

User Group	Discipline	Library Branch	Comment
Faculty	American and New England Studies	Glickman Family Library, Portland	The library staff is terrific
Faculty	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	The libraries are wonderful resources that need to be held in the highest regard at USM, and need to be equipped (technologically and culturally) and staffed in such a way that they can be accessed and provide meaningful and high quality service at any time day or night on an ongoing and continuous basis.
Faculty	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	It is a nice, attractive space. I use it rarely but have had usually pleasant experiences when I do use it.
Faculty	Business	Glickman Family Library, Portland	The percentage of things I CAN'T get from some library sources is very small. Things have improved greatly in my 19 years here.
Faculty	Business	Glickman Family Library, Portland	I think that the library does a good job with limited resources. I have noticed in the years that I have been at USM as an assistant professor that the access to journals has decreased. I don't mind a decrease in hard copy access but I do mind that on-line access to full-texted articles has decreased. This fact does hamper research by faculty and by students. <input type="checkbox"/> The problem at USM is that the library does not have the resources that it should have to support the university. Unfortunately at USM that is a common problem for most units.
Faculty	Business	Glickman Family Library, Portland	I'd like to have more group meeting rooms that can be reserved on short notice. I'd like to be easier to reserve library rooms (4th floor conference room & 4th floor classroom) without having to contact different people
Faculty	Business	Glickman Family Library, Portland	Your interest in helping students is great! <input type="checkbox"/> Use of electronic library resources is a GREAT improvement, and interlibrary delivery is usually good.
Faculty	Business	Glickman Family Library, Portland	I have used many university and public libraries and none, other than USM, prevent you from accessing the card catalog if you do not use a username and password. It is outrageous to me that I must take the time to carry a password and log in to simply use the catalog in a university library that is in a state institution funded by taxpayers. I am a huge fan of technology but not where it makes my work more difficult rather than easier. At a minimum, the card catalog should be accessible quickly and readily to anyone seeking information, password or not. I simply don't understand the "need" to keep it under "lock and key". What is the point of being so "secretive" about this basic information? Thank you.
Faculty	Business	Glickman Family Library, Portland	The people who work at the library are always eager to help and have excellent skills. I am always pleased by their high level of service.
Faculty	Education and Human Development	Glickman Family Library, Portland	I love the Portland space, and decidedly do NOT like the Gorham space. I wish all of the library were located in Portland, as it is more convenient, more professional in appearance, a better environment for working alone or with groups, and so forth. The Gorham library seems more like a high school library, ERIC documents, journals, and microfiche notwithstanding.
Faculty	Education and Human Development	Gorham Campus Library	USM students have several significant barriers when they are expected to identify and retrieve journal articles: (1) lack of availability online of many print journals; (2) convoluted steps for using online databases. Although USM librarians are integrally involved in my course activities, most students use Google rather than the online database search procedures that are demonstrated by librarians. Online library research procedures are very cumbersome. In today's world, students and faculty should have easy access to online resources.
Faculty	Education and Human Development	Glickman Family Library, Portland	Need more computer terminals on every floor of the library, for research use while at the library. Need more quiet space on each floor, to sit down with printed materials. Would be helpful to have more desk space in the stacks, with seating, to sit with a wireless/laptop.
Faculty	Education and Human Development	Glickman Family Library, Portland	In general our libraries are great, especially the people who work there. My only concern is the lack of certain journals that we do not get and which are not (yet) available in full-text online. But ILL has been able to help out and I know the library staff is doing the best they can with the resources they have.
Faculty	Education and Human Development	Gorham Campus Library	To date the library has helped me find what I needed and accommodated my course needs very well. I need to use the resources more and more efficiently. <input type="checkbox"/> However, I find that my students do not know how to use library resources effectively or sometimes at all. That is a problem we all need to work on.
Faculty	Education and Human Development	Gorham Campus Library	First, let me say that I find the library staff in general one of the most actively helpful groups in the university. I have been especially pleased with the assistance I have received from Gorham staff with my electronic reserves-setting it up, modifying, and developing it at the beginning of each semester. <input type="checkbox"/> My 2 major gripes with the library is the restrictive use of books from other UM libraries which often asks for a book to be returned in weeks even though no one has requested it and when a) I need it for ongoing consultation for my research and/or teaching; and b) it often takes several days to arrive. <input type="checkbox"/> The other gripe is not being able to indefinitely renew a book that is not being requested. Both issues have been helped alot with the online renewal option.
Faculty	Education and Human Development	Instructional Technology and Media Services	I really wish I could make use of the library more! When I have had contact there, I think people have been kind and helpful. There are so many resources I want to learn more about but other demands on time prevent it. I wish I could have a condensed training period or some assistance as I'm sure there are more ways I could efficiently access information. I always enjoy time at the library but the "Google Scholar" method is often quicker. I wish this wasn't the case. Perhaps some renewed training sessions for faculty would be helpful, more support and so on.
Faculty	Education and Human Development	Glickman Family Library, Portland	The library system needs to greatly expand access to full-text online journals. I have to constantly pay for articles that I need in my research.
Faculty	Education and Human Development	Gorham Campus Library	Portland library is much more attractive space. Library personnel have been very helpful. Electronic forms is much more important than print at this point
Faculty	Education and Human Development	Gorham Campus Library	Some of my ratings directly related to the fact that I'm on the Gorham campus, and the physical environment that library is much less inviting. In fact, if I'm going to use one of the libraries to work, I go to Portland, but that's difficult because most of the resources in my field are housed in Gorham. My other great wish is that our collection of books and journals was more expansive and up to date. Having electronic access to journals is also a real bonus as it saves so much time in my research. Note that neither of these are no fault of librarian personnel. They are extremely helpful.
Faculty	Humanities	Gorham Campus Library	Current Friday evening library hours are non-existent: don't contribute to the "suitcase college" phenomenon. <input type="checkbox"/> Saturday closings at LAC are often very difficult for students, e.g., being closed Thursday through Sunday of Thanksgiving. OK, Thursday and Friday, but students should have access on Saturday. This was also the case for both Saturdays in February break. <input type="checkbox"/> Please list the USM-owned videos (including those in departmental collections, which they will retain control over) in URSUS! <input type="checkbox"/> The "cafe" is a space for mechanically provided junk food. I've never been able to get tea from the machine. Having a water dispenser with hot/cold water would be preferable for those who have their own mug and teabag. I'd even be willing to pay a token amount to access the hot water--25 cents or so. <input type="checkbox"/> Wireless status, and laptop loans are a great idea: thanks! <input type="checkbox"/> Can we please access JSTOR....
Faculty	Humanities	Glickman Family Library, Portland	The staff is great, the Web portal is great, but when I need an article from MAJOR journals in my field, I ALWAYS have to interlibrary or ILLiad it. Why don't we have access to Project Muse or to MAJOR parts of JSTOR? If I want to do serious work, I have to go to Bowdoin.
Faculty	Humanities	Glickman Family Library, Portland	The reference librarians are great. <input type="checkbox"/> The librarians at the front desk range from fantastic to surly.
Faculty	Humanities	Gorham Campus Library	I love USM library. I owe you! <input type="checkbox"/> <input type="checkbox"/> Mike Bendzela
Faculty	Humanities	Glickman Family Library, Portland	Overall, I find the staff extraordinarily helpful, engaged, and congenial. The material resources of the library, rather than the humans who work there, represent the library's drawbacks...a problem clearly dependent on our resource-poor environment.
Faculty	Humanities	Glickman Family Library, Portland	More online journal articles, ideally access to JSTOR, would help my research incredibly. Some of the questions were poorly worded. The library doesn't help ME distinguish between trustworthy and untrustworthy information, but I know it helps students. <input type="checkbox"/> <input type="checkbox"/> Our library has GREAT people, but lacks key electronic resources (JSTOR, etc.)
Faculty	Humanities	Glickman Family Library, Portland	The library staff are almost always helpful. The library collection is the main problem--it is inadequate and incomplete and doesn't seem to be getting better. I would recommend a few other things: create a real serials reading room with the current copies of serials available on display; create a faculty reading room (or study area); do more to further acquisitions. It is great for faculty to be able to request books, but the burden shouldn't be on us to tell the library every semester (or fiscal year) what needs to be purchased.
Faculty	Humanities	Glickman Family Library, Portland	Staff is always very courteous and helpful.
Faculty	Humanities	Glickman Family Library, Portland	I applaud the helpful attitude and service of the library's staff. I hope that revenues may be found to expand JSTORS and other resources.

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Faculty	Humanities	Gorham Campus Library	Remodel the Gorham library--must be a high priority for the university.□ Notify faculty when new books in their discipline are acquired.□ Post an easy explanation of how to put reserve links on Blackboard.□ I appreciate all the initiatives and changes in the libraries--keep it up!
Faculty	Humanities	Glickman Family Library, Portland	The Library needs to be more integrated into the USM curriculum. This is a faculty/library matter that colleges and departments should address aggressively. The library can only offer to do so. It's up to the faculty to make it happen.
Faculty	Humanities	Glickman Family Library, Portland	I was going to leave duplicative or uncertain questions blank, but I find I have to give some answer ... so your n/a responses are mixed b/n truly not applicable and frustration with this instrument.
Faculty	Humanities	Glickman Family Library, Portland	I often find it necessary to reach out to the Dimond Library at UNH, which allows me to access the Boston Library Consortium. Although WorldCat is helpful, it does not address all that I need in a timely manner.
Faculty	Humanities	Gorham Campus Library	I make constant and heavy demands on the library for many projects as well as my teaching and use many of its services including in-class instructional services. I ask and I consistently get what I need. I consider this academic library the major unnamed benefit of my work here.
Faculty	Humanities	Glickman Family Library, Portland	It would be very helpful to have JSTOR. More books would be nice too.□ Personnel are excellent.
Faculty	Humanities	Glickman Family Library, Portland	This is actually misleading because we do not have the kind of collections I need. I use the library primarily for students and for interlibrary loan, and for those it works fine, and the librarians are wonderful. So where my numbers are low, it is due to the limitations of its resources. ALSO, it is misleading to allow only one option for "discipline" because everyone in Women's Studies is also in another discipline, whether officially in a joint appointment or not. So my listing should be humanities AND women's studies. ALSO, I now add, helping me distinguish between trustworthy and untrustworthy information is a silly question for professors whose training is all about that. Being required to answer it left me only the option of 5, but I do not use it for that at all, ever, nor, I assume would anyone but students.
Faculty	Humanities	Glickman Family Library, Portland	This is not a great "collections" library obviously but it serves my considerable needs through other means, primarily electronic.
Faculty	Lewiston-Auburn Programs	Lewiston/Auburn College Library	Excellent job. Very responsive, informative, keep in touch, dedicated to learning and growing!
Faculty	Lewiston-Auburn Programs	Lewiston/Auburn College Library	the staff at LAC does an absolutely fabulous job in meeting and exceeding my library needs and expectations.
Faculty	Lewiston-Auburn Programs	Lewiston/Auburn College Library	People in LAC library are top notch. Library webpage is not always user friendly.
Faculty	Lewiston-Auburn Programs	Lewiston/Auburn College Library	wonderful service and committed staff. resources. limited but staff always tries to compensate when they can.
Faculty	Lewiston-Auburn Programs	Lewiston/Auburn College Library	LAC library and staff are first rate, always helpful, go out of their way to assist students.
Faculty	Nursing and Health Professions	Lewiston/Auburn College Library	Need broader databases for nursing and more access to downloadable articles
Faculty	Nursing and Health Professions	Gorham Campus Library	USM has competent and caring library staff. They have always been willing to help.
Faculty	Nursing and Health Professions	Glickman Family Library, Portland	I have found that for the most part the "people" side of the resources at the library are great. The budget for books is very good, it's the journals that are an issue.□ Sheila Johnson has been a gem!□ Thanks
Faculty	Nursing and Health Professions	Glickman Family Library, Portland	I have the most personal contact with personnel at the Circulation desk, and Reference (Sheila Johnson) and Serials division. I have found the staff to be courteous, helpful, and professional in their delivery of services.
Faculty	Nursing and Health Professions	Glickman Family Library, Portland	The location of the library is a problem for me (I have a mobility impairment). In most cases I can now find a handicap parking space but this has not always been so. The restricted open times during semester breaks can be problematic for faculty who use the library more during this time period for course prep. The library staff are great. Having to use interlibrary loan etc. for articles is hard when one is used to using a land grant university library that has most information on site. All in all the resources meet my needs.
Faculty	Other		I use the Law Library almost 100% of the time. The New Law Library director has transformed the place. It now offers fantastic service and resources.
Faculty	Other	Gorham Campus Library	The library staff and in particular Tim Lynch has been very helpful in creating resources and offering support for students in my online courses. I am very grateful. In addition in the Gorham library, John Warren, Crystal Wilder, Max Calderwood, Marilyn MacDowell, and Ed Moore are always helpful with my frequent requests for interlibrary loans and electronic reserves.
Faculty	Other	Glickman Family Library, Portland	More electronic resources. I do not use print materials as much. Help with teaching students how to search for web resources. Work on your web site.
Faculty	Other	Glickman Family Library, Portland	Was so pleased to notice that at least most of the lights in the library are not left burning all night long any more. What a waste of money that was! Here is one vote to encourage the library staff to get the rest of the lights and other equipment turned off - the reading room lights on the seventh floor are regularly left on.
Faculty	Performing & Fine Arts	Gorham Campus Library	Reference Librarians in Gorham do not seem to be as well versed in finding some materials as those in Portland. E-reserves and full text articles on line is a godsend. The Gorham space has been improved immensely. The search functions for the databases are not very user friendly and students have a hard time finding information on them.□ This rating scale should have comment boxes for each section. For ex: I use both Portland and Gorham libraries for different resources -- almost equally and teach on both campuses. I have good experiences with the library every time I go but have been disappointed in some of the instruction to my students and their reports of reference work.
Faculty	Performing & Fine Arts	Instructional Technology and Media Services	While I don't generally use the library for study or research purposes, I have consistently been impressed with the staff at both the Glickman Library and at ITMS.
Faculty	Performing & Fine Arts	Gorham Campus Library	My field has minimal use for library materials except for art books and other visual research. The collection is thin both for my purposes and particularly when I have a class of 20-30 students trying to research a specific time period, location or culture. Journal articles are not part of my work and electronic resources are a poor substitute for art books and fine magazines, where the quality of the printed images and the color reproduction is primary.
Faculty	Performing & Fine Arts	Glickman Family Library, Portland	There are no problems that money can't solve.
Faculty	Performing & Fine Arts	Gorham Campus Library	I find the lending periods to be too short and the fines too high for faculty members.
Faculty	Performing & Fine Arts	Gorham Campus Library	Music and Video Collection Sorely Lacking
Faculty	Public Policy	Glickman Family Library, Portland	I often go to the Bowdoin Library or down to UNH. We are lean on recent books, even compared with Orono, and interlibrary loan is slow. □ □ Fulltext online publications are far more available at other universities. My son recently took a course through a NYS community college; I was amazed to see the range and depth of online materials available through the SUNY Learning Network. It would be a tremendous help if we could increase online access to fulltext, especially from home. I find it frustrating to have to work in my campus office to access some materials.
Faculty	Public Policy	Glickman Family Library, Portland	Library is too distant from my office to be used on site on a regular basis. Online access is fine, but my information needs have been met by having on site resources closer to my office. Prior to the development of extensive online resources, this was the most efficient means of maintaining timely access to information. Now that a pattern is established of having such resources on site, there is no incentive to change use patterns.
Faculty	Public Policy	Glickman Family Library, Portland	The library resources, particularly access to journals on-line, are totally inadequate to support a Ph.D. program.
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	access to current online journals is paramount to my success as a researcher, and I generally have to rely on other sources (purchasing my own subscriptions, colleagues at other institutions, etc.) to complete my work.
Faculty	Sciences / Mathematics	Gorham Campus Library	There are many very nice, helpful employees in USM's libraries. I love that 7th floor in Portland. Can we add a 7th floor to the Gorham library without the expense of floors 3-6?
Faculty	Sciences / Mathematics	Lewiston/Auburn College Library	The USM access to online journals is lacking, but it is also very costly. While there are a number of trials it is not extremely useful unless they are highly accessible. The electronic gateways to which journals (particularly the science journals) are not obvious or tied together such that they can be directly accessed via other services like SciFinder
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	I have been frustrated many times with the perceived on-line access to journal, only to find that we do not get full article access with some journals for several months after issues are published. This keeps me from keeping up with the fast pace of change in my field, and often makes it very difficult for me when writing proposals for external funding and papers for publication.
Faculty	Sciences / Mathematics	Gorham Campus Library	My experience with the Libraries on campus (G & P) are consistently the most positive experiences I have when negotiating life at USM. Greatly appreciated. □ □ Most of my use of the library revolves around accessing peer-reviewed journals. I use ILL often to obtain articles from other campuses, which does help the fact that many electronic resources (or print) are not available on campus in my field. Generally speaking the ILL has been incredibly helpful in my research.□ □ I also use Science Citation Index (Web of Science) considerably, and encourage my students to do so as well. It is frustrating that USM's science citation index only goes back 5 years. I do not use most of the other indexes available, and wouldn't know where to start...
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	My negative feelings do not relate to the library staff at all -- they've been great. My concerns relate to the lack of scientific journals in my field, either in print or electronic. I understand about budgets, but journals are essential tools, and it's frustrating not to have access to those tools, especially when trying to direct students in their own research projects.
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	Would love to have access to more on line journals
Faculty	Sciences / Mathematics	Gorham Campus Library	The library staff have always been knowledgeable and courteous when I needed help.

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Faculty	Sciences / Mathematics	Gorham Campus Library	facilities in Gorham way, way below standards set in Portland library. Staff there is great - Tim Lynch is our library liason doing a fine job. Ammenities, please.
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	I think this survey is next to meaningless. Of course we all want the desired service level to be 9 for every category, right? (why wouldn't we?) And for most of the questions, I do not have meaningful experiential data to give a perceived service performance score. So, I marked N/A for most questions. For myself, the most important item is to be able to easily get articles online, and sometimes there are many links that I have to go through to get the paper I am looking for.
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	As time goes on the library becomes less of a factor in my work, even though I am in constant need of teaching and research related literature. So, as the usefulness of the library declines so does my productivity both in the classroom and in the laboratory. Although the staff is excellent in wanting to provide help the lack of what I need makes their willingness meaningless. In all fairness, the 7th floor is great for lectures and meetings and that has now become the only reason for me to walk into the building. What a shame.
Faculty	Sciences / Mathematics	Glickman Family Library, Portland	I would like more training in using internet resources to locate relevant articles/journal papers. Of course, even if I had this training, if I didn't use it regularly, I might forget it. Also, my biggest complaint with our library is that its holdings in my discipline(computer science) are so limited. 9 times out of 10, if I do an URSUS search for a technical monograph in CS, Orono will have it and we won't. I think our staff here is uniformly helpful and courteous. In some questions(for example, #31) I am not faulting the library for not doing more of this than I believe it does. I just don't think it has provided me with much of that service.I thought this questionnaire was somewhat difficult to fill out. I suppose if I say my minimal standard for a service/attribute is low, that means I don't care much about it, or don't expect it to be provided. Indicating 3 distinct values for each question kind of complicated.As a last remark, although a survey such as this does give you tangible information to point to, I wouldn't take it too too seriously. My(and I presume others as well) aren't so precise in their self-knowledge that they can di
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I would love to have the library open longer on weekend nights.
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	JSTOR please (I know it's expensive, but...)
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I have seen a significant improvement in library services over the past 4-5 years.
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I think the library needs a 24H room available to university students to study. Just a small room, accessible with the USM card for students to use to study and do assignments, open 24/7....there could be a video camera connected to the campus police for them to see the room without the need to have an employee present in the room....
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I love the environment of the Glickman library and appreciate the excellent work of the staff. My complaints are about the lack of materials I need for my own research; I depend on inter-library loan but I especially miss having web access to electronic versions of journals. This would really help my research progress.
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I am more likely to use library services on premise in the summer when I am not teaching. During the academic year, I seldom actually visit the library except for meetings.
Faculty	Social Sciences / Psychology	Lewiston/Auburn College Library	I feel extremely fortunate at our campus to have library staff so attuned to the college's mission and able to work closely with both faculty and students to advance it. <input type="checkbox"/> My more neutral responses to 31 & 32 above are because the questions seem framed in terms of how the library helps me, ispecifically, n acquiring those skills - - and I don't rely heavily on the library staff to do so. However, I "do" know that our library staff "are" able to provide those skills to our students...The question didn't seem worded in a way that I could acknowledge that library "capacity" re: students.
Faculty	Social Sciences / Psychology	Gorham Campus Library	The staff is amazing and really helpful for both my teaching and my research - their knowledge is impressive and they are eager to connect with faculty and students. As always, a question of resources. Improvements in the Gorham library have helped but compared to Glickman, it feels like a high school library. At a minimum, we need JSTOR!
Faculty	Social Sciences / Psychology	Gorham Campus Library	Friendly people, poor resources (especially print), uninventing space, but better than it used to be.
Faculty	Social Sciences / Psychology	Lewiston/Auburn College Library	The personnel at the LAC Library are TERRIFIC!! What I find lacking is the budget to buy the kind of works that would help me in my scholarly work. Thank goodness for the internet, for the Bates College library, and for inter-library loaning! I understand ours can't be a Research I library, and I know our library staff work hard to send me notices of relevant books coming out, but we simply don't have the resources to do much more than that. More dollars, Eeyore!! <input type="checkbox"/> The other thing I want to note is that while our LAC Library space is welcoming and useful, it isn't really enough to draw lots of our students at any one time. Again, I think staff are doing the best with the resources (and space) they have, but I sometimes wonder what half-again as much additional space could allow them to do!
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I cannot praise the library staff enough! They are outstanding - always helpful and kind. The library MUST develop a very lovely, inviting cafeteria that would draw both students and faculty into the library. Other universities have made this move - it is critical for USM as we lack community
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	The most important criterion for me is whether we have access to LLBA, which we currently do temporarily. With access to LLBA, the library is a tremendous resource for me and my program.
Faculty	Social Sciences / Psychology	Lewiston/Auburn College Library	I am continually impressed by the library staff in regard to how helpful, accommodating, and accessible they are.
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I'm sorry to say that I don't use the library enough to be able to assess its offerings or services. I teach off campus, but if I am in Portland, I have used the library to find books within my discipline. Lastly, I found the evaluation tool at the top of this form difficult to interpret and fill out. My apologies.
Faculty	Social Sciences / Psychology	Glickman Family Library, Portland	I believe the future direction of library services is reasonably clear at this point. It's all about electronic access and electronic search. I see the physical library evolving into whatever sort of training and support facility is needed to sustain those primary and access services. USM's physical collections have always been modest and are likely to become more so in relative terms, by my estimate. I believe that our library administration and staff have done remarkably well in adapting to the changing realities they face. I could still benefit greatly from electronic access to a much wider array of journals and reference sources, but on the whole I'm very pleased with what's been accomplished so far.
Faculty	Women's Studies	Glickman Family Library, Portland	Glickman is the BEST library I've ever had the pleasure to use. Staff are fab! I just wish we had J-Stor! When my daughter graduates from college I won't be able to get to it any more. Also, every one there should get at least a 10% raise, and all the desired staff positions should be filled. What, after all, is "regional excellence" without a regionally excellent Library?