2007 Survey Participant Comments

The following items are excerpts from the complete 2007 survey participants' comments. If you would like to receive the full complete 2007 survey participants' comments, then please contact Gabe Rios.

For your convenience, a quick-launch navigation menu has been added to the page. The following drop-down list will jump to the corresponding resource on the page:

BUILDING ISSUES

- You guys do such a great job of providing an extremely quiet atmosphere conducive to study. Thanks so much! Lister Hill is the best place at UAB to study.
- I have been pleased with the library. It has plenty of quiet study areas for individual study as well as group study areas. It is also always clean and well maintained.
- The library is a place I know I can rely on if I really need quiet study time or if I want to do a group study session.
- The Lister Hill Library is a wonderful resource in terms of facility hours, access and staff. The environment is clean with up to date technology and public access. Reference and electronic materials are found easily and study areas are conducive to scholarly pursuits.
- I really think the library does a great job of providing services to students in most areas, but I believe that the learning environment which the library provides could be updated and made to better facilitate group and individual studying. I mean, the harsh, fluorescent lighting, and dirty and uncomfortable chairs need to be replaced with something more inviting for the students. Often the library is the place for students like myself to study, because it's quiet and stays open late, but the decor and environment could be greatly improved in order to better help students learn and study!
- I used to study at the library 3-4 times a week. The use of cell phones and the loud group studying at the large tables in the library is the reason I have stopped coming to the library. Several times I have gone to the library assistance on the 3rd floor to complain about someone on the cell phone or the loud noise and I was told that I needed to move!!!! I know there are individual study rooms but these rooms are not big enough for me and the group study rooms require two or more people. I like to study at the large tables ALONE! If you are going to allow the large loud group studying in the QUIET areas, then you should allow the group study rooms to be checked out by anyone. You can e-mail me if you want to discuss this further.
- I think the library needs a revamp from top to bottom. Imagine...a place that is the only place where the student wants to be. You need a coffee shop inside, you need better areas
with big sofas, you need areas where students automatically think about getting together to meet. Look outside the box and analyze other places where people go to THINK! Currently, I feel like nobody really wants to go to the library unless they are required to or if they know they need to go. Why is that? Sell the idea to the upstairs people and make a better environment for all who enter, ensuring that they will miss out if they do not come back again!

- I would enjoy a library with cleaner individual study spaces and some means of securing my personal belongings. After several unpleasant encounters at Lister Hill, including one reported incident of feces smeared on the snack machine, I feel very uneasy studying there. Though the environment itself is unpleasant, the Lister Hill staff are truly outstanding in their knowledge and friendliness toward patrons.
- I have attended 4 different colleges prior to coming to UAB. Lister Hill library is the most disgusting, unsanitary library and even building I have ever been in. First, you walk into the library and the floors are stained and dirty all the way to the back of the 2nd floor. After you enter through the nasty floors, you are bombarded by 10-15 apparently homeless people daily surfing the internet, playing games, or watching videos. Yeah, it smells really good. Just last week I went to the restroom, and it looked like some had just shaved and there was body hair everywhere. It is really unacceptable. It's good to know my tuition money is houses these people at this shelter, also known as Lister Hill.
- I have a very strong inclination to never go to the library. It is unclean and it is constantly in use by people who are obviously not in school. The staff is great, the online resources are great, but it is not a good environment for studying.
- It is dam dead cold to sit and study and so i avoid coming even when I need to come. Many of my friends also say that. How can any one sit in that cold place and study?
- The main thing that bothers me about the library is the number of homeless people that are in the library daily! First of all, it makes the library smell bad. Secondly, I know people that are scared to go to the library because of the homeless people. Thirdly, I pay tuition to be able to use the library and these people are getting online for free. I don't understand how they can get online when I have to put in my blazer ID to get online. I think the library should be limited to students.
- The library staff is wonderful. The facility, however, is dismal especially the first floor. It is dirty and unkempt. I don't know how the staff remains so pleasant in such conditions. Studies prove that the physical appearance and general cleanliness of a work place plays a direct role in motivation and employee satisfaction and pride. There are also people that spend the entire day playing games.
- It really needs to be renovated and updated to provide a more inviting space. I went on the trip to Georgia about a year ago; and, the libraries at Emory and GSU (or Georgia Tech, I can't remember which one) were ABSOLUTELY BREATH-TAKING!!! The environment was inviting and it made students want to go the library and study. It was modern and user-friendly. I especially loved the coffee shops they had! UAB has so much potential; and, I'd love to see us excel in every area!
SAFETY

- I do not feel safe going down to the basement to retrieve journals. I have gone several times and it was no staff. I was afraid that if I needed help or was in danger, there is no one regularly physically monitors the area.
- I just don't feel safe there at night. Every time I'm in there it seem someone is being arrested for looking at porn.

HOURS

- The one thing that I wish is that the library had longer hours. The current hours are not adequate, especially around exam times.
- I was glad when they extended the hours to 11pm; but a 24-hour library would be awesome!

PRICES

- Inter-library loan and printed articles should be free or very low priced for students
- Also, there shouldn't be a tax or fee for copy cards/printing. I've never heard of that before at any other library.
- One thing that isn't a BIG deal but bothers me every time is the necessity not only for a print card... but the fact that it is 10 cents AND tax is charged for each print. I appreciate the availability but for us "poor" students.... the cost of printing is exorbitant!!!!!!! Other than that, the study rooms are great; I like the study carrels by the windows for independent study. I was never a library studier all through undergrad but I really like lister hill. Thanks for making it conducive to studying.
- Also, regarding your fund allocation--I'll take more online journals over fancy copiers any day.
- It would be great if one could order articles electronically and then get the print version either delivered and be able to pick them up at the library. I am spending too much time with printing out the articles. Additionally, I believe the library should offer ILIAD service free of charge. I transferred from Cleveland Clinic in Ohio and they never charged me anything for their ILIAD services.
- I believe the library provides excellent resources and it is conveniently located close to the school of health professions. I am currently on my clinical rotations that keep me away from UAB, but I still access the library resources online. The only thing I wish the library would improve on is the cost of copying/printing. A student has limited cash flow and it makes it difficult to get the adequate information. It also would be nice to be able to access my student account online to know when books are due.
RESOURCES

- I use the Library exclusively on the web from Montgomery and I am so thankful for this A+ resource which to me is among the best on the world. Thank you for all you do - imagine how helpful it is for those of us outside Bham.
- Spend as much as possible on getting electronic access to journals. This is essential for the clinician scientist who has little time to go to the library.
- I have spoken to Library support and the IT at UAB without a resolution. I have spoken to other online students and they have difficulty obtaining electronic articles from UAB. Please look into this issue.
- The staff are eminently helpful and the resources seem solid (but should certainly STAY solid). Of greatest importance is the actual availability of research materials;
- I have been very impressed and satisfied. The only flaw is the limitations on the availability of journals (for example, the editors-in-chief of Medical Care are here at UAB, and it is the official journal of the American Association of Public Health, yet we do not have full text access).
- The library is not forcing the faculty to use PubMed but that system is not a user friendly as Ovid. The library's refusal to support the needs of the faculty is as clear an example of the tail wagging the dog as one could ask for. The library director should be fired and replaced with someone who understands his or her role in supporting the university's three missions.
- I moved to UAB last year. Compared with the academic institution I came from there are a couple of ways this library provides support that are disappointing. First, I think it was a huge disservice to eliminate Ovid Medline searches. PubMed makes it extremely difficult to perform specific searches for topics and makes my work much more challenging and time consuming. Finally, the way the electronic journals are listed makes it impossible to use that link at all. It was much more user friendly when they were just listed by title alone.
- LHL is an excellent resource. Lecture series are very welcome.
- user friendly access to some of the online journals (J. of Urology), and statistical software on library computers. Otherwise, I have no complaints! Everyone has been extremely helpful when I have had problems/concerns.
- There is a very good atmosphere here and it fosters a good learning experience. It would be great if there was more access to scientific computer material.
- The library has great resources. Just sometimes wish we could access all the journals in the world! :-) I know it's not possible but you have come close.
- Selection of online full text resources is inadequate. I have to constantly rely on friends across the country who can access Harvard, Yale, Hopkins etc. etc. to be able to get the full text access I need for writing papers, preparing presentations, writing grants etc. I cannot afford the interlibrary loan fees for these resources because this situation occurs simply too often.
- Electronic resources are the most useful tool in the library.
- they need more books. i have had to use several different avenues before to get books off campus. they need more books!
- The library has the hardest to use electronic section that i have ever seen. even if i know the journal volume , page number , etc. i find it impossible to find on the online site.
nowhere are you allowed to enter this information that i have ever found. after 20+ years trying to use the library online services, i have totally given up. it would take me 15 minutes to be allowed to access the journal i want. trying to get a specific volume consumed mire time than i had. if it is something that i need that i know is at the library, it is much faster for me to walk over and access the hard copy than to even attempt it on-line. most people that i work with say the same thing. people that work at the library have always been very helpful unlike your on-line site that is a mass of confusing screens that fail to have any logic behind them.

STAFF ISSUES

- I love Lister Library. I've been here a total of 19 years, and have watched the improvements and growth every year. The staff is the most responsive and caring group of people on this campus, and I applaud their very helpful attitude and willingness to always make things better. I've never had a bad experience at Lister and commend you for the great work that you do to help me make my day easier.
- Most of the staff that I have interacted with was not friendly at all.
- I have ALWAYS found the staff to be helpful, courteous, and very patient with someone who can be electronically-challenged at times. Kudos!!
- I am glad the library is has employees who are willing to help out in a friendly manner. Asking those who know where needed information may be found is critical, and I appreciated that the library has emphasized this ideal to its employees.
- Every time I have been to Lister Hill Library, the employees have treated me with courtesy and respect. Information is also easy to access. I am thankful for this library.
- Some employees are very rude and it spoils the mood when we come to read
- I think Lister Hill is a great place with a grade A staff.
- Many of the library staff members could be more welcoming, helpful, kind, and courteous... rather than dismissive and as if they are annoyed by inquiries or judging. They often seem angry and bored.
- We need more responsive employees in the library. They ignore people needing help, or are rude.
- I have absolutely enjoyed the people from Lister Hill that have worked with us first year medical students this fall. It's been a difficult time of transition with the new curriculum, but the enthusiasm and support we have gotten from the library has been great. Also, just to mention, I use AccessMedicine almost daily to look up information, use text books, etc. What a wonderful resource and amazing of the library to have available to us.

OTHER

- I think it is GREAT!
- This was a terrible survey. I would be very surprised if you find anything useful. It is cumbersome and difficult to maneuver.
- This survey was incredibly redundant.
- I would like to add that I really appreciate the fact that we can bring food into the library. At my undergrad institution, it was not allowed; however, in grad school, time is crucial
and it is a HUGE help to be able to eat lunch while studying in the library, and eat in there when studying on the weekends, etc. So, whoever is responsible for letting us eat in there, THANKS!

- I wish I knew about Lister Hill earlier.
- Difficult to park close to the library when moving large amounts of resources into or out of the library.
- Best water on campus.
- You need paper recycling!!
- I use the journal copy service a lot for my boss. If I cannot find a source online, I place an electronic request and have it in a short time. Extremely helpful.

The following comment speaks to the overall quality of the education here at UAB.

- It have been good enough. Keep it on and improve more!