

REFERENCE SERVICE SITE SURVEY, March 2003													
LOCATION -->	Architecture	Art	Chemistry	EPSL	East Asia	GovDocs	McK Per	McK Ref	Nonprint	PAL	Shady Grove	MD Room	BCAST
NUMBER OF PUBLIC TERMINALS AVAILABLE	6	12	8	29	1	10	5	65	6	58	14	3	0
COMPUTER GUIDELINES POSTED?	Yes	Yes	Yes	Yes	only screen saver	Not yet, they are in the works	Yes	Yes	Yes	No	Yes	Yes	NA
EMAIL ALLOWED?	Yes	signs discourage it, but it is tolerated	Yes	Yes	signs discourage it, but it is tolerated	Yes	Yes	Yes	Yes	Yes	Signs discourage it, but it's tolerated	Yes	NA
HOW IS EMAIL MANAGED?	Have no permanent email WS - asked to let researcher use computer	no dedicated workstation; research given priority	One email only workstation. Students may use the workstation for email only if there is no queue.	Ask a Librarian Page linked from home page, managed by Julie Arnold	no dedicated workstation; research given priority	Goes to department email, managed by reference librarian	Users are restricted only when queuing occurs	Users are restricted only when queuing occurs	If research related or no one is waiting	Can't to many terminals	No dedicated workstation; research given priority	No permanent WS. Researchers have priority.	NA
EIC PRINTING?	No	no	no	Yes	no	Yes, not all that reliable	No	Yes	Limited	N/A	N/A	No	NA
PRINT FROM FLOPPIES	No	no	No	Yes	No	No	No	At separate workstation	Yes if word doc. No if editing	No	Yes, but only certain workstations can print Word docs	No	NA
CAN USERS PRINT FROM PUBLIC ACCESS TERMINALS?	Yes	Yes	Yes	Yes	no, would like ws to network behind desk & to P4P	Yes	Yes	Yes		Yes	Yes		NA
LOADING CDRM EASY FOR USER?	No	No	No	No	Yes	N	No	Yes, behind desk	Yes 1disc Bowker Video Dir	No	No (however, we will load software that accompanies library materials)	N/A	NA
CAMPUS MAP AVAILABLE?	Yes	Yes	Yes	Yes	not for distribution but for info	Yes	Yes	Yes	Yes	Yes-at Circ Desk	CP map only (no map for SG Center)	Yes	Yes

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PRODUCTIVITY SOFTWARE AVAILABLE?	No	no	No	No	no	No	No	Only behind the desk-staff use	No	No	Yes (on two workstations)	No	NA
ARE SPECIAL RULES POSTED?	There are none	no	n/a	No	no food, quiet study	No	None	None	N/A	No	No food, group study, or cell phones	Yes. On each table. Additional, specific rules are explained in handouts, depending on types of material being used.	No
WHAT SPECIAL SERVICES ARE PROVIDED?	N/A	color printer	QuickTime viewer; NIST Critically Selected Stability Constants of Metal Complexes Database; Special Software to use SciFinder Scholar (ChemAbstracts Online); Dedicated Mac Workstation (for Crossfire)	Patent Cassis CD-Rom Station, Patent, trademark assistance	minimal translation of EA lang library matl for users, m-format reader printer, serves as reference resource for Prange users, serve community beyond UM by serving as resource on EA subjects & providing referrals (i.e. for appraisals)	GIS (2 workstations), will have large scale copier for maps (b&w) and color printer (8X11) soon	M format readers/ printers	Adaptive Technology & Group Study w/WS Color Printing	Nonprint is nothing but special services	Yes-Tapes, CD's and records are requested at the Circ Desk and loaded in their equipment to be sent to a WS	one-to-one library tutorials, video collection and two tv/vcr's, microfiche reader/printer, ADA-compliant height-adjustable workstation table, access to HS/HSL databases, photocopy assistance, and loading of CD-ROM software (some with books, some specialized)	Photocopy services for archives and rare books.	Photocopy services for archival materials
WHEELCHAIR TERMINAL AVAILABLE?	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes		Yes-Tapes, CD's and records are requested at the Circ Desk and loaded in	Yes	Yes, but it is not marked.	NA