

Technological Resource Survey offered through the Marvin K. Peterson Library.



June 30, 2015

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Executive Summary

The mission of the Marvin K. Peterson Library is to provide members of the University of New Haven community with state-of-the-art informational, research, and instructional materials, services and facilities. Their secondary purpose is to support scholarly endeavors and informational needs in the local, regional, national and international communities. The Marvin K. Peterson Library, henceforth known as the UNH Library, has provided new accommodations for students over the past few years. The UNH Library has extended its hours and is now open 24 hours 7 days a week. There are 71 Desktop computers, 6 iMacs, 48 laptops, 4 black and white printers and 1 color printer. Group study rooms, quiet study floor, inter-library loan services, online research databases, digital collections, e- journals, e-books and workshops are offered for students/faculty use. In order to provide state-of-the-art materials, the UNH Library must cater to the needs of its student population and determine what new resources are necessary to keep up with the demands of today's ever-changing classroom.

The Chief Librarian of the UNH Library and evaluation sponsor, Hanko Dobi, has requested a technological needs assessment be performed to assess how students are utilizing UNH Library resources, and determine what the Library can do to facilitate students' ability to complete their assigned work. The purpose of this evaluation is to obtain a clear picture of what student subgroups are utilizing which resources, how vital these resources are to their role as students, and determine overarching technological issues presently faced by Library users.

The method of data collection was based on one survey distributed to all students by the University of New Haven email system. In addition, Baseline, the schools Data Collection Tool, will be incorporated to analyze student responses. The 280 participants of the survey included both graduate and undergraduate students.

Overall, the results indicate that: students would not be able complete their required coursework without the use of Library technology resources, almost every course requires technology in completing assignments, a majority students who own a person computer still depend on library resources to compete their required coursework, the most frequently used Library resources are; printing following by desktop computers, and technology issues are faced by a large portion of students. Some of the larger issues faced by students are; windows updates interrupting their work session, long wait times to access a desktop computer, speed of computers and wifi, printing related issues (cost, jams, no accessible computers to print from, etc..), insufficient number of outlets, and incompatible technology to use wifi printing.

The results demonstrate that; the technological resources provided by the UNH library, are necessary for a vast number of students to complete their required course work. Student's still feel that there are an insufficient number of computers, and outlets for charging their personal devices. Printing is the most frequently used Library resource, however it is often the case that there are no computers open to print from. The wifi printing is not compatible with most computers and half of students reported not understanding how to access or set up wifi printing. There are programs not available on Library desktops, which students feel they need to complete their coursework, and not all computers share a uniform list of programs. The most frequently experienced technology related issues faced by students are; connecting to/being disconnected from the wifi, windows updates interrupting their session/work, and printing related issues.

Introduction

The rapidly evolving world of technology has pushed its way into today's classroom. Technology is no longer a luxury for the middle and upper-class, it is a necessity, not to succeed, but to just keep up with the standards professors hold students to. The mission of the Marvin K. Peterson Library is to provide members of the University of New Haven community with state-of-the-art informational, research, and instructional materials, as well as services and facilities. In order to provide state-of-the-art materials, the UNH Library must cater to the needs of its student population and determine what new resources are necessary to keep up with the demands of today's ever-changing classroom. This evaluation is an extension of the Summer 2014 Technology Survey. Though there were many changes induced by the previous survey, this survey is to determine how helpful those changes were. The present survey hopes to determine how students utilize library resources and if any additional technological resources are still needed. This evaluation differs from past Library assessments because its focus is specifically on technology, instead of; space of the library, knowledge of the staff or the literacy knowledge of the student body.

Aside from assessing how students value technology with regards to their educational experience, the satisfaction survey aims to evaluate; students' supply of personal technology, student demand for current Library resources and what issues are experienced. With these concerns in mind, the evaluation will center on these key questions:

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- To what extent do students depend on library resources to complete their required course work?
 - Do students with particular resource needs only utilize the library?

- Are students satisfied with the additional computers and laptops that the UNH Library has included as available resources?
 - What technological issues are experienced?
 - Are students utilizing technological assistance and receiving adequate support while at the UNH Library?
 - How adequately are printing services being provided by the library and utilized by the student body?
 - Are students satisfied with wireless printing services?
 - What other resources do students want available in the library?
-

The information generated from this satisfaction survey will help monitor the services of the UNH Library. The intelligence gathered will help Chief Librarian, Hanko Dobi assess future recommendations & improvements for the benefit of the UNH Library and those who utilize its services. The conclusions from the survey will assist in discerning student perception of the technological resources offered and any possible recommendations that can be made for improvement. New programs, technology and resources can be introduced to the UNH Library if students can prove its pertinence for their educational benefit.

Methodology

In order to assess a large enough sample of the UNH population to draw conclusions from data gathered, a survey was constructed and distributed online to all students via email. The survey was open to both undergraduate and graduate students, in order to determine if there are discrepancies between the amount or variety of resources utilized between groups.

The graduate assistant whom devised the survey was given a few key areas to focus on to determine student need and utility of specific library resources. These factors needed to be limited to fit time constraints of participants taking the survey to not take up too much time, while still gaining as much information as possible.

The survey was constructed so at most it would take a participant a maximum of fifteen minutes to complete. There are a total of 35 questions contained in the survey. The first two questions involve consent and inquire if the student is an undergraduate or graduate. Questions three and four ask students if they attend school full or part time, and whether or not they are an international student. Questions 5-7 cover distance students live from campus, which college they attend and their specific major. Questions 8-10 inquire students current personal supply of technology and their perception of their peers accessibility of personal technology. Questions 11-13 ask students how strong their need is for technology to complete their coursework. Question 14 is a follow up question from a previous survey inquiring how desirable it would be to hire an overnight technology assistant in the library. Question 15 inquires how frequently each student visits the library. Questions 16-19 ask students what reasons they visit the library, what they specifically use resources for, any if any programs are not available that are necessary for their studies. Questions 20 & 21 ask for the normal wait time faced by students attempting to use a desktop, and the need for computers set aside for printing purposes only. Questions 22-24

address student satisfaction with library laptops. Questions 25-28 determine the severity of technological based issues and their resolution. Questions 29-32 were created to determine use, satisfaction and issues with the wifi printing service offered. Question 33 was a follow up question from last year's survey to determine if student's need for charging outlets has been met or this issue still needs to be addressed. Questions 34 and 35 ask students for their perceptions of the most pressing technological issues faced and any recommendations for improvements to the library in the foreseeable future.

Before submitting the preliminary survey to the IRB Board, there was one revision. Constant correspondence between the graduate assistant and Chief Librarian occurred due to constructive suggestions for revision. The survey was submitted on 3/12/14 and was approved on 04/01/15 based on Exempt status under 45 CFR 46.101(b)(2). After approval, there was one more revision per suggestions of the staff at Campus Labs before the survey was submitted to Campus Labs Baseline Survey Instrument. The survey was posted online through Campus Labs. An email notification was sent to UNH students with an incentive of a \$25.00 Amazon gift card to encourage participation. The survey was open from 05/06/15-05/27/15. Any questions about the survey were directed to the graduate assistant Kenneth Litt or Chief Librarian Hanko Dobi, who answered students in a timely manner to ensure reliable answers.

Once the survey closed, Campus Labs Baseline Survey Instrument analyzed the answers from students. This new tool ensures the data to be accurate and reliable. *See Appendix A for a copy of the final draft of the survey.*

Results

A total of 280 students completed the survey, with 70.55% representing the undergraduate population and 29.45% the graduate population (Figure 1). 95.27% of the participants were full time students, and 4.73% part time (Figure 2). Of the 280 participants, 13.09% were international students, 86.91% were not (Figure 3).

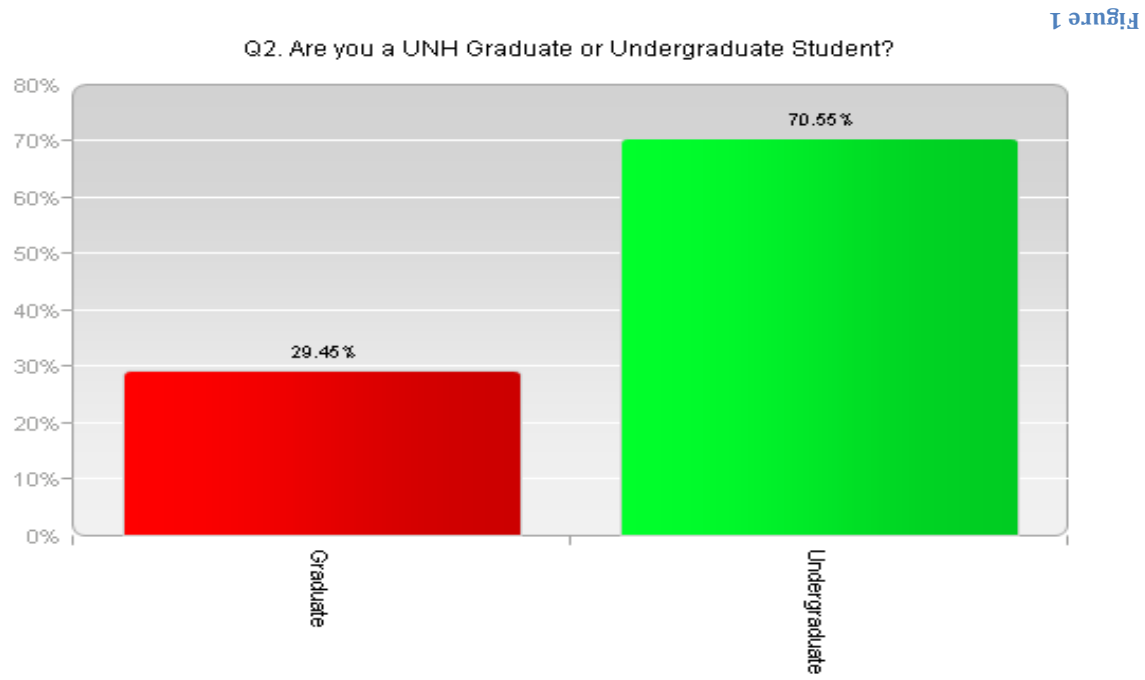


Figure 2

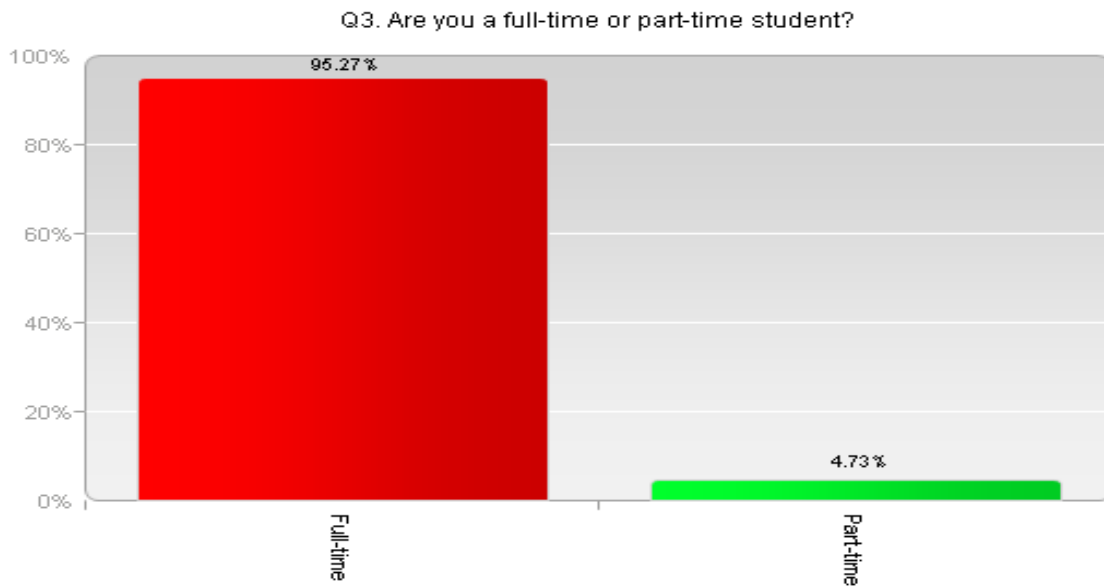
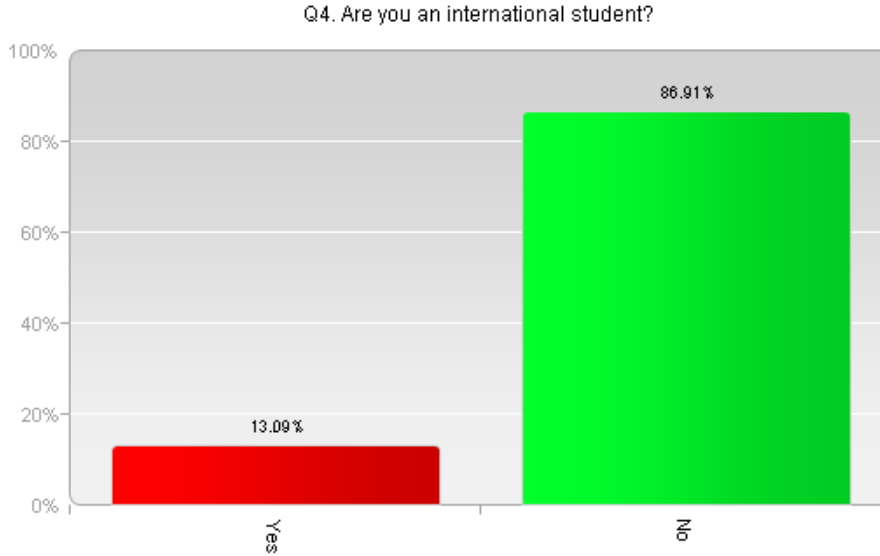
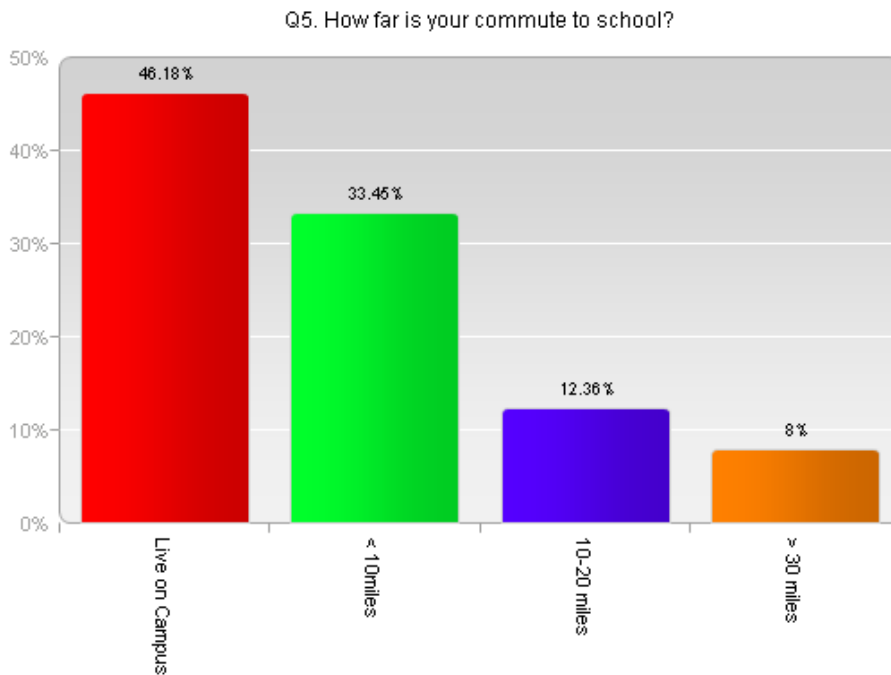


Figure 3

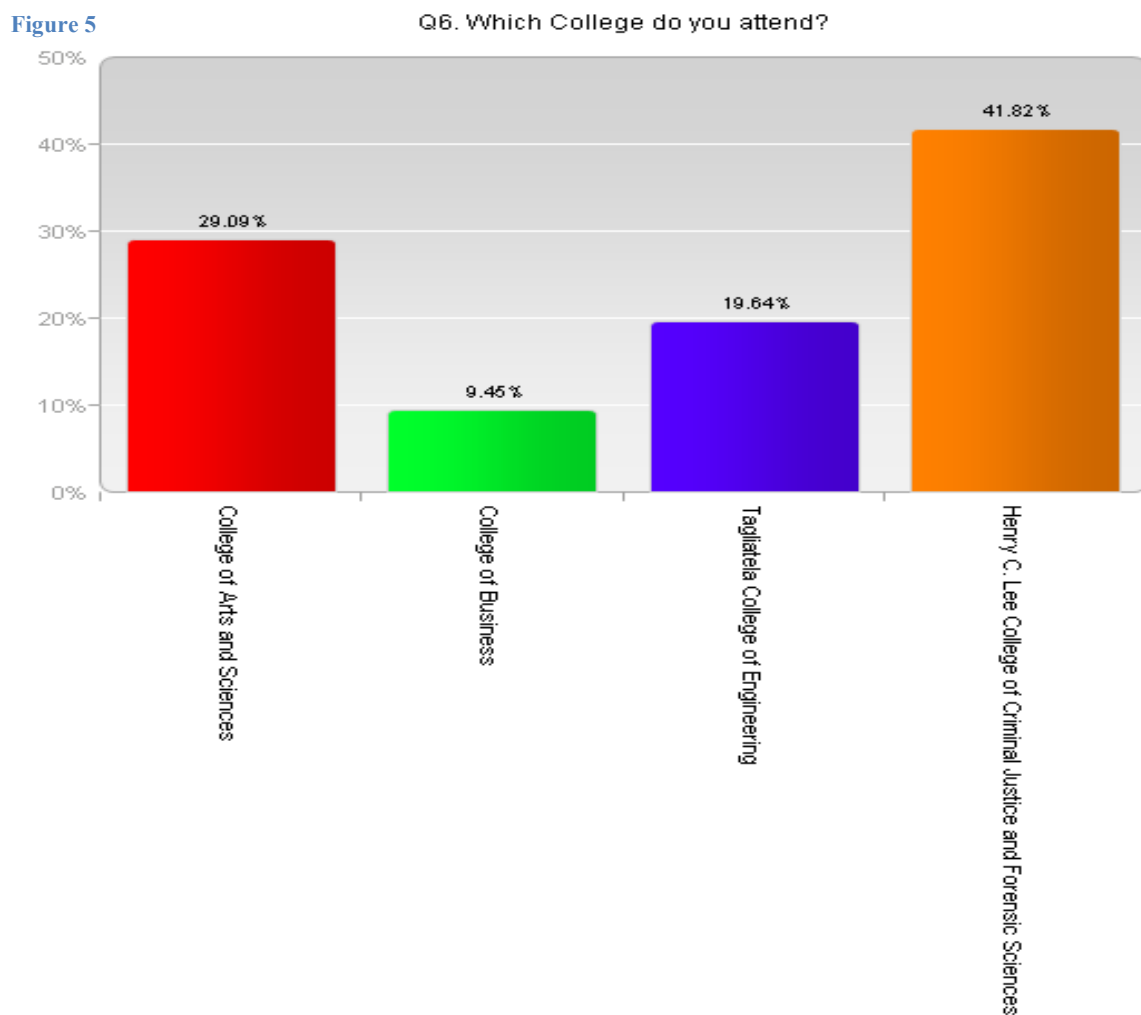


Students were asked how far their commute to school is: 46.18% of students live on campus, 33.45% live within 10 miles of the campus, 12.36% live between 10 to 20 miles of the campus, and 8% live greater than 30 miles from campus (Figure 4).

Figure 4



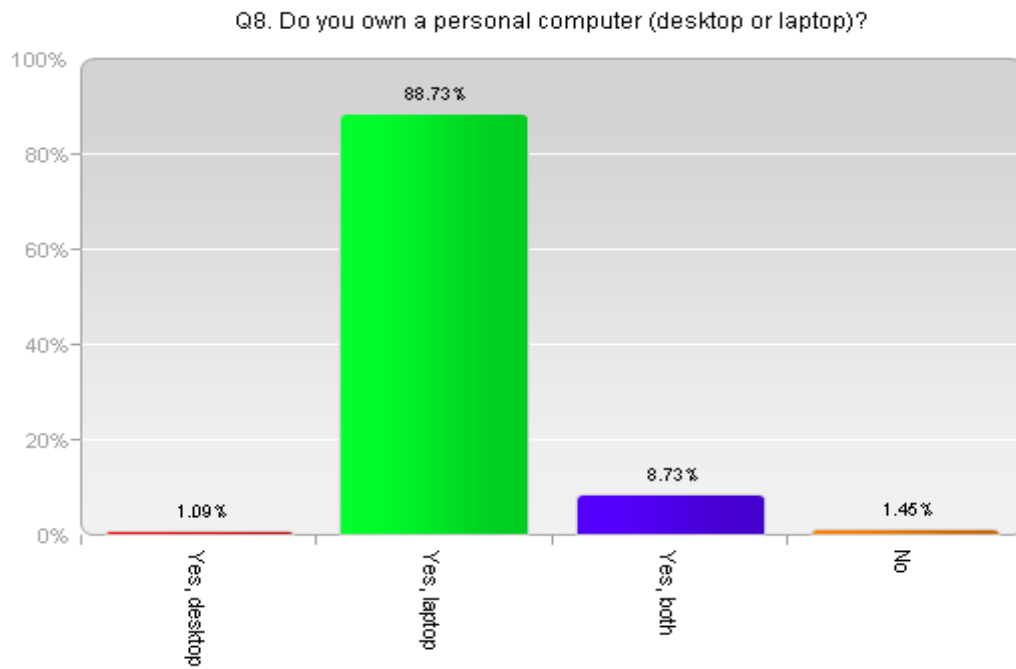
With regard to how student's were dispersed across colleges within the University of New Haven, Questions 6 asked students which College they belonged to and Question 7 asked students what their major was (see Appendix B). The majority of students attend the Henry C. Lee College of Criminal Justice and Forensic Sciences 41.82%, 29.09% attend the College of Arts and Sciences, 19.64% attend the Tagliatela College of Engineering, and 9.45 attend the College of Business (Figure 5).



Students were asked a series of questions to help determine what personal resources were available to them. Students were asked if they owned a personal computer, desktop or laptop (Figure 6), if students had access to a personal computer at their residence (Figure 7), and their

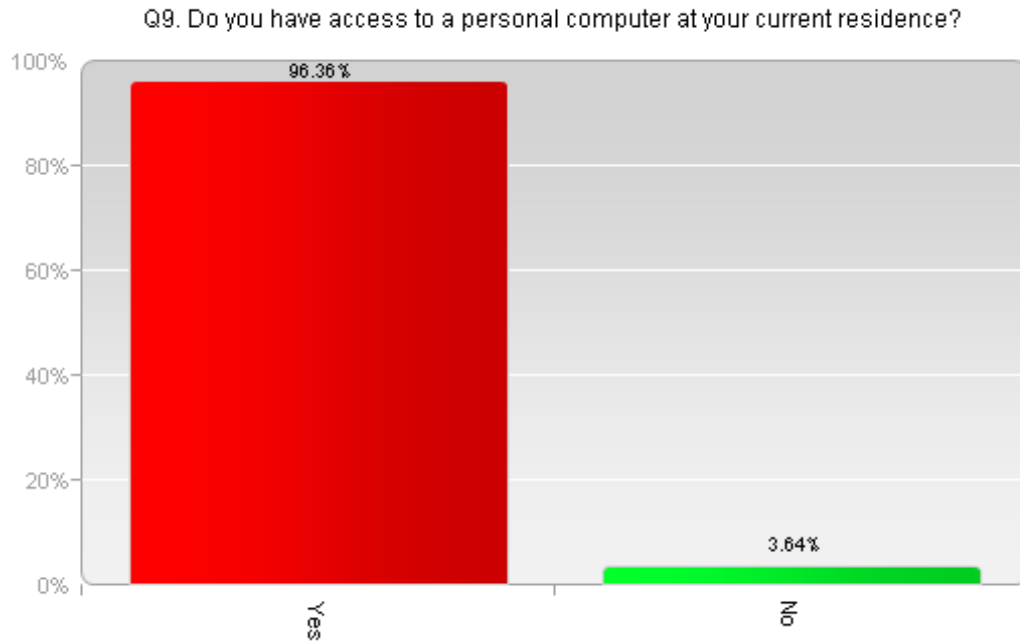
perception of all students who own a personal computer (Figure 8). It appeared that the majority of students do own a personal computer, 1.09% own a desktop, 88.73% own a laptop, 8.73% own both a laptop and desktop, however 1.45% of student respondents do not own a personal computer (Figure 6).

Figure 6



96.36% of students replied that they have access to a personal computer at their residence, however 3.64% of students do not (Figure 7). This indicates that select students need to travel in order to complete their required schoolwork while at their residence.

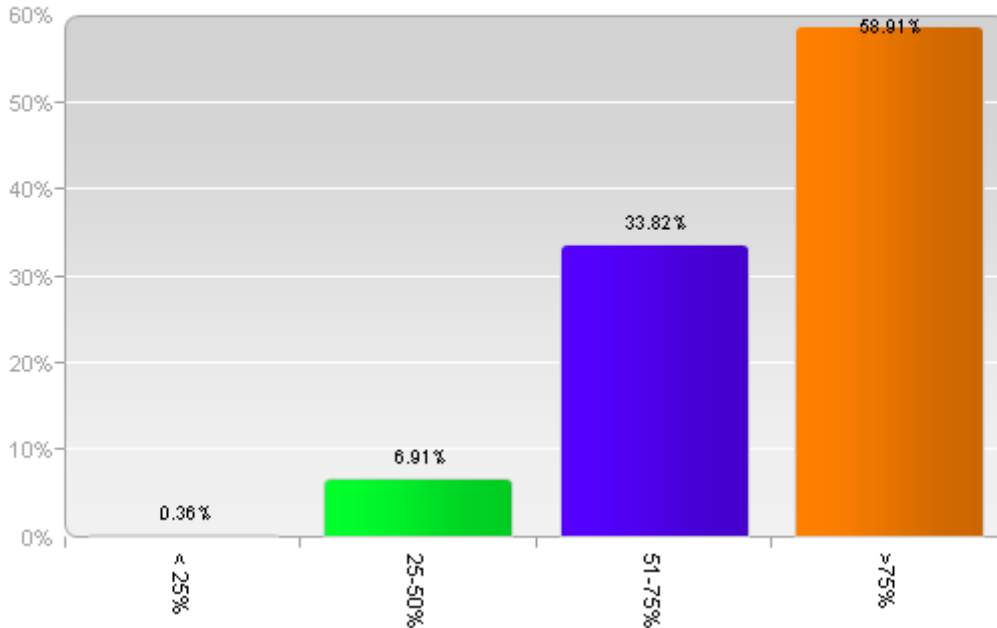
Figure 7



Of the students that participated in this survey: .36% believe less than 25% of students own a personal computer, 6.91% believe between 25-50% of students own a personal computer, 33.82% believe 51-75% of students own a personal computer, and 58.91% believe greater than 75% of students own a personal computer (Figure 8). While this Figure indicates that a majority of students believe greater than 75% of all students own a personal computer, this figure also demonstrates that there is not a uniform opinion held by all students regarding perception of peer technological resource accessibility.

Figure 8

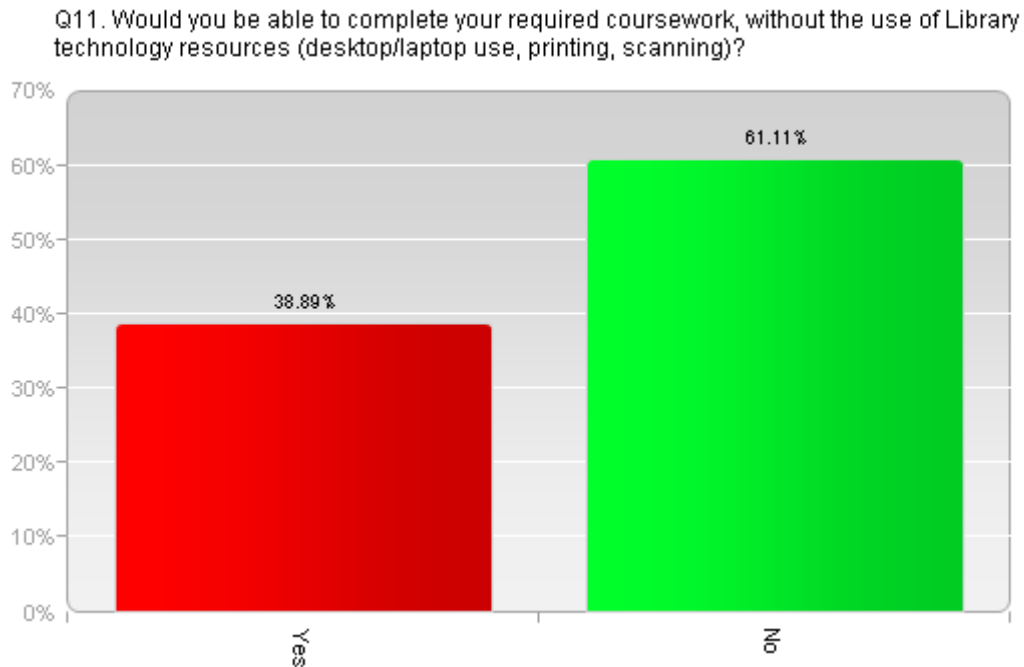
Q10. What percentage of students attending the University of New Haven do you believe own a personal computer?



After obtaining student personal computer accessibility, Question 11 asks students if they would be able to complete their required coursework, without the use of Library technological resources. This question illustrates need for library resources, holding constant students' personal technological resources. Question 12 was created to determine the frequency courses require technology in completing assignments. 61.11% of students reported that they would not be able to complete their required coursework without the aid of Library technology resources, while 38.89% reported they would be able to complete their coursework (Figure 9). Of the 266 students that reported owned a personal computer, 60% of those students stated they would not be able to complete their required coursework without the use of Library technology resources (desktop/laptop use, printing, scanning, etc.). All students who responded to not owning a

personal computer, also marked they would not be able to complete their required coursework without the use of Library technology resources.

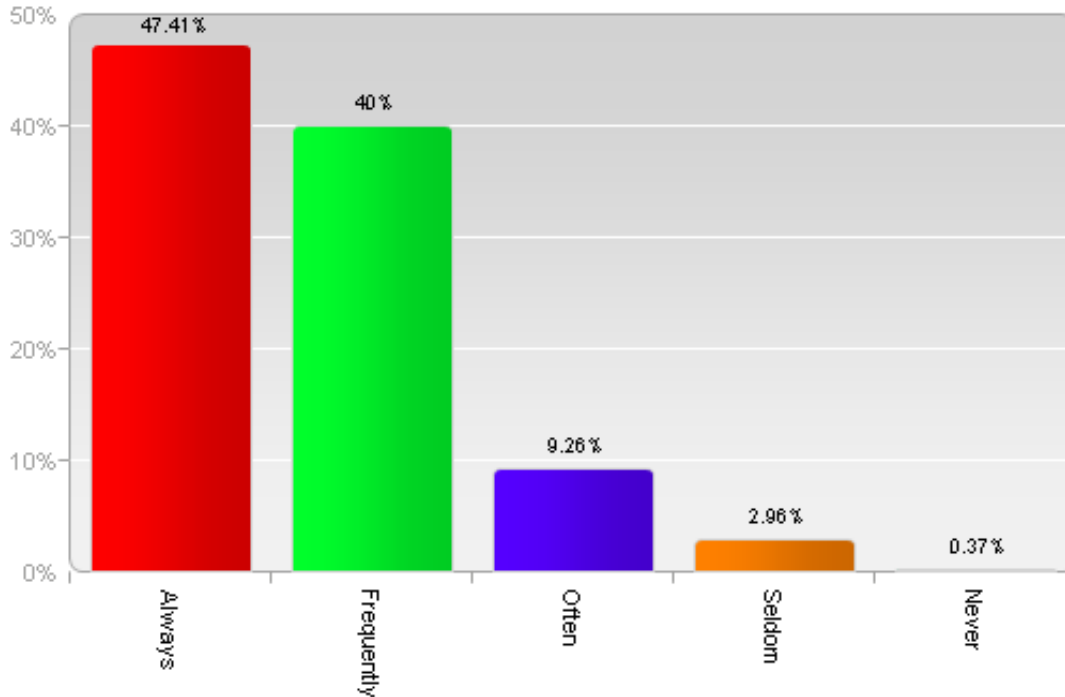
Figure 9



In order to better understand the information gained from Question 11, Question 12 separates students into categories based on how frequently technology is required to complete assignments. 47.41% reported their courses always require technology in completing assignments, 40% reported their courses frequently require technology in completing assignments, however only .37% of respondents indicated their courses never require technology in completing assignments (Figure 10). The results of Question 12 strongly indicate that technology use is almost always incorporated into course assignments at The University of New Haven for both Graduate and Undergraduate students.

Figure 10

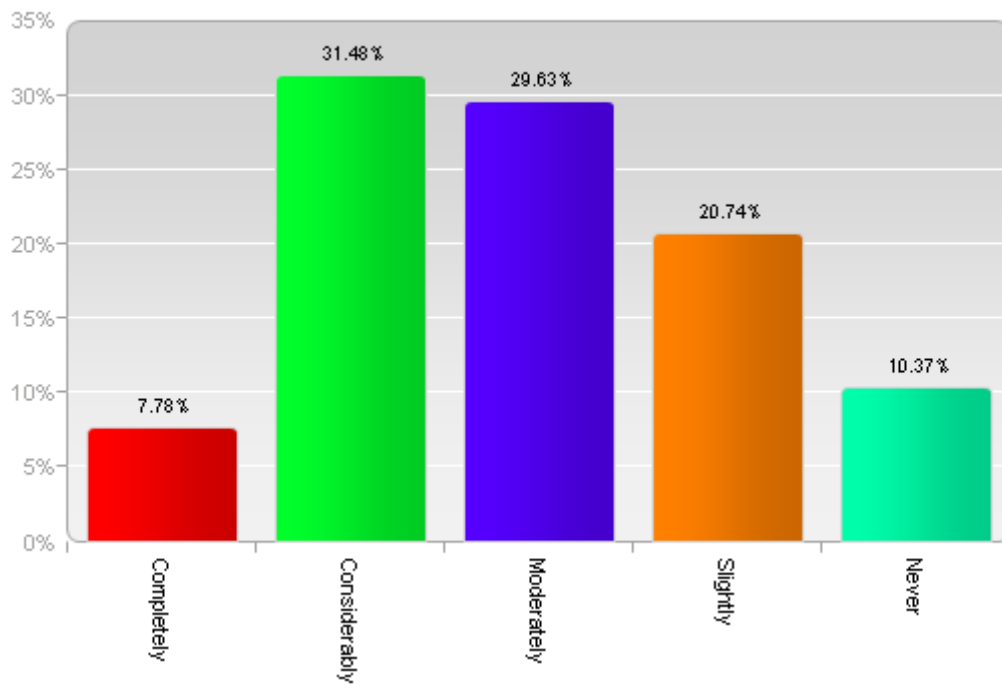
Q12. How often do your courses require technology in completing assignments (desktop/laptop computers, tablets/ipads, research databases, specific programs)



Question 13 directly asks what the previous questions were alluding to; to what extent do you depend on library technology to complete your course work? 7.78% of respondents stated they completely depend on, 31.48% considerably depend on, 29.63 moderately depend on, 20.74 slightly depend on, and 10.37% never depend on library technology to complete their required course work (Figure 11). Question 13 paints a much clearer picture regarding the distribution of students that actually depend on and utilize library resources for academic purposes.

Figure 11

Q13. To what extent do you depend on library technology to complete your required course work?



Questions 15 and 16 addressed the frequency students' visited the library, and which resources are primarily utilized. Question 15 indicates a relatively even distribution of students visiting the library from; daily 21.11%, A few times a week 41.11%, A few times a month 29.26%, and Never 8.52% (Figure 12). 60% of graduate and 63% of undergraduate student, respondents use the library a few times a week to daily respectively (Table 1). This shows that there is no difference between levels of education for frequency of use of the Library.

Figure 12

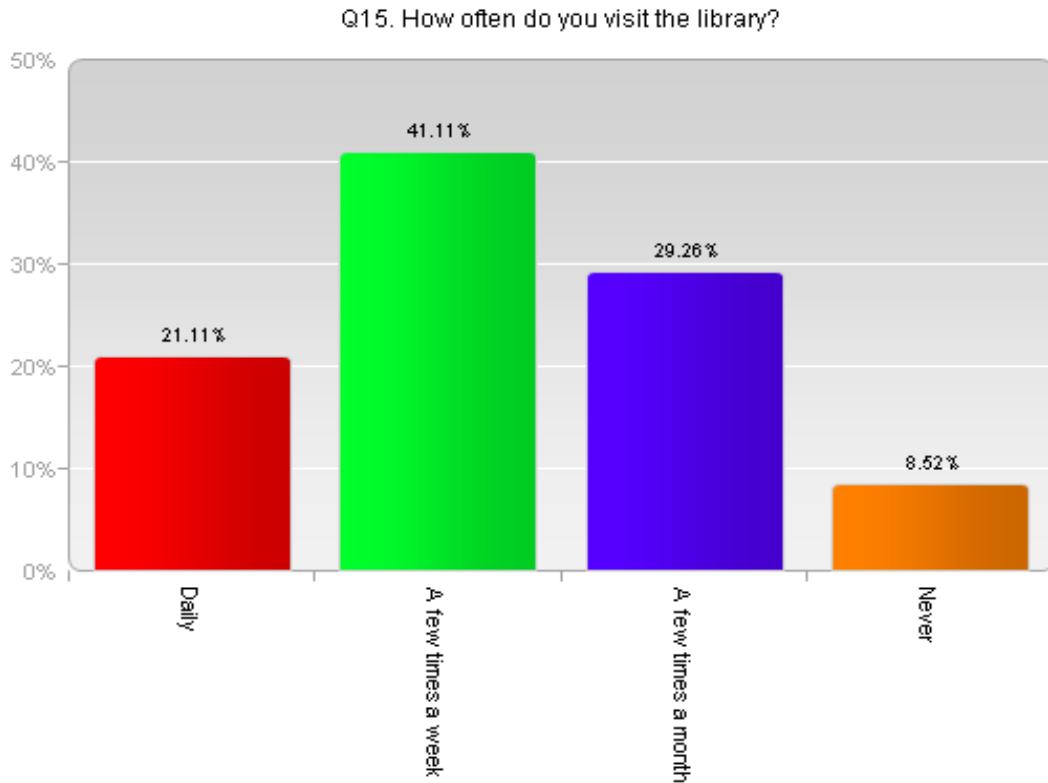


Table 1

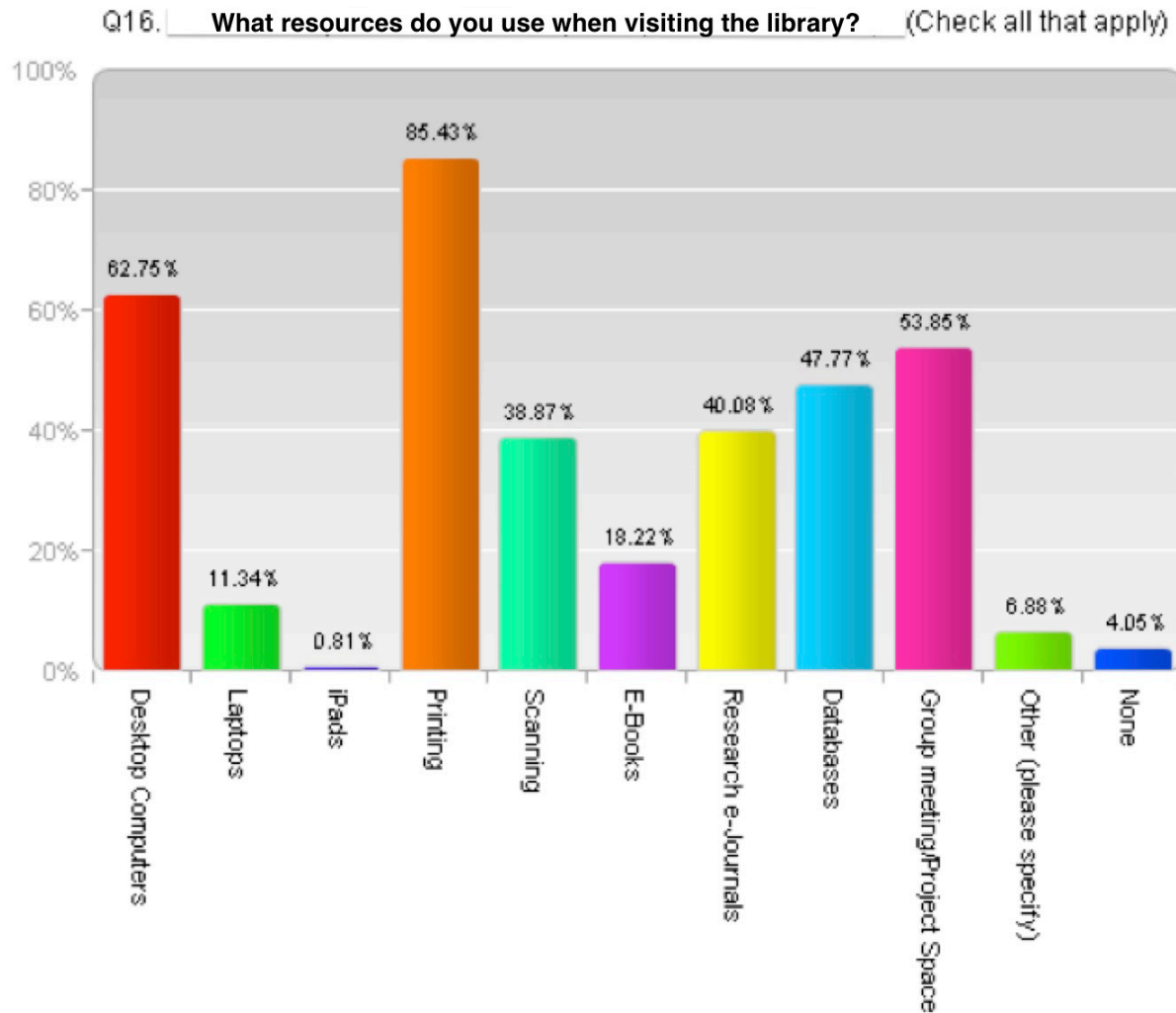
Q15. How often do you visit the library?

Summary View

		Daily		A few times a week		A few times a month		Never		Total	
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
✘ Q2. Are you a UNH Graduate or Undergraduate Student?	Graduate	15	26.32 %	32	28.83 %	20	25.32 %	12	52.17 %	79	29.26 %
	Undergraduate	42	73.68 %	79	71.17 %	59	74.68 %	11	47.83 %	191	70.74 %
	Total	57	100.00 %	111	100.00 %	79	100.00 %	23	100.00 %	270	100.00 %

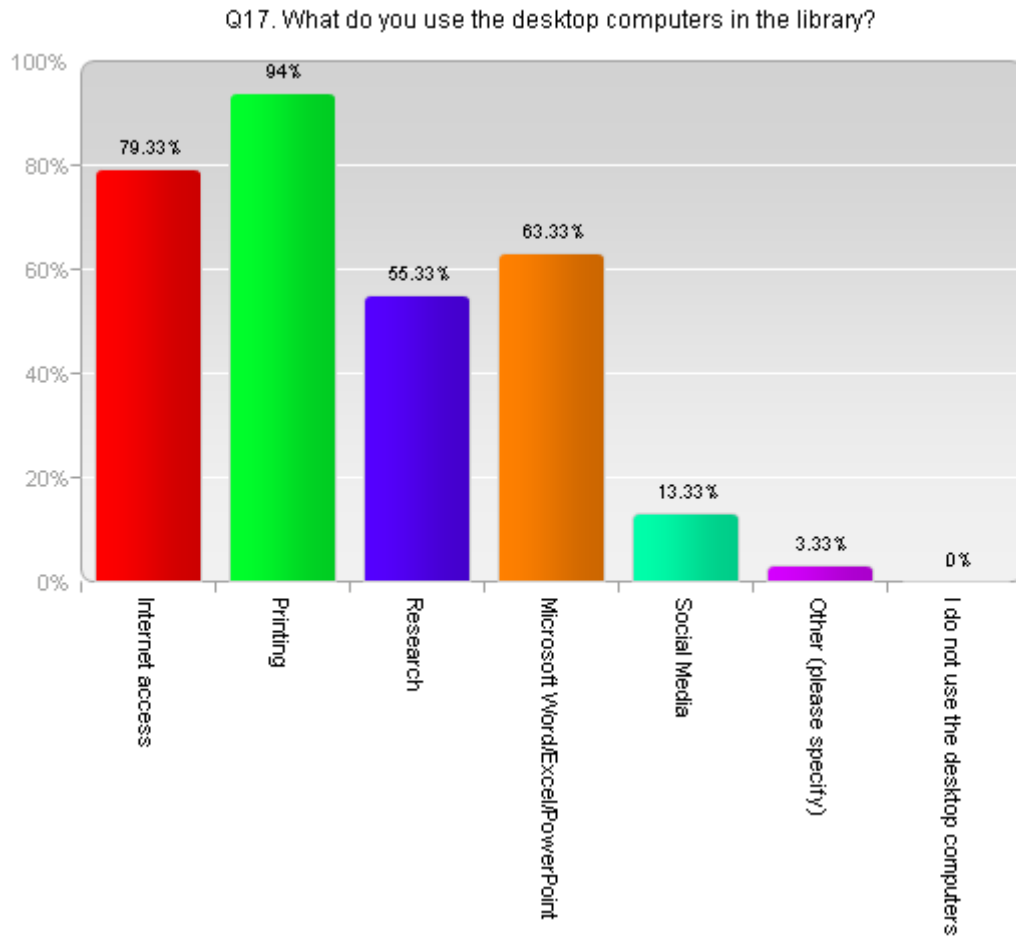
When students visit the library, the most prevalently used resource is; printing (23.09%), followed by Desktop Computers (16.96%), Group meeting space (14.55%), Databases (12.91%), Research e-Journals (10.83%), and Scanning at (10.83%) (Figure 13). Question 16 indicates that the most used Library Resource is printing, followed by Desktop computers. (See appendix C for programs not available on Library Laptop Computers, Q16).

Figure 13



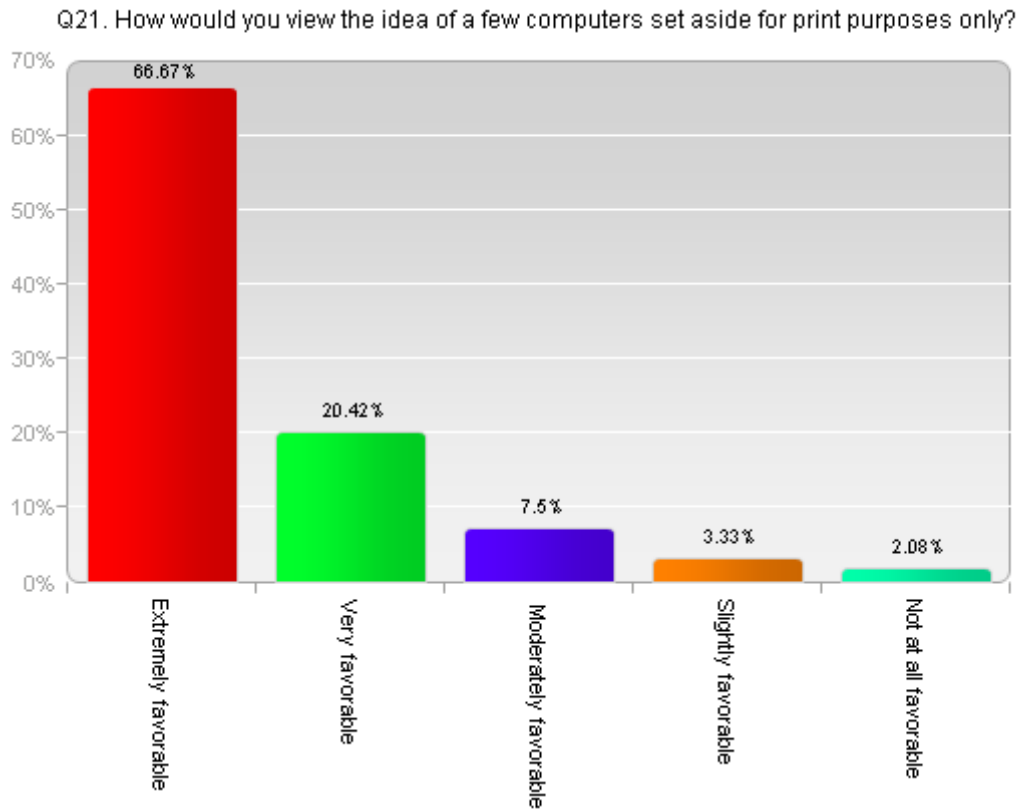
Question 17 was created to better understand what students are using the desktop computers for. The greatest use for the desktop computers was printing purposes 30.45%, 25.7% for general internet access, 20.52% for Microsoft Office (word, ppt, excel), 17.93% for Research and 4.32% for Social media use (Figure 14).

Figure 14



Since the largest use of desktop computers is for printing purposes, Question 21 asked participants how they would view the idea of having a few computers set aside for printing purposes only; 66.67% of students viewed this idea as extremely favorable, 20.42% as very favorable, 7.5% as moderately favorable, and only 5.41% viewed the idea as slightly favorable or not at all favorable (Figure 15).

Figure 15

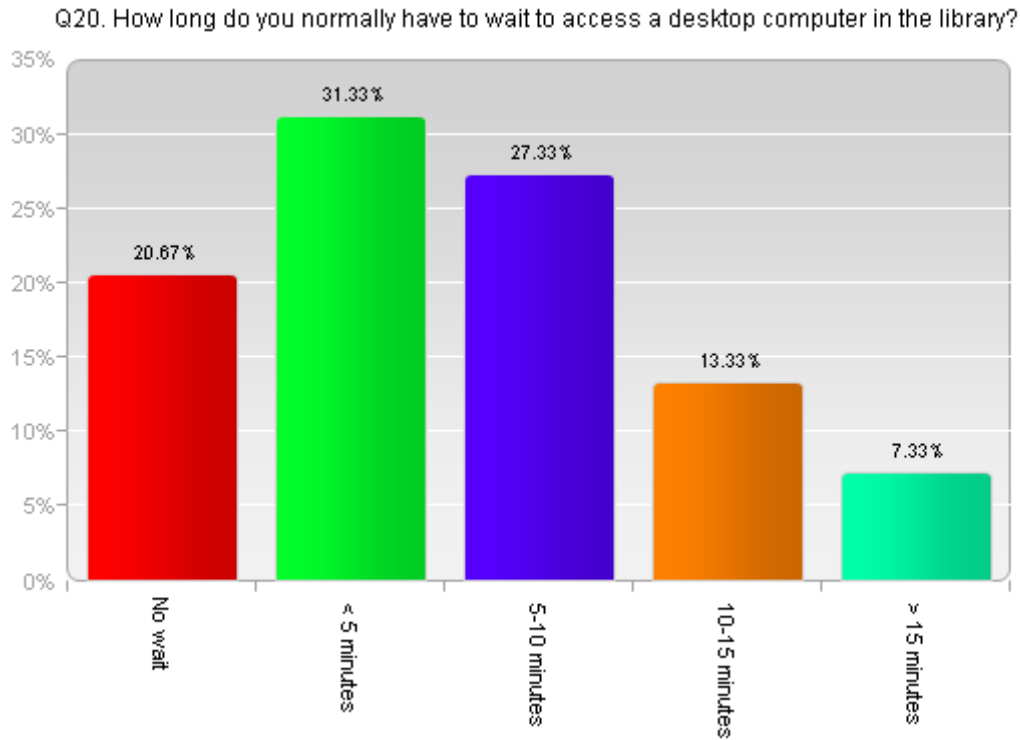


Questions 18 and 19 were created to discern if the Library Desktops or Laptops were missing any programs that are necessary to complete coursework. (See appendix D for programs not available on Library Desktop Computers, Q18). (See appendix E for programs not available on Library Laptop Computers, Q19). 16% of respondents indicated there were programs not available on the desktop computers that are necessary to complete coursework, and 11.54% of respondents indicated there were programs not available on library laptops that are necessary to complete coursework.

Almost all previous surveys conducted by the library indicate a long wait time for students to gain access to a desktop computer, however 20.67% of students normally have no wait to access a desktop computer, 31.33% of students wait less than 5 minutes, 27.33% wait between 5 to 10 minutes, 13.33% wait 10-15 minutes, and 7.33% wait longer than 15 minutes

(Figure 16). Table 2 below indicates that most graduate students report having to wait longer than five minutes on average to access a computer, and that most undergraduate students reported having no wait to less than 5 minutes to access a computer.

Figure 16

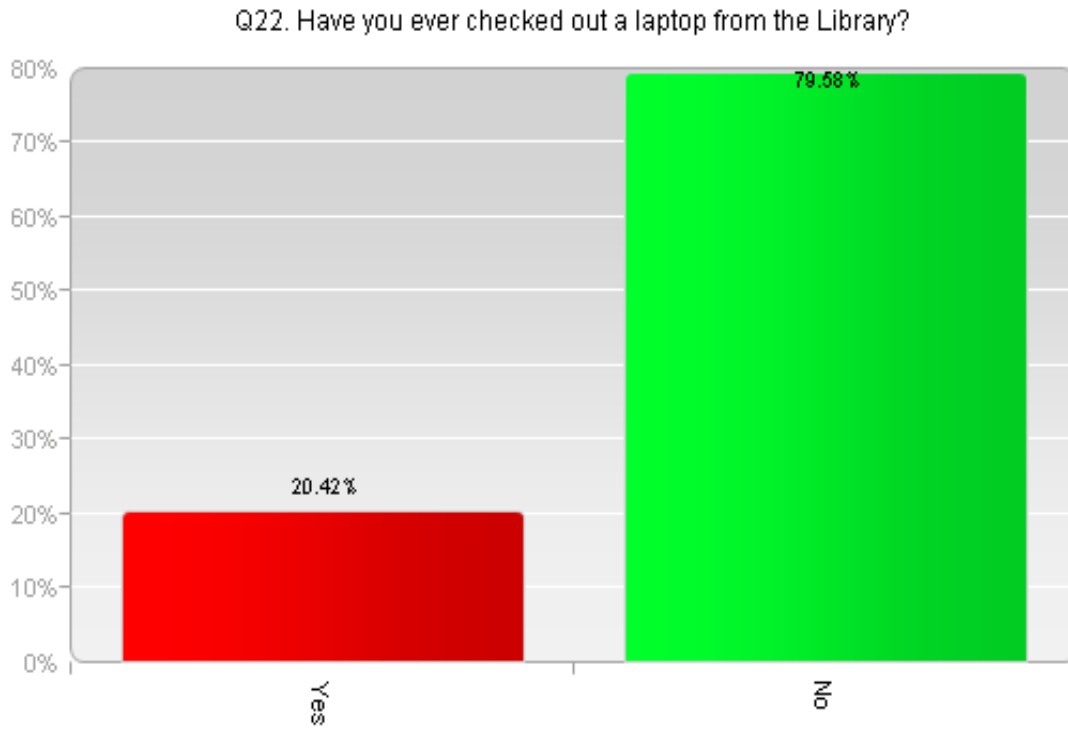


Q20. How long do you normally have to wait to access a desktop computer in the library?

Summary View		No wait		< 5 minutes		5-10 minutes		10-15 minutes		> 15 minutes		Total	
		Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Q2. Are you a UNH Graduate or Undergraduate Student?	Graduate	5	16.13 %	6	12.77 %	18	43.90 %	6	30.00 %	4	36.36 %	39	26.00 %
	Undergraduate	26	83.87 %	41	87.23 %	23	56.10 %	14	70.00 %	7	63.64 %	111	74.00 %
	Total	31	100.00 %	47	100.00 %	41	100.00 %	20	100.00 %	11	100.00 %	150	100.00 %

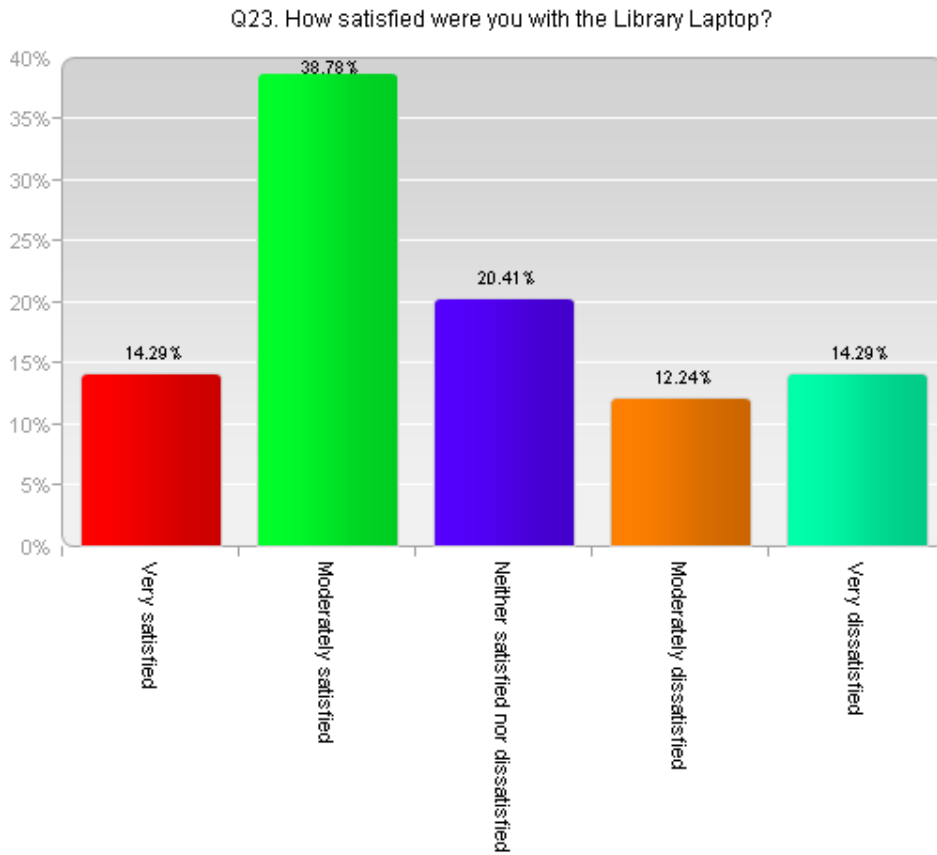
Questions 22-24 derive if students have used Library Laptops before, their satisfaction, and suggestions for improving laptop services. Only 20.42% of students have ever checked out a laptop from the library before, whereas 79.58% of students have not (Figure 17).

Figure 17



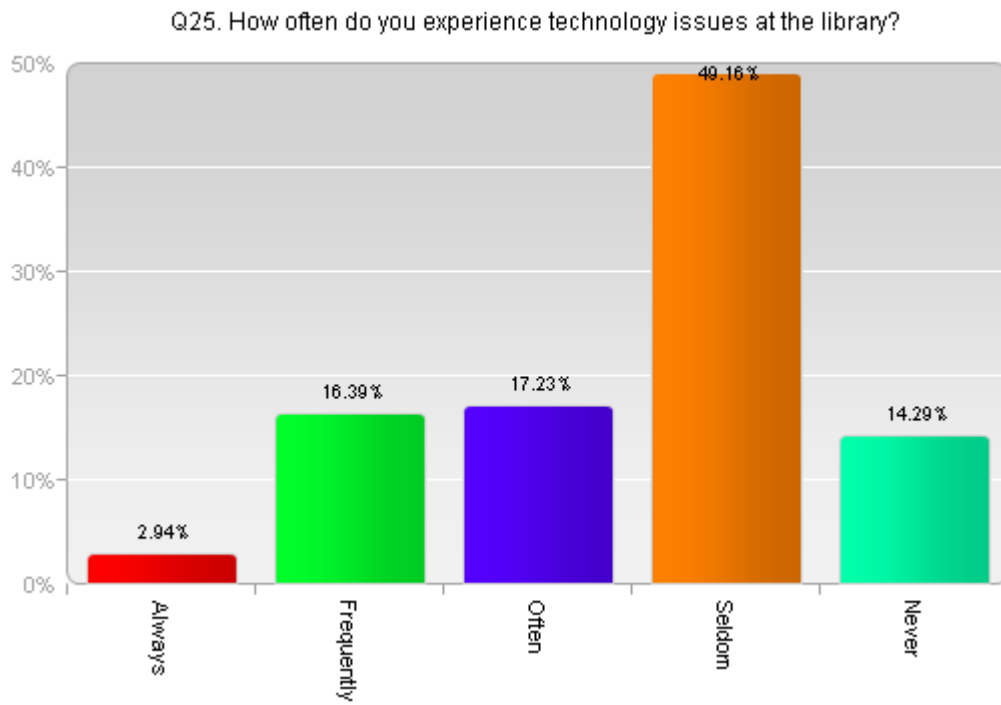
Most students were either satisfied or indifferent regarding the performance of Library Laptops, and 26% were moderately to very dissatisfied. 14.29% of students were very satisfied, 38.78% moderately satisfied, 20.41% neither satisfied nor dissatisfied, 12.24% moderately dissatisfied, 14.29% very dissatisfied (Figure 18). (See appendix F for improvement suggestions on Library Laptop Computers, Q24).

Figure 18



To understand the severity of technology issues faced by students, Question 25 inquired the prevalence students experience technology related issues at the Library. 2.94% of respondents indicated they always experience issues, 16.39% reported they frequently experience issues, 17.23% reported experiencing issues often, 49.16% reported seldom experiencing issues, and 14.29% responded never experiencing issues (Figure 19).

Figure 19

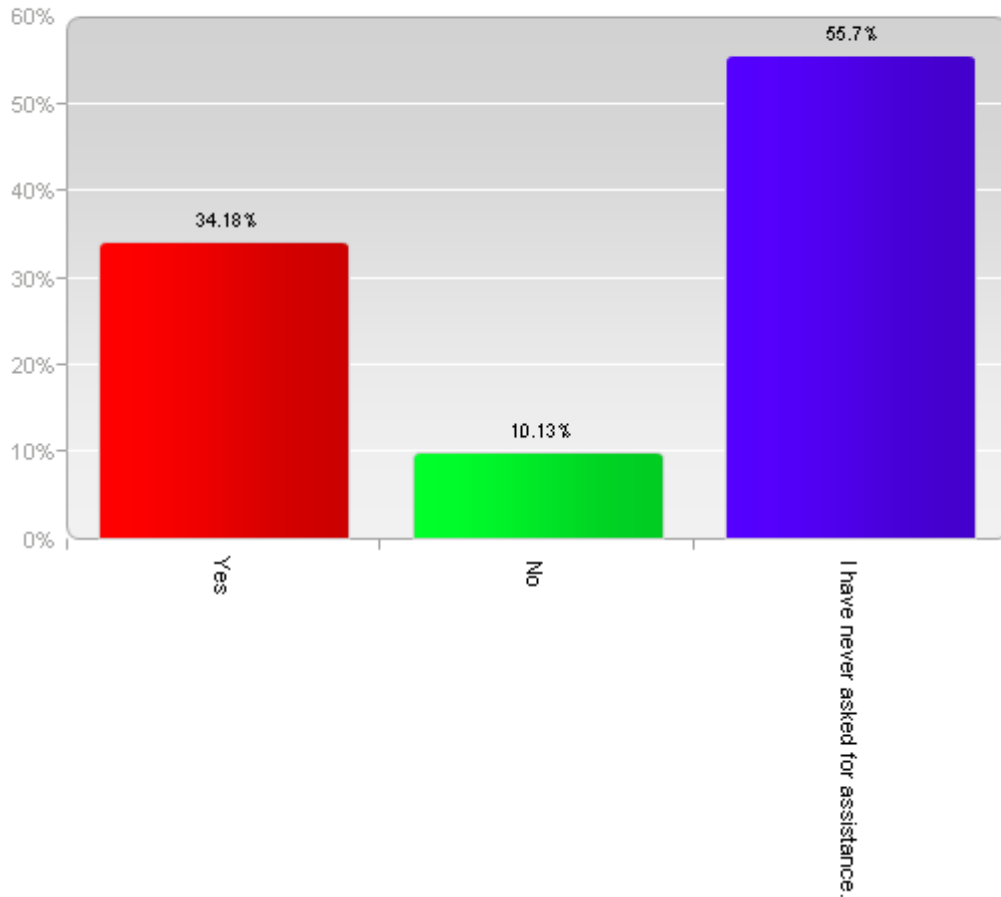


Question 26 asked students to report what technological issues they face so the Library will be able to focus resources and attention to these problematic areas (*See appendix G for Issues Experienced, Q26*).

To gauge how well Library Staff is able to address issues presented by students, Question 28 asked respondents if they received adequate support in resolving the issue when they asked for assistance: 34.18% stated they received adequate support, 10.13% reported not receiving adequate support and 55.70% reported to have never asked for assistance (Figure 20). Overall, Library Staff were able to provide adequate support three times as often as they were unable to do so.

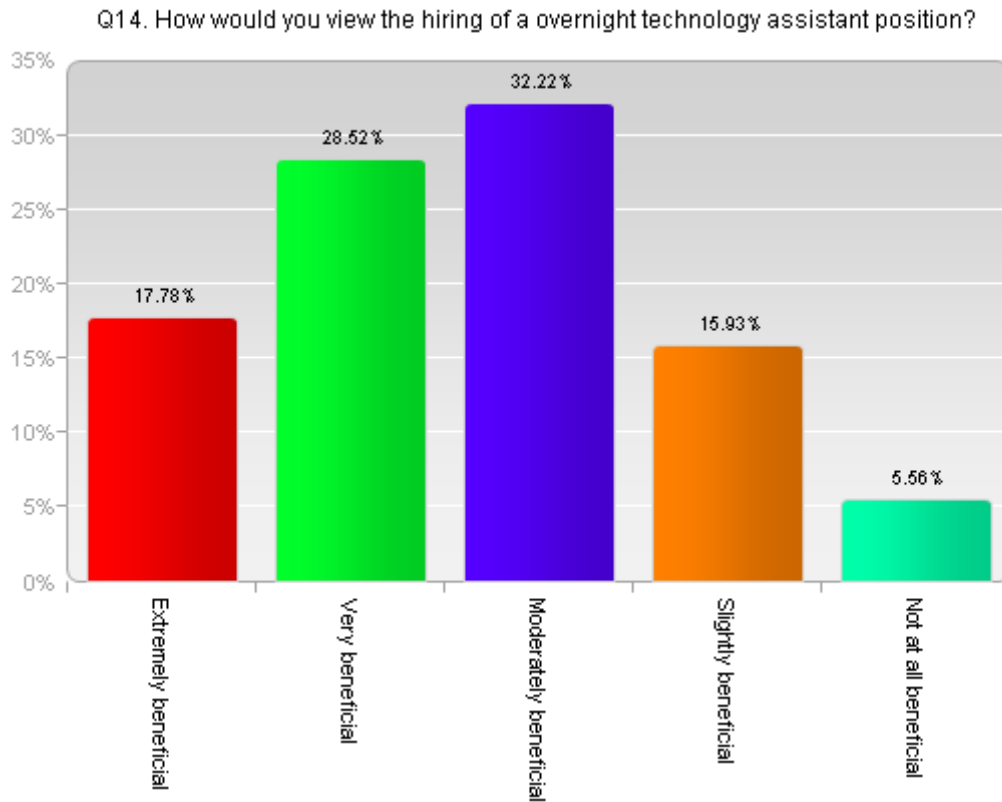
Figure 20

Q28. When you have asked for technological assistance, did you receive adequate support from the Library staff and/or student technology assistants?



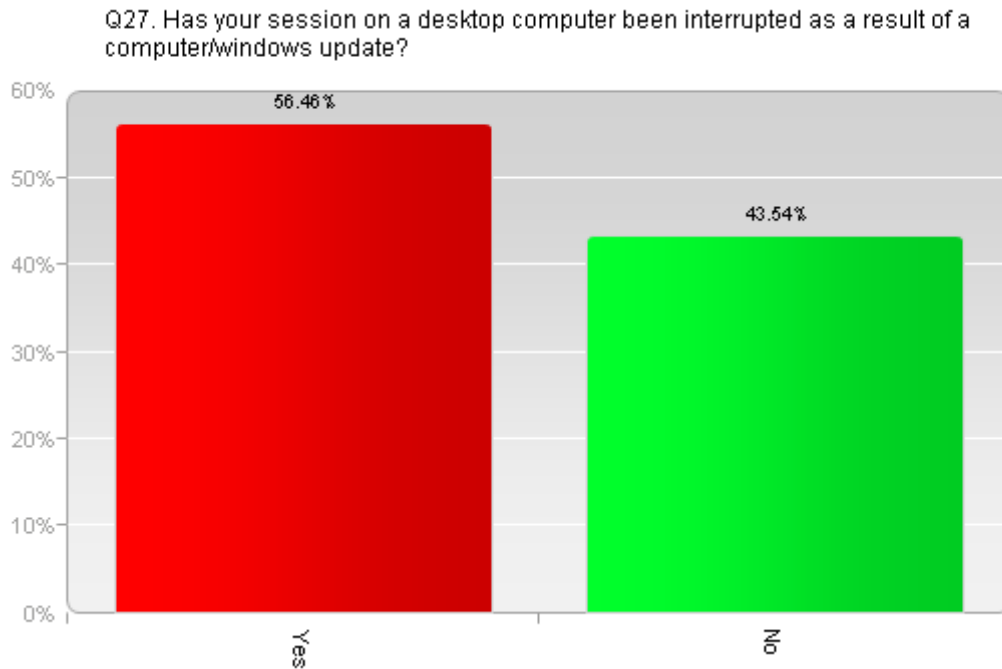
The previous survey performed in 2014, indicated that most technological issues faced by students occurred at night when Librarians were not on staff. Question 14 poses the question to students, if they would find the hiring of an overnight-technology assistant beneficial. 17.78 % of students viewed the hiring of an overnight technology assistant as extremely beneficial, 28.52% as very beneficial, 32.22% as moderately beneficial, 15.93% as slightly beneficial, and 5.56% as not at all beneficial (Figure 21). These results indicate that there is a clear desire for an after hours staff member who can assist students faced with technological issues.

Figure 21



Another issue reported by students in previous Library surveys, was windows updates interrupting students sessions on computers by forcing a restart and update on the software. To understand the extent to which this was impacting students, Question 27 asked, “Has your session on a desktop computer been interrupted as a result of a computer/windows update?” A majority of students, 56.46%, reported yes to having their computer session interrupted as a result of a windows/computer update, and only 43.54% indicated they had not been affected (Figure 22).

Figure 22



Since printing is the most utilized Library resource, Questions 29-32 addressed student perception, use and issues with the Wi-Fi Printing service that was recently added to the Library. Question 29 inquires if students were aware the Wi-Fi Printing service was available, Question 30 inquired if they had been able to utilize the Wi-Fi printing service. 39.66% of respondents were aware the Library offered Wi-Fi printing services, but a majority of 65.34% were not aware (Figure 23). 34.04% students responded that they were able to utilize the Wi-Fi printing services, but 65.96% stated they were unable to do so (Figure 24).

Figure 23

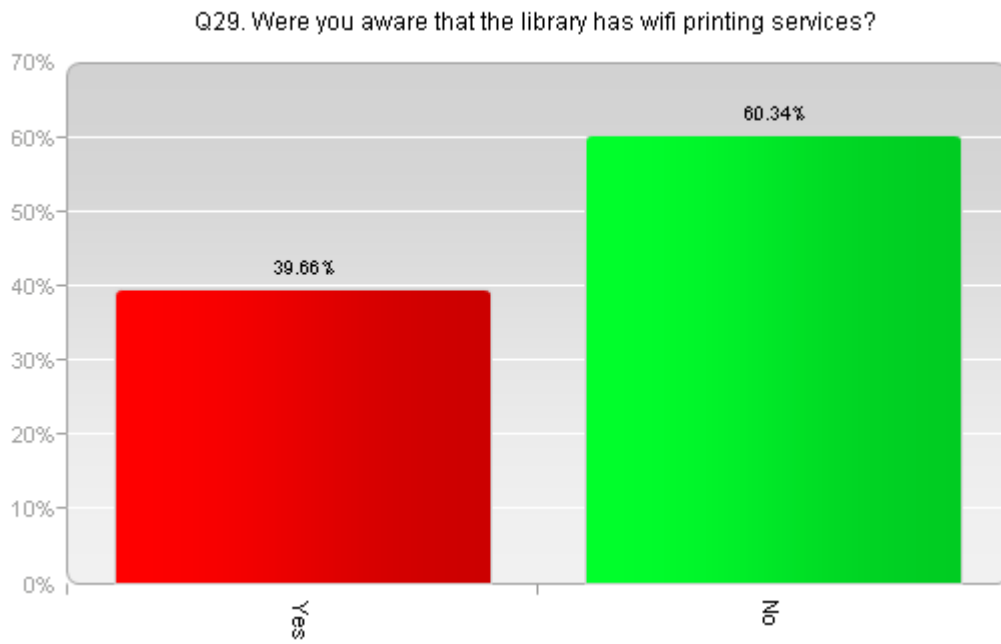
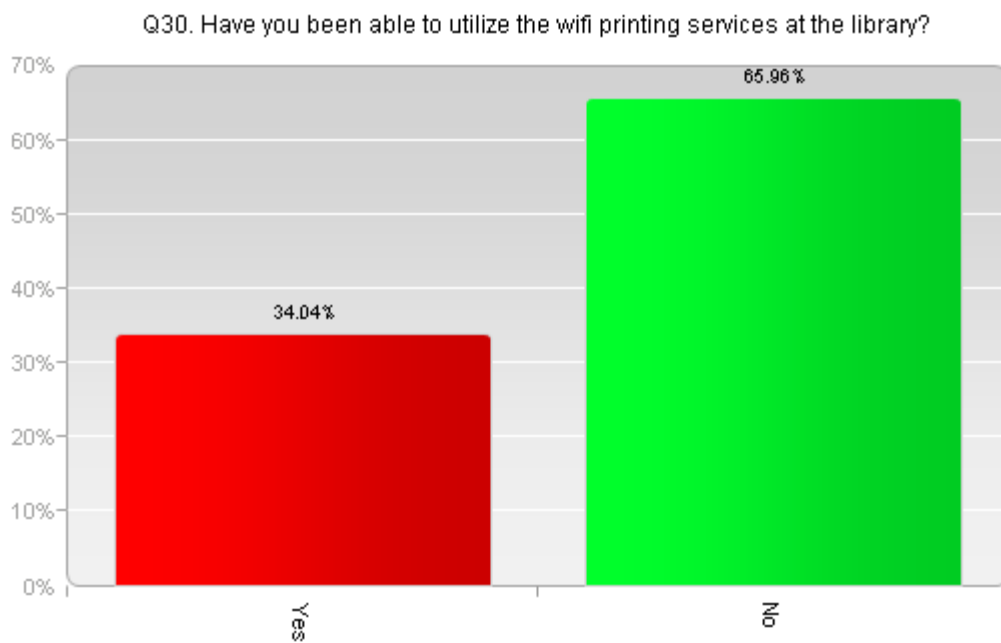
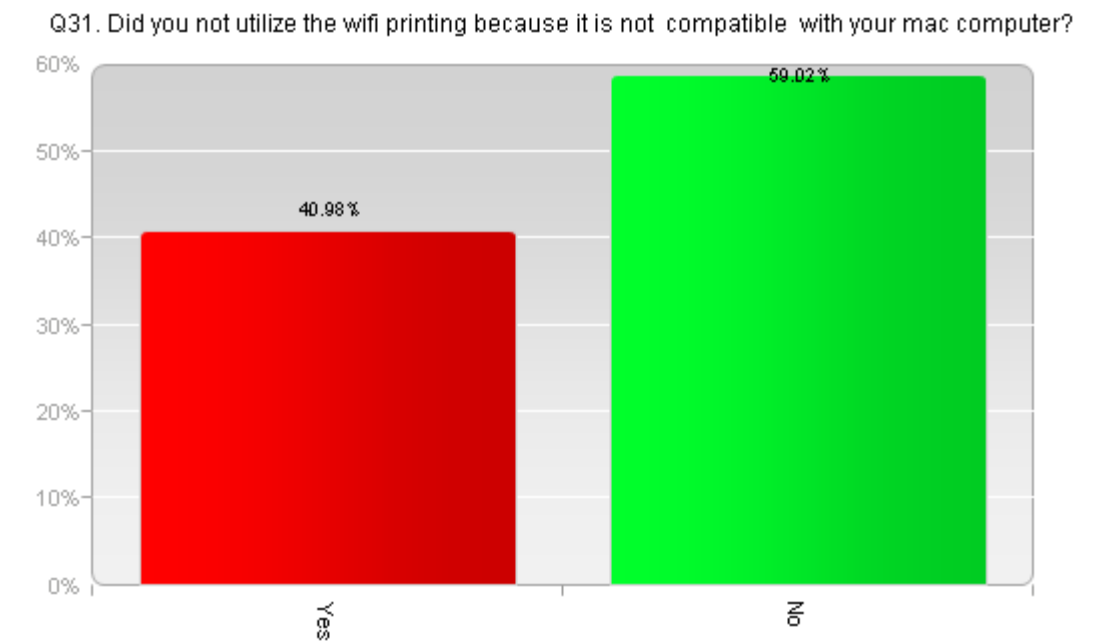


Figure 24



Question 31 was created to determine if students had not been able to use the Wi-Fi printing service as a result of owning a Mac computer. 40.98% of students indicated that owning a Mac was the issue they were facing in utilizing Wi-Fi printing, and 59.02% of students stated that this was not the issue they faced (Figure 25). Question 32 inquired for any other reasons students were unable to utilize the Wi-Fi printing service. (See appendix H for Issues inhibiting utilization of Wi-Fi printing, Q32).

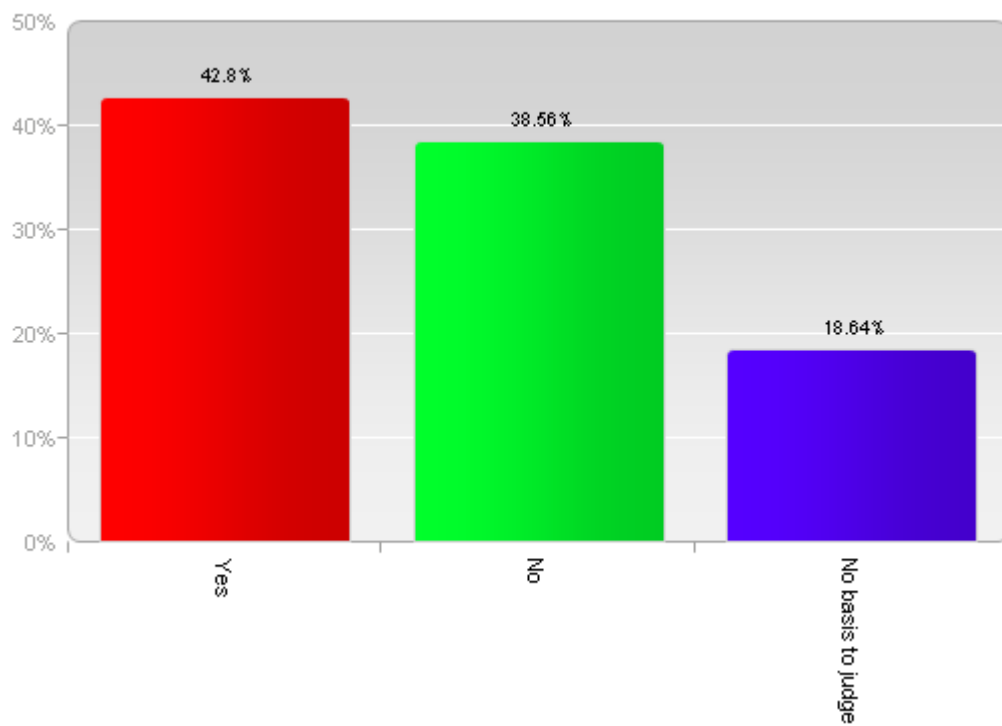
Figure 25



The last issue that kept presenting itself in previous surveys was the issue of inadequate outlets/charging stations in the library. 42.8% of students responded that there were sufficient outlets/charging stations, 38.56% reported there were insufficient stations, and 18.64% reported they had no basis to judge (Figure 26).

Figure 26

Q33. Do you feel there are adequate outlets/charging stations for your portable electronic devices?



Questions 34 and 35 asked students to provide any comments regarding new technologies they would like to receive, any changes that could be made, and how the library can improve their technological assistance (*See appendix I for responses to Q34 and appendix J for responses to Q35*).

Discussion

• **To what extent do students depend on library resources to complete their required course work?**

The results of the survey sample show the distribution of students visiting the library is relatively normal, with most visiting a few days a week or month indicate that 61% of students would be unable to complete their required coursework without the technological resources the library provides. Only 3.33% of respondents stated that their courses regularly do not require technology to complete assignments, leaving a 96.66% of the student body reporting that they frequently to often need technological aid in completing their coursework. Only 10% of the student body reported never depending on library resources, leaving 90% of students relying on library resources frequently to the occasional printing a paper last minute. There is a clear need and use for Library desktop computers; for students that are unable to afford personal technology, most students computers are incompatible with Wi-Fi printing and need to print off the library desktops, and lastly they are more powerful than the laptop computers and are necessary for running academic programs (SPSS, Engineering Programs, etc.). Students use library resources so much at night that, 94.44% of students found the idea of hiring an overnight technology assistant to be slightly to very beneficial. Since printing is the most widely used library resource at 23%, students also responded very favorably to the idea of having a few computers set aside for printing purposes only. 97.92% of participants responded slightly to extremely favorable to this question.

• **Do students with particular resource needs only utilize the library?**

The data shows that while there are particular resources that are utilized to a greater extent than others, (printing, desktops & research databases/journals), the only resources that go

unused are those that are not as well known. 60% of respondents marked that they were unaware Wi-Fi printing was available, let alone how to use it. There are students with no access to technology that only utilize the library, 1.45% of respondents claimed to not own any personal computer and 3.64% of students do not have access to a personal computer at their residence. These numbers are only from the sample of students that did respond, on a web-based survey making responses to this survey itself more biased towards individuals that do own personal computers. Students were asked why they utilized desktop computers to determine if there were certain resources that were needed. The majority of students use the desktop computers for printing (85%), Internet access (79%), Microsoft Office programs (65%), and research (55%). There are a small percentage of students that use the desktop computers for social media websites, and specific programs like; SPSS, business analytics software, and video editing. The UNH Library is host to all levels of students with various majors visiting to utilize its various technological resources.

• Are students satisfied with the additional computers and laptops that the UNH Library has included as available resources?

93% of students responded to not having to wait longer than 10-15 minutes on average to gain access to a desktop computer. With a school of 6,500 students, a wait time that short, along with 20% of respondents reporting they never having to wait for a computer, shows that the issue of having a computer shortage is no longer pressing matter. 88% of students are content with the program selection on the laptop computers, and 84% of students are content with the program selection on the desktop computers. Some suggested programs to be added include; Adobe, Matlab, SPSS and it was suggested to have the same list of programs installed across all Library desktop computers and laptops. 80% of students reported never having checked out a laptop, but the reason for this high number is not yet known. Despite that, only 26% of respondents were

dissatisfied with Library laptops. Since it is not an issue of pure quality of performance, the causes of student non-use of laptops could be due to; lack of awareness that laptops are accessible, or student preference towards desktop computers. Some suggestions provided by respondents to improvement laptops include; better battery life, faster/more ram, faster processors, Mac laptops, and to update the laptops at night.

• **What technological issues are experienced?**

The most common technological issues experienced by students are; computer session interrupted by windows updates, being unable to utilize or connect to wireless printing, slow computers, printing (paper jams, printer job back-ups, and toner issues), and Wi-Fi connectivity issues. 56% of students reported that their computer sessions have been interrupted and work lost as a result of automatic windows updates. Students have suggested in previous surveys to have library staff update the laptops and desktops during the night as to not interrupt student work with a necessary but time consuming feature of windows computers and hiring an overnight technology assistant could help resolve this issue. There is also a strong demand for more outlets to charge personal electronic devices. The quiet study place and upstairs lack outlets, and there are numerous reported broken outlets on the bottom floor.

• **Are students utilizing technological assistance and receiving adequate support while at the UNH Library?**

The data gathered from the survey shows that 55% of students responded that they have never asked for technological assistance (Figure 20). There is a lack of use of Library staff technological support, and future studies should look into why this phenomenon is occurring. Of the students that do utilize technological assistance, 34% responded positively to receiving adequate support, whereas only 10% were unable to get the help they needed.

- **How adequately are printing services being provided by the library and utilized by the student body?**

Printing is the most widely and frequently used service the UNH Library offers. 94% of respondents utilize this service, and the primary method of printing is via desktop computer. This is the issue that arises with printing since desktops are not always immediately accessible. There were comments being inconvenienced by the availability of desktops as a result of students occupying desktops simultaneously with laptops and on social media sites. Students responded very favorably to the idea of computers set aside for printing only purposes as previously mentioned, however if this idea is to be implemented, Library staff must enforce the purpose for printing only.

- **Are students satisfied with wireless printing services?**

This question does not have a simple yes or no answer. Many students are not aware Wi-Fi printing is offered, others are not sure how to use it, and it is not compatible with most computers. Students suggested putting up signs by the printers instructing how to set up Wi-Fi printing, and what computer/operating requirements are necessary to utilize the service. It was mentioned in the comments to Question 32 that Wi-Fi printing was not compatible with Mac Computers or 64-bit Windows operating systems. Essentially the only computers that can use Wi-Fi printing are 32-bit Windows operating systems. The lack of accessibility to Wi-Fi printing is resulting in greater dissatisfaction rather than quality of the Wi-Fi printers.

- **What other resources do students want available in the library?**

Suggestions include: blocking social media from library computers, desk lights with outlet attached for each desk upstairs, more course related books, more outlets, more/new printers, post signs instructing use of wifi printing, windows updates performed at night or early

in the morning, technical support position, new carpet in entryway, and new routers for a stronger Wi-Fi connection (*For a full list of suggestions refer to appendix J*).

Appendix A: Student Survey

How can we improve?

Please take a moment to help us improve your experience at the Marvin K. Peterson Library.

Participation in this survey is voluntary and will be considered confidential. You are free to withdraw or discontinue participation in the survey at any time without any explanation or further contact from the researchers. This survey is anonymous. An analysis of the aggregated results will be reported on the Library's web site.

This survey was reviewed and received IRB Approval on _____. If you have any questions or concerns regarding this survey or your rights as a research participant and would like to speak with the researcher(s), contact Kenneth Litt at: klitt2@unh.newhaven.edu or Hanko Dobi at hdoobi@newhaven.edu

Survey participants who complete the entire survey and submit it will be entered into a random drawing for a \$25.00 gift card.

You must be 18 years of age or older to legally consent to participate in this survey study. If you are younger than 18 years of age, please exit the survey by selecting "NO" for question 1 below

1. Are you age 18 years or older and do you consent to participate in this study?

- a. Yes
- b. No

2. Are you a UNH Graduate or Undergraduate Student?

- a. Graduate
- b. Undergraduate

3. Are you a full-time or part-time student?

- a. Full-time
- b. Part-time

4. Are you an international student?

- a. Yes
- b. No

5. How far is your commute to school?

- a. Live on campus
- b. < 10miles
- c. 10-20 miles
- d. > 30 miles

6. Which College do you attend?

- a. College of Arts and Sciences
- b. College of Business
- c. Tagliatela College of Engineering
- d. Henry C. Lee's College of Criminal Justice and Forensic Sciences

7. What is your major?

8. Do you own a personal computer (desktop, laptop, etc...)?

- a. Yes
- b. No

9. Do you have access to a personal computer at your current residence?

- a. Yes
- b. No

10. What percentage of students attending the University of New Haven do you believe own a personal computer?

- a. < 25%
- b. 25-50%
- c. 50-75%
- d. >75%

11. Would you be able to complete your required coursework, without the use of Library technology resources (Desktop/laptop use, printing, scanning, etc.)?

- a. Yes
- b. No

12. To what extent do your courses require technology in completing assignments (desktop/laptop computers, tablets/ipads, research databases, specific programs, etc.)

- a. All the time
- b. Frequently
- c. Seldom
- d. Never

13. How strongly do you depend on library technology to complete your required course work?

- a. Heavily depend
- b. Slightly depend
- c. Occasionally depend
- d. Never depend

14. How would you view the hiring of a overnight-technology assistant position?

- a. Extremely Beneficial
- b. Very beneficial
- c. Moderately beneficial
- d. Slightly beneficial
- e. Not at all beneficial

15. How often do you visit the library?

- a. Daily
- b. A few times a week
- c. A few times a month
- e. Never

16. What resources do you use when visiting the Library? (Check all that apply)

- a. Desktop Computers
- b. Laptops
- c. iPads
- d. Printing
- e. Scanning
- f. E-Books
- g. Research e-Journals
- h. Databases
- i. Group meeting/project space

17. What do you use the Desktop computers for?

- a. Internet access
- b. Printing
- c. Research
- d. Microsoft Word/Excel/PowerPoint
- e. Social Media
- f. Don't Use
- g. Other _____

18. Are there any programs not available on the Library Desktops which are necessary for you to complete your coursework?

19. Are there any programs not available on the Library Laptops which are necessary for you to complete your coursework?

20. How long of a wait do you normally have to wait to access a desktop?

- a. No wait
- b. < 5 minutes
- c. 5-10 minutes
- d. 10-15 minutes

e. > 15 minutes

21. How would you view the idea of a few computers set aside for print purposes only?

- a. Very favorable
- b. Slightly favorable
- c. Neutral
- d. Slightly unfavorable
- e. Very unfavorable

22. Have you ever checked out a laptop from the Library?

- a. Yes
- b. No

23. How satisfied were you with the Library Laptop?

- a. Very satisfied
- b. Moderately satisfied
- c. Neutral
- d. Moderately dissatisfied
- e. Very dissatisfied

24. What would you suggest to improve the library laptops?

25. How often do you experience technology issues at the library?

- a. Almost always
- b. Frequently
- c. Seldom
- c. Never

26. What issues do you experience?

27. Has your session on a desktop computer been interrupted as a result of a computer/windows update?

- a. Yes
- b. No

28. When you have asked for technological assistance, did you receive adequate support from the Library staff and/or student technology assistants?

- a. Yes
- b. No
- c. I have never asked for assistance

29. Were you aware that the library has wifi printing services?

- a. Yes
- b. No

30. Have you been able to utilize the wifi printing services at the library?

- a. Yes
- b. No

31. Did you not utilize the wifi printing because it is not compatible with your mac computer?

- a. Yes
- b. No

32. For what other reasons did you not utilize Wi-Fi printing?

33. Do you feel there are adequate outlets/charging stations for your portable electronic devices?

- a. Yes
- b. No

34. What do you feel is the most pressing technology issue faced by students at the library?

35. Do you have any additional feedback or suggestions?

Appendix B: Question 7 Responses:

Forensic Science Advanced Investigations

IO

Legal Studies and Psychology

I/O Psychology

Computer Science

National Security Studies

Elementary Education

Computer Engineering.

Law enforcement admin

Business Management

Business Management

Criminal justice

Cs

Forensic Science

Criminal Justice

Chemistry

Music Industry

Community psychology Concentration in clinical services

Community Psychology

computer engineering/ computer science

Criminal Justice - Forensic Psychology
Dental hygiene
Forensic Science
Computer Science
Masters in business administration
Forensic science
Music Industry
Psychology
Cyber security
Psychology
ENVS
Dental Hygiene
Criminal Justice - Juvenile and Family Justice
Forensic science and chemistry
Crime Scene Investigation Services & Analysis
Criminal justice and general psychology
Liberal Studies
computer science
Clinical-Community Psychology
English and theatre pre education
Dual degree: MBA/Masters in industrial engineering
civil engineering
Theater and English: Pre Education
Electrical
Electrical engineering
Music and Sound Recording
Sport Management
Criminal justice investigative services
Cellular and Molecular Biology
Criminal Justice
Forensic Science
Forensic Science Biology Biotechnology
Fire Protection Engineering
Forensic Science
Criminal Justice
Forensic science and biology
Double major: Business Management and Economics
Environmental science
Criminal Justice
Criminal justice
Chemical eng
Forensic Science Biology Pre-Med
Marine biology

Marine biology
Criminal Justice minor in Global Studies
Forensic science and chemistry
Criminal Justice Law Enforcement
Engineering Operations Management
Forensic science and chemistry double major
MASTER'S IN INDUSTRIAL ENGINEERING
Community psych
Forensic Science with a concentration in Chemistry
Economics
Psychology - forensic psych concentration
Music Industry
I/o Psychology
Forensic Science
Psychology: Forensic psychology and Criminal Justice- Investigative Services
Forensic biology Bio premed
Industrial organizational psychology
criminal justice
Hospitality and Tourism Management
Legal studies
Forensic science/pre-veterinarian sciences
Electrical Engineering
Forensic Science; Biology; Biotechnology
Forensic Science, Chemistry
Criminal Justice - Crime Analysis
Criminal justice- victim services
Dental Hygiene
Paramedicine
Marketing
Information Technology
Healthcare Administration
Forensic science
CJ-law enforcement
Industrial Organizational psychology
Master's in Electrical Engineering.
Marine Biology
Criminal Justice
electrical engineering
Legal Studies
Environmental eng.
Electrical Engineering
History Education
Criminal Justice - Investigative Services Psychology - Forensic Psychology

Criminal Justice
Chemical engineering
Criminal Justice with a concentration in Forensic Psychology and a minor in Psychology
Criminal justice forensic psychology
Fire/Arson Investigation
Biologoy
Criminal Justice. No concentration.
Graphic Design
Forensic Science - Criminalistics
Criminal Justice
Network Systems
Eces
Nutrition and dietetics
CS
music and sound recording
EOM
Criminal justice Legal studies
Fire Protection Engineering
Criminal Justice - Investigative Services
EOM
Sports Management
Marine Biology and Environmental Science
Forensic Psychology
Industrial Organizational Psychology
Computer Science
Health care administration
Comminications
Computer Science
Accounting
Fire Science
Electrical
MAIOP
Graphic design
Marketing
Business undecided
National security
Marine biology
Criminal Justice
Forensic Science
Math education
Forensic science
Community Psychology

Electrical engineering
Industrial Engineering
Criminal Justice - Forensic Psychology National Security Studies
Marine Biology/Environmental Science
Forensic science and chemistry
management
Forensic science and Chemistry double major
Forensic Science and Pre-Med
Marine Biology
Forensic science with a concentration in advanced investigation
Forensic Science
computer science
criminal justice focused on crime analysis
Criminal Justice
Healthcare Administration
Criminal justice
Environmental Engineering
Forensic Science and Bio Pre-Med
Music and Sound Recording
accounting
National security, global studies, political science
Biology
Biology : PreMed Psychology: General Psychology
Emergency Mangmant
Forensic Science, Biology Concentration
Dental Hygiene
Undeclared
Interior Design/PreArchitecture
Forensic Science and Chemistry
Community Psychology
General Business
Forensic Science
Forensic Science - Biology
chemical engineering
Paramedicine
Music Industry
Forensic Science
Criminal Justice Investigative Service
Undeclared
Music
Forensic Science
Emergency management
biotechnology

Criminal Justice
Criminal Justice - Investigative Services
Mechanical engineering
Criminal Justice and Fire Science
Business Management
computer science
Criminal Justice- Investigative Services Psychology- Forensic Psychology
computer science
Criminal Justice
Criminal Justice
Public Administration
Forensic Science
Criminal justice investigative services
Psychology
Electrical Engineering
Sustainability Studies
Mech E
Dental Hygiene
Music and sound recording
Fire/Arson Investigation
Education
Forensic psychology
criminal justice
Criminal Justice
Music and Sound Recording
sports management
criminal justice
Community Psychology
computer science
Electrical engineering
Psychology
Electrical Engineering
computer science
Criminal Justice: Investigative Services
Computer engineering
Legal Studies
Engineering and Operations Management
Chemical Engineering
Electrical engineering
Marketing
Industrial Organizational Psychology
Electrical Engineering
Criminalistics

Psychology & Criminal Justice
Legal Studies
forensic science, criminalistics
Criminal Justice
Criminal Justice
M.S. Emergency Management
Management of Sports Industries
Industrial/Organizational Psychology
Forensic Science/Chemistry
marine biology
Criminal Justice - Forensic Psychology
Engineering management
Criminal justice- investigative services
Psychology
Psychology
Education
Graphic Design and Business Management
B.A. Music and Sound Recording
mpa
marine biology
HCADM - HEALTH CARE ADMINISTRATION
Forensic science
Chemical Engineering
Investigative services
Community Psychology
Marine Biology
Criminal Justice and Psychology
Marine Biology Biology (General Bio)
Police enforcement administration
marketing
Criminal Justice with a focus on Crime Scene Analysis
Marine Biology
Computer Science

Appendix C: Question 16 Responses:

Coursework
Email
Homework
Personal studying
Quiet reading space

quiet study
quiet study space
quiet study space
quiet study space 3rd floor
SPSS
SPSS and other programs
Study
Study space
SPSS

Appendix D: Question 18 Responses:

Need more databases and relevant books. The resources available are not sufficient nor plentiful. Need more access to more databases and such.

Microsoft word

SPSS

SPSS, Adobe CC Suite

engineering programmes such as LabVIEW is not available

Matlab, OpenNet

MS Visio. Apps to help chemical eng to make Process diagrams.

ChemDraw

Programs available through the Bergami Finance lab through license

SPSS

Pspice simulation

Adobe Creative Suite

The programs for the engineering majors such as AutoCAD and similar programming would be helpful if available on computers in the library.

ArcGIS

Some computers lack Microsoft and some statistics programs

Genstat for research work

Blender, Autodesk Maya

Coding softwares could be really beneficial for students who specialize in Java and other coding languages

GIS Software

But they have limited licenses so it's not wise to put them on library computers.

Matlab

Not all the computers have SPSS

Adobe Programs and for the Mac Computers to work.

UNH has no access to most peer reviewed journals.

Appendix E: Question 19 Responses

Adobe Products

E books of health care

SPSS

Appendix F: Question 24 Responses

It takes forever to log on. Fix that

I didn't know you had any laptops.

If possible, change the old PCs or laptops to new ones and provide full office service like FedEx Office.

Better laptops

NA

Update them

Maintain properly..., they are slow as snail

Takes too long to start up

they are SUPER slow. why?

upgrade them to anything else but dell

Could be a little faster

They are pretty good.

They are too slow

Faster processor

I don't know.

N/A

In my experience, they are extremely slow-- would be nice to update the software for smoother operations, as I've had to wait up to ~15 minutes for a laptop to start.

Nothing the system is good

Get new computers, the library laptops run very slowly.

Too slow take ages to start.. waste of time..

bring new laptops

Check the configuration, they are very slow....

I would like them to have the latest updates because I felt that some of the programs are not compatible to other software.

Upgrade the software and the laptops: newer laptops (Surface 3 and Surface 3 Pro) with Windows 7 & 8.

I don't use them

N/A

I have no input or knowledge on the matter.

Get better less heavy ones.

New faster laptops. The laptops we have are slow and some of them are not working well

N/A

dont know, maybe purchase better quality. HP. Dells are terrible, they use already used parts in their products.

The service. It was very slow and I had to get help with the Wifi

desktops and laptops are very slow

NO IDEA BECAUSE I DIN'T USED

Get better ones that aren't slow or old
Don't use them, so no opinion.
Not sure
add more and add more printers as well
Have own laptop don't use them
NA
I don't use them
I've never used one, I cannot provide useful feedback.
Make them more accessible?
Never used one.
New, I am not sure as I do not use them
Newer, faster laptops
N A
I've never used the library laptops.
Some of the laptops take near about 15 minutes to start which is a problem.
I don't know, I've never used them
running programs quickly --- being able to loan it out of the library for classroom
assistance
Updated software's are required.
N/A
n/a
I have never used the library laptops due to the fact that I have my own personal laptop.
N/A
I did not know that there were laptops available to use in the library. If this is true then
make sure they are updated with the tools needed for everyday use... for example
Microsoft programs, internet (IE, Chrome), and loaded with program being used by
active courses on campus (Tableau, West Law)
More computers
Better battery
N/a
n/a
N/a
No idea
Please order some course books.
N/A
I have no idea
I have never checked one out before so I don't know.
Faster internet access
allow it to use outside the library as well but not outside college.
No system error
Fix the out of service computers
N/A
n/a

I got a laptop from library and done lot matlab work on that and i need to consult my professor regarding that project but they didn't allow me to take out the laptop for any purpose.

better updated programs

Na

N/A

I haven't used library laptops.

Not sure

NA

All the softwares must be installed, for my department, there are softwares like Arena, Minitab etc. I can have only access to the software in my lab. If the softwares were also available in the library desktop and laptop, it will be very useful for the students.

I've never used one.

Having quick access print only computers would be beneficial for people needing to just get printing before class

nothing

N/A

updated labtops. The ones you currently have are outdated, slow and take forever to load.

Never used one

Long lasting battery

Never used one

Faster processing

Nothing

That the updates be done overnight so that they are available for use the next day and they do not shut down and restart mid essay or work being done when they are being used the most

updates at night

Faster processing; Notifcation on time(s) due to circulation desk

upgrade

Keep them well maintained and updated.

No particular suggestions

Macs.

They are fine

I only check out the laptops when the desktops are filled or being updated. When I use the laptops, some letters are harder to click more than others. Therefore, if I am writing a paper, a lot of the words are misspelled and it becomes frustrating.

Availability

Change the operating system and definetly change the RAM because the laptops are extremely slow.

Never used them

none

Nothin

Update the laptops, they take way too long to upload the internet

I don't know, have not used one
N/A
Macs would be nice.
MORE!!!!
Updated Software
Nothing
keep them new
Can improve the ram speed
Not applicable
update software often
I have never checked one out, so I don't know if there is anything wrong with them.
I never had one
New batteries and more RAM.
Just to update them because they are so slow that it sometimes takes upwards of 30 minutes for them to turn on and log in
n/a
I've never used a library laptop
never used
I do not use library laptops.
Have someone update them at night so they don't automatically start updating when I shut them off
Easier login
Improve performance it's very slow
Buy a few new ones to keep technology up to date and not slow (ie windows 8 instead of windows 7)
I suggest nothing because I do not want tuition to be raised to afford all this extra stuff. Them to be updates, maybe offering macs, they turn off constantly and are very slow. They constantly need to be configured and for that, they disrupt my work.
THEY NEED AN UPGRADE, IT TAKE UP TO 20 MINUTES TO START UP WHICH TAKES AWAY FROM MY STUDY TIME.
n/a
never rented one
N/A
I have not used the library laptops
I have never used a library laptop.
To be more fast.

Appendix G: Question 26 Responses

Extremely Slow Startup; sometimes takes more than 5 minutes just to log on. last week needed to print thesis and computer would not send to printer. spent about an hour
Slowness, no access to process printer, many chairs in the library are broken and falling apart. The library needs an uplift/ renovation.

I tried to use the PC ones, but it was not working at all.
The computers load very slowly! And there are very few computers
Slow computer access. Printers broken/ out of ink/ out of paper Running out of printing \$.
The computers are so slow
Computers taking too long to log in
Slow computers . Broken mouse.
desktops not working properly.
slow load times, computers take >10-15 min to just start up/ computers are never up-to-date
Printer not working, computers not working
Not printing or leading up fast enough
Internet disconnection or general slowness
computers are very slow and take forever to log on
The computers are never updated and the printers always break.
Pharos not connecting, printers going down, things not getting sent to printers, color printer printing in black and white
The computers take forever to start. Some computers do not allow you to log in.
Another instance I was working on a paper and the computer logged me off.
Printer not working, laptop not working, desktop too slow..
printers not working, computer is not connected to printer etc
The computer doesn't load
Color printers not working/things printing incorrectly and wasting my printing money
Net not connected, system hang in between, some desktop are very old.
They're very slow
The computer did not communicate well with the printer, and I lost money while printing.
Computer not working right. Broken chairs. Dirty work stations for the desktops.
Computer are rarely up to date.
Internet loading issues.
Extremely slow and bogged down computers
Printers not working, long waits for the computer to start
Computers not logging in
Big desktops downstairs always shutdown randomly. desktops on main floor are always slow and sometimes never work
The Wifi connection
startup
Unable to use the wireless printing
internet issues as well as blackboard issues
Something be it a computer Internet or printer is always not working
Printers not working, copier not working, computers not logging on
-Color printer will print certain colors as black and white, and I can't get my money back. -Printer jam -Printer doesn't receive info that I'm trying to print something -
Copier won't take printing money from ID card -Desktop slow to load everything

Cannot log in, no servers available, slow internet, takes forever to log on
Computer not connecting to printer, printer malfunctions, wifi down, slow internet connection
Computers not working, very slow. It's annoying that we have to set up Microsoft Office every single time we log in. It's a waste of time. Also there are a lot of problems with Mac computers : not able to log in, can't print from them most of the time.
slow computers, unnecessary updates starts automatically
the computers shutting down and also maintenance out of no matter
Paper jam And Unavailability of T.V Screen in one of the rooms
When a desktop needs to be updated.
Sometimes there are long wait times when i need to print assignments
Internet connection, taking a long time to just simply access my email and print something out - can sometimes take up to 20 minutes, other times I cant even log on or print - nothing pops up to type in my email address to send to the printers. The internet connection is the most frustrating
None
The desktops upstairs take forever to log in
The printers do not work sometimes. The computers are extremely slow or broken or being repaired.
Freezing, slow computers
slow loading, software incompatibility
Wifi issues
Slow
Slow computers
Printers do not work, The computers and laptops will not let you log in because there are not enough servers available and you have to wait for one to open up.
Crashing
Slow computers, printer issues
none
Computers do not turn on. Computers shut off in the middle of completing a paper and you have to start over.
Some desktops do not work properly (can't print off of them sometimes, internet is slow, and glitch) Printers jam and take a long time to print sometimes
Usually the computer will be very slow or won't work at all, or the printing won't work.
Very slow and crashing programs
Not being able to connect to the Internet on my own laptop.
Computer or applications freeze
the network access is very slow and some times it takes a lot of time even to open an application
slow computers
Wifi not working....computers are slow
The printers frequently jam or run out of paper. The color printer doesn't always receive the document the first time. The computers are so slow that I have to wait 20 minutes just to log in. They also are not updated enough so when you update them it takes hours to do so.

Slow, randomly turning off, time limit, waiting for use, etc.
printer do not work anytime in orange campus
SLOW START UP FOR LAPTOPS
slow computers, software that needs upgrading

Appendix H: Question 32 Responses

It takes an act of God to get on the damn wifi. This is not flipping Fort Knox.
it wasn't compatible with my 64 bit windows.
Never used it
UNH spontaneously removed my printing money
Not necessary.
I always print things out at home.
NA
Didn't need it
I just have never gotten the chance to
Did not know how to use it
Program tells me it cannot connect to printers
None
Did not feel like it
I don't know how to use it
It was not worth it. I just email it to myself
not necessary
It is complicated to download and the instructions are not useful for all pc's
The programs available do not work on mostly any computer
i prefer using a desktop
I never had to print.
convenience
Only work on 32 bit windows PCs and not 64 bit .
The software for pcs is not compatible with my computer. It always says there is an error because it isn't for 64-bit computers.
never brought my personal computer to the library
did not set it up to my laptop/ don't bring my own laptop to school
I am unaware on how to use wifi printing
It was not compatible with my windows computer
recently found out about the wifi printing and have not needed to print it or did not want to bring my computer with me.
Never needed to use it
I have my own printer that I use for everything.
Not compatible with my PC
I just never needed to use it

Appendix I: Question 34 Responses

Not enough outlets in upstairs area. A lot of people prefer the quiet study space but it's always a challenge when there's barely any outlets and you have to choose between power source and quiet

There aren't many power outlets on the quiet study floor.

Maybe printing and scanning.

Slow computers and very few outlets in the third floor

Getting a computer to use

Not enough space

The speed of computers

My laptop couldn't connect to printer server

The quietness. The downstairs part of the library needs to remain quiet or at a quiet noise level. There shouldn't be shouting and loud talking on cell phones.

Not enough computers to use

No outlets. Slow computers.

more printing spots

not enough space to sit down

Not all the outlets in the downstairs study area actually work so it becomes very difficult when laptops start to die

No outlets on the third floor quiet study

Not enough computers

never faced such problems. So no idea about that.

Outlets, computers, and more printers

No outlets on the third floor study room

wifi connection during peak hours

The printer in the CLR not working.

Students sitting at the desktop computers, but not using them and using their laptops instead, but still taking up the desktop space even though other students may need it.

Besides the aforementioned laptop slowness, nothing.

less conference rooms

All the computers

Outlets don't work..laptops and computers take ages to load.

There are never enough available computers to print material.

not enough computers

Not sufficient amount of desktops and laptops

Slow computers

Printing

N/A

Need more plugs on the quiet floor

Need more printers/ second color printer

Lack of free outlets and people not being able to print from their laptops.

Not enough computers on the main floor.

Unsure

For me, sometimes the computer I use just doesn't load.

Wifi problems

Unknown

Working outlets

Not enough computers open especially when you just need to print something more laptops and more space. update the stacks. the books here are just about useless since they are 20-50 years old. terrible research library, its a shame.

The wifi

startup and very slow

NONE

Slowly functioning computers and lack of available ones

More outlets needed on silent floor.

The quick speed necessary to print assignments, etc.

Printing and outlets

Availability

There are not always enough computers available for the amount of students that need them

lack of outlets in the upstairs studying floor

Lack of computers during busy hours

printing

PRINTING

The printers malfunction regularly, the either jam or mark the paper as the are printing, sometimes the Pharos software doesn't print the full document or prints In the wrong orientation

There are very few power outlets on the 3rd floor of the library. I would recommend adding more outlets.

The issue I most often encounter is a lack of outlets on the quiet study floor, limiting the areas in which and amount of time I can study on the floor at times.

Printing errors, and not being able to get money back from said printing errors

Getting a computer to use

Not enough desktops to print.

printer issues, slow computers, scanning space

Slow internet connection

Bad, old and slow computers. Plus no outlets upstairs.

Not enough outlets.

automatic windows updating

Not enough computers/lack of knowledge of library services

not having enough computers and having them shutdown-- I believe we should have a storage on the computers under each students account. If something happens its under their account-- plus every student has their own account it shouldn't be an issue.

Updating Software

printing

lack of available computers for printing

When more than one desktop on the main level are not working, it minimizes the availability for us students.

Lack of computers on the main floor.

Not enough computers available

not enough outlets to charge devices, and not enough computers to use in the library

The lack of computers available. I understand it is a small space, however so many people do not have computers or need to sign on to print something. Internet connection is a frequent problem at the library (and all around campus). The printer rarely works downstairs in the CLR

Lack of computers

the rush to print papers last minute

Printing

Don't know

printing

I have no idea.

None really

Books are not available.

finding a computer on the main floor so one can print

Too many students and too few computers. Many students just want to print but it takes a while to log on and then pull up the file then print and log off.

Old, slow computers

Slow desktops upstairs

The fact that many of the computers are so old that they do not work or run properly anymore and they are constantly under repair.

Printing

There are a lack of outlets which can deter students from using their own computers.

Additionally, if there is WiFi printing available, making that known might free up some of the desktops on the main floor and save time.

Waiting for the systems to get Printouts. Separate computers for printing would be better.

System error in the desk top

Too many people at ince

The abundance of out of service computers

Desktop computer updates limit students to what computers are available when the library is crowded.

outdated software, not enough computers

Wifi

Alot of the outlets downstairs don't work

Wifi connection

There are minimum outlets to plug in laptops on the quiet study floor(2nd floor).

Not always a computer open during busy times

Waiting for computer/printer availability

Having to wait for a computer

Lack of speedy printing computer

All softwares should be installed in the library laptop and desktop for student who can't have an access to the lab and it will be helpful for the student come night studies
personal mac laptops can't print.

Printing

Printing

I'm not sure.

Not being able to find a computer that is open

there are no outlets or charging stations on the quiet floor of the library

printer

numbers of available computers

Finding time to use a computer

In the quiet study areas there are not enough outlets. There are so many desks with no outlet and they are never used because of it

Wifi

The Mac Desktops seem to never work

Some of the desktop computers break down and are not fixed in a timely manner

not enough computers simply for printing

A lot of spots in the quiet study space lack outlets.

Barely any outlets!!!

A lot of the outlets don't work on the first floor. Wait time for computers to print is frustrating, especially when people are just using the computers to watch movies and sports games or check social media.

Old and slow computers

The update situation which is really no ones fault technology at its finest

They are slow and take a while to log in sometimes.

the updates and the computer shutting down

Printing accessibility. I attended an undergraduate institution that did not charge for printing and had significantly more printers (and a smaller student body) than UNH.

Having problems like paper jams, printer job back-ups, and toner issues is something I've experienced. A new printing system would be greatly appreciated.

The price for color printing is pretty high.

There are assholes who sit at the computers not using them.

Slow startup of the computer.

Lack of current technology and software

Slow Windows computers

Computers are so slow

Need of electrical outlets on the third floor study space

The wifi is slow and there are not enough outlets in the quiet study

Printer jams

The maintenance issue when the computer shuts off automatically and you would have to save your work in some external disk.

Computers shutting off on students in the middle of doing work. This has happened to many students and just recently happened to me after being 4 pages into a paper.

no computers to use they are always busy

The computers take to long to turn on. There are not enough computers for the amount of students that use them.

wifi connection

The plugs not working and all the printing computers being full

Not enough computers

There are not enough computers

Trying to print takes a long time because of lack of printing stations, inadequate printers, desktop glitches, and annoying wifi printing system

Computer speed

Not sure

Some of the desktops are really slow.

not being able to use a computer.

not enough computers for printing

Nothing.

plugs for personal laptops and cell phones

Printing

Sever problem

Probably the windows updates on the desktop computers.

noise

Not enough computers to use to JUST print.

Printing

Access to more journals online so we don't have to go through ILL.

Printing kr computers taming forever to sign onto and load

Computers run very slowly and take a long time to log on.

Slow computers

Number of computers

being able to find an available computer in a short matter of time

Now that I know the library has wifi printing, there aren't really any problems.

need for more

Printing.

not enough computers to print off of

printers seem to break often

Desktop computers that don't link with the color printer

The wifi isn't great

lack of computer availability sometimes - usually when I just need to run in quick to print

n/a

The need for printing, the lack of updates on the laptops and the power outlets not working.

old tech computer

having to print a paper

UP TO DATE COMPUTERS. THE DESK TOPS SEEMS TO ALWAYS BE REFRESHING OR SOMETHING

People need to print things and there aren't any free computers

Some of the outlets on the tables downstairs don't always work, which can be tough.
desktop access, space
Lack of available computer stations, especially if a student is just looking to print and leave for class
Printing problem.

Appendix J: Question 35 Responses

Library needs an overall. The infrastructure is crumbling and the resources available aren't sufficient for what we pay for tuition. Also, some librarians need an attitude adjustment and check it at the door. Get a fog your high horse and be there for the students.

Please try to open a new areas for studying because sometimes it is hard to find a place to study in the library.

The library needs to be updated it feels very old

Space is limited to work. Main level and upstairs are old and run down. Many chairs a broken. The library feels like a dungeon. There should be more windows and sunlight.

Maintain technical person for fixing any technical issues right there

Keep the library a quiet place to study with other people.

If possible please try to maintain all course required books in the library for student reference. I do not find some of my course related books in the library.

Put outlets on the third floor study room

Put more than one printer in the CLR.

Please provide more power outlets as it's very important for convenience - especially during finals, when there are many students in the library using laptops.

Have late night study sessions for graduate students during midterms

bring in more course related books

Make people move somewhere else when they are sitting at a computer station and not using the computer.

Why can I not print off my MacBook.... I was informed when i got to the school I would be able to, very disappointed that I am not able to

Maybe make more desktop computers available if possible. It gets crowded.

There needs to be more computers. I would wait around for half an hour just to use a computer to print.

Please students' health is on top of everything. Old dirty starions and OLD DIRTY chairs can transfer germs between students.

improve computers

Get more printers! Make it easier to print! Make printing free!!!!!!!!!!!!!!

Get new printers, or allow students to print for free because I lost about 5 printing dollars because the printer malfunctioned in some way

You should start the 24/7 library hours right after Fall Break Weekend in the fall semester, and during the first week of March in the spring semester.

New Equipment on the first floor.. renovate, new carpet. When you first walk in it is kind of dirty and gross, the chairs, cubicles and even the computers are all kind of nasty

Add more computers for people to print

having storage room

Improve student technology assistants

Too many students bring in their laptops and take up space at a desktop computer, therefore making it more difficult to actually get onto a desktop computer. The desk spaces are often taken up by people who aren't using them or the chairs are being used by a group surrounding one computer.

the air quality in the library needs updating... its too hot in the summer and cold in the winter.... and the air doesn't move well so it is very easy to catch whatever some sick person has..... the students smoke too close to the door.

I had little to no knowledge about the WIFI printing. I think it would be helpful if there were signs around the library stating that you can print from your laptop instead of using a desktop. And people can get a list of instructions on how to do so. I go to the library frequently, therefore if there have been things like this, it isn't promoted well.

have more power outlets for the desks on the quiet study floor

Upgrade computers, took me 10 minutes to log in one time.

Make more charging ports in the Quiet Study Room(3rd Floor)

Sometimes the printer is crowded.. Additional printer can be provided

Outlets downstairs don't work

Having a print station on the quiet study floor (2nd floor) would be beneficial.

more desktop computers available for simple printing

Ensure that the desktop computer spaces are being properly used. All too often, students sit there on their laptop, taking the desktop computer away from students who need it.

Groups of people tend to congregate at the computers and they pull up chairs from other computers and log onto the computers but don't actually use they computers they are just socializing. If it's a quick discussion its understandable but when they are loud and just talking for over a half hour without touching the computers its very frustrating for the students who are waiting to get an available computer.

Get more outlets in the third floor and elsewhere.

Have computer's set aside for printing. Don't allow students to take up a needed computer space for non-work activities (like movies or sports games).

thank you to the library staff and UNH for having these resources available to our use it makes college life and being a veteran it really makes my college experience a lot nicer and easier. Thank you

Pay for scans and copies with printing money (scan ID instead of cash)

Please get rid of the windows computers since they are not the standard of any professional industry

This library is one of the worst on earth , couldn't you improve it ??? the building is freakin old , the chairs are weak and the desks are retarded we wanna sit on comfortable furniture ! I searched the whole campus for a comfortable sofa to sit on but I couldn't ! I don't know how are we supposed to study in such place ..

printers downstairs as well

It is a great thing that the computers get updated frequently. However, there are times when I come to the library on a Friday night after work because there are less people here to do homework and it becomes very frustrating when I come to the library to use

the computer and I find out that all of the computers are being updated.

It should be mandatory for every student to visit the CLR at least once (unless they e-mail out or something) because some people are too shy or proud to ask for help, especially because its very unwelcoming and confusing later in the year. I've gone and been treated like i'm stupid because i didn't know how to sign in. I still don't know how to make an appointment. Its not very helpful/easy if you don't know what you're doing. There has to be some way students can save their work onto the computer. This is only necessary because of constant computer programs that clearly haven't been fixed because I'm a junior now and it has been happening since my freshman year
People should not be able to sit at a desktop when they are not using it I.e. Only using their laptop

The WiFi on campus is really bad during the day when everyone is using it. Especially in areas like the bottom floor of Kaplan or out in the maxy quad

I think a few more outlets in the quiet study area of the library would be helpful, the ones there are usually taken.

Add individual desk lights to each desk upstairs along with an outlet for every desk.
Basicly modernize the library

On many occasions, I have gone to the library so I could print my classwork, and was unsuccessful because there were no computers available to do so because a computer was doing updates, or people were using the computers for things that did not involve homework or anything of the sort. I wish there were computers that were available to just print from, or there was something to discourage people from using the computers if they aren't using them for coursework.

Properly check to see if the tables downstairs are plugged in to the wall so that the charging stations actually work. I often go down there and the tables have been unplugged from each other.

More desktop computers on the 3rd floor (quiet floor)

rearranging the spacing in the computer cluster. It's tight and uncomfortable when the library is full.

The desktop computers that are not linked with or don't pick up color information to print need to be labeled so that students do not waste their money trying to print in color.

If tuition must be raised, then it is not worth it.

THERE IS A LOT OF NOISE IN THE LIBRARY MOSTLY AROUND FINALS TIME. IT WOULD BE GREAT IF THAT COULD BE MINIMIZED.

In response to the outlet question, the first two floors are fine, there needs to be more outlets on the quiet study floor

i feel as though there is a lot the library has to offer but is hidden. maybe having signs with did you know facts that change occasionally will help students learn what the library has to offer

There have been many times where the desktops want to restart and update. I think there should be someone who takes care of those updates.

If there is ever a wait for a computer, it is usually because students are standing around talking while the are signed in or are on Facebook, etc. instead of doing work