

**Graduate Student Task Force  
Information Gathering Meeting  
May 26, 2004**

**11 students present at meeting**

**Below are their responses to questions**

## **Library Services**

### **Reference Services**

- Once or twice in person; online is not as quick
- Once and it was helpful. Blake Landor is our liaison and is very good
- No one had used RefeXpress
  - Modem connect from home is slow
  - Most prefer to talk to a librarian in person. They like to see a person's face
  - Some didn't know it existed
  
- E-mail reference – most didn't know it existed
- Too much information on web pages; cannot process it all
- Getting through databases (access & use) is difficult
- Hard time finding a database that searches what I need (broad area)
- We have 2-3 hr. session with Blake. Very helpful. (It's a relatively small group)
- Agreement – website hard to navigate
- If department web pages would have a library section, it would be helpful  
Easier for some departments to put up pdf papers on their network; they don't need the libraries to do it

### **ILL**

- Wonderful
- Use a lot
- Was told I couldn't have an article from Belle Glade sent by ILL because it was part of UF system. But I can't drive to Belle Glade to get it
- Very frustrating when our subscriptions have run out. But can't order from Ill because we have the subscription. Maybe talking to a person would help.
- Searching for journals is difficult. Journals not always listed by keyword.

### **Connect from home or office**

- Most connect from home more than using the library
- Modem connection to new catalog is too slow. WebLuis was slow too.

### **Graduate Student Orientation – subject specific or general**

- One person had gone to an orientation. He learned some things but hasn't used what he learned. Lots not covered.
- Most don't feel they need it
- Blake showed us stuff we actually use
- I learned through a class that a professor set up with Iona
- Graduate orientations must be subject specific
- If reference librarians could put together a packet of specific information for different departments it would be helpful
- Paper is better than e-mail for sending information. It's too easy to delete. Too much e-mail and it's overwhelming.
- Librarians should send a librarian to department orientations and talk specifics
- A general orientation at the beginning of the semester is good
- Personalize library information to myUFL department pages (however, many don't use myUFL yet and don't understand it)

### **Paper handouts or online information**

- They may be better for undergraduates
- Only 1 out of 11 has seen paper handouts. Several have seen online pages but they don't need them

## **Library Collections**

### **Do the collections at UF adequately support your research? If not, why not?**

- It's frustrating when journals expire and are not renewed for a month. (This specifically referred to the Health Science Library.) And sometimes they are not renewed at all.
- The collections are adequate when supplemented with ILL.
- Many people don't know about ILL. Maybe publicizing it would be helpful
- It's difficult to get to the ILL web pages

### **Do you prefer electronic or paper format for journals? For books?**

- Most prefer electronic for journals. They can print out the pdf
- E-books are terrible. It's difficult to read and print. Large pdfs are insane.
- However, paper journals are there forever; electronic ones can go away
- In some areas, book should be paper like for classics. But the ones that are obsolete quickly should not be paper

### **How important is browsing the collection to your research?**

- VERY IMPORTANT for books (all agreed)
- It would be helpful if the table of contents and first page or two could be scanned. Also if there would be a link to the subject. (That's a call number search)
- But sometimes you don't know what call number you want

### **Retrieval from storage**

- Poor
- Not very good. Sometimes they can't find books. Once an e-mail said the book was in at MSL but it wasn't there. The librarian couldn't find it. She said she would reorder but the student was never contacted again.
- Order book from storage. Was supposed to come to MSL. But it went to Library East in Latin American Collection.
- A person in my department ordered 13 books. 11 were missing. She e-mailed Dale who put her in touch with Lori who found 10 of them.
- A book was recalled from a student but there were three of them in storage. So she checked out all three in retaliation.
- There needs to be more communication from ALF and users. People need to be more involved. Personal contact is missing.
- Some people never hear back if the book is not found.
- Student OPS employees not always knowledgeable
- Overdue book notification by letter comes after the book is two days overdue. (Jan told them the new system will e-mail once the student e-mail addresses are loaded)
- The 1/0 in the catalog is confusing.

### **Communications**

**What kind of information do you as a graduate student want from the libraries?**

**What is the best way for the libraries to deliver information to graduate students?**

- E-mail is best for notification
- E-mail to let them know about services of new journals, etc.
- Instruction for long things or lots of links should not be in an e-mail
- MyUFL is awful. Locks up a lot. Most don't use it or know about it. Need fast connection.
- Hard copy is nice if it's going to show instruction.
- A permanent graduate student task force might be helpful. Meet monthly? Maybe meet at the beginning of the fall semester.

## General Issues and Concerns

- They miss the study carrels. They were a great place to store materials and to have quiet study. They are most important to grad students. **They need study space.**
- Departments don't have enough space for grad student offices. Often manyh people have to share one tiny office.
- Copy prices are too high. Why do we have a contract? Why don't we buy and service our own copiers? Many don't use the library copy machines because they are so expensive.
- Make pfd's "f-searchable"
- Change grad student loan periods for the entire semester. All books checked out at any time during the semester due the last day.