Marvin K. Peterson Library

General Satisfaction Survey

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Executive Summary

Data was collected at the University of New Haven to determine how satisfied the student body is with the Marvin K. Peterson Library. The data was collected through a survey that was administered to a sample of the population. The survey was handed out in classes, at the library, and in dormitories. An effort was made to accurately represent graduate students, undergraduate students, and students from the various disciplines offered at the University of New Haven. Those who filled out the survey were asked four demographic questions, a question pertaining to how frequently the individual used the library, and 11 questions relating to the library’s policies, staff, resources, and atmosphere. There was also a space at the end of the survey which allowed for additional comments.

Responses to questions were considered by looking at the overall agreement of respondents, and by separating graduates and undergraduates. It was found that the majority of student body that was surveyed feels that the library can improve upon its hours of operation, number of computers, and chairs. Overall it was found that graduate students were less satisfied with the library than undergraduate students. These results indicate that the library should stay open longer hours and invest in more computers and comfortable chairs. The results also suggest that graduate students do have different needs when it comes to the library and something should be done to accommodate them.
Introduction

Surveys in the past have been designed to determine how satisfied students are with the Marvin K. Peterson Library. However, there is a combination of changes within the University of New Haven and academia that makes it necessary to survey the student body from year to year. For example the student body changes every semester, the library itself goes through changes, and new resources arise which students use to conduct research.

Distributing and analyzing surveys every year will ensure that the information that the library has on file will be consistent with recent changes. This will aid Chief Librarian, Hanko Dobi, in making informed decisions. These surveys will provide accurate data on the student body's general satisfaction with the library, and any needs that they may have that are not currently being met. If the library has access to this data it will be in a better position to serve the students at the University of New Haven.

Methodology

The survey was designed with the help of Hanko Dobi, and the Director of Institutional Research, Christopher Hourigan. The survey was composed of questions that related to the library's staff, policies, and general atmosphere. A draft was sent to Hanko Dobi and questions were altered as a result of her suggestions. The survey was then sent to Christopher Hourigan who suggested that the last eleven questions be reworded to accomplish clarity and that there should be a space for additional comments, and therefore it was altered once again.
The survey was then administered to five graduate students and five undergraduate students to test whether the questions were clear in their intentions. The students filled out the survey and were then asked what they thought each question meant. These students were also asked if they thought any other items should be added to the survey. Once it was decided that the questions were explicit and that the survey captured the important aspects of the library, it was administered to the general student population. The survey was handed out in classes, in the library, and in dormitories between February 5, 2006 and March 25, 2006.

**Findings and Results**

191 students were surveyed. 95 of these students were undergraduates and 96 were graduate students. 97 students were in the School of Arts and Sciences, 13 were in the Business School, 26 were in the School of Engineering/Applied Sciences, and 55 were in the School of Public Safety and Professional Studies (see figure 1). 91 students that were surveyed had been at the University of New Haven between 1 and 2 semesters, 7 were between their 2nd and 3rd semester, 10 were between their 3rd and 4th semester, 26 were between their 4th and 5th semester, 15 were between their 5th and 6th semester, and 22 students who filled out the survey had been at the University of New Haven for more than 6 semesters (see figure 2). 5 part time students and 186 full time students were surveyed.
Figure 1: Schools Represented

- Arts and Sciences
- Public Safety and...
The following are the results of the survey.

How often do you use the library?

35 students surveyed reported using the library three times a week or more, 51 reported using the library about once a week, 12 reported using the library every other week, 35 reported using the library once a month, 45 students reported using the library once a semester, and 13 students surveyed never use the library. 14.7% of undergraduate students use the library three times a week or more, 34.7% use the library about once a week, 2.1% use the library every other week, 22.1% use the library once a month, 22.1% use the library once a semester, and 4.2% of the undergraduate students surveyed never use the library (see figure 3). 21.9% of the graduate students surveyed use the library three times a week or more, 18.8% use the library about once a week, 10.4% use the library every other week, 14.6% use the library once a month, 25% use the library once a semester, and 9.4% of the graduate students surveyed never use the library (see figure 4).
Figure 3: Undergraduate Student Library Use

Figure 4: Graduate Student Library Use
The following items were scored on a Likert scale, the options were as follows: Don’t Know, Don’t Agree, Somewhat Agree, Agree, Strongly Agree.

The library staff is knowledgeable.

21.1% of the undergraduates surveyed did not know if the library staff is knowledgeable, 3.2% did not agree with this statement, 25.3% somewhat agreed, 43.2% agreed, and 7.2% of the undergraduates surveyed strongly agreed (see figure 5). 36.5% of the graduates surveyed did not know if the library staff is knowledgeable, 14.6% did not agree with this statement, 22.9% somewhat agreed, 19.8% agreed, and 6.3% strongly agreed (see figure 6).

Figure 5: The library staff is knowledgeable (undergraduates)
Figure 6: The library staff is knowledgeable (graduates)

The library is open long enough hours.

5.3% of the undergraduates surveyed did not know if the library is open long enough hours, 20% did not agree with this statement, 37.9% somewhat agreed, 28.4% agreed, and 8.4% of the undergraduates surveyed strongly agree with this statement (see figure 7). 24% of the graduate students surveyed did not know if the library was open long enough hours, 49% did not agree that the library was open long enough, 12.5% somewhat agreed, 11.5% agreed, and 3.1% of the graduate students surveyed strongly agreed with this statement (see figure 8).
Figure 7: The library is open long enough hours (undergraduates)

Figure 8: The library is open long enough hours (graduates)
The library’s selection of books meets my needs.

31.6% of the undergraduates surveyed did not know if the selection of books at the library meets their needs, 13.7% did not agree that the books meet their needs, 33.75% somewhat agreed, 17.9% agreed, and 3.2% strongly agreed (see figure 9). 57.3% of the graduate students surveyed did not know if the library’s selection of books met their needs, 24% did not agree that the books met their needs, 12.5% somewhat agreed, 6.3% agreed, and 0% strongly agreed (see figure 10).

Figure 9: The library’s selection of books meets my needs (undergraduates)
I can find an open computer at the library when I need to.

10.5% of the undergraduate students surveyed did not know, 28.4% of the undergraduates did not agree with this statement, 46.3% somewhat agreed, 14.7% agreed, and 0% strongly agreed (see figure 11). 8.3% of the graduates surveyed did not know if they could find open computers when they needed to, 40.6% did not agree with this statement, 36.5% somewhat agreed, 6.3% agreed, and 8.3% strongly agreed (see figure 12).
Figure 11: I can find an open computer when I need to (undergraduates)

Figure 12: I can find an open computer when I need to (graduates)

I can find an open cubicle when I need to

16.8% of the undergraduates surveyed did not know if they could find an open cubicle when they needed one, 6.3% did not agree with this statement, 10.5% somewhat
agreed, 42.1% agreed, and 24.2% strongly agreed with this statement (see figure 13). Of the graduate students surveyed 8.3% did not know if they could find an open cubicle, 7.3% did not agree that they could, 17.7% somewhat agreed, 50% agreed, and 16.7% of the graduates surveyed strongly agreed that they could find an open cubicle (see figure 14).

Figure 13: I can find an open cubicle when I need to (undergraduates)
Figure 14: I can find an open cubicle when I need to (graduates)

The library is quiet enough to allow me to concentrate

2.1% of the undergraduate students surveyed did not know whether or not the library is quiet enough to allow for concentration, 4.2% did not agree that it was quiet enough, 20% somewhat agreed, 57.9% agreed, and 15.8% of the undergraduates strongly agreed that the library was quiet enough (see figure 15). 11.5% of the graduate students surveyed did not know if the library was quiet enough, 14.6% did not agree that the library was quiet, 25% somewhat agreed, 42.7% agreed, and 6.3% of the graduate students surveyed strongly agreed (see figure 16).
Figure 15: The library is quiet enough to allow me to concentrate (undergraduates)

Figure 16: The library is quiet enough to allow me to concentrate (graduates)

The library’s databases meet my needs as a student
16.8% of the undergraduate students surveyed did not know whether the databases met their needs, 8.4% did not agree that the databases met their needs, 33.7% somewhat agreed, 34.7% agreed, and 6.3% of the undergraduates surveyed strongly agreed (see figure 17). 17.7% of the graduate students surveyed did not know if the databases met their needs, 28.1% did not agree, 30.2% somewhat agreed, 20.8% agreed, and 3.1% of the graduate students surveyed strongly agree with this statement (see figure 18).

Figure 17: The library’s databases meet my needs (undergraduates)
Figure 18: The library's databases meet my needs (graduates)

The chairs in the library are comfortable

16.8% of all students surveyed did not know if the chairs in the library are comfortable or not, 40.8% did not agree that they are comfortable, 29.8% somewhat agreed, 11.5% agreed, and 1% strongly agreed that the chairs are comfortable.

The periodicals and journals meet me need as a student

36.8% of the undergraduate students surveyed did not know if the periodicals and journals met their needs, 13.7% did not agree, 17.9% somewhat agreed, 30.5% agreed, and 0% of the undergraduates surveyed strongly agreed with this statement (see figure 19). Of the graduate students surveyed 33.3% did not know if the periodicals and journals met their needs, 34.4% did not agree with the above statement, 11.5% somewhat
agreed, 12.5% agreed, and 3.1% of the graduate students strongly agreed with this statement (see figure 20).

Figure 19: The periodicals and journals meet my needs (undergraduates)
Figure 20: The periodicals and journals meet my needs (graduates)

The library's website is easy to use

18.9% of the undergraduates surveyed did not know if the library's website is easy to use, 5.3% did not agree that the website is easy to use, 38.9% somewhat agreed, 33.7 agreed, and 3.2% of the undergraduates strongly agreed (see figure 21). 18.8% of the graduate students surveyed did not know if the library's website is easy to use, 20.8% did not agree that it was easy to use, 40.6% somewhat agreed, 16.7% agreed, and 3.1% of the graduate students strongly agreed that the library's website is easy to use (see figure 22).
Figure 21: The library's website is easy to use (undergraduates)

Figure 22: The library's website is easy to use (graduates)
The library allows me to loan a book for a long enough period of time

41.1% of the undergraduates surveyed did not the library loaned a book for a long enough period of time, 5.3% did not agree with this statement, 22.1% somewhat agreed, 26.3% agreed, and 5.3% strongly agreed that the library loans a book for a long enough period of time (see figure 23). Of the graduate students surveyed 82.3% did not know if they could take out a book for a long enough period of time, 10.4% did not agree with the above statement, 2.1% somewhat agreed, 5.2% agreed, and 0% strongly agreed (see figure 24).

Figure 23: The library allows me to loan a book for long enough (undergraduates)
**Figure 24:** The library allows me to loan a book for long enough (graduate)

**Discussion**

This study was done in order to gain an understanding of how satisfied the student body at the University of New Haven is with the Marvin K. Peterson Library and its resources. The data was further broken down to separate the graduate students and the undergraduate students. This was done because it was speculated that undergraduate and graduate students have different needs when it comes to the library. Some examples of these differences are that the groups of students are on different schedules and graduate students tend to do more research than the undergraduates. Frequencies were run on each question to discover how many students did not agree, somewhat agreed, agreed, strongly agreed, or did not know. Even though the number of graduate students and undergraduate students surveyed only differed by one, percentages were used in this report to understand the relativity of the response rates.
All responses were separated into the undergraduate and graduate categories except for the responses relating to how comfortable the library chairs are, because this does not seem to have any pertinence to the difference in schedules or demands of school. Graduate students collectively responded more often with the option ‘do not agree’ on every statement than undergraduate students. This suggests that the graduate students who are familiar with the library are more dissatisfied in general than the undergraduate students who are familiar with the library.

The student responses as a whole will now be considered to identify what the student body collectively feels that the library can improve upon. 34.6% of the students that filled out the survey disagree with the statement “The library is open long enough hours.” 25.1% of the students somewhat agree with this statement, while 14.7% did not know. That leaves only 25.7% of the students who agree or strongly agree that the library is open enough hours during the school year.

34.6% of all of the students did not agree with the statement, “I can find an open computer at the library when I need to.” 41.4% somewhat agreed with this statement while 9.4% did not know. This leaves a minority of students who feel that the library does an adequate job with meeting student needs when it comes to availability of computers. Only 14.7% agreed or strongly agreed with this statement.

40.8% of the students surveyed disagreed that the chairs in the library are comfortable. 29.8% somewhat agreed while 16.8% did not know. The majority of students who are familiar with the library do not agree the library has comfortable chairs. Only 12.5% agreed or strongly agreed that the chairs are comfortable.
It seems that the student body as a whole feels that the library can improve upon its hours of operation, the number of computers it currently has, and the chairs. The other responses were analyzed and a large percentage of the students either checked off the "Don't know" option, or were in overall agreement with the statement.

Lastly 41.1% of undergraduate students and 82.3% of graduate students did not know if the library loaned out books for a long enough period of time. 16.8% of undergraduates and 17.7% of graduates did not know if the databases met their needs as a student. This suggests that students are more familiar with the online databases, and use them more, than books.

**Recommendations**

The data shows that graduate students overall are less satisfied with the library than undergraduate students. Compared to the undergraduate students the graduates desire a more knowledgeable staff, longer hours of operation, a broader selection of books, more computers, more cubicles, a quieter atmosphere, a broader database, more periodicals and journals, an easier to use website, and a longer period of time to take out books. Ideally a separate library would be an appropriate solution to this problem however this may not be feasible. It is suggested that the library tries to meet the graduate students' needs with what they have. This may require a further investigation of what exactly the graduate students need. For example another survey may be in order to find out what journals the graduate students need and exactly what databases they desire. In the meantime the library can stay open later hours, possibly by only keeping one floor
open so that less staff is needed, and make sure that there is a quiet section of the library where graduate students can study. It can also dedicate one of its staff members to graduate students to ensure that at least one employee is aware of their needs and is equipped to help them.

To address the concerns of the student body as a whole the library can invest in new chairs. Over 40% of the students felt that the chairs were not comfortable. The library can also invest in more computers. If this is not possible the library can have a posting of where other available computers are on campus to ensure that students are aware of all of the resources that the University of New Haven has to offer.

Considering that the many students were unfamiliar with the library’s book loan service, and that most were familiar with online databases it can be inferred that students at the University of New Haven use electronic sources more often than books. It is recommended that when the library invests in new resources it concentrates on databases, and online periodicals and journals. The last suggestion is consistent with the suggestion above relating to hours of operation. The library should try and stay open longer hours, even if this means that only one floor is open because of staffing issues, to meet the needs of the student body as a whole.
Additional Comments

- Allow an area of the library to eat food or drinks. Sometime I like to have coffee while I am on my laptop.

- More computers, better technology, and better policies regarding printing, i.e. a # of pages/semester instead of # of copies vs. 1 document.

- It makes no sense that we can print out a 100 page document for free, but if we print more than one copy of a one page document we have to pay. We need a new printing policy. For example, at other universities students are allowed a certain number of pages per month to print.

- Longer hours

- Allow areas for group study, food, etc.

- Open earlier to allow students to print, possibly get more computers.

- I can't stand the community kids who come in and use the computers. I have confronted the librarians and they said as long as there are computers for the students, they can stay, but if someone needs it the kids have to leave. I would like it if they did not come in at all.

- Expand selection of periodicals, books, and journals, especially for industrial/organizational psychology.

- I would like information about the library to find out if it would/could meet my needs. (Graduate Student)
UNH LIBRARY SURVEY

(Please do not write your name on this survey; if you have filled out the survey already please do not fill it out again. **Fill in the circles that apply (O).**

1) I am a……
   - Undergraduate Student
   - Graduate Student

2) How long have you been at UNH?
   - 1-2 semesters
   - 2-3 semesters
   - 3-4 semesters
   - 4-5 semesters
   - 5-6 semesters
   - More than 6 semesters

3) Are you a
   - Part time student
   - Full time student

4) What school do you belong to?
   - Arts and Sciences
   - Business
   - Engineering
   - Public Safety and Professional Studies

5) How often do you use the UNH Library?
   - Three times a week or more
   - About once a week
   - Every other week
   - Once a month
   - Once a semester
   - Never
# Please Fill in the Circles Corresponding to How Strongly You Agree with Each Statement.

<table>
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<tr>
<th>Statement</th>
<th>Don't Know</th>
<th>Don't Agree</th>
<th>Somewhat Agree</th>
<th>Agree</th>
<th>Strongly Agree</th>
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<td>6. The library staff is knowledgeable.</td>
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<td>7. The library is open long enough hours.</td>
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<td>8. The library’s selection of books meets my needs.</td>
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<td>9. I can find an open computer at the library when I need to.</td>
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<td>10. I can find an open cubicle or desk at the library when I need to.</td>
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<td>11. The library is quiet enough to allow me to concentrate.</td>
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<td>12. The library’s databases meet my needs as a student.</td>
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<td>13. The chairs in the library are comfortable.</td>
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<td>14. The periodicals and journals meet my needs as a student.</td>
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<td>15. The library’s website is easy to use.</td>
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<td>16. The library allows me to loan a book for a long enough period of time.</td>
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Please provide any suggestions that you may have about how the library can better serve your needs:
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