Student Satisfaction of Technological Resources offered through the Marvin K. Peterson Library.

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Executive Summary

The core values and mission of the Marvin K. Peterson Library of the University of New Haven center on being the “academic hub” for students providing “high quality information resources.” A number of amenities have been added over the past year, including seventeen desktop computers, an additional printer, wireless printing, and extending library hours. The addition of these technological resources is deemed necessary to aid in the success of students. In this day in age, technology is a necessity in academic institutions. Even professors are utilizing technology to aid in the learning process, whether it be at the undergraduate or graduate level. Professors are therefore, expecting students to have access to such equipment to enhance their learning experience.

The Marvin K. Peterson, henceforth known as the UNH Library, states as its’ vision, “To serve as the primary center for individual and collaborative study, enrichment programs, the formal and informal exchange of ideas; provide for the information needs of a diverse and global UNH Community by fully engaging with emerging and mobile technologies.”

The UNH Library has a mission to serve its students with the technology expected to help facilitate their success while at the University of New Haven.

The Chief Librarian of the UNH Library and evaluation sponsor, Hanko Dobi, has requested that a follow-up on the Fall 2011 Technology Satisfaction survey be conducted. This survey is geared towards both undergraduate and graduate students of the University of New Haven. Since the completion of the last technology survey, the Marvin K. Peterson Library (henceforth known as the UNH Library) has made great advances to increase the plethora of resources offered to students. The UNH Library has added seventeen desktops, twelve laptops, a printer, a scanner, and wireless printing from both
personal and library laptops. The purpose of this evaluation is to assess student satisfaction with the technology offered through the UNH Library. From the results of this survey, the Chief Librarian, Hanko Dobi, can implement changes to the types of resources offered to students and updates to the technology that is currently available. The evaluation aims to determine if students use the UNH Library for particular resources. This will help gear the focus of how the UNH Library can make improvements for the future.

The method of data collection will be based on one survey distributed to all students by the University of New Haven email system. In addition, Baseline, a new computer system, will be incorporated to analyze responses from students.

Overall, the results indicate that there is no discrepancy between undergraduate and graduate students with respect to the value of technology. Students believe that technology is a necessity that improves their quality of work and aids as a learning tool. Though students value technology, there are some that do not own personal desktop computers, laptops, or IPADs due to a variety of reasons. Students, thus, rely on the library to provide them with these resources, as they are required to complete assignments. Students, overall, are satisfied with the resources offered. However, they are seeking to obtain more desktop computers, as there is always a guaranteed wait. Students utilize technological assistance while at the UNH Library and are generally satisfied with the services they receive. Students are suggesting that new technology isn’t necessarily needed as long as the current resources get updated. There are some programs that certain majors need to utilize that are also not available on computers.
Thus, the results demonstrate that students actively use the resources provided by the UNH Library on a regular basis and rely on them to be readily available for their use. The UNH Library should aim to update its software to provide students with a faster experience when using desktop computers and laptops. Students prefer Google Chrome as it is more efficient than Internet Explorer. Often, students mentioned the need for the computer to update in the middle of their work, which caused a delay in their completion of assignments. Perhaps, all computers should be synched to allow updates during overnight hours while they are not in use. Some students asked that more outlets be made available and suggested charging stations for laptops and tablets. Students mentioned not being aware of or unsure of how to utilize certain resources. The UNH Library, as an “academic hub” of the institution should make arrangements to make the library more user-friendly and incorporate improvements on current technology.
Introduction

Chief Librarian, Hanko Dobi, requested a needs assessment to follow up on the 2011 Fall Technology Survey. Since the completion of the last technology survey, the Marvin K. Peterson Library has made great advances to increase the plethora of resources offered to students. The changes implemented were due to the results of the 2011 Student Satisfaction survey. Students were relatively satisfied with the technology offered at the time. Most of the student dissatisfaction was with the printing services and the availability of desktop computers. The student opinions from the Fall 2011 survey indicated that the desktop computers were extremely slow and programs often crashed while in use. Students also recommended additional scanners, wireless printing and outlets. Since then, the UNH Library has added scanners, desktop computers, MAC computers, laptops and the option of wireless printing. This current evaluation will ascertain how helpful students find the changes in services.

This evaluation is an extension of the Fall 2011 Technology Survey. Though there were many changes induced by the previous survey, this survey is to determine how helpful those changes were and if any additional technological resources are still needed. This evaluation also differs from those of the past. Previous evaluations focused on assessing the library as a whole institution. Evaluations were focused on the space of the library, the knowledge of the staff and the literacy knowledge of students. Ultimately, the goal of these needs assessments is to fulfill the mission and values of the UNH Library.

Besides, assessing students’ needs, the satisfaction survey also aims to evaluate how students value technology with regards to their education.
With these concerns in mind, the evaluation will center on these key questions:

- Is there a discrepancy between undergraduate and graduate students with respect to the value of technology?
- Do students with particular needs for certain resources only utilize the library?
- Are students satisfied with the additional computers and laptops that the UNH Library has included as available resources?
- Are students satisfied with wireless printing that was recently made available?
- Are students utilizing technological assistance and receiving adequate support while at the UNH Library?
- What other technologies do students want available in the library?

The outcome of this satisfaction survey will help to generate knowledge as well as monitor the services of the UNH Library. The information will help Chief Librarian, Hanko Dobi assess future implementations at the UNH Library. The conclusions from the survey will also help to understand student concerns of the technology offered and recommendations that can be made. New forms of technology can be introduced to the UNH Library if students demonstrate that it is imperative for their studies and research.
**Methodology**

To complete the goals of the assessment in an efficient manner, a survey was constructed. The survey was open to both undergraduate and graduate students, which would allow for maximal amount of responses. Both undergraduates and graduates utilize the library and its resources. The opinions of both groups are necessary to determine if they have specific needs due to their academic level.

The graduate assistant devised the survey with a few factors in mind. The factors involved the length of the survey and the time it would take a student to complete it. The graduate assistant devised the survey so that at most it would take a student ten minutes to complete. There are a total of 29 questions. The first two questions involve consent and if the student is an undergraduate or graduate. Questions 3-5 ask students what technology they currently own. Questions 6-8 are meant to determine how often the student comes to the library and the type of services they use with a check all that applies option. Questions 9-11 ask the student to give their opinion on the value of technology as it relates to their education. Question 12 gives a check all that apply option to answer what they utilize desktop computers for. Questions 13-15 follow up with student opinions on their satisfaction with desktop computers. Questions 16-22 ask the student about their satisfaction with other resources provided by the library. Question 23 provides the student with an opportunity to provide comments of the available technology. Questions 24-25 ask the student about possible new resources they would like to receive. Questions 26-27 ask students to provide their opinions on the library assistance offered. Finally, questions 28-29 allow the students to give any last comments about how the library is currently and any ideas for improvement.
Before submitting the proposal to the IRB Board, there was one revision.

Constant correspondence between the graduate assistant and Chief Librarian occurred due to constructive suggestions for revision. The survey was submitted on 3/12/14 and was approved on 3/19/14 based on Exempt status under 45 CFR 46.101(b)(2). After approval, the survey was submitted to Campus Labs Baseline Survey Instrument. The survey was posted online through Campus Labs. An email notification was sent to UNH students with an incentive of a $25.00 Amazon gift card to encourage participation. The survey was open from 4/7/14-5/9/14. Any questions about the survey were directed to the graduate assistant who answered students in a timely manner to ensure reliable answers.

Once the survey closed, Campus Labs Baseline Survey Instrument analyzed the answers from students. This new tool ensures the data to be accurate and reliable. See Appendix A for a copy of the final draft of the survey.
Results

A total of 538 students completed the survey, with 80.75% representing the undergraduate population and 19.25% the graduate population (Figure 1).

Figure 1: Demographic Information

Students were asked a series of questions to help determine what personal resources were available to them. Students were asked if they owned a desktop computer, laptop, or an IPAD. It appeared that the majority of students did not own a desktop computer or an IPAD (Figure 2 and Figure 3). However, the survey determined that the majority of students owned a laptop computer (Figure 4).
Figure 2: Amount of students that own a desktop computer

Q3. Do you own a desktop computer?

- Yes: 82.99%
- No: 17.01%

Figure 4: Amount of students that own a personal laptop

Q4. Do you own a personal laptop?

- Yes: 96.64%
- No: 3.36%
Students were then asked to answer a question about the frequency of visitation to the Marvin K. Peterson Library. The majority of students, 36.45%, visited the library.
once a week (Reference Figure 5). Second, 34.95%, of students visited the library 2-3 times per week (Reference Figure 5). After determining the frequency of student visits, the survey was designed to pinpoint the reasoning for students utilizing the Marvin K. Peterson Library. The next question asked students if they come to the library to use its resources. It appears that the majority of students, 77.2%, come to the library to utilize its technological resources (Figure 6).
The survey indicates that the majority of students, 96.11%, come to the library to utilize its printing services (Figure 7). It appears that 88.81% of students come to the library to use the desktop computers (Figure 7). Research journals are utilized by 47.93% of students (Figure 7).
The next set of questions has students rate the importance of having technological resources available to them for completing coursework. Figure 8 represents a bar graph that shows the majority of students believe it is extremely important to have access to technological resources while learning. The majority of students, 98.30%, believe that technology makes studying and research easier (Figure 9). Students were then asked if they felt technology improves their quality of work. Figure 10 demonstrates that 95.64% of students believed their quality of work was improved by utilizing technology.
Q9. How important is having access to appropriate technological resources to your ability to learn?

![Bar chart showing student opinions on the importance of availability of having technological resources]

Figure 8: Student opinions on importance of availability of having technological resources

Q10. Do you think technology makes research and study easier?

![Bar chart showing student opinions of technology with relation to studying]

Figure 9: Student opinions of technology with relation to studying
The next four questions of the survey ask students to assess the quality of the UNH Library’s desktop computers. First, students were asked why they utilized the desktop computers. The majority of students, 87.12%, use the desktop computers for its printing services. The second reason why many students utilize the computers is for internet service. This is demonstrated in the bar graph on Figure 11 below. In 2013, the UNH Library added 13 desktop computers due to the results of the previous assessment, which indicated that there were not enough. The majority of students, 70.27% still believe that the UNH Library does not have enough desktop computers (Figure 12). Students may feel that there are not enough desktop computers in the library because they sometimes experience a wait time until they can use one. Figure 13 is a bar graph that represents how long students usually wait. The wait time varies, with the longest being up
to 20 minutes. Only 16.67% of students find that there is always one available. The last question in this series asks students to rate their level of satisfaction with the UNH library’s desktop computers. About half of the student population, 51.57%, is moderately satisfied with the desktop computers.
Figure 11: Student use of UNH Library Desktop Computers

Q13. The Library added 17 additional desktops in 2013. Do we have enough desktop computers?

Figure 12: Student assessment on whether the UNH Library has an adequate number of desktop computers

Q14. How long of a wait do you usually have to obtain a desktop computer?

Figure 13: Student wait time for a desktop computer
The next three questions of the survey ask about the printing services of the UNH Library. The wireless printing service was added in 2013, allowing students to print from personal and library laptops. 68.85% of students found the service to be satisfactory (Figure 15). This question allowed students to leave comments. Many students left comments that they were not aware of this service or were unsure how to use it. Students also stated that this service was incompatible with MAC laptops. Students were then
asked if the UNH Library had enough printers. The majority of students, 84.62% believed there are enough printers (Figure 16). With regard to the printing services, students were asked to rate their satisfaction. The majority of students are satisfied with the printing services, with 42.69% being very satisfied and 40.38% being moderately satisfied (Figure 17).

Figure 15: Student assessment of wireless printing service with comments in appendix
Q17. The Library added an additional printer in 2013. Do we have enough printers?

Figure 16: Student assessment on adequate number of printers

Q13. How satisfied are you with the printing services?

Figure 17: Student satisfaction with printing services
Next, the survey asked students if we had enough scanners. The UNH Library added an additional scanner in 2013. According to Figure 18, about 89.42% of students believe we have enough scanners.
Q20. The Library added 12 additional laptops in 2013. Do we have enough laptops?

Figure 19: Student opinion on whether we have enough laptops

Q21. Have you ever borrowed a library laptop?

Figure 20: If students ever borrowed a laptop
The Survey then inquired about student satisfaction with the service of borrowing laptops. In 2013, the UNH Library added thirteen laptops. According to Figure 19, 88.85% of students believe the library has enough laptops for student use. Students were then asked if they ever had to borrow a laptop, in which 71.92% said no (Figure 20). In terms of the borrowing privileges for the laptops, 42.76% of students said they were moderately satisfied (Figure 21). Students were then asked if they would prefer to borrow an IPAD instead of a laptop. Figure 22 demonstrates that 39.46% of
students would like to have the option available to them, and 50.87% prefer only to have laptops available.

Figure 22: Student opinion on IPAD vs Laptop
Figure 23: If students ever required technological assistance

Figure 24: Student satisfaction with library staff response
Lastly, the survey asked students if they ever required technological assistance. About 38.1% of students needed assistance at one time from library staff (Figure 23). There was a follow up question that asked students their level of satisfaction of the response from the library staff. The majority of students, 56.85%, were very satisfied with the response they received. Students were then asked to provide any comments regarding new technologies they would like to receive, any changes that could be made, and how the library can improve their technological assistance. The responses are in the appendixes following this report.
Discussion

*Is there a discrepancy between undergraduate and graduate students with respect to the value of technology?*

The results of the survey indicate that there is no discrepancy between undergraduate and graduate students. Both levels of students value technology and believe that it aids in the successful completion of their work. Students found that technology made research and studying easier as well (Figure 10, Figure 11). Some students, especially those in engineering majors, found it difficult to complete some coursework as computer programs were not available to them (Appendix C). Thus, there could be a discrepancy in terms of majors with regards to the type of technology wanted by students. Some programs that were mentioned were Microsoft Project, SPSS, and Adobe Flash. Engineering students need specialized programs to aid them in their coursework, but desktops in the UNH Library do not have them downloaded. Some students mentioned that Java and Adobe Flash would make research easier, but computers do not contain them. One student stated, “As a Mechanical Student we need other software’s to be installed in desktops and laptop’s like Auto-desk Inventor, Ansys” (Appendix D). An environmental science student suggested having access to more research journals. Thus, possible discrepancies with student wants may differ due to their course of study.

*Do students with particular needs for certain resources only utilize the library?*

Students utilize the desktop computers very frequently. Students were asked why they utilized desktop computers to determine if there were certain resources that were needed. The majority of students use the desktop computers for printing (87.12%),
Internet access (68.37%), and research (53.03%). However, there are a small percentage of students that use the desktop computers for social media websites.

Thus, all levels of students with various majors visit the UNH Library for its printing and researching resources. The ADOBE and JAVA programs should be installed on all the desktop computers to aid with student research.

*Are students satisfied with the additional computers and laptops that the UNH Library has included as available resources?*

The results indicate that students believe there are an appropriate number of laptops, scanners, and printers. Similarly to the previous technology study, the results show that students still feel that there should be more desktop computers. Even though the UNH Library purchased seventeen additional desktops in 2013, students believe there aren’t enough available desktops. According to the results, students report a wait of up to twenty minutes. Only a very small percentage, 16.67%, of students reported not having to wait for an available computer. Students suggested allocating a few computers for “quick use.” These computers would be designated printing computers. Some students commented about seeing students on social media sites, or operating their own laptop with the desktop simultaneously. Thus, students that had to print papers out for classes were inconvenienced by the availability of desktop computers. Students were “moderately satisfied” with the desktop computers. The concerns of these students are regarding the updates that often occur while operating the desktop computers. Many students report losing their work because when the computer updates, it restarts its system. Students also mentioned slow operating systems, which cause a delay in logging on, and opening up web browsers.
Are students satisfied with wireless printing that was recently made available?

Overall, students found this service satisfactory. However, the study found that many student were unaware of this service. Students stated that prior to the survey they did not know this service was available. The results of the study also demonstrated that students did experience some difficulties with this service. Many students reported difficulty using this service with MAC computers and laptops. Those with MAC products were not able to connect to the printer. Other students stated that after trying to print a document, the job would not show up on the print queue. Students also mentioned that printing a pdf document would not print out correctly. This may be due to the Adobe PDF not being updated/installed in the desktop computer.

Are students utilizing technological assistance and receiving adequate support while at the UNH Library?

The survey demonstrated that 38.1% of students utilized technological assistance from the library staff (Figure 23). Students reported being very satisfied with the support received from the library staff (Figure 24). Students said the library staff is friendly and knowledgeable. If a staff member did not know the answer to a question, they found someone who did. Students greatly appreciated this gesture from the staff. A few students suggested having a librarian on at night rather than a security guard in case if technological issues arise. Since the hours of the library are open throughout the night, some students believe it would be necessary having a staff member. If there was a printing jam or if paper ran out during the night, then students could not ask anyone for help due to lack of staff. A student also suggested training
all staff members in updates for the desktop computers so that they could be updated at the same time throughout the night.

**What other technologies do students want available in the library?**

Students suggested rather than purchasing new technology, to focus instead on updating the technology that the library already owns. The desktop computers and laptops desperately need updates for its software as well as a few downloads of certain software like ADOBE so pdf files can be viewed. Once again, students mentioned reserving a few computers for “Quick use” so they can print out papers quickly and efficiently before their classes.

A student suggested a text messaging system to remind students of when the books are due to be back to the library. Another suggestion is to have an online booking system to reserve the group study rooms. Many graduate students are away from campus and are unable to come to the UNH library to reserve a room. The online booking system/text messaging system would be efficient methods to aid students and ease responsibilities of the library staff. Students also proposed having a self-checkout system when borrowing books.

Students appreciate the technology that the UNH Library has already and believe it would be more efficient to focus on updating the systems. Fax machines, IPADS, 3d Printing, and more outlets were mentioned as possible new technology to be acquired by the UNH Library.

**Appendix A**
How can we improve?

Please take a moment to help us improve your experience at the Marvin K. Peterson Library.

Participation in this survey is voluntary and will be considered confidential. You are free to withdraw or discontinue participation in the survey at any time without any explanation or further contact from the researchers.

This survey is anonymous. An analysis of the aggregated results will be reported on the Library’s web site.

This survey was reviewed and received IRB Approval on ____. If you have any questions or concerns regarding this survey or your rights as a research participant and would like to talk to the researcher(s), contact Christina Patti at: cpatt1@unh.newhaven.edu.

Survey participants who complete the entire survey and submit it will be entered into a random drawing for a $25.00 Amazon gift card.

You must be 18 years of age or older to legally consent to participate in this survey study. If you are younger than 18 years of age, please exit the survey by selecting “NO” for question 1 below.

1. Are you age 18 years or older and do you consent to participate in this study?
   a. Yes
   b. No

2. Are you a UNH Graduate or Undergraduate Student?
   a. Graduate
   b. Undergraduate
3. Do you own a desktop computer?
   a. Yes
   b. No

4. Do you own a personal laptop?
   a. Yes
   b. No

5. Do you own an IPAD?
   a. Yes
   b. No

6. About how often do you come to the library?
   a. Never
   b. Once a week
   c. 2-3 times a week
   d. Daily

7. Do you come to the Library to utilize its technological resources?
   a. Yes
   b. No

8. If you answered yes to number 7, what resources do you use? Check all that apply
   a. Desktop computers
   b. Laptops to borrow
   c. Printing
   d. Scanning
   e. E-books
   f. Research Journals

9. How important is having access to appropriate technological resources to your ability to learn?
   a. Not important
   b. Neutral
   c. Important
   d. Extremely important

10. Do you think technology makes research and study easier?
    a. No
    b. Neutral
    c. Yes

Do you feel technology improves quality of work?
    a. No
    b. Neutral
    c. Yes
11. Do You feel technology improves quality of work?  
a. Yes  
b. No.

12. What do you use library desktop computers for? Check all that apply  
a. Internet access  
b. Printing Services  
c. Research  
d. Writing Papers  
e. Excel  
f. Research Materials in Library Databases  
g. Google Scholar  
h. Social networking, i.e. Facebook  
i. Don’t use  
j. Other (please explain)

13. The Library added 17 additional desktops in 2013. Do we have enough desktop computers?  
a. No  
b. Neutral  
c. Yes

14. How long of a wait do you usually have to obtain a desktop computer?  
a. Always one available  
b. 0-5 minutes  
c. 5-10 minutes  
d. 10-14 minutes  
e. 15-20 minutes

15. How satisfied are you with the desktop computers?  
a. Dissatisfied  
b. Somewhat dissatisfied  
c. Neutral  
d. Somewhat Satisfied  
e. Satisfied

16. The Library added wireless printing from personal and library laptops in 2013. Is this service satisfactory? If not, what is the problem.

17. The Library added an additional printer in 2013. Do we have enough printers?  
a. No  
b. Neutral  
c. Yes

18. How satisfied are you with the printing services?  
a. Dissatisfied
b. Somewhat dissatisfied
c. Neutral
d. Somewhat Satisfied
e. Satisfied

19. The Library added an additional scanner in 2013. Do we have enough scanners?
a. No
b. Neutral
c. Yes

20. The Library added 12 additional laptops in 2013. Do we have enough laptops?
a. No
b. Neutral
c. Yes

21. Have you ever borrowed a library laptop?
a. No
b. Neutral
c. Yes

22. If yes, were you satisfied with this service?
a. No
b. Neutral
c. Yes

23. Please provide any comments about current services of desktops, laptops, printers, and scanners.

24. Would you prefer to borrow an IPAD rather than a laptop?
a. Yes
b. No
c. Want both to be available

25. What other technologies would you like to see available for students in the Library?

26. Have you ever required technological assistance while in the Library?
a. No
b. Yes

27. If yes, how satisfied were you with the response from the Library Staff?
a. Extremely unsatisfied
b. Unsatisfied
c. Neutral
d. Satisfied
e. Extremely satisfied

28. Comments:

29. What could the Library do to improve our technological assistance?

Thank you for your participation!!!!
If you would like to be included in the drawing for a $25.00 amazon.com gift card, please contact Christina Patti at cpatt1@unh.newhaven.edu upon completion of the survey.

Appendix B
Question 16: Responses
   After printing to the library I couldn't find it an any printer.
   Can not get it to work for me.
   Can't access from laptop
   Can't access it.
   Can't connect
   Can't connect.
   Cannot configure computer to printer. Troubles with it.
   Cant connect to the server half the time.
   Couldn't work on my laptop
   Did not know about it
   Did not know about this service
   did not know this service was offered
   didn't know it existed
   didn't know that was possible
   Didn't know this was possible! Needs to be advertised more.
   Didn't know we had it or how to use it
   didnt know it existed!
   didnt know this was an option
   Difficult to obtain on a Mac
   Does not work all the time
   Does not work with all devices. For instance my fire hd kindle.
   Doesn't always work
   Doesn't set up for me
   Doesn't work
Doesn't work for many laptops
Don't know how to use it
Don't own a laptop.
Don't use it
Dont even know they had that
Expensive and most of the times it is not accessible
Had no idea it existed.
Half of the laptop computers are not connected to the printers or if they are
the job commands do not go through.
Hard to connect to
Have not heard about it
Have not utilized this
Have to install things on to my computer. Still does not work every time
Haven't used it.
Haven't used the feature.
I actually did not know that the service was available, so this may also be true for
other students as well. I often seen students with laptops open and sitting in the desktop
seats, possibly to transfer their work to the desktop in order to print. If there were more
seating available and the wireless printing was better advertised, there may be an
improvement in the service as well as higher availability for the desktops.

I could never get it to work
I did not know about it.
I did not know about this or how to use this feature.
I did not know about this service, or how to use it.
I did not know that this service existed
I did not know they added it.
I did not know they did this...
I did not know this
I did not know this existed
I did not know this was a thing...
I didn't even know about it.
I didn't even know about this service until reading this question.
I didn't even know it was existed more awareness should be created.
I didn't even know that existed
I didn't know about it
I didn't know about or how to use it.
I didn't know about this. You should make it more publicly known.
I didn't know that existed
I didn't know that existed.
I didn't know that this existed
I didn't know that this service existed.
I didn't know they added this and how do I do it!!!!
I didn't know this existed!
I didn't know this service was available, perhaps I would use the laptops had I
known.
I didn't know this was a service.
I didn't know this was an option
I didn't know we had that
I didn't even know that we had this.
I don't use the services. I was also required to answer for wait time on #13 and did not have the option to say I don't know
I had no idea I could do that.
I had no idea that I was able to print using my personal laptop. How do I connect my laptop to the library printers?
I had no idea that they had this. Not advertised at all.
I had no idea you could even do that.
I had no idea!
I have a mac book and it is very difficult to access, I still don't have the program and I have never been able to use it. Also the front desk people have no clue how to do it and when they hand you the directions they warn you it doesn't work

I have never used this so I cannot answer
I have no idea now to do it

I have not been able to get it to work
I haven't used it, so I don't know.
I never knew I could print from my personal laptop
I never knew this service existed.
I never used it
I tired to use it once and could never figure it out and no one was around to help me

I tried many times to print from my laptop but I couldn't
I typically don't print at the library.
I was never made aware of this service nor do I know how to go about printing from a laptop.

I was not aware of this option.
I was unaware of that
I was unaware of this additional option.
I was unaware of this service and I am not sure how to use it...is there "how to" info somewhere?
I was unaware of this, it should be advertised more so more students can utilize it
I was unaware this was available
I was unaware this was available, as well as how to set up wireless printing to my personal laptop.
I was unaware we had wireless printing.
I wasn't aware of this. I've never used it.
I wasn't aware that wireless printing was available.
I wasn't even aware this was a thing.
I wasn't informed.
It didn't open on my Macbook.
It does not work for MacBooks. It will not allow the download because it is coming from a "unreliable outside source."

It does not work on my laptop (PC)

It does not work on some computers and a lot of students do not know they can print wirelessly.

It does not work. I have been to tech support many times and it still does not work for me or my roommates.

It doesn't work correctly on my Mac.

It doesn't work on my laptop.

it doesn't work.

It has been difficult trying to connect to the printer. The steps to do it are not 100% clear.

It is difficult for average students to hook up and use.

It is not advertised that it is an option.

it is not installing for windows 8 64 bit.

It is very confusing.

it never connects.

It's not that it isn't satisfactory, it's just that I haven't had the chance to utilize this service so I can no speak on its efficiency.

Lines
macs dont print
Many dont know about it
Many unaware of change Unavailable to all laptops
More instruction in how to use it would be helpful.

My laptop can never connect to it.

N/A

N/A -I was unaware of this service

Never knew i could print from my laptop. How do i do this

Never tried wireless printing

Never used it

Never used this option.

never used wireless printing

New students were not given comprehensive instructions on how to do it. And instructions are not readily available online.

No one knows how to use it

No one knows how to use the technology and often is ineffective.

No one knows there is wireless printing available.

No one told me about this.

nobody is aware of such an option. to print from their own laptop.

Nobody told us they did this. When did they do this? I would have liked to known, I'd be utilizing this feature so much

Not as accessible as I had hoped.

Not easy to obtain the wireless access and what printer to send the document to

Not sure if you can use from personal computers

ONly because i didn't know that it included that feature.
printers don't work half the time and the color printer only works from certain
desktops.
Sometimes it doesn't work
The library is very out dated
The Pharos software does not work properly for MacBook Pro running Mac OSX.
The Printer doesn't show up on my laptop
The printer wouldn't connect to my laptop.
THIS IS A THING? WHY DIDN'T ANYONE TELL ME? NOBODY TOLD ME

This service is not available for Mac users.
too expensive
Trouble connecting it to the computer
Unaware that it existed
Was not aware of this
Was not told about this feature
Was unaware of the service. Should have more literature on what services are
available
Wasn't even aware this was an option
Won't work

Appendix C
Question 23 Responses:
A few more desktop computers needed. No matter what day it is, there is usually a wait.
Add more desktops and add more tables for students. There are never enough and people often have
to leave because there is no where to sit
Adobe flash and java are often outdated.
All are fine. Should add another printer downstairs so you don't have to go upstairs to print
all have good service
All of the desktops are not updated to office 2013, so sometimes it's difficult to transfer documents
from one to another. Laptops take at least 15-20 minutes to sign in. Also every time I sign out a
laptop it's never fully charged and there are not nearly enough accessible outlets in the library on
any given floor.
All the services offered by the library are great there just never seems to be enough desktop
computers
Allocate some computers for quick uses, such as brief use for printing so you don't have to wait for
people to write 10 page papers on the other computers if you just need to jump on the print
something quick and leave.
An additional color printer would be good because if the other doesn't work I can't print in color.
As a freshman, even though I've been here for two semesters, I was unaware the University had
scanners and laptops.
Awesome
Besides the hardwares implement, I am only concerned with not having more frequently or never
cleaned the keyboards and mouses, which actually causing the majorities exposing too-many germs
and carrying around. Hand sanitizer and alcohol wipes should be provided as well.
certain software such as java script and adobe aren't downloaded into desktops therefore certain pdfs can't be opened which is frustrating with research
Cheaper color printing needed, laptops should be able to leave library (do something like they have to leave a credit card number and they will be charged if it is not returned)
Computers are a little slow
Computers are very slow some days, and makes something as simple as printing a document an all day affair. The laptops act the same way, some days it takes up to an hour just to sign into the laptops. It also seems there are at least 2 or 3 computers out of order everyday, and even though IT has "been made aware" nothing changes.
Desktops and laptops are always very slow to load.
Desktops and printers work very good
Desktops are a bit slow. Upgrades would be nice, both software and hardware.
Desktops are extremely slow and too many people use them for online shopping or social media when people are waiting to use them for educational purposes
Desktops are incredibly slow to boot, apple pcs dont print or connect to the network at all times, the main floor only has 3 pc's that are i7
Desktops are never available and run really slow
Desktops are pretty slow
Desktops are verrrrry slow. Chairs are SUPER DIRTY and they reflect Bad quality and carelessness.
Desktops are very slow to sign on. Have an option with scanners to email it directly to the printer.
desktops are very slow while printing or doing any work its been stopping in the middle and taking lot of time to start again. everytime it says windows not responding ........
Desktops are very slow. I think the operating system is old.
Desktops are way too slow. Some have problems accessing blackboard. Absolutely terrible computers.
Desktops could hav a faster startup time if you disabled downloadin every single software for use each time it gets turned. The majority of students just browse the internet, there's no need to require the computers to boot every software when the system boots up.
desktops freeze a lot and laptop battery life is very short; printers are always jammed or the paper takes a long time to come out
Desktops keep on restarting due to updates for it and it is very annoying because sometimes it restarts in the middle of typing a research paper
Desktops need to be updated and are insecure. Also need to be cleaned. More desktops should be added and printers fixed faster.
Desktops need to be updated more often in terms of software, chrome should be installed by default, and slowly upgrade older desktops for the new all in one computers that were added last year
desktops need to be upgraded
Desktops run very slowly, impossible to get work done in a timely matter
Desktops should be scanned more frequently, as they tend to be really slow in logging in and in running processes.
Desktops sometimes undergo some technical issues with turning on.
Desktops work well. Printers tend to get jammed a lot of the time.
did not know laptops were available
Download google chrome on all the desktops and update computers.

easy to use

Educate about printing services

Even though often there is a desktop computer open, it is either out of service or won't turn on, or it is so slow that it won't load email or other pages / documents. Also I have found that the Mac desktops won't print to the printers. I am not sure how to get the Mac desktops to print to the printers if there is now wireless printing to make this easier.

everything good but on weekdays it is difficult to get a desktops

Everything is satisfactory

Everything works fine, I have no complaints.

Everything works great when I'm at the library. The only issue I have come across is sometimes there is a crowd and there are no computers free. This happens from time to time.

Fees are ridiculous Start-up on laptops are especially slow

fix the printing from personal computers issues

FREE PRINTING - UNLIMITED

From my point of view those who want to only print the instantly they have only one desktop PC available it should be increased by two or more s that during the peak hours student can get the print out and should not wait for the availability of the PC.

good

Good

good but desktops are needed more

Good working

Great service.

Great to have available. Library does not have comfortable seats

Having printing instructions easily visable would make things easier. I'm a junior and I still forget how to print sometimes

I believe the computer(desktop) are very slow! Need to exchange some!

I did not know we have wireless printing....maybe tell students so we don't have to wait for a desktop to become available...I don't know anyone that knows about this

I do not use any of these services as I access the databases from my home. I find that extremely convenient.

I do not use the services

I don't know that the lack of desktops is the problem. There fact that wireless printing to library printers is available from personal laptops should be more prominently advertised. I have multiple times waited for an extended period for a desktop to free up to print a document, and had to go through the hassle of uploading it to dropbox and re-downloading it to the library PC to print, because I had no idea this was available. I'm a commuter and not on campus often, so I'm not exposed to as much info about services as on-campus students

i don't really use any because i have my own

I don't use any of these services and don't know if there are enough or not.

I find that there are enough desktops most of the time but not during finals and certain peak hours of the day

I have never used the library laptops so i dont really know if we have enough of them or not. Same with the scanners. There wasn't a "I don't know" option so i'm using this.
I have not experienced a problem so far with the printers or losing my work on a computer. The fact that I can rely on the library if my laptop isn't working, if I need a change of scenery from my room, to do research, or to print projects is a big sense of relief for me.

I have not used them but heard positive feedback from other students.

I heard it is all very good.

I know it would be difficult but more desktop computers would be nice.

I live off campus and have all the necessary technological assets at home. Therefore, I have had no experiences dealing with school owned property.

I never had a problem with the desktops I am very satisfied with them.

I never knew you could print wirelessly from a personal computer. That seems very helpful.

I never used the scanner before this year, but I really appreciate that it's available. The computers are very slow to open, but printing is very fast.

I noticed the Mac desktops are still not quite connected for printing, which has been a problem for me when I need to print and all the other computers are taken.

I really only use the computers to do work and print but they work just fine. long for

I think that a lot of people don't know some of the services that are available like printing from personal and borrowed laptops as well as printing from the desktops downstairs. I also think that a lot of times people come and sit at the desktop stations but then they don't even use the desktop they pull out their own laptop or work and take up a station that could be used. I think that this makes up a lot of the time that people wait for laptops.

I think the laptop rentals should be longer than 3 hours. Other than that it's great. The new rental of laptop is much quicker and less tedious.

I think the services provided are very good for the amount of students who use the library. It is my primary source of printing. I have not seen it this semester, since I'm studying abroad, but even before all the new additions I enjoyed the services.

I think there should be 2 or 3 desktops reserved specifically for printing only. Sometimes this is the only thing I need and I need to wait for a desktop and I do not have my own computer at the time.

I think there should be a couple of computers solely for printing purposes.

I use the desktops to print and edit papers, but sometimes the library is so busy that I can't find a free computer.

I wish students wouldn't use the desktop computers for social media or other non academic reasons.

Maybe there can be another space for these students to use different computers so others who want to use the desktops for academic reasons do not have to wait.

I wish that the laptops had the newest edition on Microsoft and I just prefer Windows 8.

I wish the color printing would be double sided especially for the price it is.

I wish there was a section of desktops just for printing because I go to the library to print and there's usually no desktops available. All I want to do is get in and out.

I would like to know more about this wireless printing from personal laptops.

I've noticed a few computers do not print in color to the color printer.

I've only ever used a desktop once in the library for printing. The desktop worked fine, but printing
was an issue. It was slow and unresponsive at first, so I did not think I was going to get all the pages I paid for.

If there is a problem with any of the desktops (ie. slow, crashing, or not working), it should be resolved quicker so there are more available computers for students, plus adding more computers would help with availability.

Information on how to print from personal laptops should be sent to students, or should be displayed somewhere where students can find this out.

It takes a lot of time to get into the home screen, apart from that rest everything is very good.

It took 20 minutes to turn on and log in. They are very slow and when you cannot get onto a desktop to print something it is your only other option and then you have to wait 20 minutes to log in.

It would be helpful if printing were cheaper. We pay so much as students already, it would be nice if printing was subsidized a little.

It would be nice to have disinfectant wipes or something like that available to clean off the computers before/after use.

It'd be great to make sure that the "Printing Only" desktops are available to those who need it. Too many times I've gone into the library to quickly print off a paper or lab report and the "Printing Only" computers were being utilized by students conducting full-blown work instead of just printing like they're supposed to be used for. And when every other desktop is in use (and I was previously unaware of the wireless printing option) it gets quite irksome.

It's not just the technology its the availability of someone to there in case of a problem. No back support.

Just need more desktops. It can get very crowded very easily.

Just repair the problems with printing from our personal laptops.

Keep them running fast and effective.

Laptop checkout should be with a charger, shouldn't need to be rented separately.

Laptops and desktops take forever to login. Printers always jam. Not enough scanners and sometimes the documents don't send to email.

Laptops are okay, never had to wait Desktops- need more, always have to wait. Scanner- used them once or twice and they are okay.

Laptops are slow.

Laptops are very slow. It took me over 20 minutes to turn it on.

Laptops provide a good alternative when desktops are scarce, or when desktops are unavailable for weekly maintenance (last year, I tended to come to the library on Friday evenings when desktops were on maintenance, requiring me to use a laptop). The printing system seems fairly effective aside from the occasion paper jam or glitch.

Laptops take 10 minutes to log in.

Laptops take a very long time to log in.

Laptops take very long time to turn on. Desktops do not work sometimes. Never use printers or scanners.

Laptops tend to be really slow.

Lately, there have been several desktops that have been out of order, not just for a day or so but for an entire week or more. That causes problems when there are multiple desktops that are not functioning, at the same time, and it impact student that need to use them to do home-work or print stuff for classes.

Library computers are very slow. Take way too Long to start up. Printers are constantly breaking.
<table>
<thead>
<tr>
<th>Need more computers because they are always full when I need to print something before class.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need more desktop computers.</td>
</tr>
<tr>
<td>Need more desktop computers.</td>
</tr>
<tr>
<td>Need more desktops.</td>
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<tr>
<td>Need more desktops.</td>
</tr>
<tr>
<td>Need printing specific computers.</td>
</tr>
<tr>
<td>Need to update and extend online databases.</td>
</tr>
<tr>
<td>Needs Adobe products for my classes.</td>
</tr>
<tr>
<td>Needs more computers provided, printers are fine.</td>
</tr>
<tr>
<td>never a desktop available, very few equipment, the spaces where the laptops are too big.</td>
</tr>
<tr>
<td>reduce space and add computers better, people just gather around to talk and accessing for</td>
</tr>
<tr>
<td>facebook? find it really disappointing, there are people that need to work</td>
</tr>
<tr>
<td>never enough open</td>
</tr>
<tr>
<td>No comment</td>
</tr>
<tr>
<td>Nobody in night time to repair printer. So we face problem in night when any page jam in</td>
</tr>
<tr>
<td>printer.</td>
</tr>
<tr>
<td>none</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>None at this time.</td>
</tr>
<tr>
<td>None.</td>
</tr>
<tr>
<td>Not enough computers</td>
</tr>
<tr>
<td>Not enough printers and desktops. Pleased with their quality.</td>
</tr>
<tr>
<td>Nothing</td>
</tr>
<tr>
<td>Of the copier can be used with card swipe and not coins because a lot of undergraduates don't</td>
</tr>
<tr>
<td>carry change.</td>
</tr>
<tr>
<td>Ok, so why do we have to pay money for printers? Like so much money is put into this school</td>
</tr>
<tr>
<td>but I have to pay money for printing? I can understand something like only ten free pages and</td>
</tr>
<tr>
<td>then pay for more, but seriously?</td>
</tr>
<tr>
<td>only issue is firefox browser. Firefoz is often out of date. Please put google chrome on all</td>
</tr>
</tbody>
</table>
desks or Opera.

Only issue is that the laptops are VERY slow to log on with the network, desktops are a rarity during "high traffic" hours.

Operating systems in both desktop and laptops are having slow response.

Out of date and extremely slow to log on and load pages

Out of ink

overall is good but it needs more scanners and lp

Overall pretty satisfied

People use the desks where the desktops are to put their personal laptops down which leaves people who actually need computers unable to have access to them. The printers occasionally have issues and tend to have long lines but for the most part work well.

Print quota should be increased

Printers and printing computers are no use to anyone if they do not work. Commonly there are multiple desktop computers and / or printers that are out of service.

Printers are fast

Printers often don't work and have issues printing pdfs.

Printers sometimes run out of toner and it takes a while for them to change it

Printing and scanning should be free

Printing from the mac computers needs to be fixed, its really inconvenient

Printing service is good. It would be nice if there were more scanners available. There should be someone circulating the floor to make sure that people are using the desktops for homework. It is very annoying to not be able to use a desktop because someone is on facebook or something similar.

Regarding the desktops, students stay longer and often are not using the computers for academic purposes. I have to wait to use a desktop and I usually have to print out an assignment before class. This could get frustrating as groups of students sit at desktops while they have their own laptops out as well.

Satisfied with them

scanners are not good

Seems fine.

Seems to be a lot of use of desktops. There is not enough area to put the desktops though. Recommend using more resources downstairs.

Slow computers

so, far good

Some Desktops are very slow

Some desktops and laptops are very slow

Some desktops are always out of order, very slow, some internet does not work

Some of the computers do not work with the printers

Some of the desktop computers run extremely slow, and at peak times you'd be very lucky to find an open computer anywhere.

Some of the desktops are very slow, while others are not.

some of the desktops will not allow access to UNH websites and the amount of desktops that are out of order is sometimes ridiculous.

Some of the Mac computers are not working properly and some the other desktop computers.

some times while using the desktops there is some technical issues.
Sometimes I can't log onto my account using the Mac desktop computers. Sometimes in rush hours there is not desktop is free to use. Other time we can sit any desktop. The desktop get freeze sometimes, this suffers a lot because we work on important document that time. The printers jam sometimes and the library staffs fix them immediately. I don't have no objection at all.

Sometimes the color printer prints in black and white. color printers should print in color.

Sometimes the computer hooked to the printer does not sync with the printer. So items are paid for but never printed.

Sometimes the computers are incredibly slow for no apparent reason.

Sometimes there are slow desktops.

Technology services should make available roaming profiles for logins so bookmarks, add-ons and documents are available from every station. Many students don't have access to computers except for the library and roaming profiles would enhance ability to access their personal information for educational and research purposes. Also General preventative maintenance on keyboards would greatly increase productivity.

The battery life of the laptops is short and there should be a longer renting time. Some of the printers don't always accept the student ID cards (get unsupported card message). Also, there are usually paper jam or ink issues that don't get resolved for a while.

The computers and laptops are extremely slow to load up. Also many of the programs pop up asking to be updated, which can be distracting during usage.

The computers are extremely slow and sometimes it will take up to 5 min just to log in to a computer. Also a lot of the time there will be students sitting at the computers but not using them and there are no other computers available. The computers should be used for computer use only. Also sometimes certain printers will take a very long time to print.

The computers are great for non-engineering majors or people who do not need specialized programs or more powerful computers.

The computers are really slow and freeze often.

The computers are very slow. They need to be updated or fixed. It took me almost a half an hour to open a power point, email it, and print it.

The computers take much longer to log on than they should. Sometimes I spend more time trying to log on then actually open my email and print a paper before class.

The current services of laptops, printers, and scanners are excellent as is. Although the desktops are satisfactory in terms of functionality and service, the availability of desktops during the day leaves something to be desired.

The desktop and laptops should have Microsoft Project.

The desktop computers are always taken. Everyday the same groups of people come in and use them for hours or just to socialize, which takes up space for students who intend to do work.

The desktop computers are ridiculously slow.

The desktop computers definitely run too slow. Also, the printing options are very confusing. Sometimes, I have papers that have print on both sides of the paper and others are not like that. The options do not seem to me to be visible to fix this.

The desktops are always taken by people and if they are not actually in use someone is sitting in front of one with a laptop.

The desktops are fine, it's just that people work on their laptops at the desktop cubbies.
without using the desktops which takes those computers away from those who actually want to use them.

The desktops are often not updated and run very slow, there is a long wait to use them and the library is often extremely crowded.

The desktops are painfully slow, and often if I don't go early in the morning or late at night, there are no computers available, so I leave and print elsewhere.

The desktops are too slow... it should not take almost 20 min to print two pages.

The desktops are very slow.

The desktops are way too slow and are often all used during the day.

The desktops at the library, badly need a software update or an entire update in general. I.E get new cpus that can handle the constant usage by all of the students. I waited 25 min. for the internet explorer to open. I would also say make sure that Google chrome is installed and readily available to all the students whom use that browser. Internet Explorer is the most unsafe means of browsing the Internet.

The desktops can be really slow to boot up. If you just need a computer to print something before class, this is a pretty big problem. There should also be a time limit on the desktops. Sometimes I go in to use a computer for school work and there will be twenty people looking at facebook or browsing the internet for non-school related things. There should definitely be a time limit so the people who really need computers can use them.

The desktops do not work a lot of the time, do not have updated software, and are always covered in garbage left by people working there.

The desktops need a tune up: Stop having them update everytime they are used. Its like they ask to be reset to "install" updates, but then still ask to be updated the next time they are used. Have SPSS 21 on every computer HAVE ADOBE PRO ON EVERY COMPUTER. Its ridiculous that it costs so much money that I cant afford it, but only professors and staff have Adobe Pro, not students. Monitor whoever isn't working (like screwing around on Facebook/watching videos/watching TV on the computers/using their personal laptop when the desktop is not being used), and get those people off when others need the computers Get new chairs, they smell like dirty butts

The desktops need to be updated because they can be extremely slow.

The desktops on the quiet floor need maintenance because it takes 10 minutes to log onto the computer.

The desktops run fairly slow. Signing on can take a while and sometimes the internet runs slowly.

The desktops, laptops are faster enough. The best thing I personally like is, they are all installed with antivirus. As I don't have my own desktop and laptop, its very helps me to access internet and for study also.

The Internet is sometimes really slow. I may come to the library to print something before class and I will go a half hour early and be late because it takes that long to get the computer going. I feel as though the speed should never be an issue.

The internet speed is sometimes slow. Also my system got hanged twice.

the laptop was heavy

The laptops are extremely low on many occasions and the wait for a computer is ridiculous

The laptops are extremely slow to sign on and use

the laptops are not user friendly.
The laptops are super slow
The laptops are very slow and old! Battery lives of these laptops are extremely short! Desktops are also old and slow and some of them are out of use forever! No one takes care of these computers!
The laptops should all be connected to the library printers because when I checked one out there were some that was not.
The log in for computers is too slow
the one I had was extremely slow
The only comment I have regards the amount of computers available; all other technological resources are great.
The only complaint I have with the desktop computers is that they take a while to boot up.
The printers always have problem so that I cannot print or waiting for other people. the printers always seem to break down. Also, the wireless printing is not something that has been advertised and most students know nothing about it.
The only complaint I have with the desktop computers is that they take a while to boot up.
The log in for computers is too slow
the one I had was extremely slow
The only comment I have regards the amount of computers available; all other technological resources are great.
The only complaint I have with the desktop computers is that they take a while to boot up.
The printers always have problem so that I cannot print or waiting for other people. the printers always seem to break down. Also, the wireless printing is not something that has been advertised and most students know nothing about it.
The printers break pretty often. That is really inconvenient. Some of the chairs by the desktops are disgusting and falling apart.
The printers seem to be overworked for the amount of printing being done. I seem to have issues with jams or low toner almost every time I print. Make sure they are rated for the workload that is required of them. It would also be great if you could cancel a print from the printer line up, in case of printer problems or just to cancel a print. For the second floor, I know you can borrow a power cord, it would be better if there were surge protectors already plugged in and screwed to the wall, that would increase the electrical plugs without people having to get the cord.
The printers should be refilled more regularly with color cartridges.
The printers should have an option where you can type in your ID number. My ID wasn't scanning and I was unable to print off what I needed for class.
The printing is not very good. For example, it is almost impossible to print slide shows that have been uploaded to blackboard as a PDF file. The printers do not have the capability to properly print PDF files and this is very frustrating. It can take up to 20 minutes for it to flatten all of the pages, and then when you swipe your card your money is taken and nothing is printed. I am aware that you can get your money back by emailing greenprint, but this does not help the situation because the file is still not being printed. Almost everytime I try to print something the printer takes my money without printing, or takes around 15 minutes to print the pages. While the printers work very well with other files, printing PDFs has become a very time consuming problem.
The printing is so easy to work with.
The running of desktops is kind of slow, may be the library need to update the software or system.
The scanners key input does not allow number characters... I think that is a problem since students emails are likely to have a number in it.
The software on each desktop computer needs to be updated. The desktops run really slowly at times because they are not running the latest versions of Internet Explorer, Firefox, Microsoft Office, etc.
The speed of desktops is too slow.
There are always people sitting at desktops just to talk to their friends and do not move when you need the computer for school work. The computers are fast and great if one was able to use it.
There are more than 2 computers that are out of orders since the first trimester.
There aren’t enough and they’re really dirty.
There need to be more desktop computers

There needs to be more desktops, because especially during final and midterm time there are no desktops available and we have to use laptops. The laptops work very slow maybe because so many students use them. And they always say they need to be updated.

There needs to be stricter use of the desktops. If someone is just using social media they should be removed from the area since other people need that area to do work for classes

There should be more desktops and individual workstations available throughout the entire library due to the high demand for them during the weekday hours. Also, the desktops can be very slow at times. Needs some improvements.

They are in great condition and I am very satisfied
They are too slow
They need to be updated for Java so that the online homework sites students use will work.
They never work and always are broken or take 20 minutes to turn on. There definitely isn’t enough desktop computers
they’re really gross to touch
Took three laptops to work, extremely slow on startup, took nearly 15 minutes for laptop to start.

Update desktops. The problem is not in getting a desktop but in actually being able to use it. It takes a minimum of 5 minutes for the desktops to the left (nearest Starbucks) to simply log on to the home page.

update SPSS program please Google Chrome for Google Docs compatibility (that goes for desktop computers too)

Updates on desktops need to be monitored more closely. Many times I’ve tried to use a desktop that is malfunctioning because of its need to be updated. (Malfunctions like running extremely slowly, not starting, freezing).

very good

Very Slow
Was very slow to start up and many people were not using one when I had to wait to use one.
We need better chairs, printers and desktop computers
We need more computers or to be told how to use printing services wirelessly.
We need more desktops. The library is always packed. It also does not help that there are at least always 2-3 computers that are out of service.

We shouldn’t have to pay to print for the amount of money we pay to go to school here. Especially since teachers work from PowerPoints rather than books now and we need to be able to print the PowerPoints.

WHAT DO YOU MEAN WE CAN PRINT FROM PERSONAL LAPTOPS??????????

When going to print something always have to wait for either computer or printer to be available.

When I went to save something the other day on the laptop, it saved but the laptop shut down because it died and I could not retrieve my document and lost about 3 pages of valuable information for a final project

Why are te laptops updated at 7? They should be updated at 4 am when there is minimal use.
Appendix D

Question 25 Responses:

11 x 17 print
3-D Printing
A fax machine could be useful, I've need one but I've resorted to using the scanners and then emailing papers I've needed to send out
A fax machine would be nice (if the library does not currently have one.)
A projector for group studying.
a self checkout/book reservation station.
A traditional copier would be nice. There may already be one available that I don't known about.
Access to more online research databases and ebooks.
Access to Office 365 would be nice, especially for those who utilize mobile devices.
Add outlets next to every table
An iPad would be convienent to use to read ebooks, electronic journals, and articles.
An online-booking system for the group study rooms.
any thing new.
Apple USB Superdrive
As a Mechanical Student We need other software's to be installed in desktops,laptop's like Auto-desk Inventor,Ansys
As an environmental science graduate student, more subscriptions for research journals such as life science, environmental science, marine biology. Possibly surveying professors for journal titles, would help pick great journals.
awareness of the technology which is already present in the library. That should be great because people dont know about the library database and how to use it.
Books
Change all computers to iMacs
Charging ports everywhere for laptops and brighter, daytime-like lighting
Computers specifically and only used for printing
Copier
copy machines
Desks with monitors available for students to connect their laptops to for an extra monitor
Digital cameras and video
don't have any preferences
Ear phones, micro phones, USB, Web camera( for few systems)
e-textbook accessibility to give ability for more than one student to use textbook at one time
eTextbooks
Faster computers
Faster computers.
Faster desktop computers.
fax machine
Fax machine
For now, I don't think so any other technology is necessary for students.
Free printing, more outlets for chargers for laptops in the study areas
full time library for graduate students too
Get what you have now to actually work
Google chrome on all computers.
Google Glass!!!!
Having the current devices not be out of order all the time
Headphones
headphones, computers that actually played sound, more printers
I am satisfied with what is available- I've never felt the need for additional technology.
I believe that more computers are necessary
I can't recall if there is a copy machine for color or black and white copying but if there is not, there should be.
I cant think of anything.
I do not know
I do not know at this point in time.
I don't think more technology is needed I feel as though the technology you have should be improved before new technology is added
I feel as though the technologies available are perfect.
I like that there is a computer that is set up for printing use only, but the few times I have tried to use it, it did not work. It would be great if this computer was working for printing, or if there were instructions by this computer about how to print wirelessly from your own laptop.
I pad, smart board
I think Adobe products such as Illustrator, Photoshop, Dreamweaver, etc need to be added to all of the desktop computers so that students can work on projects at the library if they need to.
I think all the technologies I need are already available.
I think laser pointers and remotes should be available for presentation uses.
I think the current level of technology available in the library is effective.
I think the library needs better technologies rather than adding more technologies. The better they are, the easier it will be for students to use them (no more frustration).
I think the library provides what it should.
I think the use of tablets can be helpful especially for research.
I was thinking about an Ipad but it already mentioned.
I would focus more on updating the facility itself right now. Technologies are decent
I would have to think on that.
I would like a choice of operating systems on tablets if and when they become available, android, windows, and apple ios
I'm all set with the technologies.
i've no idea
If not already available, a movie library. Movies are an important resource for not only moral and recreation but an important research tool. If not already available, a PDF authoring access. Many assignments are due electronically and programs such as Word are susceptible to virii. Creation of PDF documents maintains the original formatting and is less susceptible to infection and spreading malware.
iPad
IPAD's
ipad, kindles, tablets, etc
ipads
Ipads
ipads and more space for more computers
iPads or some sort of similar tablet. More desktop computers.
ipads, urgently, more desktops
It's good now.
Just more access to computers so people don't have to wait so long for people to get off
Just more desktops
Just more desktops available.
Just more or faster computers.
kindle
kindle/nook
Kindles.
Larger source of free printing.
mac books
MacBook Pro, MacBook Air
Macbooks to be available.
Make all cubical desk computers the Dell Optiplex kind. Make adobe CS6 suite available on all computers.
maybe a charging station for cellphones and ipads.
Maybe Mac desktops everywhere instead of the old dell PCs. We can afford better computers with the amount of money we pay. It's ridiculous. Add computers all around the bottom level and move the books. People use the library more for their computer and printer access than the books.
more advanced desktops that dont randomly shutdown on you
more charging outlets for the third floor and more computers/ better chairs that are not ripped and stained in the main lobby
more computers
More computers
More computers and ways to print from personal devices
More computers because I need to do work on these sometimes and then there's some jerk playing minecraft on the computer that has been playing two hours.
More computers, please
MORE COMPUTERS. No student should be left behind without a computer.
More desk top computers
More desktop computers
more desktop computers,
More desktop computers, less MAC desktops.
more desktops
More desktops
More desktops would be nice.
more electronic books
More MAC computers, charging stations
More Mac desktops
More modern meeting space
More number of desktops
more outlets
More outlets and better computers
more outlets if possible
More outlets in the quiet study floor!!!
More print dedicated pcs
More printers and scanners.
More printers.
More study space
More tables and electrical outlets near the tables. Please get rid of the blue racks and those books, no one uses them. Instead place more tables and outlets.
More tables downstairs would be nice. There is never enough space there.
movies
n/a
N/a
N/A
N/A - Technology acceptable as is at the library.
NA
no
No
Noise-cancelling headphones
none
None
None at this time
None at this time.
None that I can think of
None that I can think of other than what is available.
None.
None. I am satisfied with what is available.
None. I believe for the sole purpose of doing work and being a successful, only laptops, desktops, scanners, printers, and so on are perfectly fine
Not anything I can think of...
not sure
Not sure
Not sure if this is a technology, but there are not enough outlets to plug laptops into on the third floor and in the basement.
Notebook and folder holders for displaying next to computer
Nothing
Nothing comes to mind at the moment
Nothing~
Other tablets.
OUTLETS
Page punching machine.
Phone chargers and wireless mouses
-Phone chargers for iPhones & Android devices available to check out (for the times students stay at the library longer than expected)
Printing from phones. Ipads
satisfied with current technologies
School should provide each student with iPad or any kind of tablet for free (we pay you a lot UNH)
Send print jobs to library printers from residence halls so you don't have to bring a laptop or wait for a desktop
Small white boards and expo markers to draw Chem molecules as well as do math out on solid work programs
some more books especially for industrial and mechanical books i.e different authors and some more updated research books in the library.
Sometimes I think the library should have more quiet study desks, or more outlets. When going to the third floor of the library, most people usually walk around looking for an outlet, and if all of them are taken, they leave. I think having more outlets would help. I also think that there should be more seating both on the basement and on the third floor of the library. It can get crowded and sometimes there is no seating for groups to do work.
some subject text books copies for borrowing
surface tablets
tables
Tablets would be nice. Not just iPads because iPads are expensive
The study room is a bit uncomfortable lighting is not proper and during exams the library is full and not having enough space.
The computers should have updated drives, solid state drives in them with i7 processors
The iPad would be a nice tool to have available.
The technological help is somewhat lacking. Being told to try to reprint things, reload pages, or resave files seems to be the only advice one ever receives when it comes to computer/printing issues.
unsure
Unsure
We already have scanners, but a few more would be nice, to cut down on weight time.
we need much more access to journals and research papers
Wireless printing yessssssss

Appendix E
Question 28 Comments:
library service is 24×7 when only undergraduate students have exams. But graduate students are ignored many times.
A lot of these questions could use an "I don't know" type of answer. I've never used a laptop from the library, so my agreeing that you have enough doesn't really mean anything.
Again, people sitting at the desktop cubbies while using their own personal laptops should not be
condoned when there are those that need the actual desktops for work. Another thing is that the Macs are not connected with the printers. If you fix this problem, the library would be perfect.

As far as I'm concerned the only issue with the library is desktops are taken by people who don't necessarily need them making an inconvenience to those who do. Besides this issue I believe the library has plenty of valuable resources and technology.

Dissatisfied bc they had no solution for me

Every time I have a question or need something the staff has always been super helpful and pleasant about it. You can tell that they are willing to help out and make sure that you are able to accomplish everything that you need to.

Everybody is very helpful

Everyone is very nice.

extend working hours and send a warning message before updating the computers. So many times I lost my work because the system was updating.

Get better desktops and more outlets

Good Luck!

Grouchy librarians

Have more staff available, wait time for one staff member can be lengthy and tedious. Offer volunteer staff positions for work study credit

I believe that adding iPads to the library would be a pretty big waste of money. The capabilities of iPads are far inferior to laptops. I do not believe there would be any benefit to adding iPads. I do not have none at this point in time.

I enjoy using the library resources from home. Whenever I have had a question, I have always had it promptly answered.

I feel as though the library has very good technology it's just the inconveniences some of the cause that can get frustrating, such as the time it takes for the computers to load and turn on. Also there always seems to be a lack of available computers. One time I even had to wait up to 20 min for one. This was due to some students not even using the computers but just sitting in the seat and doing other things or on their own personal laptops. Also it can get frustrating when students are using the computers to watch shows or go on social media when others are waiting to use the computers for academic purposes. It would be cool to have a electronic sign in that will direct you to the next available computer. This might cut down on people taking seats and not using the computers and allow students to use the computers that actually need them.

I rarely go to the library.

I'd like to study in the library because I do not need to pick up my PC.

I'm still in awe over the wireless printing thing honestly...

I've enjoyed the extended library hours - it makes it very accessible for me to complete my course work late at night coming right from work.

I've used the databases several times, and this could be a relatively useless comment, but sometimes I've had trouble finding the correct information (in terms of what to type in to obtain exactly what I need).

im usually there late at night when there is no staff, but just the security personnel

In the last year the conversations with other students have become very distracting the library is not quiet anymore. There is laughter and loud conversations even individuals on the phone. becoming difficult to get work done.
Is it possible for you to make a rule or a time limit for people on the computers. Or even designate specific computers for printing so it will go faster and smoother. Also there are too many kids that log on and just sit there and don't actually use the computers which is kind of unfair to those who need to use them.

It depends on the person. Some are very helpful.

It was difficult to ask some questions because I do not use all resources offered.

keep track of people in laptops, if they are socializing just give some amount of time and be gone, or no access to facebook from the desktops. only from laptops I guarantee that it would solve the lacking of computers issue, otherwise more desktops, and really with the tuition costs and no a good amount of ipads? unacceptable.

Library is good but has no enough desktops

Library staff are always very helpful.

More desks on the quiet floor would be appreciated. More outlets on the quiet floor would be more appreciated since there are only a couple.

More print dedicated pcs

More regulations on the studying room would be better

Ms. Santoshi does a good job with assistance. The reception staff are extremely friendly, Cindy especially!

n/a

N/a

N/A

need more space in the ground floor. Sometimes there will be no space to sit.

Need more study rooms. Sometimes they are overcrowded and not available.

Nice staff! Very helpful!

Nice, friendly, helpful, and knowledgeable!

no

No comment

no more coments

No other comments.

none

None

None at this time.

None.

Nothing

one thing to know that, where we can get information about library jobs.

Only some know how to fix problems with the computers. When they are not on duty nobody can assist you and get the job done.

Overall, the library has been a great place and wonderful resource.

Overall, the Library is considerably efficient with its resources and technology. I find what I need easily and can navigate the Library upper levels as well as the Library website without issue.

People at the front desk know nothing about technical issues.

Perhaps maybe add 1 printer to each residence hall for convince sake

PLEASE FIGURE OUT HOW TO PROVIDE MORE POWER SOURCES. Also it would be helpful if more databases were available (not technically a technology issue but it's somewhat
printer malfunction

Should have library staff check the desktops every 15 minutes or so to make sure there isn't anyone hogging a desktop space when they're just doing work that doesn't utilize the computer at all - and ask them to move to one of the tables upstairs or downstairs.

Some people were helpful while others did not help at all and left me trying to figure out things on my own.

Staff is always helpful and kind. Every time I've had a question or an issue, they've solved it, or have done everything they could to do so.

thanks for making study easier for students

The behave as if everyone should have knowledge on their queries

The desktop computers in the quiet study area (on the 3rd floor) should NOT be located directly outside the bathrooms. It's not a very pleasant place to have a study area. They should be relocated elsewhere on that floor.

The guy was not aware of how to access the wireless printer

The library does a great job of responding to and advocating for students!

The library staff has been nothing but absolutely amazing the past four years of my college career. They help me with anything and everything regarding what the library has to offer. They are doing a fantastic job and are clearly passionate about helping the students. I frequent the library, and they always say hi to me and remember me, which makes for a friendly atmosphere where I am never afraid to ask for help. THANK YOU!!!!

The library staff should have a working knowledge of the technology in the library. Several times I have had an issue with a computer program and no one has been available to assist.

The printer needed to be serviced and the person that came to help did not know what to do

The staff are nice and try to help with printing issues like allowing students to print to the front desk if something is wrong with the other printers, and they are also very helpful with use of the libraries database for research purposes.

The staff at the library are always very welcoming and helpful.

The staff is very nice and helpful

The staff is always helpful when I need assistance.

The staff is helpful but it's the technology in the library that is bad.

There needs to be more computers that are accessible and that work. There are too many occasions where the computer randomly shut down and stop working and then there are no other computers available because they are absolutely full. The cafe area is not too big either, we are told we cannot eat near the computers but then the cafe area is full, it's a catch 22. There is 1 or 2 library who do not seem to be very pleasant and come off rude when assistance is needed. The main thing is there needs to be a way that additional computers can be added and one's that work effectively and do not just randomly shut down. Also, there needs to be more notice for when the computers will go through a routine maintenance and not 10 minutes beforehand when students are writing large papers and completing projects.

There needs to be more outlets in the quiet section of the library. During finals week it is very hard to find an outlet available.

There needs to be more outlets on the quiet floor. Everyone is always hunting to find a seat by one and there are never enough. I want to work in the library on my own computer but I can't if there is
no outlet.
They are always ready to help!
They are nice and patient. I like them.
They are very friendly and caring staff.
They are very pleasant
very helpful!
Very satisfied
We need more outlets or community charging stations would be cool
We need more places to charge laptops
When the staff couldn't answer my Qs, they referred me to someone who could
Yay Library

Appendix F
Question 29 Comments:
A person constantly walking around to check if people need help with something
Acquire better laptops. Have more outlets on the third floor.
Add Adobe programs such as photoshop and illustrator to all desktops
add copier machines
Add more computers and update them
Again, possibly monitoring the work which is being done on the desktops to leave them available for those who actually need to do work.
Appoint a person who can assist students
At peak times of the day, the computers are always occupied. I only ever use the library computers at 8 am because I know they are busy during the day. More computers, but that won’t stop people from sitting at a desktop they aren’t using and using their laptops instead be more available
Bring professional IT students or experts to fix the problem.
buy more and better desktop computers or simply upgrade the old ones
Cloud computing for all students and faculty
Could hire more persons for technical assistance.
Create more computers on an upper level where there is no talking
Desktops always out of work, sove this problem
Employ computer application students to help assist and more savy with the new advances.
Employ more technicians so that our technology can be repaired quicker.
faster computers
faster internet
Faster login systems are much needed. It takes a long time to login.
Fix printing from macs
Fix problems before they arrise
Fix the wifi a little to make it run smoother
Fix the wireless printing availability for Mac users.
For a start they could be more engaging
For the interlibrary loan, it would be nice to have a confirmation email verifying that your request
was entered with the next steps listed.
Get a few more desktop computers for printers. The wait oftentimes seems long. There are seems to be a lack of room in the library in general especially where the desktops are located. Perhaps installing some desktop computers and printers downstairs would be more helpful. I often times do not come to the library because the non quiet areas are always over crowded and there is no room.
Get better desktops and have a better wifi system so it doesn't crash everyday.
Get faster computers.
Get more computers
Get more tech savvy people
Get newer equipment
get the latest technology updated and hire more knowledgeable candidates
Have a guide with instructions to print near the entrance.
have a librarian on staff 24 hrs instead of security
Have a web page to show students what technology is available in the library. Have a webpage that shows how to set up wireless printing etc.
Have an Information Technology intern or staff member available to address issues when they arise.
have an IT person that is always at the library
Have an IT person in the library at all times or teach the current library staff how to use the computers and all programs available.
Have better internet connection.
Have diagrams or steps written out about how to un-jam printers
Have friendly and personable IT staff on site.
have more outlets available for use of personal computers
have more outlets on the bottom floor instead of just against the wall. The tables can sit 8 people or so but there aren't enough outlets for everyone and the tables come out far from the wall so the people at the end of the table can't reach them.
Have not used, so I do no know.
Have people who want to be there
Have somebody on duty that will assist in technological difficulties on the spot
Have someone specifically for technological assistance rather than a librarian
Have updated computers and be there for students when they need help. Also try to tell people who are not using a computer to move to desk so someone that needs one can use it.
Hire more technical assistance.
Hire students with IT background at the front desk.
hire the right people, buying up to date computers.
I do not know at this point in time.
I don't know.
I think that if some of the desktops were a little better maintained so that they were not so slow that would be good, otherwise you really can't use them because you spend 10 minutes just waiting for it to load and then it freezes anyway if you try to do anything else.
I think the assistance is fine just the way it is.
I think there should be computers designated for printing only. That way we don't have to wait 30 minutes to spend 2 minutes printing one sheet.
I think they should add outlets ok every table I'm the library. Sometimes my laptop is dead and
because there are no outlets ok the table I have to leave and some tables just stay empty cause they have no outlets.

Idk bro.

<table>
<thead>
<tr>
<th>Improve the printing situation</th>
</tr>
</thead>
<tbody>
<tr>
<td>improve wifi and internet connection and number of computers</td>
</tr>
<tr>
<td>Increase PC's and laptops</td>
</tr>
<tr>
<td>Inform people how to correctly turn off a computer</td>
</tr>
</tbody>
</table>

It's fine the way it is. However, when the printers make a mistake give the librarians the authority to give the money back to the students for missprints. No one likes emailing some random person about pr

It's great now!

<table>
<thead>
<tr>
<th>Its wireless system probably needs a boost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Just FEW MORE STUDY ROOMS at exam time</td>
</tr>
<tr>
<td>just keep everything running and printing easy</td>
</tr>
<tr>
<td>Just make the computers a bit faster. Maybe update them more often.</td>
</tr>
<tr>
<td>Just more desktop computers. It is very busy sometimes and difficult to find an open one.</td>
</tr>
<tr>
<td>Keep asking students.</td>
</tr>
<tr>
<td>Keep computers and software updated</td>
</tr>
<tr>
<td>Keep up the great work!</td>
</tr>
<tr>
<td>know more about the machines</td>
</tr>
<tr>
<td>Let students know where to go for help. I've seen a lot of students wandering around trying to figure out who to talk to when they need tech help</td>
</tr>
<tr>
<td>letting people know what is available and how to use it.</td>
</tr>
<tr>
<td>Make campus-wide announcements when a new feature is added to the Library. For example, until this survey, I had no clue there was wireless printing. I feel many students who may not frequent the Library as often as others don't know about these new features but would greatly benefit from them.</td>
</tr>
<tr>
<td>Make internet faster somehow.</td>
</tr>
<tr>
<td>Make sure all is running well</td>
</tr>
<tr>
<td>Make sure Internet and computer always fast</td>
</tr>
<tr>
<td>maybe get some more computers</td>
</tr>
<tr>
<td>Maybe have a tech on staff, for at least a few hours a day in case something breaks down at some point, or at least one on call in some other part of campus.</td>
</tr>
<tr>
<td>Maybe more computers since there are always so many people using them.</td>
</tr>
<tr>
<td>More areas to work on homework</td>
</tr>
<tr>
<td>More computers</td>
</tr>
<tr>
<td>More computers that consistently work.</td>
</tr>
<tr>
<td>More desktops, better laptops!</td>
</tr>
<tr>
<td>More knowledgeable staff</td>
</tr>
<tr>
<td>More outlets around the top and bottom floors.</td>
</tr>
<tr>
<td>More print dedicated pcs</td>
</tr>
<tr>
<td>Most of the desktops are PC's. I suggest adding some more MAC's as desktops because I'm more comfortable with the MAC platform than a PC one.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/a</td>
</tr>
</tbody>
</table>
Newer technologies (ex. laptops, some of the desktops, and the mac mouses never work properly)
no
no comment
No comment
No idea
None
None that I know of.
Not sure.
nothing
Nothing
Nothing; it's good.
overall I've enjoyed the technological assistance from the library
Please buy new desktop!!!
Possibly weekly maintenance of laptops if that is not already done, as they have been slow to operate at times.
Provide more awareness for the services available. For instance, I had no idea I could print from my personal laptop, which would have saved a lot of time.
provide more journals and mazines
Provide student with IPad.
Quicker, more reliable service
Same as before
Servers
Sometimes computers or printers are broken or not providing printing services for long periods of time. Maybe there could be more checks on the quality of the computers.
Spread the information of new features more widely!
Tell me when we can do new things like print from our personal laptops
they are doing good
They did a really good job now.
They do just fine.
Train all the library staff on how to updated java or applications on the laptops and computers.
txt msg reminder to return laptops and books
Understand internet technology a little more; learn the language of technology/computers so they can understand more problems.
Unsure
Update desktops so they run better
UPDATE EVERYTHING honestly, this decor is 1970's at best, the art is outdated, and the colors are drab. Nobody comes here because its a terrible work environment and lifeless
Updated library books.
Updating the desktop computers. Also Macs tend to have a problem with logging in.
Wipe the computers so that they run faster.
Would be nice qualified people in Microsoft software, don't know if they are there but if they do great, otherwise someone should be there at all times
Yes especially when the printers break