A Look at the Marvin K. Peterson Library: The Student's Perspective

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Executive Summary

The objective of this study was to gain a students perspective of the Marvin K. Peterson Library, located at the University of New Haven in West Haven, CT.

The data for this study was collected via an on-line survey sent out to students through their University e-mail address. In total, 351 students gave their input by completing the survey. The survey was made up of 28 items including questions regarding: demographics, quantity of library resources, frequency of use for different resources, preferred media formats, and a number of other aspects relating to the library.

Based upon the data that was gathered, the student body appears to be satisfied with a number of aspects relating to the library, such as the noise level, lighting, helpfulness of the staff, and hours of operation. In addition, 80% showed overall satisfaction with the library.

The data also confirms that students are using the libraries; computers, printers, and online services, most frequently. While on the other hand, resources such as: journals, books, and newspapers, are being used much less.

Further analysis of the data shows that the students do not feel that there are enough printers available, with computers being the second resource that is considered to be in shortage.
Based upon the findings of the current study, the following recommendations have been made in order to further develop the library as well as meet the needs of the current and future students at the University: supply the library with additional printers, and if possible, computers; continue to track student usage of newspapers, and if this number continues to decline, consider phasing this resource out and investing the funds in additional online services; continue to provide excellent student service, as over 90% of the students find the library staff to be helpful.
**Introduction**

This study focused on obtaining a collective perspective of the Marvin K. Peterson Library from the eyes of its patrons, the University of New Haven students. Hanko Dobi, the Universities Librarian, sees the importance in gauging the satisfaction of the students, and therefore gave permission for the undertaking of this project.

The Marvin K. Peterson Library is open to students seven days a week and has three floors, providing access to a variety of information and resources. Specifically, the library offers: study rooms, audio-visual equipment, computers, printers, photocopiers, an archive of books, reference materials, periodicals and journals, government publications, maps and atlases, newspapers, an assortment of online services, a coffee shop, and much more.

Data was collected for this study via an in-depth, online survey (see Appendix I). In particular, the survey gathered information regarding student’s demographic information, satisfaction with the quantity of library resources, the degree of usage for certain resources, the preferred mode of media consumption, physical satisfaction relating to aspects of the library, and usage of the libraries coffee shop.
Additionally, the survey offered students an opportunity to give their input on ways the library could change or improve to enhance levels of satisfaction.

Based upon the collection and analysis of the data in this survey, a discussion of the results, as well as recommendations was developed in order to continue to meet the needs of the students in the future.
Methodology

The development of this survey began by meeting with Hanko Dobi, in which a discussion occurred regarding the focus and direction of the study in general, as well as the types of questions that would be asked.

Following this meeting, a rough copy of the survey was created and submitted to Hanko for feedback and revisions.

Later, a second draft was designed and re-submitted to Hanko for review. Hanko then met with Chris Hourigan (from the institutional research department at the University) to get his opinions and suggestions on the survey thus far.

A new version of the survey was created based upon the previous meeting. This draft was then piloted to five students who critiqued it and proposed a few changes, which were incorporated into the final draft of the survey.

The final draft of the survey includes five demographic questions, two questions pertaining to frequency of usage for the library and coffee shop, six satisfaction questions regarding the quantity of library resources (in likert format), six satisfaction questions regarding frequency of usage for library resources (in likert format), and seven miscellaneous questions pertaining to the library, including one question on overall satisfaction.
The survey also includes two open ended questions; one for students to indicate what improvements could be made to the library to better meet the needs of the students, and the other is designed for students to specify why they choose not to frequent the coffee shop (Jazzman’s Café). Please see Appendix I for the survey in its entirety.

This survey was developed using www.surveymonkey.com. Upon completion of the survey, it was distributed online via student’s university email accounts. Included with the appropriate link was an invitational message that can be reviewed in Appendix IV.

In order to attract students to complete the survey, a small gift ($25 gift certificate to Barnes & Noble) was offered as an incentive. The lucky winner would then be selected via a raffle at the close of the survey.

To advertise the survey, flyers were posted throughout campus detailing how to access the survey and information regarding the “prize” for completion. Please see Appendix V for a copy of the flyer that was distributed.

Students were allowed to complete the survey from October 16th through October 31st. During this time the Universities student newsletter “UNH Today” wrote a short article titled “Two Clicks, a Little Info, and You’re Entered in a Library Raffle,” in which they give a brief description including how to access
the survey (Please refer to Appendix VI). In total, 351 students completed the online survey for this study.
Results

The following results pertain to questions 1 through 6 of the Survey. Please refer to Appendix I for the exact statements that were asked.

Three hundred seventy four students began taking the survey, with three hundred fifty one completing it, which means a "follow-through" rate of approximately 94%. When breaking down the total number of students who completed the survey, 67.8% were undergraduate students and 32.2% were graduate students (Please refer to figure 1).

Figure 1.

![Student Type Graph]

- Frequency
- Student
  - Graduate Student
  - Undergraduate Student
Responses for student tenure were broken down as follows; 40.2% have attended the University for one to two semesters/trimesters, 17.4% have attended for two to three semesters/trimesters, 9.7% have attended for three to four semesters/trimesters, 11.8% have attended for four to five semesters/trimesters, and 20.9% have attended for five to six semesters/trimesters (Please refer to figure 2).

Figure 2.

In terms of student enrollment, only 9.4% reported being a part-time student, while 90.6% reported being enrolled as a full-time student (Please refer to figure 3).
When asked whether students commuted to school or lived on campus, 26.2% reported that their commute was less than ten miles, while 20.8% commuted more than ten miles. On the other hand, 53.1% reported living on campus (Please refer to figure 4).
Figure 4.

Commute VS Live on Campus

When asked to indicate the particular college that a student’s academic program fell under, students responded as follows; 33.2% belonged to the College of Arts and Sciences, 18.2% belonged to the College of Business, 5.9% belonged to the Tagliatela College of Engineering, and 42.8% belonged to the Henry C. Lee College of Criminal Justice and Forensic Sciences (Please refer to figure 5).
When students were asked how often they use the Marvin K. Peterson Library on campus; 35.9% reported using it three times a week or more, 29% reported using it about once a week, 7.8% reported using it every other week, 13.9% reported using it once a month, 7.5% reported using it once a semester/trimester, and 5.9% reported never using the library at all (Please refer to figure 6).
Figure 6.

The following results pertain to questions 7 through 9 of the Survey, which can be found in Appendix I. The exact statements for each question are also stated below.

"The library contains an adequate number of books."

Of the students that responded to this statement, 18.5% stated that they strongly agreed, 51.9% stated that they agreed, 11.6% stated that they disagreed, 4.2% stated that they strongly disagreed (refer to figure 7a).
"The library contains an adequate number of journals."

Of the students that responded to this statement, 15.6% stated that they strongly agreed, 55.6% stated that they agreed, 8.1% stated that they disagreed, 3% stated that they strongly disagreed (refer to figure 7b).
"The library contains an adequate number of newspapers."

Of the students that responded to this statement, 11.1% stated that they strongly agreed, 49.7% stated that they agreed, 9.6% stated that they disagreed, 1.2% stated that they strongly disagreed (refer to figure 7c).

Figure 7 (c).

Adequate Number of Newspapers

```
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<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
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<td>0-20</td>
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<td>2</td>
</tr>
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<td>21-40</td>
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<td>3</td>
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<tr>
<td>41-60</td>
<td>60</td>
<td>140</td>
<td>12</td>
<td>4</td>
</tr>
</tbody>
</table>
```

"The library contains an adequate number of computers."

Of the students that responded to this statement, 13.2% stated that they strongly agreed, 42% stated that they agreed, 27.9% stated that they disagreed, 12.6% stated that they strongly disagreed (refer to figure 7d).
Figure 7 (d).

**Adequate Number of Computers**

![Bar chart showing frequency of responses for different levels of agreement with the statement about adequate computers.]

"The library contains an adequate number of printers."

Of the students that responded to this statement, 8.9% stated that they strongly agreed, 34.2% stated that they agreed, 34.5% stated that they disagreed, 16.1% stated that they strongly disagreed (refer to figure 7e).

Figure 7 (e).

**Adequate Number of Printers**

![Bar chart showing frequency of responses for different levels of agreement with the statement about adequate printers.]

"The library contains an adequate number of online services."

Of the students that responded to this statement, 21.3% stated that they strongly agreed, 58.4% stated that they agreed, 7.2% stated that they disagreed, 3.0% stated that they strongly disagreed (refer to figure 7f).

**Figure 7 (f).**

**Adequate Number of Online Services**

![A bar chart showing the frequency of responses to the statement about adequate number of online services.]

"I use the books in the library frequently."

Of the students that responded to this statement, 8.2% stated that they strongly agreed, 29.9% stated that they agreed, 33.2% stated that they disagreed, 16.6% stated that they strongly disagreed (refer to figure 8a).
"I use the journals in the library frequently."

Of the students that responded to this statement, 10.2% stated that they strongly agreed, 32.1% stated that they agreed, 28.4% stated that they disagreed, 13.9% stated that they strongly disagreed (refer to figure 8b).
"I use the newspapers in the library frequently."

Of the students that responded to this statement, 4.4% stated that they strongly agreed, 18.1% stated that they agreed, 37.8% stated that they disagreed, 20.3% stated that they strongly disagreed (refer to figure 8c).

Figure 8 (c).

Use Newspapers Frequently

![Graph showing frequency of use of newspapers commonly](image)

"I use the computers in the library frequently."

Of the students that responded to this statement, 57.3% stated that they strongly agreed, 28.8% stated that they agreed, 6.7% stated that they disagreed, 1.2% stated that they strongly disagreed (refer to figure 8d).
Figure 8 (d).

Use Computers Frequently

```
                     Frequency
                     200
                     150
                     100
                     50
                     0

Strongly Agree  Agree  Disagree  Strongly Disagree
```

"I use the printers in the library frequently."

Of the students that responded to this statement, 56.8% stated that they strongly agreed, 26.5% stated that they agreed, 8.3% stated that they disagreed, 1.5% stated that they strongly disagreed (refer to figure 8e).

Figure 8 (e).

Use Printers Frequently

```
                     Frequency
                     200
                     150
                     100
                     50
                     0

Strongly Agree  Agree  Disagree  Strongly Disagree
```
"I use the online services in the library frequently."

Of the students that responded to this statement, 29.1% stated that they strongly agreed, 44.6% stated that they agreed, 15.9% stated that they disagreed, 2.4% stated that they strongly disagreed (refer to figure 8f).

Figure 8 (f).

![Graph showing frequency of responses to the statement about using online services.]

"I prefer printed books to online books."

Of the students that responded to this statement, 30.2% stated that they strongly agreed, 39.9% stated that they agreed, 24.7% stated that they disagreed, 5.2% stated that they strongly disagreed (refer to figure 9a).
"I prefer paper versions of journals to online journals."

Of the students that responded to this statement, 15.6% stated that they strongly agreed, 26% stated that they agreed, 49.4% stated that they disagreed, 9% stated that they strongly disagreed (refer to figure 9b).
"The noise level in the library is acceptable."

Of the students that responded to this statement, 23.7% stated that they strongly agreed, 62% stated that they agreed, 11.4% stated that they disagreed, 2.9% stated that they strongly disagreed (refer to figure 9c).

Figure 9 (c).

![Noise level in library chart]

"The lighting in the library is acceptable."

Of the students that responded to this statement, 23.9% stated that they strongly agreed, 64.7% stated that they agreed, 7.6% stated that they disagreed, 3.8% stated that they strongly disagreed (refer to figure 9d).
"The staff in the library is helpful."

Of the students that responded to this statement, 33.1% stated that they strongly agreed, 58.4% stated that they agreed, 5.5% stated that they disagreed, 2.9% stated that they strongly disagreed (refer to figure 9e).
"The library hours meet my needs."

Of the students that responded to this statement, 19% stated that they strongly agreed, 48.1% stated that they agreed, 23.6% stated that they disagreed, 9.3% stated that they strongly disagreed (refer to figure 9f).

**Figure 9 (f).**

![Library Hours](image)

"I am satisfied with the library."

Of the students that responded to this statement, 18.3% stated that they strongly agreed, 64.3% stated that they agreed, 14.5% stated that they disagreed, 2.9% stated that they strongly disagreed (refer to figure 9g).
Question number 10 of the Survey, asked students to "Please indicate what improvements could be made to the library in order to better meet your needs." Please refer to Appendix II for these results.

The following results pertain to question 11 of the Survey, which can be found in Appendix I. The exact statement for this question is stated below.

"How often do you frequent the Jazzman's Café in the library?"

Of the students that responded to this statement, 4.9% stated three times a week or more, 17.1% stated about once a week, 12.3% stated every other week, 14.3% stated once a month, 15.4% stated once a semester/trimester, 36% stated never (refer to figure 10).
Figure 10.

Frequenting the Jazzman's Cafe

Question number 12 of the Survey, asked students: "If you selected "Never" above, is there a specific reason or reasons why you do not frequent the Café?" Please refer to Appendix III for these results.
Discussion

Thorough analyses of the results show that students are frequenting the library quite often, with almost 65% of the students coming in between once and three times a week.

Uniquely, this exact data was collected in a previous study done in the spring of 2007. When comparing the benchmark to the most current findings, the data is strikingly similar, taking into account the differences in sample selection. This shows that library usage has continued to be high and is likely to be on the rise in the future.

In terms of student’s feelings towards the amount of resources that the library has to offer, at least 70% of students are satisfied with the number of books, journals, and online services. Keep in mind though that this statistic means that they feel there are enough of the resources available, not that they necessarily use them.

Students were also fairly satisfied with the number newspapers available with 60% indicating this on the survey results. It’s interesting to note though that almost 30% of students responded that they did not use the newspapers in the library.

On the other hand, student’s feeling towards the number of computers available in the library was almost split. The data shows that 55% of students
agreed that there was a sufficient number of computers, while 40% disagreed, saying that there wasn’t enough.

Analysis shows that 50% of the students indicated dissatisfaction with the number of printers available in the library with only 43% feeling that there was enough. 6% of students stated that they did not use the printers. A number of comments were made by students expressing their frustrations with the lack of printers, these can be found in Appendix II.

The top three resources that are most heavily used in the library are; computers, printers, and online services, respectively. It’s interesting to note that all of these resources are in some way related to technology and electronics, as this is clearly one of the most popular forms of media consumption today.

The bottom three resources that are used least frequently in the library include; journals, books, and newspapers, with newspapers being the least used. Perhaps the reason these resources are amongst the “least” frequently used is because they are all three able to be accessed via computers and the internet (two of the top three heavily used resources.) In fact, the data backs up the fact that students would rather have journals in an online format rather than printed. Interestingly though, books are preferred to be in a printed format, possibly because they are typically much longer than journals and therefore much more difficult to read on a computer monitor.
Overall the students indicated that they are quite satisfied with the libraries noise level, lighting, staff’s degree of helpfulness, and hours of operation. These factors undoubtedly contribute towards the obviously high level of overall student satisfaction with the library, which is approximately 83%.

Unfortunately, as for the Jazzman’s Café, the majority of students reported never having frequented the establishment. The rest of the students claim that they use the Jazzman’s about once a week, semester, or trimester.

Using a benchmark question from a study done in the spring of 2007, I have found the data to be relatively similar, as students in that study either never visited the shop, or only did so once a week. It doesn’t appear as though there are many students who patron the café multiple times in one week, and would be interesting to track this statistic in the future.
Recommendations

Although the majority of the students at the University of New Haven report overall satisfaction, they have also pinpointed a few areas that could be changed in order to enhance their experience at the library.

Based on the data, I would recommend investing in additional printers and computers. Not only are these resources among the most heavily used, but students are already reporting that there aren’t enough of these items readily available to them. If the incoming student body continues to grow in the future, I feel it would be imperative to make these additions sooner rather than later.

Additionally, I would recommend continuing to track the student use of newspapers within the library. If students report a continued decrease in usage, I would suggest phasing this resource out of the library. Although this may sound a little radical, it’s important to consider that most, if not all, newspapers can be accessed online at no charge. Furthermore, why should the library fund a resource that isn’t being used?

Perhaps the phasing out of “hard-copy” newspapers will save the library money, in which case the funds could then be shifted towards the upkeep and maintenance of the printers, as a number of students commented that they frequently “break-down.” Another possible option would be to use this money
to invest in additional online resources, as the data shows students use this form of media consumption much more than newspapers.

Other than the above recommendations, I would like to commend Hanko Dobi, the university librarian, as well as the other library staff, as the data clearly shows that students are overall satisfied with University of New Haven Library. I would suggest keeping up the high level of student service, as over 90% of students found the staff to be helpful!
1. I am currently enrolled as a(n):
   - Undergraduate Student
   - Graduate Student

2. How long have you been a student at the University of New Haven?
   - 1-2 Semesters/Trimesters
   - 2-3 Semesters/Trimesters
   - 3-4 Semesters/Trimesters
   - 4-5 Semesters/Trimesters
   - 5-6 Semesters/Trimesters

3. I am currently enrolled as a:
   - Part-time student
   - Full-time student

4. Do you...
   - Commute to UNH from somewhere in the community (less than 10 miles)
   - Commute to UNH long distance (10 miles or more)
   - Live on campus

5. Please indicate the college that your academic program falls under:
   - College of Arts and Sciences
   - College of Business
   - Tagliatela College of Engineering
   - Henry C. Lee College of Criminal Justice & Forensic Sciences

6. How often do you use the Library on campus?
   - Three times a week or more
   - About once a week
   - Every other week
   - Once a month
   - Once a semester/trimester
   - Never
7. Please indicate to what extent you agree with the following statements:

The library contains an adequate number of ________.

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<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
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<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

8. Please indicate to what extent you agree with the following statements:

I use the ________ in the library frequently.

<table>
<thead>
<tr>
<th></th>
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<th>Disagree</th>
<th>Strongly Disagree</th>
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9. Please indicate to what extent you agree with the following statements:

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<tr>
<th>Statement</th>
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<th>Disagree</th>
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</thead>
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<td>I prefer printed books to online books.</td>
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<td>○</td>
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</tr>
<tr>
<td>I prefer paper versions of journals to online journals.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
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<td>The noise level in the library is acceptable.</td>
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</tr>
<tr>
<td>The lighting in the library is acceptable.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>The staff in the library is helpful.</td>
<td>○</td>
<td>○</td>
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<td>○</td>
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<tr>
<td>The library hours meet my needs.</td>
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<td>○</td>
<td>○</td>
</tr>
<tr>
<td>I am satisfied with the library.</td>
<td>○</td>
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<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

10. Please indicate what improvements could be made to the library in order to better meet your needs:

_________________________________________________________________________

11. How often do you frequent the Jazzman’s cafe in the library?

- Three times a week or more
- About once a week
- Every other week
- Once a month
- Once a Semester/Trimester
- Never

12. If you selected "Never" above, is there a specific reason or reasons why you do not frequent the Cafe? Please indicate the reasons below:

_________________________________________________________________________
Please indicate what improvements could be made to the library in order to better meet your needs

Better lighting on top floors, bathrooms need to be renovated, noise dampers on top quite floors.

Possibly having computers on the upper and lower levels of the library. A spread out atmosphere with the computers would allow someone to delve deeply into their work.

Make the books easier to access. It is sometimes hard to figure out what floor your books is on.

I cannot check my Chinese mail box as the Chinese character can not be shown on the computers. Just like this é,®,ô±œ,

The main issue with the library is the NOISE LEVEL. There are many people that will constantly talk, and at an insanely disruptive tone, which distracts me from getting all my work done. I even had to buy earphones and stream music online just to get rid of the talking from students and groups that do projects at the computers when they should be using the quiet study rooms. Many people of different ethnic backgrounds might not know the rules of a library, yet they continue to be disruptive and rude. When asked to please stop they roll their eyes and even give attitude when this is A LIBRARY! Cell phone usage is out of control, and the printers need to actually work. The staff is excellent and very well versed in their knowledge.

More online journals in full text!!!

Better copy machines!

More computers and better printers

Enforce no talking and cell phone use on the third floor.

no improvements needed

Have more computers and printers available. Also sometimes the library staff does seem helpful.

More on-campus work (out of library but on campus; fundraisers, events, etc)

The online journals and search engines are terrible. They do not have any information for what I usually am looking for.

Library should open earlier. Computers in library should be for academic purposes only, and this should be enforced (i.e. no facebook, myspace, etc)

more printers

Color Printer. more computers

I realize that this is a University library, however, I would probably go to the library more if there were fiction books aside from famous authors or playwrights for me to read, or even a comfortable lounge area somewhat like the jazzman's area for me to read a book, as opposed to the desks frequently found. Also, if
there could be a sign or an e-mail sent telling how I can check books out of the library that would be fantastic, as I am a junior here but still have no idea.

The hours need to changed to meet the needs of graduate students and commuters

Happier atmosphere in the upper level more colors, opened before 8am for students with class at 8am, more computer in the upper level or more outlets for laptops

More computers would be a big plus or block myspace/facebook so people who aren't using the computers for school related things don't take up the computers.

Many of the chemistry and other science journals are not available to us -- either online or in print. UNH is trying to build its research programs, and it would be helpful if we could access more journals.

More computers, it's hard to find a computer to sit at sometimes.

Be open at night for all the people who have no time during the day.

More hours especially on weekends and early on all mornings.

earlier hours on Sundays would be helpful

Not enough computers, maybe more could be put upstairs More staff for help

The books are way too outdated to do any relevant research. When I try to do research through the books I can rarely find books printed more recently than 1980. The library needs a major renovation in the era of the literature.

You could improve the organization of the library website (i.e. journal databases). The setup is bad so I choose to use SCSU's website instead.

Longer hours and more monitoring of the noise level at the computers.

Less heat!!!

Books and journals should only be put online if they are complete copies. Hours should be extended on both weekdays and weekends. (1-2 am)

The books are WAY too old, we need new ones need more printers I like the noise level because the first level has a little noise and all the other levels are quiet main complaint is the books!!!!

It would be helpful if the weekend hours were more accepting of students who rise early and have no where to go.

The staff should where name tags so that we can get to know them.

There isn't enough "newer" leisure reading books provided in the library. I also think that I-pods and any other types of portable music players should be banned from the computer area, as they are a large distraction to the people sitting next to them.

My only complaint is about the availability of computers within the library. There are times where students will leave their belongings to hold the computer while they go off and do other things for over a half hour at a time. I understand if someone wants to take a break for 15min and then come back, but when you hit the 45min marker then it because an abuse of computer privileges within the library. Also I wish there was a
larger and more up to date selection of books on National Security issues/topics.

If people didn't print text books when I'm in a hurry to get to class and only have to print 2-3 pages of something. Also, the double sided printing is very annoying.

Better online search capabilities, right now you can only search books, not movies or other things that you might need for class.

Weekend hours longer. I am a commuter so I have problems making it there during the week to work on school work. I also do not like it when students sit at the computer stations and are not using the computers. That is frustrating.

I think more computers and printers should be made available. Printing should stay free of charge.

more recent publications of books/journals, not ones that are as recent as mid 90's or before; more current ones

Have a set of printers along with more computers in the bottom level

Library should be open more often than it is. The weekend hours are especially inadequate.

- a lot more computers - lower the temperature in the library - it's too hot - more study areas other then the desks on the third floor that do not have adequate lighting, plus the chairs are really hard - more space. I went to a smaller undergrad school and they had three libraries with the main one being more then twice the size of this library. Books seem to over crowd the library and it's discouraging because I as a student, feel like I'm up against the wall trying to study, which is why I now avoid studying at the library

Extended hours would be helpful, mostly open earlier in the morning. The second would be an increase in the number of online journal subscriptions would be nice, especially the number of science and chemistry based journals.

Although signs are posted to be quiet, every Monday and Wednesday when I come to study it is too noisy to concentrate. Also, definitety a need for more computers. The amount of money students pay in tuition it is impossible to find a computer to work on

As the music department is expanding to include more classical music students, it would be good if the library could expand to include more classical CDs, journals, references and sheet music.

The only thing that would make the library better is to add more computer and perhaps better lighting. AS a commuter student I have time between classes and often will go to work on papers in the library. If, however, I am any later than say 10:30 am there are very few computers available, making it impossible to get any work done, unless it is book work.

I pretty much just use the library to study before class.

Increase the number of computers. Also increase number of seating arrangement on the upper level.

open more hours...later at night

increase week end hours

lighting, more computers on other floors,

Jazzman's should be open when the library is open. Library should be open before classes start... so
before 8am. It should also stay open late, since some of us work and don't get out of work until 9 or 10

Perhaps just a few more computers, no more than a handful. At times they are all full and it takes a few minutes to find one, other than that minor detail there isn't much here that I can complain about. Perhaps take a few from the dedicated My Math Lab section and put them out in the main area, for I don't really see that section entirely full too often.

More computers and printers

I my opinion we would need a few more computers and printers, we could even do with a scanner. In definitely with more lib hours rather extended hours.

More computers, more quiet study space, not as outdated in many ways, and better online journal access

More computers!!

Books listed as being in the racks, aren't in the racks. People at desk aren't always polite... (One woman was quiet rude.)

I am the international student here, the open hour is limited, and the business book is limited

more study tables and areas to do group work or to sit and read alone

More computers

Make the entire library wireless instead of just the upstairs.

Open the library before 8:30 on weekdays put more computers in, and more printers.

More nonfiction books.

more printers and computers

Sometimes there are people at the front help desk who don't really know what's going on so it would be helpful to perhaps talk to them more before they are put out where students can ask them for help.

More printing stations and copy machines.

open later on Sundays or longer hours

This is very improbable, but if it were available later in the night or during finals week for almost 24 hours...that would be amazing.

add air conditioning in the library

Longer hours on Friday and the weekends. Plus, more access to journals via the library's online journals. Many journal articles I would like to use for papers are not available through the library (specifically forensic science related journals).

They need to have longer weekend hours

All students, especially part-time, commuter students should receive an introductory letter, outlining and/or explaining the services offered and hours of availability of the library. It would be helpful to have this information should someone's home internet access not be available to check this information.
I don't know how this can be fixed, but students don't seem to realize that the third floor quiet room is supposed to be quiet. They listen to music and chatter on cell phones up there. Also, it's difficult to find working electrical outlets for laptops.

Add more printers.

Better lighting on the upper levels.

Make the library open on Sundays.

I wish it could also serve as more of a social environment where people can interact, rather than a quiet place that people feel intimidated to go to.

I think there should be better lighting upstairs because in some places it is dark. I think there should be more computers as well. Besides this, I am satisfied with the library and use it as a good place to study!

Need more computers, or else do not let people who are playing computer games/music stay on the computers for extended periods of time. We need computers for students who are actually doing work. The lighting above the study carrells on the third floor is terrible. It is very dark and hard to see while studying. Maybe also have another printer. The one in the library is always breaking down and making things difficult. Thanks.

More colors, though, without being too distracting...

bigger selection of novels and a DVD collection

None, I have never had a problem in the library and the staff is really warm and helpful.

I like the idea of using the library not only for school and research needs, but also for my personal interests in reading. I'd like if they had a larger, more varied selection in terms of outside reading materials not exclusive to research and school work.

We need access to more online journals from Blackwell Synergy other larger journals holding sites.

Be open more hours compared to other universities our library closes early

Being a freshman athlete, we have to do four hours of study hall a week. I usually use my Sunday mornings to get a lot of my studying done, but the library doesn't open till 2pm on Sundays and I have practice late afternoon going into the evening.

Add more computers.

Newer books

I was able to figure out the way to log into the library system form off-campus, so other than that initial problem, I have not come up with anything else. (Maybe I would if I lived on campus and visited the library on a more frequent basis, I would, but I only have classes on Saturday and Sunday, once a month.)

I need to fresh air.

More cohesive and longer hours.

The printing system could be a little more organized, I've had my papers taken by other students and had to reprint my papers a number of times.
There needs to be more computers. There are so many times that I go in there, and have to wait until one becomes available.

To open earlier on Sundays.

More printers is a must

the library hours to be extended on Friday as it closes on 4:30PM

Quiet study room sometimes gets noisy.

Navigating the database and finding out exactly what online sources are available was/is difficult to master. Although I have only done a search in one area of research, all the books I did find are old. I am coming from a large university, but it seems the resources are lacking as far as material available.

The library should have longer hours so students could access it at anytime they want.

open on Sunday mornings please

The library is constantly over heated to the point were people fall asleep

Better organization.

Installation of more number of printers and at least one color printer. If possible install separate printer for graduate students.

I believe if the library was designed to be a little more student friendly. By that I mean the whole building feels like a library my grandmother would use, not one that is conducive to university students and their various tasks. Other than Jazzman's and the computer area, it is an ancient building. I know we cannot just up and build a new library, but we could re-design certain rooms perhaps such as the whole second floor. It seems like a stretch, but any little bit helps.

1) Regulate the air temperature; there is no reason that it has to be 90 degrees in there. It's sooo hot. 2) Do more comprehensive training for staff members to trouble shoot printer problems without causing students to loose their papers. I lost one today that was 7 pages long all because the lady didn't have a clue what she was doing. 3) And another thing, I was chased away from a computer (literally) today because the really tall, thin, older lady with very short hair who is usually very happy and perky came charging over to me to tell me I couldn't use that computer that I had just sat down at because she was saving it for someone. (No one was logged onto it either by the way) Which is absolutely unacceptable, there shouldn't be any saving computers, it's hard enough to get a computer in there during primetime without the staff members creating an unfair advantage for their favorite patrons. I just had to print something. I was extremely embarrassed and felt like the treatment I received was demeaning and rude. Plus she wasn't even polite about it; she was so rude and made it like I did something wrong. I really had to bite my tongue I was going to rip into her. She made me feel like the 34k I spend a year here makes me ineligible to use the computers. The person she was saving this precious computer for when he finally sat down to use it (10 minutes later) he didn't even have UNH log in information!! This isn't the first time I've experienced rude, unfriendly/unhelpful behavior from the staff members at the library. Some serious lessons need to be taken in providing customer service, because after all the library is a business there to cater to the students, and pissing us off and being rude isn't going to make us want to utilize the library and it's resources.

To have more textbooks

There are not enough computers available especially around 3:30 when education students are arriving on
extend the library hours and provide us with more books

longer hours on the weekend

1) A designated area for group work/study would separate the noise from areas where pure studying and/or silent computer work could be completed. Perhaps gear upstairs with the help desk and jazzman's is best suited for the noisy areas. Then some computers could be moved downstairs for a quieter work space. 2) As a Cell Bio student, a more comprehensive E-Journal database would be great! But I'm sure money is the limiting factor more than anything. 3) Fix the printers...or please have more available! That way if one does go down, there's a backup, =). Perhaps another functioning printer downstairs? Thanks!

I have been on the quiet study floor a lot and many times people are talking with each other or on their cell phones. I find this very distracting and I don't know what can be done to fix this but I think the no cell phone rule should be better enforced.

I think the library should be downstairs and the computers upstairs. All the books upstairs are so outdated. We need new books and other current resources. More computers, printers, etc.

A general facelift of the facility, though I'm sure that is out of the control of the library staff.

more printers and longer hours

Later hours

It looks like it was designed in the 1970's and has never been updated. The blue carpet and the wood paneling have got to go!

Extended hours on the weekends, especially on Saturday and Sunday mornings. It would also be more helpful to either add more computers, or computer hook-ups in other parts of the library. Many students use the computers for purposes unrelated to academics, and it is frustrating to see that when you just need to run into the library and quickly print something off before class, and there are no computers to do it on. Maybe there could be a section designated as a 15 minute area where students could quickly check their email and print something off before class, and another area where students who need to do group projects involving a computer to meet, or another area for students who are just surfing the internet.

It is too hot sometimes which makes it hard to concentrate.

Post something pertaining to the scheduling for the use of meeting rooms.

Longer hours on Friday and Saturday nights. Some students need a quiet place to work on the weekends because their living situation doesn't supply this.

More computers could be added. Around 5:00PM it is very difficult to get a computer!

More computers and more printers. Also, a working machine to add money to our campus cards.

The inter-library ability for online access needs improving. I need more access to online journals. Since I have been at this school, I have used my previous college's library system more for scientific research, and that should not be the case.

Longer hours on weekends.
The library is too noisy. The is only 1 level for quiet individual study, top level, and I have to ask people to stop talking on their cell phone all the time. I even here staff and custodians laughing and joking loudly. The second improvement needed is the wireless network. Frankly it is terrible. Anytime I use my computer I always have to reload pages and have long waiting times for loading pages. I usually just plug in the network through Cat-5 cable, but that is still on 10 Mbps.

I think it should be opened earlier in the morning because I have classes starting at 8am and I think the library should be open before classes start. The area where the computers are should be bigger. It is sometimes hard to find a computer because so many people use them.

The addition of another printer in the information commons (when people are printing exceptionally big documents it can be an inconvenience the way it is now) or a printer on another floor. The option to send print jobs to the printer from another floor of the library would be helpful also.

1. Turn on the A/C I can not concentrate when imp sweating and overheated. 2. More computers would be nice, it would also be nice if there was one computer that is for printing only I can't tell you how many times I have gone to library to print something out and can't because there is no computers. -Some people are using the computers for entertainment purposes (videos, facebook, myspace..Etc) when there are people that want to use them for academics. I too will occasionally check facebook when at the library but that is just to take a break from my work, these people are in there for hours playing chess or watching movies and its very annoying, I've had to ask one of them to let me print out my paper before so I wasn't late for class. Can we stress the fact that these computers are for academics and that there are other computers they can use for such things? -I know in the bigger computer section it is ok to talk to people and students like it like that, but perhaps making that smaller section of computers near the research desk a quiet area and academic only computers? That way it will be easier for serious workers to get a computer and quiet area.

The library should be open 24 hours and open for longer periods of time on the weekend.

Set aside some computers with a 10-15 minute time limit so folks don't have to wait hours for people talking on their cell phones, playing games, not doing research.

Some students use the computers to look at photographs and answer email while other students are waiting to use them for research. There is too much loud conversation, drinks and food in the computer areas and no system to monitor what is going on. I had to wait in line three different times to use a computer, and students who came in after me (who saw a friend using a computer) got a computer before I did. There is no monitoring on the printer either. I spent about an hour finding online journals one day, only to have another student take them off the printer accidentally. I found them in the trash can by the printer after looking for them for 30 minutes.

Make it easier to find books. I don't even know how to go about it. No one has ever explained it and I haven't gotten around to finding out.

Having more computers would be better, often when I come to the library all the computers are being used, and I have to wait for someone to leave.

Open later, more computers (or a sign up list when it is peak time like around 5 o'clock), and an easier printing system because it seems like there are a few problems with printing every time I go.

The library should definitely be opened a lot more. I also think that there should be a lot more computers. A good map of the library would also help. Separate computers that could be used just for searching for in library materials such as books and journals.
We can have more computers and latest journals in healthcare. More books for casual reading can be provided. The printer is out of working condition at least once a week.

More computers and printers. A lot of the time I have to wait a long time to use a computer and wait in line for the printer.

I find that it is hard to find a lot of journal articles that I need so that makes research semi-challenging. However, the librarians are very helpful when I have a question. Also the library tends to be very warm in temperature, making it hard to be comfortable in that environment to study.

Staff that knows how to fix the computer or any of the issues with the computer. free copy machine

Well, for starters, you could have more books related to computers and technology.. I strongly suggest that the library subscribe to PC Quest, PC World or similar publications..

The staff in the library needs to be a lot friendlier to students. They are very rude, and I am not the only one who thinks this. Also, I think the library should be open later on the weekends. Some people do study on the weekends.

more computers, less noise

I think the light in the library is not enough. For example, I can't read the book at night in the upper level, but I can read on the day time by sitting near the window which has sunlight help. The seat is not enough during the exam week plus the space between the seats is too narrow for me. Like when you move your chair back a little bit, it will crash another chair behind.

Better study places on the second floor of library. Desks are poorly lighted and uncomfortable.

The library could be brighter, have more computers in it as well as more printers, the book areas are to small and don't always have what students want. The atmosphere is not as inviting as most libraries!!

I think library should be opened in the weekend too generally we people get time to study in this time and library does not carry any latest version of text books which would be very helpful for a guy like me as I come from a different country

More computer stations.

N/A

It would be helpful if the Library kept a stock of text books, not to be checked out but that can be used only in the library. Sometimes teachers don't use the textbooks much and being able to use one the few times you need it instead of buying would be extremely helpful. Also if the library opened at 7:30 it would be really helpful to students with 8:00 classes for last minute problems that come up. The longer the library is open the better.

The timings for the library for Friday, Saturday and Sunday should from 11am to 11pm. There should be at least one reference text book in library under reference section. I am MBA student and the cost of the textbook is very high. There are many international students who think so and if there is at least 1 text book in library then it would be helpful.

Strictly monitor students who use group meeting rooms for private talks/laughs. We could hear their laughs from public area during last Spring trimester final exam days.

We need more computers and printers. Sometimes people complain because they don't have a computer
available.

Please open longer hours on weekends. 24 hour would be good.

It would be nice if the library would stay open until midnight instead of 11pm on the weekdays. Also, Jazzman's cafe needs to stay op at least until 10 or 11 pm.

some more computers and some printed books rather than the online notes

No complaints or concerns

I should actually visit the library - I could not attend the most recent workshop to learn how to use it - and I haven't been in a university library in over 20 years!

Use a better system of organizing the books. I have gone plenty of times to the different levels of books and can never find the right ones. They are never where they belong.

Sometimes I find it very hard to find a computer to use when I need it, but other than that I spend a lot of time there with no problems.

1. More no. of journals, magazines newspapers are needed to have a different kind of variety for being aware of the current events. 2. Books relating to the study which are recommended by the professors must be available at library.

more computers on all levels of the library

Add on a building

There could be more fiction material, and more recent books for research material.

Sometimes there are not enough computers

Open later on Saturday. Sometimes groups have to meet for projects and can't meet until after work hours on Saturdays (9-5) and the library is closed.

The weekend hours could be better.

Enforcing the No cell phone rules, I find it very rude when people walk into the library talking on their phones and even keep the ringers on so it rings and then they sit at the area and talk on the phone. I go to the library for quietness and many people just have no respect.

Need more computers and more printers on the first floor and on the third floor.

We should have more hours of operation for the library. Some universities have computer labs open 24 hours. We should do something similar.

the library should open way earlier then 2pm on Sundays and it should be open for way longer at night, especially during finals

The library needs to have more than one printer. I know there are 2 but one is ALWAYS broken.

Keep the library open later at night.

Some of our courses require books instead of online journals or sources, yet when trying to research using
books from the UNH campus, they are very out of date.

I never know when the library is open. I thought it opened it 8. But it wasn’t. It says it’s open to 11 but its not?

The library should be open longer than the hours they provide now. I work and can only make it to the library at night around 8pm and I would really like to be in the library pass 11pm to study.

more printers and computers

A bigger Printer Station.

My needs are being met.

Just more printers.

Does our library even get new books?

more computers and better regulation of temperature

There should be an area that people can use the computers to do actual project, papers and homework. While there should be another area that people can use the computers to do fun downloads (non-work) related stuff. There should be no cost for students to copy items that are school related. Or, if you need to charge, allow students a max of say 2 or 3 copies a month through a punch card system. Then they pay after their 3rd use.

Extend library hours! Also add some more computers.

1) Why is there only one printer for the entire library? That is just STUPID. 2) Why is this library not open 24 hours? I’m a grad student. 3) Why are there not more computers? You have 3 floors but you have a cafe? Doesn’t make sense. I rather am able to write a paper than to worry about a cappuccino. Plus the noise from the machine is annoying when I’m trying to type. 4) The library is too small for the number of students you have.

more computers on different floors

N/A

There should be more hours that the Library stays open nearing the end of the weekend.

vending machines

longer hours on the weekends monitor noise policy tell people not to watch their favorite TV shows and block the computers

More computers, or more places to sit to be able to bring your own computer and access the school's printers

Offer a wider variety of books, and have the library open late.

Longer Hours. The Library should be open all day and all night because students have different schedules and plan to work at different hours of the day. Compared to other university whose libraries are open all hours of the day.
During my first semester at UNH, I repeatedly tried using the quiet study area of the library only to find that the other students as well as the cleaning staff constantly interrupted my thinking due to singing, talking, eating (by crinkling potato chip bags), etc. If there was somehow a way to keep people quiet on this floor that would be a major improvement to me. Also, the quiet study area is very dark. It's just not a good working environment.

More computers very often all are taken

Longer hours, open earlier during the week. The longer the library is open, the better.

There should be a section for people to make quick prints. A computer area that you are only allowed to use for 15 mins. To print something...

Longer hours on Saturdays. I work until 7pm sometimes and would like to use the library on Saturdays, but am unable due to work obligations and short library hours.

The library should be open 24 hours to students. The books need to be updated.

My undergrad college had library hours that ran from 9am to 12am. Sometimes I like to stay late and study.

The UNH library is an excellent place to study; however, many students lack library etiquette and become a nuisance to those who truly wish to study. There are the loud cell phone talkers, the groups who just won't keep it down, and the groups who see the library as a socializing venue rather than a learning venue, and the most bothersome of all the people who have horrendous body odors. Your committee should look into Quinnipiac Law School library because pass the vestibule there is a second aluminum panel door that separates the socializing area with the study area and a sign that reads students not to disturb those wishing to do work.

New journals have to bring and they should be made accessible to the students. Life Science books have fallen deficient. They are to be brought and given to students on weekly/monthly basis.

The library needs more computers, especially during midterms and finals.

It should be be open earlier on Sunday mornings.

More books!!! Up to date books would be even better. Believe it or not, some students like to read for fun and research, why can't we get books to help us do both?

A policy should be in place to limit the access to Facebook, Myspace, YouTube, and other sites from computers in the library. It is extremely frustrating to need a computer and see someone watching last week's episode of ER or posting pictures from Thursday night's party. It seems that a large amount of International students always using the lab on the main floor of the library. An additional lab for International Studies majors would help everyone. Also, now that classes are starting earlier, it would be a huge help for the library to open 15-30 minutes earlier in case students need to print something before class. If students are at the library even a few minutes before it opens, it would be appreciated if we could be allowed in to use the computers, not made to stand outside. I would appreciate to be allowed to consume a beverage at the computer, not be yelled at by the staff for keeping a sealed soda by my leg.

More meeting rooms for student group, longer (graduate) hours for the cafe, dedicated source rooms for the areas of study

A lot of articles listed that the library does not have access to, I almost wish they would just list the journals/articles the library has access to (or maybe color code the listings so you don't waste time opening the abstract only to discover you can't gain access to the article).
more computers

have a better wireless network with larger bandwidth so more users can log on

More computers, and LOTS more fiction books for "fun" reading.

It would be good to add more hours to the library operation. For instance, on Fridays and Saturdays the library could be open until 11:00 pm or 10:pm as there are students who would like to use the library for quiet study.

longer hours

longer hours

Printers and less noise

Classes start at 8am and often I need to access the library before class, it would be greatly appreciated if the library could open at 7:30am on weekdays. Thanks

supply more computers/printers on the main level

Provide More Computers.

More printers. Renovation to tables and chairs and desk stations. The hours should be more on the weekend because I a lot of people do work on the weekends vs. the weekdays.

new version of books should be updated

Printers have been down for a whole week.

Some books aren't allowed to be checked out...this is daft. Why is this rule?

I feel that there should be more printers. The ones we have now seem they can't handle the job, which understands because there are so many students in and out the library daily.

Open at 7am. If I need to use the library before my 8am classes then I am out of luck. Add another at least 4 more computers. Sometimes I need a computer and there are none available. Or have a few computers that block outside websites. Often I only want to access UNH links. However, I would not block the majority of the computers. Also, there needs to be at least 1 more printer. Some days there are up to ten people waiting for their papers to print. One more printer would limit the wait time and confusion. Often papers get mixed up or left behind on accident when there are so many people printing at once. The shorter wait time at the printer may also make the computers more available since nobody will give up their computer until all of their papers have printed.
Appendix III

If you selected "Never" above, is there a specific reason or reasons why you do not frequent the Cafe? Please indicate the reasons below:

<table>
<thead>
<tr>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>nope</td>
</tr>
<tr>
<td>have not been in the library</td>
</tr>
<tr>
<td>no reason</td>
</tr>
<tr>
<td>I go to the one in Bartels</td>
</tr>
<tr>
<td>Didn't know it was there.</td>
</tr>
<tr>
<td>no reason</td>
</tr>
<tr>
<td>I frequent Jazzman's in the student center instead</td>
</tr>
<tr>
<td>If I want to sit and read in a loud environment, I'll go to Starbucks.</td>
</tr>
<tr>
<td>Unless I can bring my coffee someplace quitter in the library, it's of</td>
</tr>
<tr>
<td>no use to me.</td>
</tr>
<tr>
<td>Not in the library long enough</td>
</tr>
<tr>
<td>I don't use the library often</td>
</tr>
<tr>
<td>I go to the cafe in barrels</td>
</tr>
<tr>
<td>I don't drink coffee</td>
</tr>
<tr>
<td>I go in and out of the library quickly so if I can't eat at the computer then I'd rather get food somewhere else.</td>
</tr>
<tr>
<td>I don't eat or drink anything the cafe would serve.</td>
</tr>
<tr>
<td>no</td>
</tr>
<tr>
<td>Never hungry when I got. needs healthier food for the brain, fruits, granola bars, etc</td>
</tr>
<tr>
<td>no specific reason</td>
</tr>
<tr>
<td>Because I rarely frequent the library. Also the noise level from Jazzman's is very distracting the times I am in the library. I would be able to go to the library more often if it was open later. We are in college and college students are notorious for staying up late to do work.</td>
</tr>
<tr>
<td>Don't drink coffee</td>
</tr>
<tr>
<td>I am in the habit of going to the jazzman's in bartels.</td>
</tr>
<tr>
<td>I don't drink coffee or that kind of stuff.</td>
</tr>
<tr>
<td>Do not have on-campus meal account</td>
</tr>
</tbody>
</table>
I don't drink coffee

I do not spend much time on campus
I just use the library to study.
I don't drink coffee often.
Not open enough.
Because I can't drink anything with caffeine in it.
I don't need the library so I do not go into that cafe.
New to campus, hadn't heard of it
I don't know where it is
no just never wanted anything while in the library
no I just never have the urge to go there
I feel bad if I order something noisy when it is quiet.
I'm more or less nocturnal, so I'm rarely around when it's open.
There is no particular reason. I just never have gone there.
Usually, when I am in the library I don't have time to stop at Jazzman's.
the area seems confusing as to where you can drink the coffee and where to pay
I do not drink coffee.
Because I never go in the library
I don't like coffee and there are not alternative drinks. I would get food if they had food.
Too Expensive
no reason
Do not drink coffee and just don't want to frequent there
no need
No reason, it is just a little out of the way in the daily swing of things.
no
I didn't know it existed. I have only used the library twice in the two semesters I have attended UNH, because my time is limited, as a part-time evening student, so I have not been able to fully explore all the offerings of the university's library.
Not that into coffee.
Make it open on the weekend.

Try to save money

I haven't had a chance yet but I will!

If I need to go to the cafe, I just go to Jazzman's in Bartel's.

Never had the chance

I personally prefer Dunkin' Donuts coffee.

I don't drink coffee. I have a set amount of money I spend. I'm not on campus everyday.

I don't like to cafe.

I have wanted to try it, especially as I think it is a great idea. I have not seen, however, if there are low fat/no-sugar options for the coffee drinks. I am much more likely to purchase a coffee if I know I have these options.

Never go to the library.

I didn't even know there was one in there

no time

I am usually in the library to get work done so I use the downstairs area and don't think to go to Jazzman's or I am looking up and printing things and don't have time to go to Jazzman's. They also don't offer very healthy food choices, so I don't care to go there

I go to the other cafe

If I go to Jazzman's I usually go to Bartles because I'm closer to it.

I miss Hazel she was very nice to the customers. The new person isn't very friendly. You need to offer, bagels, muffins, donuts, cookies, etc. To go with the coffee or tea. I stop at Dunkin Donuts instead on my way to school. Dunkin Donuts is cheaper!

I am hardly in the library.

I don't spend a lot of time on campus.

I don't drink coffee, and just go to class and leave.

Have no need.

No Need.

I never felt a reason to use it.

the food isn't great

its out of my way
Don't want to

I do not drink coffee and when I am at the library I am usually at a computer which means I can not have food or drink with me.

I do not drink coffee and that is the reason I do not visit. Anyways I did like complete my work in the library rather than linger around.

Cos I can't afford it!! Dunkin's is just down the street so y would i waste my money??

I can sit at the cafe to read the book, but not to drink because I don't like the taste.

Do not drink coffee

Don't drink coffee.

No Just don't have time to go

I have not yet used, don't know about the future, that will use the cafe or not, but nothing personal, may be its too costly for me.

I usually already have dunkin donuts when I come to school and if I don't, I go to Jazzman's Cafe in Bartels

Not interested

I didn't know it existed and had never been in the library. I will make an effort to explore.

It is a bit expensive but tasty!

First reason to choose never is that the cafe is in library and second is that with coffee we need some news or informative devise like television with the news on it or discovery.

I don't need to.

I would love to use the cafe but it is always closed when I go to the library. I work full time and can only go on weekends.

Use the one in Bartels

There is no reason.

I never have a chance to and I haven't wanted anything there yet.

I don't drink coffee

No money.

I'm not in the library enough

I go to the one in Bartel's

I never go to the library

NA
<table>
<thead>
<tr>
<th>Nope, just haven't been there yet.</th>
</tr>
</thead>
<tbody>
<tr>
<td>I think it's pointless and the coffee tastes old and stale</td>
</tr>
<tr>
<td>they don't have anything good</td>
</tr>
<tr>
<td>don't drink coffee</td>
</tr>
<tr>
<td>I am a distance-learning student, I am not on campus.</td>
</tr>
<tr>
<td>I don't any of the food or drinks that are served at Jazzman's</td>
</tr>
<tr>
<td>I always bring food from home so that I don't need to spend any money.</td>
</tr>
<tr>
<td>Jazzman's cafe should close when the library closes, and not a couple of hours before hand.</td>
</tr>
<tr>
<td>I am not a coffee person. I have my meals at Bartels.</td>
</tr>
<tr>
<td>Not on campus that often</td>
</tr>
<tr>
<td>Coffee and cookies don't really fill me up when I am hungry. How about a sandwich or fruits, or bread?</td>
</tr>
<tr>
<td>I wasn't aware it existed.</td>
</tr>
<tr>
<td>It never seems to be open on Sunday afternoon or evening (not sure of the hours of operation).</td>
</tr>
<tr>
<td>don't drink coffee and don't have money</td>
</tr>
<tr>
<td>N/A</td>
</tr>
<tr>
<td>No time, prefer to eat at home</td>
</tr>
<tr>
<td>You cannot drink/eat in most areas of the library, and I am usually studying/working in those sections.</td>
</tr>
<tr>
<td>only go to research at night usually</td>
</tr>
<tr>
<td>I attend classes late in the evening.</td>
</tr>
<tr>
<td>no reason</td>
</tr>
<tr>
<td>I come to the library to study, not eat. I usually just go to the one in Bartels.</td>
</tr>
<tr>
<td>The few times I have wanted to a coffee the cafe was closed or there was nobody in sight working.</td>
</tr>
<tr>
<td>They don't have anything that is worth buying and their prices are outrageous</td>
</tr>
</tbody>
</table>
Appendix IV

Subject:

UNH Library Survey & Raffle Information

Email Message:

We at the UNH library are asking you to please take a few minutes to complete a short (anonymous) online survey.

Our goal is to try to better meet the needs of the students, but in order to do this we need YOUR input... so please click on the link below:

http://www.surveymonkey.com/s.aspx?sm=l6I2F4s3wOwLbSL_2fQzKoEO_3d_3d

After completing the survey, please send a separate email to unhraffle2007@yahoo.com with your name and preferred contact information (phone number/email account) to be entered into the raffle for a $25 gift certificate to Barnes & Noble.

(Your contact information will not be shared with any third parties)

Thank you for taking the time to help us help you...

If there any questions/concerns, please feel free to email:

Michael Charry (Graduate assistant) at:

Mchar1@newhaven.edu

Or

Hanko Dobi (University Librarian) at:

HDobi@newhaven.edu
How Do You Feel About The UNH Library?

Voice Your Opinions...

Check your UNH Webmail Account Today!

Students Who Complete the Survey Will Be Entered Into a Raffle for a $25 Gift Certificate to Barnes & Noble
Student News

UNH today

The weekly E-newsletter for the campus of the University of New Haven

October 29-November 4

Two clicks, a Little Info, and You’re Entered in a Library Raffle

To better understand the needs of students, the Library staff is asking students to complete a short, anonymous online survey. Click here to complete the survey. Once the survey is completed, send a separate e-mail to unhraffle2007@yahoo.com with your name and preferred contact information to be entered into the raffle for a $25 gift certificate to Barnes & Noble. More information is available by contacting graduate assistant Michael Charry at Mchar1@newhaven.edu or University Librarian Hanko Dobi at HDobi@newhaven.edu.