

User Group	Discipline	Library Branch	Comment
Undergraduate	American and New England Studies	Gorham Campus Library	I find the chairs in the library to be horrible univiting charis. They are stiff wooden chairs that do not promote good typing posture or keep your back comfortable when using the computers. Also I never get a hello, can we help you find anything when I enter the library, even if I'm clearly looking confused. I come from a high level retail background and find this is a very important quality.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	It would be helpfull to many students if the library service time was changed. Monday - Fridays 9am-2am, and Sundays as well.
Undergraduate	Applied Science, Engineering, and Technology	Gorham Campus Library	I think that the library goes above and beyond to provide a well constructed and well maintained place for students to study and use computers. I find that the group study rooms are perfect for large groups and that the computers in the building a plentiful.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	The biggest shortcoming of the Glickman Family library as I see it is the hours. While they are acceptable, that is the best I can say about them. I have repeatedly set aside time in my schedule to study only to find the library isn't available when I am. In particular, I would get a lot more studying done if the library were open late on Friday and Saturday nights the only two nights of the week when I can (or want to) stay out late to study.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	Would like more online journal access. Very frustrating when you see a university in the system has access but USM does not.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	When I have used the library I have found it to be what I needed at the time. It is a great space, could have a couple additional group study areas.
Undergraduate	Applied Science, Engineering, and Technology	Gorham Campus Library	very pleased
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	wish the hours were extended longer throughout whole semester
Undergraduate	Applied Science, Engineering, and Technology	Gorham Campus Library	I have been to Many libraries and must say in order for me to get away from the noise and hordes of people i use my local library or personal computer to research any chance i get. The school's library isn't an inviting place to go.
Undergraduate	Applied Science, Engineering, and Technology	Gorham Campus Library	In general, the library staff in both Gorham and Portland are extremely helpful. While I use the Portland library mainly for study purposes, the gorham library is where the majority of my library support comes from. The staff is always helpful and willing and knowledgeable about what i'm trying to accomplish with their resources.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	the loud obnoxious buzzer that goes off around 1030 (half hour before the library closes) is unnecessary. esp since it keeps going off every 5-10 mins. if they want to close the lib at 1030 then do that, but it is almost impossible to concentrate after that thing has gone off, cause then you know its going to keep going off. i think one announcement 10 mins before the lib closes would be plenty, and most people that are in the lib that late, already know what time it is, and what time the lib closes. we are college students, not little kids. we dont need to be reminded of how late it is.
Undergraduate	Applied Science, Engineering, and Technology	Lewiston/Auburn College Library	The library staff are exceptional at providing informed and courteous service. The atmosphere of the library, i.e., lighting could be greatly improved. It's also chilly in winter. Video's and Cd loans could be more helpful.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	I like everything about the library system except the dearth of journals/electronic journals
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	I am a information and communications Technology Major in the ASET school. The majority of information that I have had to research is not up-to-date in the library. Most of my information that I find is found on credible technology websites. Last semester, I did a research topic on multicasting, only only to find 2-3 entries that dealt with the subject. Not only were this search few, but it was also 8 years old. I think it would be great if the library could bring in more up-to-date articles on technology every 2 to 4 years. It's a ever changing industry that should be updated more often.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	I like the personal attention i get when am at any floor of the library and even online - it's real convient for me how the library have a live support online and i am thankful of that.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	The only thing that I would like to see changed is to have better coffee available in the cafe, and stricter enforcement of cell phone use in quiet areas.
Undergraduate	Applied Science, Engineering, and Technology	Gorham Campus Library	I find that talking to staff members has greatly increased my understanding of the services offered and my efficiency in gathering information.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	The ILL service has been invaluable to me in the past three years. Without the help of some friendly staff I never would have been able to stretch and write a few of the papers that have moved me forward in my studies.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	As a new student at usm, I was very disappointed with my first experience at the library. Time is of the essence for most students and the library has a pretty unreasonable activation time for cards to allow on line access. I activated my card today (Thursday) and was advised that my card would not allow on line access until Monday evening!! That is 5 wasted days from a student standpoint.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	Longer hours, especially late in the semester would be great (even if they were only minimally staffed with no support beyond checkout)
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	Hope library open on Friday and Saturday nights also
Undergraduate	Applied Science, Engineering, and Technology	Lewiston/Auburn College Library	The change I have noticed is the quiet study area attempts which are nice. I need it completely silent to study. However the library staff seems to be careless if someone is chatting away for hours on a cell phone. Its a serious distraction to anyone ACTUALLY WORKING. It used to be "NO CELL PHONES", now signs imply "SERIOUS CALLS ONLY PLEASE". Well, everyone feels their calls are more serious than someone's learning apparently. I, as well as my classmates would really appreciate if cell phone chatter was more strictly enforced.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	Keep the place looking Great :-)
Undergraduate	Applied Science, Engineering, and Technology	Gorham Campus Library	Everyone that works in the library is very professional and extremely helpful. They do a wonderful job
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	I do feel that the library is a comfortable atmosphere for meeting up for group study session of big projects, but it is not friendly to study alone and it is not friendly to do searches there. Maybe the library needs to concentrate on stressing leisure book/movie sections in order to persuade students to check out other resources; this is what my old school did. Also, it may be nice to have leisure furniture on a few of the floors and not necessarily all of them.
Undergraduate	Applied Science, Engineering, and Technology	Lewiston/Auburn College Library	I find the facility at LAC very efficiently operated. ALL the staff are very friendly and display an eagerness to help patrons. The space is always kept very clean and quietness is maintained at all times. It is a joy just to go in and browse!!!
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	The over-all service provided here is up to par. If the staff members don't know something, then they make an effort to find the answer for you.
Undergraduate	Applied Science, Engineering, and Technology	Glickman Family Library, Portland	I'm very impressed with the library.
Undergraduate	Business	Gorham Campus Library	Great Service!!!!!!
Undergraduate	Business	Glickman Family Library, Portland	i think the most attractive feature is the online resources to search and retrieve information. I think the faculty should encourage students to use the library more often because a lot of comuters probably do not.
Undergraduate	Business	Lewiston/Auburn College Library	I am glad that USM offers so many Library locations
Undergraduate	Business	Glickman Family Library, Portland	I feel that this library is all around the easiest library I have usec
Undergraduate	Business	Glickman Family Library, Portland	My experience at the library has been very pleasent. The people have been helpful and friendly and the information is very useful for my academic needs.
Undergraduate	Business	Glickman Family Library, Portland	beautiful environment to study
Undergraduate	Business	Glickman Family Library, Portland	I never go to the library becuase its a waste of my time and i can never find anything there and the people aren't very helpful and get impatient when asked questions they feel are self-explanatory
Undergraduate	Business	Glickman Family Library, Portland	Maintenance staff at Glickman are exceptional
Undergraduate	Business	Gorham Campus Library	While visiting the Gorham Campus Library, I was helped by a wonderful woman named Crystal Wilder. (I know this, only because I asked)☐ I was thrilled to be receiving the kind of service that I as a consumer demand from any service, and so seldom receive.☐ She was the perfect hostess, a delightful blend of knowlege,humor, and profesionalism.☐ My only suggestion to you, is clone her.
Undergraduate	Business	Glickman Family Library, Portland	Extend the Friday and Saturday closing hours!!
Undergraduate	Business	Glickman Family Library, Portland	The library was a bit overwhelming the first time I visited but the staff quickly made me feel comfortable in navigating through the resources.
Undergraduate	Business	Gorham Campus Library	The services are great just not perfect
Undergraduate	Business	Glickman Family Library, Portland	its pretty decent facility
Undergraduate	Business	Glickman Family Library, Portland	I WISH ALL THE COMPUTERS HAD HEADPHONES
Undergraduate	Business	Glickman Family Library, Portland	None
Undergraduate	Business	Glickman Family Library, Portland	I believe that there is a need for more Study Rooms.
Undergraduate	Business	Glickman Family Library, Portland	Great services!!!
Undergraduate	Business	Glickman Family Library, Portland	My biggest compliant is the tranients that come through. There are some individuals that have some serious mental health issues and it is distracting and makes me feel very uncomfortable at times.

Undergraduate	Business	Glickman Family Library, Portland	the seventh floor events room is poorly controlled, i have yet to witness an event that cannot be contained completely within the room with the door SHUT...most often, the event's welcoming table is in the lobby by the elevator...or snacks or served after an event...or participants leave the event to talk on their cell phones...this is a library...the entirety of an event should be contained within the room...welcome table to reception! The doors should have signs instructing users to close them and to remind them that this is a library...users should be instructed...why an events room is next to a quiet reading room is beyond me but it is...lets manage it better. Also students who use the 7th floor reading room, without a doubt, consider it to be a totally quiet room...the sign outside says that conversations should be kept quiet...this does not reflect the opinion of those that frequent the room...the sign should read that it is a silent room....and :) the library hours posted by the front door are still the hours that were applicable for February break!
Undergraduate	Business	Lewiston/Auburn College Library	GOOD JOB!
Undergraduate	Business	Glickman Family Library, Portland	The USM Glickman library and the computer center in Luther Bonney both do a great job. I wish the computer lab in LB was larger though.
Undergraduate	Business	Gorham Campus Library	I would absolutely love the idea of being able to access texts online, since, many books can weight quite a bit. I think it would be a great investment, although, I am not quite sure how it will work. You could also collaborate online texts with the reserves that you have for classes--that would make it a lot easier for the student that is busy, and doesn't really have the time to sit in the library for 2 hours to read part of a book. I am strongly for the idea of taking books out, but I also understand that others need to use the reserve books for their class too.
Undergraduate	Business	Glickman Family Library, Portland	I would definately use L/A college more but they do not have enough hours, especially on the weekend. Please have more hours.
Undergraduate	Business	Glickman Family Library, Portland	Zip Kellogg is a wonderful resource for all students!
Undergraduate	Business	Glickman Family Library, Portland	More computer terminals!
Undergraduate	Business	Glickman Family Library, Portland	need more study rooms. Not only for groups, but for 1 or 2 people.□ □ □ □ thanks
Undergraduate	Business	Glickman Family Library, Portland	two things: 1. the cleaning personal should do it after hours since it makes a lot of noise as they do it during the morning and afternoon hours in areas where its supposed to be quiet. 2. cell phones are a issue, people still talk on them and use them on the floor, ofcourse this is a library and the convo is hear throughout the entire floor. thats all everything else is great!
Undergraduate	Business	Glickman Family Library, Portland	It is difficult to find anyone to help me except on the first floor. I hate those information sessions that i have to go to, they are not helpful. what a waste
Undergraduate	Business	Glickman Family Library, Portland	I enrolled in 1996. Due to large changes in online research capabilities from 1996 to the present (ie Google), I no longer need the library for research as I did. I have used The Great Room extensively, especially when there is a time gap between courses.
Undergraduate	Business	Gorham Campus Library	Often times, there are people being disruptive in the library. For example, people do things like talk on their phones and have loud conversations in the library, especially at the Gorham library.
Undergraduate	Business	Instructional Technology and Media Services	I have not been to the library on campus, but I have use the online library resourses from home because of the convenience.
Undergraduate	Business	Glickman Family Library, Portland	Staff is friendly and helpful
Undergraduate	Business	Glickman Family Library, Portland	The only problem I have is on the top floor there is a quiet room but everytime I'm there there is someone with a labtop typing something. That is not quiet. I wish there was another quiet room for just reading and no labtops.
Undergraduate	Education and Human Development	Glickman Family Library, Portland	Six years ago, I walked into the USM Portland library unaware of how to use the electronic referencing system and e mail. The reference librarian spent a half hour teaching me how to send e-mails and find books. The staff has always answer my questions in a courteous manner.
Undergraduate	Education and Human Development	Glickman Family Library, Portland	the libraries at USM have tons of information and the people who work their are always helpful to me in finding anything I need.
Undergraduate	Education and Human Development	Glickman Family Library, Portland	The Portland Location supports a quiet learning and studying environment much better than the Gorham library. I will drive twenty additional minutes to go to the Glickman!
Undergraduate	Education and Human Development	Glickman Family Library, Portland	It is not easy to find journal articles where the library must pay a fee to be part of a searchable database. Confusing @ the library, and impossible from home.□ Also, loud talkative college kids w/ no manners and homeless people bring the library down a peg.
Undergraduate	Education and Human Development	Gorham Campus Library	Most every contact I've had with both Portland and Gorham libraries have been positive. The only thing that might be improved upon is - greeting. Especially at the Portland Library - because the desk is off to the side - it isn't as warm and inviting as other libraries that have a desk that you face as you enter. Because of that, I've had very little contact - voice or eye with the librarians there.
Undergraduate	Education and Human Development	Lewiston/Auburn College Library	I think that we should have more quiet space to work. The lounges are usually filled with people working on things and are socializing so it is hard to stay focused.
Undergraduate	Education and Human Development	Glickman Family Library, Portland	I wish there was closer parking for students. It is not very convenient on days when it is very cold, or when it gets dark early.
Undergraduate	Education and Human Development		I havent used it because I am an online student. □ I will however use it in the future as I plan to attend in the year to come.
Undergraduate	Education and Human Development	Glickman Family Library, Portland	The library/compute lab should be open till at least 2 am during finals week. I cannot believe that during finals you are not open longer, it is quite shocking! that is my only gripe with the library/computer lab, beyond that it is great
Undergraduate	Education and Human Development	Gorham Campus Library	very nice, the gorham campus could use a larger facility with more comfortable study areas like the glickman has.
Undergraduate	Education and Human Development	Glickman Family Library, Portland	Always great staff. Have never encountered a problem, they're always willing to help out., and I'm their fairly often. Also, Special Collections staff is great!
Undergraduate	Education and Human Development		I don't use the library. I am just taking one course and most of my work is done at home on my computer. I did not wnan to answer question s28 -35 so I just plugged in those responses so the survey will let me finish
Undergraduate	Education and Human Development	Glickman Family Library, Portland	I really am happy with the service I have been provided with by library staff.
Undergraduate	Humanities	Glickman Family Library, Portland	I think that the library could use a wider selection of books and journals, but I guess every library could have that said about them. I have always come into contact with helpful and friendly staff in the Glickman Family library. The 7th floor reading room is wonderful, but the no talking rule needs to be followed better by students.
Undergraduate	Humanities	Gorham Campus Library	A stand alone library might be nice, a warm and inviting place where one could feel comfortable and get lost in their work.
Undergraduate	Humanities	Glickman Family Library, Portland	More on-line resources would be extremely helpful. As a non-traditional commuter student I rarely have the time to go to the library.
Undergraduate	Humanities	Glickman Family Library, Portland	I am very satisfied with the library and the people that work there.□ □ □ maybe more quiet places to work.
Undergraduate	Humanities	Gorham Campus Library	The Gorham Library is wonderful and Glickman is amazing (though I usually have less time to commute to it)
Undergraduate	Humanities	Gorham Campus Library	The library really needs to get more funding somehow...the space isn't inviting, and all the books upstairs are ridiculously old.
Undergraduate	Humanities	Glickman Family Library, Portland	Reference Librarians on 2nd floor are extremely helpful
Undergraduate	Humanities	Lewiston/Auburn College Library	LAC campus is too small for the needs of the students. Not enough room for quiet or group study. The interlibrary loan is convenient and fairly quick, but it would be nice to have more books here on site. Otherwise great learning place.
Undergraduate	Humanities	Gorham Campus Library	I believe that our library staff and text go above and beyond many other departments at the University of Southern Maine. Although there could be more spaces for individual study, there is adequate seating and an appearant movement to make the library comfortable for users is evident. The library is one of the most evident places that USM is an academic facility aimed at facilitating its students educational growth and eventual graduation.
Undergraduate	Humanities	Glickman Family Library, Portland	I wish you had more current magazines, such as The Economist, in print, not just on the computer. I go to the library to have a physical connection to materials, not to look at a computer screen.
Undergraduate	Humanities	Glickman Family Library, Portland	The Gorham Library is horrible. So old and outdated
Undergraduate	Humanities	Glickman Family Library, Portland	I love the Glickman library. However, the electronic system is impossible to navigate through, especially from home. That is why I never use it, why I use Google instead. I've tried to get help with finding articles, journals, etc, but it is impossible. I know there is a wealth of resource information that will benefit me and my studies in the Classics field, but right now it is closed off to me because I don't have the time to try to figure the "tricks" to making the library's electronic system function. Everything else about the library is wonderful!
Undergraduate	Humanities	Gorham Campus Library	I also really like the computer lab in Luther Bonney. I don't have a printer at home so I do most of my paper writing in the lab and it's very convenient.
Undergraduate	Humanities	Glickman Family Library, Portland	I would love the Glickman library to be open later than 6p.m. on Saturdays
Undergraduate	Humanities	Glickman Family Library, Portland	The glickman library could take a page from the excellence of the computer hall. Take a walk through and speak with the computer hall (portland campus) and see how "excellence is done." The sun huts at the front of the computer hall add such a fun, joy enhancing touch to the studying experience. The little things in the computer hall are done quite well...I have found the reference staff at the library to be superb. Also the map center is amazing, what a tremendous library asset which Harvard University is envious of!
Undergraduate	Humanities	Gorham Campus Library	I would really appreciate Jstor on-line access. Sometimes it takes too long to receive articles from Illiad

Undergraduate	Humanities	Glickman Family Library, Portland	I have never known a school library to have such short hours. You should offer work study positions to keep it open late - 1 or 2 in the am during the week. It closes much to early! I do like however that staff is willing to talk to students to study quietly if they are on cell phones, talking with friends, etc.
Undergraduate	Humanities	Glickman Family Library, Portland	I wish I used the library more
Undergraduate	Humanities	Glickman Family Library, Portland	I wish it was easier to locate books available at libraries outside the Maine library system
Undergraduate	Humanities	Lewiston/Auburn College Library	The library staff is terrific at the L/A campus: friendly, helpful, attentive. The book selection seems small for a college. URSUS is available but I've had at least one instance where I waited 3 wks for a book; never received it, even w/frequent assurances that it was coming, & ultimately had to buy the book from a South Portland bookstore just so I could complete a report on time. ps...the book never did arrive & it was being sent from NJ. Other URSUS book loans were successful. Time in getting a book via URSUS, vs having the books on-site, can be a critical factor for non-traditional students. We work during the day & finding time to get to the library to pick up a book-on-loan when we were at the library previously during precious time off only to find the book we need not there, becomes a real race to find the time (again) to get the resources we need to get our work done.
Undergraduate	Humanities	Glickman Family Library, Portland	The hours should be extended to 24 hours a day if at all possible- so students can maximize this wonderful facility here in Portland!
Undergraduate	Humanities	Glickman Family Library, Portland	The library is a great place to study and the bathrooms are always clean. Cleanliness as well as quiet studying areas make me appreciate the library.
Undergraduate	Humanities	Lewiston/Auburn College Library	It would be great to have the Lexis-Nexis database. I have used it in other libraries and it is such a fantastic research tool.
Undergraduate	Humanities	Glickman Family Library, Portland	The library staff is very helpful in locating materials, assisting students in locating reliable resources, aiding with researching topics and overall very pleasant.
Undergraduate	Humanities	Glickman Family Library, Portland	My experiences have been limited mostly to the Glickman Family Library and have been pleasant overall although I have contacted the staff of the Gorham Library via telephone for account problems and have had a great experience in terms of problem resolution; the staff at both locations has been friendly and very helpful. I enjoy both libraries and prefer to visit them rather than the local city libraries for the pleasant staff, the amount of information available to me for both personal and academic pursuits, and the relaxing and welcoming atmosphere.
Undergraduate	Humanities	Glickman Family Library, Portland	Compared to other universities, USM library is a joke. We have wasted space and a plethora of collections that serve no purpose for USM students. Stop promoting the needs of the Portland community in exchange for notoriety and focus on the needs of your students. Glickman is an embarrassment. The only nice thing it has is the view of the city in its meeting rooms.
Undergraduate	Humanities	Gorham Campus Library	Service is great but I very disappointed by the weekend hours of the Gorham Library. I often have work that needs to be done and would like to have a space to go on the weekends.
Undergraduate	Humanities	Lewiston/Auburn College Library	Wish that interlibrary loan allowed more than one renewal.
Undergraduate	Humanities	Glickman Family Library, Portland	The staff at the Glickman is extremely helpful in every way. The only critique I have is that for the English Dept. there are very few recently published books on criticism and theory. Recently, I needed information on History of Dress and nearly all of the books available were very dated, and sometimes falling apart. I suggest some funding be reserved for actual texts. Electronic information is important, however, it can never replace the significance of a bound published work.
Undergraduate	Humanities	Glickman Family Library, Portland	Need better elec. dbs - JSTOR, Lexus Nexus, etc.?
Undergraduate	Humanities	Glickman Family Library, Portland	The full time library employees have been wonderful. However, I have had less success getting help when dealing with work study students assigned to the library.
Undergraduate	Humanities	Glickman Family Library, Portland	Please do something about the on-line essays that we are suppose to have access to but very rarely ever do. Professors want us to use URSUS, but it often isn't very helpful.
Undergraduate	Humanities	Gorham Campus Library	I'd love it if you could make printing off materials a bit easier. There are always lines and the machines most often jam up.
Undergraduate	Humanities	Glickman Family Library, Portland	Always excellent service.
Undergraduate	Humanities	Glickman Family Library, Portland	the usm libraries have been very good at getting a variety of books i have needed through inter library loan
Undergraduate	Humanities	Glickman Family Library, Portland	Your survey format did not make a lot of sense to me. I found it difficult to understand exactly what you were looking for especially in the category for desired level of service because doesn't everyone want the highest level of service possible?
Undergraduate	Humanities	Glickman Family Library, Portland	I love libraries and am a amateur librarian myself and I would like to see more AV educational materials, as well as more language learning materials and linguistics texts. Also the Gorham Library has always been troublesome to navigate the stacks, which seemed rather cramped. The open space on the first floor is also not very inviting. The Glickman library in Portland on the other hand is an excellent library and while lacking some material of interest to myself and my department, it and its staff are very helpful. I especially appreciate the service of the ILL office. Thank you.
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	I understand charging for printing, but I feel like we should be able to use our cards for that. I went through \$7 for one article for class, and I had to scrounge for change...then the machine cut off the last sentence on every page. If you can't use our id cards, then get an ATM machine on the premises because this is ridiculous.
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	Maureen Perry is the BEST employee in the library. She is ALWAYS ready, willing and able to help. She has been the #1 reason I have been successful in the library. She knows her stuff!!!
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	The service in the USM L/A library is excellent but I would like to see more full text online resources available
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	It is sometimes difficult to locate books in the library.
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	They are very help ful and dependable when assisting me to look for information
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	I am very happy with the library overall.
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	I appreciate the library's "beverages allowed" policy. I think the computer lab needs to catch on- Particularly water bottles with lids should be allowed to be on the floor at person's work area.
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	Lewiston-auburn library provides help to every needs. the librarians are extremely helpful and they are willing to help students, teachers and every body who needs their help. I am satisfied their work for 100 percent.
Undergraduate	Lewiston-Auburn Programs	Lewiston/Auburn College Library	better integration of computing labs and libraries would be helpful
Undergraduate	Nursing and Health Professions	Gorham Campus Library	I like the library but could have more athletic training related resources
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	LAC's librarians are terrific. They are always offering help and are quick to offer ideas and tips when approached. They offer an invaluable service in a friendly atmosphere. I only wish the library were open more on weekends and until 9 p.m. on weeknights, at least during finals periods.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Would like more enclosed reading study places.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	The only complaint I have about the library on the Portland campus is the parking and distance from campus
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I would really like the medical journals such as the therapeutic rec one to have more full length text available from home
Undergraduate	Nursing and Health Professions	Gorham Campus Library	study partner noise (especially in portland library/comp. lab) should be regulated. A librarian sent me to the computer lab instead of taking the time to answer a simple question in Gorham(waste of time)
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I think the Glickman library is a very good library for an institution of this capacity. There are generous offerings of professional journals, as well as online periodicals and a readily available source of information referral. The staff is quite helpful and knowledgeable; I think anyone who takes the time to discover and use the resources available should have no complaints.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	The ability to access more journal articles via remote would be great.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	The educational instruction has helped me access the necessary information for my classes:
Undergraduate	Nursing and Health Professions	Gorham Campus Library	sometimes the downstairs area of the gorham library gets a little too loud.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	The desks and workstations I have used need some serious ergonomic adjustments (I have only used the Portland location)... I may be one of few users who care strongly about these things, but my productivity would be higher if I wasn't prompted to get up and stretch every 30 minutes or so by neck, back, and shoulder pain/stiffness. Chairs too hard with zero lumbar support and the non-adjustable desk heights are my primary complaint.
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	All library staff at the Lewiston-Auburn College are awesome...they are friendly, always asking if you need help, willing to help you, and deserve a huge thank you!
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I find the library a great place to go and study, yet do not like the computers that have the high chairs in the computer room on 5th floor, im 5'1" and too short to use them.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Thus far I have mostly utilized the library through the database for research purposes. While adequate, the database could be improved with a more extensive availability of full text articles. Whenever I am in the library, there is a feeling of being alone as I wander around discovering places. There are some floors I've never been on. It would be great if there was an area where small groups could meet and study, maybe with blackboards as well as eating some decent non-chip or junk food. And once it's there, the problem of informing people is next on the list. Perhaps freshman get the grand tour but the rest of us just rattle around until we figure it out.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	NA
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I think that the kiosk in the Portland library should be expanded to meet the needs of the students and faculty
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	The Glickman Library staff is always incredibly knowledgeable, helpful, and courteous
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Library service is fantastic and always attentive. High quality.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I like how we got tutorials in class about how to use online databases like medline

Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	Overall I am very pleased with the library at LAC. If I could change two things they would be: having a couple of rooms that could be utilized for study buddy time where students could chat, have coffee, and sit on comfy chairs or couches. Not everyone likes to sit at a table when they study. Secondly, I would like to be able to use recording equipment in the rooms that are in the library. Lastly, this survey does not allow for my graduate level or the fact that I am not faculty or staff.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I can't say enough good about the Glickman Library. It's a fantastic library with a wealth of resources and it provides the best place environment for study on campus.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	It's all good
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	I did this once and do not see a submit button, I hope you received it after I hit the complete the survey button since I had my real answers.
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	Service at the LAC library is excellent. Maureen will frequently rotate to users, asking if they are getting what they need or if they need help.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Librarians at research desk went out of their way to help me find what I was looking for!
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Everyone is very helpful in the library but it is very cumbersome to find full text articles needed for research and study. I know I could use more experience on-line but all the steps get very time consuming and it is easy to get lost in the weeds!
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I have been coming here for 4 years, the staff are very kind, and the library environment is excellent
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	My only request is that their would be more journals available electronically at the time of searching rather than using library loan.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	great library for medical students!! just wish you had more parking
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	URSUS can be very difficult to search in. I have searched before, knowing that there were books out there that would be beneficial, but URSUS never shows them. Also, when searching for periodicals in the index and databases, titles will always come up that look like great pieces for my research, but we never have them.
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	keep up the great work!
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	I would like to see Lewiston Auburn have newer nursing resources and more holistic resources in print
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	I find that most of the online materials are not PDF fulltext and that you have to order them out which takes up to 7days to receive via email, when I need the info now. I think that all reference articles etc should be available PDF full text to print off or read. Either that every library should have quicker response turn around.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I could get more use out of the library if it was open earlier.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Generally staff is very nice and helpful. WISH SO MUCH that the entrance to the library faced the campus/parking -- not Forest Ave. For whatever reason it makes the library feel like it is 'off campus'. Like the furniture in the library. Like the cafe a lot too. Wireless service works well too.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I find the weekend hours unhelpful and restrictive!!
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	The library is nice, I just haven't been much.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	I rarely use the USM library. I prefer the Bowdoin or Westbrook college libraries. collections are up to date
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	It's fine. I hate that we had to stop by to activate using our USM cards for on-line library database use
Undergraduate	Nursing and Health Professions	Gorham Campus Library	Extend the library hours on the weekends
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Somehow being able to browse through secondary source journals would be great. love the IM a librarian feature
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	Access to online resources from outside the actual library has been the biggest asset to my studies. Making that more easily accessible with faster servers and better data bases would be the most helpful in the future.
Undergraduate	Nursing and Health Professions	Glickman Family Library, Portland	keep up the good work
Undergraduate	Nursing and Health Professions	Lewiston/Auburn College Library	I have had nothing but good experiences from the library at LAC. The second I start to look confused I feel like the library staff fight with each other to help me, it's great.
Undergraduate	Other	Glickman Family Library, Portland	Staff is great, wish the building and indoor environment was more modern, comfortable etc...
Undergraduate	Other	Glickman Family Library, Portland	URSUS is extremely hard to navigate. Also, all books from 2000 and beyond should be available online like most universities.
Undergraduate	Other	Glickman Family Library, Portland	I enjoy using this library for study. However, I DO NOT find that guests to this building understand this should as a zone of minimal noise. I believe that there should be very strict 'silent floors' or at least a 'silent room' (equipped with signs to remind people of this). I am finding it increasingly aggravating that this basic need/function of a library has not been thought of or properly dealt with before. Outside of this complaint, I am exceedingly pleased with all of the staff working here; as they are beyond helpful with all of my inquiries. Thank you very much for all your help.
Undergraduate	Other	Gorham Campus Library	we REALLY need some new windows on the Gorham Campus library! Why are we re-building the snack shack, when we can't even sit upstairs near the window in the winter/spring months?? Also, the snack shack is going to be really disturbing in its new location, 5 feet from the library... Other than that, I love both libraries!
Undergraduate	Other	Gorham Campus Library	I really like the online journals
Undergraduate	Other	Glickman Family Library, Portland	I love the comfortable seating for quiet individual study on the 5th floor that overlooks the city
Undergraduate	Other	Gorham Campus Library	more areas for quiet study are needed. bathrooms on 2nd floor haha
Undergraduate	Other	Glickman Family Library, Portland	Too many homeless people taking up space in the library and looking at porn, staring at me while I try to study, taking showers in the bathroom, taking off their shoes, and snoring while I am trying to read. Trash frequently left for days in certain parts of library. Restrooms not cleaned frequently enough.
Undergraduate	Other	Glickman Family Library, Portland	Access to more science journals electronically or in print would be very helpful. The reference staff is wonderful; they always go above and beyond just answering student questions.
Undergraduate	Other	Gorham Campus Library	The library is a great place for me to go once or twice a week to get my work done. I can really study and just focus on getting my work done because I don't have distractions.
Undergraduate	Other	Glickman Family Library, Portland	Available & Convenient Parking is often an issue at some Library locations.
Undergraduate	Other	Glickman Family Library, Portland	Very early mornings and late evenings are personally best times to work at Library.
Undergraduate	Other	Glickman Family Library, Portland	The only complaint is that Searching urusus and educating students to find scholarly journals was difficult and I didn't know how to do it. There should be help that is advertised better
Undergraduate	Other	Glickman Family Library, Portland	Very good quality for a low priced school
Undergraduate	Other	Gorham Campus Library	It's not very inviting. I'd rather go to baxter memorial.
Undergraduate	Other	Glickman Family Library, Portland	Overall the Glickman library has been there when I have needed them. Mostly with locating researching materials in the stacks or in another library. One time I called them from work because I could not open a document in pdf format from our comp. A gentleman opened the article from his computer while I was talking to him, emailed it to me in a different format so that I could access it. I will never forget this... he went out of his way.
Undergraduate	Other	Lewiston/Auburn College Library	The staff at the lewiston/Auburn library are good at what they do, and go the extra step to help you in any way they can
Undergraduate	Other	Glickman Family Library, Portland	I would like to see the cost of paper to decrease.
Undergraduate	Other	Glickman Family Library, Portland	I wish there were more full text articles from scholarly journals that I could read online
Undergraduate	Other	Glickman Family Library, Portland	everyone is extremely helpful here.
Undergraduate	Other	Glickman Family Library, Portland	Great Staff Very Helpful
Undergraduate	Other	Gorham Campus Library	Ursus could be better.
Undergraduate	Other	Glickman Family Library, Portland	very clean
Undergraduate	Other	Gorham Campus Library	I wish there were a source of tastier coffee in the later hours in the night :P But, oh well
Undergraduate	Other	Glickman Family Library, Portland	It would be very helpful if you could access indexes and databases from your home computer. I have had trouble because I have never checked out a book so the red numbers on the bottom don't work.
Undergraduate	Other	Gorham Campus Library	Always greeted with a smile, and politely ask if you need assistance
Undergraduate	Other	Glickman Family Library, Portland	I'm an alumni/prospective grad student and I love coming back to the library to work. It's quiet, architecturally appealing and has great views of this part of the city. LOVE it. Oh, and the service is always excellent when I need it.
Undergraduate	Other	Glickman Family Library, Portland	I usually use the electronic information resources, but I often find it difficult to search for articles. I typically search first on EBSCOhost, and then look up articles from there on URSUS. I wish it was easier to find articles I need.
Undergraduate	Other	Gorham Campus Library	I think the library in Gorham needs a few more computers
Undergraduate	Other	Glickman Family Library, Portland	Each and every time I have had to access library services either in person, electronically or over the phone I have been happy with the service and information I receive. I have worked with several library staff and each and every one of them has been responsive and helpful to directing me in acquiring the information I need.
Undergraduate	Other	Glickman Family Library, Portland	the library offers great services, it's a great, quiet place to study! I get help whenever I need it, and it is always very friendly.
Undergraduate	Other	Glickman Family Library, Portland	This is my second year at USM. I went to about others institutions, including one outside this country but the services provided here are faster and employees are friendlier. I like the way the Portland library works. Blaire-M-Chitegeze.
Undergraduate	Other	Glickman Family Library, Portland	I would like to see more books on green building in USM's library catalog. I really like the environment at the Glickman library but the Gorham library needs some work.
Undergraduate	Other	Gorham Campus Library	I like the library, everyone I've met has been helpful.

Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	overall very good however i feel more speciality journals would be good as well as a few more quiet study rooms, and certainly more computer work rooms are needed. a designated staff member on each floor might help greatly in finding books. the inter library loans work well and are very prompt. the special events are very good also. i think also micro phise would be a good addition to the library and a media library would also be very beneficial. but a very good place at times depending on tiem of the year, however i do find for certain media stuff as well as micro phise i often have to go to the portland public library, considering i dont drive that can be difficult to do between classes especially in the winter.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	The library has really helped me in the last four years at USM. Excellent selections of plays, books, and research materials. My only problem with the library is the fact that your paper cutters in both the gorham and portland locations are the worst paper cutters in the history of the world. no offence, but they are really bad.
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	I don't really go to the library that much unless i need stuff for research. The times that i have used the library i have been helped and had my questions answered. I like that fact that classes that are going to need to go and looking for articles they have someone come to that class and help navigate us through the system.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I wish the library on the gorham campus would open at 7am through the whole school year and close at 11pm. I understand this may not be entirely feasible, but it would be ideal.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Additional computers in Gorham would be most helpful.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I like the quiet atmosphere and it keeps me focused, but I wish there were more lounging areas
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	In the early 90s i entered USM as an older student with little scholastic knowledge or self-esteem. The kindness, patience, caring and guidance I received at that time encouraged me to continue though a Master's Degree, and I am have continued on for a second Bachelor's in Fine Arts. In all these 15 years, the library staff, holdings and accessibility to outreach materials have always been the most constant and dependable tools needed to continue my excitement and exploration in learning.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Judith Nagata is fantastic! Upper-class reference sessions are very useful. I have noticed this year especially that these have been scheduled as part of my 300 level ARH classes, but I think that sessions in basic-mid level researching skills should be mandatory for first and second year students. I first learned most of the skills taught in the upper-class library sessions beforehand from an ARH faculty member. Unfortunately, we don't all learn how to research beyond Google in high school! However, it would be so helpful to learn these skills in earlier college classes, so that once enrolled in 300 level or above, a student can just add further researching methods to their knowledge and practice. Also, Article Linker DOES NOT WORK. I have tried it many times and always end up in circles that don't make any sense! It would be VERY helpful if this could be worked on. Thank you for the opportunity to share my thoughts!
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	I have to say that the public domain issue on campus is very problematic at The Glickman Family Library. On numerous occasions I have encountered people loitering at the library that are usually homeless, and this makes me extremely uncomfortable. The environment is not accommodating or inviting as a study space for someone living off campus, and the accessibility to parking spaces is inadequate.
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	I am also a psychology major... the art book collection is not very comprehensive, nor is access to art research databases etc. This is also the same for access to psychological studies. We do not have enough access to magazines, studies etc. on line.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Every time I have gone into the library, they have been nothing but helpful and great
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I wish more full-text articles, particularly in the criminal justice abstracts, were available online.
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	Later hours of operation for non-trad students who are employed. Say open to midnight every weeknight
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I would like to see newer fine arts books-differenet artists I would also like to see newer and a better variation of art education books--such as: lesson plan ideas, fiber arts, etc. Thanks
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I wish the portland campus library had more books in the humanities. ART, art history, Mythology etc..
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I haven't needed to use the library's sources until this semester and I was happy to see how easy it was to find books or URUS and to request articles and books online.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	More computers are needed on the Gorham campus!
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Would be helpful if the librarians would show the use of machines instead of just pointing or saying its over there. If shown how to use them properly, they wouldn't then be hounded with 19 additional questions if shown correctly the first time.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	It would be nice if we had access to electronic music files for the purpose of studying them (transcriptions, etc). I know there is such a service, but it's hidden away in some section of the Umaine server and is impossible to find.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	It is frustrating to find materials are in the "other" library. Periodical use is difficult, but staff is EXTREMELY helpful
Undergraduate	Performing & Fine Arts	Gorham Campus Library	It would be nice to be able to access any journals that we have in print electronically as well as in hard copy form
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I wish the actual space of the library was cheerier and more colorful, which would really get my brain stimulated
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I just wish that the accessing of articles from ursus was a bit easier to do. It's pretty complicated for first time users.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Very well done
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Article linker doesn't work so well, and lliad system always seems to have server issues. Also, access to maine state libraries always seems to go awry hal-way through the search, or come up with reasons loans are not possible through the system. i've had a really hard time researching anything but really basic, boring topics in the art field.
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	i do like this library quite a bit- i dont even think the outside design is so hideous liek they made such a big deal about back then- my only concern is how long the library is open- other universities big and small allow students to be studying in the library all night long- for those of us that live in the dorms or in apartments with roommates, schedules are not always in sinc and the library is always somewhere you can go to get away and study (only if its open though) i think this makes it even harder for our students to succede- i know it involves money- but shouldnt the education part of the university come first?
Undergraduate	Performing & Fine Arts	Gorham Campus Library	I wish more could be done to overhaul the Gorham library from a user and comfortable space point-of-view. The Library Needs JSTOR articles for use in more majors than 2 areas.
Undergraduate	Performing & Fine Arts	Glickman Family Library, Portland	The service has been excellent. The staff is always very well knowledge and prompt to help me with any questions I may have.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	Always an excellent place to go and just do homework or just catch up. There are no distractions and the setting really helps to keep me focused on work without the chaos of campus life getting in the way.
Undergraduate	Performing & Fine Arts	Gorham Campus Library	i love the amount of theatre books available but i would like to see some more accurate costume period books
Undergraduate	Performing & Fine Arts	Gorham Campus Library	The guy with the sweater at the side desk is very helpful. Also, please dont use Library of Congress...Dewey Decimal is much easier to understand.
Undergraduate	Performing & Fine Arts	Lewiston/Auburn College Library	Fine!
Undergraduate	Performing & Fine Arts	Gorham Campus Library	wonderful! and thank you so much
Undergraduate	Public Policy	Glickman Family Library, Portland	really would like to see more ownership of articles in business source premier, academic search premeir, crimal justice abstracts among others...
Undergraduate	Public Policy	Glickman Family Library, Portland	When the library, itself, becomes unsafe because of the clientele, it is difficult to use the facility. People who come in are disruptive and personnel does not take the issue seriously makes using the library with a feeling of comfort, impossible.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	My experience with the library staff has been very positive. Extremely helpful and courteous
Undergraduate	Sciences / Mathematics	Gorham Campus Library	I really love your services.
Undergraduate	Sciences / Mathematics	Lewiston/Auburn College Library	The staff at the USM/L-A Library is exceptional. They are always willing to assist whenever called upon and they always do it with a smile. They are fantastic. Small library but big service.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	This library is mostly lovely, but it's quite difficult to access sometimes (farish from campus) and the linguistics and math books that I want are frequently way out of date. I have tried getting books through this library from other UMS libraries, but I was not notified when the books came in, so before I knew they were available, they were gone. There should be email notification of such things.
Undergraduate	Sciences / Mathematics	Gorham Campus Library	It would be nice if the library had longer hours on the weekends
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	In general it would help, if I had access to food of greater nutritional quality, because prolonged hours at the library with only candybars and coffee begin to take it's toll.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	None.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I go to the library every week to meet with my Calculus study group. In one room, there is a little white board, but instead, there should be a big one, so we can solve the problems fully out and discuss them. Having a white board would be very beneficial to many people and there should be more.

Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	The staff at the library is great but I wish that it was open earlier, there were more online journals and that you could request photocopies via email from our local library because I do not always have the time to go in and photocopy the articles myself but I still need the research.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I feel that the biological sciences are under-represented in the electronic journals available through the university, having to order nearly everything for every paper from illiad can be time consuming and can take weeks to receive information, when you are in the middle of a paper and realize you need supplementary information it is not always possible to wait for illiad. I know that the medical sciences make a lot of money for the university but I think it is unfair to jilt non-medical biology students in favor of medical fields. More electronic journals in biology!!!!!!
Undergraduate	Sciences / Mathematics	Gorham Campus Library	The hours of the library could be changed a little. I think there should be some sort of 24 hour option for library or computer needs on one of the campuses
Undergraduate	Sciences / Mathematics	Gorham Campus Library	I wish URSUS was easier to find things... the home page needs to be easier to find things on it... it is too complicated and too long of a process... make it easier!
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I often go to the library for a quiet place to study, but I frequently find people working in groups. I find the quietest place to be is on the journals floor, but the desk space is inadequate. I think there either needs to be more group work space or more strictly quiet space with tables that allow you to spread out your work. I may be completely wrong about this, but it seems to me that aside from Orono, Gorham has the majority of science materials I've searched for. Why they aren't located in Portland, since that is where the majority of the science classes are?
Undergraduate	Sciences / Mathematics	Gorham Campus Library	Pretty nice environment. I thin the staff are great. It's all up-hill form here :)
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I am very satisfied with the services I have received at the Glickman Family Library, which is the library I use most often. I appreciate the helpful and knowledgeable staff! The suggestions I have: 1) this survey is a bit cumbersome and verbose, it is not clear initially what is desired from the individual participating 2) I would very much like to see more group study rooms available; as a sciences major this is necessary and I often find they are reserved far in advance. 3) I would like to see accessibility of more of the "old-fashioned" printed materials, books, etc. available for students at home use. Thank you for taking into consideration my opinions!
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I come to the library daily and I truly appreciate all the staff and the facility itself. Without the library I do not feel I would be as successful in my studies.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I think that printing items from the computer should be included with the cost of rising tuition fees
Undergraduate	Sciences / Mathematics		I have not been to the library yet- I have used other resources and come out just fine. this is why i answered n/a and "5" for my questions
Undergraduate	Sciences / Mathematics	Gorham Campus Library	I feel like the library is intimidating. When I walk in it is because I need help and I can never find any one to take the time to hold my hand.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	Wish you were open earlier in the morning and later at night.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	More places for group study!
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	25. "Community space for group learning and group study", this is valuable IF and ONLY IF its in a separate location from the rest of the library - for example, closed off rooms. I can't study with other people talking or whispering, but when I want to meet with a group, it's helpful to have space for that. My preference however, is to have that space up at Campus Center - expand that location for social interaction. There is basically one room with one TV and about 10 places to sit. <input type="checkbox"/> 28. If the library is to "help me stay abreast of developments in my field(s) of interest", I'd like to know how they do that. I see NO evidence of it. <input type="checkbox"/> 36. I use the library to study. Rarely do I use its 'resources' - whatever those are, except from home when doing research papers. <input type="checkbox"/> 39. Actually the library I use most often is the law library. Its better located and very quiet. Don't like walking down over the hill to Glickman, but I really do like the Glickman library, especially the top three floors and the new Canteen. Second most used is Bates College Library. If hours were longer (Bates is open till 1am) and you couldn't get locked out
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	The reading room is wonderful. A very welcoming library.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I have a few comments, I am not quite sure where it is ok to meet with a few other people and talk about homework other then the group study rooms which are for the most part always occupied. I always feel as though i am distrupring other people. There should be specified quite areas, other then the 7th floor, and specified talking areas. Also i feel that closing at 6 on Saturdays is a little early. I know that this might not be a very popular time to come but sometimes i like to do get my homework started on Saturdays. Lastly, recently i have felt a little unsafe while in the library. I know that there really isn't much of way to control who comes in but when the "public" comes in just to get out of the cold and distrubs studying students i feel it is a little unacceptable. I really enjoy going to the library and am there quite frequently, feel that you are doing a wonderful job and i always feel welcome and and my questions answered. Keep up the good work!
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	The things that bothers me most about Glickman library are: (1) its hours of operation -- that is, they are ill-suited to the needs of a college student (it should be open later on Friday and Saturday nights); and (2) the fact that any hobo from the street can just waltz in and fall asleep in a corner for hours -- this does not provide the students (particularly the female students) with the sense of security they should feel on-campus. People should be required to show a valid student ID or, if they are not students, they should have to show some other form of identification and sign in and out so that there is a record of who is in the building at all times.
Undergraduate	Sciences / Mathematics	Gorham Campus Library	Printing in the library should be double-sided as in the computer labs to conserve paper
Undergraduate	Sciences / Mathematics	Gorham Campus Library	I have only really had a problem with one particular library employee not knowing what they were talking about. Most employees are great all the time, just a little busy. <input type="checkbox"/> I have had many problems accessing library resources from home. This is very frustrating since I pay money for those resources.
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	I wish the library opened earlier on the weekends just like weekdays
Undergraduate	Sciences / Mathematics	Glickman Family Library, Portland	It is a great idea to have a cafe in the library. the microwave is an awesome resource and convenience. nice clean bathrooms.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I find ArticleLinker to be unhelpful when researching online. I usually can find what I need when physically at the library and the staff is quite helpful and extremely friendly. I think there could be more desks/ group workspace to utilize at the library.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	I love the staff, they are more then willing to help. The time line for taking out certain materials bothers me. I attend classes once a week and need to use materials that is costly for me to return before the next week.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	It is always clean and quiet
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The library needs to subscribe to more online journals and databases. I realize this is a money issue though, so I don't hold it against you.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	There should be a better and more variety of selection of food and snacks in the cafe. Maybe a cold food/sandwich machine-refridgerator? <input type="checkbox"/> <input type="checkbox"/> Also, it would be so much better with more computers on each floor too. The same goes for the big comfy study chairs. <input type="checkbox"/> <input type="checkbox"/> One more thing: library staff are not always helpful in keeping order. Sometimes there are lots of disturbances and noises around study areas, and the staff does not enforce quietness at all. In a library, people should not have to be told to be quiet, but not all people are respectful either. <input type="checkbox"/> <input type="checkbox"/> I hope my comments are helpful. <input type="checkbox"/> <input type="checkbox"/> oh yes, I like how you have cookie and coffee days during final exams too! great idea!
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Overall I am very pleased with the library, especially in comparison to many other schools. However I think research workshops, or library acquaintance workshops would be valuable, as not all classes utilize the available information sessions with the librarians.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The library staff is wonderful--keep them, and for heaven's sake, listen to them! They know what we need sometimes better than we do. <input type="checkbox"/> If the University could finagle it's way to spending more money on journals and databases (Social Science Citation Index, please!!!) and less on heinously uncomfortable furniture in the library, I wouldn't have much to complain about.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	I only really have three negative comments. Other than that the library is doing well to meet my needs. First, the URSUS electronic reserve site crashed often during the Fall '07, not allowing students access to badly needed materials. This was extremely inconvenient and downright disruptive. The second issue comes into play when I am searching for journal articles on Academic Search Premier. The site will act as if USM has access to the article, then, after I spend several minutes clicking from page to page to get it, I find out USM doesn't have the article. My last comment relates to the physical state of the Gorham library. The upstairs is in desperate need of renovations. It is hot and stuffy, not at all conducive to studying or searching for books for long. Also, most of the books in the Gorham library are outdated and the selection is sparse. It would be great if I didn't have to wait for all useful books to come in from another library or go out of my way into Portland to get something from their collection. I guess maybe an overhaul of the collection would be
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	my only complaint is I ordered a few journal articles and they sent one in a timely manner but for some reason I didn't get the others and there wasn't a reason why. They were deleted from my pending too

Undergraduate	Social Sciences / Psychology	Gorham Campus Library	The gorham library is almost always more loud than I would like it to be. From what I can gather it is groups of people there for "study hours" who just sit and talk and play video games and talk about the girls they just banged. But other than that I love it a lot and wish it was open more, especially before noon on weekends!
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Wish the website wasn't so confusing to use to search for library material. would like an easy HELP guideline to locating articles that is easy to understand and easy to access.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The parking situation is a mess, and the walk from the garage with a load of books is difficult at times.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	none
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	I appreciate all the technological advances the libraries have made available for the students, especially the DVD-R feature that allowed my Hitchcock class to watch movies online (even if the quality of such is not as good).
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	It would be nice if the quiet policy in the reading room and the cell phone policy throughout the library were more strictly enforced. It would also be nicer if people entering or leaving functions on the 7th floor were reminded that they are in a library and to be considerate of folks who are trying to study so that they might keep their conversations at a more appropriate level.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I find Endnotes extremely difficult to use. I spend a lot of extra time trying to figure out how to export and import the references. Even if you follow instructions it does not always work. Library should look into using a less complicated bibliography management software or ways to implement Endnotes more efficiently.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I have experienced great service at the library and found the staff very helpful
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I am a person who is at the library from after my last class until about 9:30pm on any given day. If it were not for the library's hours, friendly staff, resources and the availability of quiet space I am positive my 3.6 GPA would be significantly lower. I truly appreciate all the library has, offers and is doing for the students as a whole.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	I enjoy the quietness, it's a great getaway spot from the dorms
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	library email is a convient addition to ways to obtain information and ask questions
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Could be quieter and people could be more considerate in picking up after themselves
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I love the 7th floor os glickman library... an excellent place to study and see a great view of portland. :
Undergraduate	Social Sciences / Psychology	Instructional Technology and Media Services	The Library has great information that is very useful with great employees. But it just isn't inviting, there looks like there is no space and it is difficult to work in a cluttered environment.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I would like to be able to get more help when looking for Social Work related materials. I recently asked for some very specific information after failing to find the information I needed for a lit review, I was rewarded with a very generic response that wasn't helpful. This was after many days of waiting for a response. <input type="checkbox"/>
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I've often been unable to get help because people are busy, don't know the systems or don't know the material. I've had to change the direction of papers and my studies because I couldn't find the information or help I required.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	One thing that would be a wonderful addition is a cafe of some sort. If there were food there I wouldn't have to leave to go eat
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The library is difficult to navigate in that many of the services provided are not readily available nor are they advertised in any way. The web site is confusing, and while many of the materials useful in my field are provided online, they're hard to find. Also, some of the print resources in the library are outdated, which, in many fields, restricts the type of research that can be done. Two major improvements that could be made to the Glickman Family Library would be the addition of online scholarly databases (readily accessible), and more pleasant and quiet study spaces.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	The employees are always friendly and helpful, providing information and even going out of their way to assist users. URSUS is easy to use from home, my only request is more access to JSTOR resources (as an Anthropology major).
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	I am overall pleased with the employees at the LAC campus. Specifically, Maureen Perry has been especially resourceful to me in helping me to find articles needed for course work. I will also add a suggestion to extended the hours on the weekends to make my work in the library more convenient.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I am offended by question 41. Either allow it to be left blank or make a third option, such as "prefer not to answer" or "OTHER"
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Please keep the liba data base. It took me hours literally before linguistic students had access to it to find the resources that I need for my work.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	the "AAA?" Cafe is awful- too small, depressing space, no real "food", just high fat vending snacks (that are always empty). I realize you may not want to "promote" eating IN the library itself, but offering food for people that often spend a lot of time each semester in the library (and not wanting to leave the building especially in poor weather/late at night given the bad area and homeless people hanging around the building) would be a VERY welcomed change, and do a lot for making the facility more comfortable and a place people want to study/do research. Handle "infractions" on a per person basis. offer a smaller-scale-"cafeteria-style space to eat in, similar to the food offered at Luther Bonney, but in a space that you can sit down in and relax and take a break from your studying and eat. <input type="checkbox"/>
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	also the lighting all around the building, especially if you are walking behind the building (right out of the main entrance) and also once you walk up and take the corner onto preble? it is very dark and uncomfortable
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I couldn't put into words the extent of frustration I have with the unacceptable amount of resources/materials on hand, search system for electronic and on hand materials, the system and avail for interlibrary loan, as well as the limited hours of operation
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	The library is an educational place to gather information. Most of the time a librarian is available for questions. They are very knowledgeable. Thank you!
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	It's a nice, clean place to study.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	The library staff has always been helpful and polite when I have requested services. They are knowledgeable of the services and supportive when I struggle with the equipment. Any improvement would be on my use of the library services offered.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The staff are always kind and helpful, and the availability of electronic reserves and databases are great. More quiet areas or group areas and better access to full text articles would be desired. Overall, I am pretty happy with the experiences I've had with the library at USM.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	interlibrary loans take too long
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	Sometimes I wish that the library was open later during the week as I am often up until 12 or 1 AM studying
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I generally feel that the library provides outstanding service, however, I stongly believe that the library should extend its night and weekend hours. The library is not open when I would be most likely to use it.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	I am commuter and an Anthropology Geography major so I am only on the Gorham campus and only use the Gorham Library. I study in the library frequently and have felt that there is not a very good environment for just studying. The study "room" is also the computer room, the research area and a book floor. There is always so much going on that it defeats the purpose of a quiet area for studying.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I really like the library and how it is set up with individual study areas and wireless connection throughout. The only thing I dont like about the library is trying to find journal articles, the section doesnt make any sense to students. Its much easier when the article is online, although "article linker" is pretty frustrating as well.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I WOULD LIKE TO SEE MORE COMFORTABLE/COZY SPACE IN THE LIBRARY IN WHICH TO STUDY. a PLACE WHERE COFFEE COULD BE DRUNK WHILE READING WOULD BE WONDERFUL.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Information on exactly "how to" access online articles should be easier to access
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	With all of the avenues to research offered within the library system, the staff does a commendable job when assisting patrons to find what they need.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	I think the LAC library should have a drop off box for returning library books. I don't like just leaving them on the counter, and sometimes an employee is unavailable to take the books.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	This seems to be a survey on the availability of electronic articles, but I would be very interested in seeing the library carry books on Philosophical Psychology (so I don't have to buy them everytime I want to read one). Also, please seriously consider authors: Paul Vitz, Philip Reiff, Daniel Robinson, Robert George, Roger Scruton, and most especially David Horowitz
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	For the most part the library is wonderful. I think there could be some more group study rooms and some smaller areas for one or two people to study.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I have taken Criminology and the "Criminology Abstract" system is very time consuming. Once you click on the abstract then you have to click an icon which brings you to a screen, you pick "USM" and it bring you to another screen, which then you have to pick one of the options (one is interlibrary loan). There are at least five steps for one article. I wish this process was a little easier. It even confused one person who was helping me. <input type="checkbox"/>
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Otherwise the Psychology information was easy to access and efficient. <input type="checkbox"/>
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	Employees have been very nice to work with.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	Having the ability to access the library from home has been extremely helpful. My only complaint would be the inability to have full access to all desired articles in full text, through this venue.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	none
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	It would be nice if the parking garage in Portland was opened during the hours when the library is opened. Also, this winter and has been pretty chilly in the actual libraries, especially in Portland.

Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	My biggest complaint involves the time it takes for electronic delivery in URSUS
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The inaccessibility of online resources from an off-campus location because I have an overdue account is REALLY irksome. Isn't withholding a diploma enough of a penalty for fiscal irresponsibility? What particularly bothers me about this is that I'm a commuter student who doesn't have a car. It's a 45 minute process to get to the library. This policy has more of an impact on people in my situation or commuters who drive longer distances than it does on on-campus students who can easily access a library at nearly any time.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Could use more full-text journal articles electronically.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	I would prefer to use the Glickman library more often but since I live on the Gorham campus, the location is inconvenient. The Gorham Campus library doesn't even compare to the Glickman library in the quality of staff and a comfortable environment.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Glickman is the best library in Greater Portland. I enjoy studying here. My only criticisms are: Glickman needs greater and more user-friendly electronic access to more online journals and similar academic resources. (Often, when I'm trying to access a document from an online journal, Academic Search Premier and other sources will tell me I have "full-text" access when, in fact I do not have that level of access OR it is not clearly and easily explain how to achieve that level of access.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	I think that it is too bad that the on line articles that we cannot receive full text on-line, are mostly available in Portland or Gorham. This means that I have to drive around more, or rely upon inter-library loan which is hard to find the time to plan for.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	The reference desk is VERY helpful... Also the space in the Luther Bonney computer lab for students to sit and do work really makes it welcoming and adds a great "home" touch.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	The training that we received as part of our research psychology methods class has helped me perform literature reviews and other academic searches in a more thorough and systematic manner.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	It seems like whenever I need a staff member to help, they all disappear. Also, I would really like to see the library open later on Sundays. It's really the only day I can go in and do my homework. I like going to the library because there are less distractions.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	a tutorial for using library services would be nice if you don't have it already
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Please consider extending the hours, particularly on the weekends
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Illiad is great and fast
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I've always found the librarians to be very helpful
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Everything is great except the amount of journal entries that are available on line. I understand the logistics of the 'whys' of them not being available, but it would make life at USM much easier being able to access more via the web.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Good service! Like the convenient computers. Need more guides though
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	I have been very impressed by our library overall. Being a non-traditional student and stay at home I love the information that I can access from home! It has been a life saver. Good job and keep up the good work
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Students who pay tuition should not have to pay to print off materials needed for class and/or assignments. UNE does not require their students to pay for printing. It feels kind of cheap that USM requires this of their students.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I think the library is a great resource for many students. I personally appreciate the space and resources that are provided.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Informational workshops on quality/trustworthiness of sources would be helpful. Maybe workshops on how to find particular types of material. If we could hook into the Minerva book network like SMCC or the South Portland library has, then we would have access to a broader range of books. I have had my friend (SMCC student) get books from her interlibrary loans that I was not able to access at USM.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	none.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	URSUS seems to be the largest complaint: long delays and complications when ordering and receiving as well as difficulties finding or obtaining the needed articles. □ □ Space within the library is ok. Of course it's not home and home is not the library so it does alright for the situation. □ □ Hours: would love for later nights, especially during exams which can be hard since not everyone has exams at same time or at least a section that is open late with access to computers since some programs can only be used at the library and not at home.
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	I think that there could use a bigger variety of books, as the other day I was looking for yoga books and the only ones I found to be in my interest were either not coming back for months or they were being "billed". The ones that were billed should be replaced because others should not go without a certain book because of other irresponsible people.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I think that if the library should subscribe to more fulltext journal/periodical articles, so that students would have access to more of the current research in their field of study. This would enable students to do better research, with more current information, than if they were expected to purchase the articles or a subscription to the journal. Another idea would be for the library to have an unspecified amount of money available for the purchase of articles/subscriptions students may need that the school/student otherwise would not have access to.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I have always had a positive experience at the library. I would like to see more accessible online journals. Jstor being one of those.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I've been on several college campuses including the ones at Duke, Wake forest and Virginia tech. this library makes theirs look tiny and under funded everything about the library meets or exceeds my expectations. □ □ My one quarrel is that the interlibrary loan system is rather slow, but that isn't really anything that USM can fix because it's half up to the other schools library to get the material out quickly.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I find the library very effective in my studies. I love the online peer-reviewed journal access, but wish there were more available PDF or Full Text access. Also, rules for conduct in the library should be more clearly posted. I am tired of having to remind people to be quiet in the library.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	Although the USM/LAC library has space for quiet individual study, it's not a welcoming space. (Too remote, maybe?) Maybe the study cubbies should be interspersed throughout the larger room, and the back room should be for noisy work groups. (Groups wouldn't mind the remoteness.) Also, if space allowed, it would be nice to have a bigger lounge area with comfortable chairs for reading (as opposed to tables and chairs). We can read comfortably upstairs in the lounge, but it can get kind of noisy because we use that area for group work, a QUIET comfortable area in the library would be nice. Since the LAC library lacks a large inventory of books, it would be nice if we could request a book from the USM system and have it arrive the next day. Since the LAC library lacks a large inventory of print journals, it would be nice if more full-text journals were available online. The staff at the LAC library is great. They're always more than willing to help (they frequently offer it in passing, which sets a friendly tone), and if the person on duty can't answer a question he/she always finds someone who can. They are courteous, friendly, and helpful.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	As a Political Science student who began studying at other colleges, I find it very frustrating to not have access to Lexis Nexis at the Glickman Library. This service makes research easy and fast, without it I often spend far more time than is necessary to complete research tasks. The addition of library computer labs has been wonderful, and the cafe allows me to eat my lunch without packing up and leaving the library. Thanks for the improvements!
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	Lewiston has the best worker Maureen!!! She goes above and beyond. She is awesome there is another woman who works there who doesn't seem as eager to help her name is Jenny but over all good service
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I feel like the resources here at the library are great, however there isn't much space for group work if you want to have discussions etc. I honestly have never checked out a book here and I wouldn't have the first clue where to find anything if it wasn't online, perhaps a little more librarian-student interaction would be good I don't think I have ever heard a hello when coming in or goodbye when leaving I don't even know if I ever had any of them even make eye contact.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	Great service at the LAC library but I find the lack of some resources frustrating. URSUS access is confusing too. I am currently enrolled in a Art History class and have found I have to go to Bowdoin college to gain information for research. a bit frustrating seeing how it is a required core course...
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	It's not always clear how to find things on the library website. I don't have much direct contact with the librarians when I am at the library.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	Great library with great resources.
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I find the e-sericals and on-line journals confusing, and access too limited, or i USM doesn't subscribe to ones i need
Undergraduate	Social Sciences / Psychology	Gorham Campus Library	The Glickman Library in Portland is very impressive and I feel comfortable there. However, the library in Gorham needs help! The environment has gotten a little better since years past, but this is a university! I have been very unimpressed with the Gorham Library, I honestly think they need a new building entirely.
Undergraduate	Social Sciences / Psychology	Lewiston/Auburn College Library	Everyone that has come to my assistance at the library at USM/LAC has been extremely helpful, courteous, and friendly When doing research, I would be lost without the knowledgeable staff. Keep up the great work!
Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	We need access to more online journals. USM should own more titles. The library should be open a lot more. 24 hours would be nice.

Undergraduate	Social Sciences / Psychology	Glickman Family Library, Portland	I know library staff is limited, but because of my work schedule, I would like extended hours on weekends...especially Sunday mornings. □ Overall, a very good environment to study, and the staff is very helpful and polite.
Undergraduate	Undecided	Gorham Campus Library	I think that there should be more people to "man" the library at any given time
Undergraduate	Undecided	Gorham Campus Library	We need more comfortable places to study with our laptops.
Undergraduate	Undecided	Glickman Family Library, Portland	I really enjoy the library the way it is, but just like anything else, there is always room for improvement
Undergraduate	Undecided	Glickman Family Library, Portland	the outside of the glickman library could use a pressure wash. it looks dirty. otherwise, the library is fabulous
Undergraduate	Undecided	Lewiston/Auburn College Library	It is a very helpful place.
Undergraduate	Undecided	Glickman Family Library, Portland	This may be campus wide, but the wireless connection is horrible. I would sacrifice some speed in order to maintain a constant connection.
Undergraduate	Undecided	Glickman Family Library, Portland	The library is a great place to study and to get help
Undergraduate	Undecided	Gorham Campus Library	none
Undergraduate	Undecided	Glickman Family Library, Portland	I have not used the library much but in the instances I did, I received excellent treatment and my needs were met
Undergraduate	Undecided	Glickman Family Library, Portland	I have always loved libraries and the Glickman Family Library is no exception. I love being able to go to any floor and see all the rows of books on every topic imaginable. It is a wonderful library!
Undergraduate	Undecided	Glickman Family Library, Portland	very good
Undergraduate	Undecided	Gorham Campus Library	The library has an apt and competent staff. The staff is concerned for the wellbeing of students. The Gorham location could be improved by more computers and a seperate computer reserved for student book searches/card catalogue (or if there is an existing one, it should be more prominently placed); I enjoy finding my own books, but the computers are often occupied when I wish to browse for material.
Undergraduate	Undecided	Gorham Campus Library	the employees seem eager to help and the experience is usually good, however I was there the other day and the two men behind the desk where and working were speaking so loudly to each other that I had to leave! Everyone should be quiet in the library, even if you work there.
Undergraduate	Undecided	Glickman Family Library, Portland	The person(s) responsible for copying the e-reserves documents so should more precise and careful when copying as to avoid large black nothingness boarders. I have a class where it is important that we print out the e-reserves documents and my classmates and I often end-up with pages that the printer has to waste excessive amounts of black ink to fill in the boarder of nothingness. Being more precise would probably save the university more money then wasting ink on the black boarders of nothingness.
Undergraduate	Undecided	Glickman Family Library, Portland	Great service.
Undergraduate	Undecided	Gorham Campus Library	The format of this survey was too confusing. It should only use one rating per question
Undergraduate	Undecided		i haven't used any of the library services yet
Undergraduate	Undecided	Gorham Campus Library	I marked the first section completely with "N/A" because, well, maybe I'm just thick but I didn't quite understand what it was asking for. However if my opinion of the USM's Library facilities is what you want, then here it is. They're doing a good job. Especially the resource assistant or aid, or whatever their official name is, they are very good at what they do from what I have seen from the time I have spent in the libraries in Gorham and Portland.
Undergraduate	Undecided	Gorham Campus Library	i haven't had the chance to use the library a whole lot since i have lived on campus
Undergraduate	Undecided	Glickman Family Library, Portland	Overall, the library staff treats me with professionalism, which is really great whenever I need assistance, I can find someone. I use the library often, my only proposal would be that you extend the library hours, especially on the weekends, that would be ideal! Thank you!
Undergraduate	Undecided	Gorham Campus Library	very pleased with portland library set up, gorham, not so much. services are good in both locations
Undergraduate	Undecided	Glickman Family Library, Portland	I haven't had the chance to attend the library that often because I am a commuter, but on the occasions on which I have gone, it has been very help-ful!
Undergraduate	Undecided	Gorham Campus Library	I've only been in the library once, but it was really nice, I like how quiet it was I could acutlly focus on my work
Undergraduate	Undecided	Glickman Family Library, Portland	Great facility, great resources, good staff. I wanted to give this input: A written guide to how to do online research would be really helpful. Ursus, Iliad, google is a lot to figure out and i am usually here at a time when no one is at the desk on the 2nd floor Also I really appreciate it tha you still get many journals in paper version. sometimes tha is still the most helpful and easy to use. thanks
Undergraduate	Women's Studies	Glickman Family Library, Portland	thanks!
Undergraduate	Women's Studies	Glickman Family Library, Portland	The parking is a bit of a problem. There are not that many parking spots and to be quite honest I would rather go some where else because of the lighting situation. As a women walking alone at night around the building to a dark parking lot does not make me feel safe. There needs to be an entrance facing the parking lot with brighter street lights.