

I am extremely pleased with the resources the library has available. I honestly cannot imagine that the library could possibly be any more useful to me that it already is. The content available is vast, but in the case that something I need is not already available I can request it and have it within days. I keep being surprised that the books and electronic resources that I need for my very specific, very niche project are already available!

I am often disappointed when searching for recent books. I request them, but that takes days, and of course I want them immediately. I am very happy about access to articles, which is immediate or quick (a day or so).

Although I think that the electronic journal subscriptions at UW are generally inadequate in the animal science and life science fields, I appreciate that ILL is a very quick and easy process here. I also especially like the links from Google Scholar to UW resources, and the link to a completed ILL form. Those are excellent!

It also appears that UW has chosen to have print subscriptions to several journals that we don't have electronic access to. I understand wanting to have the paper copies on the shelf, but coming from a time when I actually did use and copy several of those, I don't see the point when we can have quick electronic access. Especially being in AS/MB and not directly on campus, I generally ILL papers I need in the print collection, which I know adds time and effort on your end. I suggest electronic access as the standard.

the number of advanced journals related to Chem/Petr. engineering is very limited. This will apply for the text books as well.

Coe Library is very nice and provides everything I want. It gets busy during certain times of the semester but a computer can almost always be found. I LOVE the dual-monitor computers and these are the main reason I go to Coe Library to do my work. The research databases are great, as is the online catalog, and the book collection is amazing. Coe library rarely does not have the book I'm looking for, and it's usually due to the book being very new or somewhat obscure. I am very happy with Coe library overall.

Great physical and online repository of knowledge! Although the media section is academically basic, Prospector is probably the most underrated and helpful tool to overcome this.

I don't like that when I search for books that ebooks pop up. There is a separate search qualification for ebooks, and if I need ebooks I would use that.

The library services can be improved by making hard copies of the books available as well. Some of the books are only available online which is not convenient for everybody. Also, some requested books (not those from Porspector) can take a long time arrive.

I should also note that the library staff is quite friendly. For a graduate student who spends most of her time in the library all day, it means a lot to see positive people helping us. [Librarian] and other people in the reference desk are very helpful and nice. Also, [student employee] has been one of the most positive, cheerful and helpful circulation desk persons I have seen so far.

Thank you for the nice service in the library!

In the first place, a library should have enough books. I definitely care about library cleanness, being quiet, and looking beautiful, but what is the point if I can't find the books that I need?

I have always been very pleased with the library and its services. If I could make any change, I would expand the comics/graphic novels section further. Overall, I have no complaints.

I can get by with electronic access and delivery, but I'm old enough that I miss browsing the stacks. The new building just doesn't lend itself to that, and access to campus is impossible.

The library is a nice quiet place to study with a very adequate amount of seating, a decent amount of computer workspaces, and a vast collection of books. Computers designated for finding specific volumes might be helpful, though.

Lack of the latest version of course related books or journals. Usually the books available are published in 80s or 90s.

Although the book offerings are sometimes sparse, the Prospector and Request It services are so excellent that I rarely want for any materials I need for research or teaching. The library support services for classes are very good.

Please continue to have short mini courses in the latest on teaching, use of technology and some good old fashioned demos of using on-line library tools. The new library space is fabulous and getting great use!

I have had a pretty good experience with the Library here. Every time that I had any questions there was always someone to help me. I like how most articles are online also.

I found the library's electronic access facilities to be awesome, and I only wish I'd still have all of that after I graduate this May. As I am someone always checking out available resources right away, I found out about the library's resources early in my graduate career here at UW. Most of my profs including my advisor did not know about any of this. You might try to advertise the available resources (including web of knowledge/science and the reference map) with the faculty more aggressively.

Overall the library seems to have a good selection, but it is extremely difficult and frustrating to find anything. The books are often shelved horribly out of order and I frequently find books in completely the wrong section of the library. None of the staff or librarians seem to be concerned and I've been told "Oh yeah, that happens a lot." The few times I've asked librarians to help me locate a book that is listed as being available online, but is not where it should be, they've taken me to the wrong section of the library, so I've had to tell them where to go, they look where the book is supposed to be, and then inform me that they have no other ideas. The search on the library site could also be improved as it can be bothersome to use, especially when searching for foreign language texts. I once asked a librarian how I could search for children's books in German at the UW libraries and they suggested I set the language to German then type in the letter 'a' and read through all the books in German that start with the letter 'a' then continuing to search in that manner through the rest of the alphabet. The library would be greatly improved simply by hiring staff who could actually shelve books and librarians who don't need students to direct them.

I am a retired professor, pursuing interests far from my original field of specialization. I have had web access to my home university and its library since there has been a web. Since I began my program in Wyoming's Outreach Program, I have increasingly preferred Wyoming's library to my own. The day will eventually come when my emeritus privileges at my home university will trump my privileges at Wyoming, but for now, I feel lucky to have access to this library. Thank you.

It would be helpful for those of us who will be graduating to have outside access to the library website, especially article access, as our research does not end upon graduation. I would be willing to pay a fee of some time in order to the access to all of the resources that are available.

The faculty and staff at Coe library is outstanding. Outstanding!!!! I have no complaints whatsoever about the five-star performance that they give every single day. I depend heavily on the library and sometimes interact with librarians and staff almost each day of the week. The only drawback to the service that I can name immediately has to do with the databases. I sometimes (often?) have a hard time finding the information I want. It helps to know the exact reference, because trying to search for data in a general way often leads to frustrating dead-ends. If I have the exact source and date, plus subject topic of an article I need, it is no trick to retrieve it. A more general search, particularly of newspapers in a language other than English, can lead to wasted time and no usable hits. I hope that eventually library databases will allow searches in exactly the same way that subscribers to a daily periodical in a not-English source can. Having to always use an extra portal so that I don't have to pay for a subscription frustrates my efforts, in other words. There seems to be more information generated all the time in every field, and as my research becomes more interdisciplinary, I find that I struggle to keep up with it all. I hope that improvements in the databases will help me out in the near future. I notice that a search on Amazon.com often turns up different periodical articles than my searches with the Coe instruments, and that discrepancy always worries me. Who knows what I would find if the library internet organization were slightly different?? This problem surely plagues everyone who works with contemporary data.

The library staff are terrific. The website, however, is sometimes clunky. It seems like information is buried or at least I have a hard time finding my way through it intuitively.

I use library resources constantly and believe the library is integral to my academic success. I have always been impressed with the consistent service that the UW librarians provide online, in Laramie and in Casper.

library services are fantastic. the interlibrary loan department has been vital for me this year and all my requests come promptly through email or for pick up at Coe. also, the electronic journals are diverse and easy to find.

it would be nice to keep journal access after graduation as i will continue in academic fields.

the library staff is always willing to help me navigate the most efficient route for my research papers. the web system needs to be more intuitive or user friendly.

Overall, I would say that the library does what it needs to do. It would be nice if the library could have subscription services to various websites that publish new scientific information, which is otherwise inaccessible without spending more money than a money-strapped college student can expect to have. This would be a relatively cheap cost to the university, I feel, and would greatly benefit all scientific majors who depend on research papers to continue their pursuit of knowledge.

Also, if the library had more... walled off areas for study / group study other than the select few "study rooms" which have to be reserved and are never available when they are most desired, that would make it easy to meet with a group in a place that has access to the resources we need (the library!) without disturbing anyone. Right now the best we can do is hope that there is a table somewhere among the stacks with no significant population within earshot to worry about as we talk (quietly, mind you) and proceed with our studies or work or what have you.

The people are great. The library facilities are great (although I rarely use them). But online access to some important journals is still less than ideal. However, it does seem to improve regularly. The library staff's efficiency in RequestIt requests is excellent.

The library, for me, is used as a venue for study rather than research for most of my work. The equipment available for studying on a daily basis (computer stations and tables) are a great resource for me. More often than not, information that I need is available online. I seldom use paper form references that are provided by the library.

I rarely use the library itself, but when I do it's very useful. Their online resources are invaluable to my research.

I teach from a distance and appreciate the ease with which I can access online databases.

Only complaints are lack of subscriptions to important soil science journals, and lack of access to Faculty of 1000.

Would like some ebooks and eaudiobooks

I really appreciate the quiet areas of the library and the electronic resources that are available to students at the library. Thank you!

Coe Library has been a fantastic resource all 3 years I've attended UW. I would like to see a few more electronic resources in agriculture and natural sciences. Sometimes I track down a valuable article that I cannot access through the library and prospector will not suffice because the project is time-sensitive. It may be a good strategy to have a suggestion box or something where students can recommend journal subscriptions where one is lacking. Otherwise, this library really has everything I need. Keep up the good work.

#11-12) I find Request It and Prospector to be particularly limiting for research. The time for loan is usually too short, especially if one needs the entire book (not just a photocopied chapter). Renewals, if on a weekend or last minute, are not guaranteed. Reasons provided for not finding a (foreign language) source are inadequate. Please do not assume that all faculty have (decent) research assistants to turn around a loaned copy within two weeks.

Course reserves are swimmingly perfect for the first time in my career - good job, [staff person]

10) The Chicago Manual of Style on the "How to Cite It" button is incorrect: titles should be capped and italicized; extra spaces and wrong punctuation abound.

Our library has good online resources.

Love the online portal! There was no way I could make it to do the research on campus.

Having journals posted on-line has been the biggest help to me in research.

I love using the Library resources for all my research needs. I use them by proxy from home the most because i live in Cheyenne.

I am an outreach student, and I find U of Wyo library online access very helpful.

The one thing that needs improvement above all others is the library search portal. It is absolutely abysmal. It is apparently incapable of using DOIs in any way and entering journal name, issue, author, and page number is equally useless. Even entering the exact title of the article generally only brings the intended result as a third or fourth option in the list. This is absolutely inexcusable in my view. The web portal is the first stop for anyone looking for information either in the library or online and it is stuck in the realm of the 1990's search engines where actually encountering anything useful was pure chance.

I am completing my MSN in May and have had a lot of success with UW's library system. I do not live in Laramie and so the online component has been fabulous.

I really like the libraries online journals that allow me to find peer edited articles that I use a lot for my major.

<p>I wish there was more access to full-articles online.</p>
<p>My only complaint about resources is that many of the journals I regularly use are not available online for the most recent calendar year. This makes it difficult for me to stay up to date in my field, as I don't often have time to travel to the library to read articles.</p>
<p>I am distance adjunct faculty, so walking into the library is not an option for me. All my access is via electronic means.</p>
<p>I would really love to have immediate access to the Journal of Mixed Methods. Requesting it takes time and therefore inhibits my use.</p>
<p>Subscriptions to some journals need to be expanded. For instance, your subscription to Critique of Anthropology does not include any of the issues earlier than 1999, which is problematic.</p>
<p>The online resources are a wonderful resource for students. They are my main source for academic articles and journals because I am an outreach student. The databases are large and always have the topic I am searching for.</p>
<p>I find that Google scholar is often a better starting point for research than the library search engine because it can more quickly locate hard to find academic papers.</p>
<p>I really think UW Libraries are a great resource. I access journal articles on a daily basis and am very pleased with the ease of access and the number of journals to which the library has full-text access. The only complaint I have is when accessing journals through a database like Web of Knowledge - one is required to click on several links and open several windows to get to the content you need.</p>
<p>Your e-library search engines are great.</p>
<p>Access to electronic journals is critical to research. This can either be through a service such as JSTOR, PDFs of journals in the library collection or pdfs from other libraries.</p>
<p>I just love Coe library! Prospector and ILL are fantastic. I am amazed by the resources that are available. Moreover, all the library staff have been extremely helpful. I only wish UW had a subscription to Oxford Scholarship Online. http://www.oxfordscholarship.com/</p>
<p>The online accessibility is of the utmost importance and seminal to the work graduate students do. Thank you for supporting this service so well!</p>
<p>I am extremely grateful for the extensive set of journal subscriptions at UW, especially in my field of distance education and instructional technology. I just finished my dissertation and I don't think I would have been able to do it nearly as</p>

well if I hadn't had access to the library via online. Thank you!
Please maintain access to Westlaw!
(1) It would be great to have more full conversion of Videotape to DVD of teaching resources, especially since a promise was made by the university at some level to have Coe do this when IT stopped supporting videotape tech. in classrooms, and now that rooms in Business no longer have tape technology. (2) Even greater collections on online digitized primary sources would be wonderful, for both teaching and research.
I enjoy the library services at UW, especially the Remote Lab feature and the large online data bases, as well as on campus computers and resources.
I do not have any issues with the library. To me, the most valuable resources are the computer labs and online material. Once in a while it is hard to find an open computer, so my only recommendation would be to expand the number of computer stations slightly in each lab.
I think some of the digital access is still somewhat clunky. In some searches, after you click on an article that looks germane, you wind up back at the main journal website and have to find it again. That is confusing and possibly discouraging to the patrons.
I like that we can access the library on-line remotelyl
I love the ability to "ask a librarian" feature that is readily available to students, but the two times I've used it or asked a librarian I gained less than helpful advise from the librarians.
I think the library web site is hard to use to find the info needed. It is too busy or cluttered. A more simplified site would make it easire to find things.
I love the Safari Tech Books Portal!
I understand budget cuts, but having electronic access to needed journals should be foremost on the budget!
I would appreciate having distance access to library resources.
The two library services I use most often: The proxy server to log on to Web of Knowledge from home, and Prospector
I sometimes have difficulty locating individual electronic journals in the library search.
With the old system, I could access books on tape easily. However, I need to spend more time learning/familiar myself with your new system to access the

books on tape or digitized books for my Ipad.

The library staff have always been helpful and informed. Some of the database subscriptions are limited (e.g. only certain articles can be accessed through our current Jstor subscription rather than all articles) but they are also diverse, so I found most of the information I needed.

I'm not sold on e-books. They are useful but do NOT stand in place of the real artifact.

My preference is to continue to increase the amount of material available electronically. I truly prefer it to printed materials with the small exception that some of the older electronic articles don't have readable tables and charts.

In general I'm very happy with the UW libraries, there is one archaeology journal (Current Research in the Pleistocene) that I'm surprised we don't have access to in print or electronically but I also understand we can't have every journal.

Speaking for my graduate students and myself, what is needed is less library, more electronic access to journals. What a waste of resources to make the library a place to study.

During the past 9 months, I have used library resources, electronic and hard copy, at a higher rate than at any time in my 28 years at UW. The service has been extraordinary. Electronic resources are outstanding, and hard-copy holdings are excellent. Staff are professional and very helpful. This is a first-rate research library.

I mostly use online resources provided by journals or other professional sources.

I live in Casper and attend UW/CC and find the online UW library to be so helpful and when I have had problems finding something calling the UW library has been very helpful and they send me in the right direction and assist in using the correct words to find my articles. great experience

The online research browsers available through the library are invaluable and it's great that they can be accessed from a home computer.

I understand you have Mango, but Rosetta Stone would be helpful also.

Also, copies of APA, MLA, Chicago, ect. to check out would be a great resource.

Prospector is amazing. The library (especially the movie section) could be organized under an easier access system. Sometimes it's hard to find things. The signs that say (even if they are tacky) which floors have which letters were really helpful/almost necessary.

The library has made great strides in its facility and collections over the past few years.

I have been very happy with the facilities and help I have received since I arrived.

Great, organized Library. It is always clean and very comfortable to study in. Everyone is helpful and the range of products we have available to us is wonderful. I have always been able to acquire any book or paper that I need through various services the Library offers.

UW continues to strive to make facility improvements. I really appreciate the constant technology improvements and updating as well.

Most of the time the library is okay, but there are a lot of times it is too noisy. I like the best seller books, but the art on the wall near them is ugly and distracting. I like the quiet room in the old entrance. I like the computers when it is not too noisy.

It's a great place to study, and you can get done what you need too. easy access to things!

I love all of UW libraries. I have never met a librarian or staff member that is not extremely courteous and beyond helpful. I find that I can always find what I need at our library system and Prospector and ILLs are available for the material not in print or already checked out by someone else. The new facilities are great.

I am very satisfied with the way I am treated in the library, everyone is very courteous and friendly. Sometimes the library is a little crowded but that is understandable since it is such a great place to study. The only thing amiss about the library is today they had a flute concert which was nice but the library is not a place for this.

They are really helpful. I love the facilities. They are fun but it is still easy to study and concentrate.

I have a lot of built respect for our Coe Library. I find it a great environment to really dig deep and get my work done

It's a little unclear to me what Coe's responsibility is to meet the needs of the general public that have no UW connection (i.e. public members who want to use our computers for research, e-mail, word processing, etc)

I would have loved to have librarians as friendly as Coe has when I was an undergrad at another institution 12 yrs ago

There are so many inviting spaces to read and study in Coe

Ambiance in Coe Library is exceptional. Food & Drink policy is refreshing.

Very clean and quiet and easy to be within; although some sections are difficult to locate (section J: up two floors then down half a floor: really?)

The open areas, great work spaces, and good lighting make the library a great place to study, read, and do research. I have my own cubicle on campus for working, but I still spend most of my time at the library.

There is no way to secure all ones materials in order to take a break (even a bathroom break) without packing up everything and taking it with you.

That is why I don't go into the library.

Coe resources are wonderful. Coe renovation is wonderful. [subject] designated librarian, [librarian], is wonderful.

Have been satisfied with every library encounter

The library has been a great place to talk to librarians and get help when doing research. The reference librarian is very accessible and it's nice that each department has their own librarian to make individual appointments. The library has a wide variety of study environments depending on whether you like noise or seclusion. It's a nice place to work and learn!

I've been treated very friendly and professional every time I've studied in the Library.

I utilize the GEOLOGY library on campus everyday. However, my area of study, like many I suspect, require tons of computer time. We NEED more computers in the library or at least a 24hr accessible computer lab. Also, the students "studying" in the library act like they are at the sorority house, not in a library. It would be nice if I had an environment in which I could produce my best work. The engineering building is where I must do all of my work currently and I am not an Engineer, I am a Geologist.

The geology library is an excellent place to study, obtain information for research project and get help from peers and staff.

The library is fantastic and user friendly.
I believe the University of Wyoming library has to stay diversity. Because the United States is so deversity and the rest of the world. In how we use and perceive information.
The library needs to provide better access to books and journal articles. The access is really poor. There are a lot of useful books that the library does not have and cannot seem to get.
More volumes on particular course, current trending material would be great!
Need to better explain to first years how to navigate library
The new library is great, and greatly appreciated!
The library is excellent, and I greatly appreciate the on-line acquisitions and student support
I love all of the libraries on campus!!
While I am a fairly new employee who has not had the need to utilize the library's resources personally at this time, I have toured the library and found it to be modern with a great many resources.
I am extremely satisfied with the library! It is truly my home away from home considering that i spend more time here than with friends or even at my house. I have only ever not wanted to study at the library during finals week because there is little control over other people talk, or goofing around. During this time period i usually find another place in town to study at. If this could be amended that would improve my opinion of the library.
Thanks for all your hard work and dedication to student services.
i dont use the library
Outstanding resources and service!
The library is a great place to study. There are many resources and the employees and student support system there is phenomenal. I also appreciate the libraries constant demand for student feedback it shows they care. One thing would be nice is to have printer kiosks to allow people to print and go!
Library staff has always been friendly and helpful. Please continue the good work.
I really like the library atmosphere. Everyone is very helpful.
I am always impressed with the services the library offers and how many different services are offered. I do think that there are so many services that many people do not even know they exist. The library has a great amount of resources and should work to make their resources known to the students more.
Haven't needed to use the library much for my discipline but have used for personal reasons and have been pleased with the result

The fees are absolutely ridiculous
Certain question of this survey are difficult to understand. Quiet areas need to be enforced more consistently. Maybe have a large section of computers that are designated as a quiet lab.
I like all of the resources provided. they are extremely helpful.
The University of Wyoming library services are really fantastic! Keep up the good work.
The library is very good. It may be a good idea to acquire currently popular books like those in the NY Times best seller list.
The only thing I struggle with through the library is trying to find research articles and studies done for projects throughout my field. I have taken a small informational class about doing searches at the library through my technology class; however, it would be great if there was a way to offer more education in how to do a proper search, because I think that the resources are there, I just don't know how to find them very well.
Question 9 is ambiguous. I don't know what is meant by "the right mix."
Nice Work!! Very helpful to have such a good resource for studying on campus.
Outstanding --thank you.
No idea what the question, "Making information easily accessible for independent use" is asking. Otherwise, keep up the great work!
I have always been pleased with my experiences at the library and feel I get a great deal out of the many services provided.
I am very satisfied with Coe library as well as with services that students can acquire at any time.
I use the library often and my study habits are better when I go there, than stay at home. I dislike the library during finals weeks though because people who don't visit the library all semester cram in there during finals and there is never any room for regular visitors
They are always friendly.
Coe Library is a great resource both on and off campus. The staff is helpful and everything at the library is user-friendly.
I absolutely love the Coe Library and I couldn't ask for anything more from it.
Keep up the good work
It is really good service and it is a fun place to go.
I teach introductory classes. Research is not emphasized in these classes.
Thanks for making your resources available.
In general, I am quite happy with all library services. Good job!

feels like they are responsible at all
I Love the Library
Overall, the service provided is good.
I get turned away at the reference desk if I admit that what i'm looking for is related to [subject]. The regular staff will not even try to help. The best experience I have at the desk with [subject] related issues is from people who are not the [subject] liaison. On Sunday evening's there is a grad student at the reference desk that is so sharp she can find anything. It would be nice if the regular staff were the same way.
I'm sorry to say that I asked an experience staff person a question and his shift was ending so he just said that there was no way to find what I was looking for. The really sad thing that happened next: he told the person relieving him that there was no way to find the answer. So she spent less than 2 minutes looking then blew me off by telling me there was "no way" to find the information. I then asked a staff member who does not work the reference desk the same question and she figured it out. I rate my reference desk experiences in general as very ;-).
They library has great resources and items for check out that other libraries I have been to do not have. Every time I have gone to get help, people have been very willing and in general helpful.
I think the library meets most of my needs. I would like more computers available 24 hours. Thank you.
I love using the library for a place to focus on my studying by finding a quiet place in the corner or use a study room if one is available. This library has a wide array resources to use especially when writing a research paper or conducting a presentation.
The service at the UW libraries is pretty good in my opinion. But it usually the case that many students do not know there are so many fantastic services ready for them.
I'm sure the library is a wonderful resource BUT it would be nice to be briefed on how best to use the services. As an Educator in the field it is particularly important to be aware of this and how best to make use of it. Consider a webinar on a topic such as "how to make the library work for you" or contacting new employees with a welcome card.
Excellent service the few times I have been! I tend to stay in my room to study.
Just to be clear, I answered question 13 considering all previous questions, not just 10-12.

<p>I do not utilize the services the library offers like I should but the fact they are offered is appealing.</p>
<p>It fits my needs well.</p>
<p>The service is great. Keep up the good work.</p>
<p>The UW Library is truly exceptional! I couldn't ask for more!</p>
<p>It's really annoying to have to login to 2 different systems--standard and ILL. Netflix was (eventually) smart enough to realize that kind of model was bad enough customer service to crush them. Ideally, I should be able to access 1 account via 1 login on your page or through WyoWeb. You remember, the millions of dollars system designed to give us 1 logging for all the important things from UW on-line.</p>
<p>You're survey's first block of questions is far too complicated. Because I was confused and annoyed, I just clicked random responses throughout. Have fun interpreting the data from people who got just as confused and annoyed but don't tell you that's what they did.</p>
<p>The science content and display of material could be increased by a large degree.</p>
<p>I really appreciate the different workshops the library has had on researching.</p>
<p>It was difficult to figure out where scanners, printers, etc could be accessed. I think the website about the library on the UW website could be improved to be more user-friendly (not the search engine part; that works well).</p>
<p>I think we have a great library filled with great people.</p>
<p>Given their limited resources, the library staff do an astonishingly good job of meeting and anticipating my needs. I am grateful to the organization and its personnel every time that I go into Coe.</p>
<p>Library hours are terrible on weekends and over breaks. The library should be open in the morning on Saturdays.</p>
<p>I think there could be a few more computers around coe. Sometimes there is just not enough space when you need a computer and the library. Maybe the hours of coe on the weekend could be longer, sometimes I get cut short on time when I need just a little more time. Same goes for the hours of the other computer labs,</p>

could be longer- even with the "24-hour" lab- sometimes it is not open when I would like to start my studying on the weekends.

I get most of my studying done at the library because there are far fewer distractions than at my house.

I love the coffee shop, nice computer facilities (I keep meaning to check out an iPad). I hope with all of these surface improvements that the collections will not suffer. My hometown library has a fireplace, copper roof, and NO NEW BOOKS!

Prospectus service, electronic resources, media are in the state of the art. The only comment is to extend the library hours on weekends or having it open 24/7

The library is comfy and nice. I like all the artwork.

Areas where it is supposed to be "quiet" are not so quiet sometimes and is very distracting. Also, I really enjoy the desks hidden in the stacks but it is really irritating when they are all full. Library would greatly improve if more seating, more available computers, and no noise in quiet areas was implied.

The service I have received has been fine. The carrels in the law library are outdated and small. The temperature control in the law library is horrible. Last semester I spent every day in my carrel on the second floor. This semester I can't because the temperature is around 80 degrees. Because of this, I have spent nearly no time this semester in the law library.

Some of the areas in the library have horrible lighting. I can't sit at the tables in the basement behind the movies because something about the lights gives me a headache. And I go out of my way to not use certain bathrooms where the lights flicker. I have had friends who also complain about the lighting in different areas of the library.

I constantly need to order articles through the library for my thesis. I am pleased that I am sent the necessary articles within a matter of days. Everytime I have gone to the library, the staff has been very courteous to me. The library provides a clean and great study environment. I thoroughly enjoying using all it has to offer.

The library is a great resource. I especially like the quiet study areas in the stacks, the quiet is necessary, and I really like having lots of windows. I really enjoy the treats and extras that the library organizes during finals week. The reading room is a really nice place for studying, but there is an annoying mechanical noise that periodically interrupts the quiet. For lack of a better description, it sounds like a hand sanitizer dispenser, dispensing about ten times in a row. Can that be fixed? Keep up the good work!

<p>Usually the library staff are very helpful and friendly. In my opinion, the library could use more study rooms, especially for single or double person use. The majority of the time when I really want a study room they are full or reserved until hours later. I really like using the study rooms, as I believe many students do, for both the seclusion of them and also because they are provided with white boards, which I absolutely love. Perhaps some barriers and whiteboards could be supplied in a few sections of the stacks, just to decrease distractions and provide whiteboards to people who can't get a study room?</p>
<p>I would love to be able to use Room 123 (the movie room) downstairs in the library for group meetings. Our group has used the room in the past, but we're currently unable to reserve the room.</p>
<p>I hope the library opens longer hours on weekends and during exam periods</p>
<p>My only comment is that it would be nice to have more comfortable furniture in the study rooms. Those wooden chairs are quite uncomfortable after an hour or so. However the chairs outside (black plastic) are good to move in there.</p>
<p>The only thing I would complain about, and it isn't the fault of the library or it's staff is the amount of ice located outside the main doors during the winter.</p>
<p>I have always been quickly assisted when going to the library and I appreciate the flexible hours it is open to students.</p>
<p>Very nice use of space and like the hours it opporates</p>
<p>I love the new library and the continued great service provided by the librarians and other staff. My only complaint is the horrible new signage. Not only is it impossible to read in certain light, there is no centrally located index linking call numbers to the various floors. There should be a sign giving this information when you enter the building, and also in the stairwell on each level. I had to go to the checkout counter and get a piece of paper to find out where to go to find a book. I'm sure the signage was expensive, but it should be replaced.</p>
<p>I believe that the library has excellent reading materials for research and also has a friendly staff. I do not believe, however, that there is a sufficient amount of space for all of the students that use it for studying. There is constantly a lack of computers, chairs, space, etc... and every time I need to go there for studying, I find myself turning right around because there are not any tables available. We NEED a larger amount of space for all of the UW students.</p>
<p>I really enjoy the stacks because it is a quiet place that is not crowded.</p>
<p>The hours at the library could be more convenient.</p>

I need them all to be open longer hourly wise. especially AHC, Chisum reading room, and COE in general.

Our library is generally very hot inside. I would expect its because of poor ventilation from the number of computers at use.

The mechanical noises in the study areas can be very distracting and annoying, i.e. the fan noises on 3rd floor stacks.

I would like the library to stay open later during the week.

The one thing I would change about Coe is possibly getting different "comfy" chairs and couches with functional tables. The current tables that accompany the more comfortable couches and chairs in the library serve absolutely no function. They are too small and low to the ground. If the tables were possibly bigger and higher off the ground, that would definitely be an improvement. I generally study at the larger wooden tables and in the study rooms, but it would be nice if there was a more comfortable place to spread out my work. I need a lot of space to study, and while I find that the library generally offers good spaces, I would like to see more functional work spaces. The current chairs, couches, and tables, may look modern and up to date, but they are not funtional. The same goes for the tables and chairs in the Book and Bean. I cannot even read the NYTimes let alone do any work at the tables that they currently provide. :)

Air quality is very bad in the new library. It causes me bad health effects.

I would like to see improvements to the work environment at COE library. The building is great and the staff are very helpful. However, COE is too much of a hangout for students and less of a study environment.

First, there should be a no food policy. I've been working at COE to have students eat a pizza next to me or chinese from Panda Express. There are places to eat on campus such as Washakie or the Union and COE should not be one of them--it detracts from a clean environment and is very distracting.

Second, there should some sort of sound policy. I don't mind some talking but COE can often be a place where students discuss weekend plans or just hang out. If students want to work in a group they can checkout the group rooms upstairs which are very very nice. Recreational discussion should be limited and students should be asked to be quiet by a librarian because it is awkward for a fellow student to ask someone to be quiet.

Third (and this is less important) but library computers should be used to work and study. It is very frustrating during busy times at COE (such as finals) to see all the computers in use and half of them being used for facebook/youtube. Librarians should have some sort of enforcement of students who are clearly not working at all and do not intend do--especially when there is a wait for computers.

Last, there should be more dual monitors and more working headphones at COE. Almost all the headphones no longer work and every station should be a dual monitor.

Thanks! I think you guys are doing a great job! Just a few suggestions :)

The UW library is beautiful and welcoming. I like the cafe, the art on the walls and the idea of having cookies during intense study times. I have been to several workshops and found the staff to be patient and encouraging. I am always impressed with how fast I receive articles that I have to order. The great services provided have been central to my education.

Overall pleased with the services offered... I just wish someone would fix the bucking horse logo on the ceiling. The area between the reigns and Steamboat's neck is still there, making it look like the horse has a weird, deformed neck. It's sacrilege.

I really like the study rooms provided in the library.

Excellent on-line assistance.

I use your services daily. I could not come close to teaching my courses or conducting my research without you. I must mention [librarian] as an especially valuable and exceptional colleague who is always very helpful and very prompt in responding. S/he is a huge asset to the Library and our University.

I would like more tutuledge on researching articles.

Love that you can now check out ipads, I wish it was for a little longer than 3 days

though.
Reference librarians frequently busy when I need help with research.
The services are good overall. The one thing I wish it had would be printing stations. Sometimes the reason for lack of computers is that people are printing. Also if one wants to print he/she cannot because they are all taken. It can be frustrating.
I do not feel that many of your questions appropriately fit my outreach status. I do use the library, but I am not on campus as many of your questions elude to. My responses might skew you data. I would like to comment on the RefWorks program. I am new to it and therefore it became another program for me to learn. Compared to some others I have used I felt it was somewhat cumbersome to use.
The libraries on campus are helpful and full of information. The people I've talked to have been more than willing to help out and the inter-library exchanges are great for getting all the references that I need.
Librarians have always been happy to point me in the right direction on a quest for books.
[Librarian] is most kind, knowledgeable, accessible, and helpful!
LOVE the study rooms. The only way I can see improvements on this is how often the markers for the whiteboards are checked, because they are often dying or dead.
I am an outreach student, non-traditional, do not use your physical facilities.
Those individuals who work in the interlibrary loan office are fabulous. Thank you all for your detective work.
I haven't used the library much in the past, but recently have been using it more frequently to work on group projects and have the study rooms have been very helpful.
I am doing course work through the Outreach program so I am not on campus and unable to partake in using the campus library.
I would like to see more trainings on software used in jobs after graduation from the University such as Pivot Tables.
It is great that most sources are available electronically since I am not in Laramie and teach students across the state. For readings that are not automatically available online, with advance notice I can place them on electronic course reserve. The staff have been helpful and fast. The only problem with me not being on the main campus is getting the videos. When I borrowed it once, it was only allowed for a week, and then I had to come in person to renew it, which was not

feasible for me, and I wanted to view that video over the course of a couple of weeks in my class.

I don't think I have ever had to ask for help at the library in matters of resources, so I guess that means its good enough that we can do things on our own. I would appreciate a cleaner environment though, keyboards are very bad sometimes and it's not the most comfortable and inspiring environment to germ freaks like me :)

I think the library services are wonderful.

We need more color printers.

Your help desk/information center is not very helpful or knowledgable when it comes to renting a study room. they kicked me out of a room that I had rented for 4 hours and told me that my time was up when I had only been there for an hour.

Like the computer availability board so that people don't have to walk around the entire library looking for a computer.

Some of the old key boards have lots of keys that stick which make it hard to type quickly and smoothly while writing a paper. Really like the new keyboards with the lowprofile keys, much easier to type on.

The study rooms with huge white boards are great! Thank you for stocking them with different colors of markers that actually work.

The Library has an exceptional outreach base which makes accessing it very easy.

Wish quiet was enforced more

I believe our library sets a standard in regard to Outreach and "customer service." I've been to conferences and talked with many colleagues across the country who come from institutions where the library does not take a leadership role. UW Libraries are the best.

I have used the library as an employee in EHS and have found the service to be excellent the few times I have request papers or articles.

I like that the library sends a reminder email before items are due.

Articles that are considered 'too recent' for inter-library loans should not be allowed to be requested. Took over a week to be told that an article I was waiting from inter-library loans was not available.

I have really enjoyed the instant message aid that the library offers on its website. I used it once and it was fast, easy, and very helpful.

<p>The librarian has been very helpful in assisting me with searching in instances where I am unable to locate information on my own.</p>
<p>sometimes there are not enough computers</p>
<p>The only complaint that I might have about the library is the small amount of group study rooms with computers. Although this would not be such a problem if each college did not also have the same problem. It seems like you have to reserve these rooms at least a week in advance. Outside of that the staff is very helpful and most all of the libraries on campus are comfortable and inviting for studying.</p>
<p>study rooms need to be rented for longer</p>
<p>Would like to see a way to reserve study rooms while you are off campus via the web</p>
<p>Alla of the staff have been helpful and friendly. It would be nice if there were more secluded tables to study at. Sometimes I have to search for quite a while before I find one and I don't always plan far enough ahead for a study room.</p>
<p>Love Loansome Doc!!!</p>
<p>Would it be possible to set aside 'phoneless booths' where people in the library could go to take cell phone calls without disturbing the rest of the users? Just a place where people in the computer lab or stacks can go to have a private conversation. Also, feel free to get rid of the Library Notes. The last concert ran me out of the library. Who can think with all that racket?</p>
<p>We need more computers available to use at COE library! Also the arrangement of tables and computers are not in a way that fully uses or populates the area in an effective manner. There is a lot of wasted space with the computers on the main floor, more would be available if the arrangement was different.</p>
<p>The library is a great place for find resources. It's also great for studying by yourself and study groups. I really like the individual rooms you can use.</p>
<p>Library employees helped me in my research class. I am outreach and a called a couple of times and was helped directly with my research! I am grateful,</p>
<p>I really appreciate the quiet of this library. I wish students would be equally respectful in the classrooms.</p>
<p>Fabulous reference librarians, especially [libraian] and [librarian]. I went and saw [librarian] the other day and she spent 2 hours with me explaining how to do a PubMed search as well as other resources. Couldn't ask for better service. [Librarian] deserves a raise after what I put her through.</p>

<p>I use the library as an Outreach student, so my face-to-face contact with its employees has been nonexistent. However, I am confident that any time I need help accessing a document, book, or other resource, the employees will help me the best they can.</p>
<p>I wish we could easily access a list of new resources ordered and/or available. There used to be a search function that would let the user pull a list of new items. If we could bring it back and make it subject specific, that would be a great help.</p>
<p>I feel confident that if the library does not have the resources I need, they can make them accessible through one program or another. I am especially grateful for [librarian]. S/He provides training for my graduate research and writing course and is always available for questions.</p>
<p>Most of the time there are enough computers to allow people to access them in a timely fashion but, during midterm and finals, finding access to a computer is extremely difficult. This makes studying and doing homework very difficult for people without personal computers.</p>
<p>Sometimes iPads are not available.</p>
<p>I would suggest adding more double screen computers and more areas for computer labs because often the computers at the library are taken at night.</p>
<p>I am very pleased that you can now schedule study rooms online and that the allotted time has been increased to four hour segments. I still feel that there are not enough of these spaces available and am unhappy that you can only schedule a room one time per day.</p>
<p>I've worked with [librarian] and [librarian]. They are both incredibly helpful and knowledgeable.</p>
<p>Sometimes there are not enough computers available to use when I need one.</p>
<p>I feel a smarter computer layout or electronic system hub to inform students of which computers were available would be beneficial. Also, a smarter faxing/scanning system would be wonderful. Lastly, an electronic room reservation system might be nice.</p>
<p>Overall, I really enjoy spending time studying and gathering resources in the library. The study rooms in particular are very nice. I know the library was just remodeled but more study rooms would be advantageous.</p>
<p>Library staff rule! Rock on, party information people!</p>
<p>Quiet floors are not always enforced and this leads to many disruptions. Perhaps this would be an area for improvement.</p>
<p>The live chat is especially useful for Outreach students, such as myself.</p>

This past semester I have spent many-many hours in the library and have only had minimal issues with slow computer systems. I have utilized the study rooms and inter-library loan systems and have been impressed with the turnaround time for getting needed materials. I have not had any issues with getting help to answer any of my questions for additional research materials and all personnel at the front counter have quickly assisted me during checkout of room keys and resource materials. They have been extremely courteous and efficient. Thank you

The library has done a wonderful job fulfilling requested articles.

I believe "customer satisfaction" and "service" is very important and says a lot about a company. I have encountered many people (employees) in the library that need to leave their issues at the door and treat students with respect; I hate to ruin folks' day when I ask for a study room!

keep spending money on buying online journals. as an outreach student, I needed those articles, and I had access to them.

The only issue I have is that I sometimes have a hard time finding a quiet place to study. However, this is due to other people being noisy and is not necessarily the library's problem.

I didn't know that the front computers were open 24 hours until this semester.

I love the Request It service for articles. It's been very helpful. The only thing I have had trouble getting through the library/Request It are government reports that should be openly available. My requests tend to be cancelled. It would be nice to get more information about why it was cancelled so I know how to deal with it. The geology library rocks. I love everyone who works there. Very helpful and nice to talk to.

Prospector is amazing and more students should know how to use it earlier in their academic career.

The library tends to be too loud with people talking for me to work there.

I have had very positive service experiences with the full-time library employees at Coe and all of the employees at the Geology Library. In fact, I prefer to have all resources I need transferred to the Geology Library because the employees there are consistently considerate, kind, attentive, and helpful. Please commend each of the Geology Library employees.

However, on a number of occasions, student or part-time employees at Coe have responded to my inquiry with "I don't know." They have failed to offer to find out or to connect me with someone that might know; instead on each occasion of being told "I don't know" the employee has returned to their

homework/computer. It is incredibly aggravating to have a wealth of resources but not have employees willing to help.

The staff at the library has exceeded expectations in their helpfulness and knowledge and the time to sit with me and bring me up to date on the electronic changes. I would like to see more double monitors. A few more stations would help too or a place for graduate students only. The ability to save information and use endnotes etc is great. Thanks for your customer service!

Need to make the environment more quiet overall. There is no control in regard to people who constantly making noise. Use phone and have a chat must not be allowed in the library.

Quality received really depends on the employee. I've dealt with some that are less than helpful, though the majority are quite responsive.

As a masters student I am just learning more about the resources available to me as a distance student.