

Online Presence

I have also tried to update my address three times now, using the online address update tool (the first and second attempts were in March and April of last year), only to never have the matter looked into.

I would love to use Refworks, but after a number of frustrating hours trying to figure it out, I found it very user unfriendly

disseminate the electronic guidebook on how to access the library, especially like how to access the online sources at home, to fresh year student.

I most often access the library resources online from home. When I have needed assistance the library staff have always been very helpful in guiding me with research needs. Today I had the opportunity to sit down with a librarian at Gerstein. She was a big help-I wish I had met her when I first started my Masters-I'm sure I would have been spared some of the anxiety I've experienced over the years!

AND I wish it were not so difficult to navigate in the different books and periodicals available on line. Some work easily, some not at all--and become impossible to read.

Do a better job with the catalog especially the interface

My major use of the library (Gerstein) is by remote access; my physical presence in the Library is very limited. Hence, direct personal access to Library personnel is fairly rare.

On the whole, wonderful. The ability to retrieve an article by title OR DOI directly is a big improvement! Until quite recently library staff seemed not to have heard of DOI!

The website can be obtuse at times but once you get the hand of where things are it is fine. Any changes made to the current positions of the links and various online resources can and will be frustrating

I love the library chat feature, but both times I have had to use it, the person wasn't able to help me. In each instance, I said, 'forget it' and just emailed the library help desk and you know what? No one ever answered me. So, the library is great when it works but having issues resolved just doesn't happen...apparently (ie: wasn't able to access a journal online even though I should have been able to, according to the library).

I have frequently found that the online information regarding electronic journal availability is either inaccurate, unclear, or misleading. It needs to be updated regularly as subscriptions expire or are updated.

I would like training/orientation workshops offered regarding how to conduct electronic searches and new, emerging search engines.

In general, I am very happy with the library system. I particularly appreciate the extensive catalogue and the relative ease of finding academic articles through the library website.

Whenever I have dealt with library staff they have been polite and helpful.

I like the redesign of the oneseach.library homepage. BUT...sometimes the search returns a ridiculous number of results and it hasn't been easy to find help about how to narrow the search. Or when I do narrow the search it does so in unhelpful ways... Also it is unclear how to report broken links. I have just seen the 'feedback' tab at the top. Next time this happens I'll try to remember to use that to report problems.

It would be good to have the recall (not Hold) facility online.

I, however, expect that in the future the library will be able to facilitate more seamless methods for users to access e-resources through non-library gateways. Also, even better integration between library web pages and information would be greatly appreciated. Thank you!

I am primarily an online user. Having more electronic copies of texts would be greatly appreciated!

I use web access regularly from a major distance and sometimes have difficulty downloading articles that I need. I don't want to have to come in and photocopy them.

I was a PhD student in Engineering from 1994 to 1999, and was often in the Eng & CS and Gerstein libraries. No more. (Almost) Everything is online, and other than to visit the Robarts or Kelly libraries to take out a book for personal (i.e. non-work) reading, I never enter a library anymore. Thus I was unable to answer the questions about library buildings and employees - I simply don't encounter them anymore.

I am a retired prof from the Zoology Dept. I live in BC so it is not convenient for me to access your facility, especially as the university closed my dept. I use U. Victoria and the ROM's palaeobiology collections, as well as my own. In brief, the U/T has made it very difficult for me to be involved in its functions. A pity.

Electronic access via the web should be fully open and accessible. I can never access via my utorid. Not sure why. Google is way easier - why can our access look and behave more like that search method?

The Ask Gerstein service has been terrific! Every single person who I have contacted has taken the time to ensure that I have all the information I need.

As a post-grad in the 90's, I used the Gerstein stacks at least weekly. With the ability to search articles on-line, there is no need to visit the "bricks and mortar" site. I rarely use primary texts.

The ability to fix library card problems (such as password issues) while I am overseas on research projects creates problems as I am unable to verify my identity in person at the library.

It would also be great to have a section on the website where one may suggest or request materials/journal access to resources which are unavailable or missing from UTL e-subscriptions.

That said, it's pretty complex and the website could be simplified (there are many external sites which can be pretty difficult to navigate and access via the website). The resources the libraries have to offer could also be publicized a bit more as I haven't much knowledge as to what is offered besides books, journals, and articles.

I think the library runs very well. It would be nice to have more access to online journals.

I think the libraries of UofT are very excellent in the world, as everyone is accessible to any academic resources at home or office.

Accessing electronic reference sources from the homepage seems more a little more difficult than it might (e.g., common tools like the online Oxford English Dictionary or the Canadian Oxford Dictionary do not come up immediately).

I'm not located in Toronto, and therefore use only the on-line resources of the library.

I think the library services I use (electronic) are generally terrific, but the pages are not always easy to navigate and there are journals I wish the library subscribed to that they do not.

I hope the online website can be improved so that I can find the target digital libraries like ACM or IEEE faster, instead of having to search through several possible links that all seems similar to me.

As an administrative staff member I rarely use the libraries except for personal interest. I would use the web library more often to pull off documents for the Dean if she asks and in that I have found the web library very useful.

The search box on the homepage is rather ineffective, turning up all sorts of irrelevant info. When I search for a journal, I want journal titles (maybe topics) to come up, but more often than not, I can't for the life of me figure out why something has popped up. And the default from the second page seems to be search any category instead of journal title or whatnot. And I'm a very experienced researcher. I'd hate to think what students who easily give up do.

Generally, the main webpage (homepage) of the library is easy to navigate. Where much improvement needs to happen is in the online/e-journals section of the website where the listing of sources/links is confusing and not easily obvious as to where to find the item in question. Further, there seems to be some redundancy in how one can search for e-journals on the library site, with some journals appearing in the e-journal search tool and others not, but the latter ultimately being found through some other obscure series of search steps (ie: the library does hold the record, but it initially does not appear to be in the holdings after an e-journal search).

I have used the live chat (with a library staff member) before to assist me with my searches, and find this to be particularly helpful as well.

A few different department web sites have been tough to navigate. Had trouble finding out how to renew items on one page.

That being said: The library catalogue is continually a disappointment (I can type in the exact title of a work I know the library to have and it won't pull it up; I have to try to find it by guess work - author, publisher, other keywords etc.).

Third: the catalogue is often unreliable when it comes to the actual location of a book, especially with regard to old call numbers, and librarians, consulted on such problems, are seldom better informed; sometimes it takes several phone calls and verifications in situ to locate a book.

Generally I am quite happy with the library system, with the most irritating issue being when electronic access to journals goes down, or when the "Get it! UTL" does not work even though we have electronic issue available, so I have to track it down by hand.

I am generally satisfied with the library services, which I use remotely. Occasionally I am not able to access a journal I need.

the resources available at UofT are phenomenal. As both a course instructor and a graduate student, I am never in want for anything. I would like to see the library utilize mobile technology a bit more - perhaps developing an app I can use while in the library to help me find resources or what not.

I hate the website, but the people at the Inforum are simply the best. Will go out of their way to help you- which is sometimes necessary when the website / catalogue is not helpful at all (which happens to me most of the time).

The ever changing website format has made finding articles somewhat a challenge over the years. I am happy with the new system, but it took me quite a while to figure out how to navigate it, and access the articles I desired. Minimizing the number of changes would be preferred (do one big change, rather than many little ones)

At Robarts, it was hard to find books with the current triangular image showing the location in the shelf from the website.

the web browsing capabilities became more difficult with time.

Online request system could be enhanced--better follow up.

Spaces at Robarts need to be improved, as well as digital tools, such as websites and research databasis.

my only negative comment is about library website search. I often have to try several combinations and then still have to go through the results manually for a long time before I find what I need, even when using advanced search, narrowing down by category etc.

As an administrative staff member I rarely use the libraries except for personal interest. I would use the web library more often to pull off documents for the Dean if she asks and in that I have found the web library very useful.

I hope the online website can be improved so that I can find the target digital libraries like ACM or IEEE faster, instead of having to search through several possible links that all seems similar to me.

POLICIES

It is often that I can not find a book what I need on the shelf. Time to allow to keep a book out from the library must be much shorter

It would be nice if the digital library for alumni could include more electronic resources (in particular, IEEE Xplore).

ATROCIOUS late book fine system - far superior systems at other schools that don't fine students for late returns unless someone is waiting to take the book out. What's the point in having the books sit on the shelf???

The U. of T. Library is generally very good. I am an independent scholar and have an alumni card, for some reason I cannot access electronic resources with this card. These resources are all web-based; thus this should not be an issue. It is frustrating when the web-catalogue suggests electronic sources and then denies access to them. We are living in an age where access to this material should be free (with the purchase of a library card) and easily accessible.

On a recent visit to the Archives I received efficient and pleasant help from the staff there although at a fee for the service

Trinity is super comfortable and has excellent service, but its holdings and more restricted lending policies (i.e. six weeks versus 6 months) mean that I spend much more time at Robarts.

I don't understand why books that have reached their renewal limits still need to be reshelfed if no one has a hold on them.

We should be able to recall books from Faculty members who have books out for an excessive amount of time

Why can DVD/video material not be exchanged through inter library systems when book can?

Robarts is supposed to be, among other things, a research library. By making the stacks so accessible to students, this goal of the library has been seriously eroded and compromised.

Some lending policies are very restrictive, especially if one is on deadline for an assignment.