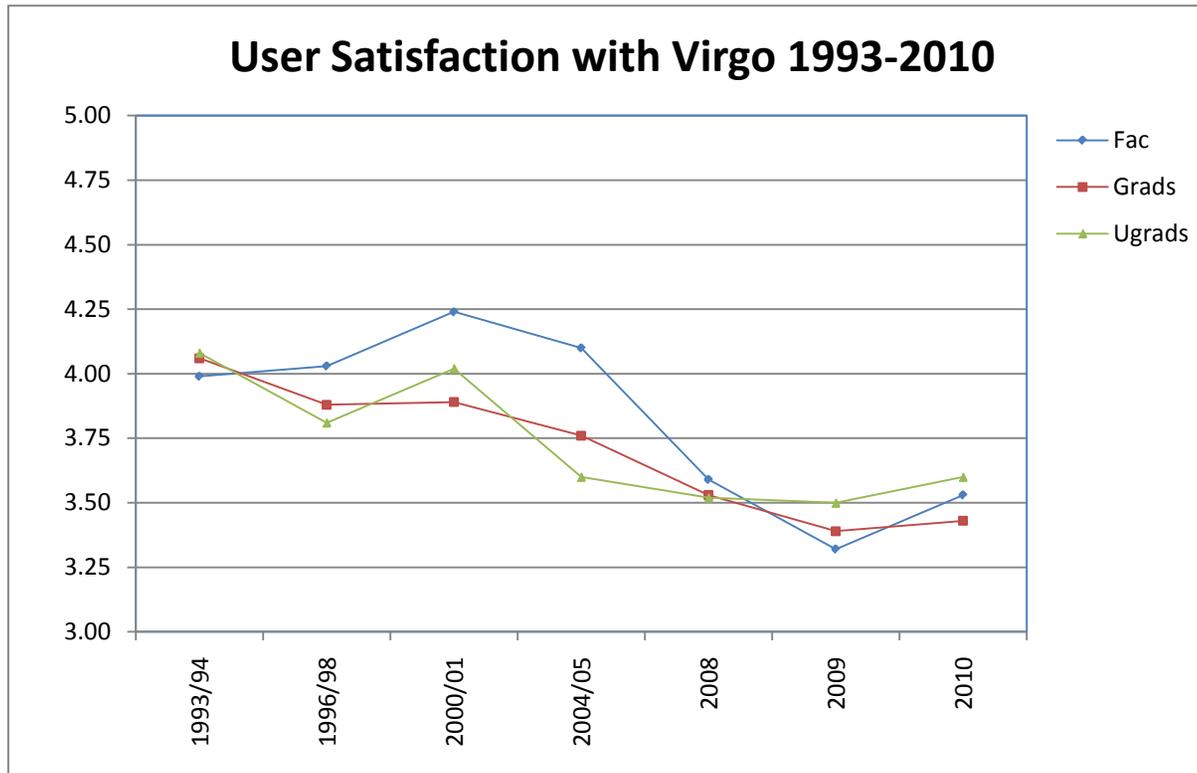


## University of Virginia Library User Satisfaction Surveys



Sirsi was implemented in 1996--AFTER the faculty survey (1996) but BEFORE the student survey (1998).

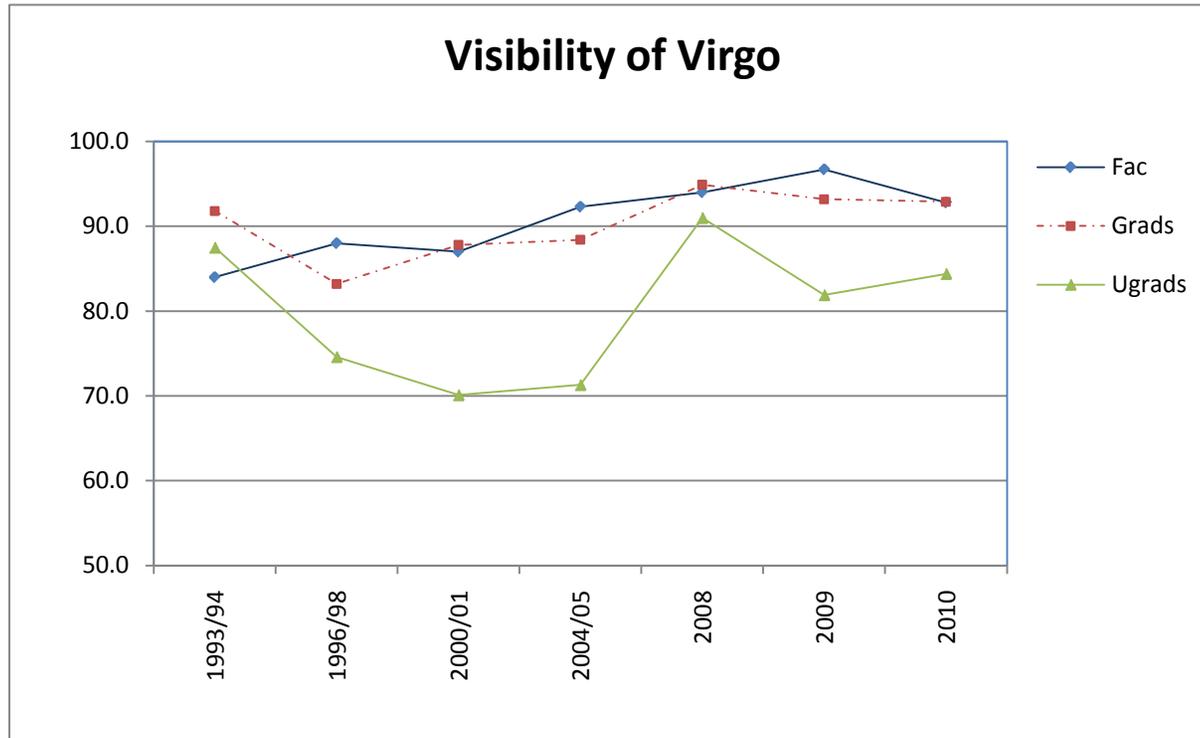
Google was named the top search engine by PC Magazine in 1998.

Many positive reviews came out in 1999.

In 2000, Google announced the first billion-URL index.

See <http://www.dlib.org/dlib/january07/markey/01markey.html> for studies about the use of Google vs library catalogs.

# University of Virginia Library User Satisfaction Surveys



The 2008 question on Virgo included other library websites as well.

Visibility is the percent of all respondents who answered the question.

# University of Virginia Library User Satisfaction Surveys

## Virgo Scores 2008/10

Good score = 3.8 or above

Gap between  
satisfaction and importance

% of respondents  
who rated satisfaction  
with Virgo

AGGREGATED BY STATUS	#	Satisfaction	#	Importance		
All Faculty (422)	273	3.53	262	4.80	1.27	64.7%
All Grads (669)	403	3.43	401	4.75	1.32	60.2%
All Ugrads (764)	452	3.60	456	4.52	0.92	59.2%

GRADS	#	Satisfaction	#	Importance		
Architecture (32)	18	3.00	18	4.72	1.72	56.3%
Arts & Sciences (317)	197	3.30	195	4.79	1.49	62.1%
A&S: Humanities (129)	85	3.09	83	4.88	1.79	65.9%
A&S: Sciences (121)	73	3.48	73	4.67	1.19	60.3%
A&S: Social Sciences (66)	39	3.44	39	4.82	1.38	59.1%
Commerce (14)	5	3.60	5	4.80	1.20	35.7%
Education (160)	92	3.71	93	4.71	1.00	57.5%
Engineering (145)	90	3.50	89	4.69	1.19	62.1%

FAC	#	Satisfaction	#	Importance		
Architecture (11)	6	3.00	5	5.00	2.00	54.5%
Arts & Sciences (289)	199	3.52	190	4.79	1.27	68.9%
A&S: Humanities (110)	77	3.53	71	4.92	1.39	70.0%
A&S: Sciences (93)	60	3.47	58	4.64	1.17	64.5%
A&S: Social Sciences (73)	50	3.34	49	4.78	1.44	68.5%
A&S: Undeclared (6)	6	4.50	6	4.83	0.33	100.0%
Commerce (26)	15	3.80	14	4.79	0.99	57.7%
Education (46)	23	3.83	24	4.83	1.00	50.0%
Engineering (50)	30	3.30	29	4.79	1.49	60.0%

UGRADS	#	Satisfaction	#	Importance		
Architecture (13)	8	3.63	7	4.71	1.08	61.5%
Arts & Sciences (576)	343	3.61	351	4.55	0.94	59.5%
A&S: Humanities (103)	65	3.40	65	4.65	1.25	63.1%
A&S: Sciences (110)	62	3.60	62	4.48	0.88	56.4%
A&S: Social Sciences (104)	71	3.46	73	4.59	1.13	68.3%
A&S: Undeclared (258)	114	3.78	150	4.51	0.73	44.2%
Commerce (34)	16	3.75	14	4.57	0.82	47.1%
Education (5)	4	2.50	3	4.67	2.17	80.0%
Engineering (136)	81	3.57	81	4.36	0.79	59.6%

## University of Virginia Library User Satisfaction Surveys Virgo Scores 2008/10

When responses are aggregated by status, all 3 groups rate Virgo with the highest gap between satisfaction and importance, meaning that they assign great importance to Virgo but are not satisfied with it. Importance is consistently higher than satisfaction. The gap between them ranges from 0.33 to 2.17 when looking at breakouts by discipline. For grad students in all disciplines, the gap is 1 point and over. Satisfaction for nearly all groups and disciplines is below 3.8; exceptions are Commerce, Education, and Undergrad College Ops faculty. Most are significantly lower.

Combined 2008/09 Surveys	UNDERGRAD		GRAD		FACULTY		AVERAG
Priorities:	#	Percent	#	Percent	#	Percent	Percent
Improving VIRGO, the online catalog	193	7.5	563	22.1	392	25.1	18.2

In 2008/09, improving Virgo was the top priority for library spending for grads, faculty, & overall. The priority question was not asked in 2010.

## University of Virginia Library User Satisfaction Surveys Ratings of Services 2008/10

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

Ugrads (764)	#	Satisfaction	#	Importance	Gap between satisfaction and importance	% of respondents who rated satisfaction with Virgo
Virgo <sup>1</sup>	452	3.60	456	4.52	0.92	59.2%
Library spaces <sup>1</sup>	501	3.75	498	4.57	0.82	65.6%
Equipment	701	3.73	691	4.55	0.82	91.8%
Online resources	591	3.84	599	4.44	0.60	77.4%
Facilities	730	3.85	721	4.44	0.59	95.5%
Library websites	660	3.74	658	4.30	0.56	86.4%
Physical collections	615	4.15	622	4.33	0.18	80.5%
Circulation and reserve services	598	4.13	612	4.25	0.12	78.3%
Scanning <sup>1</sup>	156	3.66	236	3.69	0.03	20.4%
Creation and use of digital content	340	3.85	375	3.81	-0.04	44.5%
Information services/reference	494	4.10	514	4.02	-0.08	64.7%
Interlibrary Loan & Document Delivery	250	3.88	318	3.60	-0.28	32.7%
Instruction	379	3.76	421	3.43	-0.33	49.6%
Public programming <sup>1</sup>	194	3.71	267	3.13	-0.58	25.4%
					median =	65.1%

<sup>1</sup> Data not available for 2008.

## University of Virginia Library User Satisfaction Surveys Ratings of Services 2008/10

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

Grads (669)	#	Satisfaction	#	Importance	Gap between satisfaction and importance	% of respondents who rated satisfaction with Virgo
Virgo <sup>1</sup>	403	3.43	401	4.75	1.32	<b>60.2%</b>
Online resources	619	3.77	616	4.75	0.98	92.5%
Library websites	626	3.61	617	4.58	0.97	93.6%
Equipment	540	3.55	550	4.24	0.69	80.7%
Library spaces <sup>1</sup>	350	3.53	355	4.12	0.59	52.3%
Facilities	596	3.58	585	3.96	0.38	89.1%
Physical collections	587	4.13	595	4.39	0.26	87.7%
Circulation and reserve services	591	4.26	582	4.51	0.25	88.3%
Interlibrary Loan & Document Delivery	458	4.26	483	4.41	0.15	68.5%
Creation and use of digital content	317	3.83	364	3.91	0.08	47.4%
Scanning <sup>1</sup>	131	3.79	186	3.82	0.03	19.6%
Information services/reference	521	4.26	529	4.20	-0.06	77.9%
Instruction	333	4.03	382	3.54	-0.49	49.8%
Public programming <sup>1</sup>	173	3.79	222	3.02	-0.77	25.9%
					median =	73.2%

<sup>1</sup> Data not available for 2008.

## University of Virginia Library User Satisfaction Surveys Ratings of Services 2008/10

For each of the following resources, facilities or services, please indicate your degree of satisfaction with it, and its importance to you.

Sorted by the mean of importance. Mean = average of responses to a 1-5 rating scale.

Faculty (422)	#	Satisfaction	#	Importance	Gap between satisfaction and importance	% of respondents who rated satisfaction with Virgo
Virgo <sup>1</sup>	273	3.53	262	4.80	1.27	<b>64.7%</b>
Online resources	378	3.81	370	4.76	0.95	89.6%
Library websites	388	3.61	386	4.53	0.92	91.9%
Physical collections	364	4.02	365	4.37	0.35	86.3%
Interlibrary Loan & Document Delivery	358	4.56	360	4.65	0.09	84.8%
Circulation and reserve services	382	4.50	374	4.55	0.05	90.5%
Equipment	215	3.60	260	3.54	-0.06	50.9%
Creation and use of digital content	208	3.90	257	3.82	-0.08	49.3%
Library spaces <sup>1</sup>	149	3.63	179	3.48	-0.15	35.3%
Information services/reference	339	4.40	345	4.20	-0.20	80.3%
Scanning <sup>1</sup>	145	4.19	186	3.99	-0.20	34.4%
Facilities	310	3.75	328	3.43	-0.32	73.5%
Instruction	187	4.30	229	3.67	-0.63	44.3%
Public programming <sup>1</sup>	104	3.92	145	2.87	-1.05	24.6%
					median =	69.1%

<sup>1</sup> Data not available for 2008.

# University of Virginia Library User Satisfaction Surveys

## Comments on Virgo 2008/10

### 2008 Comments:

VIRGO does not always work very well. I think it worked better before the changes.

VIRGO is awful. Ever since the revamp a couple years back, it's become very difficult to find what I'm looking for - even if I have the exact title of a book! Also, the series of links to find online journals (especially a specific copy of something I now we subscribe to, though a better job should be done of indicating what exactly we actually have access to), etc is labyrinthine and I am ALWAYS frustrated when I try to utilize it.

Virgo is an amazingly difficult resource to use. Typing keywords in from the library homepage (even if one types the exact title of book) NEVER produces the expected result, and using the more advanced search tools still always requires some very clever maneuvering to find the desired item. It can be very difficult, for instance, to find the call number of an item even if one knows it's exact title and author. Virgo needs a complete overhaul, and perhaps replacement.

As I indicated in an earlier question, Virgo is a total mess. A better way to search the library's collection online is my first priority.

My only complaint is that, frequently, VIRGO lists a book as available but, when I actually go back into the stacks to find the book, its not there.

I need to take more advantage of the librarian's help. I have not been able to adjust to the last change to VIRGO and find it more difficult to navigate, but, again, I need to make the time to ask for help.

Also, sometimes it is hard to find itmes on Virgo unless you know exactly how to type it in. So making Virgo more powerful would be helpful at times.

I often have trouble finding resources via VIRGO. I realize the search tools strive to be effective, but I often give up trying to find a resource and use Google.

Keep working on improving the search engines for VIRGO and for lit searches in the social sciences.

keyword searches on Virgo don't work well at all. Because it's the default search and on the library mainpage, it needs to be better about figuring out whether the person typed in a title, author, or actual keyword. Often really strange things come up for a simple search.

The one thing I hate about VIRGO is the way it sorts results by publication date rather than relevance. When I'm searching for books or a journal that are older than one or two years I have to sort through pages of irrelevant results before getting to what I need.

Longer hours, VIRGO issues

VIRGO is difficult to search. Often have to find things in WorldCat and then follow link to VIRGO.

Improving the ease of searching Virgo. I often have a list of citations I want, but then have to individually type and paste each field into each Virgo box, which takes too long! I just end up emailing the list to a librarian.

# University of Virginia Library User Satisfaction Surveys

## Comments on Virgo 2008/10

You have got to upgrade your search mechanism on Virgo. It is terrible.  
Rarely do I enter keywords and actually get what I want from the search.

searching VIRGO for books that I know exist and that the library has I sometimes cannot find them.  
VIRGO is awful as a search engine, please replace it.

It would be nice if there was an easy-to-find link between Virgo and ILL, so if Virgo responded that a book was not available it could be automatically put into an ILL request.

Virgo really needs to be improved, particularly in searching for DVDs.

Virgo's search capabilities aren't that great.

While the University collections are top-notch, as a catalog, Virgo is very poor - the database needs to be restructured from top to bottom. Searching is very inconsistent.

Ease of navigation in Virgo.

Need to improve the precision of the virgo searching, now it's really annoying that you cant find something that exists.

Virgo and journal searches need updating. I searched for an author of a book I knew was in the library (was checking availability) and virgo could not find it.

A unified search for materials. Many of the research materials I use are difficult and come from Inter Library Loan. But I only get there after searching Virgo, and WorldCat, then ILL. It would save a lot of time if these were better integrated. Or if there was a link so that if I was searching for something in Virgo, I could--just by clicking--search WorldCat as well, and from there submit a request to ILL without having to do all of these separately.

Virgo doesn't seem very accurate at times.

Bibtex support from virgo.

I would like to be able to access the ILL website from the main VIRGO search screen.

Virgo could really use some work. I get really frustrated with it.

the database resources we have are great but there are some little things that could be improved: such as the link between a search done on Virgo or on worldcat. Ie. when we find a reference on Worldcat that the library doesn't have, it would be great if there was a link that we could request directly from worldcat as an ILL onto Virgo, instead of having to do the whole process again on ILL webpage.

## University of Virginia Library User Satisfaction Surveys

### Comments on Virgo 2008/10

Also, have you thought of implementing a more sophisticated searching system... For example if you store information about books as triples in RDF, then you can implement various logic algorithms to connect information about one book to information about other related books based on a search. See <http://www.w3.org/2001/sw/> for some examples. This is the future of web-based technologies and UVA library could be on the front line. It would be nice to have some place on the web where mobile devices could use VIRGO... This would require a front-end for mobile devices that is less script-intensive.

Virgo is not quite effective! Better make it as Google: can search by any word/word-combination in the WHOLE WEBPAGE/DESCRIPTION!

I think to put books of the same catalogue (say history) but in different languages together makes readers confusing, if they only know one language. I suggest the library separates the books by languages first, then catalogues.

Very satisfied....god support service. But I do miss the card catalog

Gov Docs and microfilm not well catalogued, including census material.

The computers which have replaced the card catalog don't always work.

### 2009 Comments:

Improve Virgo as much as you can.

Virgo is painful to use and far too reliant on scripts that run slowly on older hardware.

However, I have looked and looked for books that must have been lost yet were marked as 'available' in VIRGO

Virgo doesn't support Asian characters, which makes it harder to find books in the Japanese collection. Also, the website's search tools seem pretty clunky. They won't let you search across multiple journals, except OneSearch which never seems to find anything. I usually use Google Scholar and Worldcat instead.

Could course reserves be labeled in Virgo? So that listings would read

VIRGO needs drastic improvement, especially in browsing features.

The quality of Virgo's search engine could be improved

The Virgo search engine needs to be improved. I often type in the exact title of a book I am looking for only to find that this book is listed 5th on the list of books found. In addition when looking for books about children's authors I typed in the words writing for children as the subject and book entitled Writing for Children (which I stumbled upon while looking for another book ) did not come up!

## University of Virginia Library User Satisfaction Surveys

### Comments on Virgo 2008/10

The Library website keeps being 'improved' but as it changes I (and others) find it harder to find what I am looking for. I'd like to have a button on the main page that takes me to a list of the journal search databases. The page: 'A-Z List of Library Databases' is impossible to find now. -The 'subject guides home' is not easy to find either, and that phrase does not say to me this is where my search databases have been moved to. There used to be a page that went to data bases and you would click on science or humanities or social science and then you could chose from the databases you wanted to. Also a button that goes to Virgo advanced search, virgo doesn't work well most of the time so advanced search is the only way you might find what you are looking for.

better virgo.

just a more fluid search engine for finding the journal articles you need, also increasing access to scholarly works around the world, sometimes the VIRGO interface is a little confusing, though hard right now to pinpoint the details

Improve Virgo. I often search for books in other ways (amazon, worldcat) because virgo is so frustrating.

make it easier to search for papers online. Google scholar is much easier to use than virgo.

better search engine - Virgo is temperamental and poorly designed

Please improve Virgo!!! Make the search as powerful as Google!!!

It would be great if I could have a personal account on VIRGO that would allow me to save searches and links to the databases and resources I use most often.

I think the online Virgo catalog search is terrible. Compared to other library catalog search engines, this one often yields irrelevant materials, and often, without a perfect or precise entry, cannot direct you to what you want. This is, these days, a VERY important part of library research.

I lack confidence Virgo's title and author search functions.

I don't really think you could change that much about it because it would be so much work, but I really wish there was some other way or an additional way that the movies could be organized. It's just kind of hard to find movies sometimes. I do think virgo is effective, so it's not that big of a deal.

table of contents service is ridiculously confusing and should be easier to use.

The Virgo situation is really what could be addressed to better meet my needs -- it is at the point that it is easier to search for the book on Amazon.com and then type the ISBN into Virgo than to try to find it on Virgo itself.

I find both Virgo and the web site to be the biggest impediments in my speedy (and comprehensive) library use.

Please re-organize Virgo so that it is Refworks compatible

# University of Virginia Library User Satisfaction Surveys

## Comments on Virgo 2008/10

there are some books cataloged in VIRGO that I cannot request delivery for, which means another trek to main campus

As I indicated, searching for something on VIRGO can be maddeningly difficult if you don't get exactly the right combination of terms.

coming from another institution, i find virgo is terrible.

Better organization of the online database & search structure ... it seems to change frequently, and I don't have a good understanding of the structure behind the offerings, which impedes my use -- unlike the Dewey Decimal system, which aids my understanding and use of the print collection

It is almost impossible, even when asking a librarian, to do a simple search for a book. I wanted to find a book using the title, I had it in my hands, and neither of us could find it in VIRGO.

Better access to scanned books, maybe this is coming with Google. I found you do have some such collections, but I stumbled upon them, they do not appear to be integrated into VIRGO. If I search for a book, it would be great if a link appeared to electronic versions in the data bases the University does subscribe to.

More satisfactory results from online searches

Virgo seems to have some quirks. Often I KNOW that the library system has a particular book I'm looking for, but Virgo will show no hits. I then have to figure out a way to make Virgo accept my search. This seems to result from titles in foreign texts that have been put in English, or vice versa (many books/articles I search for are in French).

A bit more attention could be paid to the way books are listed on Virgo.... e.g. for a multivolume work (such as the OPERA of an ancient author), making sure each volume is also listed under its title. Also having a search option by series (so that all books in a series will appear when you enter the series name). Often I don't find a book on Virgo that I know must be owned by the Library.

Finding journal articles online is very difficult. Even if I type in the exact title of the journal, I have to scroll down through multiple pages to find the journal.

More tutorials (biweekly or monthly and advertisement telling when they are offered) about VIRGO and how to find books in the library.

Improve Virgo.

Improve VIRGO and also have there be a way to find out what class a book is on reserve for by simply typing in the title.

Improve online services

## University of Virginia Library User Satisfaction Surveys

### Comments on Virgo 2008/10

Given the excellent job you're doing, it seems churlish to make any complaints, but here's a very mild one: when searching on VIRGO, once you pull up a screen of hits for a particular search, if you click to see the details on one item, then want to return to the previous screen, the browser has to resend the information again (rather than just simply backing up to the previous page). I don't know if that can be fixed easily, but if it can, it would be nice. But, on the whole, I'm extremely happy with the library.

Please revise VIRGO. It is hopelessly clunky for accessing electronic journals, which is 95% of what I need for research and teaching purposes. I have learned to use the Health Sciences Library electronic journal access or to just open a browser and Google for the journal I seek, rather than to go through VIRGO. VIRGO is a disgrace in this day and age.

and VIRGO is very strange-- does not produce the expected results from keywords, or seem

It would be good to be able to locate digital resources without having to fight through Virgo. Perhaps there could be some way to do an integrated search through all the journals (and maybe even eBooks) to which UVa has access.

My comment has to do with using the terminals in the Physics library, but I imagine that it generalizes to other parts of the library system. On the current system (at least, the last time I used it), one has to first log in, and then go to Virgo to look up a book. This takes \*forever\*, and I could look up books faster back in ancient history when libraries had card catalogs. You should change your policy so that there are terminals reserved in each library \*just\* for using Virgo and set up so that one does not have to log in and out to use them. I realize that you may think there are all sorts of good reasons to have people log in and out, but it's just an example of overdoing the possibilities of modern computing so that the system is less efficient than the stone age.

I have not tried the new version of Virgo (Beta), but the search tools could be refined in the current Virgo catalog. At times, it seems that the results of a search are excessive and random. Entering a general search for an author's name might yield completely unexpected/(apparently) unrelated results. Otherwise, everything works pretty well.

Links from VIRGO to electronic journals are a little cumbersome, as they go to an intermediate link that requires an additional choice before you actually get to the journal. Then sometimes there's not full access.

It is very hard to find a specific book on VIRGO. I have typed in the exact title of a book and it didn't come up, when I knew that the library had it.

I continue to have problems searching databases--and sometimes even Virgo--for books and journals that I know the library owns. I also had high hopes for the E-Books resource, but find the selection extremely limited. It may be that it is I who needs to learn how to use the various databases for my research; so far the only one I am able to use with regular success is JSTOR.

And I'm looking forward to the improvements in Virgo that I know are already underway.

search engine for books not optimal. it seems to have trouble finding things that should be obvious.

# University of Virginia Library User Satisfaction Surveys

## Comments on Virgo 2008/10

Just a comment: virgo needs improvement, but you could probably get some FREE work from student/faculty in the CS department. We're in to giving free help.

I think that VIRGO could use some help. I often have trouble when searching for things in foreign languages, especially with accents. And when, from the main menu, I type in an author, it will give me subject headings, which is frustrating.

connecting Virgo to Leo would be great!! Supposedly there is a way to connect WorldCat to LEO but this has only worked once of multiple times I have tried it.

Compared to the electronic journal access at the Health Sciences Library, which is SUPERB, ViRGO is TERRIBLE. The software should be tossed and then rewritten to make it user friendly.

In my experience, however, the Small Special Collection electronic database was clunky and inconsistent

The classification system used in this library is pathetic. Even the librarian don't know how to locate some materials. I once found a good source and forgot to write down the citation information. When I went back to Special Collections to get this information, it took the librarians 45 minutes to even locate the source, and it had no official classification within the system.

### 2010 Comments:

Virgo is beyond cumbersome and needs to be replaced by a more flexible search engine. It might be nice to be able to search via ISBN.

Virgo is a pain--and I've had difficulties with virgo beta, too. After the catastrophe that is SIS, I am wary of large-budget technological 'improvements.'

I'm not a programmer, but it just seems to me that Virgo is a terrible tool.

Virgo has always given me trouble, though I have not tried virgo beta recently.

greater control to search books in other Virginia libraries.

Virgo doesn't work that well.

For the love of God, make the old Virgo disappear. Virgo BETA is incomparably better. At the very least, make BETA accessible in the libraries.

I think some more thought could be put into the organization of the website. For example, I always find it a little difficult to find the links that let me look for journal titles on Virgo. Overall, organization of this sort has improved greatly since I've been at UVa, keep up the good work!

I do not find Virgo / the online resources to be the most effective. I have searched articles by keywords, author titles, etc and was not completely satisfied with the results

# University of Virginia Library User Satisfaction Surveys

## Comments on Virgo 2008/10

The Virgo search system does a poor job of identifying the most relevant items in a search. Frequently I will search for a novel and the first dozen results will be books about the novel. A good example is searching for 'Great Gastby'. Searching simply for that on Virgo won't even return the book by F. Scott Fitzgerald on the first page of results.

The library websites are very difficult to use as is VIRGO (which frequently does not return results that I know it has). On more than one occasions I have been with a librarian who has had trouble locating items using VIRGO.

VIRGO is very frustrating. From my point of view, improving VIRGO and continuing to work on VIRGObeta would be the highest priority.

The Fine Arts Library would benefit from a Virgo station - I really resent that I have to log onto a computer in order to look up one little item.

The only problem I've ever had was searching for dvds related to my class. I used various search terms, but seemed to miss the most relevant movies still.

The catalogue comes up with too many hits when one does a search.

I think an improvement in search capability is needed.

The one area of library services that I feel needs improvement is the functionality of VIRGO. (1) allow entries to open in a new tab, (2) allow back option in browser, (3) show checked out status in initial search screen without having to click on 'details', (4) easier access to saved list; perhaps a sidebar that shows current items saved.

Both Virgo and Virgo BETA are often really messed up. Perfectly intuitive searches yield nothing without lots and lots of play. Often an identical search conducted on a different occasion will yield different hits. Virgo BETA is better in these respects--it seems to be something of a 'blunt instrument'--but even it sometimes doesn't give straightforward results.

I find the Virgo online catalogue to be rather awkward-- it's sometimes difficult to find items under a certain general topic area or books that you're not sure of the exact title, author, or spelling.

-Searching availability (on VIRGO) using asian fonts is much needed for our students' research projects.

virgo search in different languages will be better

So far the computer and filing system at UVA has been a waste of my time.

Though I generally only go into the library when time permits and I have a sitter, I find that I am always able to find what I am looking for in the library as well as with the catalogs and information online.

Finally, it can be difficult to manipulate VIRGO and other search engines in such a way as to come up with the most relevant hits.

Virgo beta is much better than the old virgo.

# University of Virginia Library User Satisfaction Surveys

## Comments on Virgo 2008/10

Finding resources online is difficult. I often don't find articles that I need (above all in the Spanish section).

Virgo is excruciatingly slow. The website is OK, but the online catalog is miserable when compared to peer institutions. requires exact terms to yield hits, avg. 30 sec. lag unacceptable. cannot click back button without pop-up errors, etc.

I hope Virgo Beta will be a big improvement -- as it stands, I use other library catalogs to find things at UVA because VIRGO is so bad at knowing its own holdings.

The VIRGO search items could be made easier. I tried to look for books on how the Catholic church influenced the teaching of Spanish in the western US and couldn't find much by typing 'Spanish catholic education United States' but by entering 'United States Religion Education' there were more results.

Virgo searches do not work very well. Frequently, a title search (using the exact title) will give me many irrelevant results on the first page; the actual exact title will appear on the 2nd or 3rd page. Alternately, a title search will tell me that the library does not have the book while an author search finds the book. As a result, I always have to do several searches to determine whether the library has the book. I have not had this problem at other libraries.

I'm not familiar with most of the libraries on campus, but in Brown in particular I wish there were centrally located (e.g. near the front entrance) and clearly labeled computers used ONLY for searching the library catalogue. This should be a quick and easy process but often I have to wait for a computer to open up and then sit through the login process just to get a call number. perhaps this service is already provided and I missed it - in which case better signs might do the trick.

Virgo needs to be replaced and we need a search engine that actually works. You can literally enter in the title of a book and it will not find it even though it is in the library. This turns into an incredibly frustrating and time consuming process each time you attempt to locate an item within the library system.

Go digital -- much more, especially with respect to holdings.

Make UVa part of a single nationally/internationally accessible reservoir of holdings. Information is global and should be held globally

VIRGO is not very cooperative.

I do not have a lot of school spirit. One thing I do brag about is our library system. It is rare that I cannot find what I am looking for. And, when I cannot, I always find it through interlibrary loan.

I would also suggest investigating a way to deliver more accurate/relevant results for VIRGO searches.