Marvin K. Peterson Library

Needs Assessment Evaluation

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Executive Summary

A needs assessment evaluation has been conducted regarding the resources and services offered by the Marvin K. Peterson Library at the University New Haven. The library has recently changed its hours to be more convenient for students and faculty. The library is now open 24 hours a day, 7 days a week during mid-terms to finals. To help determine whether this expansion in the library hours should be continued, a survey was conducted. The survey also asked questions about a therapy dog session during finals to relieve stress, whether students will use iPads if the library offered them, whether the upper floor of the library is quiet enough and if they are aware the library is open 24/7 during finals and midterms.

In addition to these questions, the survey asked participants a few demographic questions (e.g. whether they are faculty, staff or student, the type of college they are associated with, whether they are part time or full time etc...). Finally there were two open ended questions at the end of the survey. One of these questions asked participants whether they had any ideas about how the library could improve its services. The other one asked whether they had suggestions on how the library website. Both of these questions allowed participants to leave comments or concerns.

Overall the data indicates that the vast majority of people said that the 24/7 library should be continued during finals and midterms, but only about half used the 24/7 library. A small majority said that they would use iPads if the library offered them. Most people said that quiet study floor was quiet enough. Finally, while most people were aware the library is open 24/7 during finals and midterms, relatively few people were aware of the therapy dog session.
Introduction

Needs assessment surveys are usually conducted every year at the library, to keep the head librarian informed of the UNH’s community’s opinion of the library services. The purpose of this evaluation will be to ask the UNH community for their opinion about whether the 24/7 library should continue and find out how often is it being used. Additionally the library is also interested in the UNH community’s opinion of the library’s website, therapy dog sessions, and the quiet study floor. These evaluations are important component of monitoring the effectiveness of the library to ensure it provides the best possible educational service to the UNH community. The success of previous evaluations has helped the library achieve its purpose of facilitating an excellent academic social learning environment at the University of New Haven. For example, when participants from previous evaluations said that the UNH library should be open for longer hours, the library responded to this feedback and is now open 24/7 during midterms and finals. When previous evaluations indicated that the UNH students felt the library lacked enough computers, scanners and printers. The library responded by adding more computers, a printers and a scanner. This evaluation will try to determine whether the UNH community believes the 24/7 library should continue and whether the recent technology additions are adequate. Additionally, because many students in open ended questions from previous evaluations have asked for i-Pads, there will be a question asking the UNH community whether the library should offer i-Pads. There was also a therapy dog available during finals week and the library would like to know if students are aware of it. Another question will ask if the study floor upstairs is quiet enough for students to study. Since the library has limited information about how satisfied
the UNH community is with the UNH library website, there will be an open ended question about it as well. Finally, there will also be an open ended question that will allow the UNH community to share additional information on what they want to see in the library for the future. It is hoped that the information gained from these questions from this evaluation will help the library to improve its services for the UNH community.

**Methodology**

The survey was designed by the graduate assistant and was revised occasionally with suggestions made by the Chief Librarian, Hanko Dobi. In addition to demographic questions (e.g. undergraduate or graduate student, full or part-time student, etc.), the survey asked questions about the 24/7 library, i-Pads, library’s website, therapy dog sessions, and the quiet study floor. Continuous drafts were sent to Hanko Dobi to make sure that survey asked all relevant information about the library services. She also made sure that the questions were unambiguous, free of spelling errors and made suggestions for additional questions. To give people an incentive to take the survey a $25 gift card was offered and will be given to a randomly selected participant of the survey. When all the revisions were finalized, the survey was activated on May, 10, 2013 and was sent to the University of New Haven population through their university email accounts.

**Findings and Results**

757 students, 80 faculty and 76 staff took this survey yielding a total of 913 responses. 278 of students and faculty were in the College of Arts and Sciences, 109 were in the College of Business, 94 students were in the Tagliatela College of Engineering, and the majority of
participants, 356 were in the Henry C. Lee College of Criminal Justice and Forensic Science. 152 of students were graduate students and 605 were undergraduate students. 725 of the students were full time and 32 were part time. 338 students live on campus, 89 lived off campus in UNH housing and 330 lived off campus, see figures 1-5 below for detailed charts about participant demographics.

Figure 1: Are you a student faculty or staff?
Figure 2: which colleges are you associated with?

Percentage by type of college person is associated with:
- College of Arts and Sciences: 33.20%
- College of Business: 13.00%
- Tagliatela College of Engineering: 11.20%
- Henry C. Lee College of Criminal Justice and Forensic Sciences: 42.50%

Figure 3: Are you an undergraduate or graduate student?

Percentage of graduate and undergraduate students:
- Graduate: 20.10%
- Undergraduate: 79.90%
Figure 4: Are you full time or part time student?

Percentage of full time and part time students

95.80% Full-time Student

4.20% Part-time Student

Figure 5: If you’re a student where do you live?

Percentage by where students live

44.60% On Campus (Residence hall)

11.80% Off Campus (UNH housing)

43.60% Off Campus
Question 1: Approximately how often do you use the UNH Library?

Percentage of how often participants use the UNH Library

- 17.60% 5-7 times a week
- 30.20% 2-3 times a week
- 14.10% Once a week
- 9.10% Once every two weeks
- 14.50% Once every four weeks
- 7.80% Less than once every four weeks
- 6.70% Never

Question 2: Are you aware the library is open 24/7 during undergraduate finals?

Percentage aware that the library is open 24/7 during undergraduate finals

- 87.50% Yes
- 12.50% No
Question 3: How often have you used the 24/7 library during midterms and finals?

Percentage that has used the 24/7 library during midterms and finals

- Yes: 45.20%
- No: 54.80%

Question 4: Do you think the library should continue to be open 24/7 during midterms and finals?

Percentage that believes the library should continue to be open 24/7 during midterms and finals

- Yes: 95.30%
- No: 4.70%
Question 5: If the library offered i-Pads would you use them?

Percentage that would use I Pads

- Yes: 58.90%
- No: 41.10%

Question 6: Is the quiet study floor (upper level) of the library quiet enough to study?

Percentage that believes the quiet study floor of the library quiet enough to study

- Yes: 62.20%
- No: 29.60%
- N/A: 8.20%
Question 7: Are you aware that the library had a therapy dog available?

![Graph showing percentage aware of therapy dog available]

**Discussion**

Since the library has recently changed its hours to be open 24/7 from midterms to finals, one of the goals of this survey was to get information about whether this change in the library hours should be continued. The survey results found that vast majority of participants (over 95%) want the library to be open 24/7, however a much smaller percentage of participants (less than 46%) said that they will use the 24/7 library. This data suggests that while the idea of the library being open 24/7 during midterms and finals is very popular with the UNH community, only about half of people said that they actually use it. When previous surveys asked participants what new technology the library should offer in the future, the i-pad was one of the most common items...
suggested. Because of this popularity an question asking the UNH community whether the library should offer i-Pads was inserted in this survey. The results from this question indicate that small majority (58%) said that they use i-pads if the library offered them. Another question was asked about whether the upper quiet floor was quiet enough for the students to study and the overwhelming majority said that it was quiet enough. The library also had a therapy dog session for students during finals. To determine if people were aware of it, the survey asked people a question about it and the results found that most people (70%) were unaware of it.

Finally the survey had two open ended questions at the end. The first open ended question asked people if they had any suggestions to improve the library’s services. When a qualitative analysis was done on the open ended responses to this question. It was discovered that the responses were mostly about the books at the library, the journals, outlets and the library being open 24/7. The highest number of responses with 77 responses were about the books at the library. A lot of people mentioned that library’s books were out of date and the library lacks recreational books. They also want the library to offer text books as well. There were also 48 responses about the library’s journal access. Most of them were about how the current data base for journals is currently inadequate and should be updated and expanded. There were also 24 responses about the number of outlets at the library, and many of them were about how the number of outlets should be increased. Finally there were 22 responses about how the 24/7 library, and most of them were about how the library should be 24/7 all year round.

The second open ended asked the UNH community’s opinion about how the library’s website can be improved. When these open ended questions were qualitatively
analyzed it was found that the majority of responses were about making it easier to navigate to the data base and catalogs.

**Recommendations**

Overall the results from survey clearly indicate that the UNH community wants the 24/7 library to continue. Thus it is strongly recommended that the library continue to be open 24/7 during midterms and finals. The majority of people also said that they would use i-Pads if the library offered them, so this could be an item that the library could consider adding in the future. The library should also consider updating its books as lot of people said they were out of date. Additionally the library might also want to start offering recreational reading books and/or textbooks in the future as some people indicated that they desired them. It is also recommended as well that the library expand its journal collection as several people said they are unable to find the journals they needed. It would also be a good idea to expand the number of outlets if possible as many students seemed to have a hard time finding one for their laptops when the library is busy. Finally there were a few suggestions that the library can expand its hours to be open 24/7 during days that aren’t finals and midterms and the library can improve it’s website by making it easier for people to navigate to the journals, catalogs and data bases.
Appendix A

UNH Marvin K. Peterson Library Needs Assessment

Survey: open ended responses

Question 1: Please name the databases which currently aren’t provided by the UNH library

- BE OPEN 24 HOURS AT ALL TIMES. Many students may not use the 24/7 feature all semester, but it would be nice knowing that that option is available.
- Faster computers--update them or something, they are so slow it takes half an hour to print a simple paper.
- Unfortunately, the university doesn't have the subscriptions to some of the journals I was looking for (Ph.D. level classes).
- Restrict Facebook/social networking sites on the desktop computers on the main floor so people who actually need those computers for schoolwork can use them.
- not enough printing money
- Need more places to sit on the quiet study floor and need more seats with an outlet
- More computers for printing
- Keep the floor with the computers realitivly quiet. Too many people treat it like a programing space rather than the library, especially with the rooms near the color printer.
• I heard that there were not enough outlets to plug in my computer so I have not gone to the library to work.

• The books are extremely out of date and some of the information is no longer relevant so the books need to be updated

• I know it is hard to get a lot more books, but variety is needed. Especially scientific books.

• More outlets are needed, the power strips are not enough

• it needs to be 24/7 constantly

• 24/7 hours during the entire semester.

• Get updated books and more books. Get more journals because having to inter library loan all of my books and articles is very annoying. Also, the system in which the books are shelved is not the Dewey decimal system that every other library uses so it is very confusing fining the books that the library does has. This li

• There are absolutely no books about art and design in the library

• not at the moment

• 24/7

• google scholar connection

• I am a newer employee and I was never told about the services offered by the library. I would be interested in knowing more about the library.

• Make available at our library more reading books: fiction, mystery, romance, sci-fi, various genres should be available. Students enjoy reading books outside the classroom, and having books available for check out in our library would be great and more convenient vs having to go to an off campus library or buying books
• I would like to see the library extend its databases. Working on an honors thesis and doing a lot of literature research I was very limited by the access of articles on the databases. Luckily working at Yale I had access to their databases which are pretty much unlimited and this helped a lot with my research. UNH's acc

• I wish more textbooks were available.

• No!

• the library's is great

• More power points in the upstairs quiet study! Or power strips!

• More outlets for laptops. During the undergrad finals it can be difficult to find a spot to work or study.

• When someone gets up to use the bathroom, do not leave a note card on their stuff. The smell of some of the students in the library is far more distracting than some noise.

• so limited e-journals.

• Stay open later on weekends even when its not midterm through finals season. I went in once needing to print something at 7:55 and I was told I could not print there because they were closing soon and I feel a library should be open the majority of the time even if it is a weekend.

• More furniture options for the quiet floor, particularly arm chairs that allow the student to relax and not be so tense like they typically are when they sit in the cubicles.

• The books in computer science shelve are from the 70s or 80s .. All of them are outdated.

• Nope

• no - doing a very professional job!

• Check data bases to make sure they work or students.
• More and better holdings and databases.

• I realize the main floor is not a quiet area. However, many of the young students don't seem to grasp the concept of common courtesy. Sometimes students can become way too loud and rude. Therefore, I think the area should, for lack of better wording, be better policed. Also, when it is very busy I will often walk int

• I think the Charger Cafe should be open later for students studying at night. Databases are only useful for some majors, I have a hard time finding some business/Hospitality.

• Starbucks should stay open later, at least on weekends. Sometimes people need a quick bite to eat or a cup of coffee in the evenings/nights.

• E-books

• The library in general is very small and is not a great environment for studying due to it feeling very enclosed. I'm not sure this counts as a "service" but a library that is a bigger and more open would be nicer. Also having more recent books for reading for fun would be nice.

• More relevant book material for majors offered at UNH such as Music Industry.

• I am unsure if the library still closes early on Fridays. If it does it shouldn't. Also, the library should consider setting up a better connection with the Yale library. As an undergraduate I had to go to Yale for my thesis.

• The library should be open 24/7 throughout the year.

• Make it cooler; it's really hot in the library.

• Increasing the number of databases and e-journals would be a plus. Sometimes the journal article I need is not available or the service does not go back far enough for older articles.
More contemporary books. I have hardly found any that I have looked for. Access to Ebrary, and if there already is, I haven't figured out how to log on.

I feel that it is a little outdated

provide my services to grad students such as extended library hours during graduate student final times


Work with the bookstore to have textbooks available in the library

I think there is a lack of certain subject materials. I taught a class involving human evolution and had to put a lot of books on course reserve. If we could get more books in the anthropology/sociology field, that would be great!

I realize that there are budgetary constraints on databases and ejournals, but what we have is not adequate to support my research.

Please add more outlets or space on the third floor study area

The charger cafe should be open later. Students need coffee to stay awake!

Subscribe to more data bases so that there is a larger amount of journal articles readily available for students

More outlets or power strips

No

There aren't enough leisure reading books. And if they are they are immensely out of date. I understand most of the books in the library need to be for research purposes but
sometimes as a students always doing school work you want to be able to read a book or
two for fun.

- We do not have any textbooks over there
- the starbucks inside to be opened on weekends
- I understand that they are costly, but more access to e-journals would help us and our
students with research projects.
- need more books... cant find most books had to go to public library or yale library which
defeats the purpose of having an on campus library.
- Canteen open all the time
- I find the databases hard to use. Is there a tutorial or lectures given on how to use these?
- Sometimes I wish the car was opened later for those random questions you have at
midnight.
- No
- Many of the books are out of date
- need more databases! please
- more resources available
- There needs to be more outlets for students to charge personal computers. I feel by
adding more outlets it would free up the library computers. I would also suggest adding
maybe 1 or 2 computers just for printing naming them "quick stop" for students to just
print and leave without trying to find a computer.
- incorporate vending machine and have longer hours for the cafe area.
• You should have the same books offered at the book store, for review. Books are not updated. not recent editions. Computers are very slow. Keep the coffee shop open as long as the library is open

• More databases

• The library should have a large leisure reading section.

• More contemporary literature! Having books dating back to the 1700's is cool...but where's all the new stuff I want to read?!

• Have the library remain open 24/7 throughout the whole semester, not just thorough the finals/midterms

• It's a matter of budget and space, of course, but generally we simply need more materials. E-journal access in particular is quite limited.

• I noticed that there are a lot of single cubicles on the top floor "quiet" area that are not being utilized. It would be helpful if those were placed for actual use.

• I feel the library should always be open 24 hours. Starbucks should be open till 11 on popular study nights. Starbucks should expand. The television should be put to better more updated use (Student Activities, Lib Resources, and even Greek Life..) The books need very serious updating (don't throw them out just add to t

• Sundays the library should open earlier.

• Update books.

• Make the library open 24/7 all semester instead of just the second half of the semester. Even if it's just for certain days of the first semester, that would be helpful.
• More databases would not be amiss, although there is a good selection currently. I would like it if there was a bigger fiction section available in the library, although interlibrary loan is useful.
• Make overnight available to be taken out at any time of the day. I find the current overnight book process to be extremely inconvenient and makes me not want to use the library services.
• N/A
• Feel the databases and e-journals are confusing to find information, and not helpful for research.
• No
• More computer Be more quiet in quiet zone, many student talk outside door, I can hear in the room
• Stop 24/7 service so staff can focus more on regular hours. Encourage E-reading and offer a whole floor for CLR lectures and help. Students G&UG must feel connected to the library experience, Libraries are part of attending university. Over all UNH L doing very good job and staff is friendly and professional.
• no
• I wish that there were more recreational and fun books in the library that I could read during the down time I have.
• If there were more recreational books available, I would utilize the library much more often than I currently do. Sometimes a book just-for-fun is necessary for people to relax and enjoy their time here at the school. Not everyone has enough room to bring books or enough money to go out and buy them. I don't even know w
I would suggest increasing the amount of articles the library has access to. It seems like a lot of the time, students can't find exactly what they are looking for due to the size of our library resources. A lot of the time we have to rent from other colleges.

My only suggestion is that the library is not so hot. In other words, I don't want to go there in shorts.

6 am opening would be ideal throughout the whole semester.

We need the library to open longer hours, also the café so we can stay alert with coffee while studying.

In my point of view, the library should have more space for the number of students the University has. Specially today, with a constant growing of electronic usage, it is critical to have a library with a large number of outlets connected to the tables we are on; at least one outlet per person. Thank you for everything.

Library cleaning is very difficult needs to have service provided through out the day especially trash in the Jazzmans area.

Enforce the rules for the first floor to lower the noise level. It's a library not a cafe.

1. Additional research classes year-round. 2. The MTP needs access to more online material. 4. More space needed. It’s too crowded. Move the lab to another location to free up space. 5. The librarians can sometimes be VERY

I would like to see more ebooks, fiction/non-fiction.

More material in the database. The lending program is nice but takes days to work. Need the material to be readily accessible. Get more journals and resource in the database.

Have more journals and articles available to access through the UNH library. Most articles I want are not accessible through PDF unless I do a ILL.
- I think it would be great if they could make sure someone goes up to the quiet floor often enough to "catch" students who are talking loudly on their cell phones. That is a huge peeve, having to go down to the desk to apprise the employees of this. I stopped going to the library to study because the quiet floor is seld
- I use a pubmed link via NCBI website to keep up to date on recent articles. I do wish we had electronic subscriptions to many of these journals-is there a list of those that UNH subscribes to electronically that we might be able to access remotely as i do most of my research off hours..also, I had a visiting scientist
- Not at this time
- More private study cubicles for during Finals week. The quiet section of the library is packed, and it is very hard to find a seat. In addition, more outlets are needed. There are desks that can be bought that have outlets in them that can be attached to a main server to the construction would not have to occur to creat
- Keep up the great work! I think that the library is meeting my needs with everything that I could ask for.
- I'd like to know more about the therapy dog and other services offered. During midterms, finals, and for group projects I come to the library many hours per week. I'd love to be able to take advantage of all the amenities and services offered.
- The books are very outdated.
- No
- I WANTED TO SEARCH SOMETHING ABOUT OTHER SUBJECT LIKE HISTORY OR SOMETHING AND DID NOT GET WHAT I WANT.
• It would be helpful to have more journal subscriptions in biology. It is nice to have the library open Saturday and Sunday mornings.

• I can't say I look up research materials that often, but when I've needed to, the UNH library has been more than adequate. I've also never gotten there before it opens, and I've gotten there pretty early some days.

• Have a better searching method for journals in the database.

• The databases and E-journals can be hard to search through to find what you need. I'm not sure if there is a way to simplify the search, but that would be great.

• Note how you keep saying undergrads, there is limited service to graduate students which is very frustrating. People are also very loud in the library (talking on cell phones in inappropriate areas) and often times no one will say anything to them.

• Adding more tables in the upstairs quite study room and having more power outlets for personal laptops.

• The cafe could be open longer

• The library should be open 24/7 during the entire academic year, not just midterms through finals

• n/a

• I think the services are great. I love how some classes even have some of the services explained to them throughout the year so we all know and understand how to use them.

• The library should open on Saturdays at 730 AM because some people have 8 AM classes and may need to print things out before class.

• If I was able to access the UNH printers from my personal laptop that would be great as sometimes it is difficult to find a computer to print from.
- The computers need to be cleaned especially the keyboards. If that is not possible at least make alcohol wipes available for students to clean them themselves.
- KEEP THE 24/7 LIBRARY HOURS... The only reason I am doing ok in Biochemistry is because I can stay in the library all night... it is wonderful because when my roommates are being loud I can come here.
- More up-to-date books would be helpful.
- I think the library is a terrific place with a capable, friendly, and dedicated staff. Because of the cafe, and the computer support staff, I spend more time here. Your monthly exhibits are also excellent. Dorie at the cafe deserves special recognition for creating a welcoming atmosphere. Librarian Andrea is patient.
- More of the above resources.
- The library should be 24/7 the entire school year.
- Consider the graduate student schedules in your communication and planning. I think the folks who work at our library are fantastic. I feel they are dedicated, friendly and helpful.
- The Database is a bit complex. Perhaps focusing on how to maneuver around the Database would improve it’s use. I don't feel like everyone knows how to fully use it. Especially myself. It's confusing.
- Some of the scientific journals I look at for my research are not subscribed at the library.
- Please consider making tablet/iPads available for loaning.
- No
- No
• I'm not sure if you do this or not, but students should have a MANDATORY library orientation. I am surprised how few students actually say they use the library- a great resource.

• I would suggest trying to put a block on facebook, twitter, and other social media sites for library computers. Many times when I need a computer and cannot use one because half of the people using them are on a social media site.

• E journals: have access made easier for a greater number of journals. Still encounter journals that have to be paid for. Also, some of the most current books in CJ and Forensic Science are not on the shelves, if you can obtain them it will be helpful. Need books at higher levels for Ph.D. program.

• Get the therapy dog back. Finals week is so stressful for students and I know if there was a dog on campus my roommates and I would be there in a second. What a great idea to reduce stress with a cute puppy!

• upgrade to an actual starbucks and not just a rep

• More books on CD available.

• A vending machine, especially since the library is open 24/7. To give students the chance to get something to drink instead of walking in the dark to the convenience store

• The available journals is pretty limited for the social sciences.

• For the CLR, hire Bio tutors so students wouldn't have to travel to Dodds. You have chem tutors, why not bio tutors?

• N/A

• There NEEDS to be more room for people to sit. During finals especially, there's no room for anyone to get anything done. Most of the time I find myself having to go into the
stacks of books to find somewhere that I can spread out and get work done. But at that point, I can't get a good internet connection and there are

- Please don't kick out the students from the quiet room
- We need power outlets at all desks please. That's a basic thing that needs to be done ASAP. Additionally, the lighting is very dim, yellow, dreary, and probably inefficient. Please add some modern, natural white lights in their that will create a more inviting and relaxing study environment. You need to crack down on
- A lot of the journals I look for articles in, are not journals we subscribe to.
- Buy more books
- more outlets available on the quiet floor and in the CLR
- The students expressed regret in the lack of art related books in the library, however I encouraged them to seek journal sources to make up for this. At the same time, I have not made the trip to check the exact holdings.
- I wish that there were more current books. It is very hard to find up to date material at times about subjects other than criminal justice.
- 3 - 5 textbooks shall be offered for each course because professors never finish the entire book. For business courses, books are usually over $200. It is very environmental unfriendly and wasteful to buy the book and use half of it to study or just problem sets at the end of each chapter in a trimester. Libraries in
- N/a
- should be open 24/7 year round
- power strips on the quiet study floor!!
• The database should be organized in a better way, I have not suggestions but I think that they are very confusing to use. I know how to use them so that's not the problem, they are just overwhelming and need to be better managed

• Give us more printing money

• Have a kiosk or vending machine for students to buy things they constantly ask for: stamps, envelopes, flash drives, glue sticks, white plain paper, tape. Get another electric stapler that is not as loud, everyone jumps when using it. Program voyager to automatically calculate fines after 11:50 PM, it's a burden on st

• More plugs on the quiet floor and more copies of textbooks.

• i have really only utilized the databases/e-journals

• No suggestions

• Increase budget for library staff to attend conference to learn about & bring back to Peterson Library ideas about latest technologies, service, etc.

• I'd like Opposing Viewpoints Database and Gale's Literature Resource Database. The EBSCO Literature Database is OK, but it would be nice to have options.

• It would be helpful if the library could expand the academic journals in the databases. I am aware that students can get books and journals from other colleges, but it's a great hassle to do so.

• keep the long hours

• Their is a lack of Science articles and books available to students on campus. It's great that students can get books on loan from other institution like Yale, but this process is time consuming. How many students know what books and articles they'll need weeks in advanced. It may take a week for a book to get here an
• Allow us more access to medical journals/articles from databases.
• More computers with printer access
• If there were a program that integrated all of the databases and journals making it possible to search them all at once that would make doing research exponentially easier.
• Open 24/7 with meeting rooms and laptops
• Make everything more organized
• More space.
• I would like the library to open earlier than 7am, especially during registration times. It would be helpful for students who may not have a computer or laptop or whose is broken at the time. I also think it would just be altogether more convenient for students throughout the semester.
• Not charge for printing.
• With few health sciences majors, the library does not support my needs to have medical literature/publications readily available. I go to outside sources for my informational needs.
• None- I think we've got a great library the way it is.
• In my opinion, for the big amount of students that the university has gotten, I think the library should enlarge the space for studying. It is to many students for this library; sometimes I don't have tables to study. And because today we depend, increasingly, on electronics we should have more outlets available on each
• no
• More of a technical issue, but I requested an ILL request and did not receive the notification when it arrived, whether this is because one was not sent or there was an
issue with the message I do not know. I was notified halfway through the lending period that it was here and was asked if I was going to pick it up. It

- I wish there were more frequent classes in help with writing papers.
- I think there should be more/better seating on the quiet floor. Why is there an area cluttered with bundled up desks? Students could use those!
- I mainly use the electronic resources of the library. I am fully satisfied with the services that the library offers for faculty and students. The reference librarians have been very helpful and have been doing an amazing job giving talks to my students both graduate and undergraduate on how to use the online databases a
- I believe the book collection could use a major update and a lot of the books that are offered are out of date except for the CJ and Forensic books.
- Journals Are not Adequate
- the library is too hot to focus. Because of the temperature I tend to stay away. Make it cooler!
- There should be more study rooms for students to use.
- The library should remain open 24 hours between midterms and finals and my suggestion would be to explore extending hours from 7 AM to 3 AM throughout the academic year or at least beyond midnight. Students have assignments all semester long not just during midterms and finals.
- the library has become a place for students to work instead of a place to find information. It would be good if more was done to go back to 'a place to find information' and help both students and faculty locate journals, and info, etc.
- more printing computers
• maybe it can gain more databases about different areas
• should be open 24/7 through out all of semester
• I think 24/7 library hours need to be during the entire semester.
• Have more update books available. Also have rules or regulations for using the computers on the mail floor of the library. Students should only sit at the station if they are using the computer at the station!

• 24/7 hours all semester long.
• Plug outlets in quiet study
• Allow the copy machine, to be used with a student I.D. rather than, having to use coins.
• Not enough quality, large databases. More Politics, International Relations, and Foreign Policy academic databases. Should be 24/7 all year.
• I think the library should always be open 24/7. Students don't only study during midterms and finals. We also get projects and assignments to complete. It is hard to do work in your personal space and its hard to accommodate your life around library hours. I work a lot and sometimes get back to campus to do my homework
• More spiritual books. Like the Bible please.
• The library needs more tables/desks, especially downstairs. During certain times of the day, there is nowhere to sit and do work. I think the books should be reorganized or moved so that there is more space for students
• I would they offer students with free access to articles that require fees.
• The top floor needs to be quieter. Its not entirely the library's fault, but it does need to be enforced. The entire floor needs to be quiet, including the space leading to the stairs.
People like to think that as soon as they leave the glass doors they can be loud. The walls aren't sound proof. Having someone to patrol

- Need more new books that I can just read for fun. If I have an 8:00 class and need to print something off it's hard to do that if the library doesn't open until 8:30.
Question 2: Do you have any ideas on how the UNH library website can be improved

- Maybe get more research journals that we can have access to :) 
- Try to put a limit on the use of computers. Some people will sit on their own computer and use one of the library's computer.
- It is very boring. Also, the system to find books is confusing and really not user friendly.
- The site is clunky and difficult to use. The databases are accessible but the search function continues to look like a patchwork.
- When searching databases, you have to click a link to click another link to actually access the databases which doesn't make any sense.
- ILL requests are difficult to navigate--too many steps, tiny print when you get to the actual log in for the request--also, having to re-enter personal info for each request is time-consuming--wish there was a way to request multiple items at one time 
- Easier means of navigation.
- More computers
- No
- I wish the library could provide rooms for individual who want to practice oral English.
- Maybe have guides to help students with formatting papers
- more outlets for laptops
• More access to scientific literature full text
• easier to navigate database
• None
• I would like if we could save different articles on the site instead of losing them once we sign out.
• Make it look like some other cleaned up sections of the website.
• The library should have copy machine which uses unh Id for the payment carrying dimes is a bit noisy and uncomfortable.
• Update the layout of it so it looks more clean, modern, and easier to understand
• Possible online check in/check out system for using the library laptops/power cords. Would make it easier on students to not have to go back to the circulation desk to keep checking out the laptops/cords; would also allow for staff to be of help elsewhere instead of having to keep checking in/out library property. I
• Nope, it's a good site
• No
• Not right now
• NA
• I think there should a be seminar or something on how to properly navigate the databases. My freshman year, my professor told us to use the databases but when we asked how to do so, he replied "I don't know." I think it should be part of the freshman experience class or something to that effect.
• In my opinion, print and copy should be free, because we are poor student
• N/A
• Not really. I'd say more access to ebooks/journals, but I doubt the average UNH student would ever use them.

• User friendly when it comes to finding scientific journal articles!!!

• add quick search bar for the particular article

• Easier navigation for finding databases

• As a web developer, I see things the can be improved in the website such as the functions, colors, authentication is weak; it should be similar to other services the university provides like the email, blackboard and insideUNH.

• Never used it

• N/A

• make using it to search for information for papers easier, its like wadding through weeds to get to the info you need

• N/a

• more resources available

• Nope

• Very professional and polite

• It would be beneficial to have more available e-books on the websites.

• Update it more often and check online data bases to make sure they are still up.

• Allow faculty to register for ILL and book reserves as though we are faculty and not as though we're students. 2. Have fewer clicks to get to where and what we need.

• Last semester I decided to check out the video on the library's homepage that gives a tour of the place. Maybe this has since changed, but at the time it did not play. I had to find it
on YouTube. I'm not confident I know all of the services offered by the library (basically what is in the video and a couple of things

- More computers. They are always all being used and I can never access one to print what I need for classes
- Easier access to PSYCHinfo and other similar databases.
- Make looking up books in the library easier. Perhaps have a large display for the function rather than just a tab.
- Nope.
- The databases are an excellent resource. However, I think the website could benefit from having a comprehensive citation guide that is easy to follow for students. Having attended UNH as an undergraduate, and now as a graduate student I have been required to write papers in the MLA, APA, and Turabian format. An easy to
- It can be difficult to find things at times.
- MORE ABOUT THE JOURNAL ARTICLES AND EASY ACCESS TO FULL RESEARCH PAPER. RECENT EDITIONS OF SOME OF THE BOOKS RELATED TO ELECTRICAL ENGINEERING WILL BE APPRECIATED.
- More guidelines on how to find things
- Put the catalog search function on the home page, rather than requiring the user to click on an additional link
- Add more outlets to plug in laptops
- Online books and their links to be provide
• I'd suggest that if the library should open 24/7 all the semester because as undergrad student, I need to use the library every day at morning, noon and night.

fareeed007@hotmail.com Best, Thank you for the survey :)

• no it's good

• more organized

• Instead of having all the databases on one page, maybe have the topic as a link to another page that then has the list of applicable databases. May be easier to navigate rather than having to search through full page (though listing by subject helps).

• update it more

• Needs to be easier to navigate, more aesthetically pleasing.

• N/a

• Maybe there could be a "chat with a librarian" option so that we could live chat with someone to help us with research while we are doing it from home.

• I think the UNH Library web site is excellent!

• When I access through the app in my iPhone i feel uncomfortable it's been hard while accessing a direct link to them

• More streamlined with how things are organized.

• I wish that I could continue to use the textbook (not the laptops just text books) when the faculty leaves during the 24 hour, because I know that I once had to rush what I was doing because I only had an hour left and as a result I made a lot of foolish mistakes. I also believe that the UNH library should be open 24

• Maybe posting a map of general areas where books/publications are located would be helpful because it can be very confusing trying to locate books sometimes.
• It would be nice to have access to coffee at least until midnight, if not later because it is very sketchy to walk to McDonalds at late hours, especially as a girl.

• Please make it easier to get to the database.

• N/A

• No

• Make it less cluttered easier to navigate

• Make it easier to look up books and such

• Faster wifi, more quite study room

• I think its perfect.

• A better walk through of how to find certain sources for papers

• Show what events are going on on a weekly basis.

• Access to google scholar

• Map of the library (reference locations, etc.)

• I think upper level needs more desk which is available for a plug because during midterm & final weeks it is very difficult to have a desk which is close to plug. Therefore my suggestion is that each desk on the upper level should have plug system. It will be more efficient for using laptop

• In somewhere in campus, the signal is not very well, such as the parking lot.

• Haven't really used it

• I rarely use that website.

• Maybe connect with other neighboring libraries students have access to so that when we search for a book and the library doesn't have it, the catalog can list where in the surrounding area it can be found, like yale?
• No comment.
• Get more computers. Get more space, get more electrical outlets, especially on the quiet floor
• make looking for books on reserve easier and more user friendly
• the website is quite good
• N/A
• its too dark
• No
• nope
• Quick and easy access to eLibrary catelogs. Emphases on eReading from mobile, tablet and PCs anywhere any time.
• no
• no
• Searching for scholarly journals can be a little confusing and can use some improvements.
• No, because I find the library website very helpful.
• Library's website is OK. Please add a mail form (instead of provides the email address) to contact the library directly. For the library database, would be appreciated to add the table of content into the database (not only the call #, authors, publishers), however it would be tons of works for the librarians.
• "INTERLIBRARY LOAN REQUEST FORMS Book Journal Article" should be more visible, it is lost in the page along with all the databases
• We have a website? Maybe let student's know that.
• It should be a more intuitive place to looking something up.

• used it once to do a research paper. pretty useful.

• It is rather difficult to understand. Too much scrolling and not enough explanatory content.

• Nothing right now

• I have a hard time finding information/links, and have a hard time finding & searching the card catalog.

• would love to see a map on there

• Simpler

• Easier to use

• Place hours on the front page of the website.

• Need a better search program to help students find the material they are looking for. Need more access to journals and scientific material.

• The library website is fine

• Not at this time no

• Let students book the group study room online.

• The database interface are all too similar looking, not easy to differentiate between them

• To integrate a tool where you can book group study rooms online would be great.

• Keep up the great work! The library website is very well put together and I find everything that I need with ease.

• Hi there. I think searching for journal articles can be difficult. I called one time and a librarian helped me over the phone, and she, too had difficulty finding pertinent peer-
reviewed journal articles. Perhaps if there was a tutorial available or a workshop, this would be helpful.

- No
- When searching for books it would be helpful if there were more options to filter through the results.
- More open layout
- I like that there are now power strips for checkout.
- You guys are doing great; I love the library, so there's not much to say. The one thing I wish I could do though is eat my lunch at the wooden tables over by the computers on the 1st floor, kind of across from the circulation desk. I understand there's carpet over there, and even though there aren't any computers on the
- No, I believe that it is fine the way it is.
- More engineering databases.
- no
- N/A
- There's too much selection when looking for journal articles. It's daunting. If there were some way to have the system help the students find what journals that they should be looking for, that would be helpful. Most students have a paper topic and criteria for sources when going to the library's site, but it'd be gr
- I have not used the UNH library website that much.
- The desks and chairs are too old. It would also be helpful if there are more power outlets.
- It needs to be more focused. The front page has far too many links to be useful; they should be segmented by audience first so that I can the things pertinent to me and
students can find the links pertinent to them (which may be some of the same things, but may not be). The front page can then be for quick informatio

- n/a
- I think the website is very clear and it is easy to find information.
- N/A
- I would have the hours on the first page instead of having to click on a link and see what they are
- Have a link on the landing page of the InsideUNH website.
- N/A
- The homepage design should be distinct from other UNH websites. The interlibrary loan forms are difficult to find. It takes navigating through three pages to get to them, and then the links are tiny and at the top of a list of databases--easy to miss. The ILL forms require too much information--the personal informati
- Sometimes difficult to find things
- NA
- It's difficult to navigate through the research databases.
- Nope
- It's must be more easy to use and intuitive for specific student of particular subject. And we need more books, actually essential books are not available.
- The list of databases does not seem that user friendly.
- None at all. It's pretty easy to access and most convenient.
- Maybe update the interface in order to make it more accessible.
- Library should be open 24/7 year round.
- Making tegrity more available on some computers at the library it does not work.
- Keep expanding the journal subscriptions.
- No.
- So far, I like the way it is set up now. I like how easy it is to find what I am looking for.
- Update the data bases.
- More data bases.
- Easier access to scientific journals. Perhaps establish a direct link on the web page to get journal articles, esp. those needed for PH.D. research in CJ.
- Maybe a better organization of the website databases with more details as to what the database is made up of. It's sometimes difficult to find the right database to use.
- It is too small, you need more room for study group people who don't like to be disturbed.
  I am a student dental hygiene I thing you should have a place for us at the dental building to study instead of going to the library when we have other classes.
- Get in a real Starbucks. The cafe in the library is horrible compared to an actual Starbucks.
  Although the catered food was a nice addition, the beverages are terrible.
- No comment. It seems fine.
- Ensure that the third floor stays quiet. There's always groups of people up there talking quite loud and people talking on their phones.
- Update the e-book and the paper about recently researcher.
- easier searchability
- Not as of now..
- Not sure, I like the library how it is now, so I don't know.
- N/A-the website is an excellent resource.
- Not using the quit room for lectures, placing more power outlets and network outlets.
  And not kicking out the students from the room before the lectures.
- Have a library comments/feedback/suggestions submission page (that gives progress updates via email) prominently displayed at the beginning of the website please.
- Put search box on home page
- I am a new adjunct instructor in art history. As a part of their final assignment, my students had to cite five art historical sources - including (and primarily) journals. They had a bit of trouble finding the correct sources despite my direction (as many of them are from outside of the field). It would be helpful on
- N/A
- The cleanliness. There are stains and dusts on the tables and every time, I have to use my sanitizer to clean my table. The level of hygiene is very important because there are so many students coming in and out of the library. It is very easy to spread diseases especially during flu season.
- N/A
- Explain when to use a database versus a journal category; explain in detail how to renew online; put the hours in a flashing box at the top; put a link to the ILL contact easily seen.
- I like it the way it is now!
- It's great how it is
- Make it easier to find things
- Have the little cafe open 24/7. People need coffee and food at all times of the day.
- Increased staffing level to better serve its clientele
• The Guides pages have become too complicated. I used to be able to go right to MLA help there; now, I have to search and search to find the guide sheets.

• I don't know if there are any vending machines in the library, but I couldn't find them. It wasn't even like I could run any where to get a drink or a snack because it was so late.

• None

• none

• make easier to navigate

• Return to Matrix. No more Banner

• I didn't know the library has a website.

• None- I don't use it often, but when I do I usually find what I'm looking for.

• 24/7 hours should be provided during graduate finals.

• no

• booking facilities online.

• Fix broken links quickly

• I didn't know we had a library website

• perfect.. thank you for all your help....

• I haven't used it

• none

• have a mobile version that displays better on phones and tablets (less scrolling to find what one needs -- access to the databases!)

• No comments

• Just seems confusing to navigate.

• ILL link should be larger, it's hard to tell it's a link.
it is not so easy to find the database i want

no

I've never visited it

i think its fine but i don't use it much

I'm impressed at how easy it is to use the UNH library website, I wouldn't want to change it.

Simplify accessing the databases from off-campus - perhas with the kind of search features that Yale has on their library system.

I want the third floor have more chargers there.

keep going ... the library staff are an awesome

Online guides to JSTOR and the other UNH databases.

More desktop computers for students

movies on the website

/find a way to make it easier to find what you need on the site

I do not really use it besides looking up guidelines for citations so I cannot really say much.

no recent wall street journal and no recent Barron's

The website is not as bright and inviting as other websites should be. There should be videos that work, more pictures, etc.

Easier to navigate.

Providing links to full-text versions of articles available through the library straight from Google Scholar. 2) A more streamlined inter-library loan application straight from the library web site
I usually don't use the website. If I want something, I go to the library to ask. Perhaps having more info in the library will be better and have more enthusiastic staff to help. There is only 1 lady who seems to know what she is doing. (blonde hair and awesome)

- Let us know which books are available (textbooks for classes).
- Bring back Lexus/Nexus.
- When I go on at home it's a little confusing trying to see how to search a book. You should have a search bar on the page for books, journals etc.
- There is a constant issue with unavailability of desktops in the library and with no outlets in the quiet study area to use it makes a 3 hour library session pointless. Also, every level of the library is extremely noisy. The quiet study floor is not as quiet as it should be. This is not the norm at a campus library and