

## 2011 User Survey Comments: KUDOS

101 references coded

Fine Arts librarians are incredibly helpful, especially Rebecca Cooper! She will sit down one-on-one with me and help me in my research whenever I come to her door!

On the upside, the staff at Special Collections are incredibly helpful and are usually understanding of researchers needs. The policies of Special Collections - being allowed to photograph documents and order scans - are better than any archive I have been in previously. The hours of Special Collections are also better than any other archive - most close at 5pm during the week and are not open on Saturday.

Special Collections is now acquiring microfilm of the city directories of Richmond specifically because our class has been using the books so much. Kudos.

I am very impressed with the library system at UVa.

The Library staff [especially the Librarians at Alderman] are spectacular. I am always impressed by the service and help. Everybody seems to go above and beyond when helping me find something or get me a close substitute!

Alderman staff and Clemons staff GREAT at helping students, very responsive and knowledgeable.

The library staff has never failed to quickly and accurately answer a question I have asked them. They have been unfailingly helpful and good-humored whenever I have approached them.

Other than that, I LOVE The UVA library system. It really has been a second home to me and I am always impressed by the knowledge and materials available when I am there.

The Library staff are exceptionally helpful. I especially appreciate the tutorials the librarians offer our students familiarizing them with the library databases and research tools. And the staff in the instructional scanning office couldn't be nicer! Without these librarians and staff, I couldn't teach effectively. I'm grateful to each and every one.

Leo and Interlibrary loan are an amazing resource for me as a member of the research faculty. I am consistently impressed by the speed of this service and resourcefulness of the staff.

The Alderman Library and its staff are the crown jewel of the University. I feel so very lucky to work at an institution with such a committed and knowledgeable staff. The Alderman Library is the core of what we do as researchers and teachers and it connects us to the larger Academy. I appreciate its continued attempts to modernize and at the same time to protect its traditional functions.

Library services, electronic services, and the humans beings who make them happen are some of my favorite things about UVa

LEO is essential. One of the most important benefits of working at UVA.

I love the Scholars' Lab!

the IM a librarian was excellent. I accidentally marked 4 instead of 5 in the previous screen. Excellent service.

Again, the library is excellent, but we must continue buying physical books and keeping current with journals. this is of paramount importance

Interlibrary loan and Leo are fantastic! Can't imagine life without them.

All of the staff I have interacted with at Alderman, Clemons and Special Collections have been generous and eager to help. In particular, I would like to mention Mitch Farish (Inst. Scanning--always helpful and efficient) Bryson Clevenger (Reference-kindly offers tutorials to my students), Debbie Kirby (Circulation--wonderful in facilitating library privileges for visiting scholars), Lynda White (went above and beyond to provide information about library school and scholarships for one of my students), Ervin Jordan (regularly agrees to speak on panels and in courses about archival materials on African-American history), and George Crafts (Librarian for Religious Studies--promptly responds to book order requests). I should also mention the course reserves staff at Clemons who are also very obliging and responsive. In addition, there is also a staff person in Government Documents who has helped me order microfilm in the past--I've forgotten her name, but she couldn't be more helpful. All these people contri

Thank you scanning staff!! You are AMAZING. When I put in a last minute request because I've overlooked something you always, always save the day. The students and faculty are in your debt.

I rarely use the buildings because I have Leo! Thank you thank you!!

I love Leo, the scanning of pdfs for collab, the ability to order books for purchase (thank you Gary Treadway, you are wonderful!), and the ILL team is just great -- real life savers.

Thank you everyone for all of your outstanding work. The library at UVa is a real treasure, not of books but of people who provide the best services, to my mind, on grounds. There's lots of things we can live without if we have to, library services are not one of them. Give these people a raise and keep them happy. They are what make what faculty do possible.

ILL staff is very quick and very kind. I love this service!

Thank you very much for all the possibilities that Alderman library has for us!

I'm perfectly happy with the library resources at UVa.

Representatives of the UVa library system have been extremely helpful. I'm especially thankful for the student workers in the digital media lab. In the future, I hope to work more closely with people in the Scholar's Lab.

The UVa library system is wonderful. I primarily use Alderman and Clemons and I have been perfectly satisfied, only I wish Alderman had longer hours. I use the library system almost every day and it certainly helps me to become a better student.

UVA libraries have fantastic resources.

I received a BA from the the University of Florida before arriving here and the two library systems are in completely different classes. UVA libraries are wonderful!

The libraries' collections are great, however, and I appreciate the fact that the library is willing to buy materials needed for research and study.

Thanks.

In general, satisfied with the library.

The Library system is a great, under-appreciated resource at U.Va. I particularly appreciate the staff,

who are knowledgeable and helpful.

You guys are great given the financial constraints you have to work under. Electronic materials are the way to go, even though I love books. Keep up the good work!

The library does a very good job, in general

The Library is the best thing at the university. Staff does everything possible to provide support and meet my needs. This is not true of any other university service I use (ITC and gym facilities come to mind).

I want to say, as I have in the past, that the LEO/ILL service is an incredible and irreplaceable resource to me in my work. The staff there are outstanding, and deal with my requests with what seems to me an almost impossible rapidity. The circulation and reserve systems also seem to me highly efficient, the staff always courteous and helpful.

The Alderman Library is a superb library. Its strength to me is in the range of its collection, the helpfulness and efficiency of its staff, and the availability and generosity of services such as LEO/ILL. LEO is the best: a real plus for research, for attracting and retaining top faculty, and for allowing faculty to make efficient use of their time rather than running back and forth to the library.

I've always had excellent support from Alderman and Special Collections in finding materials, reproducing them for publication, introducing undergraduate and graduate students to the physical books and the electronic archives. Everything and everyone is professional, efficient, courteous, delightful.

Just to repeat: I have a great deal of experience with research libraries all over the world, and UVA's Special Collections and Alderman (the ones I know best) are at the head of them all in terms of service and support, and one of the top in terms of collections in my field. I brag about the library system with regularity in my academic circles. Thank you!

In my many years of teaching at UVA, with a few years in-between at Columbia Univ., I have never had a reason to complain or to feel frustrated (in contrast to my experience at Columbia U). Most gloriously appreciated is your staff handling interlibrary loan requests as well requests/deliveries through LEO. It is ONE reason why I returned to the Univ. of Virginia from my tenure at Columbia.

The Staff is the best, full colleagues and collaborators on our research projects. I am always completely satisfied and grateful.

ILL staff is GREAT!

All of my library staff interactions (Biology and Alderman) have been great. Thank you!

I mostly find journal articles online, but when I occasionally need to use the library (Gilmer Hall) the staff are incredibly friendly and helpful.

LEO is the greatest !!!

Especially with shrinking library budgets for journals, this is a terrific service which I use often and love. Go LEO !!!

My experience with library staff has been highly variable. The staff at Bio Psyc are THE BEST !!! One could not ask for better service and they are also uniformly nice people who are pleasant and upbeat. Reference people have been very helpful when I have called them for help with a specific item. LEO is fabulous - quick, effective and professional.

Good hours, good service.

Today I attended a library tutorial through my ENWR class. I felt it was very informative, and honestly believe I would have never had the initiative to use library resources, had I not been given this tutorial. I learned a lot that I did not already know (and believe me, I did not know much of anything.)

Good job!

The LEO service is fantastic. All in all the library is a huge resource for UVa.

Love the library staff! Particularly at Alderman, Clark, and Clemons, the staffers are always great!  
Thanks!

I wish you had a 10 on this list to express how absolutely incredible a job I think you guys do on circulation, reserve, ILL, LEO, Information services, and also on purchasing. I am so grateful and could not conceive of doing my job without you. Thanks!

Instructional scanning services are particularly stellar in their turnaround time and professionalism.

High marks to everyone who works in Clemons, Robertson Media Center, and the Digital Media Lab. Great staff, great attitude, extremely helpful and competent. Particular kudos to Matt Ball for reaching out to me and talking about my pedagogical needs, and to Marc Campbell for going way beyond his job description in helping me out with media-related issues and for getting work done before I had even thought of it or requested it. Also to Jama Courtney for all her work with Kaltura, and for reaching out to include me in the discussion.

The librarians are most helpful and courteous.  
Thank you.

I use the ILL services on a very regular basis, and the staff is amazing. They often get books and resources that I think would be extremely hard to obtain. For a graduate student like myself, their work really makes the difference.

I use the Fine Arts Library a great deal, and the staff are extremely approachable and welcoming, which can make any research trip much more pleasant. I am also glad for their expertise and willingness to help out.

Fine Arts Library: Excellent staff, always friendly and knowledgeable; easy to find and use materials.

The scores of 5 do not constitute grade inflation. These services of the library are essential and are what a library is for. I am delighted that it all works so well because my teaching and research depend upon those services!

The main library that I use is Fiske Kimball with regular visits to or LEO requests from Alderman. The facilities and staff in fine Arts are excellent and admirably support the teaching and research mission of the university.

Rebecca Pappert at Biology-Psychology Library is an amazing resource, very knowledgeable and willing to help!

Cheryl at the Math Library does a good job. She is very helpful.

I love UVA libraries! You guys rock.

Thanks!!!! You guys rock!  
Big shoutout to the Muslib staff, especially, and the ILL team!

As a chemistry major, I am constantly using the online features of finding scholarly articles. When the library didn't have online holdings I was able to look at hard copies of journals in the Brown library. The one time neither was available, ILL was even faster than the suggested turnaround time. Overall, I've been pleased with all of the services.

LEO is a wonderful, wonderful thing. Thanks!

The ILL staff is amazing!

Staff are always helpful and courteous, facilities are good, the resources are excellent.

I appreciate the library. It's a valuable part of our university system.

The text/chat with a librarian feature is very helpful!

Thanks to everyone who makes these libraries operational!

Overall the services are very good.

Although it is no longer a 'library' at Curry Kay and Carol could not be more helpful when you need help with anything from Refworks getting books that the library doesn't own yet.

The librarian is more of a resource and being up-to-date on technologies and resources are the best service they can provide. The librarians at Curry are exceptional in both regards.

The Ed school librarians are fabulous! They make themselves available to both students and faculty and go out of their way to assist with research and courses.

The 'Ask a Librarian' chat feature is great and I have had great experiences and helpful feedback every time I have used it.

Any time I have had a question or needed help with anything, I have found the library staff very helpful.

The librarians have been very helpful in providing resources and in leading short courses as necessary. For example, we learned how to do better lit searches for one professor with the help of one of the librarians.

Best, biggest, most exhaustive library; one I'm so happy to be able to use!  
THANK YOU!!

CLIC: Kay Buchanan is an angel

I love Carroll and Kay!

I really like how friendly and open the research librarians in the clic are. They are always available to meet. Once Kay actually came to my graduate assistant meeting to see how the library services (like endnote) could be catered to our individual needs.

Mostly, the libraries are pretty awesome.

I think it is wonderful that we have so many libraries on grounds and, in general, how helpful everyone

is.

I am aware of the budgetary constraints, not only due to lower state funding but also the soaring costs of serials, under which the library must operate, and I am impressed time and again with the library's resolve to maintain service levels under these conditions. This could not be achieved without imagination, dedication, creativity, and a great deal of hard work. It is very much appreciated.

I've had good experiences with the staff, especially at Brown, where the amount of help they've offered with students in my classes and a willingness to work with us in setting up those classes over the years has been wonderful.

The library staff is always very helpful.

I love the libraries! The library staff are always so friendly and helpful, especially those at the Special Collections Library.

I am starting to write my dissertation, and Interlibrary Loan has saved me so much time and delivered papers to me that I never would have found. It's by far the most important library service to me.

I'm very happy with library resources

Librarians at Physics and Chemistry libraries are excellent!

The services and personnel are superb. I never have a problem that cannot be dealt with quickly and reliably.

Again, all my needs are met.

Interlibrary loan is fantastic and extremely important in the sciences and engineering. I am very pleased with what we currently have. Thank you!

it continues to be a (somewhat) hidden luxury that I can order books and receive them in my office. My colleagues at other institutions remain envious :-). Your staff is most helpful and courteous. The collections are remarkable, and the spaces are pleasant. I truly am thankful for the great job you do day in and day out. My students benefit from the resources that you have available. We have not fully utilized all of them, but we appreciate that you are always on the forefront of bringing in new and useful resources. Well done. The money on libraries is definitely well spent.