

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Availability-don't find what I need/poorly organized /resources-need better organization	86
Availability-find what I need/library well organized	35
Availability-find what I need-Music	1
Availability-hard to find what I need without help - Government Publications	1
Availability-hard to find-Special Collection	1
Availability-Map Library-poorly organized	2
Books turned in not recorded/fines charged wrongly	3
Books-collection not diverse enough	11
Books-dated	44
Books-dated-education and physics/science and technology	3
Books-dated-Music Library	1
Books-easy to find	2
Books-hard to find/LC system is complicated/need better organization	37
Books-missing/not on shelf/misshelved/need more reshelving	42
Books-need books used in classes	3
Books-need more	31
Books-need more- ADA handicapped standards, art, children's literature, criminal justice, cultures, education, engineering, general reading materials, history, interior design, literature, nursing, political science, popular reading materials, religious books	15
Books-need more-on tape for the blind	1
Books-need multiple copies	6
Books-need to replace lost books	2
Card catalog-cannot find/need	2

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Computers/computer system-good	10
Computers/computer system-slow/need to update	5
Computers-confusing/need to be more user friendly/susceptible to tempering by students	9
Computers-confusing/need to be more user friendly-Music Library	1
Computers-don't like	1
Computers-down	8
Computers-for disabled-need to update	1
Computers-need better Internet browsers/need high speed online and video cards	5
Computers-need more	35
Computers-need more-3rd and 4th floors	2
Computers-need more-Chemistry Library	1
Computers-need more-Music Library	1
Computers-need to add software (MS-Word)	2
Copiers/readers/VCR's-microforms-need more	16
Copiers/readers-microforms-need repair	5
Copiers-card machine - Music - need	4
Copiers-change machines-inadequate/useless/dispense quarters when dimes needed	12
Copiers-change machines-need more	5
Copiers-Chemistry-needs replacement	1
Copiers-Math Library-need	1
Copiers-Microforms-Music library-need more	2
Copiers-need color copier	2

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Copiers-need more	21
Copiers-need new faster copiers, need to update	1
Copiers-needs replacement	3
Copiers-often broken/old/not good	46
Copies should be free	11
Copies too expensive	24
Copy center-need in other buildings (i.e. Business, English, Math)	1
Copy center-not easy to access	2
Did not know/learned about an unknown branch	12
Did not know/learned about an unknown service	33
Don't use library	54
Facilities for disabled-good	1
Facilities/library is great-McWherter/nice and clean/like study desks/like handicapped access	85
Facilities-bathrooms-urinals too low	2
Facilities-floors and stairs slick	1
Facilities-lighting- too dark	8
Facilities-Math-poor	1
Facilities-McWherter-temperature too cold	26
Facilities-McWherter-temperature too hot	4
Facilities-Music Library-good	1
Facilities-need entrance on the east side	2
Facilities-need more study rooms	1

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Hours-Chemistry-need longer	1
Hours-ILL-need longer at night	1
Hours-Math Library-need longer	1
Hours-McWherter-24 hours	32
Hours-McWherter-24 hours during finals	2
Hours-McWherter-adequate	2
Hours-McWherter-need earlier in the morning	7
Hours-McWherter-need longer	33
Hours-McWherter-need longer at night	15
Hours-McWherter-need longer on breaks	3
Hours-McWherter-need longer on weekends/need open till midnight	21
Hours-Special Collections-need longer at night	3
Instruction classes-don't know about Instruction Lab	3
Instruction classes-need more	1
Instruction classes-need to post classes	2
Instruction classes-never been shown how to use library	1
Instructions-online for accessing from off-campus-need more	2
Instructions-written/Handouts/-need more	13
Instructions-written-don't use	1
Journals-current periodicals on microfiche frustrating	1
Journals-doing research is difficult/complicated	2
Journals-full-text need more	7

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Categories	Frequency
Journals-hard to find/not there	28
Journals-Music Library-dated	1
Journals-need more	34
Journals-need more-biological science, cinema studies, criminal justice, education, engineering, health, international magazines, medicine, MIS, neuroscience, nursing, organized crime, psychology, science, social work,	39
Journals-need to update	2
Journals-nursing-need to share within city	2
Libraries-confusing/intimidating/big/afraid of-McWherter	10
Libraries-need cafe	4
Libraries-not user friendly-McWherter	3
Libraries-user friendly-McWherter	3
Library use-group study rooms	1
Library use-to find materials	8
Library use-to study	11
Magazines-need more	7
Online catalog-confusing	6
Online catalog-hard to find plays, poems, magazine articles	1
Online catalog-need to be updated	8
Online catalog-need to get rid of lost/missing book records	4
Online catalog-needs entry for everything (microforms, periodicals, special collections)	2
Online catalog-needs to show books available at McWherter and branches only (not JSCC, DSCC, SSCC)	2
Online database access-slow	8

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Online databases-ability to email full text journals-like	1
Online databases-access off campus-don't use/don't know	9
Online databases-access off campus-good	1
Online databases-access off campus-hard / slow / confusing	20
Online databases-access off campus-like	3
Online databases-confusing	11
Online databases-don't use /don't know how to use	13
Online databases-good/useful/easy to access/great/easy to use	35
Online databases-need more (Commercial Appeal, ABI-Inform, finding scores)	5
Online databases-need to be updated	9
Online databases-poor-searching capability is poor/difficult to use	11
Online databases-printing from all databases not good	2
Overall comments-poor/dissatisfied	5
Overall comments-very well managed/helpful/satisfied/good	23
Parking-need better lighting	5
Parking-need closer parking/inconvenient/poor	17
Parking-need free parking	2
Parking-safety is a concern	6
Printing centralized-problematic/don't like	2
Printing-too expensive/ should be free	5
Referred to other libraries in town	31
Resources on computer-useful/good	1

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Resources-CDs-undergraduates need overnight check-out	1
Resources-Internet capabilities-need improving/need more phone lines/need to make hook-up/connecting easier from home/hard to dial into the University network	6
Resources-McWherter-good/adequate	22
Resources-McWherter-need Fax machine	1
Resources-McWherter-need more/dated/need improvement	29
Resources-McWherter-need more/need more recent (african american, criminology,domestic violence, hispanics,minorities, scholarship information)	10
Resources-Music Library-need more	2
Resources-Music Library-need more music recordings/percussion ensemble	2
Resources-Reserve Room need to be open stacks/Reserve materials hard to get	4
Resources-Special Collections-good	2
Resources-videotapes/audiotapes need to check out -Microforms	6
Safety-need security at night/need better lighting around the library	9
Safety-telephones-need more blue phones behind library	1
Services-Copy Center-not good	3
Services-good/excellent	19
Services-good-ILL	4
Services-Government Publications-good	2
Services-Microforms-good	1
Services-need to inform students /explain more to students	4
services-Periodicals-good	2
Services-poor	1

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Services-Reserve Room-good	4
Services-Reserve Room-not good	7
Services-Special Collections-good/ helpful	1
Signage-not adequate	7
Staff approachable/knowledgeable	6
Staff helpful/friendly/good/excellent	83
Staff helpful/friendly-Periodicals	1
Staff helpful-Copy center	1
Staff helpful-Government Publications	6
Staff helpful-ILL	1
Staff helpful-Microforms	2
Staff helpful-Music Library	5
Staff helpful-Reference	10
Staff helpful-Reserve Room	1
Staff helpful-Special Collections	3
Staff knowledgeable	3
Staff knowledgeable-Reference	2
Staff need to be more helpful to the disabled	1
Staff not at the desk-Reserve Room	7
Staff not friendly/not polite/not helpful	57
Staff not friendly-Copy Center	8
Staff not friendly-Microforms	9

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Staff not helpful/friendly/service not good-Circulation	7
Staff not helpful/friendly-Copy Center	2
Staff not helpful/friendly-ILL	4
Staff not helpful/not friendly-Math	1
Staff not helpful/slow-Reserve Room	10
Staff not helpful-Copy Center	10
Staff not helpful-Microforms	4
Staff not helpful-Music	1
Staff not helpful-Periodicals	3
Staff not helpful-Reference	3
Staff not helpful-Special Collection	1
Staff not knowledgeable/not approachable	12
Staff not knowledgeable-Microforms	2
Staff not knowledgeable-Reference	1
Staff not knowledgeable-Reserve Room	1
Staff not polite-InterLibrary Loan	1
Staff professional/competent	2
Staff too many referrals	1
Staff-need customer service training	4
Staff-need customer service training- Reserve Room	3
Staff-need more	15
Staff-need more assistance	6

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments

Categories	Frequency
Staff-need more-Government Publications	1
Staff-need more-Reserve Desk (need to wait 10+ minutes.)	1
Staff-need to help find books-Circulation	6
Staff-never/don't ask help	13
Student workers-helpful	2
Student workers-not helpful/unfriendly/uncooperative	3
Study Room-reinstate study room at McWherter entrance/need to provide 24 hour study room	6
Survey instrument-poorly designed/too complex/ need option for "don't use" or "n/a"/too long	3
Tigerlan-access off-campus- password need longer validated	1
Tigerlan-computers pleased	3
Tigerlan-email need to be accessible from off campus	1
Tigerlan-need enough storage for email	1
Tigerlan-need more computers	8
Tigerlan-need more helpful staff	4
Tigerlan-need more staff	1
Tigerlan-need printers on 3rd floor	1
Tigerlan-need study tables	2
Tigerlan-not big enough/not enough computers	4
Tigerlan-staff-need to be able to converse in English	2
Tigerlan-too hot	1
Use library resources only from Web	7
Total	1874

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Availability-don't find what I need/poorly organized /resources-need better organization	86
Facilities/library is great-McWherter/nice and clean/like study desks/like handicapped access	85
Staff helpful/friendly/good/excellent	83
Staff not friendly/not polite/not helpful	57
Don't use library	54
Copiers-often broken/old/not good	46
Books-dated	44
Books-missing/not on shelf/misshelved/need more reshelving	42
Journals-need more-biological science, cinema studies, criminal justice, education, engineering, health, international magazines, medicine, MIS, neuroscience, nursing, organized crime, psychology, science, social work,	39
Books-hard to find/LC system is complicated/need better organization	37
Availability-find what I need/library well organized	35
Computers-need more	35
Online databases-good/useful/easy to access/great/easy to use	35
Journals-need more	34
Did not know/learned about an unknown service	33
Hours-McWherter-need longer	33
Hours-McWherter-24 hours	32
Books-need more	31
Referred to other libraries in town	31
Resources-McWherter-need more/dated/need improvement	29
Journals-hard to find/not there	28
Facilities-McWherter-temperature too cold	26

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Copies too expensive	24
Overall comments-very well managed/helpful/satisfied/good	23
Resources-McWherter-good/adequate	22
Copiers-need more	21
Hours-McWherter-need longer on weekends/need open till midnight	21
Online databases-access off campus-hard / slow / confusing	20
Services-good/excellent	19
Parking-need closer parking/inconvenient/poor	17
Copiers/readers/VCR's-microforms-need more	16
Books-need more- ADA handicapped standards, art, children's literature, criminal justice, cultures, education, engineering, general reading materials, history, interior design, literature, nursing, political science, popular reading materials, religious books	15
Hours-McWherter-need longer at night	15
Staff-need more	15
Instructions-written/Handouts/-need more	13
Online databases-don't use /don't know how to use	13
Staff-never/don't ask help	13
Copiers-change machines-inadequate/useless/dispense quarters when dimes needed	12
Did not know/learned about an unknown branch	12
Staff not knowledgeable/not approachable	12
Books-collection not diverse enough	11
Copies should be free	11
Library use-to study	11

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Online databases-confusing	11
Online databases-poor-searching capability is poor/difficult to use	11
Computers/computer system-good	10
Libraries-confusing/intimidating/big/afraid of-McWherter	10
Resources-McWherter-need more/need more recent (african american, criminology, domestic violence, hispanics, minorities, scholarship information)	10
Staff helpful-Reference	10
Staff not helpful/slow-Reserve Room	10
Staff not helpful-Copy Center	10
Computers-confusing/need to be more user friendly/susceptible to tempering by students	9
Online databases-access off campus-don't use/don't know	9
Online databases-need to be updated	9
Safety-need security at night/need better lighting around the library	9
Staff not friendly-Microforms	9
Computers-down	8
Facilities-lighting- too dark	8
Library use-to find materials	8
Online catalog-need to be updated	8
Online database access-slow	8
Staff not friendly-Copy Center	8
Tigerlan-need more computers	8
Hours-McWherter-need earlier in the morning	7
Journals-full-text need more	7

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Magazines-need more	7
Services-Reserve Room-not good	7
Signage-not adequate	7
Staff not at the desk-Reserve Room	7
Staff not helpful/friendly/service not good-Circulation	7
Use library resources only from Web	7
Books-need multiple copies	6
Online catalog-confusing	6
Parking-safety is a concern	6
Resources-Internet capabilities-need improving/need more phone lines/need to make hook-up/connecting easier from home/hard to dial into the University network	6
Resources-videotapes/audiotapes need to check out -Microforms	6
Staff approachable/knowledgeable	6
Staff helpful-Government Publications	6
Staff-need more assistance	6
Staff-need to help find books-Circulation	6
Study Room-reinstate study room at McWherter entrance/need to provide 24 hour study room	6
Computers/computer system-slow/need to update	5
Computers-need better Internet browsers/need high speed online and video cards	5
Copiers/readers-microforms-need repair	5
Copiers-change machines-need more	5
Online databases-need more (Commercial Appeal, ABI-Inform, finding scores)	5
Overall comments-poor/dissatisfied	5

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Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Parking-need better lighting	5
Printing-too expensive/ should be free	5
Staff helpful-Music Library	5
Copiers-card machine - Music - need	4
Facilities-McWherter-temperature too hot	4
Libraries-need cafe	4
Online catalog-need to get rid of lost/missing book records	4
Resources-Reserve Room need to be open stacks/Reserve materials hard to get	4
Services-good-ILL	4
Services-need to inform students /explain more to students	4
Services-Reserve Room-good	4
Staff not helpful/friendly-ILL	4
Staff not helpful-Microforms	4
Staff-need customer service training	4
Tigerlan-need more helpful staff	4
Tigerlan-not big enough/not enough computers	4
Books turned in not recorded/fines charged wrongly	3
Books-dated-education and physics/science and technology	3
Books-need books used in classes	3
Copiers-needs replacement	3
Hours-McWherter-need longer on breaks	3
Hours-Special Collections-need longer at night	3
Instruction classes-don't know about Instruction Lab	3

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Libraries-not user friendly-McWherter	3
Libraries-user friendly-McWherter	3
Online databases-access off campus-like	3
Services-Copy Center-not good	3
Staff helpful-Special Collections	3
Staff knowledgeable	3
Staff not helpful-Periodicals	3
Staff not helpful-Reference	3
Staff-need customer service training- Reserve Room	3
Student workers-not helpful/unfriendly/uncooperative	3
Survey instrument-poorly designed/too complex/ need option for "don't use" or "n/a"/too long	3
Tigerlan-computers pleased	3
Availability-Map Library-poorly organized	2
Books-easy to find	2
Books-need to replace lost books	2
Card catalog-cannot find/need	2
Computers-need more-3rd and 4th floors	2
Computers-need to add software (MS-Word)	2
Copiers-Microforms-Music library-need more	2
Copiers-need color copier	2
Copy center-not easy to access	2
Facilities-bathrooms-urinals too low	2
Facilities-need entrance on the east side	2

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Hours-McWherter-24 hours during finals	2
Hours-McWherter-adequate	2
Instruction classes-need to post classes	2
Instructions-online for accessing from off-campus-need more	2
Journals-doing research is difficult/complicated	2
Journals-need to update	2
Journals-nursing-need to share within city	2
Online catalog-needs entry for everything (microforms, periodicals, special collections)	2
Online catalog-needs to show books available at McWherter and branches only (not JSCC, DSCC, SSCC)	2
Online databases-printing from all databases not good	2
Parking-need free parking	2
Printing centralized-problematic/don't like	2
Resources-Music Library-need more	2
Resources-Music Library-need more music recordings/percussion ensemble	2
Resources-Special Collections-good	2
Services-Government Publications-good	2
services-Periodicals-good	2
Staff helpful-Microforms	2
Staff knowledgeable-Reference	2
Staff not helpful/friendly-Copy Center	2
Staff not knowledgeable-Microforms	2
Staff professional/competent	2
Student workers-helpful	2

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Tigerlan-need study tables	2
Tigerlan-staff-need to be able to converse in English	2
Availability-find what I need-Music	1
Availability-hard to find-Special Collection	1
Availability-hard to find what I need without help - Government Publications	1
Books-dated-Music Library	1
Books-need more-on tape for the blind	1
Computers-confusing/need to be more user friendly-Music Library	1
Computers-don't like	1
Computers-for disabled-need to update	1
Computers-need more-Chemistry Library	1
Computers-need more-Music Library	1
Copiers-Chemistry-needs replacement	1
Copiers-Math Library-need	1
Copiers-need new faster copiers, need to update	1
Copy center-need in other buildings (i.e. Business, English, Math)	1
Facilities for disabled-good	1
Facilities-floors and stairs slick	1
Facilities-Math-poor	1
Facilities-Music Library-good	1
Facilities-need more study rooms	1
Hours-Chemistry-need longer	1
Hours-ILL-need longer at night	1

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Categories used for Content Analysis of Comments Ranked by Frequency

Categories	Frequency
Hours-Math Library-need longer	1
Instruction classes-need more	1
Instruction classes-never been shown how to use library	1
Instructions-written-don't use	1
Journals-current periodicals on microfiche frustrating	1
Journals-Music Library-dated	1
Library use-group study rooms	1
Online catalog-hard to find plays, poems, magazine articles	1
Online databases-ability to email full text journals-like	1
Online databases-access off campus-good	1
Resources on computer-useful/good	1
Resources-CDs-undergraduates need overnight check-out	1
Resources-McWherter-need Fax machine	1
Safety-telephones-need more blue phones behind library	1
Services-Microforms-good	1
Services-poor	1
Services-Special Collections-good/ helpful	1
Staff helpful/friendly-Periodicals	1
Staff helpful-Copy center	1
Staff helpful-ILL	1
Staff helpful-Reserve Room	1
Staff need to be more helpful to the disabled	1
Staff not helpful/not friendly-Math	1

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Categories	Frequency
Staff not helpful-Music	1
Staff not helpful-Special Collection	1
Staff not knowledgeable-Reference	1
Staff not knowledgeable-Reserve Room	1
Staff not polite-InterLibrary Loan	1
Staff too many referrals	1
Staff-need more-Government Publications	1
Staff-need more-Reserve Desk (need to wait 10+ minutes.)	1
Tigerlan-access off-campus- password need longer validated	1
Tigerlan-email need to be accessible from off campus	1
Tigerlan-need enough storage for email	1
Tigerlan-need more staff	1
Tigerlan-need printers on 3rd floor	1
Tigerlan-too hot	1
Total	1874

The University of Memphis Libraries Undergraduate Survey, Fall 1999
Categories with over 15 responses

Categories	Frequency
Availability-don't find what I need/poorly organized /resources-need better organization	86
Facilities/library is great-McWherter/nice and clean/like study desks/like handicapped access	85
Staff helpful/friendly/good/excellent	83
Staff not friendly/not polite/not helpful	57
Don't use library	54
Copiers-often broken/old/not good	46
Books-dated	44
Books-missing/not on shelf/misshelved/need more reshelving	42
Journals-need more-biological science, cinema studies, criminal justice, education, engineering, health, international magazines, medicine, MIS, neuroscience, nursing, organized crime, psychology, science, social work,	39
Books-hard to find/LC system is complicated/need better organization	37
Availability-find what I need/library well organized	35
Computers-need more	35
Online databases-good/useful/easy to access/great/easy to use	35
Journals-need more	34
Did not know/learned about an unknown service	33
Hours-McWherter-need longer	33
Hours-McWherter-24 hours	32
Books-need more	31
Referred to other libraries in town	31
Resources-McWherter-need more/dated/need improvement	29
Journals-hard to find/not there	28
Facilities-McWherter-temperature too cold	26
Copies too expensive	24

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Categories	Frequency
Overall comments-very well managed/helpful/satisfied/good	23
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Copiers-need more	21
Hours-McWherter-need longer on weekends/need open till midnight	21
Online databases-access off campus-hard/slow/confusing	20
Services-good/excellent	19
Parking-need closer parking/inconvenient/poor	17
Copiers/readers/VCR's-microforms-need more	16
Books-need more- ADA handicapped standards, art, children's literature, criminal justice, cultures, education, engineering, general reading materials, history, interior design, literature, nursing, political science, popular reading materials, religious books	15
Hours-McWherter-need longer at night	15
Staff-need more	15
Total	1183