Staff Other Glickman Family Library, Portland

Use google daily for work/day-to-day stuff -- names of movies, checking out guest speakers coming to USM, fitness, news.

Staff Other Glickman Family Library, Portland

For academic papers (am also an ANES student) I use the library, interlibrary loan (because USM has such a small collection), and the electronic resources available through USM's databases.

Staff Other Glickman Family Library, Portland

It would be nice to see the Gorham Library and the Gorham Computer Lab combine ASAP.

Staff Other Glickman Family Library, Portland

Thank you! Great Service all the time!!

Staff Business Glickman Family Library, Portland

It would be nice for the Reference Librarians to return to the Reference Desk. I don't like the info commons - it seems to have caused quality to decrease. Please don't assume that technology is always a means to improve service. The Reference people are always nice, but the commons has made them much too track down. The Serials/Periodicals people are also great. They are always willing to help and I love their good attitudes.

Staff Business Glickman Family Library, Portland

The circulation staff seem more interested in having political conversations than helping customers. Sometimes I actually have to wait for them to finish chatting, while standing there at the desk waiting. I'm sure they are nice people, but customers need to come first. I actually agree with their politics, but I shudder to think what it must be like for people who disagree since they are VERY vocal (especially in Gorham).

Staff Business Glickman Family Library, Portland

Overall, the libraries are good. There is some room for improvement, but it is positive as a whole. I'll note that I usually go to Portland, but I like the environment in Gorham also. The Gorham staff are a little more friendly.

Staff Business Glickman Family Library, Portland

The interlibrary loan staff member is nice, but the circulation people are unhelpful and rude at times. Also, it is hard to find an actual reference librarian when you need one because of the new computer lab in the library. They put students out front to watch over the lab and then the librarians hide in the back. I like the reference people when they are there, so I don't know why this new policy is in place.

Staff Business Glickman Family Library, Portland

The people that work at Glickman are knowledgeable, friendly, helpful & in the know. Thanks for your great staff!

Staff Education and Human Development Glickman Family Library, Portland

The holdings at USM in my particular field of study, Education Finance, are relatively small.

Staff Education and Human Development Glickman Family Library, Portland

Regarding spaces that inspire study and learning, I'm thinking of wide open, dignified areas with tables at which to spread out a few books and work papers. I haven't experienced these at USM, but I haven't been to the Law Library or the renovated portions of Glickman. In Gorham, which is where I do most of my work, the area with tables does not seem open, quiet, and dignified enough to inspire scholarship.

Staff Education and Human Development Glickman Family Library, Portland

This questionnaire was a little overwhelming, making it a little difficult to fill out. I gathered you are looking for how well the library serves its customers and to that end you went well. The mere fact that you are interested in the opinion of the students and staff shows a commitment to assure quality improvement.

Staff Education and Human Development Glickman Family Library, Portland

Please continue to provide increasing online access to journals.

Staff Education and Human Development Glickman Family Library, Portland

Zip just rocks!

Staff Education and Human Development Gorham Campus Library

It was hard to fill out this survey because I love the Glickman Library--superb space, but I rarely use it. I go to the library in Bailey Hall, which is antiquated and tiny though the staff is wonderful.

Staff Humanities Glickman Family Library, Portland

I have always found the library staff to be courteous and knowledgeable. And when they don't know the answer, they find it fast. My only (minor) gripe would be that I occasionally get emails that a book I ordered is in, when I did not order any books.

Staff Humanities Gorham Campus Library

The staff is very helpful and cordial. Well done.

Staff Humanities Lewiston/Auburn Programs

Although I feel the library at Lewiston-Auburn could use additional staff, the staff do have does a great job.

Staff Nursing and Health Professions Glickman Family Library, Portland

There is allot of helpful library service info for students on the web page which is great but I wish there were more instructions for faculty and staff such as for electronic reserves, etc.

Staff Nursing and Health Professions Glickman Family Library, Portland

I'm looking forward to the new entrance facing campus. I have only had positive interactions with library staff!

Staff Nursing and Health Professions Gorham Campus Library

Thank you very much for your help every time I visit.

Staff Other Glickman Family Library, Portland

The librarians are outdated and not very user friendly. It is always cold and I only go there when I have 2.

Staff Other Glickman Family Library, Portland

I have always found library staff to be helpful and friendly. As an instructor, my students are required to use the library for assignments. I have had students comment that using the library has always been a helpful experience.

Staff Other Glickman Family Library, Portland

I do not utilize the library much other than the meeting space as I work in the Augusta satellite office. My work revolves around providing continuing education logistical support for other people.

Staff Other Glickman Family Library, Portland

Direct services provided by staff are uniformly very good. Collections are more in the average range for my areas (sociology, learning and pedagogy, educational and curriculum planning, assessment).

Staff Other Glickman Family Library, Portland

It would be nice to have some later hours available - sometimes I can't get to the library until it's closed.

Staff Other Glickman Family Library, Portland

It is new and nice! The staff seems courteous and helpful and I feel confident if I needed assistance, I would receive it.

Staff Other Glickman Family Library, Portland

I have been consistently very pleased with the level of professionalism and the breadth of information available electronically, which is how I use the library. Thank you!!

Staff Other Glickman Family Library, Portland

I've recently graduated from USM so I used the library a lot more when I was a student. As far as service from the staff, ideally it would be great to have both courteous and knowledgeable staff but if I had to pick I would take a surly but knowledgeable person (as long as they were patient and willing to share their knowledge) over a considerate, clueless person any day! I'm very interested in learning how to use the online, electronic resources offered through the library and wish there was a class to take on this. I think it's becoming increasingly important to know where to go to get information, how to access and use the (online) resources that are available, and how to distinguish between reliable info and info that is suspect or questionable. And being able to do this remotely is equally important.

Staff Other Glickman Family Library, Portland

Their dedication and enthusiasm to constantly keep up with information that everything they can to assist patrons with the information they are seeking and have a strong knowledge of the library.

Staff Other Lewiston/Auburn College Library

I have been consistently very pleased with the level of professionalism and the breadth of information available electronically, which is how I use the library. Thank you!!

Staff Other Glickman Family Library, Portland

There is a definite difference in quality and services between Glickman and Gorham. Glickman deserves very high grades.

Staff Other Glickman Family Library, Portland

There has been tremendous improvements in the library in the past a year. I especially like the addition of the cafe in the library, which adds to a Friendly and inviting environment.

Staff Other Glickman Family Library, Portland

The libraries are outdated and not very user friendly. It is always cold and I only go there when I have 2.

Staff Other Glickman Family Library, Portland

I wish there was a class to take on this. I think it's becoming increasingly important to know where to go to get information, how to access and use the (online) resources that are available, and how to distinguish between reliable info and info that is suspect or questionable. And being able to do this remotely is equally important.

Staff Other Glickman Family Library, Portland

I have been consistently very pleased with the level of professionalism and the breadth of information available electronically, which is how I use the library. Thank you!!

Staff Other Glickman Family Library, Portland

I'm less concerned with caring/feeling or big squashy chairs and more concerned with good books and online collections.

Staff Other Glickman Family Library, Portland

Library could do a better job of publicizing its expertise in distinguishing between trustworthy and untrustworthy information, as well as copyright/DMR expertise.

Staff Other Glickman Family Library, Portland

Gorham Library still has significant facilities issues - hasn't had much in the way of physical space refurbishment.

Staff Other Glickman Family Library, Portland

Library staff are consistently helpful and knowledgeable with finding material, Inter-Library Loan, etc.

Staff Other Glickman Family Library, Portland

I wish we could have some good audio books. I was told they are for public libraries (more "hobby") -- but with traveling from the other campuses, it would be nice to have some more of the books I need.

Staff Other Glickman Family Library, Portland

I have always been very pleased by the responsiveness of our library staff.

Staff Other Glickman Family Library, Portland

I am less concerned with caring/feeling or big squashy chairs and more concerned with good books and online collections.

Staff Other Glickman Family Library, Portland

I have been consistently very pleased with the level of professionalism and the breadth of information available electronically, which is how I use the library. Thank you!!

Staff Other Glickman Family Library, Portland

Gorham Library still has significant facilities issues - hasn't had much in the way of physical space refurbishment.

Staff Other Glickman Family Library, Portland

Library staff are consistently helpful and knowledgeable with finding material, Inter-Library Loan, etc.

Staff Other Glickman Family Library, Portland

I wish we could have some good audio books. I was told they are for public libraries (more "hobby") -- but with traveling from the other campuses, it would be nice to have some more of the books I need.

Staff Other Glickman Family Library, Portland

Staff Other Glickman Family Library, Portland

There has been tremendous improvements in the library in the past a year. I especially like the addition of the cafe in the Gorham Campus Library.

Staff Other Glickman Family Library, Portland

Although I rarely use the resources and services at Glickman, my perception is a positive one. When there for meetings, the staff seems courteous and helpful and I feel confident if I needed assistance, I would receive it.

Staff Other Glickman Family Library, Portland

The Inter-Library staff are always professional, patient and friendly as well as exceptional service and assist on everything from a space to meet to research needs and even with general information. A great staff, a great facility at a great university.

Staff Other Glickman Family Library, Portland

I am most interested in a) improving the Library's physical plants; and b) providing top-notch interlibrary loan services and electronic search capacity and resources.

Staff Performing & Fine Arts Glickman Family Library, Portland

the url as written on the postcard did not work. didn't know whether to put www. or http:// before... (?!) i had to track down one of the flyers to figure it out.

Staff Performing & Fine Arts Glickman Family Library, Portland

Employees are awesome, but no current periodicals in my field, and also, not very inviting in terms of space, a bit intimidating and "clean"
<table>
<thead>
<tr>
<th>Staff</th>
<th>Location</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff</td>
<td>Performing &amp; Fine Arts</td>
<td>always want the Library to perform miracles for me; sometimes I'm not too realistic because I'm in a hurry and am not that proficient in locating the information I need. But the staff have always been very helpful when I get myself into a situation that I can't figure out. Re: #43—I am a staff member first and student second.</td>
</tr>
<tr>
<td>Staff</td>
<td>Performing &amp; Fine Arts</td>
<td>University's lack of enforcement of parking, driving regulations is incomprehensible.</td>
</tr>
<tr>
<td>Staff</td>
<td>Public Policy</td>
<td>Why are the books so out-of-date. Spend long time waiting for ILL. No notification when requested times arrive?</td>
</tr>
<tr>
<td>Staff</td>
<td>Public Policy</td>
<td>University's lack of enforcement of parking, driving regulations is incomprehensible.</td>
</tr>
<tr>
<td>Staff</td>
<td>Public Policy</td>
<td>I am posted in Augusta so I rarely visit the Glickman Library. I have always been extremely satisfied with the quality of service I receive from library staff, whether in person, on the telephone or via email. You folks do a great job and should be commended for it.</td>
</tr>
<tr>
<td>Staff</td>
<td>Public Policy</td>
<td>Better access to journal articles online would be helpful.</td>
</tr>
<tr>
<td>Staff</td>
<td>Public Policy</td>
<td>I think the library does a great job of providing services - I think there could be more electronic resources available, but in general I am satisfied.</td>
</tr>
<tr>
<td>Staff</td>
<td>Public Policy</td>
<td>I have very little awareness of how to access library services; to the degree that I do access library services it is through our Muskie School librarian. I'd love to learn more about available resources and how to access them but have been daunted by the &quot;tearing by trial and error&quot; approach -- end up just searching Google.</td>
</tr>
<tr>
<td>Staff</td>
<td>Sciences / Mathematics</td>
<td>The libraries do a great job of helping further the mission of USM with limited resources. Thanks!</td>
</tr>
<tr>
<td>Staff</td>
<td>Sciences / Mathematics</td>
<td>More journals available online would be most helpful.</td>
</tr>
<tr>
<td>Staff</td>
<td>Social Sciences / Psychology</td>
<td>I generally just have had to use Iliad and URSUS to obtain papers/journals. It has worked well for me.</td>
</tr>
<tr>
<td>Staff</td>
<td>Social Sciences / Psychology</td>
<td>Thank you for seeking my input.</td>
</tr>
<tr>
<td>Staff</td>
<td>Social Sciences / Psychology</td>
<td>I will be most happy when access to the library actually faces campus instead of walking halfway into town to get to the doors or to the book drop.</td>
</tr>
<tr>
<td>Staff</td>
<td>Social Sciences / Psychology</td>
<td>You need another question on this survey: what inhibits your visits to the library? Location? Not enough study areas?</td>
</tr>
<tr>
<td>Staff</td>
<td>Social Sciences / Psychology</td>
<td>As an alumna of USM (both undergraduate and graduate), and as a staff member with an ongoing interest in furthering my education, I have always been very impressed with the library staff, their knowledge and willingness to assist users.</td>
</tr>
<tr>
<td>Staff</td>
<td>Social Sciences / Psychology</td>
<td>Pat Preito has been a wonderful mentor and helper!</td>
</tr>
<tr>
<td>Staff</td>
<td>Undecided</td>
<td>I've been on the 7th floor for a couple of events this winter - particularly cold days - and it has been cold. It's hard to sit through an all-day event cold.</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Humanities</td>
<td>I realize that there are difficult challenges facing this and all libraries. A part of the answer to many of these difficulties is aggressive co-operation among all libraries in the system, coupled with aggressive marketing of the libraries as a system. I also think that the library website should not try to be the student's primary web portal, but SHOULD try to be their primary academic web portal. This might mean, for example, sorting the indexes and databases according to whether they are of primary or secondary importance to a given field. A long under-differentiated list is not helpful in the teaching of information assessment. That list needs MAJOR HELP!</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Other</td>
<td>Online journal access is very comprehensive, however, many electronic journals restrict access for the current year, and often times we only carry the online journal. Hours during breaks should be more consistent with regular hours so as not to confuse people. Not all service desks staffed consistently, confusing for patron. More group study rooms are needed; only 3 available now and those are always in use.</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Other</td>
<td>Some of the tools could be more user-friendly, but the staff is wonderful!</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Other</td>
<td>The libraries at USM are always striving to provide excellent services. Glickman is the crown jewel, and the Portland library is at the forefront of technology. Hope for the future is that the libraries will be adequately staffed with knowledgeable professionals in the field.</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Other</td>
<td>would like the website that is easier to navigate; article linker is confusing; clean the tables and computers - library can be grungy and dusty; computers in a quiet area - because most are clustered and people are talking; more computers; more information on using wireless laptops; more popular reading books in Gorham; easier way to get books from Portland instead of traveling there.</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Other</td>
<td>Many good things are happening in the library. Please listen to staff and patron suggestions.</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Other</td>
<td>need to fix ArticleLinker so that it works for patrons and is less confusing to use.</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Gorham Campus Library</td>
<td>Library staff need to continually learn new skills and technologies. At the same time we are adding new operations &amp; services, we need to look at and evaluate existing operations &amp; services, and be willing to let go of any no longer needed. The words CHANGE and NEW...certainly are good descriptors of education and librarianship in the 21st century. Finally, we need to remember that having all the best resources, services, &amp; staff won’t turn out to be the best if they aren’t solidly connected with our patrons (faculty, students, staff, and the greater USM community).</td>
</tr>
<tr>
<td>Library Staff</td>
<td>Social Sciences / Psychology</td>
<td>Fewer desks and departmental spaces. Staff should be out among the patrons not always sitting at a desk with a computer. Human outreach is ideal communication.</td>
</tr>
</tbody>
</table>