The UNH Faculty Satisfaction Survey was designed to determine how satisfied faculty members are with the Marvin K. Peterson Library. Results give library staff insight on a variety of faculty member opinions to ensure that the information and resources that the library offers can be tailored to the changes that are constantly arising within the realm academia and faculty demographics.
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UNH Library – Faculty Satisfaction Survey
Executive Summary

Data was collected at the University of New Haven in order to determine how satisfied the faculty is with the Marvin K. Peterson Library. The data was collected through an online survey that was administered through email to a sample of the population. The responses range from and include faculty members from the various disciplines offered at the University of New Haven in addition to how many years teaching at the university, and whether or not the participant teaches online courses. Those who participated in the online survey were asked five demographic questions, how often the individual used the Marvin K. Peterson Library, and ten questions concerning the library’s staff, policies, resources, and overall atmosphere. The end of the survey included a question where faculty can leave additional comments or concerns.

Results of the survey were considered together among different demographic variables: what college the participant teaches in, what type of course he or she teaches in (undergraduate, graduate, or both), the professor’s current title, years spent teaching at the University of New Haven, and whether or not the individual teaches online courses. Responses show that the faculty is generally satisfied with library resources and services and are interested in seeing more electronic databases, journals, and books offered by the Marvin K. Peterson Library.
**Introduction**

The staff of the Marvin K. Peterson Library has a responsibility of making sure that the services they provide are properly tailored to both the students and faculty alike at the University of New Haven and are continuously looking to improve them. For this reason, the faculty at the University of New Haven were surveyed on their satisfaction with the library and its services.

As the University of New Haven acquires new faculty members such as assistant professors, lectures, etc., Chief Librarian, Hanko Dobi and the library staff need up-to-date information about faculty satisfaction in order to properly make the necessary changes. The feedback on the faculty satisfaction survey will include information on library services, faculty’s recommendation of student use, and even feedback about the Jazzman’s Café located in the library.

**Methodology**

The survey was designed with the help of Chief Librarian, Hanko Dobi. The survey was composed of fourteen questions total that concerned faculty demographics (i.e., type of professor, what school the participant teaches in, etc.) as well as the library’s staff, policies, and general atmosphere. During the early months of the year, drafts were sent back and forth to Hanko Dobi to make sure that questions were clear, made sense, and covered all previous and new concerns that were developing at the library. Hanko made sure that the survey gathered information on library hours, Jazzman’s Café, and if faculty members encouraged students to use the services provided by the Marvin K. Peterson Library. After consulting with Hanko and reviewing previously done satisfaction surveys, the instrument went live on [www.surveymonkey.com](http://www.surveymonkey.com) through email distribution on March 25th, 2009 and later closed on May 20th, 2009.

**Findings and Results**

67 faculty members were surveyed. 11 (16.4%) faculty members who participated in the survey were assistant professors, another 11 were associate professors, 16 (23.9%) were full-time professors, and the largest population were adjunct professors or lecturers (29 – 43.3%). 32 (47.8%) of these faculty members who participated in the survey taught in the College of Arts and Sciences, 14 (20.9%) faculty members taught in the Henry C. Lee College of Criminal Justice and Forensic Sciences, 12 (17.9%) taught in the College of Business, and 10 (14.9%) taught in the Tagliatela College of Engineering. Almost half of the faculty who participated in the survey taught undergraduate courses (31 – 46.3%), 10 (14.9%) members only taught graduate courses, and 26 (38.8%) faculty members taught both graduate and undergraduate classes. 9 (13.4%) of those surveyed have at the University of New Haven for less than a year, 12 have been at the university for 1-3 years, 13 (19.4%) for 3-6 years, 9 (13.4%) for 6-9 years, 1 (1.5%) for 9-12 years, and 23 (34.3%) have been with the University of New Haven for 12 or more years. Most of the faculty members who participated in the survey (62 – 92.5%) do not teach online courses, however 5 (7.5%) of the participants do teach online courses.
UNH Library – Faculty Satisfaction Survey

Demographics

**Figure 1: What College do you teach in?**

- College of Arts and Sciences: 47.8%
- College of Business: 17.9%
- Francis College of Engineering: 20.9%
- Henry C. Lee College of Criminal Justice and Forensic Sciences: 14.3%

**Figure 2: Do you teach undergraduate or graduate courses?**

- Undergraduate: 46.3%
- Graduate: 38.3%
- Both: 14.5%
Figure 3: What is your current title?

Other (please specify)

1. Instructor
2. Lord High Everything Else
3. Adjunct
4. Practitioner in Residence
5. PIR
6. Lecturer
7. Instructor
8. adjunct
9. Adjunct Professor
10. instructor
11. Adjunct
12. adjunct
13. Adjunct Lecturer
14. Professor Emeritus
15. Adjunct
16. Adjunct
17. Lecturer
18. Adjunct Professor
19. Instructor
20. Adjunct Instructor
21. adjunct professor
22. adjunct
23. PIR
24. Adjunct Faculty
Figure 4: How long have you been teaching at UNH?

Figure 5: Do you teach online courses?
Results
The following are the results of the survey

How often do you use the library?

10 faculty members reported never using the UNH library, 15 members reported that they use the library once a semester, 17 faculty members reported using the library once a month, 18 reported once a week, and 4 faculty members reported that they use the library three or more times a week. Figure 6 (see above) shows that 15.6% of the faculty members never use the library, 23.4% use the library once a semester, 26.6% of the members use the library once a month, 28.1% use the library once a week, and 6.3% of the faculty members use the Marvin K. Peterson Library three or more times a week.
Do you require students to utilize library resources?

24 faculty members who participated in the survey reported that they do not require students to utilize library resources while 40 faculty members reported that they do. Figure 7 (see above) shows that 37.5% of the faculty body does not require their students to use library resources while 62.5% of the faculty does require students to use resources provided by the library.

*Specified answers on this question (Do you require students to utilize library resources?) can be found in Appendix A.
Do you use the Jazzman’s Café in the library?

28 faculty members who participated in the survey reported that they use Jazzman’s Café in the library while 36 members reported that they do not. Figure 8 (see above) shows that 43.8% of faculty members utilize Jazzman’s Café and 56.3% do not use the library’s Jazzman’s Café.

*Specified answers on this question (Do you use Jazzman’s Café? If so, what for?) can be found in Appendix A.
Do you use any other libraries for research or educational purposes?

21 faculty members who participated in the survey reported that they use other libraries for research and education purposes and 39 members reported that they do not. Figure 9 (see above) shows that 35% of the faculty at UNH uses libraries other than the Marvin K. Peterson Library for research and education purposes while 65% reported that they do not.

*Specified answers on this question (Do you use other libraries for research or educational purposes? If so what for?) can be found in Appendix A.
Do you utilize any electronic databases that currently aren’t provided by the UNH library?

18 faculty members who participated in the survey reported that they use other electronic databases that currently are not provided by the University of New Haven and 44 faculty members reported that they do not. According to figure 10 (see above), 29% of the faculty at UNH use electronic databases that currently are not provided by the Marvin K. Peterson Library while 71% do not.

*Specified answers on this question (Do you utilize any electronic databases that currently aren’t provided by the UNH library?) can be found in Appendix A.
How satisfied are you with library services?

Figure 11: Library Service Satisfaction

The following items were scored on a Likert scale. The options were as follows: Completely Dissatisfied; Dissatisfied; Neither Satisfied or Dissatisfied; Satisfied; Completely Satisfied.
Reference Desk Services
1(1.6%) faculty member reported being completely dissatisfied with the reference desk services, 0
members reported being dissatisfied, 16(26.2%) reported that they are neither satisfied or dissatisfied with
reference desk services, 12(19.7%) faculty members reported being satisfied, and 32(52.5%) faculty members
reported being completely satisfied with the reference desk services at the Marvin K. Peterson Library. The
total rating average was 4.21 / 5 (see figure 11).

Circulation Desk Services
1(1.6%) faculty member reported being completely dissatisfied with the circulation desk services, 0
members reported being dissatisfied, 15(24.6%) reported that they are neither satisfied or dissatisfied with
circulation desk services, 15(24.6%) faculty members reported being satisfied, and 30(49.2%) faculty members
reported being completely satisfied with the circulation desk services at the Marvin K. Peterson Library. The
total rating average was 4.20 / 5 (see figure 11).

Interlibrary Loan
1(1.8%) faculty member reported being completely dissatisfied with the interlibrary loan, 1(1.8%)
member reported being dissatisfied, 23(40.4%) reported that they are neither satisfied or dissatisfied with
the interlibrary loan, 10(17.5%) faculty members reported being satisfied, and 22(38.6%) faculty members
reported being completely satisfied with the interlibrary loan at the Marvin K. Peterson Library. The total
rating average was 3.89 / 5 (see figure 11).

Library Instruction Program
1(1.9%) faculty member reported being completely dissatisfied with the library instruction program, 0
members reported being dissatisfied, 29(54.7%) reported that they are neither satisfied or dissatisfied with the
library instruction program, 5(9.4%) faculty members reported being satisfied, and 18(34%) faculty members
reported being completely satisfied with the library instruction program at the Marvin K. Peterson Library.
The total rating average was 3.74 / 5 (see figure 11).

Course Reserve Services
1(1.8%) faculty member reported being completely dissatisfied with the course reserve services, 3
(5.3%) members reported being dissatisfied, 20(35.1%) reported that they are neither satisfied or dissatisfied with
course reserve services, 11(19.3%) faculty members reported being satisfied, and 22(38.6%) faculty members
reported being completely satisfied with the course reserve services at the Marvin K. Peterson Library. The total rating average was 3.88 / 5 (see figure 11).
Library Web Page
2(3.3%) faculty members reported being completely dissatisfied with the library web page, 4(6.7%) members reported being dissatisfied, 14(23.3%) reported that they are neither satisfied or dissatisfied with library’s web page, 20(33.3%) faculty members reported being satisfied, and 20(33.3%) faculty members reported being completely satisfied with the Marvin K. Peterson Library web page. The total rating average was 3.87 / 5 (see figure 11).

Electronic Sources
4(6.9%) faculty members reported being completely dissatisfied with the electronic sources on the web page, 6(10.3%) members reported being dissatisfied, 17(29.3%) reported that they are neither satisfied or dissatisfied with the electronic sources, 11(19%) faculty members reported being satisfied, and 20(34.5%) faculty members reported being completely satisfied with the electronic sources found on the Marvin K. Peterson Library web page. The total rating average was 3.64 / 5 (see figure 11).

University Archives
1(1.9%) faculty member reported being completely dissatisfied with the university archives, 2(3.8%) members reported being dissatisfied, 34(64.2%) reported that they are neither satisfied or dissatisfied with the university archives, 7(13.2%) faculty members reported being satisfied, and 9(17%) faculty members reported being completely satisfied with the university archives at the Marvin K. Peterson Library. The total rating average was 3.40 / 5 (see figure 11).

Librarian Assistance
1(1.6%) faculty member reported being completely dissatisfied with the librarian assistance, 0 members reported being dissatisfied, 17(27.9%) reported that they are neither satisfied or dissatisfied with librarian assistance, 13(21.3%) faculty members reported being satisfied, and 30(49.2%) faculty members reported being completely satisfied with the library assistance at the Marvin K. Peterson Library. The total rating average was 4.16 / 5 (see figure 11).

Jazzman’s Café
2(3.4%) faculty member reported being completely dissatisfied with Jazzman’s Café in the library, 1(1.7%) member reported being dissatisfied, 22(37.3%) reported that they are neither satisfied or dissatisfied with Jazzman’s Café, 14(23.7%) faculty members reported being satisfied, and 20(33.9%) faculty members reported being completely satisfied with Jazzman’s Café at the Marvin K. Peterson Library. The total rating average was 3.83 / 5 (see figure 11).
In-Library Use Laptops
1(1.6%) faculty member reported being completely dissatisfied with the in-library use laptops, 0 members reported being dissatisfied, 31(58.5%) reported that they are neither satisfied or dissatisfied with in-library use laptops, 9(17%) faculty members reported being satisfied, and 12(22.6%) faculty members reported being completely satisfied with the laptops at the Marvin K. Peterson Library. The total rating average was 3.58 / 5 (see figure 11).
Are you satisfied with the current library hours?

54 faculty members who participated in the survey reported that they are satisfied with the current library hours and only 7 faculty members reported that they are not satisfied with the hours. Figure 12 (see above) shows that 88.5% of the faculty members at the University of New Haven are satisfied with the current library hours while 11.5% of the faculty members are not.

*Specified answers on this question (Are you satisfied with the current library hours?) can be found in Appendix A.*
UNH Library Faculty Satisfaction Survey

Discussion

This study was conducted in order to gain insight on faculty members’ overall satisfaction with the Marvin K. Peterson Library and the services it provides in addition to gauging how familiar faculty members are with the resources and services depending on how they rated them and how frequently they use the library. While a majority of faculty members visit the library only once a week, only 15% never use the library, and those who do are primarily using the University of New Haven for research and educational purposes including electronic databases. Furthermore, the study shows that faculty members are completely satisfied with six out of the eleven library services on the satisfaction survey, and rating averages did not fall into the completely dissatisfied or dissatisfied categories on the scale. The Jazzman’s Café does not seem to be used too often by faculty members. This can be due in part by the fact that the Jazzman’s Café is primarily used by students and faculty members may use other places to get work done or get coffee (Maxy Hall, Bartels, their office, etc.)

There were some limitations to this study that should be taken into consideration when reading this report. One limitation is the sample surveyed was less than what the researcher had desired. Though response rates have increased over the years, a larger sample would have given a better representation of the faculty population at the University of New Haven. Furthermore, the survey itself could have been adjusted to yield more concrete results. Looking at the survey responses, participants were able to skip questions and proceed with the rest of the survey, so percentages could not be constant (for example, on the Likert Scale, participants could skip certain questions which made percentages on each service different [1 response could be 1.6% of the faculty population, and on another 1.8%]). There is an option on Surveymonkey.com that allows the administrator to make sure all questions are answered before continuing with the survey. This is something that should be taken into consideration for further research projects should Surveymonkey.com be used.
UNH Library Faculty Satisfaction Survey

Recommendations

Overall, faculty members at the University of New Haven are generally satisfied with the resources and services at the Marvin K. Peterson Library. The questions and comments section of the survey (see Appendix B) shows that individuals who participated approve of the current state of the library at the University of New Haven. However, the open-ended responses show that there is always room for improvement. While faculty members seem to be generally satisfied with services, the faculty population believes that should extra funding be channeled to the library, they would like to see more electronic databases and journals available in the library. Looking into possible ways to increase more electronic books, journals, and databases is something that should be considered.
Appendix A includes specified responses from the UNH Library Faculty Satisfaction Survey.
**Appendix A**

UNH Library Faculty Satisfaction Survey: Specified Responses

**Do you require students to utilize library resources?**

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<tbody>
<tr>
<td>1</td>
<td>For Research papers</td>
</tr>
<tr>
<td>2</td>
<td>Reference books</td>
</tr>
<tr>
<td>3</td>
<td>I teach Research Methods and students must write an original Research Proposal</td>
</tr>
</tbody>
</table>
| 4 | Scientific Publications  
Beilstein  
Chemical Abstracts |
| 5 | various chemistry journals |
| 6 | SPSS, Online and print journals, etc.  
I have students do a research paper, but as long as they use peer-reviewed articles, I don't care how they get their information. The UNH library is not a requirement. |
| 7 | I require literature reviews for all final projects in my classes.  
For every class |
| 8 | E 105 completes a 10-part research essay—they'd do well to make 3 or more substantial library visits.  
Onlien databases  
Reference materials |
| 9 | I require at least one "paper journal" reference for papers they submit.  
Tax research resources  
Writing assignments for every class which require traditional references such as those which have appeared in print and could be accessible at a library somewhere. |
| 10 | In addition I encourage students in all of my classes to use the electronic databases available through the library.  
Completion of graduat level term paper  
Research for papers and tests.  
For research projects  
Research articles |
| 11 | books on reserve  
My course requires a term paper and they should start in the library  
Engineering texts, my reference notes  
Research for papers  
I would use it a lot more if the holdings on music would be better.  
It is a pity there are no scores or recordings.  
Forensicnet Base  
Other databases |
| 12 | Reference material in the library  
Web searches and journals  
I require that they do research. I do not require that they use the UNH library.  
Incorporate scholarly literature in their papers. |
I have students familiarize themselves with databases and meet the knowledgeable librarians.

- Research for cases
- Online version of a recommended reading and assignment
- Literature research
- Math Online Homework Assignments
- Forensic Net Database is used frequently
- Peer reviewed articles for written assignments
- Background information on subject material
- Articles on reserve
- Mostly the reserves
- I usually do but not at UNH because there are not suitable resources for my class.

### Do you use Jazzman’s Café in the library?

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<table>
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<tr>
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<tbody>
<tr>
<td>1</td>
<td>coffee, informal meetings</td>
</tr>
<tr>
<td>2</td>
<td>coffee</td>
</tr>
<tr>
<td>3</td>
<td>Meetings, taking a break</td>
</tr>
<tr>
<td>4</td>
<td>Coffee</td>
</tr>
<tr>
<td>5</td>
<td>Coffee, meetings, AND office hours!</td>
</tr>
<tr>
<td>6</td>
<td>Coffee</td>
</tr>
<tr>
<td>7</td>
<td>coffee, meetings, office hour, hanging-out.</td>
</tr>
<tr>
<td>8</td>
<td>Meeting</td>
</tr>
<tr>
<td>9</td>
<td>Coffee, reading: office hours work well, so I hear.</td>
</tr>
<tr>
<td>10</td>
<td>Coffee</td>
</tr>
<tr>
<td>11</td>
<td>do as often as I can.</td>
</tr>
<tr>
<td>12</td>
<td>Office hours</td>
</tr>
<tr>
<td>13</td>
<td>Coffee</td>
</tr>
<tr>
<td>14</td>
<td>coffee</td>
</tr>
<tr>
<td>15</td>
<td>Coffee occasionally</td>
</tr>
<tr>
<td>16</td>
<td>coffee</td>
</tr>
<tr>
<td>17</td>
<td>Meetings</td>
</tr>
<tr>
<td>18</td>
<td>Coffee</td>
</tr>
<tr>
<td>19</td>
<td>Coffee/office hours.</td>
</tr>
<tr>
<td>20</td>
<td>Coffee; will consider for office appointments</td>
</tr>
<tr>
<td>21</td>
<td>coffee, read</td>
</tr>
<tr>
<td>22</td>
<td>meetings, coffee</td>
</tr>
<tr>
<td>23</td>
<td>Tea, meeting students</td>
</tr>
<tr>
<td>24</td>
<td>Tea</td>
</tr>
<tr>
<td>25</td>
<td>Coffee, makeshift office, meetings</td>
</tr>
<tr>
<td>26</td>
<td>coffee</td>
</tr>
</tbody>
</table>

### Do you use any other libraries for research or educational purposes?

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<table>
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<tbody>
<tr>
<td>1</td>
<td>My town library in Madison, Conn.</td>
</tr>
<tr>
<td>2</td>
<td>Kline, Chemistry, and Engineering Libraries at Yale</td>
</tr>
<tr>
<td>3</td>
<td>Public and University at Buffalo (occasionally)</td>
</tr>
<tr>
<td>4</td>
<td>New Haven Public Library</td>
</tr>
<tr>
<td>5</td>
<td>Buley Library at SCSU - they have many more chemistry holdings than we do</td>
</tr>
<tr>
<td>6</td>
<td>Yale Math Library</td>
</tr>
</tbody>
</table>
Do you utilize any electronic databases that currently aren’t provided by the UNH library?

1. Order some journal articles not at UNH
2. Lexus Nexus
3. ChemEasy (STN)
4. Didn’t know they were available. Would like to find out what is available.
5. World Bank Development Statistics
7. National Library of Medicine; Medline; ICPSR
8. IEEE
9. IRIS
   Muse
   Web of Knowledge
   MLA
10. America: History and Life
11. I use a more complete version of EBSCO and Emerald via another university
12. Several
13. I mostly use Google
14. Journal of Forensic Sciences
15. I like Springer link, currently on trial with the library but not available at the end of this month
16. PsychInfo
Are you satisfied with the current library hours?

1. 24 hours
2. never been there
   I try to get most of my information online so I don't have to go to the library. What are the library hours? I send my GA to get books that I need or pick up ILL requests.
3. 8:00 am to midnight --
4. Be sure to be open any day Graduate Courses are in session.
5. I teach on Fridays in the spring semester - library is not open at all.
6. more hours on Sunday
   Since the library closes at 4:30 on Fridays, I have had to kick students out of my classroom who are not in my class who are using this area as a study area. Extra hours at the library would be a good thing.
7. Open until ten most nights if not later. 4:30 on Friday is very short.
If the Library received extra funding, what would you suggest UNH do to improve the library?

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>1</td>
<td>more electronic databases</td>
</tr>
<tr>
<td>2</td>
<td>Get more Chemistry Journals</td>
</tr>
<tr>
<td>3</td>
<td>Pay Hanko more money. More restrooms.</td>
</tr>
<tr>
<td>4</td>
<td>More full journal articles available online</td>
</tr>
<tr>
<td>5</td>
<td>More journals</td>
</tr>
<tr>
<td>6</td>
<td>Receive more scientific publications</td>
</tr>
<tr>
<td>7</td>
<td>audio and visual collections are almost non-existent and the humanities selections are somewhat outdated.</td>
</tr>
<tr>
<td>8</td>
<td>Get Lexus Nexus back.</td>
</tr>
<tr>
<td>9</td>
<td>subscribe to more of the expensive chemistry and other science databases (SciFinder, etc.)</td>
</tr>
<tr>
<td>10</td>
<td>More journals</td>
</tr>
<tr>
<td>11</td>
<td>get electronic journals</td>
</tr>
<tr>
<td>12</td>
<td>electronic access to journals, not databases</td>
</tr>
<tr>
<td>13</td>
<td>remove books (they are obsolete and old anyway). turn the library into a total internet cafe experience. More articles need to be available online in PDF format. Database searching needs to be streamlined. More journals need to be added. The library has a bad reputation among faculty and students as having poor accessibility to resource material.</td>
</tr>
<tr>
<td>14</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Electronic Access</td>
</tr>
<tr>
<td>16</td>
<td>Improve health care related journals and books.</td>
</tr>
<tr>
<td>17</td>
<td>buy books</td>
</tr>
<tr>
<td>18</td>
<td>Facility is small.</td>
</tr>
</tbody>
</table>
| 19| Improve interlibrary loan access/faculty access to other libraries; for example, as a NTT engaging in scholarly publication beyond my first book, I’d like to be funded to use Yale’s Sterling Library beyond one year. More user friendly database services-enter using email address versus faculty id.  
2. More complete database services  
3. A good meeting room for faculty and student organizations. |
| 20|                                                                                      |
| 21| Continue in the current modernization direction.                                     |
| 22| More electronic resources                                                             |
| 23| expand the journals available on-line, especially in the science areas               |
| 24| Tough question. More functions, speakers, etc for the students, specifically topics students might have an interest in. |
| 25| Books and JSTOR                                                                      |
| 26| add another floor                                                                    |
| 27| Make sure there is plenty of study areas, especially rooms for groups.                |
Questions and Comments

1. You and your staff are superb (Jim M.)
2. I checked "Neither satisfied or dissatisfied" if I had not used the service.
3. I am very pleased that we now have access to the JSTOR music collection.
4. Get Lexus Nexus back.
5. Electronic Journals. I am suppose to do research and yet there is little or no library resources to support this.
6. Familiarize your adjunct and EMBA staff with what is available at library. I'm impressed with how friendly and helpful the library staff has been at several presentations I've attended on using the library. However, there is a long way to go in terms of online improvements and access to source material. I'm glad it appears that changes are in near future. The failure of the administration to support the library is a disgrace -- the library should have copies of every text used in UNH courses.
7. n/a
   Keep up your excellent reference services!
   Continue thinking of ways to educate student library users--it seems relatively few are willing to do hard copy research anymore, and I would imagine this group is not easy to work with.
8. Have faculty enter database as if logging into email. Faculty don't like to have their id handy.
9. Thank you, Hanko, for all your support!
10. Many peer-reviewed journals unavailable through web access.
11. Steady as she goes. A-ok.
What searches I have done at the library are limited by the material the library has. It may be wise to partner with a larger university and have more online material available.

Overall the library is doing an outstanding job, and the addition of JSTOR is fantastic. We only wish there were more music scores and a listening section but we do understand that is too difficult nowadays that students get music online.

Faster wireless service.

I only teach one class and have not had a chance to use the library.

I did not have the chance to use the library this trimester. I had little time to prepare and this was my first teaching at UNH. I will use the facility I'm sure.