

| User Group | Discipline | Library Branch | Comment |
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| Graduate | American and New England Studies | Glickman Family Library, Portland | - Individual quiet study rooms, not group study, would be helpful. <input type="checkbox"/> - Electronic reserves are convenient, but the scan quality is often blurry, the type is too small, or the photos are unclear. |
| Graduate | American and New England Studies | Glickman Family Library, Portland | I very much appreciate the level of service provided by individual staff at the USM libraries. However, I acknowledge that, in a resource-poor environment, it's difficult to meet the complex needs of a complex student body requiring a hugely huge array of services. I think the USM libraries do a lot with a little! So, thanks! One thing that would be awesome is if the libraries (the Glickman library, for my purposes) were open on weekends a bit later into the evening. |
| Graduate | American and New England Studies | Glickman Family Library, Portland | I would use the Library more often if I didn't live so far away. (60 miles) |
| Graduate | American and New England Studies | Glickman Family Library, Portland | the online scholarly articles are particularly frustrating to deal with, in fact, I no longer use USM libraries to access this type of information |
| Graduate | American and New England Studies | Glickman Family Library, Portland | I find the help that I have gotten at the reference desk in Glickman to be extremely useful everytime. I go there often for inquiries for both my academic work and for other research. The reference librarians not only help me find information that I need but also teach me how to find this information on my own (navigate through articles, etc.) so that I am both gaining information about my subject of research but also on methods to help myself in the future. I have used interlibrary loan very many times also and the books and articles that I have requested always come in a very timely manner. |
| Graduate | American and New England Studies | Glickman Family Library, Portland | Considering the size of the university, and its location in our state's largest city, the availability of books and journals needed for my area of study is, to be honest, poor. I would say that 80-85% of the books I am looking for, and slightly more than 50% of the journals, are not available at the Portland campus. Granted, the Portland Public Library is less than 2 miles away, but I would prefer to stay on campus when I can. <input type="checkbox"/> But the service at the library is fantastic, and I have no complaints with that! |
| Graduate | American and New England Studies | Instructional Technology and Media Services | returning to college 25 years after receiving my BA, I was technologically challenged to say the least. The Glickman staff and the computer sites made library literacy not very embarrassing |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | It would be nice if you opened a little earlier Monday-Thursday. <input type="checkbox"/> <input type="checkbox"/> I study in the reading room on the 7th and when functions are hosted in the large conference room (also on the 7th floor) it is very loud. The people that are there for the conference walk into the reading room in large groups and talk to each other while in the room (they do not understand that the main purpose of the reading room/library). Also during a conference, numerous people talk on their cell phones just outside the conference room (in front of the elevators). I feel that something (or something more) needs to be said to inform the visiting groups that they are guest and need to respect the students that are there trying to do work. |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | The service is good! Thanks |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | USM Portland needs a quiet and comfortable place for students to study in a central location, the library unfortunately is not central. Bedford street divides the campus. I am a frequent user of ILLIAD. I wish we had direct access to more journals. I'd like to be able to import references in a standard format from PUBMED, instead of copy and paste, copy and paste, for each heading (author, title, etc). |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | In general, I have had very good experiences with ILL and the ILL staff. They have been very helpful, I have encountered very few problems, and responses are very prompt. It would be helpful if articles in the library could be scanned and emailed to at least graduate students who are busy with research and find it difficult to take time away from the lab to get to the library. But that is perhaps a luxury. My biggest issue however, is library security which is a major reason I would rather not be there. It also seems as though the attitude towards security is rather apathetic and I haven't seen anything to convince me otherwise. (I had my briefcase stolen out from under me a few years back- not a pleasant experience- but I have first hand observations) |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | Please improve on line access to journals and search engine. Consider JSTOR and/or going back more than 5/6 years |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | The information and resources at the library are subpar for a state university. |
| Graduate | Applied Science, Engineering, and Technology | Glickman Family Library, Portland | Great staff, always helpful. Good interlibrary response time. But too much noise from cellphones and study groups and those who work in offices on the upper level. There's sometimes few places that I can find to work without being interrupted by noise. |
| Graduate | Business | Glickman Family Library, Portland | URSUS can be more user friendly. |
| Graduate | Business | Glickman Family Library, Portland | Skip Kellog is excellent |
| Graduate | Business | Glickman Family Library, Portland | I'd like to be able to drink a cup of coffee in the stacks or at least parts of every floor at the Glickman Library. As long as I can't do that, my time in the library will be limited, which is a big disappointment, actually. I love studying in a library...when I can also be trusted to be responsible with a beverage. As at the New York Public Library reading room, for example. I use the Library cafe almost exclusively when I'm at the library...and it's not very nice, I have to admit. If you can improve that area, or expand areas where one could drink coffee or tea within the library, it would be awesome. (If I am misinformed, and I can actually take coffee out of the cafe area, my apologies...I'll double check when I'm there tomorrow ;-) |
| Graduate | Business | Glickman Family Library, Portland | I really appreciate the longevity of some of the research staff - particularly Zip Kellog. This is my 3rd degree (2nd Master's) from USM and I've relied on his expertise for all 3 programs. His availability to come into the classrooms and discuss resources is invaluable. |
| Graduate | Business | Glickman Family Library, Portland | I completed my undergrad while living in Gorham. I feel that you need two surveys for accurate results. As, the Portland Library services and structure do not at all reflect the Gorham library which is in desperate need of serious attention. |
| Graduate | Business | Glickman Family Library, Portland | The library staff need to rethink the "no cell phones" policy. I had a very unpleasant encounter with an overzealous library associate who did not like the fact that I was talking on a cell phone, even though I was in a remote corner of the stacks. Yet people are continually allowed to have in person conversations, which are just as loud, throughout the library. To make the library a quiet zone is unacceptable. The real world is not a quiet place, and neither should the library be. The seventh floor reading room is never filled to capacity. That can be the designated quiet area. |
| Graduate | Business | Glickman Family Library, Portland | Very good learning environment. <input type="checkbox"/> New books are needed |
| Graduate | Business | Glickman Family Library, Portland | It would be nice if the library open earlier on Sundays. For group projects, we have been forced to meet elsewhere in order to start work early in the day. |
| Graduate | Business | Glickman Family Library, Portland | The most helpful thing would be access to academic articles online through a university membership or something. The are many online collections that require subscribers to pay for access to articles. It is difficult when searching a particular topic on google and the best resource appears to be an academic article that costs money to access. If the university could facilitate that kind of online research so that I can do research from home (or anywhere) that would be tremendously helpful. I am not sure what the library offers in this area, but a good description on the website and an intuitive user interface would help busy students do research. |
| Graduate | Business | Glickman Family Library, Portland | I would like to see longer hours in the library, more communal areas for group work, more "private" areas for study and research |
| Graduate | Business | Glickman Family Library, Portland | I really like the glickman library esp the friendly employees. However, I feel that there might not be enough spaces for students if the library is to attract more students. Also it would be nice to have the new entrance. The current entrance is somewhat unfriendly and inconvenient. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | I found that I work much better at the library than at home. I usually use the Glickman or the law library in Portland. The law library has better hours, especially on the weekend. The librarians at the Glickman have been very good to me, in particular a man by the name of "Zip" and another librarian "Barrett". I really appreciated their patience and help. I think the Glickman library is beautiful, too! The law library could use a renovation, but it is very quiet. My only complaint is that there should be a printer for the computer on the 4th floor at the Glickman, if possible. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | Cell phones are an issue. People make an effort to find an area conducive for reading and completing work. If others are not going to respect the already lenient policy of cell phones in stairwells only, they should be required to shut off their phones entirely. |
| Graduate | Education and Human Development | Gorham Campus Library | The staff at both the Portland and Gorham libraries have been extremely helpful to me. They bend over backwards to help me find what I need. <input type="checkbox"/> Regarding my less than "high" answers on this survey": The Gorham library is ugly--and uncomfortable for studying. And I'm still sometimes confused about the different login ids I need for the library/online resources and also for logging in from home. It would be nice if all the login information could be the same instead of having separate illiad, blackboard, and student id logins. Also, it would be great if USM could subscribe to the online database JStor--or make it easier to access. I haven't been able to actually retrieve an article from JStor, though I've tried many times. And also, I am surprised that the library isn't open 24 hours?! Maybe there isn't demand--but since my classes end at 10p.m. sometimes I'd like to go to the library for awhile afterwards and get my studying done then. <input type="checkbox"/> <input type="checkbox"/> THANKS! |

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| Graduate | Education and Human Development | Instructional Technology and Media Services | More hours at LAC needed. Video take out needed. After-5 use of media etc. needed for grad students et al. Cozier Gorham study places needed. Up to date journals and books in my discipline needed and easy access/borrowing. |
| Graduate | Education and Human Development | Gorham Campus Library | I have had one experience where other users at the Gorham library acted annoyed when a group I was working with was talking about our project in the area that is designated okay for such talk. I was confused by this reaction and I wonder if posting the rules more openly or in bigger lettering would help this to not happen again. |
| Graduate | Education and Human Development | Lewiston/Auburn College Library | Very good system with friendly, helpful, knowledgeable staff! |
| Graduate | Education and Human Development | | In my years at USM, I have never been inside any of the libraries as it has never been needed. I still use EBSCO host through my undergrad university because of the ease of use. |
| Graduate | Education and Human Development | Lewiston/Auburn College Library | Very attractive space, a nice place to work. |
| Graduate | Education and Human Development | Gorham Campus Library | Library employees have always gone above and beyond to assist me. □ The Gorham library needs updating. The Gorham library should be air conditioned. It would be nice to receive copied library materials on line, even when they are available at the library. |
| Graduate | Education and Human Development | Gorham Campus Library | Not many resources on campus libraries for foreign language teachers. |
| Graduate | Education and Human Development | Gorham Campus Library | I feel that the folks in the library are knowledgeable and caring. However, they do not reach everyone in teaching how to use the available resources. Further, URSUS, ERIC, and other key search engines are frequently down, and 95% of the time when I have found a listing in ERIC, it says that it does not have the full text article available. |
| Graduate | Education and Human Development | Gorham Campus Library | For the most part I am generally more than pleased with library services. |
| Graduate | Education and Human Development | Lewiston/Auburn College Library | I don't use library services much, but when I have, people have been friendly and helpful. I expect I will be using more in future as I do more research, mostly from home, so am very interested in good on line services. |
| Graduate | Education and Human Development | Gorham Campus Library | The hours for the library on Sundays are insufficient for the students who would use the library on the graduate level. It would be much better if the library would open earlier than 1:30pm on Sundays. |
| Graduate | Education and Human Development | Gorham Campus Library | Have you improved compatibility among University System libraries? Last time I tried, it was very difficult to use library services at campuses other than the home campus. Makes life very difficult for those of us who live/work far from the home campus. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | I find the day-to-day operations of Glickman and the Gorham library facilitated by people at the circulations desk, inter-library loan, and reference, excellent. It is clear that for the most part these people love their job, know their business, and genuinely want to provide whatever assistance they can, in spite of the library's holdings. |
| Graduate | Education and Human Development | Gorham Campus Library | The staff at the Gorham library are always courteous and extremely helpful. Interlibrary loan has worked very smoothly. My only complaint would be that the library is occasionally a little bit loud in the afternoons. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | I have been using the library system for about 15 years, and early on conversed at some length with a woman at the circulation desk (Marilyn). Ever since then she has remembered who I am and what my fields of interest are; this impresses me a great deal, and is one of the little things that makes it nice to visit the library. □ I really do find the holdings of the library systems limited and limiting, but I am used to the Harvard and BU library systems and know the UM system just doesn't have the \$. (This background means my needs are minimal for additional information-seeking instruction.) I did my undergraduate work at Wichita State University, and expected the USM system libraries to be at least as good, but have been disappointed by the holdings. □ On an aesthetic note--it would be lovely have a full reading room--fireplace, booklined walls, etc--on an upper floor over looking the city and the bay. A luxury, but gee, what a nice place that would be to read and study. |
| Graduate | Education and Human Development | Gorham Campus Library | Staff are always ready to help, which I greatly appreciate, but they also let me go on individually and do things myself. The only improvement is the acoustics of the Gorham library--you can hear EVERYTHING and its so open that's not always conducive to private, comfortable studying. I wish the university could provide more money to give students private study rooms that do not have florescent lights and are a bit more intimate. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | I do wish that there were more areas within the library for quiet study time. □ Though I know that library staff are very busy, I wish that they would circulate more to be able to quiet others who are having distracting louder-than-should-be conversation, as they do not always respect reminders from a peer. |
| Graduate | Education and Human Development | Gorham Campus Library | Journals are very difficult to access now that the Gorham campus has moved them around. Do not like how they are organized. Fiche machine - great it is free but still hard to work - need good instructions by machine. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | great staff- zip is very helpful and friendly! □ (this survey was very long and questions seemed repetitive- the three separate columns seemed unnecessary) |
| Graduate | Education and Human Development | Gorham Campus Library | Staff are always helpful - be it finding a particular reference or guiding me to references to check |
| Graduate | Education and Human Development | Glickman Family Library, Portland | Very friendly and helpful people! Beautiful library also. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | .Lack of free parking for students at the Glickman Library |
| Graduate | Education and Human Development | Glickman Family Library, Portland | Longer summer hours |
| Graduate | Education and Human Development | Lewiston/Auburn College Library | Any service or need I have ever needed having been an undergraduate, graduate and employee has always been met with high customer service and skill. □ |
| Graduate | Education and Human Development | Lewiston/Auburn College Library | For my library needs, I do not use Yahoo or Google even if I am on those sites daily/weekly for information needs. Thank you. I access e reserves and do my research from my home computer using the indexes and databases the libraries have. Sometimes I forget how to use boolean or how to narrow my searches...this frustrates me. Are there online tutorials on researching peer reviewed work? |
| Graduate | Education and Human Development | | I have just recently started accessing library services for an on-line class. I had difficulty finding what I needed, but a wonderful person named Casandra has been extremely helpful. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | the library research staff have been generally of consistently high caliber. With the rare exception, they have been very helpful and professional. electronic research is so much easier than it was for my first masters in '94. thanks |
| Graduate | Education and Human Development | Gorham Campus Library | During Pat Red's summer class in 2006 (Behavioral Disorders of Children and Adolescents) we had a wonderful speaker come to us in the Portland campus library. I believe she was from the LAC campus. She was very knowledgeable about accessing library services and told us to call her with any questions or concerns. |
| Graduate | Education and Human Development | Gorham Campus Library | Staff has always been knowledgeable, respectful, helpful and kind |
| Graduate | Education and Human Development | | I have not required the services of the library for the one course I'm taking on Saturdays. |
| Graduate | Education and Human Development | Gorham Campus Library | The set up for printing is not user friendly. Too many steps are required from ID to log in to adding money to a card to going back in and figuring out how to print or save to print later. Not worth the effort!!! Most students work around it if at all possible, by going else where. If you had copier near the librarians desk, and a pay cash per page system as an option your library might get more use. After I finally figured it out, I have tried to help many others in class or at the library and before I get to the third step they say- forget it, this is way to complicated! The "FORT KNOX" type password and credit card system creates an unfriendly environment of distrust. |
| Graduate | Education and Human Development | Lewiston/Auburn College Library | Would like to use the library on Sunday |
| Graduate | Education and Human Development | | I have completed a CAS at Orono and am only taking one course out of interest. I have not been on the campus in years. i am taking a graduate course offered off campus. These question do not apply to me. |
| Graduate | Education and Human Development | Gorham Campus Library | My EDU 600 class last semester (Educational Research) with Prof. Cohen consisted of a couple of classes co-taught with a USM librarian. I feel very confident with my research skills as a result of the class, and found the librarian's contribution invaluable. |
| Graduate | Education and Human Development | Glickman Family Library, Portland | I love that I can request a book from any of the other UMaine System libraries and pick it up at USM - I think that's an important and valuable feature, which I appreciate having available. |
| Graduate | Education and Human Development | Gorham Campus Library | would like to see a more user friendly physical environment for study in Gorham. |
| Graduate | Humanities | Glickman Family Library, Portland | The library as a writing area is inadequate. I used the Glickman and Law Library. Noise levels are high. Portions of buildings are cold. Library is usable because it is the only space that is not a traffic way. I could not undertake serious research at either Glickman or Law Library because of limited technology and space. It is OK for a two hour work or routine matter. Not for serious in depth work. |
| Graduate | Humanities | Glickman Family Library, Portland | I have found that the people that work at the circulation desk and the information desks on the 2nd and 3rd floors of the library in portland are excellent. However, there is one man that works on the 6th floor who is rude and disrespectful. I also think the library should be open 24 hours a day |
| Graduate | Humanities | | I find the staff to be very courteous and knowledgeable. Delivery of out-of-state materials I borrow is always very fast. The important component that hinders me in my studies is access to electronic resources--the OED, LION, digital versions of journals, etc. I don't have access to them. (I'm in the brief residency MFA program.) I've had to buy borrowers cards at other libraries to get to these sources for my thesis. |
| Graduate | Humanities | Glickman Family Library, Portland | This is a fantastic library. Only suggestions are: have more Apple computers available for general use, and more snack options. |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | Thank you for asking for feedback! |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | I am always impressed with the help provided by the reference librarians at the LAC library. They do an excellent job! |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | Maureen Perry has been an awesome help and is a wealth of information |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | The LAC staff is extremely professional and helpful. |

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| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | Staff at the USM-LA library are always going out of their way to ensure students are getting the help that they need, and always with a positive attitude. As a graduate student, I spend a lot of time in the library and never feel as if my questions are not getting answered, and I have a lot of them! |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | My only concern is that there are not enough spaces for groups of people studying. Everytime I've come to the library, I've had to go to the cafe to study because all of the rooms were taken. |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | The one thing that stands out for me about the LAC library is that staff will approach students on a continual basis and ask if there is anything they can assist with. This is extremely beneficial when struggling with database searches, etc. |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | Maureen Perry is patient and so helpful. I can rely on her to get me up to speed with technology that I have never been exposed to. |
| Graduate | Lewiston-Auburn Programs | Lewiston/Auburn College Library | I have been a student at the LAC campus for five years working on my masters program in occupational therapy. I have found the library personnel courteous, helpful, and very supportive in my research endeavors and endless questions. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | The library could use more group study areas and more private study areas. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | I've always thought that the strength of the Glickman library is the staff. They are accomadating, sincere and incredibly valuable. They have helped me be successful in my researching endeavors. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | I requested the books that I needed, but I have not yet received any response since you told me that you would contact me. I have noticed that the articles that I need are not available through the "iliad", but can be accessed easily by doing a google search. I also have a problem with the lack of privacy at the Library. I feel that the library can become more useful by putting up desks with borders to block noise and scenes, which will help greatly to concentrate. I also think that there should be more computers for use as computers are always limited. Thank you very much for doing this survey. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | the portland library is great- love the 7th floor. my only complaint is the lack of private group study space... there were many times my group was kicked out of group study rooms for meetings... |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | The staff is great...finding journals and articles on the web is extremely messy and frustrating. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | I have always found great service at the library and I have been very pleased to find what I needed. I find that it can be difficult at first to navigate through, but once I had it, it was much easier to use. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | I find the libraries hours of operation poor. I cannot believe that it closes at 6p on friday nights. I often have to find alternate places to research and study due to the poorly established hours of operation. I have been at the library on a friday when it closes, there are a significant number of people here. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | USM card should reconize graduate students once they are excepted into graduate program. Currently my library card show up as undergrad. |
| Graduate | Nursing and Health Professions | Lewiston/Auburn College Library | I wish that there was easier access to the Occupational Therapy resources on the Portland or Gorham Campus. If that is not possible, I wish there were Sunday hours at the LA Campus. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | Teaching regarding use of search tools has been helpful. Although I have not used personal assistance other members of my class have and have found it helpful. □ For the most part the library provides comfortable and inviting places for quiet study. It is one of the resources I will miss when I graduate in May. The seventh floor reading room, the fifth floor study areas, computer room and group meeting room and the cafe have all been pleasant and helpful areas for studying and collaborating. The cafe needs a better setup for hot drinks. The present setup is not user friendly for those who do not wish to use artificial creamers in their drinks (maybe a vending machine?) |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | Biggest complaint is that it is often difficult to access full-text pdfs from home that are otherwise available on campus, such as ones found on journal websites. |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | Although I never go to the library unless for a rare function, I feel well supported through web based resources. As a commuter this is the way I like it! |
| Graduate | Nursing and Health Professions | Glickman Family Library, Portland | I think that if you request an item from the library through interlibrary loan you should not be denied because they have it available in the library. The whole point of searching online is to have the information available to you, if not immediately than within a reasonable amount of time. So because the Glickman library has the text available I have to drive 50 miles to portland to get it rather than have it sent to me electronically. Doesn't make sense!! |
| Graduate | Nursing and Health Professions | Lewiston/Auburn College Library | I have mostly recieved very courteous and prompt service from the staff(especially the middle aged, short, dark haired lady with glasses) she was great, but a few weeks ago, i needed help with something and a younger girl with long dark hair was there. There was something wrong with the computers that day, and she was not helpful at all. She didn't seem to want to get out of her chair to physically help me find a book, so I wondered through the library and finally found what I needed. It is sad when we can't seem to find a book or feel the need to try to help someone just because the computers are down! It's a good thing nurses think differently! |
| Graduate | Nursing and Health Professions | Lewiston/Auburn College Library | The college and community are well served by the staff and facilities of this library, and are lucky to have them. |
| Graduate | Other | Glickman Family Library, Portland | I am admittedly not very savvy when it comes to using the resources in the library. I feel like that needs to be noted when looking at my survey. |
| Graduate | Other | Glickman Family Library, Portland | The Law Library is shameful. It rains directly into the library adn the smell of mold is ever-present. There are no adequate study areas, and the space hardly inspires respect for the professional. But the library personnel at the Law Library are helpful, kind and knowledgable. |
| Graduate | Other | | I am a student in the low residency MFA program. I have tried to get access to the library but no one has been willing to help me. I was once given a guest access code that never worked. I was given a student ID card that does not have a code on it that allows me library access. I would love to use the library. I wish I had help. |
| Graduate | Other | | i use the law school library |
| Graduate | Other | | I am a law student. I use the Law Library daily. It is an excellent resource for students as well as the community. |
| Graduate | Other | Glickman Family Library, Portland | I have made numerous requests for the purchases of books but they have been ignored - which is very disheartening. Furthermore, a system should be in place to allow a book to be recalled if it has already been borrowed. |
| Graduate | Other | Glickman Family Library, Portland | my comments relate primarily to the Garbrecht Law Library. |
| Graduate | Other | Lewiston/Auburn College Library | In general, there are a few VERY helpful people at the library; some staff are less concerned. The hours are not satisfactory for me, but I like to start working around 7:30 so that I have time before the first class. |
| Graduate | Other | | I am enrolled in the Stonecoast MFA program and do not directly use the USM library facilities. |
| Graduate | Other | Glickman Family Library, Portland | my only recommendation for improvement would be to add additional individual study rooms. |
| Graduate | Other | Glickman Family Library, Portland | I appreciate the separate study rooms, as well as the free wi-fi! |
| Graduate | Other | Glickman Family Library, Portland | In my opinion the USM library has an excelent service |
| Graduate | Other | Lewiston/Auburn College Library | Have had great experiences working with Maureen - she is always eager to help |
| Graduate | Other | | I have not had reason to use the library services. |
| Graduate | Other | Glickman Family Library, Portland | Employees at the Luther Bonney computer lab are often extremely loud. |
| Graduate | Other | Glickman Family Library, Portland | I wish teh library stayed open later, particularly on weekends |
| Graduate | Other | Glickman Family Library, Portland | I have found the staff to be very helpful and couteous. |
| Graduate | Other | Glickman Family Library, Portland | I use the research services, interlibrary loan services and reading room on a weekly basis |
| Graduate | Other | Glickman Family Library, Portland | I enjoy the library but live in Brunswick so I don't get to use it as much as I'd like. I tend to use the Bowdoin library more due to convenient location. |
| Graduate | Other | Glickman Family Library, Portland | The Library staff are just great in all the departments that I use. The book collection and electronic resources seem to lack the breadth and depth that I expect in a university the size of USM (I assume because of limits of funding). □ I sometimes use the Gorham Library, for the art and music collections, but the physical facilities and furnishings there need upgrading and clearly more space is needed. I was surprised that questions 42 & 43 don't seem to allow USM retirees, OLLI members, and non-USM student citizen users of the Library to fit into the drop-down options to identify themselves, even though we aren't the primary clientele. |
| Graduate | Other | Gorham Campus Library | library helps to keep me up to date on general information |
| Graduate | Performing & Fine Arts | Gorham Campus Library | The CD collection should be cataloged via Library of Congress call number, also, I think that the collection should be behind the counter so that it would always be in order, nothing would be missing, and every time someone wants to listen to a CD, (even if only inside the library) it should be checked out. It is real frustrating as a graduate trying to locate CDs which the online catalog says it's checked in, but it is no where to be found. We should receive notice when our Interlibrary Loans come in. I simple email would be lovely. Also, maybe if we could designate a fellow student to pick up our ILL if we are unable to pick it up. |
| Graduate | Performing & Fine Arts | Glickman Family Library, Portland | The services available to individual students at the library are superb. I would like to see more of a focus on the collection of books as opposed to money spent on computers and other equipment, which become outdated so quckly. |
| Graduate | Performing & Fine Arts | Glickman Family Library, Portland | I have always been impressed with the high level of professional service I have received from all the full time library staff at both Glickman and Gorham. The improvements at Gorham over the last 3 years are impressive. |
| Graduate | Performing & Fine Arts | Glickman Family Library, Portland | The library staff is always very good, except that workstudy students are occasionally unfriendly or lacking knowledge about a question that I bring. □ □ |
| Graduate | Public Policy | Glickman Family Library, Portland | I also think the special collections programs are excellent, and should continue. overall, i think that the library is an inviting place to find information. |

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| Graduate | Public Policy | Glickman Family Library, Portland | WOW!! Who designed this survey....question 1-27 confusing, takes about 20 minutes to figure out what you are asking....hurts my eyes just looking at it..... <input type="checkbox"/> Disregard my answers, I just wanted to be able to submit this message to you. <input type="checkbox"/> <input type="checkbox"/> Not very interested in completing such a survey. |
| Graduate | Public Policy | Glickman Family Library, Portland | Accessing some of the online journals is difficult off-campus. I understand there are licensing issues, but it would be helpful to have more "live links" from off-campus locations. As a commuter student this would be especially helpful. |
| Graduate | Public Policy | Glickman Family Library, Portland | The on-line index resource is unacceptably poor. I am often informed that an e-text of a journal article does not exist, only to find later that it does if I follow a Byzantine path to -- or am told that it does, only to find that it does not. On the other hand, interlibrary loan works well. I have occasionally been treated rudely at the front desk. The reference people, on the other hand, are very nice. Sometimes equipment I need, such as copiers, are not working or are not working with i.d. cards. |
| Graduate | Public Policy | Glickman Family Library, Portland | Thank you very much for your service! |
| Graduate | Public Policy | Glickman Family Library, Portland | More full text articles for distance users would be great. Many distance learners are very dependent on the on-line system. Staff is unfailingly polite and easy to get along with and helpful. Problems have been related to technology, not library staff. Parking garage stinks (but that isn't library's fault). |
| Graduate | Public Policy | Glickman Family Library, Portland | The library services are fine for a library of its size... I find the location (Glickman) to be difficult to access and feel unsafe leaving the library and going to the parking lot at night. I also find it frustrating that the library doesn't have at least limited hours on holidays. That's the time I use to catch up on things... especially closer to exam time. |
| Graduate | Public Policy | Glickman Family Library, Portland | primary problem is the lack of range in the collection; secondary problem is utter physical inaccessibility of the Glickman library. While a wonderful building, a library should be at the CENTER of the physical campus, the hub of learning. Having it face away from campus, at the the periphery, and a long cold walk away from parking was a disastrous architectural decision that I suspect can never be rectified. Another makeshift, poorly planned, reactive decision; the connecting buildings being built for the LLL program and Muskie will address, but not solve the problem. I love libraries and have always felt cheated by the poor collection at UMPG/USM - I arrived in 1974 to get my BA, and am now getting a Masters at Muskie - even the tiny, new college in Vermont I attended briefly had a better library, not to mention my much loved first college library - Rutgers, in NJ. |
| Graduate | Public Policy | Glickman Family Library, Portland | In general, I am happy with what Glickman Library has to offer on-site. However, I feel that there aren't enough electronic journal articles (in full-text) available for my research needs in Public Policy (accessed from off-site). |
| Graduate | Public Policy | Glickman Family Library, Portland | Access to more Journals would be nice. Most ILLIAD requests are timely, but not all. |
| Graduate | Public Policy | Glickman Family Library, Portland | Special collections Dept. is great! The collections in both American Studies and Public Policy need to be beefed up-I had to depend too much on interlibrary loans for both my thesis and my polict courses. Being able to access URSUS from my home computer is very convenient. I will always be grateful for the decision to allow graduate students to take out books for a full semester!!!! |
| Graduate | Public Policy | Glickman Family Library, Portland | The service is good. I do think that the 7th floor users need to respect the quiet space provided by the library. Both the conference room users and users of the quiet room. |
| Graduate | Public Policy | Glickman Family Library, Portland | I am just beginning to be aware of the great depth of research articles and books the Library offers. I learned alot from a recent presentation that a librarian did for our PPM 602 class, at the request of our professor, Michael Lahti. Almost all the class attended this 40+ minute presentation which opened my eyes to lots of services I did not know about. I expect to be using the library even more. Perhaps you would regularly schedule this kind of an orientation and/or shorter presentations on specific tools and services you offer. |
| Graduate | Public Policy | Glickman Family Library, Portland | The fact that the entire campus shuts down during holidays is very annoying. Graduate work does not enjoy vacations. |
| Graduate | Public Policy | Glickman Family Library, Portland | My only real complaints are the hours that the library is open. I don't think a university library should ever close to be frank, however it should stay open until at least 12:00AM. |
| Graduate | Public Policy | Glickman Family Library, Portland | I think the library should offer classes on Endnotes and other software on provided on campus computers, throughout the semester, and at different times so those attending undergrad or grad program may take advantage of them. |
| Graduate | Public Policy | Glickman Family Library, Portland | As a working/student mother, the only regular access that I have to the library are the online services. Fortunately, I had an instructor who took the time to teach my class how to use this resource. I know that many first year students and non-matriculated students would love to attend a class that teaches them how to do research with your online services. |
| Graduate | Public Policy | Glickman Family Library, Portland | Staff is incredibly helpful, it is the lack of electronic (and to a lesser extent) print material that needs addressing. |
| Graduate | Public Policy | Glickman Family Library, Portland | survey a bit too long to complete, mostly I think that there need to be more full-text articles online, and it would be cool to have subject-area or discipline based usergroup listserves when new journals etc become available. I also think the university needs to work with the city and the state on the terrible pedestrian access under 295 for Forest Avenue in Portland. It's absolutely criminal that there are no handicap accessible ramps or crosswalks or anything crossing the cloverleaf. I see people in wheelchairs everyday in the street, not to mention the hundreds of students that walk to school that way. |
| Graduate | Public Policy | Glickman Family Library, Portland | Overall I have been extremely impressed with my experience at this library; it is outstanding for a public institution of this size. Extending the hours up to Midnight, and later access on Fridays and Saturdays as well would be appreciated. Also, all but one of the library staff have been extremely professional and are generally assets to the library. The one exception is a fairly cold young female employee with long hair; please encourage her to lighten up! Thank you- |
| Graduate | Public Policy | Glickman Family Library, Portland | Great 7th Floor Reading room. |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | The rfernce librarians have been extremely helpful over the three years I have been here.. |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | Illiad is a great service, extremely helpful, and the staff has done an amazing job with my requests gREAT STAFF. <input type="checkbox"/> |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | Poor selection of mathematics/statistics journals. Extremely dated books on mathematics/statistics |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | One complaint. I think the library should carry on reserve copies of all texts. This should include science texts which are exorbitant for the student. That way we could peruse the book and keep abreast of the class for the first couple of weeks before deciding whether to take the class. Furthermore, I am auditing at least one class and would have liked to be able to use the text. |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | The number one item on my wish list for the library is better online full access to journal articles in my field (Biology, particularly Ecology). For instance JSTOR would be a great (if expensive) addition to the current services as that would provide access to the journal Ecology among others. Second on my list would be better database service, for instance science citation index for all years rather than most current. I mostly use library resources remotely so these two items would greatly impact how I work, study and learn. |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | I love the Glickman Library in Portland, it's a terrific space and the staff have always been helpful. The two things that would really improve USM's libraries are (1) trainings on how to get information, how to really use the electronic resources especially and (2) MORE FULL-TEXT JOURNAL ACCESS rather than inter-library loan. I can't stress enough how important it is in the sciences to be able to get information quickly, ILLIAD is great and I really appreciate the timeliness of that service, but full-text access means you can develop an entire train of thought in a few hours instead of making some notes and waiting days for articles to come in. Access to the Elsevier family of journals especially would be most helpful. |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | My interactions with library employees have been very positive. They respond quickly and I feel that they are happy to help me. The library collection of available journals and books for my field (ecology) is extremely sparse. I feel that I can access only a fraction of articles that I "need" to read for my research. Although Iliad is an option for volumes the library does not carry, the quality is far inferior to having an electronic file. Another problem for me is not having much access to the science citation index. To do a full literature search, I really need to see what papers have referenced a given paper. Only having access to the last 5 years is extremely limiting. I recommend seeking ways to increase subscriptions to databases and journals. |
| Graduate | Sciences / Mathematics | Glickman Family Library, Portland | The electronic journal access in USM libraries is inexcusable. I am forced to drive to other universities for nearly all of my resources. Losing JSTOR and not having substantial e-journal access is decreasing the level of research that is possible at USM. If USM wants to increase its standing as a research university, electronic resources must improve. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | Access to databases and on and off-campus ILL have been my lifelines during my doctoral research. The staff in Portland and Augusta are wonderful! |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | Typaaly the lib. is a buzz with chatter/cell phones/loud ipod/headphones maing it difficult to think.. The majority of the staff are helpful..it is typically the work-study students who think it is a bother to be asked questions. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | Staff has always been very helpful. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | I find the online articles key and interlibrary loan extremely handy. |

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| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | I am a LAW student getting a Professional degree, and as such, I use the GARBRECHT LAW LIBRARY. None of those options were available on your survey. Did you have to go through the approval process before you could send this survey to students? Even with an undergraduate degree in Sociology, I can see the glaring errors in this survey. Don't put too much weight on your results. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | I am a law student using the Garbrecht library, which is cold, ugly and at times loud. There are too few outlets in the place, and at 5'2" my feet dangle when I sit in the chairs, which is uncomfortable. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | Everytime i go in with a question I get treated with respect and i always leave satisfied with the information i get. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | I have had extremely positive experiences with library staff, especially those on the reference floor. Thank you! |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | There are not enough books. |
| Graduate | Social Sciences / Psychology | Lewiston/Auburn College Library | need more available hours and more online/offsite capabilities.... printing charges need to be lowered.... ereserves need to be scanned more carefully.... more attention needs to be paid to assistive technology in the library arena |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | Pat Prieto is a wonderful librarian. She is incredibly knowledgeable and helpful to me. I am a social work grad student (you didn't specify that in your discipline) |
| Graduate | Social Sciences / Psychology | Gorham Campus Library | I have not used the library on campus much. Staff has been helpful and friendly. I did have a problem with using it and name change and staff was not sure what to do. It took awhile. I mostly use it online and would like more journal full-texts to be available. |
| Graduate | Social Sciences / Psychology | Glickman Family Library, Portland | I love the great reading room on the seventh floor, I wish I had more time to use it. I actually get work done up there. |
| Graduate | Undecided | Gorham Campus Library | I've never really been in any of the libraries, all classes so far have required internet research or books are provided. |