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2012 Library Graduate Student Survey Report

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Showcase of Text, Archives, Research & Scholarship

2012 Library Graduate Student Survey Report

John C. Hitt Library

University of Central Florida

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Survey Questions

1   What degrees are you working toward?

2   In what graduate program are you enrolled?

3   How many hours are you currently taking?

4   On average, other than employment, how many hours a week are you on campus?

5   On which campus do you take most of your courses?

6   How frequently do you visit the Library in person; Access library resources by computer/mobile device?

7   For what purpose do you normally visit the library?

8   If you do not visit the library, why not?

9   How important are each of these resources for your research?

10 How strongly does the library's collection support your research?

11 How important are each of these library services for your research?

12 What technology and/or software programs do you need?

13 How do you usually proceed when you cannot find your needed information at the UCF Libraries?

14 What type of space(s) would help you with your graduate study?

15 If you indicated a need for separate graduate student space, please justify it.

16 What types of workshops would you like to see offered by the Library?

17 How important is it that these workshops are available online?

18 How do you learn about the library's services, resources, training seminars and workshops?

19 How would you prefer to be notified about workshops, news and updates offered by the Library?

20 Additional comments/concerns

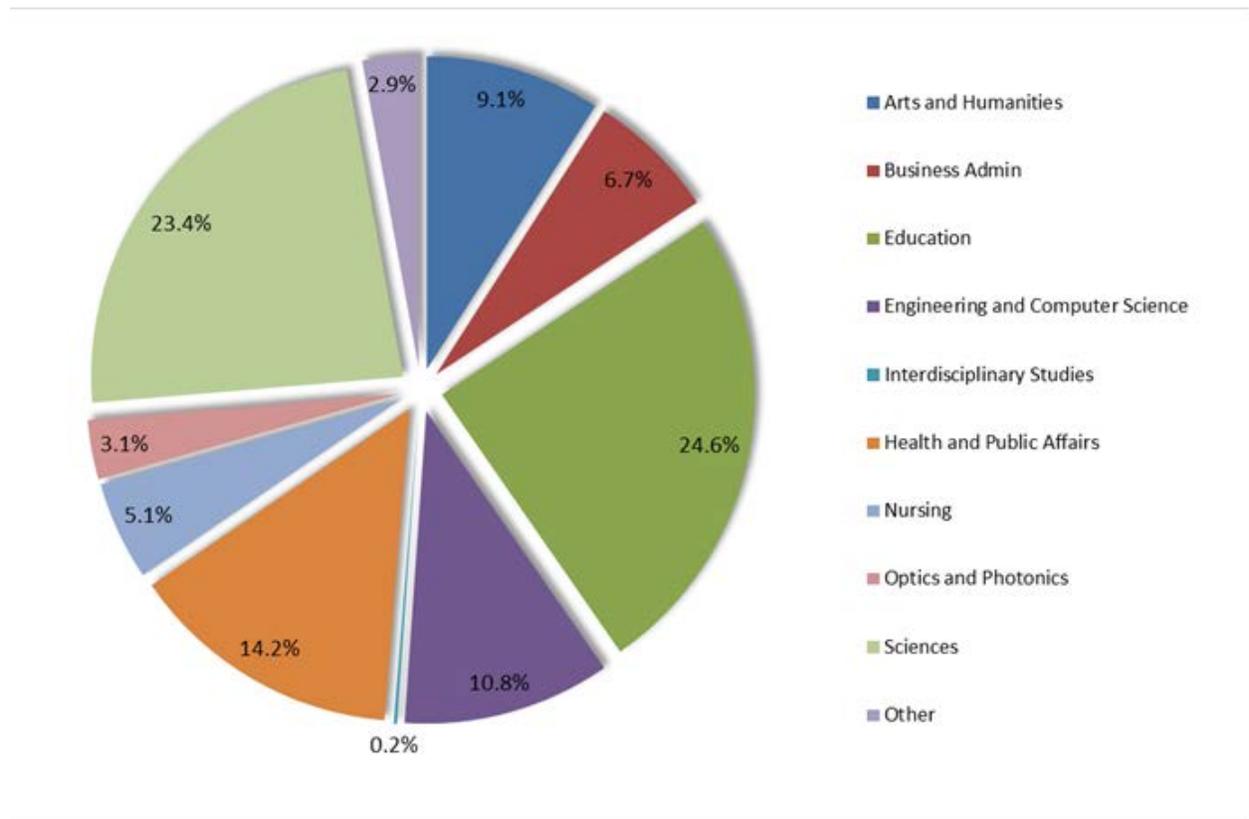**2012 Library Graduate Student Survey Report**

1. Degrees sought: 586 graduate students responded to the 2012 graduate student survey (14.6% of the FTE total). Of the respondents, 43% were doctoral students, 1% specialists, 54% masters, 1% graduate certificate and 1% other.

1. What degree are you working toward?

Answer Options	Response Percent	Response Count
Doctorate	43.5%	255
Specialist	0.9%	5
Masters	53.9%	316
Graduate Certificate	1.2%	7
Other	0.5%	3
	answered question	586
	skipped question	0

2. In what graduate program are you enrolled?

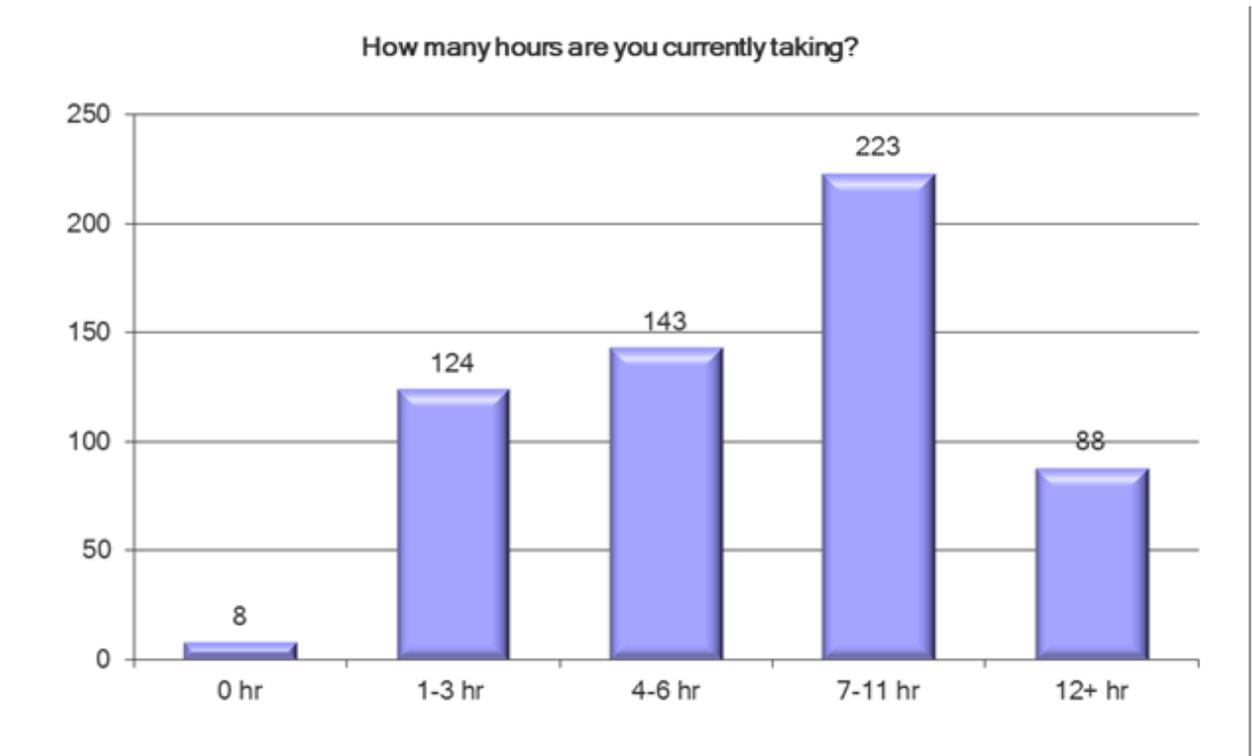| Answer Options	Response Percent	Response Count
Business (Business Administration, Accounting, Economics, Management, Taxation, etc.)	6.7%	39
Computer Science	1.2%	7
Education	24.6%	144
Engineering	9.6%	56
Fine Arts (Creative Writing, Digital Media, Film, etc.)	0.9%	5
Health & Public Affairs (Communication Disorders, Physical Therapy, etc.)	4.8%	28
Health & Public Affairs (Criminal Justice, Public Administration, Social Work, etc.)	9.4%	55
Health Sciences (Nursing)	5.1%	30
Humanities (English, History, Spanish, TESOL, etc.)	7.2%	42
Interdisciplinary Studies	0.2%	1
Mathematical Sciences (Math, Statistics, etc.)	2.2%	13
Natural Sciences (Biology, Ecology, Geology, etc.)	2.4%	14
Optics	3.1%	18
Performing Arts (Music, Theater)	1.0%	6
Physical Sciences (Chemistry, Physics, etc.)	5.5%	32
Social Sciences (Anthropology, Communication, Political Science, Psychology, Sociology, etc.)	13.3%	78
Other	2.9%	17
	answered question	585
	skipped question	1

2. Graduate Program: The largest number of responses came from the College of Education (144) and the College of Sciences (137) while the largest number of responses by FTE came from the College of Optics and Photonics (39%) and the College of Sciences (35%). The lowest number of responses by FTE came from the College of Business Administration (8%) and the College of Health and Public Administration (8%). The College of Medicine and the Rosen College of Hospitality Management did not participate in the survey.

Arts and Humanities	9.1%	53
Business Admin	6.7%	39
Education	24.6%	144
Engineering and Computer Science	10.8%	63
Interdisciplinary Studies	0.2%	1
Health and Public Affairs	14.2%	83
Nursing	5.1%	30
Optics and Photonics	3.1%	18
Sciences	23.4%	137
Other	2.9%	17
	100.0%	585

3. Credit Hours Taken: The largest number of responses came from students currently taking between 7-11 hours (223) followed by those taking 4-6 hours (143) and 1-3 hours (124). 88 respondents were currently taking 12+ hours and 8 respondents were not in classes at this time, but were writing their dissertations.
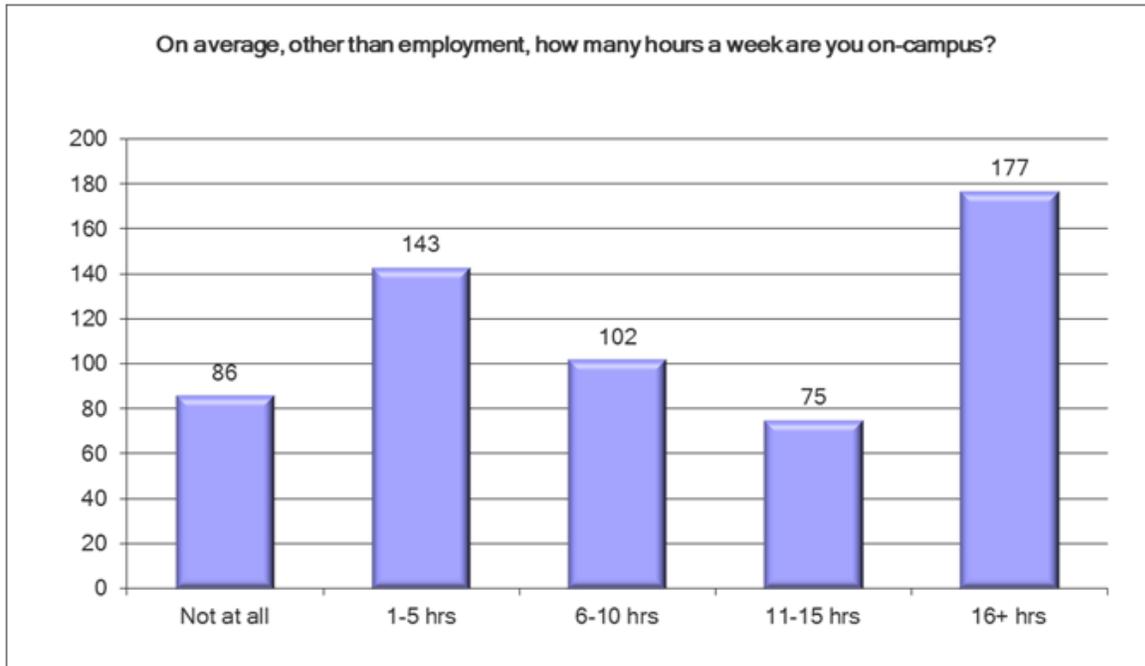
3. How many hours are you currently taking?

Answer Options	0 hr	1-3 hr	4-6 hr	7-11 hr	12+ hr	Rating Average	Response Count
Answer	8	124	143	223	88	3.44	586
						answered question	586
						skipped question	0

How many hours are you currently taking?

4. Hours Spent on Campus: The largest number of respondents said they spent
   - 30% 16+ hours on campus each week (177); followed by
   - 25% on campus 1-5 hours weekly (143);
   - 17% respondents average 6-10 hours on campus weekly (102);
   - 15% responded that they were not on a physical campus during the week (86); while
   - 13% said they averaged 11-15 hours on campus each week (75).

5

4. On average, other than employment, how many hours a week are you on-campus?

Answer Options	Not at all	1-5 hrs	6-10 hrs	11-15 hrs	16+ hrs	Rating Average	Response Count
Answer	86	143	102	75	177	3.20	583
						answered question	583
						skipped question	3

On average, other than employment, how many hours a week are you on-campus?

5. Campus Location: 89% of respondents took most courses on the main campus while 9% were distance education students.

5. On which campus do you take most of your courses?

Answer Options	Response Percent	Response Count
Main campus	89.4%	517
Regional (Brevard, Daytona, Ocala, Osceola, Sanford, South Lake, etc.)	1.6%	9
Distance education student	9.0%	52
Other (please specify)		12
answered question		578
skipped question		8

6. Frequency of Library Use: Graduate students make limited use of the library as a place.   Frequently throughout the survey, there were comments about the need for a quiet study space.   Only 22% of
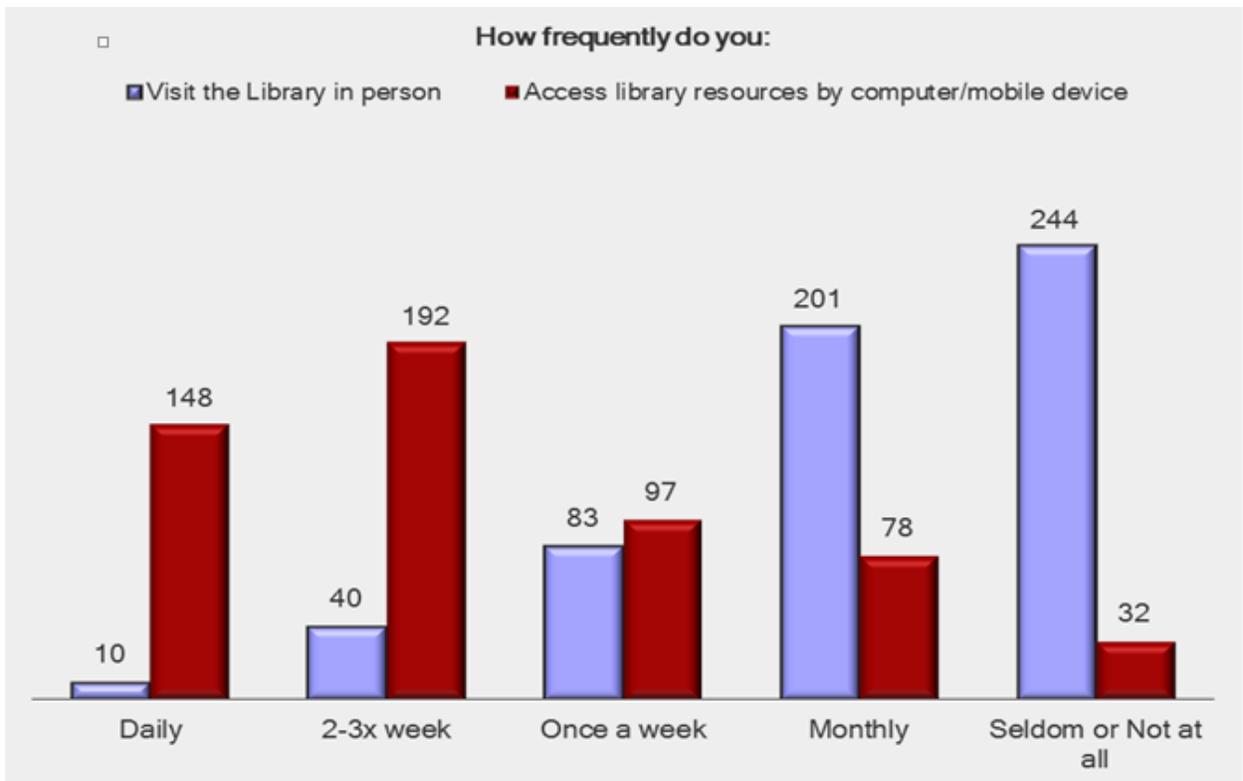
respondents report using the library once a week or more. When students visit the library it is for the following:

- 48% to get books, print journals, music scores, or microform (246 responses),
- 21% to do research (105), or
- 19% to study/work either in a quiet place (94) or
- 11% to study within a group (58).

6. How frequently do you:							
Answer Options	Daily	2-3x week	Once a week	Monthly	Seldom or Not at all	Rating Average	Response Count
Visit the Library in person	10	40	83	201	244	4.09	578
Access library resources by computer/mobile device	148	192	97	78	32	2.37	547
					answered question		584
					skipped question		2

While graduate students consider library-provided resources as first in importance for research, the web Is often used as a tool for finding information.

7. Purpose of Library Visit: When students visit the library, it is mostly for the following:
- 48% to get books, print journals, music scores, or microform (246 responses),
- 21% to do research (105), or
- 19% to study/work either in a quiet place (94) or
- 11% to study within a group (58).

7. For what purpose do you normally visit the library?

Answer Options	Response Count
	509
answered question	509
skipped question	77

Student comments:

Purpose for visiting the library	Number of responses
Get books, print journals, music scores, microforms	246
Research	105
Study; Quiet place to work	94
Group study/group meetings/group projects	58
Study room—should be cleaner	29
Pick up Interlibrary loan materials	27
Meet with librarian/Research consultation/Get assistance	26
Use Internet/Computers	25
Assignments	16
Reading	10
Printing/photocopying articles	9
Writing	9
Reference materials	6
Reserve materials	5
Coffee/food	4
Tutoring	2
Visit CMC	2
Attend programs for graduate students	1
Browse new acquisitions	1
Listen to music	1
Total	**676**

8. Non-Users: The most frequent reasons given for **not** visiting the physical library are:
- 43% They find needed resources online (107);
- 19% they are distance students so visiting the library is not convenient geographically (48);
- 16% the library is too noisy, too crowded or the environment is not conducive to study (41).

8. If you do not visit the library, why not?

Answer Options	Response Count
	252
answered question	252
skipped question	334

Student comments

Why don't you visit library	Number of responses
Find needed resources online	107
Distance; not convenient geographically	35
Too noisy; loud undergraduate students	15
Too crowded	13
Environment not conductive to study; Too many distractions	13
Distance student	11
Departmental access; office access; have other places to study	10
No need yet	8
No time to go to the library; too busy	7
Not taking classes; working on dissertation at home	6
Difficult to find computer space	5
Use ILL for articles I need	5
Not enough power outlets to plug in laptops	4
Campus parking hard to find	3
Library not well organized; unorganized	3
Don't have books I need; not many recent books available in technology, a field that changes constantly	2
Have small children, so research/study at home	2
Login difficult; PID or NID should be our library access	2
No specific graduate student area	2
Too dusty; dirty, especially in study rooms	2
Wish library open more hours; 24 hrs	2
Buy the books I need	1
Free printing in Student Union	1
Get technical papers through employer	1
Not comfortable with the library yet	1
Too cold	1
Would be nice to reserve a study room online	1
Out of sight, out of mind	1
Total	**265**

Library Resources and Collections:

9. Library Resource Importance: Graduate students gave ratings of essential or very important to:
    *   93% access to electronic journals (544) ranked first followed closely by
    *   89% the electronic databases (518);
    *   71% electronic books (415);
    *   66% the online catalog (383);
    *   50% print books (290);
    *   44% government documents (254);
    *   37% print journals (213);
    *   33% computers/laptops (193);
    *   15% media resources ranked low in importance among almost all groups of graduate students (90).

    The Humanities and the Social Sciences value print books as more important than do students in the sciences. Other library resources listed as important include Interlibrary loan (10), study rooms/work space (6), print books/fiction (3), and librarians (2), reference materials (2) .

9. How important are each of these library resources for your research?

Answer Options	Not at all	Somewhat	Moderately	Very	Essential	Rating Average	Response Count
Catalog (Search for books, etc.)	43	73	77	112	271	3.39	576
Computers/laptops	177	88	115	81	112	2.57	573
Databases	15	15	32	66	452	3.82	580
Electronic books	31	57	75	106	309	3.51	578
Electronic journals	4	18	14	50	494	3.89	580
Government Documents (Stats & Pub from Gov. Agency)	107	105	107	100	154	2.89	573
Media (DVD, CD, VHS)	197	157	129	55	35	2.20	573
Print Books	62	87	136	143	147	3.14	575
Print Journals	94	107	148	110	103	2.85	562
Other (please specify)							29
						answered question	583
						skipped question	3

Student comments:

Other library resources important to you	Number of responses
Interlibrary loan	10
Study rooms	5
Print books; fiction	3
Librarians in my subject area	2
Microforms	2
Online journals	2
Print journals	2
Reference materials	2
ASTM Standards	1

Computers	1
Knights cash machine	1
Research guides	1
Theses and dissertations	1
Work space	1
Total	**34**

Response: It's obvious that library collections are very important to the intellectual life of graduate students in all disciplines. ASTM standards were listed as an important library resource for the engineering program. The UCF Libraries agreed and purchased access to those. Collections Management and Collection Development Liaisons are currently evaluating other requests to see what can be purchased, given the budget.

10. Resources Supporting Research: 83% of respondents said research is supported very well or well by the collection. 17% of respondents indicated the library collection supported their research moderately or not at all.

10. How strongly does the library's collection support your research?

Answer Options	Not at all	Somewhat	Moderately	Well	Very well	Rating Average	Response Count
answer	5	18	75	251	223	4.17	572
What would you like to see the library add?							175
						answered question	572
						skipped question	14

Collection areas indicating weaknesses, according to graduate student responses, include:

- 83% Computer Science responded moderately –not at all
- 40% Creative writing, Digital media, Film responded moderately
- 32% Communication Disorders, Physical therapy responded moderately—not at all
- 28% Engineering responded moderately—not at all
- 22% Criminal Justice, Public Administration, Social Work responded moderately—not at all
- 22% Physical Sciences responded moderately—not at all

In what graduate program are you enrolled?	Not at all	Somewhat	Moderately	Well	Very well
Business (Business Administration, Accounting, Economics, Management, Taxation, etc.)	2.63%	2.63%	10.53%	57.89%	26.32%
Computer Science	16.67%	16.67%	50.00%	0.00%	16.67%

Education	0.72%	2.17%	6.52%	39.86%	50.72%
Engineering	0.00%	5.56%	22.22%	40.74%	31.48%
Fine Arts (Creative Writing, Digital Media, Film, etc.)	0.00%	0.00%	40.00%	60.00%	0.00%
Health & Public Affairs (Communication Disorders, Physical.Therapy, etc.)	0.00%	10.71%	21.43%	28.57%	39.29%
Health & Public Affairs (Criminal Justice, Public Administration, Social Work, etc.)	0.00%	1.85%	20.37%	38.89%	38.89%
Health Sciences (Nursing)	0.00%	6.67%	3.33%	26.67%	63.33%
Humanities (English, History, Spanish, TESOL, etc.)	0.00%	0.00%	9.52%	64.29%	26.19%
Interdisciplinary Studies	0.00%	0.00%	0.00%	0.00%	100.00%
Mathematical Sciences (Math, Statistics, etc.)	0.00%	0.00%	8.33%	58.33%	33.33%
Natural Sciences (Biology, Ecology, Geology, etc.)	0.00%	0.00%	0.00%	50.00%	50.00%
Optics	5.56%	0.00%	5.56%	50.00%	38.89%
Other	5.88%	0.00%	23.53%	47.06%	23.53%
Performing Arts (Music, Theater)	0.00%	0.00%	0.00%	100.00%	0.00%
Physical Sciences (Chemistry, Physics, etc.)	0.00%	3.13%	18.75%	40.63%	37.50%
Social Sciences (Anthropology, Communication, Political Science, Psychology, Sociology, etc.)	0.00%	3.90%	14.29%	45.45%	36.36%
Grand Total	0.87%	3.15%	13.11%	43.88%	38.99%

Student comments:

Collection needs	Number of responses
Access to more online journals, online books. Just continue to increase all data aspects. Anything electronic that we can get our hands on will help. Electronic access to journals UCF currently has in print in the library. More academic journals.	43
More ebooks. Ebook everything. Ebooks for iPad.	19
Online electronic book downloading capabilities from other university libraries	1
Expansion of electronic databases and resources	1
More online content—links to lecture series, conferences and talks. Tired of relying on Youtube and 20 minutes at the time for biographies and author readings.	1
More books	12
More microform	1
More back issues online journals; more access to older sources online	3
More print journals	6

More software including SPSS	2
More videos	5
Government documents	1
More secondary data sources for empirical research	1
Updated information	3
More literature journals like *Interdisciplinary Studies in Literature and Environment* and *Early American Literature*	1
More current literary journals	1
More science fiction criticism	1
More electronic databases in English, especially digital humanities resources	1
More fiction	2
Print journals for digital game studies/humanities	1
More music journals available online	1
Separate music library	1
More educational journals, print and online	3
More higher education journals	1
More *TESOL Quarterly* articles	1
Newer books on teaching strategies	1
Up to date journals and books on emerging technologies	1
Books on race in education	1
More instructional technology & education related media	1
Add online journals in Clinical psychology	1
More archival journals online and more journals related to social work/psychology/nursing/counseling accessible online	1
More books and papers from a wider range or more fields of studies plus new material about the newest technologies and media	1
More scientific journals	1
RNA journal access (biochemical/biophysical)	1
Anthrozoos journal	1
Zootaxa journal	1
AWWA journal (American Water Works Association)	3
Desalination Journal (Elsevier)	2
Water Treatment journal	1
Human Factors Journal	2
HFES Proceedings	1
Robotics Journal	1
More optics books; Optical Parametric Chirped Pulse Applications	2
ASTM standards (very important)	2
More electronic copies of articles in Engineering field	1
Technical magazines	1
Current books related to health research and rankings	1
Simulation in Healthcare journal	1
Journal of Telemedicine	2

Critical Care Medicine. I have to ILL articles in this journal frequently & it is the premier critical care journal.	2
More books available for interlibrary loan	1
Journal of Social Behavior and Personality	1
There are a few books & journals in Communication Disorders that are not in the catalog	1
More social science journals like *Small Group Research*	1
More sociological journals	1
Journal of Contemporary Ethnography	2
Symbolic Interaction	1
More books on Maya studies	1
The journal JSTOR	1
Larger environmental history section	1
Add all accounting journals online	1
More nonprofit research materials	1
SportBusiness Journal	1
More transportation related journals	1
New probability and scholastic books	1
Ability to print e-books	1
Better search database for UCF Dissertations & Theses	1
Guidance in UBORROW	1
Make it easier to navigate the library website. It gives me excruciating pain every time I find myself needing to use our online library site!	1
Easier way to search for materials; more intuitive search mechanism. Had to use Google Scholar to reduce some search results.	3
Longer checkout time for grad students	1
Program to teach graduate students how to do research in a more productive matter	1
Skype sessions with Reference librarians	1
More subject specialist librarians	3
Graduate only iPads	1
Way to browse the DVD collection at Media	1
More printers	1
More couches	1
Softer chairs	1
More outlets	1
More workstations on the top floor	1
More space/another floor	2
Soundproofing in the research study rooms	1
Separate music library	1
More silent areas/study rooms	3
Graduate study private areas	3
Graduate study lounge	1

Make books available at the front desk so I would not have to go to search for them and then most of the time they are not in the location they are supposed to be	1
Later hours and all weekend	1
The collection of books about seaweed/algae is very good, lbeit old.	1
I can't think of anything.	1
I'm happy with the library.	1
Total	**186**

When asked what graduate students would like to see added to the collection, the most frequent answers were access to more online journals (both current and backfiles); more ebooks, including ebooks for iPads; more print journals; more videos; more software; more updated sources; more online content to lecture series, conference and talks.

Response:

The primary message of comments on collections is "more"; graduate students want more materials in their area of specialty. The UCF Libraries is acquiring more online journals both current and backfiles as money permits. Additional ebook resources are being added as well. Software is being evaluated and will be considered in conjunction with the College of Graduate Studies who will manage the new Graduate Space in Colburn Hall.

Content librarians continue to request new materials for the collection, as the budget allows. As we weed the collection, outdated materials will be removed and additional newer materials will be requested. However, if you are aware of books or journals that need to be added to the collection, please submit an online request for that material at http://library.ucf.edu/CollectionMgmt/RecommendationForm.php.   Contact your Collection Development Liaison, http://library.ucf.edu/CollectionMgmt/CDlibrarians.php, if you have a collections suggestion or question.

Some of the requested journals are currently received by the Libraries, either electronically or in print: Anthrozoos Journal *(v.13(2000)-v.24(2011) BOUND.   Need access point through the journal list. http://www.ingentaconnect.com/content/berg/anthroz*

We purchased the ASTM Standards.

Journals requested that we currently own:

Subscription to *Critical care medicine*. I have to ILL articles in this journal frequently and it is the premier critical care journal. UCF has access to *1992-2011 bound, RC86.S613. Available through OvidS: http://ovidsp.tx.ovid.com/sp-3.5.1a/ovidweb.cgi?&S=NDIIFPJILHDDONKKNCPKLBLBMEHBAA00&Browse=Toc+Children%7cNO%7cS.sh.5443_1344370259_78.5443_1344370259_90.5443_1344370259_91%7c39%7*c50
This journal is now accessible through the UCF catalog.

HFES Proceedings (we have 1998-current. TA 166.H82. Includes CD-ROM.
http://ucf.catalog.fcla.edu/permalink.jsp?29CF028358214, but record needs work)

Human Factors (2).   SAGE Premier, 1999-present.   Click on Online Journals and search journal title.

Journal of Contemporary Ethnography (2 requests). 1987-2000 (Microfilm); 2001-2006 (Bound). Online, 1999-present.

Symbolic Interactionism. Have in Wiley, 1996-present.

Simulation in Healthcare. Have in OvidSP, 2006-present. Click on Online Journals and search journal title.

Small Group Research. Have though Sage Journals, 1970-present.

AWWA Journal is now *Journal AWWA* (3). We have 1948-1960 (microfilm); 1952-53; 1957-1961 (Bound); 2012-current shelf.   (Gap `962-2011). Online version from 1996-present available through ABI. Other AWWA journals *Opflow* and *IDA Journal* are available to members of AWWA only. See their website for details.

Desalination (2); 1988-1993 (Bound); 1995-current in Science Direct.

SPORT BUSINESS JOURNAL!!!! (Street and Smith's SportsBusiness journal? 2002-2012 (Bound).

Interdisciplinary Studies in Literature and Environment (ISLE). Available through Oxford Journals from 1993-present.

Janus Head: Journal of Interdisciplinary Studies in Literature, Continental Philosophy, Phenomenological Psychology and the Arts. Available from Freely Accessible Arts & Humanities Journals. 1998-present. Users may encounter gaps in coverage.

Early American Literature and more like this title. UCF has from 1968-last 5 years through JSTOR and from 2000-present through Project Muse. Several additional journal titles on this topic are available through Project Muse.

The Journal JSTOR—*Actually JSTOR is a database of full-text journals that we have. Click on the J in the Database title list and then select JSTOR.*

More online journals in clinical psychology

Libraries' response: What journal titles specifically? Here are some of the major clinical psychology journals we subscribe to currently. Use online journals to locate electronic ones and the UCF catalog if you do not find it online:

        Journal of Clinical Psychology, online, 1996-   Physicians Postgraduate Press
        Clinical Psychology Review, online, 1995- Science Direct
        Journal of Abnormal Psychology, online, 1906-   PsycArticles
        Journal of Consulting and Clinical Psychology, online, 1937-   PsycArticles
        Psychological Medicine, online, 1997-   Cambridge U Press
        Annual Review of Clinical Psychology, online, 2005-   Annual Reviews

Behaviour Research and Therapy, online, 1995-   Science Direct

Neuropsychology, online, 1987-   PsycArticles

Health Psychology, online, 1982-   PsycArticles

International Journal of Clinical and Health Psychology, online, select, 2004-   DOAJ

Clinical Psychology & Psycotherapy, online, 1996-   Wiley

British Journal of Clinical Psychology,

Clinical Psychology: Science and Practice, online, 1997-   Wiley

Journal of Social and Clinical Psychology, print, 1983-

RNA journal access. Have online access from PubMed Central from1995-   . Most recent year not available electronically.

Robotics (Need exact title in order to determine if we have access). UCF has the following Robotics journals:

- Advanced Robotics, 1998-   Selected articles. Academic Search Premier. Wall last 18 mo.
- Automation Science and Engineering, IEEE Transactions on, 2004-
- Autonomous Robots, 1994-   Springer.
- *International Journal of Robotics & Automation, 2006-2009. Currently available from ACTA Press. $755.00 annually
- International Journal of Robotics Research, 1982-   Sage.
- Journal of Intelligent & Robotic Systems, 1988- Springer Link.
- Robotica, 1997- Cambridge University Press.
- Robotics & Automation Magazine, IEEE, 1994-
- Robotics and Autonomous Systems, 1995- Science Direct
- Robotics, IEEE Transactions on, 2004-

TESOL Quarterly. We have now purchased TESOL Quarterly online for 1981-present from EBSCOhost EJS.

We don't have:

Zootaxa, no current subscription. Available through Ebscohost EJS, 2001-present.

International Journal of Robotics & Automation, 2006-2009. Currently available from ACTA Press.

Desalination and Water Treatment (Available through Taylor and Francis, but it is very expensive at $6,234.00 annually).

Journal of Social Behavior and Personality (no longer available. Title research through Ulrich's Directory is unresolved so far.)

Journal of Telemedicine. Very expensive, $1275.00 annually. (Usually purchased by Med Schools)

Mathematica

More literary journals. What specific journal titles do you need?

Library Services

11. Important Library Services: Graduate students gave ratings of essential or very important to:

- 96% access to electronic resources/electronic databases (560);
- 84% wireless internet access (487);
- 80% Interlibrary loan (462);
- 63% desktop document delivery (368);
- 52% research guides (302);
- 46% dedicated space/rooms for graduate students (269);
- 43% walk up assistance (Reference assistance) (252); and
- 41% Ask a Librarian—phone, email, chat (236).

Throughout the survey comments reveal that our users are unaware of some of the resources and services that the Libraries offer; e.g., the ability to submit a purchase request, ILL's UBorrow, Document Delivery, workshops, etc. Some students requested journal titles that the Libraries currently have.

11. How important are each of these library services for your research?

Answer Options	Not at all	Somewhat	Moderately	Very	Essential	Rating Average	Response Count
Access to electronic resources/databases	3	4	12	45	516	4.84	580
Ask a Librarian (phone, email, chat)	80	117	144	133	103	3.11	577
Communication with a librarian who specializes in your subject area	104	127	127	110	108	2.98	576
Librarian assigned to web course(Librarian avail. for ques., on discus brds, lib class handouts, etc.)	191	124	109	74	78	2.52	576
Research consultation (1 on 1 meeting with librarian for in-depth research)	151	124	103	94	100	2.77	572
Walk up assistance (at a Reference desk)	74	114	134	138	114	3.18	574
Dedicated study space/rooms	115	84	102	118	151	3.19	570
Document delivery (desktop delivery of articles)	55	52	97	112	256	3.81	572
Having a list of UCF Award Winning Dissertations	166	107	135	92	71	2.64	571
Instructional tutorials/modules	117	140	147	103	63	2.75	570
Interlibrary Loan (obtaining items from other libraries)	40	43	65	108	318	4.08	574
Laptop checkout	280	102	99	48	40	2.06	569
Library resources embedded on departmental pages	150	99	142	97	80	2.75	568
Library instruction sessions	166	113	145	86	61	2.58	571
Multimedia Services (poster printing, scanning, video editing)	151	107	125	93	92	2.77	568
Recommend an item for purchase	250	127	95	53	43	2.14	568
Research guides (APA Style Guide, how to conduct legal or other research, find statistics, etc.)	83	83	105	120	182	3.41	573
UBorrow (requesting books from other FLSU libraries by clicking on UBorrow in the catalog)	96	64	107	123	181	3.40	571
Wireless Internet Access	38	18	30	69	418	4.42	573
Workshops and programs	116	123	165	81	81	2.80	566
Other services you need:							31
						answered question	581
						skipped question	5

Student comments:

Important library services	Number of responses
Bring back binding of dissertations	1
If graduate students could request specific workshops/programs tailored to their needs. Sometimes our departments don't care/don't know/don't notice, so it would be nice to cut out the middle man, so to speak.	1
Wireless connection is poor in current library. Wifi does not allow access all the time; does not connect to WPA or WPA2.	3

19

Easier access to wireless.	
Having books/articles delivered to my office/bldg.; reserving books/articles for pickup; book drop-off sites around campus	1
Access to journals without need for proxy while on VPN	1
Renew online	1
With research assistance to be able to identify the research topic and the research consult be able to create a literature search within a week or so with relevant articles, journals, books	1
Graduate study rooms for grad students with 3+ people for more than 2 hours	1
Books at the front desk pick up (not only ILL but the books and magazines at UCF too)	1
Would like iPad rentals to be more accessible or at least know dates they're available/be able to place holds on them like with books	1
Don't know document delivery	1
Access to journals after graduation	1
Still we cannot access some of the scientific journals. If this can be solved, it can bring UCF a lot of development since we can do a lot of works (sic)to write papers.	1
Check out of other electronic resources… such as DSLR camera. Electronic pen or writing pad, projectors, etc.	1
Nothing	1
Graduate study rooms	1
Need more Help/Reference/Support librarians knowledgeable in field, particularily on weekends as that's when most graduate students get time to work and need assistance.	1
Friendlier staff at desks to assist	1
Graduate research workshops outside of the graduate forum	1
Better study rooms	1
I am very happy with the assistance UCF offers to us as students. I wish I could take more advantage on that, like the one on one assistance with librarians.	1
Truly quiet space	1
I'd come on campus more if there were more designated "quiet areas" to study	1
Ability to give my Research Assistants access to some of the same resources	1
ETD formatting help; advanced statistical tutorials.	1
Assistance with research statistics	1
Access to more journals or otherwise just easier off campus access	1
Longer checkout time for books	1
How to enhance literature search and review	1
Access to journals without need for proxy while on VPN	1

Total	**31**

Response:

Throughout the survey comments reveal that our users are unaware of some of the resources and services that the Libraries offer, e.g. the ability to submit a purchase request, ILL's UBorrow, Document Delivery, workshops, etc. Departments will be made aware of these access and marketing concerns.

UCF dissertations are now available electronically. Search the catalog by author name, title, etc.

Graduate students can request specific workshops. Contact Elizabeth Killingsworth at the library.

Once you graduate, you can still come into the library to use the online journals, but online access is restricted to current students only because of database license agreements.

Wireless connections and graduate space are addressed elsewhere in this document.

Technology and Software

12. Software Needs: Overwhelmingly SPSS (67) was indicated as a software need across disciplines. Other software identified from multiple colleges include: Adobe Acrobat Suite (15), Matlab (11), and SAS (10) each indicated multiple needs. Better WiFi , better and easier wireless internet access and more plugs for laptops are needed. Some express confusion/dissatisfaction with the remote access process; it should be much easier. Others said the library website is particularly un-user friendly.

12. What technology and/or software programs do you need?	
Answer Options	**Response Count**
	246
answered question	246
skipped question	340

Student comments:

Software needed	Number of responses
SPSS	67
Adobe Acrobat Suite; Adobe Connect; Adobe in Design	15
MATLAB	11
SAS	10
Nvivo 9	8
Origin	7
ARCGIS	6
STRATA	6
AMOS	4

Chemdraw	4
LISREL	4
Camtasia	3
Dragon	3
GEODA	3
JMP	3
LATEX	3
Pepper font (International Phonetic Alphabet)	3
RefWorks or Endnote (have)	3
C++	2
Datasets	2
Dreamweaver	2
MPLUS	2
R	2
Sigma Plot	2
Survey Monkey	2
Visio	2
ATLAS	1
Auto Cad drafting software	1
Captivate	1
Corel Painter	1
CSi Bridge	1
Express Scribe	1
FORDISC	1
Gaussian	1
Markstrat	1
mathtype	1
I Movie editing	1
In Design	1
Inkscape	1
Inspiration	1
Math and physics modeling	1
Milestone	1
NET framework Latex Visual Studies	1
Onyx camera system for visually impaired	1
Open SEES	1
Oxford English Dictionary (Have this one on CD)	1
photoshop	1
Products applicable for MACS	1
Pymol	1
Python	1
SAP 2000	1
SQL	1
Superlab	1
Tex	1

Therascribe Clinical Records Keeping	1
Titanium	1
UCINET	1
Word	1
Word processing media editing	1

Responses

The UCF Libraries is attempting to compile a list of software available in the public computer labs, various college graduate study areas, and the Graduate Student Center. What we have found thus far is that most programs provide some type of space for their graduate students—ranging from an office with a computer to a lab. Some provide facilities 10 hours a week while others have facilities 24 hours a day, seven days a week with card/code access. We will work with facilities across campus as well as with the College of Graduate Studies to provide access to needed computer software and equipment.

Alternative Resources

13. Alternatives: When graduate students can't find needed information, they:
   - 52% request material from ILL/UBORROW (287);
   - 48% talk with other graduate students (264);
   - 42% contact Ask a Librarian (234);
   - 41% go to a library service desk for personal assistance (226);
   - 40% talk with a faculty member (210);
   - 30% look for other information or change the topic (168);
   - 11% make a research consultation appointment with a librarian (63);
   - 2% use the web or do a Google search (13).

13. How do you usually proceed when you cannot find your needed information at the UCF Libraries? (Check all that apply)

Answer Options	Response Percent	Response Count
Contact Ask A Librarian	42.4%	234
Go to a library service desk for personal assistance	40.9%	226
Look for other information or change topic	30.4%	168
Make an appointment with a librarian	10.0%	55
Request the material from interlibrary loan/UBorrow	52.0%	287
Talk with a faculty member for advice	38.0%	210
Talk with another graduate student	47.8%	264
Other (please specify)		37
	answered question	552
	skipped question	34

Comments/suggestions about library space were submitted by 82% of the respondents (481).
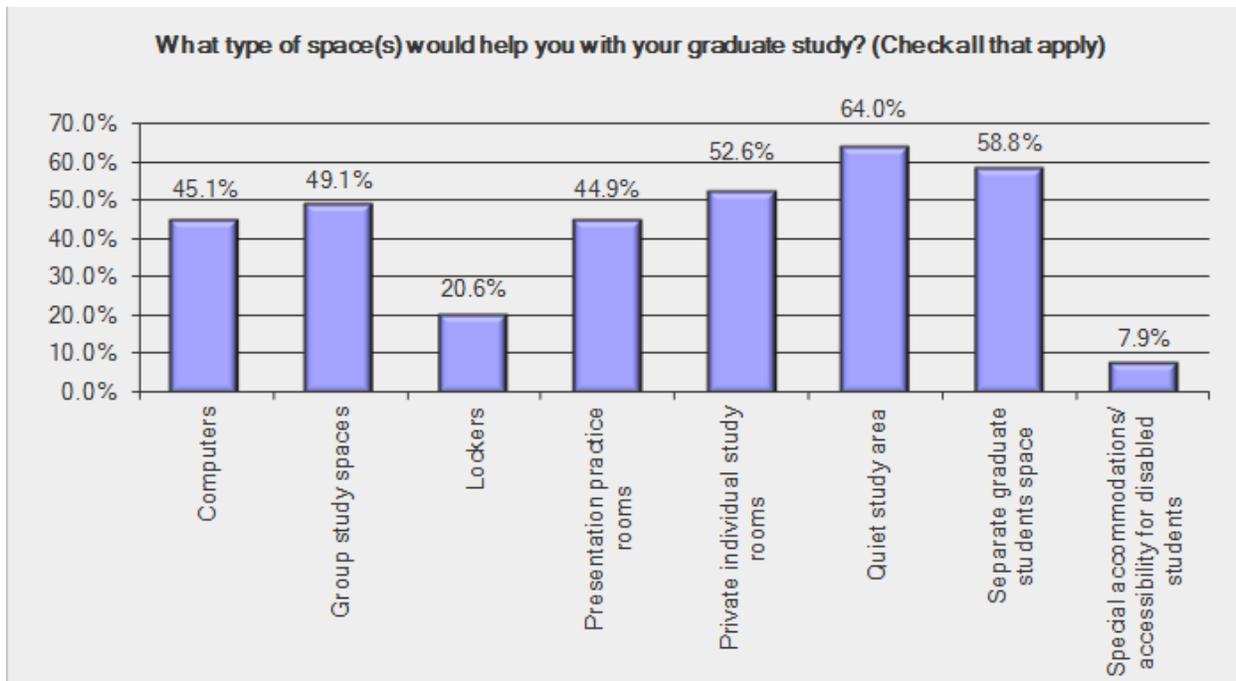
Physical Space

14. Types of Space Needed: Throughout the survey, graduate students express a need for quiet study space. The primary concerns seem to be:
    - 64% said that there are not enough quiet study spaces (308);
    - 53% said not enough private individual study rooms (253);
    - 49% said not enough group study spaces (236) and
    - 45% said current study spaces do not have comfortable furniture, good lighting, tables, audio, video and recording equipment, printers, and scanners or computers (217).
    - 45% want presentation practice rooms (216).
    - 21% asked for lockers or a place they can leave books to search the stacks or overnight and return for the next day (99).

Students indicated that the few group study spaces that are available are not soundproof, are not clean, and do not have the technology desired.

14. What type of space(s) would help you with your graduate study? (Check all that apply)

Answer Options	Response Percent	Response Count
Computers	45.1%	217
Group study spaces	49.1%	236
Lockers	20.6%	99
Presentation practice rooms	44.9%	216
Private individual study rooms	52.6%	253
Quiet study area	64.0%	308
Separate graduate students space	58.8%	283
Special accommodations/ accessibility for disabled students	7.9%	38
Other (please specify)		29
answered question		481
skipped question		105

What type of space(s) would help you with your graduate study? (Check all that apply)

Student comments:

Type of space needed	Number of responses
Big computer screens make it easier to review papers in a team (some already available)	1
Printers and paper	1
Printer in Education Graduate room	
I have been using the graduate room at the education building; I have adequate facilities for most of these tasks within my department; most of these accommodations are provided by my College	3
More space or build a bigger library; more space in general	2
Please increase quiet study space	6
Another quiet floor	1
Whatever happened to quiet in the library?	1
Computers and a clean area to use them in	2
Electronic journal subscriptions	1
I just don't study in the library so it doesn't make a difference	1
Desperately need Separate Graduate Student Space!	2
Having a separate graduate space would be extremely helpful and make me use the library more	1
Section of library set off from other areas with computers and set up so that group conversation is not disruptive to others	3
Spaces with electrical outlets	3
Tables to spread out my books and computers	1

Definitely presentation practice rooms	
Late hours for grad students	1
None. Distance learner	3
Place we can leave our books, etc, overnight and return to them the next day without having to find them again	1

15. Separate Graduate Space: Benefits to a separate graduate space include:
- 31% Better access to quieter space with like-minded students more respectful of quiet study space, in the company of others with similar interests, surrounded by colleagues with similar educational desires, and with less distractions like loud music, loud conversations, or typing on Facebook, etc. (113)
- 10% Place to research/study/communicate/connect with other graduate students (36)
- 7% Graduate students have no time to compete with undergraduates for study space (27)
- 7% Need quiet, small area for quiet studying with tables for grad students dedicated to more serious study/work (26)
- 3% Larger graduate study rooms needed; bigger rooms to accommodate larger groups with soundproofing. At least soundproof study rooms that are available. This semester we had 8 group projects, most with 4+ members. Rooms currently available did not fit our needs because of size. (12)
- 2% Study space with longer hours checkout (8)
- 2% As a GTA/TA, I would not have to share study space with my students. I teach many undergraduate students. When I go to the library I can never truly get off the clock in your spaces. I get interrupted several times an hour by current and past students. Refuge from this would benefit me. (6)
- 1% Having a division between grad space and undergrad space would make fighting for study rooms, electronic resources, and study space less of a hassle. (4)
- 2% Lockers/safe place where I can leave my belongings and search the stacks or leave materials overnight (8)
- 3% Separate graduate space with space to work as a scholar with technology provided to stimulate professional presentations (audio systems, video displays, possible options to record), practice for defense, conference talks, etc. (10)
- 1% White boards so we can hold research/project meetings (4)
- 1% Need quiet place to write (3)
- 1% Computer lab with specific software for instructional design production projects, SPSS, NVivo (2)

Student comments:

Benefits to separate graduate student space	Number of responses
Better access to quieter space with like-minded students more respectful of quiet study space.	55

Prefer to study in the company of others with similar interests and priorities. Surrounded by colleagues with similar education and educational desires	
Quiet space designed for research. Benefit to all graduate students would be more adequately, secure and quiet spaces to promote increased graduate student research at UCF. That would, in turn, potentially drive increased publication production, an area that too often goes overlooked at UCF, At most major research universities, it is commonplace to have separate reserved graduate student spaces to conduct in-depth research within the library, especially when working toward the completion of a PhD. Please consider looking at ways to expand the space for advanced research. …If UCF wants to be a serious research institution, it needs a serious research hub. It is time to plan for a bigger library on the main campus. Tell the top UCF administrators: The financial investment will pay back dividends in terms of the quality and volume of scholarly research work produced here at UCF in the long term. By providing a separate graduate space the library acknowledges the validity and seriousness of graduate research and its place in creating knowledge.	9
Need quiet to write	3
Quiet place. Beneficial graduate peers attend/manage the area to assist those working on research project/research assistance in the evenings	2
Separate space would cater to more mature crowd. Graduates who use this space would not only have a place to work as a scholar, but as a professional as well, with technology provided to simulate professional presentations (audio systems, video displays, possible options to record, etc.) This would be a place where students need to behave in a professional manner without the pressure of their scholarly needs/concerns. The knight study is an awesome place; however, it can get pretty rowdy depending on who is there.	4
Undergrads tend to socialize more. They tend to talk a lot and it's harder to concentrate. Grad students are more focused and tend not to use computers for Facebook or personal phone calls. Undergrads answer their cell phones and carry on conversations not related to school work. They study with loud music in their ear. Grad space would result in less distractions by limiting students who could access the space. I realize grad students talk too, but it's a different feeling in a graduate space. Graduate students study till we drop and collaborate.	41
Area without the distractions of undergrad students socializing, surfing the web, etc. A place that I know are other students my	3

age, focused, understand the roadblocks of graduate study, and a peer resource for my study. A place to just work on my dissertation without distractions from home, without getting signed out of the library website repeatedly, and all resources I might need in one place (computers, printers, etc.)	
I tend not to work in the library because of the crowds and distraction associated with undergrad patrons and their electronics. I frequently bring materials to my college's graduate study, however, and believe that I would make use of a similar space in the library	5
Clean, quiet space	1
Fewer or lack of distractions; can concentrate better. Sometimes when students are typing or listening to their iPods it can be distracting to my studies.	17
As I have much more intense research needs than undergrads, I would be able to concentrate without loud/disruptive undergraduates around.	11
Located in quiet area—flexible for group collaboration, computer work or individual study	1
Dedicated study rooms/work areas that include desk/chair, small storage for desk supplies & electrical outlet (per semester)	12
Larger graduate study rooms needed. I would be able to get a graduate section to study. The 4 or 5 grad study rooms are uncomfortable (freezing in winter), noisy (echo), too small for group study and it's impossible to get a regular room for a graduate length of time. Regular graduate rooms aren't even enough time to take an assessment! Quiet more serious area of study to be able to concentrate and not feel claustrophobic in the small single rooms Bigger rooms to accommodate larger groups of students with soundproofing so they don't echo and cause everyone outside the room to knock on your door asking you to be quiet. These rooms should be throughout the campus and with different hours than the library—because as graduate students our hours of availability are not the norm. Even if a separate graduate space is not feasible, more soundproofing on existing rooms would be helpful	7
Study space with long hours checkout; longer than 4 hours would be a great help!	8
Grad students have **no time to compete** with undergrads for space. During finals week or midterms/ or critical times when all undergrads are getting all study rooms, whiteboards, etc., grads	27

would have our place reserved for grad students only since we are much busier than undergrads and may not have time to fight for reserving an open spot; availability of space**;** with separate graduate student space I know that if I go to the library there should be somewhere for me to study at and not a wasted trip	
Grad students access library toward end of school day when things get a little crowded, especially during exams. Availability of space and comfortable furniture for work; our work schedules do not allow us to arrive on campus early in the morning, so getting resources/space is difficult when we have to compete with undergrads.	7
Need both quiet and normal study area depending upon the task. Accessible only by UCF ID keycard swipe.	
Place to research/study/communicate/connect with other graduate students.	36
Place to go & study for exams with classmates	1
Space to discuss joint/group projects confidentially without others being able to hear the discussion	2
Locate a dissertation support group for different disciplines on the five chapters and how to coordinate their flow	1
Separate graduate space helpful in getting my work done.	8
Separate space dedicated to more serious study/work. Just a separate area for quiet studying or more tables. I understand undergrads are in the library more but a small area that is for quiet studying with tables for graduate students would be nice.	26
As a GTA/TA, I would not have to share study space with my students. I teach many of the undergrad students. When I go to the library I can never truly be off the clock in your spaces. I get interrupted several times an hour by current and past students. Refuge from this would benefit me.	6
So we feel like we matter and that dues we pay are directly related to helping us pursue higher level education and research. We can concentrate better and meet people at our level (as opposed to awkwardly running into the undergraduate students we teach). It would be nice to be treated like junior colleagues to faculty members rather than undergraduates.	1
Doctoral space would also be helpful	1
Computer with journal database access, projector screen, a built in projector, word processing.	3
Computers with wireless	2
Computer lab with specific software for instructional design production projects; SPSS, NVivo and other statistical software needed for doctoral programs	2
Dedicated computers (maybe one of the classrooms by the café	1

that aren't often in use) where we can have guaranteed access to the Internet, with desk space for quiet reading, a printer and scanner. It would be nice to know we could go to the library and not spend the first 20 minutes trying to find a space for our laptops or waiting on a scanner	
White boards so we could hold research/project meetings	4
Large tables to spread out research documents	1
Chairs that have pull out tables so we can lay out articles as we go over them	1
Phone with conferencing abilities	1
Place similar to the second floor (furniture and not silent) just for us—available and comfy	2
As a first semester grad student, I have had group projects, papers, assignments nonstop. Just having a division between grad space and undergrad space would make fight for study rooms, electronic resources and study space less of a hassle	4
Rooms available for more than 2 hours and larger than a closet as are the current rooms. This semester we had 8 group projects, most with 4+ members. Rooms currently available in the library did not fit our needs either because of size (grad study rooms) or because of the two hour time limit.	5
Safe place where I can leave my belongings & search the stacks; lockers.	4
Presentation practice rooms to practice for defense, conference talks, etc. with presentation software and video recording equipment	6
Printer access	4
Large monitor for visually impaired students so they can access web for research	1
Sample thesis/dissertations organized by area of study	1
Graduate students spend a whole lot more for classes than undergrad, so I expect to reap some sort of benefit like graduate space in the library	2
Food/snack space	2
Vending machine for supplies	1
A graduate building with separate resources/separate graduate floor	2
24 hour access. Semester and course times do not matter to grad students. Time to do the work and space available when there is time is important.	2
Convenience and time	1
Big rooms with access to internet and quiet	1
I checked this because I use the grad study rooms on the third floor frequently	1
It is important for each "category "of student to have their own space. UCF athletes have their own gym, UCF graduate students	1

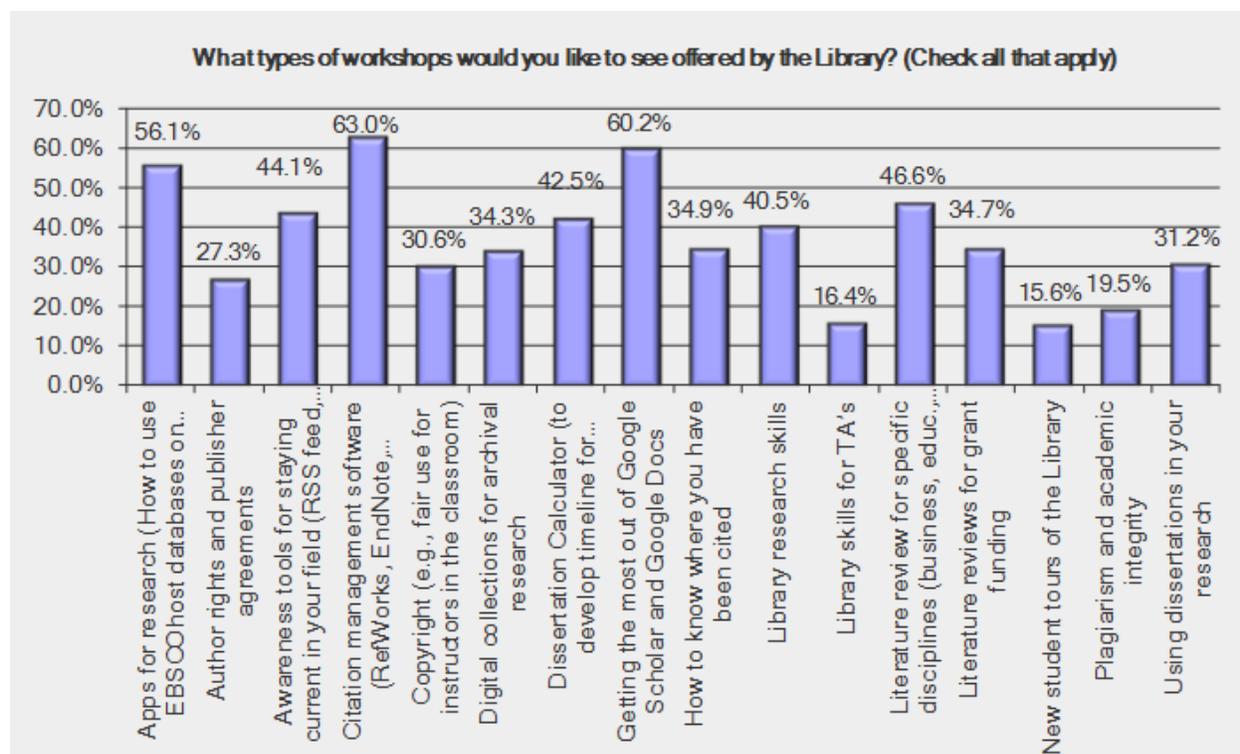|	
need their own gym-a.k.a. "study space"	
Use Educational Graduate Study—need area like that with a printer.	2
Nice place to work with good lighting, air conditioning	1
Would study there more often	8
Total	361

Response:

Based on survey feedback on the need for "separate graduate student space," in January 2013, 5 additional rooms will be set aside in the John C. Hitt Library exclusively for graduate students for 4 hour checkout, doubling the number of rooms currently available. The UCF Libraries is planning a complete building renovation in the next 5 years and graduate space will be one of the considerations. In the interim, we continue to welcome comments and suggestions on how to improve space. Currently the new Graduate Space in Colburn Hall will have a computer lab with software you need, practice rooms with needed equipment, individual study rooms and possibly lockers. Once we see that use, the Library will be in a better position to assess graduate needs.

Workshops/Library Instruction

16. Workshops Desired: Graduate students indicated a high level of interest (over 40%) in workshops for citation management, getting the most out of GoogleScholar and GoogleDocs, apps for research, literature reviews for specific disciplines, and awareness tools for staying current. While graduate students are generally pleased with workshops and instruction, they want more. In addition, some students are not aware of the workshops being offered (e.g. APA citations), or that they can request a workshop if they see a need. Students expressed a desire for the Library to do more marketing about resources/services via emails, etc.

16. What types of workshops would you like to see offered by the Library? (Check all that apply)

Answer Options	Response Percent	Response Count
Apps for research (How to use EBSCOhost databases on mobile devices, etc.)	56.1%	288
Author rights and publisher agreements	27.3%	140
Awareness tools for staying current in your field (RSS feed, citation alert, Table of Contents alert)	44.1%	226
Citation management software (RefWorks, EndNote, Mendeley, etc.)	63.0%	323
Copyright (e.g., fair use for instructors in the classroom)	30.6%	157
Digital collections for archival research	34.3%	176
Dissertation Calculator (to develop timeline for completing thesis/dissertation)	42.5%	218
Getting the most out of Google Scholar and Google Docs	60.2%	309
How to know where you have been cited	34.9%	179
Library research skills	40.5%	208
Library skills for TA's	16.4%	84
Literature review for specific disciplines (business, educ., humanities, soc. sciences, sciences, etc.)	46.6%	239
Literature reviews for grant funding	34.7%	178
New student tours of the Library	15.6%	80
Plagiarism and academic integrity	19.5%	100
Using dissertations in your research	31.2%	160
Other (please specify)		17
answered question		513
skipped question		73

What types of workshops would you like to see offered by the Library? (Check all that apply)

Student comments

Workshops you would like to see Library offer	Number of responses
Citation workshops--APA	2
Using governmental and statistical databases (in person is so much easier to learn than online)	2
Was unaware these existed	2
Academic writing	1
How to properly present information using Powerpoint and Prezi	1
How/what to do when doing online research and you hit a roadblock (ILL, resource not found)	1
I don't have time for workshops	1
I have been to all the workshops I could offered by the library but with too many people at the same time I feel that it is not	1

as effective. Also, some participants tend to ask all the questions (related to their interests) or dominate the workshop. Smaller groups would be MUCH better. I am not saying the workshops were not good, though, they were very good.	
Introduction to intellectual property	1
Probably won't attend, but would view if it was recorded and posted at a later time	1
Seminars on Finding Grants	1
Webinars	1
Total	**15**

Response:

The Information Literacy and Outreach department is purchasing Adobe Connect to be able to offer all of our workshops online. Each semester we offer citation management software workshops on Endnote and RefWorks. These workshops will now be available online for all students. We will also continue to offer a Graduate Research Workshop during the fall break in December. Since the survey indicated a high interest in Google Scholar, we will market our online module devoted to Google Scholar directly to graduate students. We will work with the Research and Information Services department to add new workshops on the four topics with high interest (Google Scholar, apps for research, literature reviews for specific disciplines, and current awareness tools) that will also be available online.

17. Online Workshops: 57% of the respondents want workshops available online. See response above.

17. How important is it that these workshops are available online?

Answer Options	Not at all	Somewhat	Moderately	Very	Essential	Rating Average	Response Count
answer	31	62	139	176	138	3.60	546
						answered question	546
						skipped question	40

Library Service Discovery

18. Learning about Library: According to responses, graduate students learn about library services, resources, training seminars and workshops most often through:
   - 50% the library website (295);
   - 27% their department/program coordinator (161);
   - 25% their instructor (150);

- 22% the graduate studies events calendar (132);
- 9% library outreach: Facebook, Twitter, newsletter, InStallments (55);
- 11% responded that they were not familiar with the library (62).

18. How do you learn about the library's services, resources, training seminars and workshops? (Check all that apply)

Answer Options	Response Percent	Response Count
Graduate Studies events calendar	24.9%	132
Library outreach (Facebook, Twitter, newsletter)	10.0%	53
Library website	55.7%	295
My department/program coordinator	30.0%	159
My instructor	28.1%	149
Not familiar with the library	11.7%	62
Other (please specify)		47
answered question		**530**
skipped question		**56**

19. Notification Preferences: Graduate students prefer to be notified about workshops, news and updates offered by the Library through:
- 71% their Knights email (396),
- 9% the Library webpage (52),
- 7% their program coordinator (40),
- 5% their personal email (30).
- 3% Facebook (18)
- 2% text messages (11).

19. How would you prefer to be notified about workshops, news and updates offered by the Library?

Answer Options	Response Percent	Response Count
Email (Knights email)	70.5%	396
Email (your personal)	5.3%	30
Facebook	3.2%	18
Library blog	0.5%	3
Library Web page	9.3%	52
Newsletters	1.4%	8
Text message	2.0%	11
Through your program coordinator	7.1%	40
Twitter	0.7%	4
Other (please specify)		4
answered question		**562**
skipped question		**24**

Other

20. Additional comments/concerns:

NOTE: A few comments were submitted regarding dissatisfaction with specific instances of service. Those full comments have been passed along to the appropriate managers so that improvements can be made in future service.

ILL checkout times should be extended
I really enjoy hanging out at the library. It is a congenial atmosphere. I am 58 years old and have two teenagers and two dogs at home. Sometimes the library is the only place I can work on my research or studies. Even though I spend a lot of time in the library, I appreciate being able to access the resources online at my home.
I am working on my dissertation now and am not on campus as much as I used to be. I might have answered these questions differently if I was in a different stage of my program. Online access to material has always been important but it is absolutely ESSENTIAL to me now. Resources at the library building was more important to me when I was a TA and a full-time on campus student.
NA
Thanks for being an awesome library!
For doctoral students, the one-on-one research consultations are essential. I did this with Terrie Sypolt my first semester and can't imagine how I would have made it through the program if I had not done so.
On one occasion our group of 6 needed to work on a project together so we requested a grad room. We were told that they were too small for our group, so they gave us an undergrad room. After the 2 hour limit one group member went back to request the same room, so we could keep working but she was told to wait 15 minutes until she could check it out again. We have been working at Technology Commons instead of the library recently because, though it is much less convenient for us, we have received better service.
Additional graduate study space is essential for graduate student's academic success.
Should send out emails and list events on library website (and state where this is on website in the emails for further details).
Thank you so much for soliciting our feedback and ideas for graduate spaces in the library! The library is my second home and I love spending time there. I'm glad the library will be getting more updates. Please continue to involve graduate students from all the colleges through focus groups, committees, and surveys. :)
The question regarding how much time is spent on campus should take into account those who spend 40+ hours on campus, but it only goes up to 16+ which seems odd.
Good Library.
This is an excellent idea to have graduate areas!
There should be drop off locations for library books at additional places on campus.

I find the library website particularly un-user friendly. Even after my first year on campus, searching for and requesting items often, I still do not feel confident when navigating the site. When I have tried to simply put a hold on a book so that I can be sure it is there when I walk over to get it, my request was treated as though I wanted something huge - yet this is something I have been able to do at previosu schools and even public libraries. This has been the first time in my life I have found interacting with a library a stressful, rather than joyful, experience.
I need access to journals without need for proxy while on VPN. Plain and simple... the proxy is a pain to deal with. Right now I am still relying on my undergrad institution for their VPN which allows this.
Thanks for doing a great job.
Thanks!
I am one credit hour from finishing my degree, and I have found the library's online resources to be critical to my work and also very helpful. I have not had any trouble finding what I need on the site. Library services have worked well for me throughout my academic career.
On Grad Student Space: The benefit to all graduate students would be more adequately secure and quiet spaces to promote increased graduate student research at UCF that would, in turn, potentially drive increased publication production, an area that too often goes over looked at UCF. At most major research Universities, it is commonplace to have separate reserved graduate student spaces to conduct in-depth research within the library over long periods of time, especially when working toward the completion of a PhD. Please consider looking at ways to expand the space for advanced research. You could look at other research university libraries for ideas on how to expand, or better utilize the space that you have. If UCF wants to be a serious research institution, it needs a serious research hub. It is time to plan for a bigger library on the main campus. Tell the Top UCF Administrators: The financial investment will pay back dividends in terms of the quality and volume of scholarly research work produced here at UCF in the long term.
Hire more grad students so that they can gain more skills and become more aware of resources to further their careers and studies?
The library does a great job, given the space, budget and number of students at UCF. Overall, I am very satisfied with the library and library staff. Many things I would do to improve the library are frivolous, such as coffee machines on each floor. :D   I like the idea of a graduate space in general, whether it be a small outpost or in the library.
Elizabeth is very helpful and always cheeful. She is a treasure.
Some publications now require a search strategy, so would like software that can keep track of searches and results and what was followed from the search results pages. Want reference tracking and automatic citation in various styles in this tool ... current library provides biblio reference format but not full info needed for inline citation or footnotes ... a dialog with skeleton with   p NNN in proper spot in citation for me to fill ln page would be good when page not known
I greatly appreciate the services of the library. As an older student the library has changed a lot. I greatly appreciate the Cafe within the library since it allows me to continue my work during my tight study/work schedule.
Better grad study rooms would be a good call, and more of them.
Big shortcoming at the library is timely and consistent notification that books have been recalled, etc.
Elizabeth was indispensable during my evidence-based practice class. If it weren't for her expertise (and patience) I don't think I would be passing the class.
na
Google Scholar is MUCH easier to use than the library website; I go there to find articles before I use the library website.
Overall, I think the UCF Library is doing a great job for grad students
Please get journal subscriptions for Journal AWWA and Journal of Desalination and Water Treatment
The quiet study rooms are not so quiet since they are on the third floor, which is one of the loudest floors.

I recently began using ILL for electronic delivery of journal articles not available by other means -- this is an excellent and essential service!
I just started grad school last fall. I'm brand new to UCF and the "orientation" (if you could even call it that) for new grad students was sub par. There were no tours of campus, no tours of the library, and barely enough information to get me to my classes. Just because I've been through college once doesn't mean I can just be thrown into a gigantic school without any help. I didn't even know grad students could use study rooms in the library for group work (I didn't even know how to get to the library, never mind that there were rooms I could use!) I was so excited to start grad-school, but UCF hasn't done a very good job of letting me know what it has to offer me now that I'm here.
Thanks for your contributions to develop UCF library services. However, there are so many things that we need to improve for convenience. I mostly use online UCF library services which I can search the scientific journal using ISI Web of Knolwedge website. But it is still very complicated and certain amount time later it is automatically logged-off so I need to log-in again and this is very annoying. Also, there are still lots of websites remaining that we cannot access via ISI website. If you can fine the easier way then we would be more than appreciate. Thanks.
I absolutely love the online databases and access to journal articles. Great resource for a graduate student!
I was very confused about trying to access the wireless internet. When I approached the desk for help, I was told to follow instructions. I had tried that.. very unhelpful and completely frustrating. I do not go to the library partly because I can't access the internet on my computer there.
make it 24 hrs open ....other big universities have libraries open for 24 hr....
I love the library's commons in the first floor, I hope they are planning on making the rest of it as comfortable as this one!
n/a
Honestly, I didn't know the library offered many of these services (such as a research-helping librarian) and I did two years of undergrad here as well as my two years in graduate school.
I use both the main library and the Education CMC ALL the time and appreciate you taking the time to find out what our needs are... I've been thinking about the need for a separate graduate study space and I think it's great that you addressed that issue in this survey! I am looking forward to hearing about the results.
Additional study rooms with sufficient space is essential for student's success, particularly graduate students. There are simply not enough study rooms. Also, more outlets are needed in the library.
The UCF library is a good resource; however, as an Engineering graduate student, there are some areas that require improvement. A complete library subscription to ASTM, assistance with thesis formatting, ethics and student (co-author) rights seminars/resources would be beneficial additions.
Thank you for being concerned with graduate student needs
I think it would be useful to make it more clear which library personnel might have expertise in certain topics to help with research. The staff are always helpful with general library use issues, but they mostly seem to be basic student volunteers and I don't feel like there are personnel who could help with in-depth research.
When I was at University of California, for my MS, the borrowing time for each book was month for graduate students. Please consider that the short time doesn't benefit them at all. The interalibrary time for any university we borrowed from was between 6 month to1 year. Could you please easily contact them to see what do they do? How can they do it and you can't? please contact them and increase the level of university by doing this. This is very essential for graduate students.

I didn't know the library even offers workshops. Some of those listed above sound interesting but I would be more likely to come if I receive an e-mail announcement of it. The Career Services people do a really great job of sending out announcement for their workshops regularly and having workshops multiple times a semester. I usually end up going to 1 or 2 of those each semester. If the library adopted a similar strategy I'd be interested in attending. I'm not going to go searching, though, wondering "is there a workshop about XYZ?" I need to be informed it's happening. Also, I wish the "Get full text @UCF" link would show up on googlescholar searches when I am logged into the library remotely through a non-UCF internet connection. That would be AWESOME. It's so frustrating to find what I want on googlescholar but then have to go dig through the library databases.

n/a

In my literature reviews and research the library personal have been very pleasant and helping. Thanks for all your hard work.

I am taking a semester off doing independent research for my thesis. Having some sort of database acess and ILL privileges would be extremely helpful.

Thanks for asking our opinion!

Thank you for asking these questions! I am consistently impressed with the library resources and with the kind librarians.

Having access at the library for use of the computer, research and having Fred and others to provide assistance has been a great resource and helped me in many ways to excel at the MSW program of study.

na

Great library. Keep up the great work!

I love how technologically advanced the UCF libraries are. I am also very pleased with the CMC, which has been a monumental resource for me as a graduate student.

Im not happy that a minority of the undergraduate administration ignored the wishes of the majority and actively worked against and SABOTAGED graduate efforts at government. Denying qualified graduate students spots in the senate and stoping the implementation of the Graduate Student Assembly. We only wanted 1/3 of what we contribute to the budget specifically set aside for graduate students, that is not an unreasonable request.

Terri Sypolt is essential! She will receive acknowledgment in my dissertation. Thank you!!!

Keep up the good work. I love the library's committment to continuous imporvement. Your whole team is awesome and has always been throughout all three degrees-bachelors, masters, and soon to be doctorate-I have received (and will receive) from UCF!!!

I love UCF Library! You guys do a great job out of offering the best services to us, and as I said before, I should be making more time to use all the possibilities you offer us.

Thank you :)

You could do a lot more to serve graduate students by implementing some very basic changes. We may be the numerical minority of your clients, but we consume vastly more per capita. And if we are not consuming more, it is a reflection on your capacity to provide...

I appreciate the library services and have truly benefited. My one negative experience is that I set an appointment for a research consultation and it took approx 2 weeks for me to get a response.. by then I had moved on.

Thank you so much for asking for feedback, please keep it up and keep up the hard work and dedication. It's so important to have a physical library when this electronic revolution is taking over. I love being able to depend on a solid library!

The library has unfortunately become more and more crowded and loud. Having more space and using it more wisely would make me want to be there more.

I really appreciate the Interlibrary loan service.

It is extremely cumbersome to access journal articles online from off campus because we first have to look up the specific journal through the library database to access the article. We should be able to configure our browser to automatically connect to the library proxy server so we can access journal articles from from anywhere instead of having to first go through the library website to look up the journal.

Questions like "How many hours are you taking" is not an informative question for thesis and dissertation track students. Most of us can answer, I am taking 3 thesis credits and am on campus 70 hours a week....

I needed to access the Chicago Tribune for my thesis, and I found it very frustrating that I had to use microfilm for current issues of the newspaper. I understand that microfilm will be necessary for many decades ago, but it just seemed crazy that I had to use it for issues that were just published this year and in the past year.

Thank you for all of your help, in particular the ILL staff! I am finishing my dissertation, and I could not have completed it without you all!

The library is vital to the campus educational life. I certainly hope its services don't get chopped through budget cuts. Terry came to our class last month and her presence in the library is vital to our success as future Education Specialists/Counselors/Teachers.

N/A

I love the cafe in the library.I love the late hours it is open. I have never used it to check out a book, but I do use it on-line a lot.

I have attended several workshops offered at the library, and they have all been beneficial for me. I also love the tutorials available for instructors to assign to students--I have utilized two of those this semester.

no additional comments

Most of the digital resources for utilization are used by the undergraduates for surfing the Internet and other actions not related to coursework. The cafe area is ideal for graduate students who generally will use the resources for a long period of time and so will need refreshments and tables. Making one area graduate-only would be greatly appreciated.

Thanks!

I greatly appreciate the new features the library has offered graduate students (i.e., scanning journals/book chapters that are physically at the library). This has been a tremendous help in completing my dissertation. Thank you!

Thanks!

I had no idea that the UCF Library had eBooks or multimedia services... I recommend getting the word out/ improved marketing so students (especially those not on campus) can access these great options!