Focus Group Follow-Up Survey

Appendix A

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Appendix A includes open ended responses concerning the Top, Main, and Bottom floors of the library.
Appendix A

Focus Group Follow-Up Survey: Floor Responses

Main Floor

There should be a way to send documents from a personal laptop to the printers, instead of having to go to a computer on the ground floor. Sometimes there are not computers available to print from. People go to the library and sit on facebook or addicting games.com for hours, and the people who need to get their homework done have to sit there and wait for people to sign off to use a computer. People are always talking loud on their cell phones.

The study room walls are so thin you can hear the entire conversation in the study room next to it.

Printers always malfunction and it's ridiculous we have to pay to print.

Never available computers. Limit the foreign students printing so they aren't printing out hundreds of pages of chapters and leaving everybody else in the dark.

The library resources were up-to-date in 1990, they are not up-to-date in 2010.

Library is too small! too loud and there aren't enough computers to print with! It would be so nice if more than 5% of the library's books were published after 1975. Books might be old-fashioned, but some of us still use them!

I don't like the pay to print program

The library always helps me with inter-library loan requests.

New database search is not as good as the old one. Online access to more databases and journals would be extremely helpful, instead of having to ILL many journal articles. As a graduate student I could go through the 150 pages we are allowed per trimester for one of my courses reading assignments in two weeks, while I do not think anything will get done about it I figured I would say something. During "peak" times, especially before evening grad classes, it is a pain to wait for someone to play on facebook when we need to print notes for class.

Some times we can not get computers

I know that there is limited space in the library, but more computers would be extremely helpful. Also, for those of us who have a poor batteries for our laptops, more outlets would be wonderful.

I am not dissatisfied with the printing systems and printers that are available, because the printers work very well and never seem to be out of order. But I am dissatisfied with the payment of the printing system, since everyone already pays a portion of tuition towards the library.

I don't like having to pay to print! The Journal database supplies many results, but there are hardly any full articles available online.

As a grad student I need more resources than this library has to offer. I have to ILL everything! However, the librarians are nice and helpful; I just wish resources were more convenient.

Need more computers

I can never find a computer to print from and even when I do it costs me to print. We pay enough for this school to not have to pay to print too.

4th floor is not as quiet as it says it is. People still talk loudly and answer cell phones.

I feel some of the resources should be updated

Considering the cost to attend this university, the necessity to pay for printing is a bit ridiculous.

We should have a higher cap on printing -The page printing limit needs to be increased...it was 600 at my undergraduate university

- The computers are often overcrowded, especially at peak times

- The actual books in the library are a joke considering it seems the average year of publication is over 20 years old

- The staff is extremely helpful and friendly
You don’t keep the text books that are required for all classes on reserve. There is no way to print from a non-library laptop. There’s not enough literature about the music business.

Add more computer and work stations maybe redo the bottom floor for more work stations and computers. Also get more comfortable chairs upstairs and downstairs in the quite work study areas and group study areas.

Inter-library loan has been wonderful, thank you!

I don’t believe we should have to pay for printing.

This school cost approx. $43,000 a year and there are not nearly enough computers to accommodate the amount of students at UNH, especially with the amount of students they are accepting each year. Also for $43,000 a year we should not have a limit on printing, it’s ridiculous.

The computers and printers are limited. The only time I could use them without waiting was at the start of the winter trimester, before the undergrad students’ semester stated. But I do like the card system rather than having to use coins for printing. The rooms are only too loud because students are rude enough to chat on their cell phones, not the library’s fault.

The upstairs quiet area rules of "NO TALKING" really needs to be enforced. Every time I go in to study or do homework, I spend half the time sitting there waiting for people to stop talking. It is very rude and someone needs to CONTINALLY be enforcing it.

Library may need to expand for growing number of students. More computers are needed for students.

We definitely could use more electrical outlets, sometimes when it’s busier it’s hard to find an outlet to plug my laptop into. Also, I don’t think anyone should have to pay to print especially seeing how much tuition is at UNH.

The quiet rooms are not quiet at all! I try to study in there with a group of people and I can hear every word that anyone says in the other two rooms. Plus, a professor holds his office hours in there and meets with students. He is so loud!

Need newer references, the books in the library are all from before 2000. Update it.

Students check their personal email, shop, surf for porn and play on Facebook while other students wait to use a computer.

I do not like that when there is a speaker that you shut down the entire top floor. I shouldn’t have to leave because there is a speaker there. I understand that perhaps there is a worry that having students up there to continue to study could be a disturbance but it is very frustrating to me to have to move all my stuff somewhere else to study for 2 hours or however long the presentation is.

FREE PRINTING!

Hope you guys can increase the free print pages.

Hope you guys can increase the number of free printed pages.

Not enough outlets.

With grad school professors expecting you to print out slides and powerpoints to bring to each class, the number of free copies we have is not sufficient.

Staff could have been more helpful when I asked for wireless. I’m a UNH grad student and they told I had to be a Mitchell student for access, but I could try and sit at the corner and stream someone’s wireless from outside.
should bring some more professors prescribed books.  
The library needs major renovations.  
In this library people talk everywhere and they do not make other student to study quietly  
The printing system promotes the go green movement, but makes it harder for students who do need to print things for classes but cannot afford to do so. Printing should be free as it always used to be.  
I wish we didn't have to pay for printing or copies  
During peak hours, computers are very hard to come by  
Library need to control/monitor the noise occurring in the main section of the library. It is unfair to tell a patron to move to a quieter locale in the library. Everyone should just be monitored to keep their voice volume down.  
More printing for graduates please!  
Need more accessible online articles from the database.  
Study room walls are like paper. Very easy to hear people in other rooms. Electrical outlets very sparse. Had trouble with printing system the only time a tried to use it.  
In the study room straight ahead of where you walk in you can hear the people in the other ones very loudly.  
"Quietness of Study Rooms" in my opinion refers to how quiet the students in those rooms are. I can often hear loud noises and entire conversations coming from those rooms when I am on a computer. The study area downstairs is never quiet and there are only outlets along the outer wall. Even then there are only about four outlets between each table (which seats 4-8 people). There should be no cell phone use outside of the cafe area.  
As far as resources, databases are good and usually when I request articles or books through interlibrary loan they arrive within a week. My only complaint is that the print materials in the stacks are outdated.  
The books in library are old and unpractical. It's hard to find a book for helping me do a research paper. The space for studying also needs improve.  
You should have more books for personal reading, and the prices for printing are too high, or you should increase our limit because many teachers recommend many printouts for class.  
I don't like that we have to pay for printing, but I'm glad they have new printing computers.  
Awesome place to study =]  
The online databases need to include more articles in the sciences (forensic science, chemistry, and biology). I am glad that printing went to a pay-to-print setup. The printers are now more available, no longer being used to print out huge stacks that may even go unclaimed. I wish that there were one or two computers available for students that just need to print out their work - they wouldn't need to be full desk setups like most of the computers - just one on the counter where you could load your file for printing, where no student would be surfing the internet watching non-work related You Tube or whatever, would be nice. Maybe set it with a timer so that after a minute or two it automatically logs you out. I have access to other printers, so this is not a big deal for me, but it would be a handy addition.  
I don't use the stacks hardly at all, because the books in my field are outdated, and most of the non-textbook information is more readily available on the web anyway. I do, however, use the university's journal access, and wish that more journals were available.  
We should have free printing. My $40,000+ should be able to cover the cost of ink.  
The Library need to covert the whole demand using more electrical outlets or other devices in three floor. In addition, the library need to upgrade some computer on the first floor some of those computer are slow and sometimes does not work properly.  
the printers are always breaking  
Don't use the main floor too much
Top Floor

The top floor needs more large desks because they are always taken and everybody else is forced to sit in the most random secluded spots throughout the floor. The quietness isn't that quiet as people answer their cell phone and debate loudly when working in groups. The rules aren't enforced and I feel like this is just the lower part of the library on the top floor.

n/a

need more outlets!!!!!!!!!

More comfortable chairs and better lighting would be good. Also would hurt for a library employee to circulate upstairs once in a while and ask people to stop talking in the quiet area.

It would be nice to have a few tables in the upstairs rather than just the cubby desks.

The way the desk are arraigned makes them not be used, and makes it hard to find a place to sit.

People are too loud when speaking too each other in different languages and answer their cell phones too much. sometimes people talk loudly

outlets are very hard to find. like one outlet every 4 desks or so

I wish there were comfy chairs up there for reading
the desks are too close together and too crammed in I feel very claustrophobic after a spending a while on the top floor also the chairs are uncomfortable and the desks are very small

The outlet is the major problem of the third floor. I think at lease should be 80% of the work desks.

Someone really needs to be enforcing the quiet area upstairs. It is VERY unfair when those of us who actually want to do work are not able to because of people talking. Also, if possible, more outlets should be put in, as there are only a few.

I like the privacy of the work desks, but it would definitely be helpful if the desks had their own electrical outlets.

No complaints!!!

More outlets!!

there are not enough outlets to plug my laptop into i find myself walking around because the ones that are available are occupied or i have to search the wall behind desks to find one

Dont use the space
desks are too small and to close to one another. I would prefer an open desk to the ones with the walls.

not enough electrical outlets

Sometimes the library is so crowded that when i walk in I just walk right back out.

please see previous comment

These low desks really make me feel uncomfortable.

The desks are too low. They make me feel uncomfortable.

Quiet study area needs to be expanded. There are not enough desks.

I just wished that things were arranged differently... I don't know, I sometimes feel sort of claustrophobic.

I can NEVER find an electrical outlet to plug my computer in at

Not enough sunlight, desks are cramped together along wall and the desk itself is not comfortable for having a laptop and open book or notebook at the same time. I wish I could have coffee or snacks where I am studying.

Work desks could use overhead lights, not sure how feasible that is.
Bottom Floor

1. Has tons of space, well placed desks and plenty of room
2. n/a
3. Always very loud
4. What is a network port?
   the tables in the middle don't have any electrical outlets near them. if you have to plug in, i am always afraid someone is going to trip over my cord and take my computer down with it! the seats/tables near the perimeter of the room are always taken because they are prime spots for outlets!
5. There could be more space for student groups to work.
6. I did not know there was a bottom floor
   the need for outlets are key. the bottom floor is the only place to work since the main and top floor are full. Especially since laptops are used alot since all the computers are used in the main floor
6. The tables in the basement is too big. It means that if there are two groups of student that sit together, they will interrupt each other.
7. Students are loud and chat on their cell phones in the library. There should be signs reminding people to step outside the room to use their phones.
8. More outlets at each study table would be helpful.
9. No complaints!!!
10. there is a bottom floor?
11. too noisy
12. dont use the area
13. I wish the large tables in the center where available on the third floor
   The bottom floor is a great place to meet up for a study session if the study rooms are taken. There are a suitable number of tables and people are usually good about keeping the noise level down.
14. Research material should be updated as well as the fiction book offering.
   We should be allowed to bring food/drink into the bottom floor if we are not using the books/reference materials. This will be helpful since students typically stay here for longer periods of time.
15. Tables need to be separated more so that everyone is not in one big room. It gets too noisy.
16. I like how the long tables are available so you can also have room for group projects.
17. I like the couch down there
   More sunlight than upstairs (although still not great). Larger tables are nicer but lamps at the tables would be nice along with more outlets. Noise level is ok. Studying sometimes involves talking with other but students shouldn't be allowed to just hang out in groups and make lunch arrangements or chit-chat about the weekend.
18. The library is louder than the gym.
19. It gets a little noisy sometimes.