The UNH Student Satisfaction Survey was designed to determine how satisfied students are with the Marvin K. Peterson Library. Results give library staff insight on undergraduate and graduate 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 student demographics.
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UNH Library – Student Satisfaction Survey

Executive Summary

Data was collected at the University of New Haven in order to determine how satisfied the student body 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 both graduate and undergraduate students from the various disciplines offered at the University of New Haven. 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 students can leave additional comments or concerns.

Results of the survey questions were analyzed by observing responses through crosstabs separating graduates and undergraduates. Student responses show that a majority of the population is satisfied with the Marvin K. Peterson Library overall, though neither cohort is using the newly-introduced, in-use library laptops frequently. In addition, graduate students seemed to be less satisfied with the library overall than undergraduates. The results indicate that though graduates do not find any portion of the library unsatisfactory, they are less satisfied than undergraduates in terms of certain library services and library hours. The results also show that graduate students proportionately use the library more frequently.
Introduction

Though previous surveys for the Marvin K. Peterson Library have assessed how satisfied students are, the ever-changing realm of academia and increasing size of the student body at the University of New Haven make satisfaction surveys necessary to conduct from year to year. An example of this would be the new in-use library laptops for student use, or the large incoming accepted students at the undergraduate level. As new resources arise and the student population continues to grow, the satisfaction surveys capture what is working at the library, as well as what is not working.

Distributing and analyzing surveys by the year can ensure that the information and resources that the library offers can be tailored to the changes that are constantly arising within academia and student demographics. Furthermore, the results of these surveys will aid Chief Librarian, Hanko Dobi, in making well-informed decisions. With this data, the library staff will be in a better position to serve the students at the University of New Haven.

Methodology

The survey was designed with the help of Chief Librarian, Hanko Dobi. The survey was composed of sixteen questions total that concerned student demographics (i.e., undergraduate or graduate student, full or part-time student, 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 and the newly-introduced in-use library laptops. After consulting with Hanko and reviewing previously done satisfaction surveys, the instrument went live on www.surveymonkey.com through email distribution on March 25th, 2009 and later closed on May 20th, 2009.

Findings and Results

409 undergraduate students and 134 graduate students completed the survey yielding a total of 543 responses. 187 (34.5%) of these students were in the College of Arts and Sciences, 72 (13.3%) were in the College of Business, 42 (7.7%) students were in the Tagliatela College of Engineering, and the majority of responders, 241 (44.5%), were in the Henry C. Lee College of Criminal Justice and Forensic Science (see figure 1). Out of all the responders of the survey, 232 students have been at the University of New Haven for 1-2 semesters / trimesters (42.7%), 60 were between 2-3 semesters / trimesters (11.0%), 79 were between 3-4 semesters / trimesters (14.5%), 59 were between 4-5 semesters / trimesters (10.9%), and 113 have been at the University of New Haven for 6 or more semesters / trimesters (20.8%) (see figure 2). 492 full-time students and 50 part-time students were surveyed (see figure 3).
UNH Library – Student Satisfaction Survey

Demographics

Figure 1: Colleges Represented

<table>
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<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
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<tbody>
<tr>
<td>College of Arts and Sciences</td>
<td>34.5%</td>
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</tr>
<tr>
<td>College of Business</td>
<td>13.3%</td>
<td>72</td>
</tr>
<tr>
<td>Tagliatela College of Engineering</td>
<td>7.7%</td>
<td>42</td>
</tr>
<tr>
<td>Henry C. Lee College of Criminal Justice and Forensic Sciences</td>
<td>44.5%</td>
<td>241</td>
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</table>

answered question 542
skipped question 2
Figure 2: Time at UNH

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<th>Response Count</th>
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<tr>
<td>1-2 semesters / trimesters</td>
<td>42.7%</td>
<td>232</td>
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<td>2-3 semesters / trimesters</td>
<td>11.0%</td>
<td>60</td>
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<td>3-4 semesters / trimesters</td>
<td>14.5%</td>
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<tr>
<td>4-5 semesters / trimesters</td>
<td>10.9%</td>
<td>59</td>
</tr>
<tr>
<td>6 or more semesters / trimesters</td>
<td>20.8%</td>
<td>113</td>
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</table>

answered question 543
skipped question 1

Figure 3: Full or Part-time Student?

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<th>Answer Options</th>
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<tr>
<td>Full-time student</td>
<td>90.8%</td>
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<tr>
<td>Part-time student</td>
<td>9.2%</td>
<td>50</td>
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answered question 542
skipped question 2
Results

The following are the results of the survey.

**How often do you use the UNH library?**

162 undergraduate students reported using the library three or more times a week, 126 reported using the library once a week, 58 reported using the library once a month, 20 reported using the library once a semester, and 4 stated they have never used the library. Figure 4 (see above) shows that 43.8% of the undergraduate students use the library three or more times a week, 34.1% use the library once a week, 15.7% use the library once a month, 5.4% use the library once a semester, and 1.1% of the undergraduate student body never uses the UNH library.
57 graduate students reported using the library three or more times a week, 24 students reported using the library once a week, 22 reported using the library once a month, 9 reported using the library only once a semester, and 12 reported never using the library. Figure 5 (see above) shows that 46% of the graduate student body uses the library three or more times a week, 19.4% uses the library once a week, 17.7% uses the library once a month, 7.3% once a semester, and 9.7% of graduate students never use the library.
220 undergraduate students reported that they never use UNH’s in-library use laptops, 45 reported using them once a semester, 35 reported using the laptops once a month, 44 reported using the laptops once a week, and 25 undergraduates reported using the in-library laptops three or more times a week. Figure 6 (see above) shows that 59.6% of undergraduate students never use the in-library laptops, 12.2% use them once a semester, 9.5% use the laptops once a month, 11.9% use the laptops once a week, and 6.8% of the undergraduate student body use the UNH in-library use laptops three or more times a week.
66 graduate students reported never using the in-library use laptops, 12 reported using them once a semester, 14 students reported using the laptops once a month, 16 reported using them once a week, and 15 graduate students reported using the in-library use laptops three or more times a week. Figure 7 (see above) shows that 53.7% of the graduate students never use the in-library use laptops, 9.8% use the laptops once a semester, 11.4% use them once a month, 13% use them once a week, and 12.2% of the graduate student body utilize UNH’s in-library use laptops three or more times a week.
Do you use Jazzman’s Café? If so, what for? (Coffee, meetings, studying)

225 undergraduate students reported not using Jazzman’s Café while 269 of the undergraduates reported using Jazzman’s Café. Figure 8 (see above) shows that 45.5% of undergraduate students do not use Jazzman’s Café while 54.5% do.

*Specified answers on this question (Do you use Jazzman’s Café? If so, what for?) can be found in Appendix A
51 graduate students reported not using Jazzman’s Café, 73 graduates reported that they use Jazzman’s Café. Figure 9 (see above) shows that 41.1% of the graduate student body does not use Jazzman’s Café while 58.9% do.

*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 and educational purposes? If so, what other libraries and why?

Figure 10: Undergraduate Other Library Use

304 undergraduate students reported that they do not use other libraries for research and educational purposes, 62 undergraduates reported that they do use other libraries for research and educational purposes. Figure 10 (see above) shows that 83.1% use UNH’s library for research and educational purposes while 16.9% utilize the services of other libraries other than UNH for research and educational purposes.

*Specified answers on this question (Do you use any other libraries for research and educational purposes? If so, what other libraries and why?) can be found in Appendix A.
83 graduate students reported that they do not use other libraries for research and educational purposes, 40 graduates reported that they do use other libraries for research and educational purposes. Figure 11 (see above) shows that 67.5% of graduate students use the UNH library for their research and educational needs, while 32.5% utilize the resources of other libraries for research and educational purposes.

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

Figure 12: Undergraduate Use of Other Electronic Databases

311 undergraduate students reported that they do not use other electronic databases currently not offered by UNH, 55 undergraduates reported that they use other electronic databases not offered by UNH. Figure 12 (see above) shows that 85% of undergraduate students use the UNH library for electronic databases while 15% of the undergraduate student body utilizes electronic databases that are not provided by UNH.

*Specified answers on this question (Do you utilize any other electronic databases that currently aren’t provided by the UNH library?) can be found in Appendix A.
85 graduate students reported that they do not use other electronic databases, 36 graduates reported that they utilize other electronic databases currently not offered by the UNH library. Figure 13 (see above) shows that 70.2% of graduate students use the UNH library for their electronic database needs while 29.8% utilize other electronic databases that are not offered at UNH.

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

The following items were scored on a Likert scale. The options we as follows: Completely Dissatisfied; Dissatisfied; Neither Satisfied or Dissatisfied; Satisfied; Completely Satisfied.

Circulation Desk Services

2 (0.5%) undergraduate students reported that they are completely dissatisfied with circulation desk services, 2 (0.5%) undergraduate students reported that they are dissatisfied with the circulation desk, 77 (21.1%) reported that they are neither satisfied or dissatisfied, 182 (49.9%) reported that they are satisfied with circulation desk services, and 102 (27.9%) of undergraduate students reported that they are completely satisfied with circulation desk services. The total rating average was 4.04 / 5 (see figure 14).

Reference Desk Services

2 (0.5%) undergraduate students reported that they are completely dissatisfied with reference desk services, 2 (0.5%) undergraduates reported that they are dissatisfied with reference desk services, 98 (26.8%)
undergraduate students reported they are neither satisfied or dissatisfied, 166(45.4%) undergraduates reported to be satisfied with the reference desk, and 98(26.8%) reported that they are completely satisfied with reference desk services. The total rating average was 3.97 (see figure 14).

Library Web Page

2(0.5%) undergraduate students reported that they are completely dissatisfied with the library web page, 9(2.5%) undergraduates reported that they are dissatisfied with the library webpage, 61(16.7%) undergraduate students reported that they are neither satisfied or dissatisfied with the web page, 201(54.9%) undergraduates reported that they are satisfied with the library web page, and 93(25.4%) undergraduates reported that they are completely satisfied with the library’s web page. The total rating average was 4.02 (see figure 14).

Librarian Assistance

2(0.5%) undergraduate students reported that they are completely dissatisfied with librarian assistance, 6(1.7%) undergraduates reported that they are dissatisfied with librarian assistance, 70(19.3%) reported that they are neither satisfied or dissatisfied with librarian assistance, 173(47.7%) undergraduate students reported to be satisfied with librarian assistance, and 112(30.9%) undergraduates reported that they are completely satisfied with the librarian assistance. The total rating average was 4.07 (see figure 14).

Jazzman’s Café

3(0.8%) undergraduate students reported that they are completely dissatisfied with Jazzman’s Café, 14(3.9%) undergraduate students reported that they are dissatisfied with Jazzman’s Café, 102(28.1%) reported that they are neither satisfied or dissatisfied with Jazzman’s Café, 149(41%) undergraduates reported that they are satisfied with Jazzman’s Café, and 95(26.2%) undergraduate students reported that they are completely satisfied with Jazzman’s Café. The total rating average was 3.88 (see figure 14).

In-Library Use Laptops

6(1.6%) undergraduate students reported that they are completely dissatisfied with the in-library use laptops, 8(2.2%) undergraduates reported that they are dissatisfied with the laptops, 162(44.5%) reported that they are neither satisfied or dissatisfied with the laptops, 113(31%) undergraduates reported that they are satisfied with the laptops, and 75(20.6%) undergraduate students reported that they are completely satisfied with UNH’s in-library use laptops. The total rating average was 3.67 (see figure 14)

Desktop Computers
10 (2.8%) undergraduate students reported that they are completely dissatisfied with the desktop computers, 33 (9.1%) undergraduates reported that they are dissatisfied with the desktop computers, 45 (12.4%) undergraduates reported that they are neither satisfied or dissatisfied with the desktop computers, 171 (47.1%) reported that they are satisfied with the desktop computers, and 104 (28.7%) undergraduate students reported being completely satisfied with the desktop computers in the library. The total rating average was 3.90 (see figure 14).

Books
11 (3%) undergraduates reported that they are completely dissatisfied with the books in the library, 37 (10.1%) undergraduate students reported being dissatisfied with books at the library, 95 (26%) undergraduate students reported being neither satisfied or dissatisfied with the books, 158 (43.2%) undergraduates reported being satisfied, and 65 (17.8%) reported that they are completely satisfied with the books at the UNH library. The total rating average was 3.63 (see figure 14).

Journals
6 (1.6%) undergraduate students reported that they are completely dissatisfied with the journals in the library, 21 (5.8%) undergraduates reported that they are dissatisfied with the journals, 118 (32.3%) reported being neither satisfied or dissatisfied with the journals, 162 (44.4%) undergraduates reported that they are satisfied with the journals, and 58 (15.9%) undergraduate students reported that they are completely satisfied with the journals in the UNH library. The total rating average was 3.67 (see figure 14).

Newspapers
1 (0.3%) undergraduate student reported being completely dissatisfied with the newspapers in the library, 10 (2.7%) undergraduate students reported that they are dissatisfied with the newspapers, 145 (39.8%) undergraduates responded that they are neither satisfied or dissatisfied with the newspapers while 145 (39.8%) other students reported that they are satisfied. 63 (17.3%) undergraduate students reported that they are completely satisfied with the newspapers in the library. The total rating average was 3.71 (see figure 14).

Mac Computers
10 (2.8%) undergraduate students reported that they are completely dissatisfied with the Mac computers in the library, 6 (1.7%) undergraduates reported that they are dissatisfied with the Mac computers in the library, 147 (41.1%) undergraduates reported that they are neither satisfied or dissatisfied with the Mac computers, 110 (30.7%) reported being satisfied with the Mac computers, and 85 (23.7) undergraduate students reported being completely satisfied with the Mac computers in the library. The total rating average was 3.71 (see figure 14).
Printing Services

8(2.2%) undergraduate students reported that they are completely dissatisfied with the printing services in the library, 39(10.7%) undergraduates reported being dissatisfied with the printing service, 35(9.6%) reported that they are neither satisfied or dissatisfied with the printing services, 177(48.6%) undergraduates reported that they are satisfied with the printing services, and 105(28.8%) undergraduate students reported that they are completely satisfied with the printing services at the library. The total rating average was 3.91 (see figure 14).

Online Services

3(0.8%) undergraduate students reported that they are completely dissatisfied with the online services, 9(2.5%) undergraduates reported that they are dissatisfied with the online services, 73(20.3%) reported that they are neither satisfied or dissatisfied with the online services, 179(49.9%) undergraduates reported being satisfied with the online services, and 95(26.5%) undergraduate students reported being completely satisfied with the online services at the library. The total rating average was 3.99 (see figure 14).
The following items were scored on a Likert scale. The options we as follows: Completely Dissatisfied; Dissatisfied; Neither Satisfied or Dissatisfied; Satisfied; Completely Satisfied.

Circulation Desk Services
5(4.2%) graduate students reported that they are completely dissatisfied with the circulation desk services, 2(1.7%) graduates reported that they are dissatisfied with the circulation desk services, 36(30.3%) graduate students reported that they are neither satisfied or dissatisfied with the circulation desk, 47(39.5%) reported that they are satisfied with the circulation desk, and 29(24.4%) graduate students reported that they are completely satisfied with the circulation desk services. The total rating average was 3.78 (see figure 15).

Reference Desk Services
3(2.5%) graduate students reported that they are completely dissatisfied with the reference desk services, 3(2.5%) graduates reported that they are dissatisfied with the reference desk services, 47(39.5%) reported being satisfied with reference desks services, 36(30.3%) graduates reported that they are satisfied with reference desk services, and 30(25.2%) graduate students reported that they are completely satisfied with the reference desk services. The total rating average was 3.73 (see figure 15).
Library Web Page

7 (5.9%) graduate students reported that they are completely dissatisfied with the library’s web page, 6 (5.1%) graduates reported that they are dissatisfied with the library web page, 28 (23.7%) graduates reported being neither satisfied or dissatisfied with the library’s website, 57 (48.3%) graduates reported that they are satisfied with the library web page, and 20 (16.9%) graduate students reported that they are completely satisfied with the UNH library web page. The total rating average was 3.65 (see figure 15).

Librarian Assistance

4 (3.4%) graduate students reported that they are completely dissatisfied with the librarian assistance, 6 (5%) reported that they are dissatisfied with librarian assistance, 35 (29.4%) graduates reported that they are neither satisfied or dissatisfied with librarian assistance, 38 (31.9%) graduates reported that they are satisfied with librarian assistance, and 36 (30.3%) graduate students reported that they are completely satisfied with librarian assistance at the library. The total rating average was 3.81 (see figure 15).

Jazzman’s Café

2 (1.7%) graduate students reported that they are completely dissatisfied with the Jazzman’s Café in the library, 11 (9.4%) reported that they are dissatisfied with the café, 47 (40.2%) graduates reported being neither satisfied or dissatisfied with Jazzman’s Café, 34 (29.1%) graduates reported that they are satisfied with Jazzman’s Café, and 23 (19.7%) graduate students reported that they are completely satisfied with Jazzman’s Café in the library. The total rating average was 3.56 (see figure 15).

In-Library Use Laptops

2 (1.7%) graduate students reported that they are completely dissatisfied with the in-library use laptops, 3 (2.6%) graduates reported that they are dissatisfied with the laptops, 58 (49.6%) graduates reported that they are neither satisfied or dissatisfied with the laptops, 28 (23.95) graduates reported being satisfied with the library laptops, and 26 (22.2%) graduate students reported that they are completely satisfied with the in-library use laptops. The total rating average was 3.62 (see figure 15).

Desktop Computers

4 (3.4%) graduate students reported that they are completely dissatisfied with the desktop computers, 8 (6.7%) graduates reported that they are dissatisfied with the computers, 20 (16.8%) graduates reported that they are neither satisfied or dissatisfied with them, 54 (45.4%) graduates reported that they are satisfied with
the computers, and 33(27.7%) graduate students reported that they are completely satisfied with the desktop computers in the library. The total rating average was 3.87 (see figure 15).

Books

6(5.1%) graduate students reported that they are completely dissatisfied with the books in the library, 11(9.4%) graduates students reported that they are dissatisfied with the books, 49(41.9%) reported being neither satisfied or dissatisfied with them, 39(33.3%) graduates reported that they are satisfied with the books, and 12(10.3%) graduate students reported that they are completely satisfied with the books at the library. The total rating average was 3.34 (see figure 15).

Journals

5(4.2%) graduate students reported that they are completely dissatisfied with the journals in the library, 9(7.6%) graduates reported that they are dissatisfied with them, 42(35.3%) reported being neither satisfied or dissatisfied with the journals, 53(44.5%) graduates reported that they are satisfied with the journals, and 10(8.4%) graduate students reported that they are completely satisfied with the journals at the library. The total rating average was 3.45 (see figure 15).

Newspapers

2(1.7%) graduate students reported that they are completely dissatisfied with the newspapers in the library, 2(1.7%) graduates reported that they are dissatisfied with them, 62(52.5%) reported being neither satisfied or dissatisfied with the newspapers, 40(33.9%) graduates reported that they are satisfied with the newspapers, and 12(10.2%) graduate students reported that they are completely satisfied with the newspapers at the library. The total rating average was 3.49 (see figure 15).

Mac Computers

3(2.6%) graduate students reported that they are completely dissatisfied with the Mac computers in the library, 1(0.9%) graduates reported that they are dissatisfied with them, 70(60.3%) reported being neither satisfied or dissatisfied with the Mac computers, 23(19.8%) graduates reported that they are satisfied with the Mac computers, and 19(16.4%) graduate students reported that they are completely satisfied with the Mac computers at the library. The total rating average was 3.47 (see figure 15).

Printing Services

7(5.9%) graduate students reported that they are completely dissatisfied with the printing services at the library, 11(9.3%) graduates reported that they are dissatisfied with the services, 21(17.8%) graduates reported being neither satisfied or dissatisfied with the services, 44(37.3%) reported that they are satisfied
with the printing services, and 35(29.7%) graduate students reported that they are completely satisfied with the printing services at the library. The total rating average was 3.75 (see figure 15).

Online Services

6(5.1%) graduate students reported that they are completely dissatisfied with the online services at the library, 5(4.2%) graduates reported that they are dissatisfied with the services, 29(24.6%) graduates reported being neither satisfied or dissatisfied with the services, 48(40.7%) reported that they are satisfied with the online services, and 30(25.4%) graduate students reported that they are completely satisfied with the online services at the library. The total rating average was 3.77 (see figure 15).
Do you utilize the library’s meeting rooms? Why or why not?

105 undergraduate students reported that they use the library’s meeting rooms and 260 undergraduates reported that they do not utilize these rooms. Figure 16 (see above) shows that 28.8% of undergraduate students utilize the library meeting rooms while 71.2% do not.

*Specified answers on this question (Do you utilize the library’s meeting rooms? Why or why not?) can be found in Appendix A.
73 graduate students reported that they use the library’s meeting rooms and 49 graduates reported that they do not. Figure 17 (see above) shows that 59.8% of the graduate student body utilize the library’s meeting rooms while 40.2% do not.

*Specified answers on this question (Do you utilize the library’s meeting rooms? Why or why not?) can be found in Appendix A.
Do you utilize the library’s top floor quiet study area? Why or why not?

230 undergraduate students reported that they use the top floor quiet study area of the library and 135 undergraduates reported that they do not. Figure 18 (see above) shows that 63% of the undergraduate student body uses the top floor quiet study area while 37% does not.

*Specified answers on this question (Do you utilize the library’s top floor quiet study area? Why or why not?) can be found in Appendix A.
67 graduate students reported that they utilize the top floor quiet study area and 54 reported that they do not. Figure 19 (see above) shows that 55.4% of the graduate student body uses the top floor quiet study area while 44.6% does not.

*Specified answers on this question (Do you utilize the library’s top floor quiet study area? Why or why not?) can be found in Appendix A.
Are you satisfied with the current library hours? If not, what hours would you suggest the library should be open?

279 undergraduate students reported that they are satisfied with the current library hours and 87 reported that they are not. Figure 20 (see above) shows that 76.2% of the undergraduate student body is satisfied with the current library hours while 23.8% is not.

*Specified answers on this question (Are you satisfied with the current library hours? If not, what hours would you suggest the library should be open?) can be found in Appendix A.
73 graduate students reported that they are satisfied with the current library hours and 46 reported that they are not satisfied. Figure 21 (see above) shows that 61.3% of the graduate students are satisfied with the current library hours while 38.7% are not.

*Specified answers on this question (Are you satisfied with the current library hours? If not, what hours would you suggest the library should be open?) can be found in Appendix A.
UNH Library Student Satisfaction Survey

Discussion

This study was conducted in order to gain insight of how satisfied students at the University of New Haven are with the Marvin K. Peterson Library and the services it provides. The data was broken down to separate graduate and undergraduate students due to the different needs of each cohort. Furthermore, graduate and undergraduate students have different class schedules; undergraduate classes work off a semester-based system while graduates work off a trimester-based system. The survey responses were separated into undergraduate and graduate categories, and by using percentages on certain items on the survey, one will be able to see the differences between these two cohorts and their satisfaction with the UNH library.

In terms of student use, both graduates and undergraduates have almost half of the population using the library three or more times a week (graduates = 46% and undergraduates = 43.8%). Though there is a 2.2% difference between the majority usage between graduates and undergraduates, both populations seem to use the library about the same. However, 1.1% of the undergraduate population never uses the library while 9.7% of graduate students never use it.

The UNH in-library use laptops are a new addition to Marvin K. Peterson Library. Results show that 53.7% of graduates and 59.6% of undergraduates, over half of both cohorts, do not use the laptops. Responses also indicate that almost double the amount of graduates use these laptops three or more times a week. Overall, the student population as a whole does not use (or at least has not begun to use) the newly introduced laptops at the library.

Jazzman’s Café also seemed constant between graduates and undergraduates as well. 58.9% of graduates and 53.1% of undergraduates spend their time using Jazzman’s Café for coffee, meetings, and studying with other students. Though the majority of the student body uses Jazzman’s Café, responses show that the results are almost split evenly down the middle.

Two items that graduates and undergraduates varied on were the use of other libraries for research and educational purposes and the use of electronic databases that currently are not provided by the UNH library. 32.5% of graduate students are using other libraries other than the Marvin K. Peterson Library for research and educational purposes while only 16.9% of undergraduates are. This could be due to the fact that more graduate students commute to the university (57.6% commute less than 10 miles; 38.6% commute more than 10; 3.8% are residents) than do undergraduates (13.5% commute less than 10 miles; 15% commute more than 10; 71.6% are residents). If there is a more conveniently located library, graduate students may be using that instead. With that being said, the majority of both populations use the library at the University of
New Haven. In terms of electronic databases not offered by UNH, both populations tend to use what the Marvin K. Peterson Library has to offer. However, graduates (29.8%) are using other electronic databases nearly twice as much as undergraduates (15%).

In terms of library services, across all items both populations are generally satisfied with no rating majority falling lower than neither satisfied nor dissatisfied. Graduate and undergraduate ratings tended to be the same on all items aside from reference desk services and Jazzman’s Café. In both these categories, the graduate majority rating fell into the neither satisfied nor dissatisfied section, while undergraduate majority rating fell into the satisfied section. These results show that the undergraduate population is slightly more satisfied with the services offered at the Marvin K. Peterson Library than the graduate population.

Another significant difference in satisfaction is the use of the library meeting rooms in favor of the graduate students. 59.8% of the graduate population is using the meeting rooms while 71.2% of the undergraduate population is not. The specified answers on this question (see appendix A) show that the most popular reason for not using the meeting rooms is because the individual has not had a reason to. This shows that graduate students are using the meeting rooms at the library more often because they have had the opportunity to do so. This may mean that the nature of the graduate programs at the University of New Haven call for their students to participate in more group work and to utilize the library meeting rooms.

Both graduates and undergraduates utilize the top floor quiet study area. 55.4% of the graduate population responded that they use the top floor and 63% of the undergraduate population reported that they do as well. Though these percentages are close to half and half, a large portion of the student body utilizes the top floor quiet study area.

One item on the survey that was assumed to carry different results between graduates and undergraduates was the satisfaction of the current library hours. Surprisingly enough, both cohorts reported that they are satisfied with the Marvin K. Peterson Library hours. 76.2% of the undergraduate population is satisfied while 61.3% of the graduate population is. The difference in percentages can be due to the fact that the University of New Haven campus is tailored more towards the undergraduate schedule than that of the graduate schedule. Nonetheless, both populations are overall satisfied with when the library is open. Appendix A does show that students suggest the library is open later on Fridays.

In terms of extra funding, the student population as a whole at the University of New Haven believes that if the library received extra funding, it should be spent on more desktop computers, books, and longer hours (see appendix B). The open-ended questions also show that both populations are generally satisfied with the Marvin K. Peterson Library.
UNH Library Student Satisfaction Survey

Recommendations

The data shows that both undergraduates and graduates are overall satisfied with the Marvin K. Peterson Library. However, in some cases, the graduate population seemed to be less satisfied than the undergraduate students. Further investigation may be required to figure out what the university can do to meet the graduate student’s needs while maintaining the overall satisfaction of the library. For instance, though both populations reported being satisfied with the library hours, conducting more research on what makes graduate students less satisfied than undergraduates may be helpful.

Addressing the concerns of the student body as a whole, the library should take into consideration the student’s open-ended responses on what UNH should do if the library received extra funding. A popular response to this was adding more computers, books, and overall expansion. While physically expanding the library is most likely out of the question, adding more desktop computers may increase overall satisfaction. The in-library use laptops were set in place to counter that dissatisfaction of the lack of desktop computers during the busy hours of the library. Results show that the student body as a whole never takes advantage of these laptops. Further investigation is suggested to find out what exactly is keeping students from using these laptops especially when they cannot find an available desktop to use. A possible way to investigate could be the use of a focus group in order to collect student opinions on the newly introduced laptops.

Overall, the student population is generally satisfied with the Marvin K. Peterson Library. Through the results one can see that undergraduates are more satisfied than graduates and this may be due to the fact that more undergraduates live on campus or that the university itself is tailored more towards undergraduate students making some services less convenient for graduate students to use. A possible focus group for this and the overall use of the in-library use laptops should be taken into consideration should the library do more research on library satisfaction.
Student Satisfaction Survey

Appendix A

Nick Wedge
2009

Appendix A includes specified responses from questions on the UNH Library Student Satisfaction Survey
Appendix A

UNH Library Student Satisfaction Survey: Specified Responses

Do you use Jazzman’s Café? (undergraduate)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Drinks</td>
</tr>
<tr>
<td>2</td>
<td>coffee</td>
</tr>
<tr>
<td>3</td>
<td>Coffee and meetings</td>
</tr>
<tr>
<td>4</td>
<td>Coffee</td>
</tr>
<tr>
<td>5</td>
<td>mostly using the laptop; place to eat when need to use computer; rarely coffee/treats</td>
</tr>
<tr>
<td>6</td>
<td>A quick bite to eat or a quick drink before heading off to class.</td>
</tr>
<tr>
<td>7</td>
<td>Coffee</td>
</tr>
<tr>
<td>8</td>
<td>Meetings and coffee and snacks</td>
</tr>
<tr>
<td>9</td>
<td>coffee.. snack.. or pastry</td>
</tr>
<tr>
<td>10</td>
<td>Coffee</td>
</tr>
<tr>
<td>11</td>
<td>coffee</td>
</tr>
<tr>
<td>12</td>
<td>coffee and studying</td>
</tr>
<tr>
<td>13</td>
<td>Meetings</td>
</tr>
<tr>
<td>14</td>
<td>Coffee, bagels, muffins, smoothies</td>
</tr>
<tr>
<td>15</td>
<td>for tea</td>
</tr>
<tr>
<td>16</td>
<td>meetings and food</td>
</tr>
<tr>
<td>17</td>
<td>all of the above.</td>
</tr>
<tr>
<td></td>
<td>Tea</td>
</tr>
<tr>
<td></td>
<td>muffins</td>
</tr>
<tr>
<td></td>
<td>other beverages</td>
</tr>
<tr>
<td>18</td>
<td>other foods</td>
</tr>
<tr>
<td>19</td>
<td>Study groups and eating snacks</td>
</tr>
<tr>
<td>20</td>
<td>bagels sometimes in the morning and tea/water to drink</td>
</tr>
<tr>
<td>21</td>
<td>Tea/meetings</td>
</tr>
<tr>
<td>22</td>
<td>coffee</td>
</tr>
<tr>
<td>23</td>
<td>Coffee, studying</td>
</tr>
<tr>
<td>24</td>
<td>coffee, studying</td>
</tr>
<tr>
<td>25</td>
<td>meetings and studying</td>
</tr>
<tr>
<td>26</td>
<td>coffee and meetings</td>
</tr>
<tr>
<td>27</td>
<td>Coffee and food</td>
</tr>
<tr>
<td>28</td>
<td>coffee meetings studying hanging out</td>
</tr>
<tr>
<td>29</td>
<td>Picking up an afternoon snack.</td>
</tr>
<tr>
<td>30</td>
<td>coffee, eating, meetings, studying</td>
</tr>
<tr>
<td>31</td>
<td>coffee/meetings</td>
</tr>
<tr>
<td>32</td>
<td>coffee, studying</td>
</tr>
<tr>
<td>33</td>
<td>coffee</td>
</tr>
<tr>
<td>34</td>
<td>coffee</td>
</tr>
<tr>
<td>35</td>
<td>once, for a meeting.</td>
</tr>
<tr>
<td>36</td>
<td>food</td>
</tr>
<tr>
<td></td>
<td>Coffee and meetings, sometimes even studying groups.</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>38</td>
<td>coffee and food occasionally</td>
</tr>
<tr>
<td>39</td>
<td>meeting up with partners and taking a much needed study break.</td>
</tr>
<tr>
<td>40</td>
<td>coffee</td>
</tr>
<tr>
<td>41</td>
<td>meetings and studying and food</td>
</tr>
<tr>
<td>42</td>
<td>group meetings</td>
</tr>
<tr>
<td>43</td>
<td>bagles, drinks, studying, reading, meetings</td>
</tr>
<tr>
<td>44</td>
<td>Snack while studying</td>
</tr>
<tr>
<td>45</td>
<td>eat and study</td>
</tr>
<tr>
<td>46</td>
<td>snacks</td>
</tr>
<tr>
<td>47</td>
<td>I get coffee there often.</td>
</tr>
<tr>
<td>48</td>
<td>Hot Chocolate, meetings and rarely studying</td>
</tr>
<tr>
<td>49</td>
<td>coffee</td>
</tr>
<tr>
<td>50</td>
<td>coffee, studying, meeting friends</td>
</tr>
</tbody>
</table>

**Do you use Jazzman’s Café? (graduate)**

<table>
<thead>
<tr>
<th></th>
<th>Coffee</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Chai tea</td>
</tr>
<tr>
<td>3</td>
<td>Coffee &amp; chai tea</td>
</tr>
<tr>
<td>4</td>
<td>COFFEE : )</td>
</tr>
<tr>
<td>5</td>
<td>coffee. meetings.</td>
</tr>
<tr>
<td>6</td>
<td>Coffee, meetings, studying</td>
</tr>
<tr>
<td>7</td>
<td>Meetings</td>
</tr>
<tr>
<td>8</td>
<td>Lunch/Dinner, Meetings</td>
</tr>
<tr>
<td>9</td>
<td>Studying and snacks</td>
</tr>
<tr>
<td>10</td>
<td>coffee, studying</td>
</tr>
<tr>
<td>11</td>
<td>studying, time between classes</td>
</tr>
<tr>
<td>12</td>
<td>coffee, studying</td>
</tr>
<tr>
<td>13</td>
<td>On a as needed basis. bottom-line, it's needed</td>
</tr>
<tr>
<td>14</td>
<td>for Coffee</td>
</tr>
<tr>
<td>15</td>
<td>coffee, drinks, snacks</td>
</tr>
<tr>
<td>16</td>
<td>coffee</td>
</tr>
<tr>
<td>17</td>
<td>Coffee and Studying</td>
</tr>
<tr>
<td>18</td>
<td>Coffee, meetings</td>
</tr>
<tr>
<td>19</td>
<td>Studying</td>
</tr>
<tr>
<td>20</td>
<td>meetings</td>
</tr>
<tr>
<td>21</td>
<td>coffee, to informally chat.</td>
</tr>
<tr>
<td>22</td>
<td>Coffee, studying</td>
</tr>
<tr>
<td>23</td>
<td>meetings</td>
</tr>
<tr>
<td>24</td>
<td>muffins</td>
</tr>
<tr>
<td>25</td>
<td>read, eat, relax, meet, study</td>
</tr>
<tr>
<td>26</td>
<td>coffee and studying</td>
</tr>
<tr>
<td>27</td>
<td>coffee</td>
</tr>
<tr>
<td>28</td>
<td>food</td>
</tr>
<tr>
<td>29</td>
<td>Only use it when there is no where else to sit</td>
</tr>
<tr>
<td>30</td>
<td>Coffee, studying especially when we are two people and do not really need the study rooms but a place we can quietly discuss...not too much discussion.</td>
</tr>
<tr>
<td>31</td>
<td>i usually have coffee there while studying</td>
</tr>
<tr>
<td>32</td>
<td>coffee, studying, meetings, eating</td>
</tr>
<tr>
<td>33</td>
<td>Coffee, Meetings</td>
</tr>
<tr>
<td>34</td>
<td>studying when i bring food with me</td>
</tr>
</tbody>
</table>
I haven't yet, but I just started at UNH and I plan on spending time there!
coffee and a snack when its open
studying
Using the laptops.
Coffee, studying, eat my lunch there while studying
Coffee
coffee, meetings and studying
studying, coffee
- to buy coffee, cookie, muffin, coke and water
- hang out with friends
- group meeting
- eating
- use my own laptop
Coffee, getting work done.
Drinks and studying
Studying
coffee
drinks
Coffee, Soymilk
Coffee

Do you use any other libraries for research and educational purposes? (undergraduate)
The one near my house if I am home for a break.
Farmington Library for research.
West Haven, Milford because I was unable to locate a source in the UNH Library.
My hometown library when I'm not on campus.
research for marine biology papers and honors classes
Howard Whittemore Library in Naugatuck, CT because it is close to my home
Case studies, research papers
West Haven Public, sometimes it quicker to just go there - parking on campus just to go to the library makes it difficult to go quickly.
North Bergen Public Library

UNH library needs to update their material it sucks
New Haven Public Library
I use the Orange Town Library when I'm off campus because it's right down the street from my house.
closer to my home
My library at home. I have the option to find more books there and in my district.
I used my library back home in Virginia to find marine biology related books for a paper, other than that, I use mostly the school library
printing
Western Connecticut State University because it is closer to my home
Getting books for research topics
Seymour Public
A library back home for books that are up to date. UNH has books from the 1960's, its 2009, we need to update our library.
the quietness helps me study, I also occasionally use the pcs for school work
The public library in my town.

Blackstone Memorial Library because I have used it throughout childhood and know where things are.

town library

My class homework

literature, philosophy, general culture

I use go to the Wallingford Public Library because that is where I live and I work there.

new haven public...sometimes computer aren't available and i have kids i need somewhere for them to go

St John's University because our library does not offer needed journal articles online

the public library if i am at home

The Irving S. Gilmore Music Library at Yale is far more expansive than this library when it comes to musical resources.

If I go home and have a test I'll go to the library at home.

Rutgers University Library. I live in NJ near Rutgers and my father is an alumni, so I can get access to all of Rutgers Libraries to get materials for research purposes if I am home for a break.

Milford Public

Milford Public Library (my home library) should UNH not have the resources I need

Yale, since I can't get many articles I need for any sort of scientific research at UNH.

I use several of the surrounding public libraries because they have more updated books.

dodds computer classroom, New Haven library for thier resources

The stamford library. I go home often and there are alot more resources there not to mention it's much bigger!!!

I used West Haven and Milford to try and locate a book for a communication class.

I once used my library back home to do a marine biology research paper on penguins and antarctica

Politics, philosophy, general culture

Bridgeport Public Library

My local library because I am familiar

If I go home I use the library near my house

research papers

I use journals from other libraries because the library is limited. Libraries that are at home because not up to date resources are available here. I can do an ILL however it was more convient to do it at home.

Brooklyn Public Library because I live in Brooklyn and because it has a lot of resources.

For my Major- Biology and History sometimes

Do you use any other libraries for research and educational purposes? (graduate)

University of Bridgeport

UConn online library database. Much easier to navigate.

Town libraries - can be drinks into the library

Iona College because I went to my undergrad there and they have more availability. Sometimes go to public libraries.

Yale and New Haven Public Library. Because on days when UNH library opens late (Sunday) I will use other libraries.

studying

South Norwalk Library, Norwalk Main Library, Sacred Heart University Library

UNH on line access

scienc week magazine

middletown, essex - home and work locations

Newtown and Monroe Libraries because they are close to my home

UConn library because they have access to a wide range of journals especially the scientific ones which I need for research for term papers and projects.

Yale Medical Library, medical research

closer to where I live

St. Petersburg College Online Library, has access to journals that UNH does not subscribe to

Yale (Harvey Chushing Medical), because I work there and have complete access to more journals for Scientific Research
research
book sales
computer and meeting room
Yale
to further research my assignments
Wallingford Public
New York Public Library; Univ. of Bridgeport; Univ. of Fairfield. Many of the written material I need is on microfilm, while most of it is unavailable. Many of the journal websites that the school subscribes to cannot be accessed by UNH students. West Haven Public Library

Updating new books fast
Journal databases
New Haven Public, closer to home
Branford, it's convenient
locality
St. Petersburg College Online Library, they offer some journals that I do not have full-text access to through UNH Library
I utilize your databases for all research (mostly scholarly peer reviews, articles, studies, etc).
Yale, UCONN, URI - online scientific journals
West Haven public library
off campus - more information
undergraduate online articles. They have access to much more journals and their website is much easier to navigate.
Case Memorial Library, Orange, CT
local library, I live too far from campus
University of Illinois Urbana Champaign electronic services because they have a larger selection of resources they are subscribed to
Availability of various books, Night Hours (after mid night)
west haven public library
home library- its closer

Do you use any electronic databases that currently aren’t provided by the UNH library? (undergraduate)

1. Science databases
2. My high School Database
3. I have used the law resource once.
4. see number 4
   I utilize the data bases for information regarding criminal law, the justice system and many more. It is a helpful and useful resource and I love it
   Lexis/Nexis
5. Business & Company Resources
6. Looking for certain books, or articles
7. Many of them including the Forensic Based one and various others for criminal justice and criminology
8. all of the library databases, mainly proquest and the psych articles
9. I have used many, mostly the forensic and cj databases.
10. proquest
11. all tourism and business databases
12. i dont know which ones but the online databases are extremely helpful
13. For school projects
14. web-based
15. unh library on the website
16. Good for research papers.
17. Southern Database because UNH does not have access to all the journals that are needed for my papers.
I use the databases for citing papers.

InfoTRAC

google scholar

I use the green papers to order cds from other libraries.

research databases

unh catalog

papers and reasearch

All Criminal Justice databases

Online library databases: UC Berkeley, Chapman University, etc.

Whatever i can find information from

For class work

Criminal Justice Periodicals and Criminal Justice Abstracts.

the database to see if the library has the book

Online databases for research papers

Forensicnetbase

ebsco

Criminal Justice

Updated Books!!

dsfsdf

book search

CQ Researcher

i've used the catalogs

I used the Law data base once.

For papers

AcademicOneFile

autocad 2008, labview, and everything else from autodesk!!!!

I use online journals from other libraries that the library does not have.

Knovel - Perrys Engineering Handbook

CRC - Chemistry and Physics Handbook

PubMed

all

Forensics Databases for research papers

Do you use any electronic databases that currently aren't provided by the UNH library? (graduate)

spss

University of Bridgeport's databases

All journal applications, in particular EBSCO Host

The ones from Iona College.

SHRM.

I use Westlaw database provided by employer.

PsychARTICLES, ABI

blackboard, matrix

educational databases

journals

psychinfo

iconn

I used the online catalog.

I still use my undergraduate library's web site for thier data base, it's more extensive than UNH's

I use many databases
16 have used many that are available
17 for my course work related
18 Lexis Nexis - Legal
19 I use the Yale Harvey Chushing Medical Library databases for Journals
20 not sure of names
21 Ovid
22 I have used them in order to do papers and research it was very helpful.
23 I forgot...but I think that UNH electronic databases are quite limited...
24 several, but can’t think right now
25 American Psychological Assn; other various one
26 Yale University Library
27 ERIC - easy to access and navigate
28 I use my undergrad’s electronic research database because I am more acquainted with it. (Niagara University)
29 PubMed
30 the limited number of online scientific journals we have
31 names do not come to mind at this moment see above.
32 And google scholar.
33 lexis
34 online access to journals
35 about my major
36 My Cellphone

Do you utilize the library’s meeting rooms? Why or why not? (undergraduate)
1 Easy place for everyone to meet and work
2 No need.
3 Never need to.
4 Didn’t know they were available for students
5 not sure
6 no need to.
7 For class meetings
8 never had the need
9 Class projects
10 for group studying
11 no need to
12 Group meetings
13 I usually do my work in my room or on the quiet top floor.
14 Never had a reason to
15 Because they are a good place to work with others on campus without being interrupted
16 I just haven’t needed them yet.
17 never had a need to
18 I don’t have too much time in my hands. I just go in, log on, check my email, do research, and bounce. Then go back to work.
19 Haven’t needed to.
20 I just never needed to.
21 I didn’t know the library has meeting rooms.
22 Meetings, and to watch VHS movies.
23 have no need for them
24 Haven’t had any meetings.
25 I have never needed them
26 last time tried there was a time strict time limit and can’t have coffee/drinks
Do you utilize the library’s meeting rooms? Why or why not? (graduate)

1. to complete a final
2. Haven't needed to do a group project yet.
3. Haven't needed to yet
4. For group projects
5. did not know about them
6. No need
7. Group meetings
8. I have no need to
9. Group projects mostly
10. never had a reason to
11. convenient
12. Good for group meetings, but it's annoying that we can't have food or drinks.
13. group meetings-good common meeting place
14. I wasn't aware there were any. I also seldom need to partake in meetings.
15. i dont usually study in groups
16. To meetings and study group sessions
17. Haven't had a need.
18. Never had a need to but they seem to be used by a lot of students and I would definitely use them.
19. To prepare for group presentations, to study, get some privacy
20. We have group meetings there
21. to study and practice presentations
22. For required team and group work.
23. When I have a group project

where can i find out more details to use them???
I have not had the need to use them.
I usually study by myself upstairs. Besides, people who study in the meeting rooms get very distracted and are very loud.
For group projects
never had to before
I meet elsewhere
no need
It’s a quiet place to study with friends
i havent had a real need too. i only use them when my English teacher used it
I never really needed them.
I have to use the VHS player.
because i don’t need them
I used it once for a group meeting for an online class.
No need thus far.
study groups
never had to
have not had any reason to
For team meetings regarding EAS classes
because i dont need them
never had to, will if necessary
haven't needed to.
I use them to help with projects or even study groups if jazzmans is full. It is very quiet and ideal for a hard subject to study on.
They are a good place to meet with a group where you do not have to be as quiet as you do in other places in the library
Don't usually work with other students
for group studying and projects
I haven't needed them yet...but would like to use them once the opportunity presents itself
study together
For group study sessions
FOR GROUP DISCUSSION .. WE HAVE 3 ROOMS... SP, I LIKE 212..
Good location where i can discuss with my class mates... my fav room 212 :)
Studying
easy place to have group meetings
Not on campus
Convenient for group work but you can still hear everything outside the room
Have not been in a situation where I had to, usually study with one person.
I never go to the library, I commute and hour from Higganum, CT to go to class and that's it.
No opportunity yet
Havent had a use
we usually meet in groups and practice on our presentations
Only a few times for groups I've had when we've needed to use computers and meet
we use the Jazzman
For group projects
because they are only allotted 1 hour blocks of time. usually whene i study with a group i need more time than that. and since the quiet rule is not really enforced downstairs, its just as easy to talk there.
For group presentation meetings.
good place for group studies and discussion
Have not had a reason to yet.
For group projects
a couple of times
haven't needed them yet
for study groups
I have used them in the past for group projects in order to meet.

Do you utilize the library’s top floor quiet study area? (undergraduate)

1 Good if I need to really study for an exam
2 Too quiet for me. I need some distractions.
3 Don't need it
4 never knew there was an upstairs
5 My room is always too noisy.
6 Study in my room
7 its quiet, easier to study
8 It is one of the only quiet places on campus during the day.
9 I use it when I need room to study and a nice quiet area to do so.
10 i study many times in my room
11 don't study on campus/didn't know was there
Quiet time
13 I like to study in the quiet.
to study
15 No because there aren't many laptop outlets. Also there is not even one table for a group of people to sit at.
16 I study in my room
17 Yes, when I need to study for a big test.
18 Very Quiet
19 I can study without being disturbed
I cannot study with people talking all around me. I need a quiet area to concentrate. Plus, girls distract me, so I need to be somewhere where girls aren't walking in and out. Also, it is a great place to relax and read a book or just check check your email in a quiet and relaxing place. You can think and straighten your thoughts when writing a paper as well.
I cannot study in complete quiet. It is easier for me to concentrate. I guess I prefer to study in my room the most. This is a great area to study, I wish there was more space and room for more desk though. The top floor quiet study area ensures silence and peace. It's too scary. It's Quiet. I study often in my room. More outlets please. Access to books / place to bring books to take notes. For studying for tests. It is a good place to study without distractions. It's quiet, and I can concentrate more. It's a more relaxed area, and I can get more things done. I have used it in the past. Have not needed to, usually get what I need and go. It's a nice place to study. Few distractions. I can concentrate, I love it. Because there are no cell phones allowed and people don't talk. I go to the ground floor. I have trouble being quiet. People are not quiet. That's why I have a room. Did not know it was available. Frequently studying before finals. Studying. It's a great place to get homework done. Again no reason to. Because it is quiet and easy to get work done. Can't study with noise.

Do you utilize the library's top floor quiet study area? (graduate)

1. Because people are not supposed to talk (although they do!!!!). It is usually easier to study there.
2. Enjoy the quiet when studying sometimes.
3. Quiet study.
4. Nice to concentrate w/o the noise.
5. No need.
   I'd rather use the jazzman's cafe because I can have food and drinks there. I would like it if we could take food and drinks into the library!!!
7. I prefer to study at home.
8. I don't like the closed quarters of space or the cubicles. It is more quiet there, so I take my laptop there. However, I wish there was more outlets to plug into. I only found one area with an outlet.
10. No access to computers, and not enough table space.
   The best for reading, studying and all of the good books are up there. Leisure reading books are great!

   I would rather the rules of the quiet floor be more strictly enforced. Many people have cell phone conversations and chat with their friends and it's disturbing.
12. I wasn't aware there was one. Also, I commute over 30 miles and work at home.
13. To study only.
Better environment; easier to concentrate
*Only complaint is students use it to study in groups and there has been more than one occasion where there is talking amongst students when it is supposed to be designated for quiet study &quot;Only&quot;...I feel it is overlooked by staff otherwise they aren't talking when staff come by...

To study for finals, midterms
It's quiet.
To study quietly.
Because its quiet
for individual studying
I get more done when it's completely quiet...having complete quiet allows me to relax as well as study...it's a good place to wind down after a long day at work
TO STUDY FOR LONG TIME WITH OUT ANY DISTURBANCE
Studying
Don't visit campus..
Yes but there are rarely outlets available by the desks
Because it is quiet, you can kind of corner yourself and study.
See above
No opportunity yet
Not necessary
I do all my exams there
I usually use the bottom floor because it's for a group, if I'm alone, I'm at home or just use my office
once but it wasn't that quiet
have not needed it
but i wish there were more tables. the cubicles are very clausterphobic.
To study without noise as a distraction.
sometimes peaceful atmosphere is necessary.
Has a dark, dinghy feeling. Outlets aren't available to plug in my laptop
not on campus often enough
too quiet
I have not needed to yet
Yes, if I need to concentrate in a quiet area.
Don't feel the need.
Don't like quiet when I study
not quiet at all sometime
when i need to study a lot
No need
Whenever I have been there, other students were talking and laughing very loud. One student sat and tore pages out of her notebook, one at a time, and then tore them into little shreds to throw them away. It took her about 30 minutes. There is no monitoring. Unfortunately, some of the UNH students are very inconsiderate.
too dark

When should the library be open? (undergraduate)

1. It should be open much later into the evening, and on weekends.
2. preferably 24 hours
3. open till 12 every night
4. 24 hours a day.
   I suggest keeping Jazzmans Cafe open for longer hours, mainly because if students are up late studying in the library, it makes sense to have available fresh coffee or snacks.
5. It needs to be open much later saturday dn earlier sunday.
6. could run longer till later at night
7. Wish it opened earlier on Sundays.
8. 24hours!
earlier on sundays
Sunday
need to be open later, we are in college and up until late hours of the night
The library should have longer hours on Friday in my opinion. There is nowhere else I can study in a distraction-free
environment on campus. Other than that the current hours are fine.
24/7
open late!
I am fine with the opening hours but the closing hours especially on the weekends are too soon. The day that the
library closes at 4:30 in the afternoon is just ridiculous.
24-7
Friday and Saturday hours should be extended to 6pm or later
why does it close early on friday?
need later hours on friday all the time
I would like the library to be open at least 24 hours on Monday-Wednesday and open all week during examination time
Closes too early on fridays
I feel the library should open earlier on Sundays
Open earlier and close later on the weekends.
It will be better if the library hours are same even if it’s Friday or weekend.
The library should open earlier maybe 6 or 7 am
i wish the library hours were extended on fridays
I would like to see the library open earlier on Sundays. Myself and many other students do work and studying on
Sundays and it would be nice to get an earlier start than 2:00.
at least 1am
Wish they went later. My old college was 24 hrs.
24 hours
Later on fridays.
I am satisfied but maybe stay open a little bit later during the week.
i think the library should be open later in the night...like maybe 1 am
stay open longer on the weekends
I think that the Library should be 24 hours excluding weekends. I know people would use it. If possible I would say try it
out for a week or two and see how it goes
Most college libraries are open until wee hours in the morning. Might I suggest hiring more staff and having shifts that
overlap 5-10 minutes so students can stay here longer hours.
7am to 2am
open 24 hours
I think the library should open earlier on weekends
should be open at 7 so you can print before class if needed
It should be a 24 hour library.
open later on Friday afternoons, and at night in general
longer hours on the weekends
Atleats open to midnight on month of finals
Yes, but sometimes a little later. Perhaps an hour or two after closing.
24 hours. Everyone has different study habits
24 hours
Mostly the hours are fine, especially since they were extended. However, I think it should be open for more hours on the
weekends. (later on Fridays, later on Saturdays and open earlier on Sundays)

When should the library be open? (graduate)
You pay no attention to graduate schedules. The library should accomidate the Graduate finals schedule. Why are the hours
not changed?
Doesn't always cater to the graduate student population, making it difficult to study when undergraduates are not in
session.
would like them to be extended on fridays
The library should be open more hours on the weekends! Graduate students have weekend classes and need access to the library on weekend mornings especially. Thank you for extending the nighttime hours.

The library needs to be open later! Countless graduate students would utilize the library if it was open longer. I don’t have a preference—just if it was extended longer.

I am absolutely not satisfied with the library hours. The hours are not conducive to graduate study at all (shortened hours during undergrad breaks, even though we have full-time class; closing early on the weekends). I think for an academic institution it is ridiculous that there are better hours at various eateries on campus during the week (Quik Zone and Sandella’s are open til 2am!) than there are hours at the LIBRARY. The library should be more of a priority all the time and hours should definitely be increased.

Until 1am during the week, and opening at 9am on Sunday.

A campus library should be open everyday to facilitate students, the sunday 12 noon is not acceptable. Went Sunday morning during finals week and the library didn’t open till 12. Seems kinda crazy, at least during the weeks around finals.

I would have longer hours on Friday and Saturday.

On weekends (especially Sunday) would like library to open earlier.

Not enough on Fridays.

open earlier on Sundays and stay open later at night, especially during finals.

Until 12am on Friday evenings. Open at 8am on Saturdays to accommodate weekend day courses.

Sunday hours should be extended to open earlier.

The library should be open longer on Friday and Saturday during mid-term and finals time.

On Fridays & Saturdays it can be open at least until 10:00 PM.

I think it could stay open later on Friday and Saturdays...maybe close at 8:00 on Fridays and at 7:00 on Saturdays.

Should be open for longer on the weekends.

I wish it would open earlier on Sunday’s. Especially later in the trimester.

Wish they were open later on Fridays and during times when undergrads not around.

You weekend hours should be the same as during the week, especially Saturdays.

I think most things at UNH are geared towards the undergrads, being a grad student a lot of services are not provided when we are the only ones on campus. This is one of the reasons I do not use the library.

do not attend often enough.

at least 15min earlier on Saturdays (8:45am).

Needs to open earlier on Sundays, Sunday is a very busy day for graduate students to do work.

Overall I’m satisfied, I do think think it should be opened earlier on Sundays.

Should open at 9 or 10 on Sunday, be open until 2 every night to start.

Friday evenings.

Friday nights.

please schedule for graduate students.

I appreciate that the hours have extended from years past, however a 24hr open library would be ideal.

The library should be open earlier on Sundays.

at least an hour before and after I have classes! mainly, it is my Friday and Saturday classes that are not meeting this.

Library should be open 24 hours and should not be closed before 12Am if cannot be opened for 24 hours, library should also be opened on Public Holidays.

I feel as though the hours do not take graduate students into account for the most part. The library closes early on Fridays and the people who have Friday night and Saturday classes (which is pretty much all of us) do not have to opportunity to print or study Friday nights or print Saturday mornings. Other than this I am satisfied with the hours.

Would like hours extended on Fridays.

open later on Fridays.

Sunday morning.
Student Satisfaction Survey

Appendix B

Nick Wedge
2009

Appendix B includes open-ended responses from questions on the UNH Student Satisfaction Survey.
Appendix B

UNH Library Student Satisfaction Survey: Open-Ended Responses

If the Library received extra funding, what would you suggest UNH do to improve the library? (undergraduate)

<table>
<thead>
<tr>
<th></th>
<th>Suggestion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create more study and group space</td>
</tr>
<tr>
<td>2</td>
<td>more computers upstairs and downstairs.</td>
</tr>
<tr>
<td>3</td>
<td>More computers and printers</td>
</tr>
<tr>
<td>4</td>
<td>See above. Stay open longer</td>
</tr>
<tr>
<td>5</td>
<td>extend hours</td>
</tr>
<tr>
<td>6</td>
<td>more access to research journals</td>
</tr>
<tr>
<td>7</td>
<td>upgrade the computers and printers</td>
</tr>
<tr>
<td>8</td>
<td>Even more computers. There are a lot now, but during a weekday, there are a lot of students using the libraries desktop computers. The laptops are nice touch, but desktop computers are a lot more helpful.</td>
</tr>
<tr>
<td>9</td>
<td>more computers</td>
</tr>
<tr>
<td>10</td>
<td>get more computers; have optional mouse for laptops</td>
</tr>
<tr>
<td>11</td>
<td>I would like to see more Literature references.</td>
</tr>
<tr>
<td>12</td>
<td>improve the computers</td>
</tr>
<tr>
<td>13</td>
<td>I suggest creating more outlets for laptops, creating a media sections (for movies and music cd's rentals), and definitely adding on the library for extra room for group studies (like the basement floor).</td>
</tr>
<tr>
<td>14</td>
<td>More books, magazines, journals, etc.</td>
</tr>
<tr>
<td>15</td>
<td>More hours.</td>
</tr>
<tr>
<td>16</td>
<td>I would like to add a book club organization.</td>
</tr>
<tr>
<td>17</td>
<td>More desk top computers! It is always so crowded! Or a better printing station.</td>
</tr>
<tr>
<td>18</td>
<td>Get more and better copiers/printers with color ink. More computers/laptops for the top floor.</td>
</tr>
<tr>
<td>19</td>
<td>I have no suggestions.</td>
</tr>
<tr>
<td>20</td>
<td>more rare old books</td>
</tr>
<tr>
<td>21</td>
<td>Maybe a larger selection of books, not just old or popular books.</td>
</tr>
<tr>
<td>22</td>
<td>Expand the top floor quiet study area.</td>
</tr>
<tr>
<td>23</td>
<td>More computers and printers</td>
</tr>
<tr>
<td>24</td>
<td>a renovation, second floor is really crowded, maybe try to open it up more. free copying..</td>
</tr>
<tr>
<td>25</td>
<td>anything but on jazzmans</td>
</tr>
<tr>
<td>26</td>
<td>Add more books and novels in the foreign language section- books that are kept in original language, not rewritten in English.</td>
</tr>
<tr>
<td>27</td>
<td>I would suggest allowing the copy machine to be free</td>
</tr>
<tr>
<td>28</td>
<td>More outlets for power</td>
</tr>
<tr>
<td>29</td>
<td>more books and computers</td>
</tr>
<tr>
<td>30</td>
<td>new furniture. it looks like a 80s library1!!</td>
</tr>
<tr>
<td>31</td>
<td>Get better research materials and books for normal, fun reading because there really is nothing you can check out just for the enjoyment of reading.</td>
</tr>
<tr>
<td>32</td>
<td>Hire more staff -</td>
</tr>
<tr>
<td>33</td>
<td>Update some of it's journals and reference materials. some professors require that print sources be used and at times I have found it difficult to find up to date data.</td>
</tr>
<tr>
<td>34</td>
<td>Make the library open 24 hours a day at least monday-Friday</td>
</tr>
<tr>
<td>35</td>
<td>Add more desktop computers</td>
</tr>
<tr>
<td>36</td>
<td>more computers?</td>
</tr>
<tr>
<td>37</td>
<td>more desktop computers</td>
</tr>
</tbody>
</table>
Free Copying!

But new and updated books ranging from 2004 to be the oldest. Buy more computers.

More desktop computers.

better printers ad MORE COMPUTERS

A color printer (which you could charge students a nominal fee for using). An additional B&W printer.

More computers for the ground level, some interesting non academic books.

current art history books. updated windows program on the computers, updated computer on the third floor

I would suggest that they buy more computers because there are a lot of students and sometimes we have to wait

around for somebody to get off in order to get on. Plus more printers

More printers

Get more desktop computers and another printing station.

new furnishings, flooring, lighting on basement and top floor levels

add some more computers.

Have more computers and meeting rooms

more computers. when i go every computer is usually being occupied

more computers and studying area, this school is getting bigger but the facilites aren't

color printing.

Getting more books and expanding the knowledge even more so.

Expand weekend hours (especially Friday).

Get more comfortable chairs.

More places/tables to sit with a group and study other than the 3 rooms. Some computers on the quiet study floor.

be open, get more technical books. I had a genetics paper and the only relevant book I found here was written by

Charles Darwin.

more printers/computers just for quick printing.

More computers for quick printing purposes only

Do not cut operating hours

Get more computers to clear up the wait that is often there

color printer

Update books, and keep the library open more, and possibly upgrade printing, because alot of times that I am there,
	there always seems to be a problem with the printers whether one is down or all are down.

Expand books in circulation and modernize with more contemporary literature especially in the science section

most importantly, current copies of textbooks would help greatly for those who cannot afford to buy them or need them

for reference. also more desktop computers would be great because there are never enough and i often have to stand

around and wait for long amounts of time when i just want to get something done quickly before class. the library could

also use a makeover, perhaps nice paint or artwork to make it a more happy or enjoyable place (it's pretty ugly in there).

finally, it would be awesome if the food and drinks at jazzman's were not so expensive, i stay in the library for long hours

but cannot afford any food on campus to eat all day.

Buy adult and adolescent books for free reading.

update the apperance... it looks very old upstairs

get more printers and computers. The desktops are always full when i get there and the printers are usually always

backed up. And to get free photocopies

more desks

more desktop computers would be usefull because they are usually full, and i would like more online material.

Get more books that have been recently published and maybe consider some video's or DVDs students can borrow

(similar to that of a public library).

add more computers

more windows

I would suggest it stay open 24 hours a day

more desktop computers

The library should use fundings to make more room for computers, just so students can print a paper that is needed

when every computer is being used by other students. Or, they should expand their specific articles that are necessary

for research projects.

ADD EXTRA WALL OUTLETS TO The UPPER QUIET STUDY AREA!!!! It's very frustrating that a lot of homework is

submitted online but we can only stay there until our laptop batteries run out because there are not enough wall outlets.

have there be more space for the computers
| 80 | The books in the library are highly outdated. Considering the most popular majors at UNH are criminal justice and forensic science, there is a lack of resources for students who need to do papers on such topics. I have to change certain paper topics or go to the Milford library just because there was no relevant information in our own library newer editions of some books. maybe more computers in areas like the top floor quiet study, a lot of the time, all of the computers are taken. |
| 81 | more computers they're always full |
| 82 | probably more computers |
| 84 | Provide other literature besides just references. |
| 85 | newer computers, more databases |
| 86 | more outlets downstairs |
| 87 | I think it's great the library just received some really nice macs, but there aren't any programs on them. the reason macs are amazing is because of what they can do, but that requires software like Final Cut Pro, Logic Pro 8, and a complete Adobe CS4 Masters edition package with all of the programs from photoshop to dreamweaver. Having macs in the library seems ridiculous when they can't be used for what they are made for, media based projects. |
| 88 | Re-design it. The library looks very old and tired! |
| 89 | More desktops!! |
| 90 | Not sure |
| 91 | more computers and updating books |
| 92 | n/a |
| 93 | Personally, I think it needs to look a little bit more like a library. I would add more lighting, new furniture, new carpeting and other things. If it doesn't look appealing it makes me not want to go. It can remind me of a dungeon sometimes. |
| 94 | Updated books. Many of them seem to be written and printed over 50 years ago. |
| 95 | Add more books to read and research from |
| 96 | add computers |
| 98 | More computers. It is very hard to get a computer when you need one. Especially when you are short on time. |
| 99 | More Mac Computers |
| 100 | Buy all Mac computers. PCs will soon be outdated. |
| 101 | new furniture |
| 102 | more computers |
| 103 | Extra hours, Larger quiet zone, and more printer station. |
| 104 | Hire nicer people to work there |
| 105 | I would suggest updating the science journals or having more actually in the library rather than just a listing for an article that is not present in the library. |
| 106 | n/a |
| 107 | The library needs to have more quiet study areas, more tables, better lighting and more computers in quiet study areas. |
| 108 | I would like to see it open earlier on Sundays. |
| 109 | more computers |
| 110 | More computers. |
| 111 | Keep the library open for 24 hours and update its book collection. Some books are over 20 years old. newer books, more computers, have copies of textbooks from classes. More printers because it takes too long to print when everyone is waiting |
| 112 | Fix the water fountains. |
| 113 | More mac computers and a more modern look |
| 114 | Add more quiet places. |
| 115 | Up-date books. Buy new books related to CJ/Forensic Science major. |
| 116 | N/A |
| 117 | more computers for printing only |
| 118 | Get more computers on the third quiet study floor and get more Macs :) |
| 119 | more desktop computers and a more convenient way to print |
better internet connection so I can utilize my own laptop use.

more computers

I'm not really sure

buy newer books...books from 1963 about different sciences need to be updated to be relevant

updated seating and more artwork throughout the library. I also think that if possible there should be a way to get a library card to the public libraries around the area without having to stop at the different ones. For instance, if I wanted a membership to the new haven public library I first have to go to west haven library since that is where I am considered a resident since the school address is in west haven. I then would have to go to the new haven library. It would be easier if it could be done through the school library.

updated books

speed up the time it takes for the desktop computers to load up upon logging in

Hire more staff, keep it open longer hours. Perhaps expand or build another library if enough money was given to the library fund. But more staff and longer open hours for sure.

24 hours, more computers

I don't know like it the way it is

More printers, eating areas downstairs

more outlets for laptops and electronic devices...when the library is full there is no where to plug in

Can't think of any questions.

More computers, more modern appearance, new desks upstairs

UNH should add more computers. Although the Library has a decent amount, during primetime hours (around noon) it is very difficult for someone walking in to find an unused computer.

get all the books that are required for the classes at the school and make sure all classes books are available on course reserve

Re-do the bathrooms. More couches.

renovate the bathrooms.

more computers

more computers and journals

find a better printing system

more computers, so many students & not enough sometimes

More access for online journals and databases

Comfy chairs

Try to increase the numbers of computers or laptops due to an overflow of students who would wish to use the computers to print something out, but aren’t able to.

more recent books

Have more available computers for use

we don’t need to spend any more money on the library. our tuition is going up and I don’t want it to go to the library.

More databases for chemistry majors or forensic majors, and also more journals that can be available

Get more books for research.

get some new peridicals of magazines and such

Expand. Add non research books - both fiction and non-fiction. Students like to enjoy reading not just studying our library should be able to do that for its students.

More books and more updated versions of the older ones

More computer workstations. At 4:00 PM when I arrive on campus, it is often difficult to find an available one.

Buy more up to date books! Some of them are so old and its not just one or two books that are old, its the entire section. As a “state of the art” forensics school, we should have a library that better reflects this with new books and journals. Most of the time it seems I’m lucky if I find a book in general that was written after the 70’s.

Clean the computers. The keyboards are always covered with grease and lotion. Put in more quiet study space.

more hours and keep people from eating on top floor and having conversations.

Because of the large volume of students that print from the library, I would like to see more printers added. I think this would aid in not having a line at the printer. Maybe there could be a program that can let the student know which printer it was going to to lessen the confusion of what printer their material is going to.

The library needs more outlets for laptops. In the top floor they should be in every desk so students have easy access to them and dont have to go searching for an outlet. The hours of the library also need to be extended.

Fix all the electrical plugs (especially on the top floor)

Whatever the staff members decide on.

UPDATED BOOKS!!!!
Some kind of wireless device so students personal computers are able to utilize the library printer.

Add more quiet study individual desks on the third floor.

More desktop and more books of business, accounting, and finance with 5 or two year old.

Getting more computers that will be used just for kids to print.

More computers and free service for copying, faxing, and scanning paper work.

Get more computers in the library.

Get more computers to be used.

More computers... have a copy of every class textbook in the library.

Add more desktop computers.

More outlets for laptops.

I think they should improve the number of desktop computers, because sometimes a student just needs to run in to print something and there are not desktop computers open, they have to get a laptop and it takes longer than needed.

Another thing could be the tables and chairs because some are starting to fall apart just keeping equipment like mouses and keyboards new, being used so frequently, there are many that aren't working properly.

I do not know.

New furniture in the study floors, (basement and top floor study area), because most of the chairs are very old and very worn.

EXPAND!

Have it open for longer!

A bigger collection of forensic and criminal justice books. Increase the hours the library should be open and better lighting.

more hours, friday it should be open longer

more desktop computers

Add more computers for printing.

Expand on your musical materials: bring in updated sound recording and digital music books; and diversify the coverage of musical topics for available books.

Depending on how much, either to expand (since during finals its extremely packed) or to just get more desks/tables. I can't provide an accurate suggestion, as I am not familiar enough with the library's current condition to make a judgement on improvement.

widen the variety of pleasure books instead of non-fiction ones

more comfy chairs for laptop use.

everything! We use so much money to improve other building around campus, but for the library we should get newer study desks, new chairs, new books and bookcases and MORE COMPUTERS.

buy newer and up to date books for both research and leisure. I love to read books, and I just don't find the collection of books to read for entertainment purposes to be adequate.

More space

fix up the bathrooms

Update circulation books and get better chairs. The red wood chairs are not good for long periods. Hire more maintenance to keep the place cleaner.

New furniture, new rugs/tile, heavy duty cleaning, updating of journals, make resources more easily accessible. Some college libraries are the hub of the University. UNH Library looks like it hasn't changed much since 1985. It needs to be clean, post-modern, and fresh. I love libraries and the UNH one seems to be a blast from the past with the exception of Jazzman's and the Macs.

When a student requests a book that is not available through database or ILL please purchase it so the student does not have to change their paper/poster topic.

Upgrade the furniture and cosmetics of the building on the top and bottom floors.

Get more resources for research. It's hard for students to do any research in the sciences through scientific journals since most of the time we can only view abstracts.

Increase hours which might lead to hiring more employees or expand

More online databases, more general reading books.

Buy better printers. The ones they have now get jammed too much, and they look ancient anyway.

To not charge to make copies of resourceful information using the copiers - this would save people a lot of time of typing out all the information that they need.

Extra library hours, extra jazzman's hours, and new books/resources.

Increase number of printers and computers available since they are often occupied. Improve the aesthetics of the facility.

Update the study chairs and desks.
204 Restore water fountains on all floors
205 expand the computer area. need more PCs and more printers. also PCs dedicated just for quick printing.
206 More computers and printers.
207 Buy more computers and printers. Plus add a mini restaurant with a variety of foods and snacks
208 More desktop computers
209 more computers; free copying for students
210 It would be extremely helpful if there were some more recent books available. Topics ive had in certain classes require
211 more recent books than 1967.
212 Maybe get newer books because a lot of the selection is very old and should be updated, but it's not a huge deal.
213 get more books. up to date classroom texts. better resources. MORE COMPUTERS... it is not fun when you have to wait
214 for someone to get off of facebook when you have homework to do
215 Add more printers
216 Get more computers. It is hard to find a computer during the day.
217 stay open later, fix the printers (there is always at least one not in working order, and usually 2), and get more books.
218 get more computers
219 More outlets upstairs and downstairs
220 update old editions of books
221 Make the eating area larger
222 maybe get more computers that could be used upstairs or downstairs. Also put new desk areas and sitting areas both
223 upstairs and downstairs with new chairs. the desks are pretty claustrophobic.
224 get better computers and more printers. at times there can be a jam of people trying to print. sometimes i have waited
225 20-30 minutes
226 The library needs to get more books, especially those written by professors at UNH. Other colleges in the area carry
227 books that the UNH library should carry.
228 Please improve the quality of your books. Also add more computers and more quiet space.
229 We could add a few novels into the library, if there were actually novels to read, I would go more often.
230 I think that they should make it more colorful and modern. I went to Fordham's library and it is beautiful very trendy and
231 modern. There were lots of windows and colors which I feel makes studying more enjoyable.
232 MORE COMPUTERS
233 more couches
234 Get scanner/copier machines that we didn't have to pay for copies.
235 more computers because during certain times there are none available.
236 Extend hours
237 Remodel it to use available space more efficiently. Put blocks on computers to disallow viewing of webpages such as
238 facebook, myspace, and other websites that are often used when other students need a computer to study. Perhaps buy
239 a color printer and use only one computer to print to it, much like 2 of the macintosh computers are used for printing
240 only.
241 Bring in more books and resources
242 Stay open longer on the weekends--if you don't want to hire librarians for those hours offer them as work-study or
243 bursary positions for students, but inform the student body that during these hours services normally provided only by
244 trained librarians will not be offered.
245 the library REALLY needs more power outlets for students to plug laptops into, and if a way could be worked out for
246 students to print to the library print server through their personal laptops, that would be super.
247 increase the technology such as computer, printers
248 Improve printing services and more equipped meeting rooms. Its hard to work on presentation without the proper
249 equipment, also you can hear whats going on in the other rooms.
250 I have not had to use the library enough to become aware of its flaws just yet.
251 I would suggest more current fiction novels.
252 Update the furniture and outside appearance to make the building more appealing.
253 maybe some more printers and copiers
254 Update the books in it...better air conditioning it's easier to study and get work done when you dont feel like youre about
255 to pass out from heat exhaustion
256 get new printers, there is always one that is not functioning!!
257 Other jazmans on the 2nd or 3rd levels, more computers, more space, more space to drink coffee and use
258 laptop/desktops
259 apply more engineering uses like autocad and inventor etc... to the computers
260 make it 24 hours, more meeting rooms, and more couches or lounge areas
246 color printer--not extremely necessary though
247 Expand it, because its too little and doesn't have enough computers for everyone to use.
The Library should improve by getting more up to date books on research and such. Let's have more books published
248 AFTER I was born.
249 Pay workers to stay open longer
The library should expand their network of internet databases. And due to the increase in the number of people on
250 campus, it would be nice if some more computers and printers were installed.
251 buy some DVD and movies!!!!!!!
UPDATE THE BOOKS. Get new criminal justice books, forensic books, and music books. some things are from 1960's.
252 make room for new books!
253 I would suggest more computers because during the middle of the day it is very hard to get on a computer.
254 Dvd section
255 More textbooks so that students can look up and read more!!!
256 New furniture upstairs on the 3rd floor
257 More outlets upstairs for those of use with laptops
Additional computers, because sometimes during the day when people need to come in quickly to print something off
258 and leave, all of the computers are full and it takes too long to sign out a laptop, sign it out, and quick printly. Or if there is
259 no more money going toward computers, it should go toward printers. Also, extra group study areas might be a good
260 idea as we as quiet areas. The group study area gets very full at times and it gets very loud. The quiet study area also
261 gets very full especially around finals time.
262 ---
263 Get more recent books
264 Better/more printers.
265 Buy newer books.
266 More spaces, more computers, and more books, and more textbook reserved (better for each subjects)
267 more seating
268 Extend hours, get better printers, and A/C
269 Add more desktop computers that have their own private areas.
270 more books, better upstairs an downstairs studying area. Maybe an addition for more space.
271 Possibly more computers; there's an overload and a wait for them many times. Another option would be to invest in a
272 better printer or something to improve them; many times only one if two of the three are working correctly.
273 Longer hours on Friday and Saturday.
274 renovation. make the library modern-looking and get away from the 1970s design
275 Increase seating at jazzmen or add more desktops or hook laptops up to printers wirelessly
276 Keep the library open later
277 More computers and printers
278 free copies on the copy machine
279 Invest in newer model computers perhaps with updated software,
to get every text book used in class in the library. If Florida State can do it, UNH should be able to. Students pay enough
280 money for that to work. FSU is 10 times larger than UNH and is much cheaper, so how can they pull it off. Other wise the
281 library is good as it is
282 more computers
283 More desktop computers
284 More computer space.
More computers in the upper level rooms. When I go to the library, all of the computers are always being used and I
285 rarely get to use them
286 too offer job positions to students at the University of New Haven
287 and to offer books for leisure reading
288 more computers
289 another printing station so there is less of a wait for people with long print outs.
290 Pay the librarians to stay longer to provide the students with more library time.
291 More Desктопs
292 more computers and stay open later on friday and saturday. more student jobs too.
293 comfier chairs or maybe even armchairs on the quiet study floor.
| 287 | Put more new computers in the library. It's always packed. Put some on the 3rd floor along with a printer. Yes, the overall, design and layout of the entire building needs to be done. I feel the library needs the most updating on this campus. They should buy better research materials and fun books (like just for reading enjoyment because there are none, only academic books) |
| 288 | More Printers and Free Copying |
| 289 | Remodeling |
| 290 | Update fiction book selection |
| 291 | Get more computers!!!!!!!!!! Put a monitor or help desk on second floor- do more walking around, extend hours on weekends and stop treating us like we are children. |
| 292 | Update database, books, and journals |

If the Library received extra funding, what would you suggest UNH do to improve the library?
(graduate)

| 1 | Add more computers (desktop) as well as printers. Also, add a cafeteria type thing for students who spend hours in the Library. |
| 2 | More online journal access. I found that many sources/articles I have wanted to use needed to be paid for |
| 3 | Later hours, more computers and please enforce the quiet environment one would expect from a library. |
| 4 | More weekend hours. |
| 5 | more computers |
| 6 | Open more hours, more computers, either a larger cafe area or ability to take food and drink outside of jazzman’s. |
| 7 | More group study rooms |
| 8 | Color printing Extend the hours. If that isn’t possible, what if there was a spot on campus to establish a 24-hour study area with some minimal computers and printing opportunities. |
| 9 | Install more electrical outlets for laptops |
| 10 | Permanently expanded hours! |
| 11 | Install more electrical outlets in the basement study area, and improve bathroom facilities. Update the book selection or find a way to get computers because during the peak hours of the day there is nothing available for those that need to do quick printing or email checking. |
| 12 | Expand especially the upper level and the computer area. last semester I read that unh registered the largest number of incoming students. If the schools visions is to grow then the library MUST grow as well to meet the demand. The laptops were a nice addition. remember you can’t just have enough...you must have more than for times when most students show at the same time. |
| 13 | More weekend hours. |
| 14 | Install more electrical outlets in the basement study area, and improve bathroom facilities. Update the book selection or find a way to get computers because during the peak hours of the day there is nothing available for those that need to do quick printing or email checking. |
| 15 | More group study rooms |
| 16 | More seat and color printer Get new desks and chairs, current ones are uncomfortable and too small. Perhaps change the layout of the quiet study area. it’s currently too cramped and even though it’s quiet, I’m so close to other people I can hear what they’re listening to on their headphones. Also, please install a scanner. |
| 17 | Build an extra floor for studying. Fix the top floor study area (holes in ceiling, tarps over books). Fix the water fountains. |
| 18 | Surge outlets so there are enough plugs for computers |
| 19 | more computers and studying space... make the meeting rooms sound proof so when we meet in the room no one complains to us about talking too loud. make more meeting rooms downstairs cause 3 is not enough sometimes. allow laptops to leave the library with a monetary deposit that is refundable upon return. and a fee added for any additional minutes that laptop is late. the library should have a fax machine and a scanner and can even add a fee like 10cents per page for a fax but scanner should be free. there should also be mouses for the laptops. SPSS should be on all computers not just the laptops like before. |
can effort to buy some new books & more course reserves (we are facing problem during exams)
extend the hours and get dvds for rental...regular movies
Be open for longer on the weekends!
I SUGGEST TO PUT WIRE LESS MOUSE & BETTER HEAD PHONES RATHER THEN OLD ONE.. ALSO LIBRARY MUST HAVE
DRINKING WATER TAP IN WORKING CONDITION... ONE MORE SUGGESTION.. I HAVE SEEN UNH STUDENT ARE MISS
USING THE PRINTING FACILITIES. TO REDUCE THAT WE CAN KEEP SOME NUMBERS TO STOP STUDENT PRINTING
UNNECESSARY DOCUMENTS... LIKE.. WE CAN KEEP 25 PRINTS PER DAY FOR GIVEN STUDENT ACCOUNT.. SO WE CAN
SAVE PAPERS AND ALSO WE CAN STOP STUDENT MISS USING PRINTERS
I would suggest to put new water tap... on 1st floor...
Ground floor should have more electric point ... near all tables... there are only few near sofa side...
also if possible we can put wire less mouse and better head phones..
Aesthetics
Nothing.
Provide customer service training to the librarians or training at all. It takes 10 minutes to check out a laptop or to return it
then you get charged because you didn't return the laptop on time.
Accessibility to more journals, make the library bigger; more computers, desks for studying, study group rooms.
pls get more magazines and journals....there should be more recreation
longer weekend hours, and accessories for the laptops, for example: being able to take out a mouse if we prefer than
using the touch pad
create more study rooms
work on making more group study areas.
More computers with printers
Have more laptops available in case all desktop computers are taken.
expand their book collection, and figure out the printing issue so there are printers all around the library and wireless
ones available so data does not have to be transferred
No. of desktops should be doubled.
All the text books and reference books for the courses must be available to the 50% students who register for the course.
No. of meeting rooms also must be increased.
Anything to create a more airy, sun lit ambiance. More recent books, especially books that are considered authoritative in
any field.
always good to update and add new databases ---
fixing the washrooms, fixing the water fountain, expand the area of large tables for student work (semi-quiet) that's
similar to the basement
more computers!
More computers and a bigger space. Between the graduates and the undergraduates sometimes when you come to the
library their are not enough computers.
Increase the number of take out laptops.
Some librarians need to be trained. Although some are good and they provided good answers and services, one or two
librarians in reference desk had limited knowledge...
mor efficient printing
Invest more in online journal databases! It is nearly impossible to conduct good, reliable research given the limitations.
This school tends to dump money into the wrong things (such as that monstrosity of a dorm that's currently under
construction), and the funding to buy a respectable amount of books will never be there. I think widening the online
journal subscription options would help a lot.
invest in more online journals good selection but still not always everything that is needed
databases
better service, newer books, beter databases for journals, color printer, fax, scanner, basically new anything
new carpet, reorganize the bottom floor. Make it less dreary so that people want to spend time there studying.
More study rooms.
i would like that library has nothing to improve in it.
extend the hours! actually, if you reduced the people working at the circulation desk who are busy chatting and NOT appearing to be working, it would increase funding too.
have easier access and navigation for electronic access for your off campus students.
Increase the opening timings of the Library, Improve the collection of Business books
Please improve the heat. It is often much too cold in the basement to even concentrate. I have to bring many layers to be comfortable and my roommate does not utilize the library at all because his legs (in jeans) get too cold after an hour.
This is very frustrating because this is our favorite place to study.
more computers
Newer books relevant to programs of study. A relevant collection of authoritative works could probably be compiled by asking professors what they suggest. I hardly ever use the books here because they are so old and most of the books I am looking for are available online on ForensicNet Base.
1. Access to use text books required for class. With today's economy, it is difficult to purchase all the books that probably most of them won't be utilized afterwards.
2. Include articles to access through UNH databases. Often during research, the article is not present.
online scientific journal subscriptions
More study areas
add at least 2 more printers
sure, any little amount of money can be helpful in making an improvement here or there
the real research copies
more online journals and improving the website database.... easier and more user friendly.
more computers
Open earlier on Sunday.
some more business school books
Definitely more books
Get a better database for academic journals. There is limited availability of online journals at UNH.
more desktop computers would be nice. consider having several dedicated computers for people who just want to print something in a timely fashion.
More printers
get some current books
books, More space (new rooms),
Books! More access to journals online.
put SPSS on the desktop computers
more books about molecular biology
put on more lights
Open it for 24 hours and improve collection of books
### Questions and Comments (undergraduate):

<table>
<thead>
<tr>
<th>No</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Nope!</td>
</tr>
<tr>
<td>2</td>
<td>none</td>
</tr>
<tr>
<td>3</td>
<td>One last suggestion is to have a set number of Desktop computers just for printing, or better yet, have the printers be accessible over a secure passworded wireless network, so that people in the library can print over laptops and then go swipe the card to print.</td>
</tr>
<tr>
<td>4</td>
<td>I have no questions at this time. It is getting very crowded in the library. I can never find a place to sit or print out materials because all the computers are taken. Librarians should be willing to help anyone and everyone without having to have an attitude and keep up the good work. Oh, and there should be a smart conference rooms available to the student in the library in case of meetings and presentations. I find the online library database website really helpful for research. I also enjoy being able to have a quiet place to study. Due to the fact that I have my own laptop and printer, I rarely need to use the library computers or printers (though they are helpful for other students).</td>
</tr>
<tr>
<td>5</td>
<td>Keep up the good work! The staff is just great; very helpful and very patient. I appreciate that. I don't have a computer at home. I like the fact that I can go there to do computer work.</td>
</tr>
<tr>
<td>6</td>
<td>I am very happy with the library and the staff there. Keep up the good work! I would only suggest that each librarian know how to troubleshoot with the printers. Overall my experience with the librarians is that they are extremely knowledgable, but there have been a few instances in which I have pointed out printer problems and none of the librarians at the time wanted or knew how to fix the problem.</td>
</tr>
<tr>
<td>7</td>
<td>why can't we eat downstairs when we're studying at tables?</td>
</tr>
<tr>
<td>8</td>
<td>Pleased overall. Some staff do not always seem pleased to help students. It seems like many of the books are dated. After searching for a book about art history and finding nothing published after 1965 I was quite disappointed and have to look elsewhere.</td>
</tr>
<tr>
<td>9</td>
<td>keep jazzmans open later and on weekends!</td>
</tr>
<tr>
<td>10</td>
<td>Extend library hours to be open later! The staff that is in the library is great, and I have absolutely no complaints about them. Just wanted to say thank you because they are so dedicated to what they do and helping us and it makes me like going to the library and asking for the assistance. thank you for doing the survey and trying to improve the library, I spend most of my time on campus there and would love it to be more fitting for the student body. Just really look into the wall outlet situation I really think it would benefit everyone. Also, maybe look into getting newer/update books.</td>
</tr>
<tr>
<td>11</td>
<td>More computers on the first floor would be helpful. A lot of times it gets very crowded and students have to wait to use a computer.</td>
</tr>
<tr>
<td>12</td>
<td>The library is doing a very good job with what they have to work with.</td>
</tr>
<tr>
<td>13</td>
<td>I would love to stay in the library much longer than midnight.</td>
</tr>
</tbody>
</table>
Circulation desk need to know what they're doing than to always refer people to librarian who could only do so much at a time

None I find the library quite satisfying to my needs

I think basically everything is great, sometimes, however, its hard to find a computer to use! it gets so busy!

I suggest that the University adds more computer stations.

I think people would be more apt to buying from Jazzman's if the librarians didn't make students throw away the coffee (etc.) that they just bought

I am not satisfied with online database and journal access.

N/a

Please remind people in the main computer area that their conversations are very distracting. Some students often talk aloud, especially around the printer area. Also, some blank desk areas (w/o computers) would be helpful - you took them away when you put in the Macs.

Often there are not enough computers available, we need more. The waterfountains have not been working in the library since I started coming to UNH. They need to be fixed.

Library is clean. Staff is helpful and knowledgeable as to where info can be found if they don't have the ans.

There should be more recycling bins within the library. Also more personal desks should be added to the top floor, or to just have them spaced enough so they are all accessible instead of one person taking up two spots because there is not enough room for another person to sit.

Make it so that the study room with the overhead projector and pc can be requested by organizations or teachers

None

More printers. the line for the printers can get pretty long at times.

Professors encourage us to use the library to find "current" resources for research papers, yet the majority of the books are written in the 1960's. Many professors won't except them books as a "current" resource.

The library has been very helpful for me as an incoming undergrad student. Thank you for your services.

The staff does a great job!

This school really need to provide better funding anf financial students living on their own with no secondary support.

Also, you need to build a parking garage in order for everyone to have somewhere to park. Thanks.

Stay open later on Fridays and Saturdays.

See my suggestion about the quiet floor.

Also, I know it's extremely hard to control what people actually do on the computers, but I find it very annoying when I'm coming in to type up a paper or really need to print something and all the computers are full because a bunch of people are watching TV, on facebook/myspace, etc while on the desktop computers. So perhaps maybe to block those sites and only allow educational ones on the desktops and allow the rentals to have that access.

See previous question.

I feel that too many people use the main level computer area and bottom floor group study area as "hang outs" rather than an area to get school work done. This makes it very distracting to complete work in these areas.

n/a

longer hours, free copiers, more computers are needed

Please get more updated books.

I really like our library, Thanks for keeping it nice and clean and friendly =].

if kids are just going to look at facebook, don't allow them to use a computer.

please enforce the quiet library rules (i.e. cell phones! chit chat!) its the absolute WORST thing to be subjected to in a library.

The only suggestion that I have is to stock the library with more books, especially books written by UNH professors.

Later hours, jazzmans open late and/or until closing, not having to pay for copies

Stay open longer.

Right now, the library is a great place on campus for research, studying, and even food/coffe. The only thing I wish for is more power outlets and an easier time printing.

And thanks for fixing the upstairs water fountain!!

None

Add more computers and furniture for studying since there are more and more students expand the library, get some ideas from other school libraries. allow us to drink coffee and use the desktops, the macs were a good idea but al ot of the software is not set up last time i checked,

Great Job guys!!!! Overall im happy
Questions and Comments (graduate):

1. Hi Nick Wedge. The current printing situation is terrible. Majority of the time my documents don't even print. There needs to be more initiative for the library staff to make it prominent the ways that people can utilize paper better. Clearly the majority of students here aren't computer savvy, let alone don't feel bad for wasting paper because of the cost to attend here. One of the best examples is that people don't know how to print powerpoint slides for class. This wastes plenty of paper, and helping reach out to students to show them how to print more slides to a page would be very beneficial to the library and for other students who are trying to print. The library simply needs to be more creative in reaching out. I feel that the library thinks that they reach out, however, it is not successful. Further, please clarify the policy with food and beverages. President Kaplan himself specifically stated that he doesn't see the issue with food and beverages in the library, so why are some librarians being assertive about it and others agree with the statement that students make about what President Kaplan says.

2. PLEASE expand the library hours!! This is an academic institution and no one should have to worry about when the library is/isn't open... or have to get kicked out as early as 10pm or midnight. The basement study area set up should be completely reversed. There are 5X as many electrical outlets in the area where the stacks are, than the main table area.

3. The circulation desk is helpful, especially Mary. More desktop computers

4. I would consider the library outdated and mediocre at best. A new library or major renovations to the old one are needed ASAP.

5. No groups of students allowed on top floor - should be quiet study only (individuals studying), there is a sign but it is overlooked by many. Jazzman's staff are typically unfriendly and lame. Library staff are in general are great, informative and friendly.

6. Physically I think the library should be bigger.

7. No.

8. The library should expand their network of internet databases. And due to the increase in the number of people on campus, it would be nice if some more computers and printers were installed.

9. Fix the printers, so people won't have to always go back to there computers to re-do a print job. The laptops shouldn't be 20 cents/min after only 3 hours of usage. It's an expensive late fee, but if you must keep it then it should be taken out of charger cash or dining dollars.

10. every one who works at the library are very nice and helpful

11. I think the library is a good student resource I have not used it often enough however i am satisfied when i do. I have one suggestion..please tell the janitors to be more courteous when going about their job, it is VERY rude how loud they are!

12. Need to update the book collection in the library, especially for forensics.

13. I love the library!

14. I think the UNH library is great, apart from being a library it is also a home to where students can go into and feel relaxed with peace.

15. the option on the library website for 24/7 help could used ppl with a more helpful approach. When i look for help the person tends to be annoyed that i'm asking for help or give me no extra help than what i've already found. this is with more than more person

16. Read prior comments
I enjoy the library...sometimes it's a little crowded...I would suggest also getting a couple more printers.

SUGGESTION... I HAVE SEEN UNH STUDENT ARE MISS USING THE PRINTING FACILITIES. TO REDUCE THAT WE CAN
KEEP SOME NUMBERS TO STOP STUDENT PRINTING UNNECESSARY DOCUMENTS... LIKE.. WE CAN KEEP 25 PRINTS PER
DAY FOR GIVEN STUDENT ACCOUNT.. SO WE CAN SAVE PAPERS AND ALSO WE CAN STOP STUDENT MISS USING

PRINTERS.

I Suggested Hanko Dobi to save papers used in printing... I have seen so many students miss using printing facility. As
Environment engineer i think we should bring some system to control no of print out taken by each student., if we can
stop up to some no like 25 print per day for student... i m sure that will help library and UNH to save paper and also we
help some way to avoid miss use of printing machines.

Thank You.

email. npate10@newhaven.edu

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Environment engineer i think we should bring some system to control no of print out taken by each student., if we can
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help some way to avoid miss use of printing machines.

Thank You.

email. npate10@newhaven.edu
I use the library a lot and for the most part I am satisfied. I think the book selection has been neglected a little but I understand online media has really taken hold.

put SPSS on the desktop computers