Marvin K. Peterson Library

Needs Assessment Evaluation

Spring 2012

Prepared by Mark Schnathorst

July 4, 2012
Executive Summary

The head librarian Hanko Dobi of the University of New Haven library requested that an needs assessment evaluation be conducted to determine how aware people are of the services offered by the library and how satisfied they are with the learning spaces, services within the library. To help answer these questions an online survey was created for this evaluation. The online survey was distributed through email to the entire population at the University of New Haven. While the survey participants included faculty, staff and the entire student body, the majority of participants in this study were undergraduate full time students at the university.

The survey that was used to get data for this evaluation consisted mostly of questions regarding awareness and satisfaction of library services along with a few demographic questions. The demographic questions asked participants to indicate if they are faculty, staff or student. If participants said they were faculty or student, then they were asked the type of college they are associated with. The participants who indicated that they are students were then asked further questions to determine if they were undergraduates or graduate students, whether they are part time or full time, and whether they lived off campus or in UNH housing. All participants of the survey were asked questions concerning satisfaction and awareness of specific library services and how often the person goes to the Marvin K. Peterson Library. Finally some of the questions had open ended response that allowed participants to leave comments or concerns. Overall the data indicates that the majority of people
are satisfied with the library services asked by this survey. The only question regarding satisfaction that had high dissatisfaction scores was the question that asked whether people are satisfied with the amount of physical space at the library. Interestingly the data from the survey, also suggests that there is much variation in level of awareness depending upon the type of library service. Some library services had very high levels of awareness, while others had much lower or moderate levels of awareness.

**Introduction**

Needs assessment surveys are usually conducted every year at the library, to keep the head librarian informed of the degree of satisfaction and awareness of library services. The library offers extensive services to its patrons that range from eBooks, computers, laptops, printers, photo copiers to food, coffee offered at the café. While the library might offer all of these services it is unlikely that people use all of these services. In fact previous surveys have found low usage for some of the library services. This might be because a person has no desire to use a particular service, however it can also be true that a person has a desire to use the service but doesn’t know it exists. This is why it is important that people are aware of what the library offers, so if a person needs a particular service it can be provided for them. If a person interested in particular library service is unaware it exists, then the library needs to increase awareness by providing information about it to this person. However to effectively do this, the library needs to know which services most people are not currently aware of, which is why this evaluation will ask participants how aware they are of specific library services. Once this is accomplished, then the goal would be to find out the best way to contact people about these library services, so awareness of these library services can be increased.

Questions about satisfaction of library services were also asked to keep the Head librarian informed of the degree of satisfaction for the various services offered by the library. The data relating to satisfaction and awareness gained from these surveys helps the head librarian decide how to best
accommodate any one who uses the library. Acquiring this data is important because the library is constantly trying to improve its services. For example, previous surveys have indicated low satisfaction of the limited hours provided by the library. To improve satisfaction the hours were recently lengthened and questions on this survey asked people whether they are aware of the increase in library hours and how satisfied they are with them. Annually distributing and analyzing need assessment surveys like this one helps ensure that the Chief Librarian, Hanko Dobi will be informed of to how to improve library services, so the library can continue to offer the best possible services to the faculty, staff and student body at the University of New Haven.

**Methodology**

The survey was designed by the graduate assistant and was revised occasionally with suggestions made by the Chief Librarian, Hanko Dobi. The survey consisted of twenty four questions total, five of these questions asked about demographics (e.g. undergraduate or graduate student, full or part-time student, etc.) and the other nineteen questions asked about awareness and satisfaction of library services (e.g. Are you aware that the library is on Twitter, How satisfied are you with the current amount of physical space within the library etc.) 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 April, 20, 2012 through the website [www.surveymonkey.com](http://www.surveymonkey.com) and was sent to the University of New Haven population through their university email accounts, the survey closed on May, 15, 2012.
Findings and Results

471 (88%) students, 39 (7%) faculty and 24 (5%) staff took this survey yielding a total of 534 responses. 186 (36%) of students and faculty were in the College of Arts and Sciences, 41 (8%) were in the College of Business, 49 (10%) students were in the Tagliatela College of Engineering, and the majority of participants, 235 (46%), were in the Henry C. Lee College of Criminal Justice and Forensic Science. 62 (13%) of students were graduate students and 408 (87%) were undergraduate students. 451 (96%) of students were full time and 20 (4%) were part time. 58% of students live on campus, 11% lived off campus in UNH housing and 31% lived off campus, see figures 1-5 below for detailed charts about participant demographics.

Figure 1: Are you a student faculty or staff?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>7%</td>
<td>39</td>
</tr>
<tr>
<td>Student</td>
<td>88%</td>
<td>471</td>
</tr>
<tr>
<td>Staff</td>
<td>5%</td>
<td>24</td>
</tr>
</tbody>
</table>
Figure 2: which colleges are you associated with?

### Answer Options

<table>
<thead>
<tr>
<th>College</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>College of Arts and Sciences</td>
<td>36%</td>
<td>186</td>
</tr>
<tr>
<td>Henry C. Lee College of Criminal Justice and Forensic Sciences</td>
<td>46%</td>
<td>235</td>
</tr>
<tr>
<td>College of Business</td>
<td>8%</td>
<td>41</td>
</tr>
<tr>
<td>Tagliatela College of Engineering</td>
<td>10%</td>
<td>49</td>
</tr>
<tr>
<td>Henry C. Lee College of Criminal Justice and Forensic Sciences</td>
<td>46%</td>
<td>235</td>
</tr>
</tbody>
</table>
Figure 3: Are you an undergraduate or graduate student?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate student</td>
<td>87%</td>
<td>408</td>
</tr>
<tr>
<td>Graduate student</td>
<td>13%</td>
<td>62</td>
</tr>
</tbody>
</table>
Figure 4: Are you full time or part time student?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time student</td>
<td>96%</td>
<td>451</td>
</tr>
<tr>
<td>Part-time student</td>
<td>4%</td>
<td>20</td>
</tr>
</tbody>
</table>
Figure 5: If you’re a student where do you live?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>On campus (Resident hall)</td>
<td>7%</td>
<td>39</td>
</tr>
<tr>
<td>Off campus (UNH Housing)</td>
<td>88%</td>
<td>471</td>
</tr>
<tr>
<td>Off Campus</td>
<td>5%</td>
<td>24</td>
</tr>
</tbody>
</table>
How often do you use the University of New Haven Library?

19 (4%) participants reported that they have never used the University of New Haven Library, 95 (18%) go less than once a month, 49 (9%) go once a month, 97 (18%) go 2-3 times a month, 87 (16%) go once a week, 116 (22%) go 2-3 times a week and finally 70 (13%) go to the library every day.

Are you aware that the library is on Twitter?
74 (14%) participants reported they are aware the library is on Twitter and 457 (86%) of participants reported they are unaware.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>14%</td>
<td>74</td>
</tr>
<tr>
<td>No</td>
<td>86%</td>
<td>457</td>
</tr>
</tbody>
</table>

Are you aware the library offers an Interlibrary Loan Service?
417 (78%) participants reported they are aware the library offers an interlibrary loan service and 115 (22%) participants reported they are unaware.

**Are you aware that the library offers workshops?**
413 (78%) participants reported they are aware that the library offers workshops and 118 (22%) participants reported that they are unaware.

**Are you aware that the Café at the library offers choices, such as sandwiches, salads fruit cups, cookies bagels etc.?**
Percentage aware that the Café at the library offers choices, such as sandwiches, salads fruit cups, cookies bagels etc.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>83%</td>
<td>443</td>
</tr>
<tr>
<td>No</td>
<td>17%</td>
<td>91</td>
</tr>
</tbody>
</table>

443 (83%) participants reported they are aware that the Café at the library offers choices, such as sandwiches, salads fruit cups, cookies bagels etc… and 91 (17%) participants reported that they are unaware.

**Are you aware of a feature called “Ask the Librarian” on the library’s website?**
253 (47%) participants reported they are aware that the library offers a feature called “Ask the Librarian” on the library’s website and 281 (53%) participants reported they are unaware.

Are you aware of the Library Newsletter published each semester?
124 (23%) participants reported they are aware of the Library Newsletter published each semester and 407 (76%) participants reported they are unaware.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>23%</td>
<td>124</td>
</tr>
<tr>
<td>No</td>
<td>76%</td>
<td>407</td>
</tr>
</tbody>
</table>

Are you aware that the library offers DVD’s of foreign and independent films?
164 (31%) participants reported they are aware that the library offers DVD of foreign, independent films and 368 (69%) participants reported they are unaware.

Are you aware of the exhibits at the library?
325 (61%) participants reported that they are aware of the exhibits at the library and 207 (39%) participants reported they are unaware.

**Are you aware of the faculty lecture series sponsored by the library each semester?**
226 (42%) participants reported that they are aware of the faculty lecture series sponsored by the library each semester and 307 (58%) participants reported they are unaware.

Have you ever used any electronic databases from other libraries?
110 (21%) participants reported that they have used databases from other libraries and 418 (79%) participants reported that they have not. (Please see Appendix A: question 1 for the open ended response to this question).

How would you most prefer the library to contact you about lectures, new databases, new services, etc
Participants were allowed to select more than one answer for this question, the vast majority of them 433 (82%) reported that they would like to be contacted by email, while the other percentages and counts were: 40 (8%) for twitter, 72 (14%) for face book, 176 (33%) for the library’s homepage, 102 (19%) for UNH today, 132 (25%) for UNH portal and finally 5 (1%) participants said other. (Please see Appendix A: question 2 for the open ended response to this question).

Are you aware that the library expanded its hours?
299 (56%) participants reported that they were aware the library expanded its hours and 234 (44%) participants were unaware of this change.

**How satisfied are you with these new library hours?**
The overwhelming majority of participants reported that they were very satisfied, satisfied or neutral with the expanded library hours. 178 (34%) reported being very satisfied with the new hours, 193 (36%) reported being satisfied, 152 (29%) reported being neutral, 5 (1%) were dissatisfied and 2 (.4%) were very dissatisfied. (Please see Appendix A: question 3 for the open ended response to this question).

How satisfied are you with the current amount of physical space within the library?
50 (10%) participants reported being very satisfied with the amount of physical space within the library. 179 (34%) were satisfied, 156 (29%) were neutral, a relatively high 106 (20%) were dissatisfied and 37 (7%) were very dissatisfied. (Please see Appendix A: question 4 for the open ended response to this question).

**How satisfied are you with the quiet study areas on the 3rd floor of the library?**
134 (25%) participants were very satisfied with the quiet study areas on the third floor of the library, 212 (40%) were satisfied, 150 (28%) were neutral, 24 (5%) were dissatisfied and 9 (2%) were very dissatisfied. (Please see Appendix A: question 5 for the open ended response to this question).

**How satisfied are you with the collaborative learning spaces at the library?**
71 (14%) participants were very satisfied with the collaborative learning spaces at the library, 226 (43%) were satisfied, 207 (39%) were neutral, 18 (3%) were dissatisfied and 3 (1%) were very dissatisfied.

(Please see Appendix A: question 6 for the open ended response to this question).

**Generally: how satisfied are you with the University of New Haven Library?**
113 (21%) were very satisfied with the University of New Haven Library, 301 (57%) were satisfied, 84 (16%) were neutral, 27 (5%) were dissatisfied and 8 (2%) were very dissatisfied. (Please see Appendix A: question 7 for the open ended response to this question).
The overall average awareness of all library services was 51%. As you can see from the chart above, awareness was highly dependent upon type of library service. Half of the library services had awareness above the average while the other half was below the average.
The average score of each question regarding library study spaces and service satisfaction was taken. New library hours had an average of 3.76; overall physical space had 2.97, quite study areas had 3.57, collaborative had 3.42 and finally general library satisfaction had 3.64

**Discussion**

The majority of people who responded to this survey were full-time, UNH undergraduates. 69% of participants reported they go to the library at least 2-3 times a month or more. The survey results found that most participants are either satisfied or neutral with almost all of the library services that were asked about in this survey. The only question regarding satisfaction that had high dissatisfaction scores was the one that asked “How satisfied are you
with the current amount of physical space within the library?" (20% of these participants reported being dissatisfied and 7% very dissatisfied). One of the goals of this evaluation was to determine which services had the lowest awareness scores, so the library knows which services it needs to do a better job of increasing awareness. The survey results show that there was much variation in awareness of library services for some services participants were highly aware, while others were much lower. For example, 78% of participants said they are aware that the library offers workshops while only 14% said they are aware that the library is on twitter.

Since some of the services had very low awareness percentages, the library needs to do a better job increasing awareness for these particular services. However to increase awareness, the library needs to know how people should be contacted with information about these services. This is why the survey asked the question “how would you most prefer the library to contact you about lectures, new databases, new services, etc” The vast majority of participants responded (82%) that they would like to be contacted about library services through email. There were other responses to this question as well, but most of them were significantly lower than the email response. Because previous evaluations have indicated that people are dissatisfied with the limited library hours, the library has recently expanded its hours. To determine if people are aware of this change and find out how satisfied they are with the new library hours, the survey asked the questions “are you aware the library expanded its hours?” and “how satisfied are you with these new library hours?” While only 56% of participants are aware that the library changed its hours, the results do indicate that the vast majority of participants are satisfied with the expanded library hours. The survey results show that people are satisfied with most library services; however they also indicate that large numbers of people are unaware of some library services. This means that the library should do more to publicize these services, so people become more aware of them.
Recommendations

Overall the findings suggest that the majority of people are satisfied with most services offered by the library asked by this survey. The only question that had high dissatisfaction percentage scores was “How satisfied are you with the current amount of physical space within the library?” This is most likely because the physical space within the library and the services offered don’t seem to be enough to successfully accommodate high demand during busy peak times at the library. Looking at the open ended responses to this question, it seems people want the library to have more computers, outlets, desks, study space, and cubicles. It is recommended that the library expand these services, if the library budget can afford to do so.

Some of the services that people seemed to be the least aware of are: that the Library Newsletter is published each semester (23%), that the library offers DVD’s of foreign and independent films (31%), and finally that the library is on Twitter (14%), Because these library services had the lowest awareness percentage scores, it is recommended that the library focus on increasing awareness for these services the most. Since the vast majority of people (82%) said that they would like to be contacted about library services through email, it is recommended that the library contact people through email with information about library services

Appendix A

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

- Many databases available at Yale
- Ebsco host
- .gov
- UConn Database
- PubMed
- fact on file
- Proquest
- Don't remember the name of it
- Optelec video magnification system
- numerous, but have used the business database over the last two weeks.
- ebscohost
- google and google scholar
- Various CJ Journals
- Gale Group, EBSCOhost
- JSTOR
- Wolcott Public Library
- JSTOR
- Pub Med
- Academic OneFile, researcher, Access World News
- CommAbstracts
- Sage
- Forensic net
- academic one file
- can't recall
- Academic ONE File
- academic one file, gale virtual database
- Several in the biological sciences area
- almost all of them
- Psychinfo
- Oxford
- InfoTrac
- PrairieCat
- Psych info
- Forensic netbase
- MLA
- psychinfo
- Not sure what it was called
- Jstor
- Don't recall
- Ebsco
- Jstor
- PsychInfo
- gale
• spss
• Forensicnetbase
• SIRS
• Academic One File
• science ones
• Forensicnet
• psychinfo
• Abi inform
• We can request our own music books or whatever at the library in my town from other libraries without help of librarians and you get a notification when the pick up library receives it
• EBSCO
• jstore
• Web of Science
• JSTOR
• Lexis Nexis, World News Connection, Factiva
• don't recall
• Cornell, columbia, stanford, etc
• Forensic net
• ISI Citation Database
• Academic One File
• It was just the database in my local library. I'm not sure what it was called.
• academic one file
• Taylor and Francis Online (Taylor and Francis journals)
• franklin pierce
• Most of them
• I search the journals for research.
• proquest
• EBSCO HOST

**Question 2: How would you prefer the library to contact you?**

• Flyers
• I’d prefer them not to contact me
• Signage in the library
• Blackboard
• flyer in my mail box

**Question 3: If you are not satisfied with the new library hours, what specific days and time would you most prefer the library to expand its hours?**

• I think that the library should be open 24 hours and if it can't do that, I think the library should be open later than midnight.
• I would like the library to be open 24 hours a day.
• I feel that the library should be open for a few more hours during the week.
• I did not know these hours were extended. I like the idea of having the library open earlier on weekends. It makes more sense. I'm dissatisfied that I did not know.
• I wish it was open 24 hours.

• 24/7, 365 especially holidays. Some students, especially international students, do not go home for the holidays.

• I would love for them to be open a couple of hours later.

• I was not aware, so I have not been able to take advantage of them.

• Should be open later on some week days.

• 24 hours all week would be amazing.

• Sometimes would be helpful to be open earlier on the weekends.

• Needs to be open earlier on Sunday and later on Saturday.

• The Saturday hours is closed too early.

• Saturday nights. The library shouldn't close at 5pm that is ridiculous, people do try to do homework then and with the library closed, can't always get their work accomplished.

• Open 24 hours towards the end of the semester not just during finals.

• I was like more hours for those of us who live off campus and work longer hours would be better.

• The hours are still not conducive to the graduate student population that are full-time students with part- to full-time jobs. Strong consideration must be taken for a 24-hour student study area/lounge.

• I wish the library would be open 24 hours on the weekend and have what they did during finals last semester where there just won't be any assistance at night.

• I only use the library website, have not been to the library yet.

• It's a college library and many people have to stay up until the early hours or even all night. The library should be open for 24 hours one or two nights of the week. Many other colleges' libraries are open 24/7. That's why the UNH doesn't compare to any other college.
• Later on Fridays
• I don't go to the library - i use the website
• Maybe longer hours on sundays, fridays and saturdays i do not use the library though.
• Later rather than earlier
• I enjoy the times during finals, there are times where i wish the library would be open 24hours to students all the time
• Library should be open 24 hours a day, 7 days a week
• Scanner is broken, it is crowded.
• I think the library should be open either later than 12am Sunday through Thursday and 12am Friday through Saturday. or 24/7.

**Question 4: How can the physical space at the library be improved?**

• Can get very crowded with no printing computers available
• More outlets for plugs on the silent floor and more table room for group study.
• Due to the increasing number of students at UNH the working space in the library is more hard
• Not enough computers
• More study desks on the upper level
• If the university is choosing to enroll more students, then the university needs to compensate it's resources, more specifically the computers.
• Needs more, too small for amount of students.
- Can get crowded, needs more computers downstairs and seating upstairs. Needs more plugs for laptop cords, etc.
- More seating on the lower level and more computer desks on the main level
- More computers
- There is a good amount of seating but the computer area is crowded and there often aren't any computers available.
- More cubicles with computers are needed! along with more space for study groups. Library space is too small.
- More computers
- With the size of our campus the library should be twice the size, I find that study areas are usually occupied. It would be nice not to worry about obtaining a spot to study
- More computers in a bigger space area.
- I feel that if there were additional computer labs with printing capabilities then the computer area of the library would be more flexible.
- The study areas need more outlets so that computers can be charged while studying.
- It needs to be updated dramatically. the upstairs is stuffy if you work in the cubicles and the furniture is not very up to date. the way the bookcases are set up are not very welcoming
- There needs to be more open space, I feel to crammed in the library.
- More computers; more space for groups to work on projects
- There are times when I cannot find a place to sit or a plug for my laptop when all of the computers are taken.
- Maybe more computers. Maybe put some downstairs and upstairs.
- More desks with computers.
• Peterson Library should be the largest physical space on campus, especially a campus as small as UNH.
• The library needs a remodel on the upper level floors.
• More desks and chairs in quiet study floor. more outlets as well
• More study rooms. More computers. More space in general.
• I would really like to have tables with multiple chairs on the quiet floor in addition to the individual study tables with "walls".
• Too crowded.
• Not a lot of computer space for the amount of students we have, Its always packed and very hot inside.
• There needs to be more desktop computers
• For a school with a student body as large as UNH, there should be a much, much bigger library.
• There should be more space and more available computers on the first floor, the library should be expanded
• need a bigger library
• When I walk in I am intimidated by the closeness of the cubicles. I have never once used them because I feel like all eyes are on me when I walk over.
• Putting more plugs in to charge personal laptops because every time I go there the plugs in the lower library are always being used.
• The library is very cramped, but there isn't really anything you can do about it.
• More space
• can be crowded at times
• needs to be more room. always crowded and little room to work
- More space in the quiet section
- There are not enough computers available
- There are way too many people using the facilities at all times...but you can't help that there are that many students on campus.
- The library needs to offer more space for students to work at. Often times I come to the library to print out materials or work on a computer and have to wait around for 30 min just to get a computer. There needs to be more computer space.
- Have less book shelves and more books online
- A lot of students take up a table of four for just themselves. I feel like there should be signs that ask students to please share the tables instead of spreading their things out so that there aren't other places to sit.
- No where near enough space for all the students who use the facilities
- More desks
- Need more quiet study areas and more electrical outlets
- We need more area to study, it is always full. You have to end up sitting next to groups of people that are loud or on a different floor of the library just because there are no seats.
- There needs to be more seating
- Towards the end of the semester there seems to be absolutely no room on the study floor!
- The library needs more space for the growing amount of students
- I can never find a spot in the upstairs with a plug for my laptop
- More computers and cubbies
- By expanding it and increasing holdings
- Too small for such many students
• not enough computers if you just want to run in and print a powerpoint for class etc
• more space more computers
• More desks and computers for the increase in students.
• Not sure, but the library is far too small for the number of students that attend UNH
• The library needs to be physically expanded. There are simply too many students on this campus for the library to handle.
• Need more space on each floor
• have more computers available for students.
• There needs to be more computers, printers, and scanners.
• need more computers
• usually all the computers are taken so it would be nicer if there was more computer space
• Expand
• Not a lot of general seating for reading/sitting with a laptop
• The library is becoming too small for the increasing class size. There are hardly ever open computers and sometimes it is hard to find an empty desk on the third floor.
• More computers and desks in quiet lounge
• Tables or shelves in the stacks; more chairs in the stacks; more desks/work kiosks on the third floor; more than one or two computer terminals on the third floor.
• Need more computer stations
• More computers
• There needs to be more tables/chairs and more outlets
• More space will be better.
• More computers and cubicals to work
• maybe an expansion, the downstairs can get crowded along with the computer spaces
• Get more computers and spread out the cubicles. It is very distracting when somebody next to you is talking.
• small, limited computers
• There currently are not enough computer workstations during busy times.
• we need more computers and more rooms for studying or chairs to sit in
• I know it is not possible for now, but making more seating and outlets will be nice. Also increasing the number of computers that can be available for student usage.
• More computers
• I'm not sure how more space can be achieved in that building without remodeling. One improvement that should be considered is more large open tables with more access to outlets.
• Need more computers....laptops can be inconvenient
• more floors with computers
• Sometimes the computer space gets crowded with the amount of students trying to us the computers
• The library seems crowded (especially in the computer area). If the computer area was expanded, or another computer lab was opened- I think it would be less crowded and more comfortable.
• There can be more computers available with more places to sit.
• An addition! More computers need to be offered (desktops)
• Needs more seating areas. Areas to use laptops or read without occupying the computer area.
• Well, you guys should have more tables and more desks and LESS TALKING OUT LOUD
• Very small. Need more computers.
• The number of Computers
• Way too small and cramped. Crowded
• More computers, desks, comfortable seating
• Build a larger library or add an addition
• Need to redesign library for full technology usage
• Renovation and expansion. It looks outdated and could use some modernization.
• The library needs more computers for student use.
• It would be better if the cafe could be more out of the way.
• There needs to be more of it.
• I don't go to the library - i use the website
• There could be more table space for group work on the main floor.
• The downstairs group study is very crowded both people-wise and furniture-wise. The tables that are down there are always full unless you are there early in the morning or late at night. More tables would be much appreciated, even though there isn't much room to put them
• There are not nearly enough computers for students to use.
• More outlets would be great, and more quiet room space.
• More outlets/desks in quiet study area
• More computers
• More computers
• There is not enough for all the students that currently go to the library
• More computers over greater space.
• The library is too small and looks old. Expansion is highly needed
• There is not a lot of room to do work at tables. Everyone seems to be in each other's space
Question 5: How can the quiet study areas be improved?

- More work space, more outlets
- More outlets and more study desks
- More Cubicles and outlets!
- more study areas on the upper level
- There are not always seats available, and many of the available seats do not have outlets available nearby.
- Most of the time, it is quiet but you still get people who talk loudly/take phone calls etc.
- more electrical outlets would be good
- we need more room
- I would like to see more outlets and better lighting.
- I have rarely utilized the 3rd floor quiet study area, i feel if it were fashioned a bit more like the basement area of the library.
- More large open tables would be nice in the quiet areas. My wife and I frequent Yale's Sterling Library for this reason.
- People talk on the phone and allow their phones to go off. A few people just don't respect the rules and there should be a librarian on that floor to oversea that people stop answering their phone calls.
- some people don't know what quiet means, and i get extremely angry.
- MORE OUTLETS, TAKE OUT THE PHONE JACKS
- needs more outlets
- They need remodeling.
• There's not always enough space.
• more desks and chairs in quiet study floor. more outlets as well
• Sometimes it can be noisy up in the 3rd floor i have had to ask a librarian 2x to come up to quiet people down
• See question number 20. Also, the quiet floor is not quiet because people choose to watch videos, movies, or TV shows without headphones. Also, some talk on the phone.
• i think that with the cubbies having chairs in the same unit, only 1 out of the 2 gets used because people want a quiet area to themselves...it should be changed around maybe so that more cubbies get used
• It is not always quiet...there should be someone monitoring the sound up there
• Need more cubicles with plugs near them.
• There should be more electrical outlets, because it's hard to study without a laptop when all the lectures are on blackboard
• People continuously feel they are able to text, play music, etc...needs to be enforced more!
• More outlets for laptops
• The quiet study areas can be improved by monitoring them. It's unfortunate that college aged students aren't respectful enough to actually be quiet on this floor of the library. Also, the area right outside the door should also be a quiet area because people are frequently on their phones and it is very distracting.
• There needs to be more sitting space, and the rule of "quiet" needs to be unforced. Many times I have tried to study, but either friends are talking or there have been people there on their phones.
• not enough outlets
• there is still a lot of noise up there
• more electrical outlets/ more desks/ more room so you're not right on top of people

• We need more seats to be available.

• I use this area almost on a daily basis. There needs to be more electrical outlets to plug in things like a laptop charger

• Same as above can't find a spot with a plug

• more outlets and cubbies needed

• some people don't follow the rules and talk on the phone

• not enough outlets, people still are very loud/sleeping up there

• Needs more desks.

• The cubicles should be cleaned -- students have writings and drawings on them that are vulgar and some what disgusting. Maybe getting new cubicles would be a good idea.

• More seating, WAY more outlets, and increased enforcement of the no cell phone policy.

• Need more outlets, people talk on their cell phones often

• There needs to be larger desks. The cubbies are too cramped to be fully utilized.

• Some people have phone conversations. There are also not enough outlets available at times.

• Would like more regular chairs, not cubicles

• would be better if there were more outlets

• More desks and outlets

• At busy times of the years, there are sometimes no desks available. It would be nice to consider another space in the library to also be a quiet area

• More outlets around the study spaces.

• More desks/work kiosks; more computer terminals

• Offering more sits would be better.
• Besides the lack of the number of desks and ones near outlets it is okay.

• I am satisfied, but I believe the area should be a little more organized.

• If there is a way to provide more outlets for computer usage I would be very, satisfied

• EVERY TIME i go to there, the third floor gets closed for some lecture or speaker. I'm then forced to down to the first floor where all the foreigners are yelling. Listen UNH, this is bullshit. It's a god damn library, not a lounge. Do something about it

• Sometimes during the midterms and final, it is really hard to get a seat in study area.

• More outlets.

• its just too quiet. like scary quiet

• Other than having more new books on the shelves, I can't think of a way to improve it.

• I don't go to the library - i use the website

• Needs more electrical outlets. More efficient temperature control. Gets too hot even in winter.

• It would be nice to have some tables upstairs in instead of just the cubby hole desks. They are very small and are not big enough to work in. I like to work in a quiet area but I am forced to work in the downstairs group study area because that is where the tables are.

• More international students need to realize that talking / talking on the phones (loudly) should not happen in there.

• Would tables rather than all tiny cubicles and more outlets

• More outlets/desks

• Enforcement of the quiet policy needs to be in place.

• Not enough outlets

• There needs to be more electrical outlets

• Too small and looks bad
Question 6: How can the collaborative learning spaces be improved?

- I am not greatly aware of the collaborative learning spaces at the library.
- It's too crowded, even in the CLR there are not enough open spaces
- Not enough space
- even if working in a group, these spaces are far too loud and distracting
- Sound proofing and more plugs
- Didn't know we had this
- They can be very noisy as the walls are open at the top.
- Expand
- More areas
- It would be great if you could offer an area where you would be allowed to talk, but that still
  offered some of the privacy that is available on the top floor. I am an adjunct faculty member and
  don't have an office. This is where I end up holding office hours, so it would be nice to have an
  in-between space to speak to students where it is more private than the open tables on the lower
  floor, but where conversation is still allowed.
- They are also very small, not much room for a larger study group. Also, the walls are thin and the
  air vents allow noise to carry from one private study room to the next.
- need more
- More of these areas would be nice.
- The foreigners are always in there just to watch soccer games and TV on the computers.
  Honestly, I need to do work and it's not fair that I have to wait for them to finish screwing around
on the computers. Also, I can't get things done because it's too noisy. PLEASE enforce the quiet policy. Do your job.

- I'm not familiar enough with these to comment.
- I don't know what or where this space is
- There is not even on the main floor of the library.
- Walls too thin; not enough private rooms
- Should be enlarged.

**Question 7: Please write any suggestions you have for improvements in the library.**

- It is my understanding that most of the materials in the library are not very current. That could be a misconception, but I remember that being an issue when I tried utilizing the physical library resources. I use the online resources almost exclusively now.
- Increase the number of computer and desk space within the library.
- Needs more electrical outlets, even if where each outlet is placed there's an adapter attached instead so multiple people can use it. Also on the top floor usually only the top outlet works when two people have their laptop in. Extremely inconvenient having to hunt for one constantly is a waste of time.
- I believe it would be much easier to concentrate on schoolwork if the library was not so hot during the winter months. I do not believe the library should be freezing either but it is usually so hot I can barely stand to go inside just to print a paper, let alone do work inside.
- more 24 hours days
- I spend a significant amount of time in the library waiting for a computer. This is very frustrating and cuts into my studying time. Also, I wish the main level (with the computers) was quieter.
- More space.
- I think there should be time limits on the computers, more computers, or a section of computers just for students to use who simply need to print a few documents off.
- Extended hours the week before finals week. Many students have term papers due during this week.
- Access to additional journals in the field of nutrition and dietetics, particularly clinical nutrition journals
- More computers, larger library space, more rooms for intimate group study, and more scanners.
- Have the ability for laptops to print pages
- Stop listing abstract-only databases on the website, or label them as such, because it's really irritating to find the exact article you need only to realize it costs $20 to see the actual article.
- need more outlets for students to charge personal laptops
- Thank you for getting access to SciFinder Scholar!!
- Designated computer to print material on would be nice. I often have to only print on campus, as opposed to use the computer for a length of time, and I often can not find one available.
- More outlets please
- More computers
- None.
- more computers with cubicles needed along with space for students to study in groups around exam times!!
• Too many people just sit at the computers using their laptops and not the school computers. so others that need a computer can use them.

• I think if there were more publicity announced about the events the library has to offer then there would be a greater turnout. The library is truly the academic cornerstone of any university and I feel that explaining its use outside of the required seminar in E105/ E110 there would be a greater benefit to the student body.

• Needs new Carpet I would enjoy if the library was bigger

• I would like to see a fiction collection in the library. A large fiction collection as I enjoy reading fiction very much.

• new cubicles/desks and chairs in the upper level of the library (3rd floor), better plumbing (sinks) in the women's bathroom on the 3rd floor

• Please retain the staff, they are very pleasant and helpful!

• More outlets would be ideal, if even possible. As stated previously, a librarian or staff should be on the third floor to prevent people from answering their cell phone calls. It disturbs my studying which is a primary reason why I have limited myself in the library. If there was a way this could be reduced, I would utilize the library more often.

• To make sure the quiet floor is ACTUALLY quiet.

• More outlets are needed. There needs to be more available space and seating upstairs, downstairs, on the main floor and in the CLR. Also, I wish that the library did advertise the foreign and independent movies that they have because that is something that I enjoy and was not aware about

• none

• The scanner on the lobby floor breaks down a lot, or at least seems to have only partial functionality when it is working.
• not enough space or computers. Many students use computers for Facebook/Youtube when students need them for schoolwork. Library is very loud. Very limited selection of journals that are available.

• Cooler Temperature

• There needs to be more outlets for laptops and the chair in the lower level are extremely uncomfortable when sitting for a long time in the chair.

• More computers, I am always struggling to find an open computer.

• The library needs to be re-innovated. Compared to all the other campus buildings it looks really old and outdated.

• For a library that does as much as it does, with the limited budget, space, & staff, I believe UNH is fortunate indeed to have such a creative Library administration & staff.

• The University should invest money on upgrading the library. From remodeling and offering newer books and reference books.

• More desks and chairs in quiet study floor. more outlets as well

• I would love for the library to have more selections for personal reading

• The library needs a face lift, it needs to be updated and brought into the 21st century. It needs more study rooms and more space to accommodate the growing number of students. It also needs to accommodate the graduate students in terms of hours during graduate finals weeks.

• More computers

• Searches that allow multiple databases at the same time. Additional conference space.

• Timelines for requesting materials is not compatible with graduate schedules.

• The coffee place should be open everyday at least for coffee.
• They made me take out Mein Kampf when I wanted to take out the Communist Manifesto and they said it was the same thing.

• More computers

• I often can not make it to the library when I want to due to limited parking.

• Install all updates for the computers before or after library hours so that when we are using them they don’t shut up or restart to install them.

• Cafe open later after 8pm

• A back door would be great if this was possible! It is a pain to come from the residence halls to walk all the way around the library and up steps to enter.

• I only use the library for printing and there are never computers open. Yes, you can rent laptops but they’re old and take forever to load so it’s not even worth it.

• modernize it

• Some of the library staff have been a bit snappy and rude when I ask simple questions (I noticed this consistently from an older member of the staff - she is quite rude) Other than her, the rest of the staff has a great attitude!

• more plugs to plug in my computer at the library

• Need access to more full text journals. It is very difficult to do research and/or have my students write research papers when most of the articles we need are not available to us.

• Keep up the great work!

• Kinder librarians.

• Library could be bigger especially with the increase in enrollment

• It needs to be bigger and have more computers
• Communicate to the community when one of the many events listed above is occurring. I personally don't know too much about the library and am not sure who to ask since the librarians have always seemed particularly busy when I'm there.

• Please enforce quiet area of library, and please kick people off the computers on the main floor who are on their laptops just using the computer desk as a desk. This restricts people actually needing to use the computers.

• Have more computers available

• free printing

• It would be helpful if there were more comfortable areas to sit in, similar to the chairs that are in the front of the library right when you walk in.

• The only frustrations I recall with regards to the library were its operational hours, closing early on Fridays and such. This seems to have been taken care of however.

• Many of the material offered by the library is either limited or out of date. UNH is a strongly criminal justice school, yet the selection of books on forensic cases is lacking. I had to do a project in physics, yet there was not even one book on string theory, or particle physics that was not 20 years old. The only way to get material for a project is to wait days for a loan to come in from another school. UNH needs to invest more into its library. A university library should be a big, quiet place that offers students a place to hide to study and find research materials.

• Please enforce the rules about talking on cell phones or talking on skype in the library. The chairs on the 3rd level are very torn up and disgusting, please try to invest in new chairs

• Access to more Chemical and Forensic Science journals

• there needs to be more computers available.

• More seating areas
• NOT ENOUGH BATHROOMS! As a commuter who lives an hour away, this is frustrating when there are only 2.5 mens room stalls available (urinal and stall in the basement and shared restroom on 3rd floor). Seems like its not up to code
• Please we need more plugs to connect our computers, even the computers that we rent.
• I hope the library could provide more scanners because when I wanted to use them last time, there was no one available.
• For my particular discipline, the UNH library is not very useful. The holdings and databases are not adequate for my research. I often finding myself visiting other libraries (SCSU, QU) to do my work. For example, the MLA database is the most important research tool in my field without question, but UNH does not subscribe to it. The other databases that include some literature sources are very spotty and inadequate.
• Bigger collection
• more space and newer technology
• The hours have to be longer on the weekends, the printing dollars should be higher and there should be more plugs
• We need more CJ and criminology journals
• More spacious, more books, newer decorations, and nicer service.
• expand
• As mentioned, the third floor cubicles should be changed -- they are old and written all over. Maybe have more area to study in the third floor -- in the library in general would be nice. I know most books after a certain year have been digitized -- maybe removing those books for more study area would be nice.
• Extend cafe hours
• The first floor I think it may have a chance to increase computers as much as you can, because it can be a little shortage when comes to the Final exam

• Needs more desks, more space, more outlets and less cell phone use. Good luck!

• Faster computers

• Make more room in the silent library upstairs. Sometimes the desks are pushed together, and if at all possible add more electrical outlets because most of the time people search for the seats near the outlets and there are not many of them. Other than that, it is an excellent place and I get a lot of my work done there.

• More outlets on the top and bottom floors!

• More computers

• Possibly start a collection of modern day movies for people to take out as well, making them more accessible for students would be great.

• more variety of food should be sold, you should be able to print from the laptops.

• In need of more space, more computers and better temperature control.

• Would like to see more general seating in all areas of the library (like the nice comfy armchairs on the main floor) Also I heard the legal section might be removed. Please don't, I find it to be a very useful learning tool

• more computer on the first floor

• More computers or maybe specific computers meant only for printing

• We need a bigger library!!

• Better seating in the CLR. More outlets for computers

• More computers and in general a larger computer workspace.
- Books are ridiculously old, and probably half of them cannot even be used in research paper. For example, probably 90% of the forensic books are so old, DNA is not even mentioned. The methods used in these books are just too old.

- Book holdings need to be improved in areas of literary studies and theatre studies (speaking to my own interests), as many contemporary texts are not currently available but need to be ordered via ILL.

- In the men's restroom, please try to fix the bathroom stall. Currently you have to physically lift the door up and turn the lock at the same time to lock it. Also, people can see right in the stall because there is such a significant gap in between the door and stall, which is a huge privacy concern for me.

- The only suggestion I have besides the one stated above is purely cosmetic. I think the library is not as up to date as some of the other buildings on campus. It would be nice to have a brighter, cleaner looking place to work (and for students to study).

- Extend its hours even further, would be nice if it was open 24/7 like during the finals, some other schools do that year round...

- Hanko Dobi is a living library angel! We are very lucky to have her

- MORE COMPUTERS!

- computers are slow. need more. also more quiet areas. the bottom floor and main floor are so loud.

- no

- N/A

- I would suggest having some macs be available for students who need to do advanced work on computers that can't be done on regular PCs
• Penalizing residents who use the laptop to go on Facebook or watch movies. This would free up more space for students who need the computers for research and homework.
• Please control the temperature in library so it's not too cold and not too hot.
• More computers
• Librarian came to speak to my class and helped them learn how to do research in criminal justice. Very helpful.
• The library should try to encourage more students to read by hosting events during semester like some libraries do for summer reading.
• Needs more seating areas.
• I think I explained myself enough.
• Please bring in more engineering books, more papers in database.
• Increased physical and digital holdings - especially an increased range of electronic journals available.
• The faucets in the 3rd floor girls bathroom make it difficult to wash your hands.
• Arrange the books methodically and make it more user friendly
• n/a
• It's small and crowded. The atmosphere doesn't feel very welcoming and needs to be modernized/renovated.
• More Space and power outlets.
• Library hours on weekdays be open later because that is where I get my work done. Not have the library so hot during the nice sunny days
• There needs to be more computers
requesting inter-library loans should be easier if that is what we are going to rely on. Only should log in once; shouldn't ask me for ID number EVERY single time specially when filling the form 5+ times in a single sitting; and there should be a status update of how that is going - there is no way for me to know - did my request go through? is it being processed? etc

Possibly more outlets or putting in power strips in the basement section for laptop users so every table has access to an outlet. I know I stay in the library longer than my battery life but usually have to sit on the floor to find a power source.

Allow us to borrow laptop and other stuff for longer period of time at least 5hrs inspite of 3hrs.

Actual book to check out and read

Cafe should be open 24 hrs during finals week.

it would be nice if there was a way to print from our personal laptops. When I am working on projects or papers in the library, it is such a hassle to log onto another computer (or rent a laptop if all the computers are being used) just to print out something.

There needs to be an increased leisure reading section!! There are barely any (if any, at all) popular fiction books for leisure reading (things like Harry Potter, Twilight, Hunger games series).

On the third floor there are a few electrical outlets with no desks by it and it goes unused. Also there's an electrical outlet along the window overlooking the parking lot with a metal prong stuck in the bottom outlet.

none

N/A

More outlets in the third floor quiet room!!

n/a
• sometimes people are too loud within the computer area and the computers tend to be slow
• have more leisure reading materials...sometimes students want to read something that has nothing
to do with their school work
• It is usually a bit hot in the library. Interlibrary loan is usually quite fast which is very helpful.
  Good job.
• add more computers
• I don’t know how to make an appointment with the people in the CLR that help with writing; you
  should make it more known about how to do that.
• Access to more journals and open 24 hours a day, 7 days a week.
• None
• more computers on the main floor
• There should be a time limit on students using the computers that way everyone gets a chance to
  use them. I feel that they are often monopolized. More books!
• I would like a fiction section
• Expansion is needed to the library. One scanner is provided to the all UNH students we should
  have more equipment in separate copy center.
• They need to have more entrances than just that one.

Appendix B
Spring 2012 Needs Assessment Survey

1. I am a..
2. If you are a student or faculty, which of these colleges are you associated with?
- College of Arts and Sciences
- College of Business
- Tagliatela College of Engineering
- Henry C. Lee College of Criminal Justice and Forensic Sciences

3. If you are a student, are you graduate or undergraduate?
- Graduate
- Undergraduate

4. If you are a student, are you full time or part time?
- Full time
- Part time

5. If you are a student, where do you live?
- On Campus (Residence hall)
- Off Campus (UNH housing)
- Off Campus

6. How often do you use the University of New Haven Library?
- Never
- Less than Once a Month
- Once a Month
- 2-3 Times a Month
- Once a Week
- 2-3 Times a Week
- Daily

7. Are you aware that the library is on Twitter?
- Yes
8. Are you aware the library offers an Interlibrary Loan Service where you can borrow books, music, government documents, audiovisual materials, technical reports and some microform materials?

- Yes
- No

9. Are you aware that the library offers workshops, where you can learn about databases, plagiarism and how to conduct research etc.?

- Yes
- No

10. Are you aware that the Café at the library offers choices, such as sandwiches, salads, fruit cups, cookies, bagels etc.?

- Yes
- No

11. Are you aware of a feature called “Ask the Librarian” on the library’s website?

- Yes
- No

12. Are you aware of the Library Newsletter published each semester?

- Yes
- No

13. Are you aware that the library offers DVD’s of foreign and independent films?

- Yes
- No

14. Are you aware of the exhibits at the library?

- Yes
- No

15. Are you aware of the faculty lecture series sponsored by the library each semester?

- Yes
- No
16. Have you ever used any electronic databases from other libraries, which currently aren’t provided by the UNH library?
   - Yes
   - No
   If yes name the database: [blank]

17. How would you most prefer the library to contact you about lectures, new databases, new services, etc.
   - E-mail
   - Twitter
   - Facebook
   - Library’s homepage
   - UNH Today
   - Inside UNH (UNH Portal)
   - Other (Please describe): [blank]

18. Are you aware that the library expanded its hours to be open earlier on Saturday and Sunday mornings and open later on Friday and Saturday nights?
   - Yes
   - No

19. How satisfied are you with these new library hours?
   - Very Satisfied
   - Satisfied
   - Neutral
   - Dissatisfied
   - Very Dissatisfied
   If dissatisfied, what specific days and time would you prefer the library to expand its hours?

20. How satisfied are you with the current amount of physical space within the library?
   - Very Satisfied
21. How satisfied are you with the quiet study areas on the 3rd floor of the library?
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
If you are not satisfied, how can the quiet study areas be improved?

22. How satisfied are you with the collaborative learning spaces at the library?
- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
If you are dissatisfied, how can the collaborative learning spaces be improved?

23. Generally: how satisfied are you with the University of New Haven Library?
- Very Satisfied
- Satisfied
24. Please write any suggestions you have for improvements in the library.