Student Satisfaction of Marvin K. Peterson

Library Improvements and Awareness of

Library Services

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Executive Summary

Data was gathered at the University of New Haven to determine how satisfied students are with some of the recent improvements to the Marvin K. Peterson Library, and also to gauge the awareness of some unique library services. As of the Fall 2006 semester the library has put in Jazzman’s Café, added more computers, set up new desks for the computers, added new chairs, implemented a new login process which controls the amount of non-UNH computer users, and has implemented a new printing process. The services that were inquired about in this study were the “InfoAnytime” reference service and the library workshops that are offered.

The data was collected by means of a survey and it was distributed in classrooms and in the library. The survey consisted of questions regarding the recent improvements to the library, questions regarding the existing services, and five demographic inquiries. The students that filled out the survey were asked to indicate if they were of graduate or undergraduate status, how many semesters they have been at the University, if they were part time or full time, what school they belonged to, and how often they used the library.

184 students were surveyed throughout the study and an effort was made to represent each type of student in regards to the demographics listed above. Overall it seemed that the majority of students were pleased with the new improvements to the library. For every improvement that participants were asked about, at least 49.9% of the students strongly agreed or agreed that they were satisfied with the improvement. The familiarity of unique library services seemed to be a little low with only 33.2% of the students surveyed either strongly agreeing or agreeing that they were aware of the library
workshops offered and 40.8% agreeing that they were familiar with “InfoAnytime.” Undergraduates overall were more pleased with the improvements than graduate students and were also more aware of the library services. In order to remind students of these services, it is recommended that information regarding upcoming events is distributed through emails and library postings.

The data collected in this study was compared with data from a survey that was administered last spring. The comparison shows that students seem to be using the library more often, can more readily find an open computer, and find the new chairs in the library much more comfortable.

**Introduction**

The goal of this paper is to determine how satisfied the University of New Haven student body is with the new improvements to the Marvin K. Peterson Library and to gauge the awareness of two unique library services. The improvements were implemented to better accommodate students in their academic efforts and chief librarian Hanko Dobi thought it was necessary to evaluate how effective the school was in meeting student needs. The chief librarian also thought it would be prudent to assess the awareness of library services to ensure that students are taking advantage of them.

In investigating how satisfied the student body is with the new improvements and the awareness level in regards to library services this report also provides information in regards to how often students use the library. If it can be determined how often students use the library, how familiar they are with its services, and how satisfied they are with the
improvements than Hanko Dobi and the library staff will be in a better position to meet student needs. This information will be valuable in planning new library programs and improvements.

**Methodology**

The survey was designed by the graduate assistant in charge of this task and with the help of Hanko Dobi. The survey was comprised of six questions that directly related to the new improvements of the library, two questions relating to library services, and five demographic questions. The survey was created by the graduate assistant and then given to the Chief Librarian for suggestions and improvements. The survey was then given out to ten students. These students were asked if they understood the questions and if they had any suggestions.

Once it was determined that the questions on the survey were explicit and appropriate the survey was distributed. The survey was administered in classrooms across campus and in the library between October 25, 2006 and December 11, 2006. A total of 184 surveys were collected.

**Findings and Results**

184 students were surveyed. Of these students 98 were undergraduates and 86 were graduates (see figure 1). 60 had been in attendance at the University of New Haven for 1-2 semesters, 34 for 2-3 semesters, 28 for 3-4 semesters, 28 for 4-5 semesters, 7 for 5-6 semesters, and 27 for more than 6 semesters (see figure 2). 14 part time students and
170 full time students were surveyed (see figure 3). Of the students that completed surveys, 55 were in the school of Arts and Sciences, 41 were in the school of Business, 31 were in the school of Engineering and Applied Sciences, and 57 were in the school of Public Safety (see figure 4). 95 of the students that were surveyed used the library 3 times a week or more, 48 used the library once a week, 17 used the library every other week, 10 used the library once a month, 8 used the library once a semester, and 6 students never used the library (see figure 5). Of the schools represented, those in the Engineering and Applied Sciences program used the library the most, with nobody using the library less than once a week. All of the students who reported never using the library were graduate students.

Figure 1: Type of Student
Figure 2: Time at UNH

Figure 3: Status
Figure 4: Schools Represented

Figure 5: Library Use
The following are the results of the survey in regards to satisfaction and awareness.

I enjoy having a coffee stand (Jazzman’s Café) in the library.

28.8% of the people surveyed said that they strongly agreed with this statement, 37.5% said they agreed, 12.5% said they somewhat agreed, and 21.2% said they did not know (see figure 6). Not one person surveyed said they disagreed with this statement. One interesting finding was that of the people surveyed that never use the library half of them reported that they either strongly agreed with this statement or agreed with it, even though the assumption is that they never have been to Jazzman’s Café.

Figure 6: Jazzman’s Café

I can find an open computer at the library when I need to.

12% of the students surveyed strongly agreed with this statement, 35.9% agreed, 38.6% somewhat agreed, 9.2% did not agree, and 4.3% did not know (see figure 7).
There is an adequate amount of work space around the computers.

40.8% of the students surveyed strongly agreed with this statement, 44.6% agreed, 8.2% somewhat agreed, 2.2% did not agree, and 4.3% did not know (see figure 8). All of the students that did not agree with this statement were in the school of Arts and Sciences.
The computer chairs on the rollers are comfortable.

54.9% of the students strongly agreed with this statement, 32.6% agreed, 6.5% somewhat agreed, .5% did not agree, and 5.4% did not know whether they agreed or not (see figure 9). All of the students that disagreed with this statement were full time graduate students in the school of Arts and Sciences.
I am satisfied with the printing process.

Of the students surveyed 29.9% strongly agreed with this statement, 32.1% agreed, 22.3% somewhat agreed, 10.3% did not agree, and 5.4% did not know (see figure 10).
I am aware of the 24/7 service, “InfoAnytime,” on the library’s website.

20.7% of the students surveyed strongly agreed with this statement, 20.1% agreed, 13.6% somewhat agreed, 21.2% did not agree, and 24.5% did now know (see figure 11). 13 out of the 14 part-time students that were surveyed either did not agree with this statement or did not know if they agreed.
Non-UNH students are a distraction at the library.

9.8% of the students surveyed strongly agreed with this statement, 11.4% agreed, 21.2% somewhat agreed, 26.6% of the students did not agree, and 31% of the students did not know (see figure 12). 42 out of the 49 students that did not agree with this statement used the library at least once a week.
Figure 12: Non-UNH Students are a Distraction

I am aware of the library workshops that are offered.

8.7% of the students surveyed strongly agreed with this statement, 24.5% agreed, 17.9% somewhat agreed, 24.5% did not agree, and 24.5% did not know (see figure 13).


**Discussion**

Overall students seem to be satisfied with the library’s improvements. 66.3% of the students surveyed strongly agreed or agreed with the statement, “I enjoy having a coffee stand (Jazzman’s Café) in the library.” Interestingly 50% of the students who reported never using the library either strongly agreed or agreed with this statement. This leads to the conclusion that simply having a coffee stand in the library may attract students. 49.9% of students strongly agreed or agreed with the statement “I can find an open computer at the library when I need to.” 84.4% strongly agreed or agreed with the statement, “There is an adequate amount of work space around the computers.” 87.5%
strongly agreed or agreed with the statement, “The computer chairs on rollers are comfortable.” 62% of the students surveyed strongly agreed or agreed with the statement, “I am satisfied with the printing process.” Only 21.2% strongly agreed or agreed with the statement, “Non-UNH students are a distraction in the library.”

There were two components to the survey that sought to gauge student awareness in regards to unique library services. These services were “InfoAnytime” and the workshops that the library offers. 40.8% of the students reported that they strongly agreed or agreed with the statement, “I am aware of the 24/7 service, “InfoAnytime,” on the library’s website. 33.2% of students strongly agreed or agreed with the statement, “I am aware of the library workshops that are offered.” This is concerning because in regards to these two services the majority of the students somewhat agreed, did not agree, or did not know if they agreed that they were aware of these services.

Students seem to be using the library more often since improvements have been made to it. Data was archived from a study that was conducted in April of 2006, which was before the improvements, to compare results. In April 2006 18.3% of the students said that they used the library 3 times a week or more; this is much less than the 51.6% of students that said they used the library 3 times a week or more in this study. 26.1% of students surveyed in the current study reported using the library about once a week while 26.7% of students reported using the library once a week in April. 6.3% of students in April reported using the library every other week, and in this study 9.2% reported using the library this often. 41.9% of the students surveyed in April indicated that they used the library either once a month or once a semester while a mere 9.7% reported using the
library this often in the current study. Lastly in April 2006 6.8% of the students surveyed reported never using the library while 3.3% reported never using the library in this study. It is evident that there has been a dramatic increase in library usage between students surveyed in the spring of 2006 and the fall of 2006. We can cautiously attribute this reported increase in usage to the improvements that have been made to the Marvin K. Peterson Library.

Students were asked both in April and in the current study how strongly they agreed with the statement “I can find an open computer in the library when I need to.” In the current study 47.9% of the students surveyed strongly agreed or agreed with this statement. In the April study only 14.7% of the students surveyed strongly agreed or agreed with this statement. 47.8% of the students in the current study either somewhat agreed or disagreed with this statement while 75.9% of the students in the April study somewhat agreed or disagreed with the same statement. 4.3% of the students surveyed in the current study indicated that they did not know whether they agreed or disagreed while 9.4% of the students in April indicated the same. It is logical to conclude that students have an easier time finding open computers currently compared to last spring because there are more computers in the library now than there ever have been. However, if library use continues to rise students may not have as easy a time finding an open computer when they need one.

The last component of this study that was compared to the results of the April survey had to do with the chairs in the library. In both surveys students were asked how strongly they agreed that the chairs in the library are comfortable. Since the library
bought new chairs after April the researcher concluded that this was a pertinent comparison. In April, 1% of the students surveyed reported that they strongly agreed that the chairs were comfortable, while 54.9% of the students now strongly agree with this statement. 40.8% of the students surveyed in April disagreed that the chairs were comfortable while only 2.2% currently disagreed with this statement. Clearly the new chairs in the library are perceived to be more comfortable than the old chairs.

There are some limitations to this study that should be discussed before any recommendations and final conclusions are made. There was an unequal amount of schools represented in this study and more undergraduates compared to graduate students were represented. Also 60 students were surveyed that are currently in their first semester at this school. This is a large portion of the overall participant pool. The new students did not have a point of comparison regarding the improvements, while those that have been at the University of New Haven may have compared the improvements to the “old” Marvin K. Peterson Library. The last major limitation is in regards to library usage. More students were given the survey in the library during this study compared to the study done in April and this may have been a factor in the large difference.

**Recommendations**

The data collected from the surveys shows that overall students are generally satisfied with the library’s improvements. However, the library staff is advised to pay attention to library usage. If the trend of more students using the library continues the number of students will start to outnumber the amount of computers. Also, it seems that
students should be more aware of the unique library services such as “InfoAnytime” and the workshops that are offered. All but one of the part-time students surveyed either disagreed or did not know if they were aware of “InfoAnytime.” To raise the awareness of these services students should be reminded of them through e-mail or on a bulletin board in the library. There should also be a special effort made to contact part-time students in regards to these offerings to ensure that they have an equal chance to take advantage of these services. Lastly, please view Appendix II for student suggestions.
Appendix I

UNH LIBRARY SURVEY

(Please do not write your name on this survey; if you have filled out the survey already please do not fill it out again. **Fill in the circles that apply (O).**

1) I am a(n)......
   - O Undergraduate Student
   - O Graduate Student

2) How long have you been at the University of New Haven?
   - O 1-2 semesters
   - O 2-3 semesters
   - O 3-4 semesters
   - O 4-5 semesters
   - O 5-6 semesters
   - O More than 6 semesters

3) Are you a
   - O Part time student
   - O Full time student

4) What school do you belong to?
   - O College of Arts and Sciences
   - O School of Business
   - O Tagliatela School of Engineering & Applied Science
   - O School of Public Safety and Professional Studies

5) How often do you use the UNH Library?
   - O Three times a week or more
   - O About once a week
   - O Every other week
   - O Once a month
   - O Once a semester
   - O Never
PLEASE **FILL IN THE CIRCLES** CORRESPONDING TO HOW STRONGLY YOU AGREE WITH EACH STATEMENT.

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<th>Don’t Know</th>
<th>Strongly Agree</th>
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<td>6. I enjoy having a coffee stand (Jazzman’s Café) in the library.</td>
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<td>7. I can find an open computer at the library when I need to.</td>
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<td>8. There is an adequate amount of work space around the computers.</td>
<td>O</td>
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<td>9. The computer chairs on rollers are comfortable.</td>
<td>O</td>
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<td>10. I am satisfied with the printing process.</td>
<td>O</td>
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<td>11. I am aware of the 24/7 service, “InfoAnytime,” on the library’s website.</td>
<td>O</td>
<td>O</td>
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<td>12. Non-UNH students are a distraction in the library.</td>
<td>O</td>
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<td>13. I am aware of the library workshops that are offered.</td>
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Please provide any suggestions that you may have about how the library can better serve your needs:
Appendix II

Student Suggestions

- The four computer units are great, I wish there were more of them. The InfoAnytime should be more publicized it is a great feature. Better control of the temperature, it is like a sauna in here! Overall-Great Improvements! Good Job!

- The library should be open more hours on the weekends because students usually do a lot of work on weekends. Maybe a little more computers.

- If possible it would be a good idea to integrate the campus card into the logon function on the computer, I think it is a very good use of the campus card at the printer.

- Libraries at other institutions are accessible at any hour. The library times should be extended for students who need to work during the late night/early morning. Also more technological updates should be made to meet the student’s academic and comfort needs.

- You should add computers (maybe against the wall with the printers) and have two swipe computers for printing. Maybe you could add a computer or two for only printing with a limit of five minutes.

- Need more computers.

- There should be a limit on the number of pages a student can print at one time. Students come in and try to print 100 pages of lecture notes or power point presentations and it forces students who only have 1-2 pages to print to wait a long time. There should be a limit to 20-30 pages per one trip to the printer.

- There should be less distraction in the main floor of the library where computers are provided. There should be more computers on the top floor.

- Better hours, the library opening at 2 on Sunday is too late.

- More help from staff.

- The library hours on Friday and Saturday are too short. It would be better if the library hours extend to 7-9pm on Friday.

- It takes time to print out documents. This system should be improved.
• More study desks on the third floor.

• You must do something better to aware the people about the library workshops.

• More computers would be a great help. Also perhaps open earlier on Sunday and stay open later at night.

• With Jazzman’s next to the computers it is difficult to follow the rules of no drinks at the computers. Very tempting.

• The people at the library are very helpful when I need to find information about research.

• Recent publication on cell and molecular biology are not available. Please make them available.

• Lower the temperature in the library because it can get very hot.

• Speed up the printing process. It seems only one printer is working at a time. Thank you.

• Leave printers the way they were before.

• The library upgrades have been awesome this year. Good job!

• Its better to provide more reference books of all subjects.

• We need more hours for library. Library should open every day from 7AM to 12PM. We need more head phones.

• Often computers are being used for recreation (games/music) rather than work. Computers that students need for work are being used for recreation.

• The library needs more updated books and other resources.

• Work areas for groups where both beverages and some noise are permitted.

• More weekend hours in the morning. I forget which day opens at 2PM but it should open earlier.

• Having a coffee while I work at the computer would make the experience even better.
• Get some food at the Café.
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