Library Services for
University of New Haven
Graduate Students
Revisited

David Salemme

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Executive Summary

Data was gathered at the University of New Haven to determine whether the handout entitled "Library Services for Graduate Students" is an effective method for familiarizing graduate students with the Marvin K. Peterson Library's resources. The handout has been sent to graduate students for the last two years. This report is intended to act as a follow up study, and seeks to evaluate how effective the handout is in regards to informing graduate students about the resources the library has to offer. The data that was collected also reveals how familiar graduate students are with each item on the handout, even if the students did not remember the handout. This information will also be considered.

The data was collected via survey. The survey was administered in graduate classes. Sometimes professors were contacted prior to the administering of the survey and other times they were not. An effort was made to represent each school at the graduate level equally. The questions on the survey consisted of three demographic questions, a question pertaining to how frequently the individual used the library, one question asking if the subject remembered receiving the handout, nine questions that related directly to the information on the handout, and finally a question asking how helpful the handout was (the answers to this question were contingent on whether the students remembered receiving the handout).

It was found that students who did remember receiving the handout felt that they were more familiar with the library's resources than those students who did not
remember the handout; only 25% of the sample remembered receiving the handout. Therefore, in order for students to take full advantage of the library, something has to be done to ensure that the graduate students read and remember the handout.

**Introduction**

Prior research from my predecessors indicated that there was a need to inform graduate students about the services that the Marvin K. Peterson Library has to offer. It was decided that graduate students would receive a handout after they decided to attend the University of New Haven that included this information. The handout was titled “Library Services for Graduate Students” and the goal of it was to inform graduate students of the resources at the library. The aim of today’s report is to evaluate how effective this handout is in educating graduate students about the library’s resources.

The evaluation of the effectiveness of this handout is deemed necessary because Hanko Dobi, Chief Librarian, seeks to successfully inform the graduate student population on what the library has to offer. The purpose of collecting and analyzing the survey data is to determine if the library is doing an efficient job in their attempts. This evaluation is also telling in regards to how familiar the graduate students are with the library and how often they use it.

If it can be determined how helpful the handout is for graduate students, then the library will be in a better position to make adjustments if need be. The library will also discover how familiar the students are with the different library resources independent from whether the handout was effective for them.
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 directly related to the information that was on the “Library Services for Graduate Students” handout. 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 a Likert scale would be appropriate for the last ten questions on the survey, and therefore it was altered once again.

The survey was then given to five graduate students to test whether the questions were clear in their intentions. Once it was decided that the questions were explicit it was administered to the graduate student general population. The survey was handed out to classes between October 10, 2005 and November 29, 2005.

Findings And Results

132 graduate students were surveyed. 43 of these students were in the School of Liberal Arts and Sciences, 24 were in the Business School, 38 were in the School of Engineering/Applied Sciences, and 27 were in the School of Public Safety and Professional Studies (see figure 1). 69 of the students that were surveyed had been at the University of New Haven for less than 1 semester. 9 were students between their first and second semester, 13 had been students between 2 and 3 semesters, and 41 students
who completed the survey had been students at the University of New Haven for more than 3 semesters (see figure 2). 103 full time graduate student and 29 part time students were surveyed.

Figure 1: Schools Represented
The following are the results of the survey.

How Often Do You Use the Library?

19.7% of the students surveyed reported that they never use the library, 11.4% use the library once a semester, 9.8% use the library once a month, another 9.8% use the library every other week, 22% use the library about once a week, and 27.3% of the students surveyed use the library three times a week or more (see figure 3). On average, students reported using the library about once every other week. Public safety and Professional Studies students reported using the library the most, with an average of just above once every other week, Engineering and Applied Science students used the library the second most at an average of once every other week, Business students used the library on an average of a little less than once every other week and Liberal Arts and
Sciences students reported using the library the least (see figure 4). Students that remembered the handout use the library on average about once every week and students that did not remember the handout use the library on average once every other week.

**Figure 2: Library Use of all Students**
Do You Remember Receiving Library Service Information at Open House or in the mail before your first year at UNH?

33 out of 132 people remembered receiving the survey. This translates into: 25% of the students surveyed said that they did remember receiving this information while 75% reported that they did not remember receiving this information (see figure 5). 54% of the students that remembered the survey were in the School of Engineering/Applied Sciences, 18.2% were in the Business School, 15.2% were in the School of Public Safety and Professional Studies, and 12.1% were in the School of Liberal Arts and Sciences. 72.7% of the students that remembered the survey were in their first semester, 18.2% had been at the University of New Haven for more than three semesters, 6.1% had been at the university between two and three semesters, and 3% had been at the university between one and two semesters (see figure 6). 31 of the students that remembered receiving the
handout were full time students, leaving two part time students that remembered the handout.

Figure 4: Do You Remember the Library Handout?
Figure 5: Do Your Remember the Library Handout?

The following items were scored on a Likert scale, the options were as follows: strongly agree, agree, somewhat agree, don't agree.

The “Library Services for Graduate Students” handout that I received before my first year helped me become familiar with the Peterson Library.

Of the 33 people that remembered receiving the handout 3 of them strongly agreed with this statement. 12 of them agreed, 8 somewhat agreed, and 10 did not agree (see figure 7).
I know how to find out if the library has a specific database.

20.5% of the 132 students surveyed strongly agreed with this statement, 34.8% agreed, 23.5% somewhat agreed, and 21.2% did not agree (see figure 8). Of the 33 students that remembered the handout 33.3% strongly agreed with this statement, 42.4% agreed, 21.2% somewhat agreed, and 3% did not agree (see figure 9).
Figure 7: I know how to find out of the Library has a Specific Database (all students surveyed)

Figure 8: I know how to find out if the Library has a Specific Database (students that remembered the handout)
I know how to access the databases that the library has outside of the library.

21.2% of the 132 students surveyed strongly agreed with this statement, 27.3% agreed, 24.2% somewhat agreed, and 27.3% did not agree (see figure 10). Of the students that remembered receiving the handout 30.3% strongly agreed, 24.2% agreed, 39.4% somewhat agreed, and 6.1% did not agree (see figure 11).
Figure 9: I know how to access the databases that the library has outside of the library (all students surveyed)

Figure 10: I know how to access the databases that the library has outside of the library (students that remembered the handout)
I am familiar with the interlibrary loan service.

3% of the 132 students strongly agreed with this statement, 16.7% agreed, 18.9% somewhat agreed, and 61.4% did not agree (see figure 12). Of the students that did remember the handout 9.1% strongly agreed with this statement, 18.2% agreed, 12.1% somewhat agreed, and 60.6% did not agree (see figure 13).
Figure 12: I am familiar with the interlibrary loan service (all students surveyed)

Figure 13: I am familiar with the interlibrary loan service (students that remembered the handout)
I know how to access the guides for different writing styles and subjects from the library.

2.3% of the 132 students surveyed strongly agreed with this statement, 15.2% agreed, 28.8% somewhat agreed, and 53.8% did not agree (see figure 14). Of the students that did remember the handout 3% strongly agreed with this statement, 15.2% agreed, 36.4% somewhat agreed, and 45.5% did not agree (see figure 15).
Figure 14: I know how to access the guides for different writing styles and subjects from the library (all students surveyed)

Figure 15: I know how to access the guides for different writing styles and subjects from the library (students that remembered handout)
I am familiar with how I receive overdue book notices from the library.

1.5% of the 132 students surveyed strongly agreed with this statement, 12.1% agreed, 21.2% somewhat agreed, and 65.2% did not agree (see figure 16). Of the students that did remember the handout 3% strongly agreed with this statement, 21.2% agreed, 39.4% somewhat agreed, and 36.4% did not agree (see figure 17).
Figure 16: I am familiar with how I receive overdue book notices from the library
(all students surveyed)

Figure 17: I am familiar with how I receive overdue book notices from the library
(students that remembered the handout)
I am aware of the different ways in which I can renew books.

3% of the students surveyed strongly agreed with this statement, 15.9% agreed, 23.5% somewhat agreed, and 57.6% did not agree (see figure 18). Of the students that did remember the handout 9.1% strongly agreed with the statement, 33.3% agreed with it, 36.4% somewhat agreed, and 21.2% did not agree with the statement (see figure 19).
Figure 18: I am aware of the different ways in which I can renew books (all students surveyed)

Figure 19: I am aware of the different ways in which I can renew books (students that remembered the handout)
I am familiar with the library website.

22.7% of the students strongly agreed with this statement, 45.5% agreed, 16.7% somewhat agreed, and 15.2% did not agree (see figure 20). Of the students that did remember the handout 39.4% strongly agreed, 45.5% agreed, 12.1% somewhat agreed, and 3% did not agree (see figure 21).
Figure 20: I am familiar with the library website (all students surveyed)

Figure 21: I am familiar with the library website (students that remembered the handout)
I am aware that the Peterson Library is a partial Government Depository that receives a third of all U.S. Government documents.

2.3% of all students surveyed strongly agreed with this statement, 10.7% agreed, 16% somewhat agreed, and 71% did not agree (see figure 22). Of the students that did remember the handout 9.4% strongly agreed with this statement, 21.9% agreed, 18.8% somewhat agreed, and 50% did not agree (see figure 23).
Figure 22: I am aware that the library is a partial Government Depository that receives some U.S. Government documents (all students surveyed)

Figure 23: I am aware that the library is a partial Government Depository that receives some U.S. Government documents (students that remembered the handout)
I am aware that the Peterson Library has a book sale table and shelves.

16.7% of all students surveyed strongly agreed with this statement, 18.2% agreed, 13.6% somewhat agreed, and 51.5% did not agree (see figure 24). Of the students that did remember the handout 45.5% of them strongly agreed with this statement, 18.2% agreed, 15.2% somewhat agreed, and 21.2% did not agree (see figure 25).
Figure 24: I am aware that the Peterson Library has a book sale table and shelves
(all students surveyed)

Figure 25: I am aware that the Peterson Library has a book sale table and shelves
(students that remembered the handout)
Discussion

Remembering the "Library Services for Graduate Students" handout is significantly correlated with how familiar students are with the information that is provided on it with the exception of knowledge pertaining to interlibrary loan services, and accessing the guides for different writing styles. A One-Way Anova test was run using whether the students remembered the handout or not as the factor, and then testing for each response to how strongly the students agreed with each question pertaining to library resources. All of the F statistics were significant at the .05 level with the exception of the two mentioned above.

Even though out of the 33 people that remembered the handout only 3 strongly agreed and 12 agreed that it helped them in becoming familiar with the library, it appears that remembering the handout is a strong indicator of how familiar they are with the library's resources. The fact that they remembered it was considered above whether they felt it was helpful because these students may have retained some information from the handout without realizing it.

The Likert scale that was used to measure the last 10 questions of the survey ranged from strongly agree to don't agree. A 1 would translate into don't agree and a 4 would translate into strongly agree; as the score increases the student is indicating he or she is more prone to agree.

Students that did not remember the handout were most familiar with how to find out if the library has a specific database and the library's web site. The mean score for this group's familiarity with finding the databases was 2.37 and their mean score for
familiarity with the library's website was 2.61. These students were least aware that the Peterson Library is a partial Government Depository, with a mean score of 1.29, and how they receive overdue book notices, with a mean score of 1.36.

The students that did remember the survey were more familiar on average with each item that appeared on the handout compared with the students that did not remember the handout. The students that did remember the handout were least familiar with the interlibrary loan service and how to access the guides for different writing styles. Both of these means were 1.76. These students were most familiar with how to find out if the library has a specific database and the book sale. These means are 3.06 and 2.88 respectively.

The mean for all of the students that did not remember the handout, pertaining to how strongly they agreed with how familiar they were with the resources that were listed on the handout, was 1.8. This is just below the somewhat agree option on the survey. For the students that did remember the handout the mean score across all 9 questions was 2.2. This is just above the somewhat agree option.

It was speculated that how often the students use the library would affect how familiar they were with its resources, therefore this factor was controlled for. The two factors that showed no correlation before with remembrance of the handout still did not show a correlation. Now, however, controlling for library use and testing for a correlation between each item relating to the list of resources on the handout and remembering the handout showed different results. How to find specific databases, how to access databases outside of the library, and the library website were not significantly correlated with remembering the handout. The items that were significantly correlated
with remembering the handout while holding library use constant were familiarity with overdue book notices, different ways in which books can be renewed, Marvin K. Peterson Library as a partial Government Depository, and the book sale.

Remembering the “Library Services For Graduate Students” handout is significantly positively correlated with library use. It is moderately positively correlated with a Pearson R of .359 that is significant at the .05 level. This finding is important because not only is remembering the survey correlated with familiarity of the library, but also with use of the Marvin K. Peterson Library.

There are some limitations to this study that should be discussed before any recommendations are made. The amount of people represented in each school was not equal, neither was the amount of time that students have been at the university. Lastly, some students that have been at the university for over three semesters may have not received the handout if they have been at the university for over 2 years.

**Recommendations**

The data shows that the students who remembered the “Library Services for Graduate Students” handout were more familiar with all of the library’s resources compared to those students who did not remember the handout. It is also evident that only 25% of the graduate students surveyed remembered the handout. Therefore, even though the survey is effective, many students do not remember it and thus it does not have an impact. There needs to be a method so that students will remember the survey
better. One recommendation is that the handout be given to students the first day of class instead of months before they have a need for the library. Students that accept the offer of admittance to the University of New Haven receive this handout in the months before they start school. This lag in time and lack of urgency may cause students to disregard the handout or forget about it entirely.

Another recommendation is that the handouts be made available in the library for students that do use the library but are not aware of all the resources that it has to offer. If students have access to the handout when the information is most pertinent then they may have a tendency to remember the information better and become more familiar with it.

Finally, a brief library orientation may be effective. This may include a librarian talking with groups of graduate students to familiarize them with the resources available. A sign up sheet may be formed for different dates so that students who do want to learn about the library through this medium may do so. These recommendations are based on the fact that familiarity with the library and use of the library are correlated with remembering the "Library Services for Graduate Students" handout. If the library does a better job ensuring that students remember the handout (or orientation) students should become more familiar with the library and use it more often.
LIBRARY SERVICES FOR GRADUATE STUDENTS

The mission of the Peterson Library is to provide access to collections and facilities of the highest possible quality in support of the teaching, learning and research goals of the University community.

This handout is intended to give UNH graduate students an overview of library services that support their learning endeavors. If you are new to the UNH Library, you can find an introduction to basic library operations in the Guide to the Marvin K. Peterson Library, available in the Library, or on the General Information page of the Library’s web page.

**Did you know that many Library resources are available 24/7?**

- You can access library resources from off-campus via the Peterson Library’s web site at [http://library.newhaven.edu](http://library.newhaven.edu)
- You can renew books and check on your library account via the Library homepage. The link to Renew Books and View your Library Account can be found under Library Catalog.
- If the Library does not own what you need, we can usually get it for you through our Interlibrary Loan Service, which is also available via the web site. The ILL form is found above the list of databases obtainable via the Proxy Connection.
- Your Student ID card is used as your Library Card and the ID number allows you access to online databases, your library account, as well as to full text electronic journals. (When you click on Proxy Connection on the Library homepage you will be required to ‘sign in’ with your ID card number {the sixteen-digit number on the front of your card}. All of this is accessible 24/7.
- You will receive library notices (overdues, holds filled and ILL requests) via email. If you prefer, we will call you to let you know when ILL material has arrived.
- Examples of the databases available for research are LEXIS/NEXIS (Academic & Statistical Universe), Lexi-Comp Online for Dentistry, PsycArticles, GeoRef, Hoover’s Online, CCH, Conference Board, Criminal Justice Periodicals and Education Journals. A complete list of databases is available via the Proxy, including an Alphabetical List and a Subject List.
• The Library homepage provides a number of guides and informational handouts on many subject areas, as well as suggestions on how to begin your research. For example, writing style guides (APA and Chicago/Turabian), subject guides (Criminal Justice, Engineering Resources, National Security Resources and Business Information) plus hints on finding biographical information, government documents, also Federal and State laws.

• To determine if the Library has a journal use the link to “Journals at the MKP Library.” This list will locate specific journals online in full text, or in the library in print or micro format.

**Library facilities and resources**

The Marvin K. Peterson Library has more than 300,000 volumes and receives over 1,000 periodicals. Newspapers, pamphlets, maps, videos and some CDs are available for use in the library. Many older newspapers, journals and annual reports are available via microform. In addition, the Library offers racks of paperbacks for ‘leisure reading’, should you find some free time. You are also welcome to browse our Book Sale table and shelves for items of interest.

Study carrels, tables and comfortable seating are available throughout the three floors of the Library. When the library is closed, there is a book drop around the rear of the building where books can be returned. When we are open, feel free to simply place books to be returned in the slot at the Circulation Desk.

The Peterson Library is a partial Government Depository, which receives over a third of all U.S. government documents. Many are available directly via links in the Library’s Online Public Access Catalog (OPAC). OPAC will allow you to search the Library’s collection of books, journals, videotapes and microform material that will be useful in your studies.

While some material is cataloged as Reference and cannot be removed from the library, we do have photocopy machines for your use. You may also find that your professor has placed material on Course Reserve, in order to limit access to students in a particular class. You can find exactly what your class may have in Course Reserve by doing a search via the Library homepage. In many cases this material can be charged out for only a limited period. As in the case of Reference material, Course Reserve items can be photocopied on the premises.

If you discover that you need material from other libraries, our Interlibrary Loan Department will do all they can to retrieve either books or magazine articles for you. While we try to get the material quickly, please realize that it may take up to two to three weeks in some cases to get a book. Articles can generally be retrieved in a matter of days.

Never hesitate to ask for assistance while in the Library, our staff is here to aid you in your studies. If you can’t get to the Library, you are welcome to call the Information
Desk at 203-932-7189, during regular Library hours, or e-mail your question through the link on the Library’s homepage.

Computers in the Library

The Peterson Library has over thirty Dell computers for use by our students. These new terminals have been loaded with Microsoft Office 2000 that will allow students to use Microsoft Word, Excel, Access and Power Point. The computers also have shortcuts giving you direct access to the electronic databases.

The entire library is a UNH wireless zone. In addition, there are 130 network connection boxes on the walls and columns near individual carrels and desks that allow you to plug in your laptops directly to the UNH network. They are located on all three floors. All you need is an ethernet card and network cable to connect to the campus network.
Appendix II

UNH LIBRARY SURVEY
For Grad Students
(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. How long have you been a student at UNH?
   - O Less than 1 semester
   - O Between 1-2 semesters
   - O Between 2-3 semesters
   - O More than 3 semesters

2. What school is your grad program in?
   - O Liberal Arts
   - O Business
   - O Engineering/Applied Science
   - O Hospitality & Tourism
   - O Public Safety & Professional Studies

3. Are you a
   - O Part time student
   - O Full time student

4. How often do you use the UNH Library?
   - O Three times a week or more
   - O About once a week
   - O Every other week
   - O Once a month
   - O Once a semester
   - O Never

5. Do you remember receiving Library Service Information at Open House or in the mail before your first year at UNH?
   - O Yes
   - O No
**PLEASE FILL IN THE CIRCLES CORRESPONDING TO HOW STRONGLY YOU AGREE WITH EACH STATEMENT.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Somewhat Agree</th>
<th>Don't Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. I know how to find out if the library has a specific database.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>7. I know when and how to access the databases that the library has outside of the library.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>8. I am familiar with the Interlibrary Loan Service.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>9. I know how to access the guides for different writing styles and subjects from the library.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>10. I am familiar with how I receive overdue book notices from the library.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>11. I am aware of the different ways in which I can renew books.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>12. I am familiar with the library web site.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>13. I am aware that the Peterson Library is a partial Government Depository which receives a third of all U.S. government documents.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
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<tr>
<td>14. I am aware that the Peterson Library has a book sale table and shelves.</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>15. The Library Services for Graduate Students handout that I received before my first year helped me become familiar with the Peterson Library.</td>
<td>O</td>
<td>O</td>
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