Student Technology Satisfaction Report of the Marvin K. Peterson Library

Fall 2011

By Mark Schnathorst
# Table of contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Summary</td>
<td>3</td>
</tr>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td>Methodology</td>
<td>4</td>
</tr>
<tr>
<td>Findings and results</td>
<td>5-13</td>
</tr>
<tr>
<td>Discussion</td>
<td>14</td>
</tr>
<tr>
<td>Appendix A: Responses to open ended questions</td>
<td>17-55</td>
</tr>
<tr>
<td>Appendix B: Library technology survey</td>
<td>56</td>
</tr>
<tr>
<td>Appendix C: Breakdown of responses for Undergrad and Graduate students</td>
<td></td>
</tr>
</tbody>
</table>
UNH Library – Technology Satisfaction Survey

Executive Summary

This evaluation was conducted to determine how satisfied students are with the current technology offered, what the library can do to improve them and what new technology the Marvin K. Peterson Library should offer in the future. The study collected the relevant data through an online survey which was distributed by email to the student population at the University of New Haven. The 704 participants of the survey included both graduate and undergraduate students.

After analyzing the results of the survey, it seems most students are relatively satisfied with the current technology offered. The vast majority of the respondents to the survey were either neutral, somewhat satisfied, satisfied or very satisfied. Still, by looking at the responses, it is apparent that students are more satisfied with some aspects of the library’s technology services than others. For example, the highest dissatisfaction scores on the survey were for the library’s printing services and desktop computers, while technical help from the staff and student workers, borrowing laptops, and E books received very few dissatisfaction scores. Slowness and lack of availability were common complaints about desktop computers and being too expensive was the common complaint about the library’s printing services.

The survey also shows frequency of use, and by looking at the data, we can see that the desktop computers and printing services were by far the most frequently used technology
services. As for what new technology services the library should offer in the future, the ability to rent iPads (8 suggestions) and offering more scanners (7 suggestions) were the most common technology suggestions by students. The ability to rent DVD movies, music, Adobe Photoshop for desktop computers, printing wirelessly from personal laptops, and more power outlets were suggested as well.

**Introduction**

For the typical college student, technology is ubiquitous and usage is very frequent, so it is important to know how well the technology services at the library meets the needs of its students. To accurately determine what those needs are, the library needs feedback from students. One method is a questionnaire asking students about their preferences regarding technology. The students at the University of New Haven were surveyed on how satisfied they are with the library’s current technology services and were asked what new technology the library should offer. Discovering this information is important, as it allows the library to know which of these technology services have low satisfaction scores and what the library might do to improve them. Also, asking students what new technology the library should have in the future helps the library effectively use its limited funding by providing technology resources that people most desire. The information gained from this survey should help the Chief Librarian, Hanko Dobi decide what changes are needed regarding the technology services in the library.

**Methodology**

The survey used in this evaluation, which appears in Appendix B, was designed by the graduate assistant with helpful suggestions by the Chief Librarian, Hanko Dobi. The participants
were asked whether they are graduate or undergraduate, how often they used the Marvin K. Peterson Library and questions regarding the technology services offered at the library. More specifically, the survey asked about the following library technology services: desktop computers, laptops, printing services, research journal database access, E books and technical help from library staff. An open ended question about what the library can do to improve these services was asked for each of these questions as well. The end of the survey included a question where students could list any new technology service they want the library to offer in the future. Continuous drafts were sent to Hank Dobi to make sure that survey was aligned with the library’s strategic goals. She made sure that the questions were unambiguous, free of spelling errors, were related to technology satisfaction and made suggestions for revisions. When all the revisions were finalized, the survey was activated on November 14, 2011 through the website www. Qualtrics.com and sent to the student population through the email distribution list. The survey was closed on December 14, 2011.

**Findings and Results**

A total of 704 students were surveyed for this evaluation, 594 of these students were undergraduates and 110 were graduate students. The results of this evaluation are shown below.
84% of students were undergraduates and 16% percent were graduate students.
3% of students never use the library, 13% use it less than once a month, 10% use it once a month, 22% use it 2-3 times a month, 13% use it once a week, 21% use it 2-3 times a week, 10% use it 4-6 times a week and 8% use it daily.

86% of students have used a desktop computer at the library and 14% have not.
2% of students are very dissatisfied with the desktop computers, 2% are dissatisfied, 8% are somewhat dissatisfied, 13% are neutral, 20% are somewhat satisfied, 40% are satisfied and 14% are very satisfied.

79% of students have used the printing services at the library and 21% have not.
4% of students are very dissatisfied with the printing services, 4% are dissatisfied, 7% are somewhat dissatisfied, 15% are neutral, 16% are somewhat satisfied, 34% are satisfied and 20% are very satisfied.

29% of students have borrowed laptops from the library and 71% have not.
2% of students are very dissatisfied with the library laptops, 2% are dissatisfied, 2% are somewhat dissatisfied, 46% are neutral, 8% are somewhat satisfied, 26% are satisfied and 15% are very satisfied.

38% of students have asked the library staff technical questions and 62% have not.
1% of students are very dissatisfied with the staff technical help, 1% are dissatisfied, 1% are somewhat dissatisfied, 35% are neutral, 11% are somewhat satisfied, 27% are satisfied and 24% are very satisfied.

12% of students have asked the library student workers technical questions and 88% have not.
1% of students are very dissatisfied with the student workers help, 0% are dissatisfied, 0% are somewhat dissatisfied, 70% are neutral, 5% are somewhat satisfied, 13% are satisfied and 10% are very satisfied.

78% of students have accessed the library’s online research journal database and 22% have not.
2% of students are very dissatisfied with the library’s online research journal database, 3% are dissatisfied, 4% are somewhat dissatisfied, 13% are neutral, 22% are somewhat satisfied, 36% are satisfied and 20% are very satisfied.

10% have read E books from the library and 90% have not.
1% of students are very dissatisfied with the E books from the library, 2% are dissatisfied, 1% are somewhat dissatisfied, 69% are neutral, 8% are somewhat satisfied, 11% are satisfied and 9% are very satisfied.

Discussion

After analyzing the results, it is apparent that many students often use the library, as 74% of them use it at least 2-3 times per month or more. By far, the most commonly used technological resources in the library were the desktop computers with 86% usage and printing services with 79% usage. The technological resource that was the least used was the E books with only 10% of participants indicating they have used this service. By looking at the open ended questions, it seems a large number of students were unsure how to access the E books, which is probably why usage is so low. Surprisingly enough, it seems the library staff were asked more often about technical questions than the student workers. 38% of students have asked the library staff technical questions, while only 12% have asked these questions to the student.
workers. This may be because there are simply more library staff than student workers working at the library.

The majority of respondents indicated they were neutral in satisfaction for the E books, student workers technical help, library staff technical help, and borrowing laptops from the library. After neutral, the most common response was somewhat satisfied, satisfied and very satisfied. Very few respondents said that they dissatisfied. This indicates that the majority of students are satisfied or did not have a strong opinion on these technology services.

The majority of responses to desktop computers, printing services and online research journals showed that most people were satisfied. However, although small, these three technology services did have the highest dissatisfaction scores, so they need the most improvement. 15% of respondents said they were somewhat dissatisfied or worse for the library printing services, 12% for the desktop computers and 9% for online research journal access. By looking at the responses to the open ended questions about these topics, the most common complaints were slowness, lack of availability for desktop computers, printing being too expensive and finally the research journals are disorganized, confusing and don’t offer enough journals.

To help the library know what new technology it should offer in the future, an open ended question asked participants to list any new technology service they would like the library to have. The two most common responses to this question were being able to rent iPads with eight suggestions followed by more scanners with seven suggestions. Other less frequent new technology suggestions included the ability to rent DVD movies, music, Adobe Photoshop for desktop computers, printing wirelessly from personal laptops, and more power outlets.

**Recommendations**
To improve the technology services at the library, it is recommended that the three technology services with the most dissatisfaction scores (the library’s desktop computers, printing services and research journals) be given top priority for improvement.

Since the library’s printing services had the highest dissatisfaction scores, it is in the most need of improvement. By the looking at the open ended questions, the majority of people complained about printing being too expensive and some suggested free printing. While free printing would not be recommended, as that will encourage wasteful use of paper, lowering the price per paper for printing, especially for color printing, and/or putting more printing dollars on student cards will greatly improve satisfaction for this service.

Another technology service that needs improvement would be the desktop computers. Since lack of availability is a very common complaint about the desktop computers, adding more computers would greatly help to improve the satisfaction for this service. If it is not feasible to add more desktop computers, another potential solution might be allowing specific computers to be used only for academic purposes, when all the computers are full. As for the complaint about the computers being too slow, upgrading and updating the computer’s software and hardware will most likely improve their performance.

The research journal database is also in need of improvement as it received relatively high dissatisfaction scores. Most people complained about it being too difficult to find the journal they’re looking for, as the database is too disorganized and it doesn’t offer enough journals. It would be a good idea to offer more journals and redesign the database to make it more user friendly to improve satisfaction for this service. It also seems that very few students have read E books from the library; this is most likely because most people are unaware of how
to access them. It is recommended that library publicize its E books collection more. For example, perhaps a link from library website can advertise about some of the library’s E books.

As for what new technology the library should acquire in the future, I-pads would be my top recommendation for three reasons. First, it was the most popular suggestion by students. Second, I-pads have a longer battery life than laptops, so there will be less people using outlets and third, they will help ameliorate the desktop computer availability problem as more people will use I-pads instead of desktop computers. It is also recommended that library get an additional scanner as that was the second most common suggestion by students. Getting Adobe Photoshop for the desktop computers, DVDs, music, ability to print wirelessly from personal laptops and outlet power strips would be recommended as well, as all of these services were suggested although somewhat less frequently.

Appendix A

UNH Library Technology Satisfaction Survey: Open ended questions.

How can we improve the library’s desktop computers?

Find a way to make the computers a little faster, but other than that they are great!
There are never any open computers.

More computers

Have faster "print only" computers available.

Availability is horrible!

The library desperately needs more computers. It's always a fight just to find a computer to use in the library, which in turn makes accomplishing homework assignments very unsuccessful

Most of the time all of the computers are in use, so I usually have to go down to the CLR computer lab. I would really like to see more desktop workstations if possible.

You really should have way more computers available for a student body this size. And if that's not feasible, there should be AMPLE study space for student to work on their own laptops with

The main computers are about average so I can't complain much about them. The designated printing computers are terrible though. They are extremely slow and are on an older operating system with software that makes some items incompatible and unable to print.

AMPLE outlets available for laptop use. I hate going to the library because there is usually no computers available and when I want to study I can never find space that accommodates

Help laptop usage by providing outlets.

Get up to date computers that can run efficiently, have computers that are only open for academic purposes only
Make them faster. And should make a rule that library chairs should be used unless using the computer.

Old windows operating systems, slow internet connections, and a lack of software, such as Photoshop in many of the desktop PCs in the library

Very good.

Windows needs to be updated regularly. Nothing worse than sitting down in front of a computer to then sit through over 20 minutes of updating.

Documents often get lost if not saved to desktop.

More computers available

There needs to be more desktop computers available for student use.

Establish one or two permanent computer systems on the third floor.

The internet is a little slow

It's always difficult to obtain a computer. The wait time is always so long.

The computers used just for printing are really slow and the computers run like they’re really bogged down

THEY’RE SO SLOW

Provide more computers & a better printing system. Far too often have I had somebody walk off with some of my pages.

Slow computers

Speed internet with ability to print and watch videos

More programs need to be compatible with the mac

Not enough computers.

More computers are needed.
Too few computers available. Plus, many students use them for watching videos on YouTube when some people need them for schoolwork.

Sometimes the computer needs to restart to update and it can be frustrating.

It's great. Need a few more computers though.

Update the software which needed always and let the IT persons check.

It's good.

Computers are very slow.

I believe that the library needs to have more computers. Many times when I go to the library, all of the computers are occupied.

The computers are very slow.

More computers.

The computers always seem to be full! It can difficult to find a spot.

The windows PC’s take way too long to start up.

Make them faster and not difficult to use.

It would be nice if it ran a little faster.

The computers are always randomly updating.

More computers available.

Computers are not enough for students use. Expansion is needed for the library because it is small.

The “print only computers” are EXTREMELY SLOW.

Updates should be made to desktop computers during times that the library is not open.

More computers.
I ran to the bathroom once and another student had moved all of my stuff and started using my computer. Maybe have an in use sign. Also, have a limit of hours you can use a computer. Some students sit there for the entire day. This doesn't allow students who really need the computer to be able to use it. Also, it would be good to have an attendant making sure people are actually working or using the computers rather than just sitting there to use the desk. If they aren't using the computer, the basement and the upstairs have places to study.

Try to police the people who sit in front of computers while using their laptops.

Newer versions of Microsoft should be used.

Provide more space

Adding more computers

Possibly add more desktop for usage

There are not enough computers to satisfy the need of students. Sometimes, I go in there just to print something out and there is not one computer available and I do not feel like taking out a laptop.

Even with the lack of computers, most of them break down often making even less usable ones. We pay a lot of money as students, use it to purchase computers and put some upstairs and downstairs!

More computers!

There is often a long wait for computers and the computers are in the need of updating with a forced reboot to complete which slows them down once you have access to them.

It's crowded, and there aren’t enough computers most of the time that I'm there.
When I log onto the computer it takes a while to log in. Maybe it takes time to get all my information but it's just one of the things I noticed.

Add more desktops or block social media websites to promote productive work

Make mac stations

Improve log on waiting time

Usually all of the computers are taken, and I rent a laptop.

better operating system

More computers!!

Newer computers and more of them

There are never enough computers during the day.

There are rarely any computers open for use making it extremely difficult to print or do anything else.

I really like that the Macs have Microsoft Office on them, but it would be really nice if the Mac computers had the iWork program.

The library needs more computers and sometimes the internet is slow.

The computers are often running very slowly.

As a graduate student it is unfortunate when I need to use the computers and there are undergrads playing games and searching facebook. The computers should have some sort of Monitoring so that students who really need the computers to do work may do so.

The computers constantly need to update and restart. Annoying because restarting it takes like 20 minutes for all the updates to complete.

More computers
if possible putting the adobe creative suite on the computers so graphic design students
have multiple areas to go and work

They are so old and so damn slow... terrible.

Have the computers update overnight or something so all the computers can be available
for student use during the day.

There are not enough computers available for the number of students that use them.
Every time I use a desktop there is either only one or two available or none. If there are
none available at the time I arrive it has taken up to 30 minutes for me to get on a
computer.

It’d be nice if we could expand the library and have more computers since the
international students are always filling up the library.

have more desktops but have some that are only used to go onto the internet and print
stuff out and not for doing actual work on, the two computers that are used for this
already don’t have access to the internet and most people email themselves their work so
these two computers aren’t getting used a lot.

I have to go to the library at 7am to get a desktop computer. Far too often students use the
desktop "cubby" for a place to do work or place their laptop, when the computer is
actually not in use. These students need to be told to go to another floor to use table space
there and not take up space in front of a desktop.

Put a time limit on the use of the computers. Many times I have been waiting to use a
computer only to see people just sitting at a desk or doing something useless like
Facebook.

More desktops available
Most of the time it is hard to find an open computer.

Some computers are faster than others, if they run on a uniform speed that would be better.

The computers are pretty slow to boot up and usually all taken, but they work fine otherwise.

Get up to date computers that can run efficiently, have computers that are only open for academic purposes only.

Logon and printing procedures could be posted at the computer stations just by tacking up a piece of paper. That would save some confusion.

Computers are often slow or don't work.

The library desperately needs more computers. It's always a fight just to find a computer to use in the library, which in turn makes accomplishing homework assignments very frustrating.

We need access to more computers in the library and should find a way to cut down on social media use.

Faster boot-up would be nice.

They are perfect.

Upgrade to Windows 7.

More and better computers. It is always packed in there.

The computers have a somewhat slow start up.

There wasn't enough availability. I felt crammed.

They need to be faster.

Keep the computers up to date so they don't randomly restart to install the software.
there are rarely enough computers available, and it gets very frustrating when the people
on the computers are clearly not doing schoolwork on them
The computers are very slow, take a long time to load and are often busy for large
amounts of time. It’s unfair.
I've had Microsoft Word crash on me in the middle of my work twice this trimester. It
would be less frustrating if there was a way to ensure this didn't happen.
Maybe faster internet
it is up to the student (who never does) to update system, which takes forever
More computers
Old windows operating systems, slow internet connections, and a lack of software.
Make it faster
There are not enough computers for the amount of students that come to the library every
day
A library should never be full. We need a bigger space and more computers. Put
computers on the upper levels if possible.
Not enough computers, so finding one to print from is very hard.

How can we improve the printing services at the library?

Color printing is too expensive
It's very hard to get in to print during the day, so possibly allowing laptops and desktops in dorms to connect to the printers at the library if someone only needs to print something.

Give more printing money

Give more printing cash or make the printing cheaper and make the desktop computers faster

Have the number of pages left on our account not dollar amount

Put a sign up telling students which printer name to use for printing.

Too expensive!

Limit how many pages can be printed during peak library hours. I have often been at the library and there has been a line at the printer because someone printed over 100 pages. It then took another 5 minutes for someone to put more paper in the printer.

Way too expensive for black and white

To not charge students so much or charging at all for printing; especially colored printing.

Printing should be free. 8 cents a page is absolutely ridiculous, especially when you are trying to do research and print out articles, etc. At my other school we had free black and white.

Double sided printing. Charging for it is ridiculous.

Printers are fast easy but the card swipers always give me problems

More printing dollars

I ran out of printing cash halfway through the semester because of the color pictures in my lab reports i have due every week. not enough money
Half the time they don't print. You have to hope you get a computer that is connected to the printer or else you have to close everything and log out and then log in on another computer and hope that one is connected.

Provide more computers & a better printing system. Far too often have I had somebody walk off with some of my pages.

Black & white prints plus color with high quality

You do not put the initial $12 for printing on a student's card until it is asked for. This means the funds may not be available until after the student needs to print.

Cheaper printing is always better.

Free printing?

The printers go offline a lot. Not so much anymore as they have in previous years, but it can be really frustrating.

Have color prints less than $0.50 per sheet

I don't think we should be paying to print

Nothing, very satisfied

We shouldn't have to pay

Sometimes there is some wrong with the machine so we can't print

I really miss when printing was free

More printers

I don't think it can be improved

Go back to free printing

Money left over from printing balances should be transferred to the following semester because many students have to complete many homework assignments and/or papers that
need to be printed out and it's not right that we have to pay out of pocket if we finish our printing money. We PAY enough to go to this school and it's ridiculous we have to pay to print out homework that needs to be mandatorily submitted.

Great service

put a photo printing machine in library

It costs money. Not a lot, so there isn't really much ground for me to stand on, but I don't like spending money.

Stop having to send email, it’s a ridiculously tedious process

It should be cheaper

PAY TO PRINT!

More devices are needed and can be called as copying center in a separate section which must include about 4 scanners at least.

So far this year there have been several instances where the printers were not working, or needed maintenance.

Very confused on how to work it. Should be a guide on how to print.

I understand the going green aspect of printing, but 8 cents a page is ridiculous especially when we only get about $16.00 in printing money. I can go through it like candy.

Color printing is SSOOOO expensive

used up all my printing credits because the printer wouldn't print my document, it kept freezing & starting from the beg once it was unjammed

The process of adding money to the print card for off-campus students was confusing and more complicated than it needed to be. It would be nice to be able to do cash prints or credit card
prints right at the machine without the student ID "middle-man"

It's a pretty good service.

Don't seem to have too much of a problem, but the amount of money they give student each semester for printing is a complete joke.

More printing dollars are required

Sometimes the printers are too delayed

It would be nice if each computer could just print the jobs directly from the computer you are on instead of needing your ID card to swipe at another computer. If you keep the ID swipe then there should be a way to cancel a job after you swipe your ID and see there was a mistake.

Give us more free printing dollars

I ran into the problem that the printer couldn't handle what I was printing since the whole page had color so it was using up too much black toner. The woman I spoke to told me there was a way to lighten it so it wouldn't use so much toner but she didn't tell me how to do it. If there were instructions or something on how to do it, that would be really helpful. I definitely don't want to be wasting toner when I don't need to be

Explain to freshman how the printing system works because it took me a few tries to get the hang of it

have a computer or two that is permanent logged in, has access to the internet (in case a student does not have a flash drive) so that they can print

I never have enough printing dollars to last the semester I usually run out 2 months before the end of the semester :(

Not free
Again...sloooooow

The copy machine should run on campus card, not dimes. No one has dimes.

more printers

free printing

More Printing money- It runs out too quickly when you have to print out powerpoints and long papers/lab reports for classes!

Change the initial setting choice from 'print front back' to 'print one-sided'

We should have more printing funds each semester!

Cheaper printing

More money for printing please!

The printers are great, but color printing is expensive!!

Copiers were pretty old.

A print only computer would be nice near the release stations so we could avoid trying to find an unused computer.

Have more printers

The system is not user friendly if you are not a person in your twenties, and the staff is very unhelpful in this area

More printers

Make the color printing a little bit cheaper

Always busy

The printers are very slow and sometimes only print one page at a time when a multiple page print job is needed.
I once paid for 9 pages to print but the toner ran out so I had to pay again things like running out of toner should be obvious to the people using it so that they don't have to double pay

Receive more printing money or go back to free printing.

it's fast, but i don't like the limit on printing (three copies of my thesis practically takes up my whole limit!); the print-only computers run way too slowly to be used effectively

Free printing!!

Perhaps a wifi connection to the printer so we can print from our own laptops.

I feel as though the printing services are great!

8 cents a page? at most colleges black and white printing is free and unlimited, or at the very least a reasonable allowance of free printing

Update the computers for only printing.

Too expensive to print!

I'm pretty satisfied with it.

Maybe supply one or two more printers for the amount of computers on the main floor.

Print cost is expensive.

Never enough money, the prices are ridiculous

I wish we didn't have to pay for the printing, but I understand it's necessity since people would print too much.

Colorful printer is too expensive.

Wireless printing from our personal laptops

Bring back free printing

Printing should be free! My tuition is high enough.
More cash

Printing can be expensive and printers have jammed multiple times.

The printers aren't always working, and there are never any signs that say which ones are or aren't working.

Make printing cheaper

It would be nice to have a printer where we can scan multiple pages of hardcopies at once. The existing scanner can only scan 1 sheet at a time.

Make it free at least 10 pages per day not only in LRC but all the library

Wireless printing to be used with laptops

Cheaper color prints.

Not have a specific amount towards printing. It should be free.

No comment

Make it free we pay so much for the school

The color printing is way too expensive when only one line is just color and it charges you for the whole page.

I shouldn't have to pay to print. At least give an amount of free pages per semester

Free printing or increased printing dollars would be better.

I did not understand how to use the printer at first, but got help!

More printing stations for just the purposes of printing

Better printers, cmon .. I pay 30,000 dollars for tuition

Free printing for students.
Graduate students are entitled to $12 for printing but not told they must ask for it to be placed on their card prior to needing it. This results in going to the library with the intent to print and then not being able to.

The computers are usually full of people and it's hard to print papers sometimes. Maybe get another way to print papers and sometimes there are lines on the papers little cheaper for colored prints.

very old system of printing where my previous school allows its student to complete all printing process through the computer with no need to slide the student ID through another computer.

Not enough print $ For microbiology I had to print pictures in color in my lab reports and it drained my $ fast. Color pages should not be 50 cents each!

I ran out of printing money half way through the semester.

The location is not obvious and convenient.

Have a more copiers available that use printing dollars.

How can we improve the borrowing laptop service in the library?

Like the new laptops, they work really well and are fast.

It was out dated.

Mobility in all areas with wifi.
The old ones were awful. But I really like the new ones!

No improvements

Windows laptops take twice as long to start up than PC's

Extend the time of borrowing

I haven't used the newer laptops yet but I’m glad they have them now

Update the laptops so that the batteries do not die so quickly (they usually always die on me within an hour), and so that they are faster.

I do not borrow them often, so I am only neutral, but the laptops are a good idea. It is obnoxious going through the process to take them out just to print (see 2 written responses above).

The laptops should also be allowed to go to dorm rooms. Put a tracker on them so students can take them out of library, but not off campus. That'd be fun.

Very difficult to access online resources in the CLR

Almost every time it takes a very long time to log on or i have to get a 2nd computer because it will never log on

Make them faster

All in all, the laptop was good.

Laptops are old and slow... new tablets would work nicely

Extremely slow computers

Slow to start up

They’re good already

I'm really happy that they're connected to the printers - this is crucial when all the desktops are taken and all you need to do is print!
The user settings can't be altered and the auto-click of the mouse made it very frustrating to try to type a paper.

Have a better time log, I received a fine for a late laptop when the laptop was turned in within an hour.

Thank you for upgrading!

More up to date laptops

I don't think this can be improved

Receive more time to use them.

It’s usually the only way I can get on the internet in the library, but it's not my first option and getting a laptop to just print something out takes a lot of time.

Very old computers and takes longer to load the computer.

Outdated, confusing to log on, and makes loud noises.

Sometimes it takes a few minutes for my log-in information to go through.

Nothing could improve it, its EXCELLENT

Can’t say

Takes a long time to log in

Three hours are too short, maybe five or four hours

We should loan out macs as well as pc's

Slower than the desktops

Longer time limit on them.

I haven't used it often enough to suggest improvements, but it's definitely very convenient.

Students should not be charged for printouts.
Get better laptops

Possibly longer renting times for laptops

the new laptops are MUCH better then the old ones

Have limit on fess, they can be too EXPENSIVE

Get Adobe programs please

Felt like there wasn't enough time with the laptops, especially when they aren't in high demand

The laptop I received was not charged at all. It was frustrating because I could not move around with the laptop unless it was plugged in.

They usually run out of battery and seem to be outdated

Longer time to use

By having more laptops for people to use.

if we give more prints it stuck and money is getting wasted as we pay , and if print is free it will be very great

The battery level on the laptop dies quickly

Battery life sucks. I often have to get a cable to use the laptop, which defeats the purpose.

update laptops to run faster

Give out the power cords with the laptop, even though they are charged, I stay longer than the charge and please hook them up to print!!!!t up above

It is good to use these computer at library..

The computers are very slow and not up to date and we should also be able to print from them

Not enough laptops
Again, the programs don’t always work. And they can be rather slow.

The laptops are slow on startup

Take too long to load

I have never paid late fees for using a laptop, but I know students who have paid those fees. I do feel that fees should be implemented by the hour and not by the minutes, I also feel that

There should be some limitation on those fees especially when students are involved into their homework losing track of time.

Nothing

The new laptops are a big improvement from the previous versions.

They’re good already

Allow us to borrow chargers without a hassle…if they are signed out, the student is responsible for them so it shouldn't be an issue of losing them.

Needs to faster because they sometimes take 5-10 minutes to start up. Also if something occurs with our papers, there should be a failsafe where a paper will stay on for 24 hours and can only be accessed using that log in.

Already happy with them

Would like to be able to go to other buildings with it

Get better laptops that aren't so slow!

This is a helpful last resort, i like that it comes with headsets as well.

Have laptops with engineering software (Matlab)

I don't even know we could borrow laptops

Make them run faster
How can we improve the service of library staff when they asked about technical questions?

- Staff member was unsure of answer, but found someone to help
- She didn't really seem to know what I was asking her.
- There were no cords to hook the laptop up to the tv so that we could watch a movie and they couldn't help us
- Printer problems - they tried to help but didn't know what the problem was either. Also had staff show me how to use the scanner - very helpful!
- Did job done so fast
- The librarians are very informative and know what they are talking about
- Never asked a question.
- They are great at library related stuff; however, the more technical, the less they can help
- Everyone is usually very nice & helpful
- The staff was very helpful.
- Librarians are helpful and always cheerful!
- N/A
- Didn't know how to fix problem, but was able to get help that could fix the problem
Kind of blew me off a bit...didn't seem interested in actually helping me

No comment

Very helpful!

They're helpful and nice - no issues here.

I've never asked extremely technical questions, but the staff has answered my questions.

Never asked

The staff needed more technological knowledge on the printers.

Nothing, the librarian was very helpful with seeing if books were available for me

Some of the staff are not enthusiastic or helpful.

They are available and knowledgable

Nothing they do a great job!

They are not familiar with questions regarding the computers, there should be someone on hand to help when things arise.

None

Helpful with database system.

No comment

I asked for an article and received it via email so quick! It was great!

Can’t say

One of the employees was very rude when I asked a question. This happened last year though, so I don't know how relevant that is now.

The wireless network password is "chargers" - I had to guess it.

Printouts should be provided for free. How can you charge students for the printouts?????????????? It should be changed.
Use more students as library staff
Offer to help out student/show them how to do something
There is not a librarian around a lot of the time to ask
If they come over to show you how to print things out.
Nothing
They try really hard to help even when they are not sure
All they do is say "ask tech services"
Helped with printer
don’t know how to hook up the laptops to the screens in the rooms on the main level
They are so kind.
They were helpful; however the journal source I was looking for was not carried by the school.
Be more understanding of freshman, we dont know anything about this library.
sometimes they just do not have the answer and it gets frustrating
They should be trained staff to answer specific questions
The workers are nice
Fire the guy with the glasses, he's really mean and has no patience to answer questions.
Two members of the staff are rather rude, but everyone else is pleasant and helpful.
Wasn't very pleasant
Be open to being helpful. The lady was quite rude and didn't understand how I didn't understand.
No improvements at this time.
Have more library staff on duty.
How can we improve the service of library student workers when they are asked technical questions?

- Staff member was unsure of answer, but found someone to help
- Never asked a question
- They usually know more technical stuff than librarians or staff
- Did not ever ask a library student worker any questions.
- Didn't even know there were student workers in the library other than in the CLR.
- Helped me find SPSS on the computer
- N/a
- Very useful!
- They lost the book that I needed....
- I've always approached the library staff with questions.
- It’s fine
- I didn't know there were library student workers
- No comment
- Can’t say
- Don’t charge for the print outs.
Nothing

He fixed my problem but had an attitude about it

More seating areas to read in.

Didn't even know there were student workers in the library other than in the CLR.

Most know what to do

More training.

No comment

Be more understanding of freshman, we don’t know anything about this library.

I didn’t know there were student workers.

You can't tell who is who

It is not uncommon for them not to know what I am asking about when it comes to a computer problem or a printer problem, but they always try their hardest to see that it is fixed promptly.

Wasn't very pleasant

No improvements at this time.

How can we improve the library’s online research journal database?

Very few titles available in full text
Could be better organized than just one giant list, make it so you can search more than one at a time!

Great service

The databases that UNH has access to are extremely limited which makes doing any kind of research very hard. I asked a student from another institution for their login so I could use their library database. Also, getting to the database itself is pretty hard. The library website is not user friendly. UNH needs to subscribe to more databases.

I love this, I have used the databases for every paper I have done

Very helpful - lots of information/articles

Make it better organized, aggregate databases to prevent having to search through several sources.

Very helpful

Difficult to search for articles. You have to know what you are looking for in order to have a chance at finding it. You need to expand search methods.

Too few articles available.

There are many journals to pick from. It makes it easy to find one for a research paper

Confusing to use, too many different databases linking off & don't know which one to use.

We need more free access to biological papers

The databases are very confusing.

make easier to use; redesign

I'd love a clearer explanation of why some only certain parts of certain databases are accessible. It seems a bit random.
More access to number of journals

Use them very often and they are great resource of information

The layout was confusing and it was hard to find what I was looking for.

More journals needed. Not enough Chemistry journals.

I found a lot of the science research journals to have limited access.

It's somewhat confusing but I asked for help & was taught how to use it

They are good sources, just don't have enough for the Communication Department

I love the database, very good information!

Needs to be easier to understand

Make it easier to navigate

I find information on the databases but i can only get full copies of some of the

information i need. I need all of that information,

Somewhat confusing, could be simplified somehow

A lot of articles to choose from, but hard to find exact item

I would like a mega search where multiple databases could be searched at the same time.

UNH has limited research databases. It would also help graduate students and

undergraduates to have more subscriptions to more journals.

Explain how each database can be used I don’t know which one to search under

sometimes

We should subscribe to more scientific journals. I find that many of the articles I am

interested in I still cannot access.
It would be nice to have more access to legal databases for all students. I am not a legal studies student, however many of my classes required to research cases and look up specific Documents and decisions. It would have been easier to find the information I needed if I was able to use the legal databases.

So easy to use

need access to more articles

Have a tutorial or something or a guide to show which database/journal you can find the information you need, instead of searching through multiple places until you find the information you need

It’s hard to find results easily and you have to make sure you word the search a specific way to get results, which can be quite a pain.

More articles

It's easy to use; I just wish they had more articles, especially for the I/O psychology students

Difficult to navigate to relevant information based on keyword searches.

It's one long list, without any accompanying description. It should be organized by topic area and include a one-sentence explanation of what unique service each site provides.

When I used it I wasn't sure where to go for what information

Many times I have been kicked off of the databases

I did not even know this existed. It would be very helpful if an email was sent out describing how to access this.

It's useful for projects, but should be more advertised.
The research resources are very limited, and I am usually not able to find the articles which I need. Sometimes I cannot find anything about the topic that I am searching for. Somewhat complicated No complaints Sometimes it can feel unorganized

I do not think that our online access is sufficient. We have databases available but we are not able to access all of these articles free of cost. I actually submitted an ILL and an e-mail was sent to me by the ILL office telling me that I would need to pay for this article to access it. I do not feel that students should be asked to pay for articles that we find through our library resources.

Sometimes I find it hard to find what I’m looking for, I feel like the system is really hit or miss and can be hard to understand and sometimes I can’t find specific entries

It is a bit difficult to navigate.

There are very limited journals in the field of chemistry, for the amount of tuition that I pay to attend this university, I have not found a single article accessible through the UNH library form my research, even from the most basic chemistry journals that most universities have. Some examples are The Journal of Organic Chemistry, The Journal of Biochemistry, The Journal of Chemistry and Physics, and The American Chemical Society Journal, to name a few.

I feel like the journal system anywhere is needlessly convoluted. There are too many databases. I understand that this is the point of research, but really, it was made this way on purpose.
It's artificial difficulty. Why?

Hard to understand, but the presentation that I went to for a class made it easier to understand.

It can be confusing trying to find what you are looking for sometimes.

It's a bit hard to use, and finding things is kind of hard.

The user interface needs to be redesigned to make it easier and faster to find reference materials. A quick links section would be helpful for new and updated material and some of the databases available do not have full text articles, just abstracts.

It could be easier to find journals and stuff.

Make more databases available for free.

9 times out of 10 I cannot find what I am looking for.

Cannot research a topic in all of the databases. You must know which database to pick for your topic. There should be an easier way to research without having to know which database to look in.

Have instructions on how to use an online journal database, and if there is instructions, make it easy to find.

It was confusing at first glance, but then self-explanatory.

I've used better and worse. The layout isn't what I'd consider optimally organized.

Perhaps include subscription information in the annotated database list - sometimes things I'm looking for apparently fall outside the subscription and can't be accessed, which is really inconvenient after I've spent a while looking.

Access to many of the journals is blocked because UNH did not have a subscription, can we get more?
There are a lot of databases and sometimes it is hard to know what one will be of help.

Free printouts.

Was confusing to use and was never clearly explained.

Make it clearer

Open certain databases to entire campus, such as WestLaw

It would be great to have more journal databases, such as JSTOR.

The way to get a article that is in text but archived, can be made easier. It would be possible to make the search and request for an article more user friendly.

Can be confusing. Need more emphasis in classes on how to use databases

I use the journals for my forensic papers all the time. They should however expand it a little bit as I have found some of the same articles two years ago when i was doing papers.

N/A

Make it a little easy to find online research

no comment

Confusing, needs better explaining

Sometimes hard to navigate through all of the possibilities but the number of possibilities is wonderful!

It is somewhat inconvenient that you are only allowed to access up to five articles in one year from a journal that isn't available. Maybe increase that number up to 10 articles. It is tough to do research from newer years such as 2011 and 2010 if they are unavailable and not able to request either.

MLA database access, please!
Have an outline on how to navigate the database and articles.

By having an online tutorial on how to access information, I think that help.

Lack of sufficient access journals. Lack of updated access (i.e. articles published within the last year)

I have no idea how to access this stuff although I would like to. An easy step by step tutorial online would be nice.

Add more databases

It was difficult to navigate

Have more chemistry related journals that the chemistry students can access

I appreciate that databases are annotated and arranged by subject. I don't know if this is possible, but is there a way to search multiple databases at once? That would be a great feature!

Explain how to use these services

How can the library improve its E book service?

I didn’t know this existed until last week, publicize more

Never

I think I might have used it once and it wouldn't let me print

I have not read E books from the library.
None

N/A

Can be confusing

I did not know that there were Ebooks...

I haven't had the chance to use this service.

Never used before

Nothing.

More subscriptions

Can’t say

Please, let student inside the library to be calm down a little more. They are very noisy. signs might work or something else.

N.A

Cannot always find the entire book for free.

I didn't know they were offered.

The online resources are very confusing to understand

I didn't know this option was available.

Free printouts should be available.

Offer more.

no comment

Once again, better explaining on how to find what you are looking for

We have Ebooks?!?!?!?!! How do I get them?

Explain how to read ebooks. I have tried but was not able to.

Excellent, no change needed!!!!
Good collection of a variety of sources and topics that are useful.

Wish I knew how to use them.

None

Should inform students more of resources available...didn't know they even had Ebooks!!

Didn’t know we had E books

Need a bigger space. A library should never be full and we need more computers. Put computers on the other floors if possible.

Computer area needs more computers and it should be QUIETER. Since when can people answer their phone in the library and talk in regular voices? Computer area should be quiet, but not as quiet as the third floor. Whispering should be allowed but not talking and definitely not cell phones!!

These are also very confusing, and I would like to be able to use them for papers

Please list any other technological services that you would like the library to offer.

Update the engineering technology before the library

Provide more study space with outlets so students can bring laptops to work.

Photoshop for many of the desktop PCs in the library

Check book availability online before going and finding out the books is not available.
Any kind of referencing website, like Noodlebib, that helps with citations.

I think renting iPads like laptops would be great

The proper cords available when hooking things up to the tv

More journal articles

Free printing/copying. I would also like to see audio books.

Have someone from the staff present how to use the library and its resources in one Freshman Experience course.

I can't think of any at the moment but please do stay up to date with technology

Expansion is needed to the library for the learning area, copying center, computer rooms....etc.

Earphone, charger

Please buy more desktop computers!

End Note

Ability to borrow movies/scanner

To print with credits instead of emailing free or paying a separate machine to scan

I know that there is limited space, but perhaps putting in my computers might make it easier for students to get to the computer to print out documents that are needed for class, such as Essays or Powerpoints.

Nothing more, everything is fine. Just request to fine-tune the databases. Information can be difficult to look up sometimes. I type in the key terms, find an article, but when i click on it only gives me a summary of the articles.

Wireless printing from our own laptops? if possible

iPad tablets for students to use in the library
Desks with outlets and lights in the quiet study area upstairs.

Completely free printing

I wish the print only computers had internet access so I could access my email to print from there. I understand why they don't have it but if there was a way to only allow access to email that would be great.

Printer free of charge

Put Photoshop on the desktop computers so we can work on projects without having to go the CLR computers when there aren't very many available, or find a time when the classroom is free.

CDs and DVDs to borrow. have a bigger fiction section

MORE COMPUTERS :) and the study rooms are great, I just wish there were more!

The ability to check out an eReader or book on mp3.

perhaps more computers to accommodate more students

More computers would be better

Have you thought about purchasing Macbooks for student borrowing? Also, putting the printers on wi-fi so that students can print from their personal laptops would be great.

More scanners

iPads or a separate computer lounge for leisure, another for work, and one for just printing

I would like more workspace in which i can log out a computer or bring my own where it's quiet. there is hardly enough cubicles for the need.

I would like a better way of knowing what the library offers. I didn't know you could borrow laptops or that there were E books available.
More outlets around throughout the library to plug in laptops.

iPad rent out

The library should offer to take the laptops out of the library, but not off campus.

Sometimes there isn't enough room to sit with a laptop and do work, I would love to be able to take the laptop even outside the library on a nice day and sit on the grass.

Wireless printing from our personal laptops

Easier printing methods

A scanner

More computers, more printers, more desks and more seats

Again I know this isn't tech-service but I really with the MPL was open longer or 24 hours a day.

Get iPads and also a separate computer lounge for leisure, another for work, and one for just printing

more computers

New software including engineering & statistical data analysis should be upgraded.

Charger outlets near stations

Fax machine, and copy machines.

Ipad instead of laptops

Adobe Photoshop

I would really like to see more access to computer workstations.

All the books should be available online.

No. it is complete now.

None that I can think of.
Free online textbooks to help students save money

More computers and more database options

I-pads

Use of student cards for copy machines

An additional scanner

More scanners would help. There is usually a line to access the scanner.

Ability to get Ipads

Access to printing from personal computers.

I'd rather they publicize the ones they have and give more instruction on how to use them.

When did we get ebooks?!?!

Info regarding the books of india authors ...who are power full in specially Mathematics.

The library needs a section of real books, and a small lounge place so that i can read
books for leisure.

More plugs on the first floor. People sit strategically to where the plugs are.

Apple Genius bar

On the desktop computers install the adobe software so design students can use those
computers in addition to the lab in dodds

More power outlets throughout all the floors.

Add programs such as the Adobe Design suite so that art/graphic design/multimedia
students could use and print from these computers because they can't get access to the lab
in dodds due to classes and can't afford the suite on their own.

Tutoring for programming classes

laptop printing form personal laptops
More computer programs would be nice

Seminars for freshmen on how to print and log in on the computers. Also, what the library offers.

DVDs and music

Explain how to use skydrive.

Maybe ipad rentals for ebooks

More scanners

Offer DVD rentals

Possibly another scanner?

Add more desktops

MORE. COMMUNAL. COMPUTERS.

More outlets for people that have laptops and need to charge them.

I think that there should be a student work room where people are able to get posters and supplies for projects that the school has us do.

Appendix B

UNH Library Technology Satisfaction Survey

Technology Satisfaction Survey
Are you a UNH graduate student or an undergraduate student?

- Graduate
- Undergraduate

How often do you go to the library.

- Never
- Less than Once a Month
- Once a Month
- 2-3 Times a Month
- Once a Week
- 2-3 Times a Week
- 4-6 Times a Week
- Daily

Have you ever used a desktop computer at the library?

- Yes
- No

If yes, please rate how satisfied you are with this service.

- Very Dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.
Have you ever used the printing services at the library?
- Yes
- No

If yes, please rate how satisfied you are with this service.
- Very Dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.

Have you ever borrowed laptops from the library?
- Yes
- No

If yes, please rate how satisfied you are with this service.
- Very Dissatisfied
- Dissatisfied
- Somewhat Dissatisfied
- Neutral
- Somewhat Satisfied
- Satisfied
- Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.
Have you ever asked the library staff technical questions?

☐ Yes
☐ No

If yes, please rate how satisfied you are with this service.

☐ Very Dissatisfied
☐ Dissatisfied
☐ Somewhat Dissatisfied
☐ Neutral
☐ Somewhat Satisfied
☐ Satisfied
☐ Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.

Have you ever asked library student workers technical questions?

☐ Yes
☐ No

If yes, please rate how satisfied you are with this service.

☐ Very Dissatisfied
☐ Dissatisfied
☐ Somewhat Dissatisfied
☐ Neutral
☐ Somewhat Satisfied
☐ Satisfied
☐ Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.
Have you ever accessed the library’s online research journal database?

☐ Yes
☐ No

If yes, please rate how satisfied you are with this service.

☐ Very Dissatisfied
☐ Dissatisfied
☐ Somewhat Dissatisfied
☐ Neutral
☐ Somewhat Satisfied
☐ Satisfied
☐ Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.

Have you ever read E books from the library collection?

☐ Yes
☐ No

If yes, please rate how satisfied you are with this service.

☐ Very Dissatisfied
☐ Dissatisfied
☐ Somewhat Dissatisfied
☐ Neutral
☐ Somewhat Satisfied
☐ Satisfied
☐ Very Satisfied

Feel free to explain how we can improve your satisfaction with this service.
Please list any other technological services that you would like the library to offer.

Please send an email to UNHlibraryresearch@gmail.com if you want to be entered into the $25 gift card drawing.

Appendix C

Undergraduate and Graduate comparison

Have you ever used a desktop computer at the library?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>84.55%</td>
<td>86.63%</td>
</tr>
<tr>
<td>No</td>
<td>15.45%</td>
<td>13.37%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
Have you ever used the printing services at the library?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>77.98%</td>
<td>79.22%</td>
</tr>
<tr>
<td>No</td>
<td>22.02%</td>
<td>20.78%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Have you ever borrowed laptops from the library?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>41.67%</td>
<td>26.81%</td>
</tr>
<tr>
<td>No</td>
<td>58.33%</td>
<td>73.19%</td>
</tr>
<tr>
<td>Total</td>
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<td>100.00%</td>
</tr>
</tbody>
</table>

Have you ever asked the library staff technical questions?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>59.63%</td>
<td>34.01%</td>
</tr>
<tr>
<td>No</td>
<td>40.37%</td>
<td>65.99%</td>
</tr>
<tr>
<td>Total</td>
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<td>100.00%</td>
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</tbody>
</table>

Have you ever asked the library student workers technical questions?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>21.82%</td>
<td>9.20%</td>
</tr>
<tr>
<td>No</td>
<td>78.18%</td>
<td>90.80%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

Have you ever accessed the library's online research journal data base?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>73.39%</td>
<td>78.85%</td>
</tr>
<tr>
<td>No</td>
<td>26.61%</td>
<td>21.15%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
Have you ever read E books from the library’s collection?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>12.84%</td>
<td>10.05%</td>
</tr>
<tr>
<td>No</td>
<td>87.16%</td>
<td>89.95%</td>
</tr>
<tr>
<td>Total</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

How often do you go to the library?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>5.45%</td>
<td>2.69%</td>
</tr>
<tr>
<td>Less than Once a Month</td>
<td>12.73%</td>
<td>13.78%</td>
</tr>
<tr>
<td>Once a Month</td>
<td>6.36%</td>
<td>10.59%</td>
</tr>
<tr>
<td>2-3 Times a Month</td>
<td>12.73%</td>
<td>24.37%</td>
</tr>
<tr>
<td>Once a Week</td>
<td>8.18%</td>
<td>13.61%</td>
</tr>
<tr>
<td>2-3 Times a Week</td>
<td>28.18%</td>
<td>19.16%</td>
</tr>
<tr>
<td>4-6 Times a Week</td>
<td>11.82%</td>
<td>9.24%</td>
</tr>
<tr>
<td>Daily</td>
<td>14.55%</td>
<td>6.55%</td>
</tr>
</tbody>
</table>

How satisfied are you with the desktop computers?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>1.03%</td>
<td>2.17%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2.06%</td>
<td>2.35%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>11.34%</td>
<td>7.04%</td>
</tr>
<tr>
<td>Neutral</td>
<td>13.40%</td>
<td>12.82%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>21.65%</td>
<td>20.22%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>36.08%</td>
<td>42.06%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>14.43%</td>
<td>13.36%</td>
</tr>
</tbody>
</table>
How satisfied are you with the printing services?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>6.59%</td>
<td>3.29%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5.49%</td>
<td>4.07%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>8.79%</td>
<td>6.59%</td>
</tr>
<tr>
<td>Neutral</td>
<td>10.99%</td>
<td>15.50%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>26.37%</td>
<td>14.73%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>26.37%</td>
<td>35.27%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>15.38%</td>
<td>20.54%</td>
</tr>
</tbody>
</table>

How satisfied are you with the borrowed laptops?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>0.00%</td>
<td>1.99%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3.33%</td>
<td>1.32%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>0.00%</td>
<td>2.65%</td>
</tr>
<tr>
<td>Neutral</td>
<td>26.67%</td>
<td>49.67%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>16.67%</td>
<td>5.96%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>25.00%</td>
<td>26.49%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>28.33%</td>
<td>11.92%</td>
</tr>
</tbody>
</table>

How satisfied are you with the technical help from the library staff?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>1.33%</td>
<td>0.62%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2.67%</td>
<td>0.62%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>0.00%</td>
<td>1.54%</td>
</tr>
<tr>
<td>Neutral</td>
<td>14.67%</td>
<td>40.31%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>12.00%</td>
<td>10.15%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>36.00%</td>
<td>25.23%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>33.33%</td>
<td>21.54%</td>
</tr>
</tbody>
</table>

How satisfied are you with the technical help from the student workers?
### How satisfied are you with the library’s online research journal database?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>4.71%</td>
<td>0.99%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>8.24%</td>
<td>1.98%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>5.88%</td>
<td>3.56%</td>
</tr>
<tr>
<td>Neutral</td>
<td>9.41%</td>
<td>14.03%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>21.18%</td>
<td>21.54%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>30.59%</td>
<td>37.55%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>20.00%</td>
<td>20.36%</td>
</tr>
</tbody>
</table>

### How satisfied are you with the library’s E books?

<table>
<thead>
<tr>
<th></th>
<th>Graduate</th>
<th>Undergraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>8.00%</td>
<td>0.44%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0.00%</td>
<td>1.78%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>0.00%</td>
<td>0.89%</td>
</tr>
<tr>
<td>Neutral</td>
<td>32.00%</td>
<td>72.89%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>24.00%</td>
<td>5.78%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>8.00%</td>
<td>11.56%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>28.00%</td>
<td>6.67%</td>
</tr>
</tbody>
</table>