and 4th floor computer areas there are enough for everyone, but the 8th is always loud and the 9th can get loud. I just want a quiet place to type a paper, but the 4th is always crowded. Impossible to work in small groups there as well.

More group and individual QUIET spaces would be great.

You have literally the worst website that I have seen outside of geocities. It's an absolute chore to navigate, and it looks like a high school student slapped it together for \$50 in a summer.

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

There should be a way for student to be able to see right off hand if the study rooms, that are not for more than 3 people, are vacant or otherwise.

**Question 4. How important are these library resources and services for your class assignments? Did we miss anything? Do you have comments on specific resources or services? (please specify)**

yes, other resources that are available (i.e. copiers, printers, etc).

I find the library study areas to be lacking greatly. There are no real quiet areas to study in as students and other persons are continuously talking, horse-playing, flirting, listening to loud headphones and other generally disruptive ongoing behavior. While I have brought this up and had to it addressed (on a case basis) before it becomes overwhelming to have to constantly ask for others to be quiet in study areas. It would be nice if library staff or even security addressed this issue.

The library gets an A-one rating from me. I still have time to use all its resources. This is only my second semester at school.

The scanners in the Library was a great contribution for the class. Should add at least one or two more of them.

I haven't checked out videos, but knowing I can is very helpful. I wanted to request a book and it was checked out from the UH campus, but knowing that it can be delivered is a great idea.

I don't see a distinction between 3 and 4.

As my previous statements says, I did not have to do much research this semester, but the things I marked above are very important to me for future classes.

Group study rooms seem to be scarce when needed. It would also be lovely to have a moderator. Neighboring rooms sometimes get rather noisy.

the computers need to be updated

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

We must have study spaces for at least one person

The computers on the 4th floor lab are very slow

Chrisine Ramsey is and has always been extremely helpful and friendly.

You sure did. My class was online and I did not need the use of the library! I really believe in cases as such the students should be refunded.

I still love those videos. I wish there were more students using the library. Where are they?

It is important to have good study areas , desk and specially chairs, it is very difficult to study when chairs are not soft.

maybe librarians can help students with their research information

the atmosphere.

There are not nearly enough private study rooms for groups of less than three. I had a directed study this semester and had to come check out a room key every week because the other rooms were taken up by individuals.

While I marked two things as very important, your backwards, ancient website makes them difficult, at best, to utilize.

**5. How often are library staff helpful to you?**

As I wrote above, they do not act like they want to help. Heck, for Christ's sake, I do everything I can to avoid them because of the wall they build up around themselves. Check out my claims. Go in there and just watch them for an hour.

Pretty knowledgeable for the most part...thanks!!!

I never used the library. I only accessed the information from the library website from my home computer.

I have rarely interacted with library staff and have never been offered any assistance by library staff on any level.

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

Uhd librarians are very helpful!

Any time I have issues I can go ask for help and they are eager to assist me and to make sure I understand whatever I need to do to be successful.

I thank you for helping me with my questions and concerns daily.

Whenever I have been in need of information, I have always been assisted by library staff when asked.

great

Very helpful staff.

Other than having some of the student worker hiding in the back book stacks and talking loudly on the phone and to each other the staff has been good. (This was more last semester though.)

Everytime I go into the library, there's always someone there to help me.

I dont go to the university library

They are knowledgeable and friendly. They are very helpful. I appreciate that the staff responds so quickly to requests made by telephone.

Michael Myers = needed raise. Super helpful.

If i have any questions, comments or concerns they are quick to address them and really nice. They respond according to what i need and its really helpful.

They are great when i needed help the few times.

Some of the staff would just answer your question with " i do not know" and does not bother to find out the answer.

only when I need help ill ask

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

Never asked

they're helpful and willing to help all the time I'm there.

Ricardo is very kind and helpful. He puts everything down that he was doing just to help me!

ricardo is always very helpful and even the security lady always making sure that you are safe while attending the library everybody almost is wonderful

They have horrible attitude ,and if you ask question they make you feel stupid

The library staff are familiar with all the textbooks, and can guide you search for a book.

I have had experiences with a rude librarian who wasn't much help.

The few times I've been to the library, the staff never helped me. Granted, sometimes I didn't need help. But the times I did need help, I couldn't find anyone without an attitude, and ended up giving up and going to a public library.

I've only spoken to them a few times but those times, they were very helpful.

Great Librarians

Very friendly and helpful.

They helped me whenever I asked for help.

I am in the the college of business and do my research via the computer with the online library.

The library staff can be very unhelpful and unfriendly. I avoid talking to the library staff as much as possible.

Sometimes I can't seem to find a librarian to assist me.

Studying at home gets too boring sometimes, especially if you have short attention spans.

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

Most librarians show the a cite on the web. But don't bother to explain things or suggest a hard copy of something (either handout or book) to get the info you need. (Talking about MLA and APA formats for citations.)

they could be more outgoing and welcoming

I don't really ask the library staff for anything.

Well, I don't ask for help..yet

The night reference librarian has been especially helpful to me! She's always great at answering my questions and being a good resource to point me in the right direction.

Again, I did not have any use for your library, my class was online. I beleive I am due a refund.

They are friendly and helpful. The women on the 4th floor are not that helpful or nice.

Everytime I come to the library and ask for. assistance in any area i get assistance i generally recieve it.

They are always around to help

they are the knowledge workers of the university. they have the answer to almost, if not all the questions that we students might have.

\*customer service 101

Most of the time the librarians seem to be in a bad mood. It has been rarely the time when they are friendly and in a good mood

The library staff is always very friendly and helpful.

I don't really ask for help.

They have helped when asked.

I barely come for help, but when i do it's pretty helpful



**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

The reservation lady on 4th floor is very helpful and arranges my bookings for N-420 when I have club meetings.

Overall, always helpful. However, they are a part of the problems associated with the interruptions for 1) they themselves are too loud and 2) they do not enforce the rules consistently

I love the on-line library. Very helpful

The library staff are patient and friendly.

I rarely use the library, I usually study on the 8th floor computer lab.

when I need help. They help me.

every time that i have ever asked. the staff are always eager to assist and understand my needs.

The library staff has always been pleasant and helpful in anyway that they can. I appreciate their hard work for the students. I am in the library almost everyday and have always been helped with the upmost respect.

I hardly go to the library but when I do, I also go fist and ask a librarian for help in finding resource or book.

librarians are very helpful

For the simple questions I have had they were knowledgeable and prompt. I have not had to interact much with the library staff.

Everytime I've dealt with them, in person or via twitter, they have been extremely helpful

The librarians and staff are always very helpful!

**University of Houston Downtown Library**  
**2012 Student Survey**  
**Comments**

**7. Please tell us anything else you think the library staff should know about your experiences with the W.I. Dykes Library. If there are services or resources you would like us to add, please use this space to tell us.**

Same as above....they are horrible at their work with students. Truly awful.

As stated above, the library's computer lab is much too noisy. It should be treated like any part of any library. I should be quiet and I often find myself frustrated with the staff's inability or unwillingness to keep it quiet. Students (myself included) have the computer lab and litany other places we can go if we feel we must speak or make noise while typing a paper or doing research.

1. There are not enough individual study spaces. The ""quiet study area"" should be enforced more. There are too many students who try to work on group projects in the quiet study areas.
2. The computer lab should be treated as a quiet study area. Too often students attempt to work on group projects in the computer lab. In order to solve this issue, perhaps all of the study rooms should come equipped with computers.
3. At library closing hours, I find it extremely rude to automatically shut down the computers at exactly the closing time. I understand that they tell you 5 min before closing time, but really to shut off the computers automatically is just plain inconsiderate. I am not saying that the librarians should stay 30 min and allow someone to finish what they are working on. However, I think that I pay enough tuition that if I am rushing to complete my work before closing time and genuinely trying to hurry up, that I should be allowed a few minutes to finish printing or whatever I was doing. I can shut down the computer myself. And if the librarian stays an extra 2-5 min, it will not be the end of the world. Sometimes you simply need that last minute or two to complete your work and the risk of losing everything just to shut the computers down automatically is not a good student experience. Afterall, we are your customers and pay plenty of money for this service.

For the most part all of my needs have been met in regards to using the library...so thanks in advance!!!

It seems as though the policy of quiet study areas is overlooked and I feel that when I need somewhere to study I cannot turn to the UHd library as a resource in that capacity.I find the library study areas to be lacking greatly. There are no real quiet areas to study in as students and other persons are continuously talking, horse-playing, flirting, listening to loud headphones and other generally disruptive ongoing behavior. While I have brought this up and had it addressed (on a case basis) before it becomes overwhelming to have to constantly ask for others to be quiet in study areas. It would be nice if library staff or even security addressed this issue.

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nothing at this time

i love visiting the library i find everything

I think the staff are excellent and helpful whenever I need their assistance.

they should add places to plug in electronic devices such as an external harddrive that needs to be plugged in.

Everything is great! Thanks UHD

That i will continue to come to the library often as possible.

More study rooms would be great, also empty study rooms that have been reserved and there is no one actually using them is a waste of space and would really help those of us who really need them

When a student has an item checked out from the library, staff shouldn't automatically assume the item is missing, if it is overdue or list it as such to put a massive hold on a student's account. That is just wrong/unfair. A staff member shouldn't inform a student that it's alright to check out items for a fellow student, namely their spouse, due to they had all the data that was required to verify that they were that person's spouse, namely my own, that I'm referring to, due to that spouse couldn't come up to the library all the time to perform check out procedures, due to timeframes; then, another staff member informs you, otherwise, and is rude about it and makes you go track down your spouse to check out the item they need, since they were on campus, fortunately, that day. That is unprofessional, biased, and outright rude.

I really like the way it has changed these past few semesters. Streamlined is the word I think of when I think of the library. I suggest the computer room be enlarged if that were any way possible. However, it does help to have other computer labs available.

more rooms to study in alone

"The current study room system to ""check out"" study rooms for groups is poor. When I need to study in a group for my course projects, the rooms system is a pain.

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- 1) We are going to need to study longer than 2 hrs. This does not make the Library rooms to check out an ideal option. Setting up and packing up and then resetting up just takes too much time is a waste when schedules amongst students are difficult enough to coordinate. This campus has a lot of non-traditional students so time is hard to come by.
- 2) When students are engaged in group work and have their heads in the book, the last thing that they want to focus on is getting the room back to the librarian so the one who checked out the room does not face a \$5.00 fine! The \$5.00 fine is aggressive and way too much. Strictly enforced and not fair. 5 minutes late and pay \$5.00? Please.
- 3) The rooms need to be monitored more often by walk throughs from the librarians. They should not be a nap area for students.

The rooms are a great resource for students and are properly equipt with white boards, tables, and outlets. I wish there were more of them and the restrictions would be lifted of max of 2hrs as well as a \$5.00 fine for returning it late."

Staff is helpful and always willing to help.

everthing is well at the library.

The construction process has been ridiculous, it has taken a long time to achieve minimal results. The banging and crashing stuff around in the library while people are trying to study defeats the whole point. I had to find an empty class room without a lock on it to study in and so many people have found out about it you can hardly get into those class rooms any more. This would not happen if the library construction was completed during the summer months or at night. Yes it may take longer but it would be less intrusive to the people paying to use the library.

Keep library computers more up to date. HAVE IT department and make them clean the computers of spam and malware. Preinstall common browsers such as Firefox and Chrome, not just Internet explorer.

On campus services for UHd- Northwest would be great!

I always thought it's suppose to be quite in a library but the many times i've been there and take a booth thats located towards the back i can still hear them talking about who and why he/she needs to leave early, about how one is thrilled for the other on that she/he is about to graduate. I don't go often because of this facts and when i really wanted to i always found someone from the front desk talking loud which

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would distract me from studying. I don't mind their conversations but when they don't have respects for others around them its very disappointing that they don't think of the people around them especially in a library.

Overall the Library staff are friendly and always helpful. I'd like to see additional group study space, updated individual study chairs, and alittle more inforcement in telephone conversations in the library. Not extreme but just a little more.

The scanners in the Library was a great contribution for the class. Should add at least one or two more of them. We need more study areas for individual students and desks.

Well of course with the improvements comes noise so we all know that added noise distracts you when studying. Along with the renovations more plugs would be nice. Sometimes it's hard to find an area where I can study using my laptop.

Why librarians at the computer lab (4th floor) are so strict and serious. They need to loosen up...this is no high school. Treat us like adults.

There's nothing that I can think that the library could add in particular.

I feel the library should call students who have checked out books to remind the students of their book due date and renew students books if possible. I have a fine on my account because of a book that was overdue and I was not even aware of it because I had someone renew the book for me and it seems as if it never was renewed.

i am very satisfied with what the library provides and i don't think there is anything needed to be added to the library

Sometimes it can be a bit noisy when it's suppose to be quiet. There's also very little computers for such a bit university.

The noise level creeps a little louder than I would like sometimes, but otherwise, it's the #1 library downtown.

some of the librarians are not welcoming unfortunately, not everyone can be perfect but a smile on the face makes a big difference and creates a situation of comfort to persue with questions etc.. treating everybody equally is the ideal regardless of if they have an accent or not because not everybody attending the library is native english speaker so i would love if consideration is also placed on foreigners specially those who are still coping with the language

keep up the good work

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Policemen are VERY rude!

sometimes noise from the hall interferes with concentration.

There is a need for more study space for groups and/or better monitoring of study space.

they need to know they are awesome

nothing, you're great!

the blocking of social media site would free up computers for students that need to use the computers. It is very irritating when people are on facebook and you need to use a computer.

Everything is very useful and easy to find.

There should a reminder that there should be no cell phone use in the library. It's very distracting. Also there should be 1 person per computer & if there is 2 to 3 people, they need to go to a study room.

Group study areas with computer access.

More study desks would be great, so there will always be a great area for studying.

I do not use the downtown campus because I use the northwest campus. Hence, some of the questions were not applicable to me.

I Don't understand why when you are using the online print of the book you cannot use it if another student is looking at it. I had a paper to do and my lecturer had two sections of 50 students each all using the text so it took over 5 times logging in to finally read the history text.

Please stay open later!!

the online WI Dykes Library is hard to use and understand when pulling journals and articles on a certain subject. It need to be alittle bit more user friendly for those student with not a whole lot of computer experience. I have more than most students as of experience with computer and it is also very time consuming when it pulls articles up that is a waste of my time.

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I would like to be able to find staff easier. With such a big library that twists and turns it is very confusing to find what you are looking for and sometimes it's not easy to find help.

The computers need to be updated because they are slow at times and the network is slow

If there could be more people to assist on later shifts in the day and earlier in the morning, that would be awesome!

No

Enjoy the variety of resources. The Juvenile Section should have more spanish picture books available.

I would like to see longer library hours on the weekends, because I have a busy work schedule.

great

It's nice, I wish the color prints weren't so expensive. It would also be nice if there were more study room availables.

i've come in many times and cell phones is an issue. I come to study not to hear other ppl talk on the phone or music go off. I understand ppl forgetting to silence but it should be manatory to put on silence before enterin

At least 1 more copier that works.

4th floor lab computer are very slow. Please do something about them.

keep up the good work guys

better control of keeping the computer area quiet

Always very crowded

I wouldn't want to change anything or add either because everything is provided to us at all times.

I like the database access and the computer lab the most. More group presentation practice rooms would be nice though.

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Keep up the good work !!

maybe add some new leisure reading books other than study books.

Everything is great so far.

Estimates and status of library loans via daily email and texts.

This is my suggestion to you survey givers. Students who do not use the library they should not be charged. Please look into doing something about that issue.

I just don't feel that I have time to explore the library because I have so much direct schoolwork. I could use a presentation in one of my classes.

Sometimes people eat in the library and leave a mess..I would like to see more trash cans in the library for those that just eat a small snack

i like the hours.

I would like the interlibrary loan to be faster.

there should be a better studying environment in the student area. the reason being too many students act in disruptive manners like talking on the phone or laughing out loud during study/crunch time.

they should be more applicable

I wish the staff would actually walk students where they can find books

Sometimes the computer freezes, other than that yall are alright with me

Overall I enjoy the library and its resources. One thing that I would like to see is that all signs located in the library computer lab to be laminated for a more neat appearance. For example the signs that read, "Never leave personal items unattended" or "STAPLERS" or "Silence your phone" or the signs on the printers that say "Do not push buttons". All signs in the library should be laminated to avoid getting wrinkled over time and I believe that adding this small detail will improve the overall appearance of the campus. Thank you.



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Maybe add one printer that allows students to input their own type of paper. For creativity purposes. Especially when we have projects.

Staff is relatively polite. Sometimes can seem a little annoyed.

Being able to access study rooms is very important, for an individual as well as for groups.

Longer weekend hours could benefit students but understand the impacts on the school's budget.

On the issue of printing, I would like the library management to stop printing out that first page that comes with our names, because it is useless as I see most of them in the trash. They should save a tree and save papers also. Come up with a better software to avoid that mess.

very friendly

good

As a former Student Government Representative, I would love to see more group study rooms on the 4th floor and a quieter environment. I remember after students found out about the study rooms they became a popular spot for students to gather, create, and share their knowledge. The study rooms would often be booked for long periods of time or other students have suggested to me that there aren't enough study rooms. I also agree because I tried to book or walk-in into the non-key study rooms, and they were all being used.

Another problem is the noise environment in the hallways and study rooms. I would like to suggest if you could sound proof the environment a lot more than it is right now. I would like to suggest if we could add some door space or soft cushions to doors so when students open or close the door they don't make a loud noise. So that other students in the area don't get distracted. In addition another problem which I have noticed is that yes, some students are loud in other students, and yes I know I have gone several times to other nearby students to tell them to quiet down or I will report them to the library staff for being loud. I believe that the walls of the study rooms are not constructed enough to sound proof from one study room to the other.

I would like to conclude that I like the looks of the 4th and 5th floor that what it looked like when I started several years ago."

I think the library staff do what they have to. One time I needed help to format my paper and they helped. They saved me! Good job. The only thing I don't like about the library are the people who talk on the phone or to each other very loudly. They do not understand that it's a library. :<

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Lori is awesome. A few just sit behind the counter and do nothing.

twice I got a pair of headphones and they did not work for the video in Pol Science class review.

I would like for the library to have more group study rooms (24/7). also, for the access room, please extend the time from 2 hrs to 4 hrs.Thanks

The library might benefit from increasing awareness to students about the resources available. In my experience, folks are only really familiar with the online databases the library provides.

The available calculators are extremely helpful to me, however, i wish there were graphing calculators available as well.

There should be more computers available for the students. sometimes it's very hard to find.

very thankful for the staff and facilities

I will be very happy with the library when there is more space for groups to study, and a less noisy construction zone to study in.

difficult using reference databases and searching sites, citations etc....staff usually gives half - pat, canned and sometimes a "" brush-off"" type answer. either they don't really know or don't want to take the time to explain.

Very frustrating navigating that info...even after taking a class.

I wish someone could have explained to me about the interlibrary or deliveries from other campuses. This would have been a great help during the semester for my projects. Though I didn't ask, I wasn't aware we could rent out books from another library at all. This should be advocated more to UHD students.

Several of my teachers in my science classes I have taken and am currently taking tell us to go to the SLC for tutoring. Unfortunately, the times when tutoring is available are not very flexible and the materials available are few. The writing and math labs on the 9th floor of the main building are helpful, but there is nothing for science studies. For example, as I mentioned, my Geology teacher told us to go to the SLC to watch some videos, and there was only one copy available and could not be checked out. Or, the materials had not been ordered and the CD's were not there at all. There needs to be areas in the library where students can go for any subject, specially for tutoring purposes.

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Having additional books to check out.

I think they are doing just fine. I like speaking with Dauna Cambell she is very helpful especially when it comes to class projects.

The library can sustain the current student population that needs it. Although, the university is growing and so should the library. Overall the library is very helpful and has excellent online resources.

I think that the Library should add Mozilla Firefox to the Library computers it would be really helpful.

I would be glad if you had a fax machine , also if you open the library for more hours on weekends

More quiet areas to use computers would make a huge difference in my satisfaction. The 5th floor that almost no one uses could be a giant quiet computer area...

I think the library and staff have a lot of services to offer BUT some students do not know the extent of the services. When the librarian visited my class I learned so much and wished it had happened when I was a Freshman not a Junior.

Please get a modern website. Please.

everything i need is already here.