

### Compilation of Freeform CMI Comments

Comments have been combined from comment cards, staff discussions with patrons and CMI web comment form submissions. Because of the complex nature of some of the comments they have been assigned more than one area of relevance.

Campus	Method Message Sent	Comments	Area of Relevance			
			Suitable for Type of Use	Characteristics of Journal	User's Environment	Characteristics of User
UCI	Email to UCI library staff	<p>I do not have the eyesight or hand-eye coordination to access on-line journals, web sites, or anything else, and I am a heavy user of the journals of physics and astronomy.</p> <p>You will, I am sure, understand that if what one had in mind was to scan several hundred articles in a dozen or two volumes of something that the possibility of requesting those volumes one by one (as each article refers one to others in other volumes) with a day (well, often 2-3 or more days, I suppose when weekends and holidays intervene) lag at each stage is not entirely a replacement for immediate access.</p> <p>Luckily these are not core journals for anything I'm working on now. Reprints of articles - the catch is that I normally consult a journal in order to find out everything that is in that issue or volume (or, sometimes, year or decade), and printing out a whole volume, issue by issue, is fairly uneconomic of time, paper, and everything else.</p> <p>I have started buying more and more personal subscriptions to journals (up to about 15 now). It sounds like getting still more is going to be the only solution, though it always causes a moment of guilt as I finish reading each issue cover to cover, taking notes at the rate of one line per article, and then have to throw out the journal!</p>	X			X
UCSB	Card	"Needed Ecology v. 76, stopped at v. 76. Very irritating. I think they should still be shelved with the others. If you're doing this, there should be a notes to inform people on the computer so I don't have to waste my time looking for it."		X		
UCSB	Card	Was looking for American Naturalist. Should be online and in library. I don't like the only online system at all!				X
UCSB	Card	This is bad. No library should count their job as well done when a researcher goes to the stacks and can't find journal after journal. On-line access is slow and time consuming. Computers/printer at JSTOR are too slow. No one to help if something goes wrong. Library isn't prepared to do this.		X	X	X
UCSB	Card	"When I look up journals on Pegasus (OPAC) that I know have online versions, the link to those version are unreliable. Limnology & Oceanography is an example -- JSTOR is easiest yet the link that shows up most of for L&O is ASLO, where you have to search for your article all over again. It's frustrating. Science is another example -- sometimes JSTOR link appears and sometimes the direct online Science site link appears."		X	X	
UCSB	Card	I am assigning a paper for a seminar and would have much preferred being able to access a hard copy so I could make several high quality copies to pass out to	X	X		

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		class. I have often had problems with the last line of every page not printing from JSTOR.				
UCSB	Card	I appreciate having the actual journals available to me for a variety of reasons. Also the electronic library resources can be frustrating and inefficient. Getting access to those can be difficult and time consuming.		X	X	X
UCSB	Card	Works for me. This way, I don't have to photocopy.	X			
UCSB	Card	So far, I have found this project to be a major hassle. The digital copies, often, are of lower quality than the print format. Furthermore, having to read PDF files on small monitors or being forced to print articles, in order to read them is very undesirable.	X	X	X	
UCSB	Card	Removing important journals from the library regardless of electronic journal access is a severe disservice to researchers and students alike. What does UCSB plan to do? Go from only one library to zero?				X
UCSB	Library staff discussion	"What I remember of my conversation with this man had to do with the electronic reproduction or transmission of the photos in the books (journals) he needed. It's gene research, not dealing with chromosomes but needing to be able to differentiate resolutions in stains, I think he said. You really need to talk to him because he was very specific about how every time the picture is reproduced you lose the ability to see what you're looking at and it's a very fine line to begin with."	X			
UCSB	Note	"I more frequently return to half of the seventeen titles, provided by CMI JSTOR, I use at UCSB. The change over to JSTOR titles did not become easier until I found their title list on InfoSurf. Nonetheless, it is unfortunate that the list is incomplete, i.e. Ecology.  Benefits: Some of the selected JSTOR titles have a better run of volumes than those replaced in the UCSB collection. The online JSTOR search engine is convenient.  Detractors: Long articles do cost more to print out as single page sheets than as double page photocopies on legal sheets. Finding one of the laser copiers free and working may be a problem.  Many of the important UCSB science journal subscriptions were cancelled in 1994. Would not ejournals provide a shared online resource for all UC branch libraries and replacement for some of these locally discontinued journals?"	X	X	X	
UCSB	UCSB web site comment	"I am thoroughly unhappy with the absence of certain journals from the main library. JSTOR is not an acceptable substitute for print. The main issues are portability and convenience. To look up, download, and print a high-quality PDF file requires MORE time than walking to the library to copy it. The result from the electronic version is a large single-sided document, whereas using a photocopier can give me a much smaller number of pages to carry and file, sometimes by a factor of four-to-one (for small-format journals). There is an	X	X	X	

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		<p>additional quality issue. JSTOR uses scanned pages. In some cases, the scan does not pick up graphical details that are the basis for conclusions reached by the article, rendering the article meaningless because the researcher (me) has no way to evaluate the validity of the author's claims.</p> <p>I am not a Luddite -- I work as a web designer to supplement my meager grad student income. But I also know that computers are not the solution to every problem, and in some cases they are counter-productive. When using a computer to replace a previous tool (such as a library), the new system must provide ALL of the functions provided by the older item. JSTOR is incapable of doing that. To my knowledge, there are no good substitutes for a real library. Yet.</p> <p>There is another quality to this study that I severely dislike. Some of the chosen journals, such as the American Journal of Botany and Evolution, are first tier journals and are frequently referred to. I'd like to have access to those in a quick and efficient manner. The third-tier journals such as the Journal of the Torrey Botanical Society are much more likely candidates for removal from the shelves."</p>				
UCSB	Writing on CMI sign in journal stacks	BS! This [relocation of Ecology to storage] sucks!				X
UCSC	Email to UCSC library staff	<p>I just wanted to complain about the library's decision to deshelve Tetrahedron Letters after 1994, requiring people to retrieve the articles online. Here are some of the reasons:</p> <p>(1) The online retrieval service is flaky! It depends on the internet connection working well, and also that the web site is ok. Currently I cannot retrieve Tetrahedron Letters 1997, p. 8165 because the web site is broken, and now I have no other way of retrieving the article at all. I go to that article, select "full text pdf", and then it sends me somewhere completely else. Granted this is just a bug and will hopefully be fixed soon, having the volumes in printed form is absolutely necessary as a backup measure.</p> <p>(2) The ability to do chemistry literature searches by just working on the 3rd floor of the science library is lost. I find myself having to walk up and down between the 2nd and 3rd floors, and having to leave all my belongings somewhere. If the library is going to force online article retrieval for certain journals, there should at least be computers with printers on the 3rd floor.</p> <p>(3) When trying to quickly digest a research article (e.g. in a fast-paced literature search) I personally find the printed form in a bound journal superior to the online form. One can very quickly scan back and forth through the pages</p>	X	X	X	

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		and grasp the overall theme of a paper efficiently. I don't feel this is the case with online form unless I print out the article, and if the article turns out to be irrelevant, paper gets wasted.				
UCSC	CC'ed email to UCSC library staff	A quick note to let you know I agree with you. A library is a place to get information on published materials. What if a person does not have access to a computer or online services. I personally do not have internet access from my home. Online is a nice option for those who wish to use it, but a library should have hard copies available to anyone who need them. As the computer age takes over, it seems some people and/or organizations forget why they are here in the first place.  I hope this can be worked out for the benefit of everyone.	X	X	X	
UCSC	CC'ed email to UCSC library staff	I think the points [the original poster] raised about bound journals are good ones. I also realize there are probably some pretty serious cost impacts associated with purchasing the journals and binding them.  Is there some sort of analysis out there, with a breakout of the costs so that users could see the balance of factors? I had not heard about this policy and am interested in where any discussion might be found.  If crowding the library with books is a perceived issue to some, users should be polled to find out what their feelings are about the trade off between a spacious, open ambiance (which we now have) versus a wall-to-wall books style.  Overall I am very happy with current access to library services and realize that some trade offs are inevitable when new services are offered. Hopefully the choices involved are being well made and there is public information available about the rationale.	X	X	X	
UCSC	CC'ed email to UCSC library staff	I also share the same view as [the original poster].	X	X	X	
UCSC	CC'ed email to UCSC library staff	[The original poster] has just sent you a spirited e-letter, copied to the rest of the chemical research community, in which he makes a strong case for retention of the printed-on-paper versions of journals, which are tending to be replaced by access to online editions.  Spiritually, I am in his camp. I much prefer the conventional on-paper journals. There may however be economic considerations that make a case for the online versions. I know that some of the commercial publishers of journals, such as Elsevier, have been charging egregious prices to libraries for journal subscriptions. I know that sometimes, because of further price increases by commercial publishers, you are faced with decisions as to which journal subscriptions to discontinue.	X	X	X	

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		Nevertheless, the valid points [the original poster] makes need to be kept in mind.  Did anyone say that librarians have a placid existence?				
UCSC	CC'ed email to UCSC library staff	I agree with [the original poster] regarding the deshelving of Tetrahedron Letters.  It's a journal that I use often, and I prefer the written format to the internet.	X	X	X	X
UCSC	CC'ed email to UCSC library staff	I totally disagree with Marc and really appreciate/prefer electronic access over meat-space access. Reasons I prefer e-access: 1. I can do the search from my research lab 2. I can access all of the journals from my seat instead of going between 1st and 3rd floor/aisles. 3. The quality of a PDF printed on a laser printer is much higher than that from a copier (and can include color!) and I don't need to print the article out to read it.  So if in the future a choice must be made between electronic and meat-space journals, give preference to the electronic format.	X		X	
UCSC	CMI web form	I use JSTOR almost exclusively, because I find all the other journal databases very cumbersome and totally unhelpful. In general I thought that Melvyl/CDL searchlight, with MAGS and other engines, was much more helpful than the new Academic ASAP, which I find totally useless... Thank you, and I very much hope that you will continue to expand online journal access.		X		
UCSC	Email to UCSC library staff	[Regarding Cinema Journal and Camera Obscura]: Given the enormity of the importance of these publications, I think that it is far preferable to have them available in hard copy (in addition to, rather than merely on-line). I find the traditional paper format to be far more convenient to use in my research and in my teaching. Indeed, as part of my film theory seminar I require a final paper assignment that asks students to review a journal's run in order to describe its history and theoretical approaches. I tell my students in this course -- and in all courses -- to visit the stacks and to review the journals in their own hands to get a sense of the tangibility -- on top of the scholarly labor -- of their production.	X	X		
UCSD	Card	Very helpful person walked me through this non-simple process.		X		
UCSD	Card	I understand this it's easier to check online, them room is made for other journals. However, it should be know that your Neuroscience journal is incomplete online (vol. 107, Issue 2). My suggestion: make sure journal is complete online before taking away hard copy.		X		
UCSF	CMI web form	Appeared to be accessible, however, access denied to Eur J Biochem.		X		