

Library Student Satisfaction Survey



Marvin K. Peterson Library

July 11, 2016

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Executive Summary

The mission of the Marvin K. Peterson Library is to provide the information, resources, and tools needed in order to support success in each academic program. The Library strives to offer the very best to students at the University of New Haven (UNH) and continuously seeks feedback relating to the resources available to students. Each year, Chief Librarian Hanko Dobi, works with her graduate assistant to develop a survey in order to further understand student and faculty needs and to measure satisfaction with the Library and its resources.

The survey developed this spring sought feedback in several areas including the relatively new 24/7 Library, the Library's normal hours of operation, Library resources and their utilization, improvements that could be made, and student satisfaction with the Library website. The survey asked a variety of questions about these topics in hopes of gaining insight into how often students are utilizing the Library and resources offered and if they are in fact satisfied with the Library and resources offered. In the past, many surveys have focused on either Library needs or satisfaction with the technological resources offered at the Library. The purpose of this survey was a little broader and simply aimed to assess overall satisfaction with the Library and offer an opportunity for students to make suggestions.

The survey was distributed to all students through UNH email and data was collected using Baseline, a data collection tool utilized by UNH. Baseline was also used to analyze the survey data.

The majority of participants were undergraduate, full-time students. The results indicated that the students surveyed were very happy with the Library and the resources offered at the Library. Many participants reported that they utilized the 24/7 Library on a regular basis and were happy with the Library's current hours of operation. Overall satisfaction with the 24/7

Library was high. Students surveyed reported feeling safe and secure while using this feature and also reported that they look forward to the 24/7 hours and relied on these temporary extended hours to succeed in their classes. Results indicated that the students surveyed do need the PC computers and iMacs in order to complete their coursework and that they use the Library's databases regularly. Students responded that they also use the Library website quite often and for the most part, find it easy to navigate. However, some students did suggest that the website be simplified a bit.

Some of the main suggestions from participants were that they'd like more food available during the 24/7 Library hours and during the Library's regular hours of operation. Ideas on how to incorporate this included adding healthy vending machines, extending the Starbucks Café hours, and adding coffee machines. Many participants also suggested adding more printers and improved wireless printing in order to streamline the printing process and reduce wait time. Two more very common suggestions were that students surveyed would like more desktop computers available throughout the Library and more power outlets on the third floor.

Introduction

Chief Librarian, Hanko Dobi, requested a student survey to assess the satisfaction with the UNH Library and various resources offered. Over the past several years, the Library has made great efforts to update the resources offered and ensure that all student and faculty needs are being met. Two of the core values of the UNH Library are responsiveness to community needs and library assessments, and embracing change. Through previous surveys and focus groups, student and faculty needs have been identified and addressed. Using data gathered from prior surveys as guidance, the Library has embraced change by adding new resources, updating older resources, and expanding on the technology available to students and faculty. Last summer, the Library underwent several renovations in order to further satisfy members of the UNH community. These renovations included the addition of more cubicles on the first floor, new paint, new carpet, a new couch, the addition of a new study room, among other things. The purpose of the current study is to assess satisfaction levels of particular resources and also offer a chance for students to provide open-ended feedback on ways to improve the Library allowing for more opportunity for the Library to improve and exceed expectations.

The Spring 2016 Library Student Satisfaction Survey will focus not only on evaluating satisfaction with resources and providing a way to offer open-ended feedback, but also on two major resources: the 24/7 Library and the Library website. The 24/7 Library is relatively new and extensive research regarding how it is utilized has not been done in previous surveys. The Library website is another resource that has yet to be comprehensively assessed. The evaluation will be centered on these key questions:

- To what extent do students use the 24/7 Library?
- Are students satisfied with the 24/7 Library?

- What can be done to improve the 24/7 Library?
- Do students utilize the Library during the early morning and late night hours?
- How often do students utilize Library resources such as course reserve books, e-books, e-journals, databases, and interlibrary loans?
- Would the lack of desktop and iMac computers impact students' ability to complete their courses?
- What can be done to improve the Library overall?
- Are students satisfied with the Library website?

The information gathered from this survey will help provide insight into how satisfied students currently are with the Library and resources available. The results will guide Chief Librarian, Hanko Dobi, when making future improvements and working to fulfill student needs. Hanko and other Library staff are dedicated to making the UNH Library the best it can be and working to fulfill its mission of being an academic hub that serves as a pathway to all information and resources necessary to facilitate success in all scholarly pursuits. This survey aims to provide the information necessary in order to achieve this goal.

Methodology

The Library Student Satisfaction Survey was created in order to answer the key questions and provide more insight into student satisfaction. The survey was created by the graduate assistant and Chief Librarian, Hanko Dobi. Over the course of the 2015-2016 school year, the survey was revised and streamlined in order to efficiently and effectively measure satisfaction with UNH Library resources, hours, and website. During the development of the survey, there was continued correspondence between the graduate assistant and Hanko Dobi.

A total of 35 questions comprised the survey. The first question asked if the participants were over the age of 18 or not in order to gain proper consent. The purpose of the second question was to get an idea of how often participants visit the UNH Library. Questions 3-12 addressed satisfaction and ways to improve the 24/7 Library. Questions 13-18 inquired about the hours that students visited the UNH Library most. Question 19 asked students if they could still complete their courses without the UNH Library desktop PCs and iMacs. Question 20 was completely open-ended and asked students for one suggestion that could improve the UNH Library. Questions 21-26 covered various resources offered at the UNH Library and asked students how often they used those resources. Questions 27-30 asked about the UNH Library website in order to gauge how often students used it and if they ever experienced any issues. Questions 31-35 were demographic questions.

After all preliminary adjustments were complete, the final draft of the survey was submitted to the Institutional Review Board (IRB) on March 24th, 2016. The survey gained IRB approval on March 28th, 2016 based on Exempt status under 45 CFR 46.101(b)(2). After the survey was approved, it was submitted to Campus Labs Baseline Survey Instrument, UNH's survey tool, and revised once more per their suggestions. The Library Student Satisfaction

Survey was distributed to both undergraduate and graduate students via UNH email on April 14th, 2016 and was open until May 1st, 2016. The survey took about 15 minutes to complete and students who participated were entered in a drawing for one of two available Amazon gift cards. Each Amazon gift card was worth \$25.00 and provided an incentive to participate. All questions were directed to Hanko Dobi or the graduate assistant, Kassity Truxell.

After the survey closed, the student responses were analyzed by Campus Labs Baseline Survey Instrument. *See Appendix A to view a final copy of the Spring 2016 Library Student Satisfaction Survey.*

Results

A total of 181 students fully completed the Library Student Satisfaction Survey. Question one was a consent question that asked participants if they were over the age of 18 or not. Question two asked participants how often they visited the Library. Most of these students indicated that they use the UNH Library one to three times per week (Figure 1). Very few students reported not utilizing the UNH Library at all, which shows how important the Library is to students and their success at UNH.

Q2. How often do you visit the Marvin K. Peterson Library?

Count	Percent	
17	9.09%	Daily
50	26.74%	4-6 times per week
68	36.36%	1-3 times per week
46	24.60%	Less than once per week
6	3.21%	Never
187		Respondents

Figure 1: Percentage of participants who use the UNH Library regularly

Participants were then asked a series of questions regarding the 24/7 Library. Question three asked if participants had heard about the 24/7 Library. Almost all of the students surveyed (94.65%) were aware of the 24/7 Library feature at UNH. Question four asked participants how often they utilized the 24/7 Library and the majority of them reported that they utilized it at some point during the semester. Only 22.99% of participants reported that they never used the 24/7 Library (Figure 2).

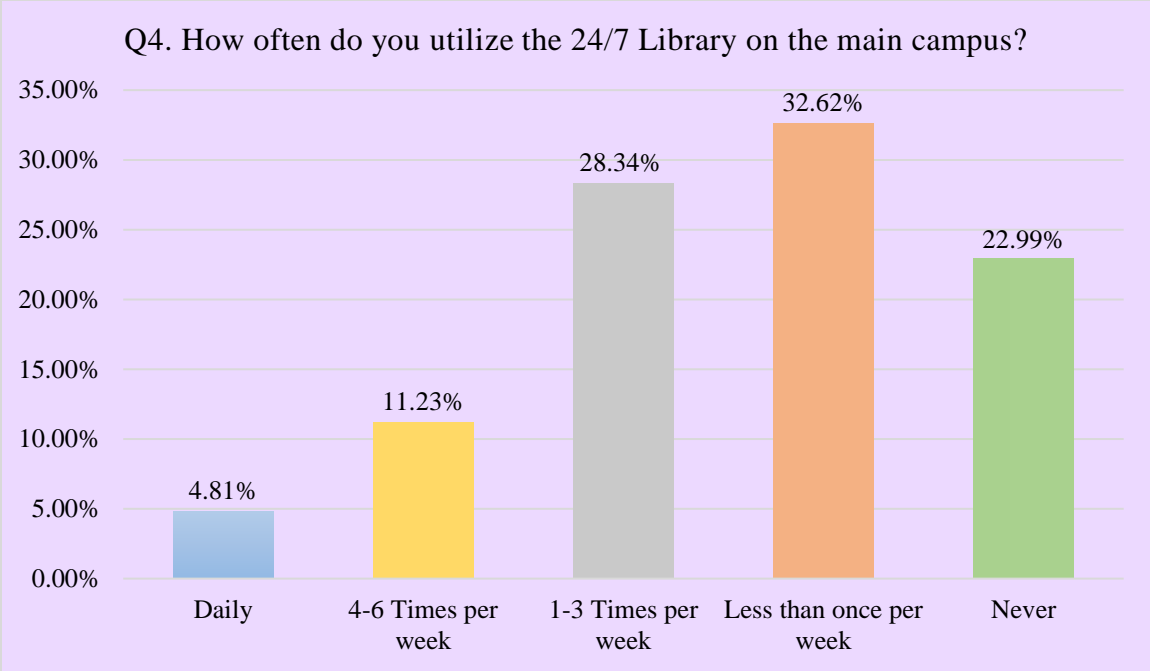


Figure 2: Percentage of participants who visit the 24/7 Library throughout the semester

Question five asked students why they used the 24/7 Library. This question allowed students to check all answers that applied and also gave them an option to select “other” and type in a response if they wished (*see all responses in Appendix B*). Responses indicate that the majority of students use the 24/7 Library for individual study space and printers (Figure 3). 109 respondents selected individual study space as a reason for using the 24/7 Library, 77 respondents selected collaborative study space, 59 selected desktop computers, 104 selected printers, 30 selected scanners, and 7 selected other. 144 participants responded to this question and 386 responses were recorded, indicating that the bulk of students surveyed most likely selected more than one response.

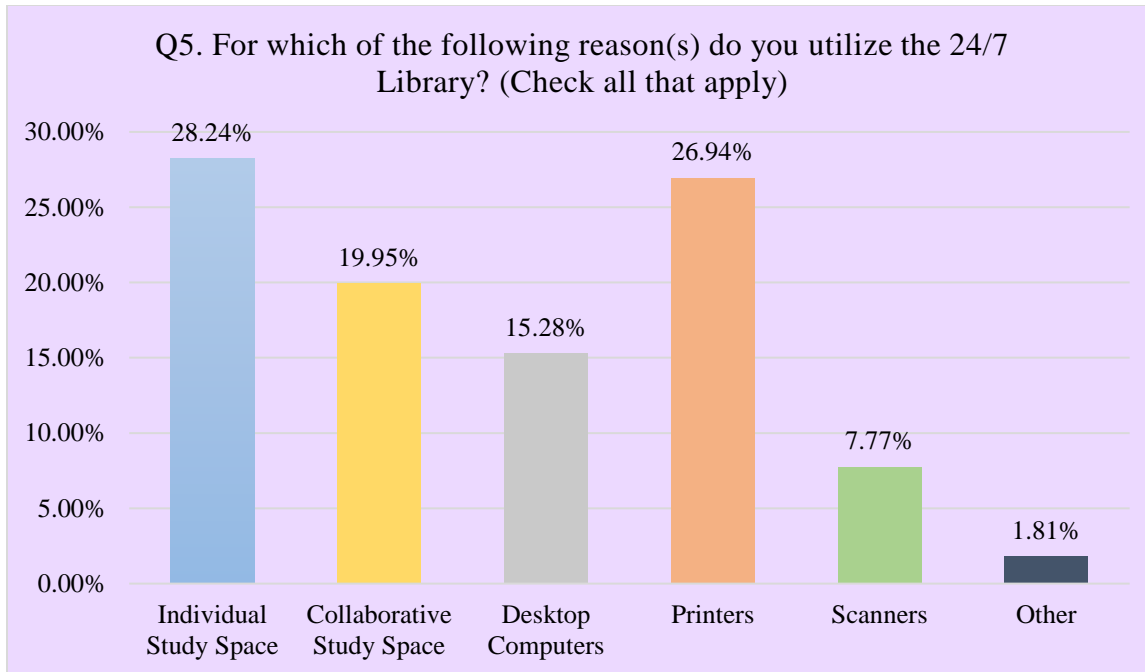


Figure 3: Percentage of students who utilize the given resources at the 24/7 Library

Question six inquired about the 24/7 Library's environment. Out of 144 respondents, 138 (95.86%) said that it was conducive to studying. Only six participants (4.17%) disagreed. Question seven asked if participants felt safe and secure when using the 24/7 Library. The responses from question seven indicated that 99.31% of respondents felt safe and secure when using the 24/7 Library. Out of 144 participants, only one (0.69%) indicated that he or she did not feel safe and secure when using the 24/7 Library. Question eight asked participants if they visited the 24/7 Library more often during midterms than during other times of the year. 61.81% of respondents reported that they do use the 24/7 Library more often during midterms (Figure 4). Question six asked if participants use the 24/7 Library more often during finals than during other times during the semester. More participants (79.86%) indicated that they use the 24/7 Library more often during finals (Figure 5). Results from this survey show that the 24/7 Library is a vital resource to the students at UNH. It is utilized at some point by the majority of students and survey responses indicate that it is something the students would like to keep.

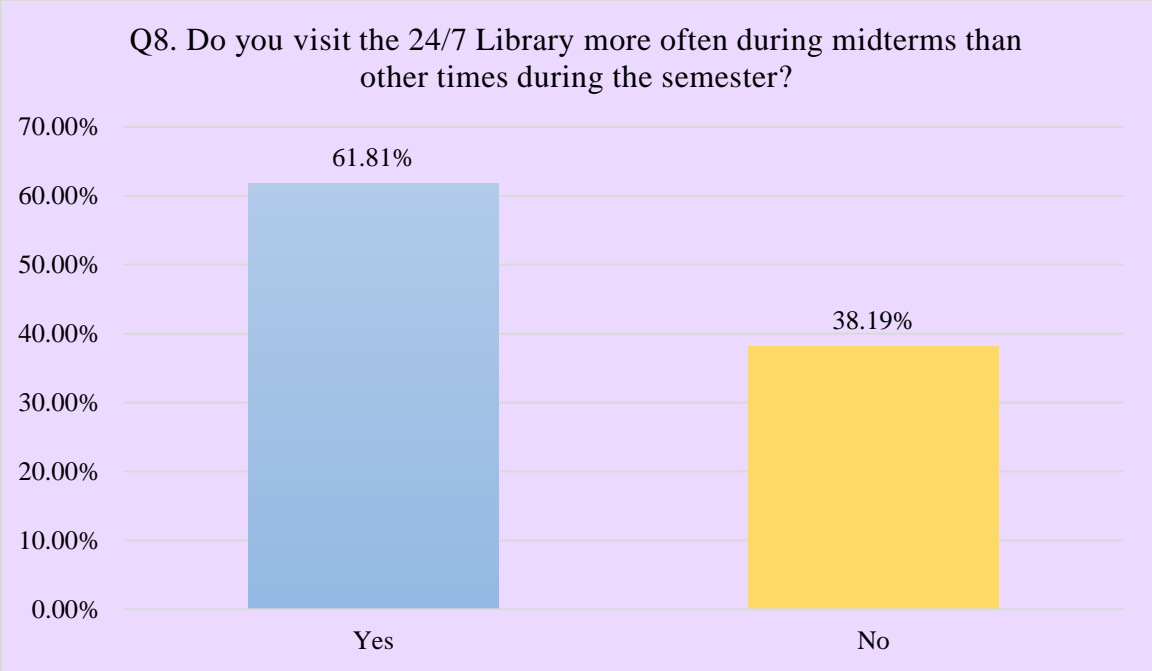


Figure 4: Percentage of students who do or don't use the 24/7 Library more often during midterms

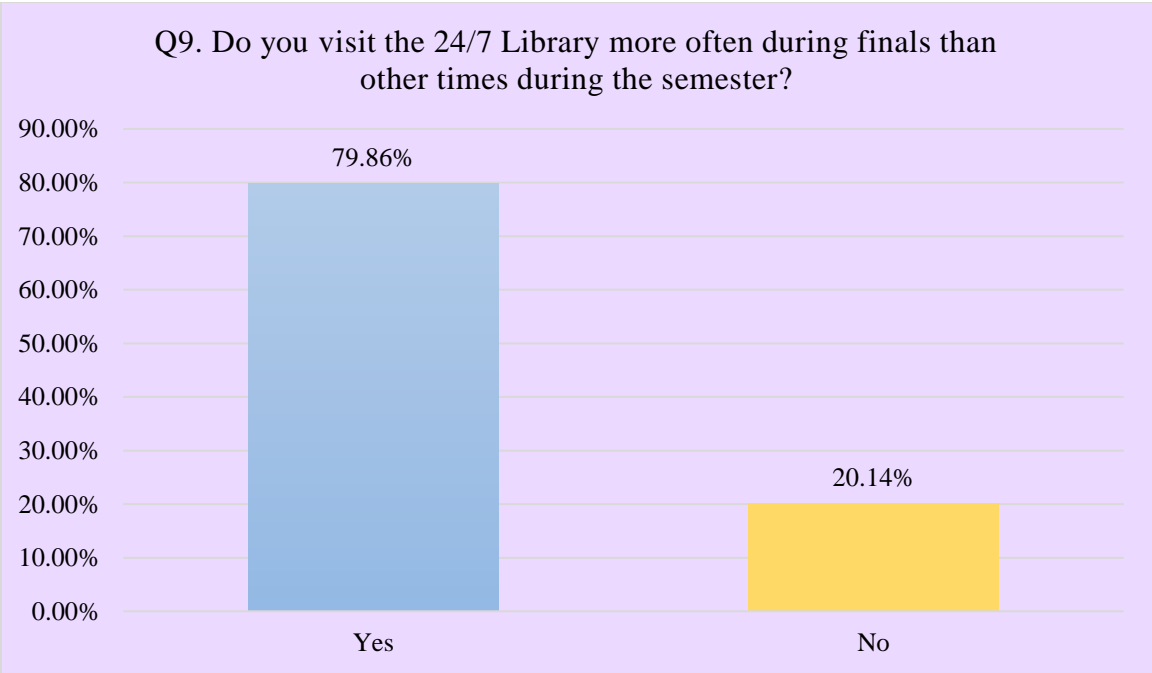


Figure 5: Percentage of students who do or don't use the 24/7 Library more often during finals

Question ten asked if students would use the 24/7 Library in the future if it were to continue and 75.69% of the sample stated that they definitely would. Of the 144 students who responded to question ten, only two students (1.39%) stated that they would probably not use the 24/7 Library in the future. No participants stated that they definitely wouldn't use the 24/7 Library in the future. Question 11 posed a change in Library hours to see how students responded. Participants were asked which hours they preferred- the current Library and 24/7 Library hours or a new set of Library and 24/7 Library hours. Students were open to the change as 25.68% said they would prefer the different hours and 9.29% did not have a preference. However the majority of respondents (65.03%) still preferred the current Library and 24/7 Library hours (Figure 6).

Q11. Which option would you prefer?

Count	Percent	
<u>OPTION 1 Library hours</u>		
		Monday - Thursday 8:30 a.m. - 2:00 a.m.
47	25.68%	Friday and Saturday 8:30 a.m. - 8:00 p.m.
		Sunday 10:00 a.m. - 2:00 a.m.
		24/7 Library during finals week
<hr/>		
<u>OPTION 2 Library hours</u> (note: these are the current Library hours)		
		Monday - Thursday 7:00 a.m. - 12:00 midnight
119	65.03%	Friday 7:00 a.m. - 10:00 p.m.
		Saturday 8:00 a.m. - 8:00 p.m.
		Sunday 10:00 a.m. - 12:00 midnight
<hr/>		

Q11. Which option would you prefer?

Count	Percent	
		24/7 Library starting the week before mid-terms ending at last day of finals
17	9.29%	No preference
183		Respondents

Figure 6: New vs current Library and 24/7 Library hours

Question 12 asked students if they had any comments regarding the 24/7 Library. The question gave participants the option to either select either yes or no. If participants selected yes, they were asked to explain the comments they had (*see Appendix C for all comments about the 24/7 Library*). Out of 183 respondents, 49 left comments regarding the 24/7 Library. The majority of the responses were very positive and students expressed a great deal of gratitude and excitement about the 24/7 Library. Responses indicated that the 24/7 Library is very beneficial to students during midterms and finals. A common theme, as far as suggestions to improve the 24/7 Library, was introducing access to food and drinks during the late night and early morning. Of the 49 comments, seven of them expressed a desire for vending machines, coffee machines, or some type of sustenance to be available 24/7. Another common theme was that students would like the 24/7 Library hours to be offered more often. Of the students that wrote comments, 10 expressed that they'd like to see the 24/7 hours start earlier on in the semester or be offered all semester. Other comments suggested things like more white board and study rooms available during 24/7 hours, more computers on the quiet third floor, and better printer maintenance during finals and midterms. One student suggested better cleaning of the Library and another suggested

better temperature control, stating that it can get too warm in the Library. Another student expressed concern in regard to communication about when the quiet floor is closed off.

Questions 13-18 asked students whether or not they utilized the Library during different times of the day. Question 13 asked participants if they used the Library prior to 8:00AM Monday through Friday. 67.76% of participants reported not using the Library prior to 8:00AM during the week while 32.24% reported that they do use the Library prior to 8:00AM during the week. Question 14 asked if participants used the Library from 7:00AM to 8:30AM Monday through Friday. 60.11% responded that they never use the Library during those hours, 27.87% of participants responded that they use the Library sometimes during those hours, 9.84% reported that they usually use the Library during those hours, and 2.19% reported that they always use the Library during those hours. In regard to later night hours, question 15 asked participants how often they used the Library Sunday-Thursday from 10:00PM to midnight. 28.42% of participants responded that they never use the Library during that time, 39.89% responded that they sometimes use the Library during that time, 21.86% responded that they usually use the Library during that time, and 9.84% reported that they always use the Library during that time. Question 16 asked how often participants use the Library on Saturday morning between 8:00AM and 10:00AM. 63.93% of respondents reported that they never use the Library during those hours, 28.96% reported that they sometimes use the Library during those hours, 5.46% reported that they usually use the Library during those hours, and only 1.64% reported that they always use the Library during those hours. Question 17 asked how often participants use the Library on Sunday from 10:00AM to 1:00PM. 35.52% of participants reported that they never use the Library during that time, 45.90% reported that they sometimes use the Library during that time, 15.85% reported that they usually use the Library during that time, and 2.73% responded that

they always use the Library during that time. Question 18 asked how often participants utilized the Library on Friday night from 5:00PM to 10:00PM. 38.25% of participants reported that they never use the Library during that time, 42.62% reported that they sometimes use the Library during that time, 16.39% reported that they usually use the Library during those hours, and 2.73% reported that they always use the Library during that time.

Question 19 asked how important PC and iMac computers were to students (Figure 7). The majority of participants reported that not having PC and iMac computers would definitely impact their ability to complete their courses. The Spring 2015 Student Technology Needs Assessment found that most students do have access to a personal computer, however the current survey shows that even with a personal computer, they still need access to the Library desktop PCs and iMacs in order to effectively complete their coursework.

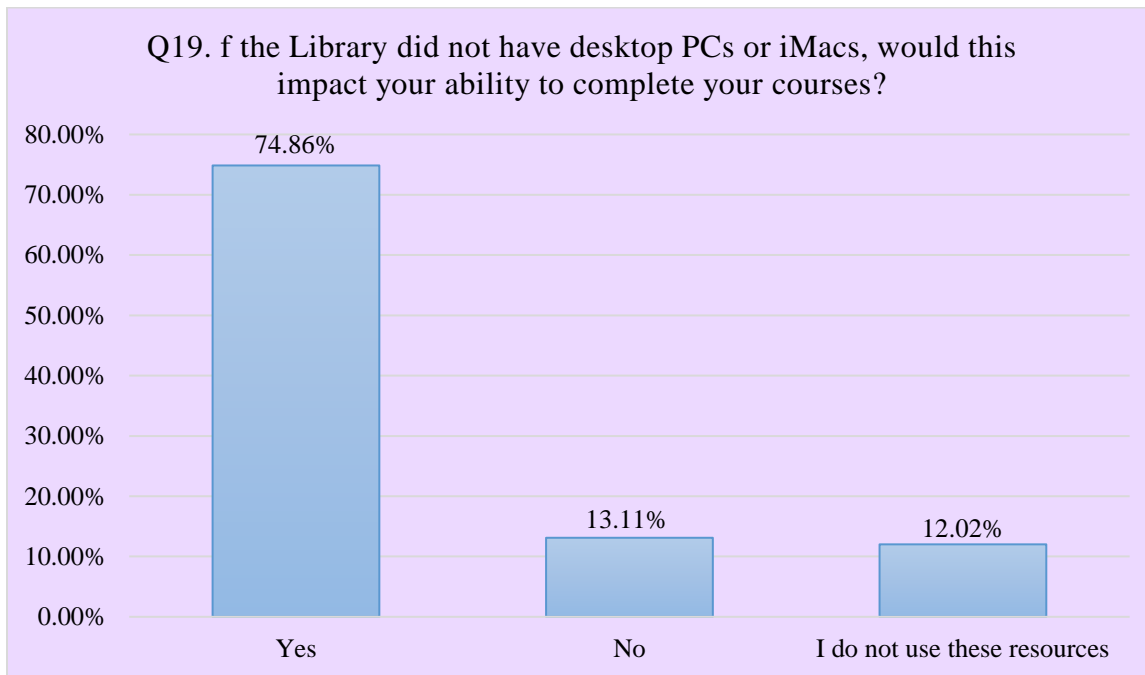


Figure 7: Percentage of participants who rely on desktop PCs and iMacs

Question 20 was an open-ended question that asked participants to name one thing that would improve the Library. 144 participants responded to question 20 and gave a wide variety of

suggestions (*see Appendix D for all suggestions on Library improvements*). Some comments were not actually suggestions as two participants simply typed a period, one participant stated the Library was fine as is, two stated they did not know, and six typed not applicable. This leaves 133 comments that qualify as suggestions to improve the Library. There were several common themes among these suggestions, the biggest being participants asking for more printers or more printing options. Of all the responses, 19 reported that they'd like to have wireless printing so they can print from their laptops, more printers, and/or computers dedicated solely to printing in order to make the printing process more efficient. Another very common suggestion was that the Library add more food options. 16 participants suggested that there be more access to food in the Library. A few students even suggested that food be permitted in more locations around the Library. Students surveyed also seemed to have some concerns about the number of computers in the Library. 13 participants suggested that more computers would be helpful. More power outlets, especially on the third floor, was a common suggestion as well; 11 participants expressed dissatisfaction with the amount of power outlets in the Library. Some other common suggestions included better temperature control, more journals, databases, and program specific software available to students, cleaner atmosphere and bathrooms, stricter rules on the quiet floor, and longer hours of operation at the Library. A few participants suggested that the Library be open 24/7 throughout the entire school year. Several participants also suggested that the Library add more comfortable furniture and offer leisure books for checking out. Two participants suggested that better lighting would be beneficial. A few other students suggested more space in general, more group study space, and more cubicles. Overall, the suggestions were very detailed and informative. Participants had a variety of good ideas and there were many common themes throughout the responses.

Question 21 sought to discover which resources students are using the most. The question allowed participants to check more than one answer and many respondents did. 183 participants responded to this question and 820 responses were recorded indicating that the majority of respondents selected quite a few resources. Answer options consisted of printers, scanners, group meeting rooms, databases, research e-journals, print books, e-books, interlibrary loans, course reserves, desktop computers, iMacs, quiet study space on upper level, collaborative study space on lower level, other, and none. Responses show that the majority of participants use the printers at the Library the most, followed by desktop computers. (Figure 8). Nine participants selected other and listed additional Library resources that they use often (*see Appendix E for additional Library resources participants reported using*). These additional resources listed consisted of the Starbucks Café, the Center for Learning Resources, and the cubbies in the computer area.

Q21. What Library resources do you use the most? (Check all that apply)

Count	Respondent %	Response %	
162	88.52%	19.76%	Printers
48	26.23%	5.85%	Scanners
37	20.22%	4.51%	Group meeting rooms
91	49.73%	11.10%	Databases
64	34.97%	7.80%	Research e-Journals
15	8.20%	1.83%	Print Books
24	13.11%	2.93%	E-Books
13	7.10%	1.59%	Interlibrary Loan

Q21. What Library resources do you use the most? (Check all that apply)

Count	Respondent %	Response %	
11	6.01%	1.34%	Course Reserves
113	61.75%	13.78%	Desktop Computers
33	18.03%	4.02%	iMacs
92	50.27%	11.22%	Quiet Study Space on Upper Level
107	58.47%	13.05%	Collaborative study Space on Lower Level
9	4.92%	1.10%	Other (please specify)
1	0.55%	0.12%	None
183	Respondents		
820	Responses		

Figure 8: Percent of participants who use each Library resource

Questions 22-26 focused on finding out how often students use specific Library resources such as interlibrary loans, e-journals, e-books, databases, and course reserve books. According to the responses from question 22, the majority of participants never use course reserve books (Figure 9). However, there are a few participants who reported using course reserve books daily.

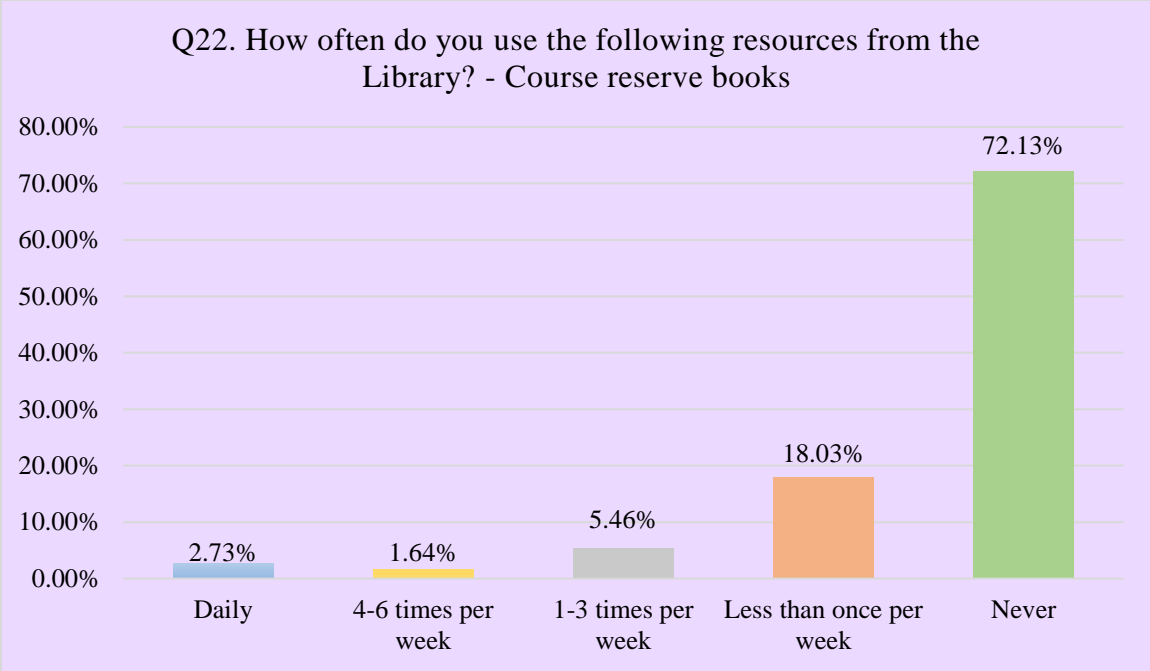


Figure 9: How often participants use course reserve books

Question 23 asked participants how often they used e-books at the Library. More students reported using e-books on a more regular basis than course reserve books, but the majority still reported that they never use e-books (Figure 10).

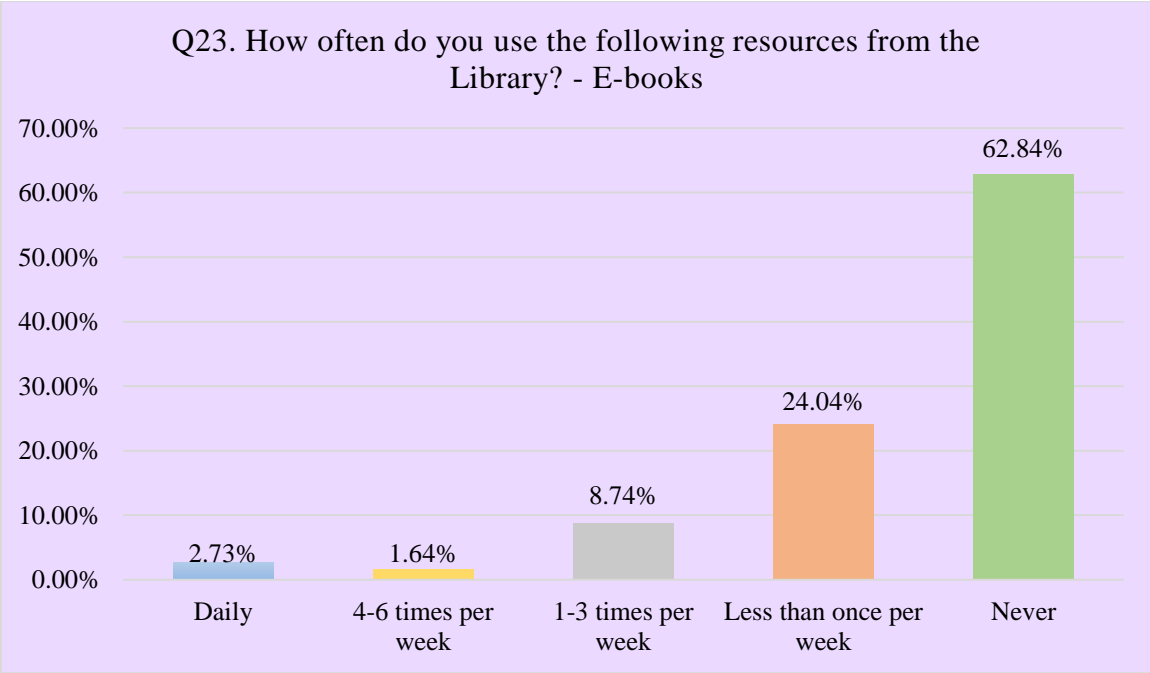


Figure 10: How often participants use e-books

Question 24 asked participants how often they use the Library databases. Responses for this question were much different than the responses for questions 22 and 23. In this case, the majority of respondents reported that they do use the databases at some point during the school year. Only 35 out of 183 respondents (19.13%) reported that they never use the databases (Figure 11). This indicates that the databases available through the Library are a vital resource for students.

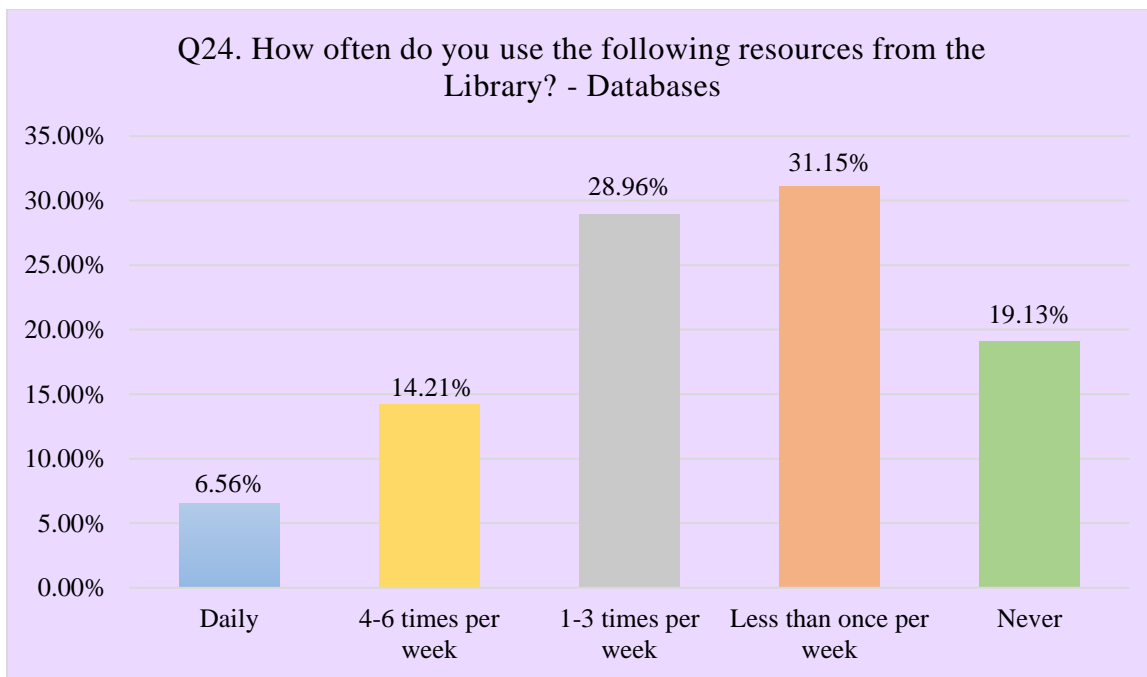


Figure 11: How often participants use Library databases

Question 25 asked participants how often they use Library e-journals. Responses showed that much like Library databases, the majority of students surveyed use Library e-journals at some point throughout the school year (Figure 12).

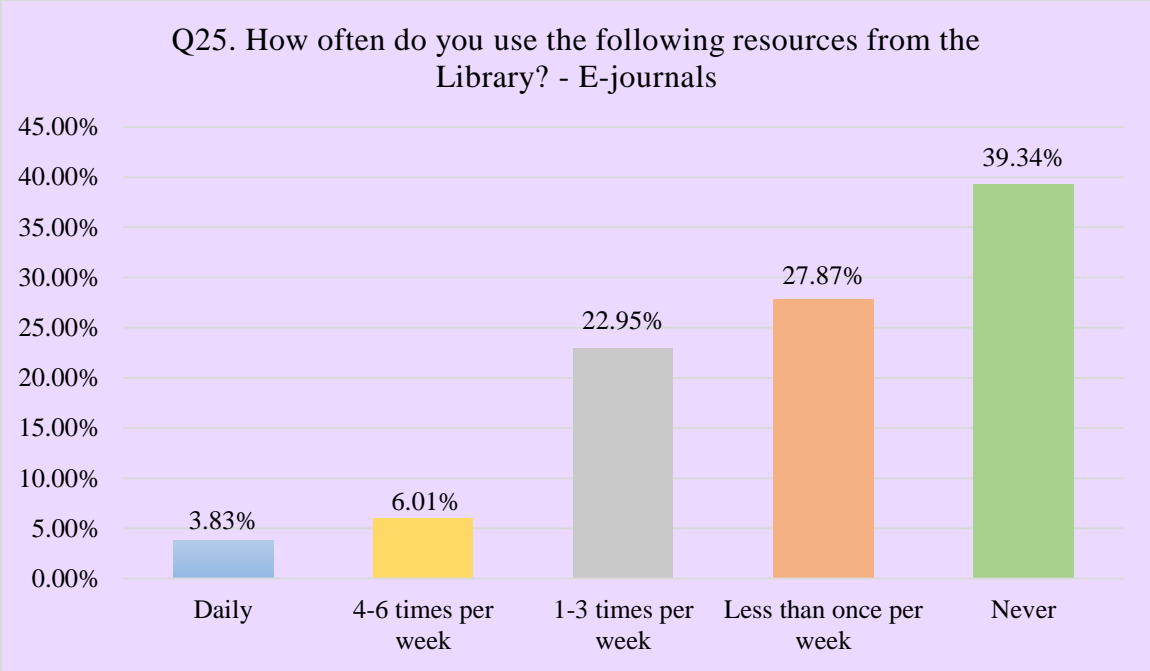


Figure 12: How often participants use Library e-journals

Question 26 asked participants how often they used interlibrary loans. For this question, the majority of participants reported that they never use interlibrary loans. Of 183 respondents, only two (1.09%) reported that they use interlibrary loans on a daily basis (Figure 13).

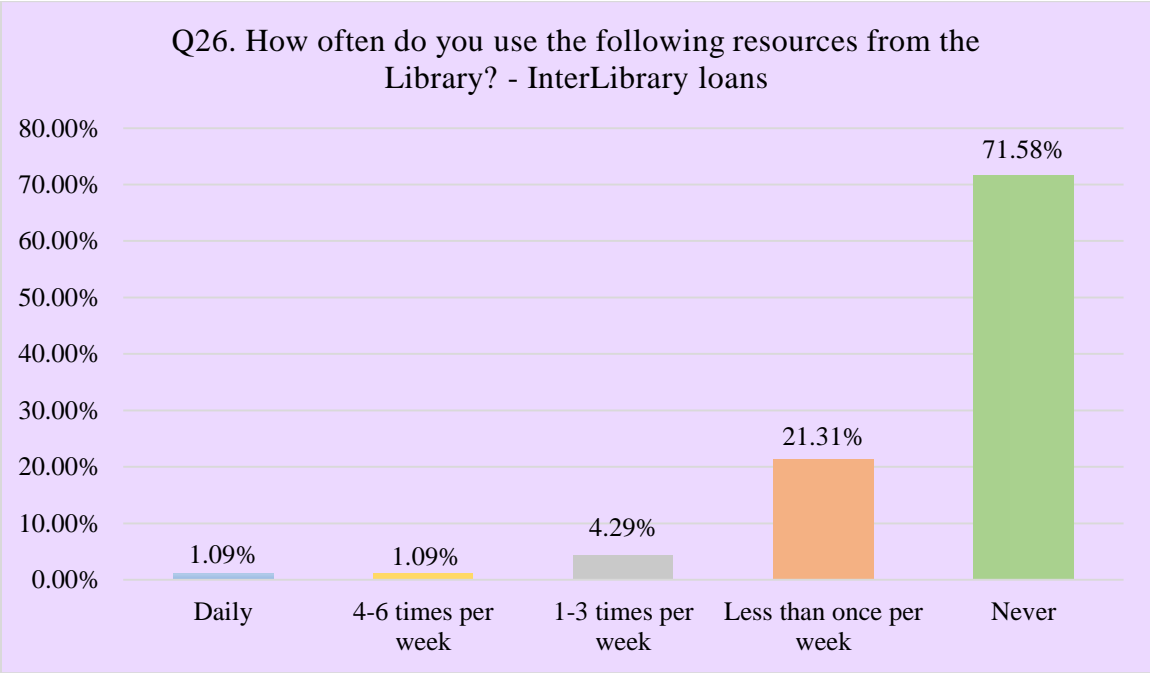


Figure 13: How often participants use interlibrary loans

Questions 27-30 inquired about the Library website. Question 27 asked participants how often they used the UNH Library's website. Responses indicated that 9.29% of students surveyed reported using the website daily, 13.11% of participants responded using the website four to six times per week, 31.15% reported using the website one to three times per week, 34.43% reported that they use the website less than once per week, and 12.02% reported that they never use the website. Question 28 inquired about the functionality of the UNH Library website and asked participants how easy the page is to navigate. Out of 160 respondents, 142 (88.75%) reported that they do find the Library website easy to navigate. Only 18 respondents (11.25%) reported that they did not find the Library website easy to navigate. Question 29 asked participants if they ever experience any issues with the Library website. 95.60% of respondents reported that they do not experience any issues with the website but 4.40% reported that they did sometimes experience issues (*explanations of these issues with the Library website can be found in Appendix F*). Three out of the eight people who reported experiencing issues with the website explained that these issues had to do with locating and using Library databases. Question 30 asked participants whether or not they had any suggestions for improving the UNH Library website. If participants selected yes, they were asked to explain their suggestions (*see Appendix G for suggestions regarding improvements that could be made to the Library website*). Out of 182 respondents, 18 (9.89%) had improvement suggestions for the UNH Library website. Of the 18 suggestions, three of them had to do with adding more databases or journals and three asked for it to be easier to find and access resources such as databases and interlibrary loan requests. Six of the 18 responses asked that the website be less confusing or have some type of instruction page. 164 respondents (90.11%) reported that they had no suggestions for improving the website.

Questions 31-35 were demographic questions used to help generalize the data. These questions were asked at the end as to not bias any of the participants' other answers. Question 31 asked if participants were undergraduate or graduate students. Undergraduate students made up 90.61% of the sample and graduate students made up the other 9.39%. Question 32 asked if participants were full-time students or part-time students. According to responses, 98.34% of respondents were full-time students and only 1.66% of respondents were part-time students. Question 33 asked if the participants were international students or not. 4.42% indicated that they were international students while 95.58% indicated that they were not. Question 34 asked if participants were returning students or not. 71.27% of respondents reported that they were returning students and 28.73% of respondents reported that they were not returning students. Question 35 asked participants which college they attend. The majority of students surveyed were a part of the Henry C. Lee College of Criminal Justice and Forensic Science (Figure 14).

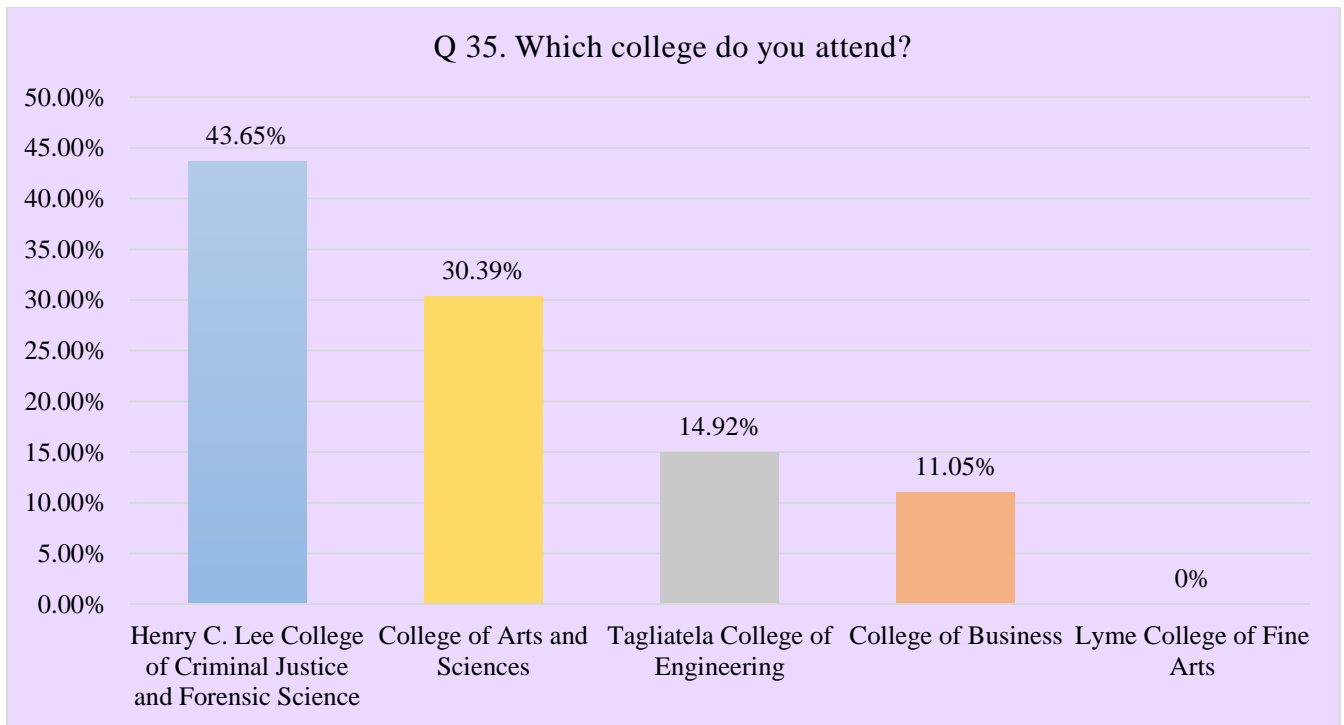


Figure 14: Percentage of participants in each college at UNH

Discussion

To what extent to students use the 24/7 Library?

According to the results of the Student Satisfaction Survey, the majority of students surveyed were aware of the 24/7 Library and did utilize it. Out of 187 respondents, only ten reported being unaware of the 24/7 Library. This indicates that the 24/7 Library is readily available resource that has been marketed well. One reason that those ten students reported not being aware of the 24/7 Library may be that they are commuter students. They may not spend as much time on campus and therefore may not hear through the grapevine about the 24/7 service or check use their school email as often. Future research could be done in order to identify any groups of students that are missing this vital communication and help to bridge those gaps.

When looking at usage of the 24/7 Library, the vast majority of students surveyed stated that they use it at least once during the semester and will continue using it in the future. Many students use the 24/7 Library more during midterms and finals weeks versus other times during the semester; responses show that the 24/7 Library is definitely busier during those weeks. Results indicated that 61.81% of students surveyed reported using the 24/7 Library more during midterms week than other times during the semester, while 79.86% of students surveyed reported using the 24/7 Library more often during finals week than other times during the semester. This is understandable considering the heavy workload most students face during those weeks. These results indicate that while many students use the 24/7 Library during midterms week, even more students are utilizing it during finals week.

Relating to usage, results also indicated that the main reason students use the 24/7 Library is for individual study space. Collaborative study space was the next most commonly

used resource at the 24/7 Library followed by desktop computers, followed by printers, and then followed by scanners.

Are students satisfied with the 24/7 Library

Overall, students surveyed seemed to be very satisfied with the 24/7 Library. Participants reported that they felt safe and secure while at the 24/7 Library which is very important. During the late night or early morning hours, in an environment where there are few people around and it is dark outside, it is absolutely vital that UNH students feel safe inside of the Library. Another question that the vast majority responded positively to regarded the atmosphere of the 24/7 Library. Almost all participants reported that they found the environment of the 24/7 Library conducive to studying. Since that is the main purpose of the 24/7 Library, it was great news that the students surveyed were on the same page and agreed that the 24/7 Library environment was effective for learning.

Feedback in an open-ended question regarding the 24/7 Library showed that participants feel very grateful to have the 24/7 Library and rely on the extended hours to complete their coursework and succeed in their programs. They consider the 24/7 Library a vital resource that is very useful during busy times and many students can't wait until the 24/7 hours start. Some feedback has even indicated that participants wish the Library was always open 24/7.

What can be done to improve the 24/7 Library?

In order to improve the 24/7 Library, participants suggested a variety of options. The most common suggestion was that the 24/7 Library hours be offered for a longer period of time. Some students suggested that the Library be open 24/7 during the entire school year and others suggested that the 24/7 hours start sooner in the year. Many individuals also stated that food and beverage availability during late night and early morning hours would be beneficial. One student

brought up a safety concern regarding the lack of food and beverages available inside of the 24/7 Library during late and early hours. Leaving campus during the middle of the night in order to obtain coffee and/or a snack could pose a threat to students. UNH is located on a very busy street and there are higher rates of crime in the area. Future research could look into the cost and budget for adding coffee and vending machines to the Library that would be available to students 24/7.

Do students utilize the Library during the early morning and late night hours?

Based on the responses to the Student Satisfaction Survey, the majority of students surveyed never utilize the Library between 7:00am and 8:30am Monday through Friday or between 8:00am and 10:00am on Saturday. Although the majority of participants do not use the Library during this time, there are quite a few students who do. In order to accommodate the needs of all students, the Library would need to stay open during these early morning hours. While most participants don't seem to be using the Library on weekday and Saturday mornings, responses did show that many of the students surveyed use the Library on Sunday morning between the hours of 10:00am and 1:00pm. Responses also indicated that the majority of students surveyed use the Library during the later night or evening hours. Out of 183 respondents, 131 reported that they use the Library between the hours of 10:00pm and midnight Sunday through Thursday, at least sometimes during the school year and 113 reported that they use the Library between the hours of 5:00pm and 10:00pm on Friday, at least sometimes during the school year. Due to the fact that nights and evening seem to be most popular for going to the Library and several comments from other questions suggested later hours or 24/7 hours all year round, the UNH Library may want to consider extending their regular hours later into the night.

Further research could be done in order to see if that's something more students feel they would utilize on a regular basis.

How often do students utilize Library resources such as course reserve books, e-books, e-journals, databases, and interlibrary loans?

The usage of five specific resources were measured with the Student Satisfaction Survey. Based on the responses of 183 participants, results show that course reserve books are the least utilized resource. 132 participants stated that they never use course reserve books at the Library and only 18 stated that they use course reserve books once a week or more. Interlibrary loans were the second least utilized resource with 131 participants stating that they never use interlibrary loans and 13 stating that they used interlibrary loans once a week or more. According to results, e-books are also not utilized often by the majority of students surveyed, with 115 reporting that they never use e-books at the Library. On the other hand, databases and e-journals seem to be used quite frequently. Databases are the most utilized resource with 148 students surveyed reporting that they use databases at some point during the school year and only 35 students reporting that they never use databases. The amount of students surveyed who use e-journals at least some times during the school year came to 111 as opposed to the 72 students who reported never using e-journals. This information could be very helpful when looking to expand upon these five particular resources. It may be beneficial to cut some money from course reserve books and use it to expand upon the collection of databases and e-journals.

Would the lack of desktop and iMac computers impact students' ability to complete their courses?

The results from this survey indicate that the lack of desktop PC and iMac computers would definitely impact students' ability to complete their courses. Of the 183 respondents, 137

indicated that the loss of desktop computers and iMacs would hinder their ability to complete their schoolwork. That's almost 75% of students surveyed. Only 24 students surveyed reported that the loss of desktop PCs and iMacs wouldn't hinder their ability to complete their school work and only 22 students surveyed reported that they did not use these resources. In the open-ended comments, 13 students actually indicated that they'd like more desktop PC and iMac computers. Responses show that these computers provided by the Library are necessary and vital resource for students at UNH. This is relatively surprising considering that the Spring 2015 Technology Needs Assessment found that 96.36% of students surveyed had access to a personal computer. However that same survey also found that the main use for Library desktop PCs and iMacs is printing purposes. Since it seems that the main reason students rely so heavily on the desktop PCs and iMacs is for printing, it may be beneficial to improve the functionality and awareness of the wireless printing options.

What can be done to improve the Library overall?

The responses to this question were extensive but there were several themes. 133 students surveyed made a comment on how the Library could improve and 11 students typed things such as "n/a" or "I don't know." The most common suggestion was that students would like to see more printers or improved wireless printing. This seems to be a big necessity since printing has been a common issue throughout this survey and previous surveys. Of all the responses, 19 expressed a need for a more efficient printing system. 13 students surveyed also suggested that the Library add more computers. It would be interesting to see if the students who asked for more computers wanted them in order to have more ways to print or for other uses. Another very common suggestion was to increase food availability in the Library, especially during the 24/7 hours. 16 of the students surveyed made it very clear that they would really appreciate some sort

of vending machine and also a coffee machine to use when the Starbucks Café is not open. It was also suggested 11 times that there be more power outlets added to the third floor. The previous survey also found a need for more power outlets in the Library so this will definitely be something to look into.

Are students satisfied with the Library website?

Overall, feedback on the Library website was good and the students surveyed seemed to be satisfied with the Library website. The vast majority of students use the Library website on a semi-regular basis with only 12.02% of the sample reporting that they never utilize the Library website. Of those who do use the Library website, 88.75% reported that they found it easy to navigate. Even more participants reported that they never experience any issues with the Library website. 95.60% of participants reported not having any issues while only 4.40% responded that they did experience issues. Those issues consisted of having a hard time navigating databases, links not working properly, the Chrome browser not being compatible with Pro Quest, compatibility with Google Scholar, slow response, and confusion or repetitive clicking within the website. When asked for suggestions on how to improve the Library website, 18 students provided open-ended feedback. Some of the most common suggestions were to make the Library website less confusing and more simplistic, add an instruction page that explains things available at the Library, easier access to databases and interlibrary loans, and the addition of more databases and journals. Data from questions 24 and 25 show that databases and journals are two of the most commonly used Library resource so perhaps future research should look into which journals and databases could be added to the UNH Library's collection in order to help students further excel in their courses.

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 March 28, 2016. 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 Kassity Truxell at ktrux1@unh.newhaven.edu or Hanko Dobi at hdobi@newhaven.edu

Survey participants who complete the entire survey and submit it will be entered into a random drawing for one of two \$25.00 Amazon gift cards.

Library Student Satisfaction Survey

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 18 years of age or older?

- a. Yes
 - b. No
2. How often do you visit the Marvin K. Peterson library?
- a. Daily
 - b. 4-6 times per week
 - c. 1-3 times per week
 - d. Less than once per week
 - e. I never visit the library
3. Have you heard about the 24/7 Library on the main campus?
- a. Yes
 - b. No
4. How often to you utilize the 24/7 Library?
- a. Daily
 - b. 4-6 times per week
 - c. 1-3 times per week
 - d. Less than once per week
 - e. I never visit the library
5. For which of the following reason(s) do you utilize the 24/7 Library? (check all that apply):
- a. Individual study space
 - b. Collaborative study space
 - c. Desktop computers
 - d. Printers

- e. Scanners
 - f. Other (please explain)
6. Is the environment of the 24/7 Library conducive to studying?
- a. Yes
 - b. No
7. Do you feel safe and secure when using the 24/7 Library?
- a. Yes
 - b. No
8. Do you visit the 24/7 Library more often during midterms than other times during the semester?
- a. Yes
 - b. No
9. Do you visit the 24/7 Library more often during finals week than other times during the semester?
- a. Yes
 - b. No
10. If the 24/7 Library continues to be offered, would you use it in the future?
- a. Definitely would
 - b. Probably would
 - c. Probably would not
 - d. Definitely would not
11. Which option would you prefer?

a. OPTION 1 Library hours

Monday - Thursday 8:30 a.m. - 2:00 a.m.

Friday and Saturday 8:30 a.m. - 8:00 p.m.

Sunday 10:00 a.m. - 2:00 a.m.

24/7 Library during finals week

b. OPTION 2 Library hours (note: these are the current Library hours)

Monday - Thursday 7:00 a.m. - 12:00 midnight

Friday 7:00 a.m. - 10:00 p.m.

Saturday 8:00 a.m. - 8:00 p.m.

Sunday 10:00 a.m. - 12:00 midnight

24/7 Library starting the week before mid-terms ending at last day of

finals

c. No preference

12. Do you have any comments regarding the 24/7 Library on the main campus?

a. Yes (please explain)

b. No

13. Do you visit the Library Monday - Friday prior to 8:30 a.m.?

a. Yes

b. No

14. How often do you use the Library during the following times? - Early morning hours

from 7:00 a.m. - 8:30 a.m. Monday – Friday

a. Never

b. Sometimes

- c. Usually
- d. Always

15. How often do you use the Library during the following times? - Night hours from 10:00 p.m. - 12:00 midnight Sunday - Thursday

- a. Never
- b. Sometimes
- c. Usually
- d. Always

16. How often do you use the Library during the following times? - 8:00 a.m. - 10:00 a.m. on Saturday

- a. Never
- b. Sometimes
- c. Usually
- d. Always

17. How often do you use the Library during the following times? - 10:00 a.m. - 1:00 p.m. on Sunday

- a. Never
- b. Sometimes
- c. Usually
- d. Always

18. How often do you use the Library during the following times? - 5:00 p.m. - 10:00 on Friday

- a. Never

- b. Sometimes
- c. Usually
- d. Always

19. If the Library did not have desktop PCs or iMacs would this impact your ability to complete your courses?

- a. Yes
- b. No

20. Name one (1) thing which would improve the Library:

21. What library resources do you use the most? Check all that apply.

- a. Printers
- b. Scanners
- c. Group meeting rooms space
- d. Databases
- e. Research e-Journals
- f. Print Books
- g. E-Books
- h. Interlibrary Loan
- i. Course Reserves
- j. Desktop Computers
- k. iMacs
- l. Quiet Study Space on Upper Level
- m. Collaborative study Space on Lower Level
- n. Other

o. None

22. How often do you use the following resources from the Library? – Course reserve books

a. Daily

b. 4-6 times per week

c. 1-3 times per week

d. Less than once per week

e. Never

23. How often do you use the following resources from the Library? – E books

a. Daily

b. 4-6 times per week

c. 1-3 times per week

d. Less than once per week

e. Never

24. How often do you use the following resources from the Library? – Databases

a. Daily

b. 4-6 times per week

c. 1-3 times per week

d. Less than once per week

e. Never

25. How often do you use the following resources from the Library? – E journals

a. Daily

b. 4-6 times per week

c. 1-3 times per week

- d. Less than once per week
- e. Never

26. How often do you use the following resources from the Library? – Interlibrary loans

- a. Daily
- b. 4-6 times per week
- c. 1-3 times per week
- d. Less than once per week
- e. Never

27. How often do you use the following resources from the Library? – Website

- a. Daily
- b. 4-6 times per week
- c. 1-3 times per week
- d. Less than once per week
- e. Never

28. Do you find the Library website easy to navigate?

- a. Yes
- b. No

29. Do you ever experience any issues with the Library website?

- a. Yes (please explain)
- b. No

30. Do you have any suggestions for improving the Library website?

- a. Yes (please explain)
- b. No

31. Are you a UNH undergraduate or graduate student?

- a. Undergraduate
- b. Graduate

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

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

33. Are you an International Student?

- a. Yes
- b. No

34. Are you a returning student?

- a. Yes
- b. No

35. Which college do you attend?

- a. College of Arts and Sciences
- b. College of Business
- c. Tagliatela College of Engineering
- d. Henry C. Lee College of Criminal Justice and Forensic Science
- e. Lyme College of Fine Arts

Appendix B: Question 5 Explanations

- Books
- Finals
- I don't have time to study during the day, so having the library open all night allows me to be able to study in a safe and quiet environment at a time that works best for me.
- meeting place for group work
- Only place I can do work
- research
- study hall - sports

Appendix C: Question 12 Explanations

- 24/7 during finals week
- 24/7 library hours are the best thing that has ever happened to this university. I can very honestly say that there is nothing more I look forward to than spending whole nights in the library. Having a very busy academic/extracurricular schedule does not allow me to complete much school work during the day, and most events I must attend for my sorority run until 10:00 p.m. on some nights. My least favorite thing to do is start an assignment without finishing, so having the library open all night allows me to get all of my work finished with no time constraints.
- 24/7 Library is a godsend for me. Every semester, I can't wait for it to be around midterms time so that 24/7 Library starts and I love that it continues until the end of the semester.
- 24/7 library is very useful for the nights when you've procrastinated and desperately need a work space
- A lot of people use the 24/7 library for the night hours, but a few of us are there in the morning before classes begin, so the 24/7 library means we're not waiting outside if we get there early
- Food options should be open all night. Even a healthy vending machine and a coffee machine
- For safety, I think it would be great if you guys have coffee maker for student to use or at least drinkable hot water so student can enjoy hot drinks while studying rather than walking to 7/11 or DD for coffee late at night.
- Great idea!

- Honestly it needs to be cleaned better and smell better. There is usually an overwhelming smell of B.O. On the main floor that I know prevents a lot of on campus students from using it as study space. Don't need to kick people out, but just use air fresheners or better ventilation because it gets to the point where it is difficult to breathe and most students know the library to have a smelly reputation.
- Honestly it should be 24/7 all the time because of the majors on this campus including engineering forensics and most science majors. It's hard to get studying done during the day with so many classes and there's so much to do that it sucks when the library isn't open all the time as a place to go. Also you guys should get a vending machine or something for when the Starbucks closes full of healthy/not so healthy snacks because after 11:30 nothing is open anymore so I think it would be utilized a lot!!
- I appreciate the 24/7 library hours because I know that a lot of schools don't have the option and even though I may not be there 24/7 I know that the option is a great privilege that we enjoy at this University.
- I dislike not getting emails about when the quiet floor is closed off for a period of time
- I find the 24-Hour Library to be EXTREMELY beneficial! As a communication and English double major with a theatre minor, I don't always tend to study at the most conventional hours. The 24-Hour library has "saved my skin" on numerous occasions; just this week!
- I like that it is card-restricted access after certain hours, really makes me feel safe.
- I LOVE IT AND COULDN'T DO SCHOOL WITHOUT IT. PLEASE DON'T GET RID OF IT, I NEED IT FOR MIDTERMS AND FINALS

- I love the 24/7 Library hours, because it gives me a place to go that isn't my room where I can focus on my work.
- I personally do not utilize it, but I know many students do and I think it is a great idea!
- I really am happy that the library has 24/7 hours, especially during finals week. I am much more productive when i go to the library to study and have the whole night to work allows me to get more work done than when i am at home.
- I think having Option 1's hours from the beginning of the semester until the week before midterms would be beneficial, and then you could switch to Option 2 for the rest of the semester.
- I think its a good idea for mid terms and finals but unnecessary otherwise, I am a commuter however.
- I think they should have snacks all night.
- I want it all year round.
- I wish that there was better temperature control in the library. The only reason I do not like going is because it is constantly too warm.
- I wish the library would stay open later on Saturdays
- I wish they had an option for food and study rooms after 10 pm
- I would like to have the 24/7 library during more times during the semester not just during testing or at least having it close later than 12am during the rest of the year because I, like a lot of other students, am not available till 10pm which is when I go to do my homework and two hours isn't enough.
- I would love to have a 24/7 library all semester.

- I would prefer more study rooms to be available and more resources like white boards to be available for studying purposes.
- It is not clear that you need to scan your ID to get in so many people leave Also, the library should be open later but still open before classes start
- It is very useful and should be available more
- It should be 24/7 all the time
- It should be offered sooner than midterms. Possibly the week before
- It should start sooner
- Love it
- More needs to be done about the noise level on the third floor. It is supposed to be the quiet floor but the last few times I was there, people were doing work in groups and talking, people playing music without headphones and even people talking on the phone.
- Most other schools have 24/7 libraries all semester. We should do that.
- Need more macs and computers
- No
- Offer snacks for sale after the Starbucks area has closed.
- people need to print stuff out at the library before 8 ams so you cant open after that
- Please make sure you have a way to have the printers not break down during finals or midterms, thank you!
- Thank you for offering it!
- The 24/7 Library on the main campus is an excellent resource for students whose needs for printing or studying can only be fulfilled outside of normal library hours due to their

busy schedules. This offers more options for students to be able to have a productive space at all hours of the day.

- The cafe should stay open with the 24/7 library or give students access to purchasing coffee somehow.
- The Library helps me study a lot. Also, can we check out the books in the glass cases?
- the third floor quiet area should have some computers that are individualized to offer ability to study and research in quiet room, the four at the door are nice but stuffed on a small area. the main floor has many computers but the noise level interferes with research and study...
- This year, the week after spring break, 24/7 hours were not being held for some reason, and it was very inconveniencing to me. The library staff were also very rude telling us we should have left at 11:45, knowing they were closing at 12. They need to be more accommodating to those who are simply packing up, trying to leave. There have been times when I'm waiting for my roommate to finish packing up and I've been threatened to have CP called for not leaving "on time" when it was only 11:55. It's not fair to us as students.
- very helpful please keep!!!!
- Wish they had it for more than just right before finals/midterms. I would love there to be 24/7 hours from midterms to the end of the semester.

Appendix D: Question 20 Explanations

- I know this would be really hard but it would be great if the quiet floors had like triple the amount of outlets because there is definitely not enough.
- .
- A bit more desktop.
- A computer that students who only need to print can use. As a student who uses the library to do work, but on my own laptop because the desktops there are always taken. I need a place to print after, but all the desktops are in use. There should be one or two stand alone computers that students can use that are only printing so they don't have to wait for a desktop to open up.
- Ability to print from lab top(connect via wifi)
- Accurate programs on the Macs and better printers.
- Add more desktop computers, there is never enough for the students
- Air fresheners. The library smells worse than a gym locker room laundry basket in August with curry dusted all over the place.
- Allow us to eat in the library. There are trashcans there for a reason and have witnessed people eat in the library and not leave it a mess. I do not see the issue with allowing students who are studying to eat while they are doing so.
- Allowing food in the group study space.
- Always have 24/7 hours
- Appearance
- Bathrooms are insufficient when crunch time arrives. Always dirty and absolutely disgusting, probably unhealthy

- Being allowed to check out the books in the glass cases. Also, a majority of your books displayed seem to be from a Left-wing perspective. It would better foster intellectual diversity if you had more from a Right-wing or Libertarian perspective.
- Better hours for the coffee shop, maybe having a copy of every book that every professor uses for classes (I know this seems like a lot to ask) and have it not able to be taken out, I had a problem where one professor didn't place a hold on a book for a class, the wrong version of the book was sent to me, I went to use the library's version for an assignment and someone had taken the book out for the whole semester. Or instead of this, maybe require professors to place holds on all books that are necessary for classes.
- Better lighting. Kills my eyes when im trying to read.
- Better lighting?
- Better security
- Better tables at the cafe. They don't have enough space. Mainly the ones by the Windows.
- Better temperature control. It is too hot!
- Bigger cafe space/more snack availability
- Book selection
- Bringing back the comfortable chairs in the cafe and also placing the new computers in the silent area upstairs.
- Cafe open on weekends
- Cleaner bathrooms
- CLR open on Saturdays instead of Sundays
- Coffee machine for the weekends, more science journals
- constant temperature because it is often freezing on the top quiet floor.

- Copier
- copy machine that's easy to use
- Desktop computers in silent section upstairs.
- Easier way to find books you're looking for
- Everything is good
- Faster computers
- Fiction fun books that are able to be checked out
- Fine as is
- food availability during late night hours, I cannot bring many snacks with me and sometimes I forget too, and the café is closed so I just stay hungry. they could have a vending machine but with sandwiches or have a system where when a student pays or swipes we can open the door to fridge and grab food.
- Food that you can buy with dining dollars NOT charged cash.
- Have all the tables connected to power, some aren't down stairs
- have cable TV in the cafe area
- Having a 24/7 library all semester
- Having more access to printers and computers with Photoshop, Illustrator, and programs that are used for coursework (RStudio, etc.) as during the day, these tend to be completely occupied.
- Having one or two computers specifically for printing. Some people go to the library for the sole purpose of printing. If there were a couple of computers that were just for logging on to your email to print or putting in a flashdrive to print that would be easier.

- I do my work in the quiet study area upstairs. More comfortable desks and chairs would be nice. But more importantly I work on my own laptop and setting up printing on that is too much of a hassle. To print I email my documents to myself and then log onto the PC downstairs and print. But there are rarely open ones, and the ones that are are usually off so I have to wait for them to boot up and then log in. Having a couple of those always logged on to a generic account would be nice. Or have a separate email address for the librarians for printing documents that they can send right to the printers would be immensely helpful.
- I don't know.
- I dont know
- I think more computers would improve the library, because sometimes they are all taken.
- I wish there were desegintated laptops with timed sessions for printing only. Sometimes I come in and there's people just sitting at a computer not using it or using their laptop and a desktop and I really need to print something
- I wish you could enter the library on the bottom floor.
- I would have the Mac computers connected to the printer. I have gone to them numerous times because they were the only ones free and then found out at the completion of my assignment I couldn't print
- I would keep change the Starbucks to stay open later; even if it were just for midterms and finals week. Sometimes it's good to have a coffee accessible at 10PM during finals week.
- I would like access to more academic journals and to provide food later into the night.

- If the Charger Cafe were open at least until 2:00 am during finals week I think it would be better because students get hungry/ coffee deprived and may need refreshments while studying. I would utilize the library more if the cafe was open longer.
- Improve the wireless printing process. I can not print from my laptop, so I have to print from the PC they have.
- Increase the amount of computers and make the library hours till 2am for non midterms and finals weeks.
- Interesting, non-educational books.
- It gets really cold in the lower level at night.
- It's always really hot in the library. Turn the air on!
- Keeping the cafe open longer
- Kicking out people who are socializing or just watching Netflix because a club or Greek life requires them to be there for a certain amount of time. It's distracting and annoying.
- Last years set up
- Leisure books
- Location
- Longer hours
- Longer hours of the cafe
- Make it easier to connect personal devices to the printers and never kick students out of part of the library for events
- make it easier to get books from the Lyme campus
- make more space available

- Make sure that the outlets in the tables downstairs work. Some do not and this effects the number of seats people use.
- More access to database articles
- More availability of the private rooms by putting some in the downstairs because a group is a few people and not the entire downstairs population which gets very loud while the upstairs rooms are filled or unavailable for other reasons.
- More comfortable seating like the couch chairs with the desks that are in the Bartels Programming Space.
- More comfortable seating to just do work in like the chairs in Bartel's Programming Space.
- More comfy chairs.
- More commuter-friendly.
- More computer workstations.
- More computers
- More computers for people to work on; most of the time, they're all being used.
- more computers, maybe some for solely printing
- More computers/areas to print out work
- More cubicles
- More desktops
- More enforcement of silent floor.
- More helpful and friendly library staff.
- More helpful staff.
- More macs

- More one-on-one with CLR tutors
- More options and better hours at the Charger Cafe.
- More outlets in the quiet study area!
- More outlets in the quite study area upstairs for plugging in laptops to study/complete work
- More outlets on the 3rd floor for the individual study desks
- More outlets on the third floor, sometimes I am unable to get a seat where there is an outlet and when my phone or computer is in danger of dying, I have to leave earlier than intended.
- More plugs on the quiet study floor
- More printers.
- More printing money. I know this is not a library issue, but I'm taking a print-heavy courseload this sememster and even with the free printing at the CLR and FYSC, I'm still down to \$4 in printing money.
- More privacy when using the computers
- More private rooms for groups to work in.
- More private study areas not on the quiet floor
- More quiet study space
- More rolling chairs in the computer area, and little cubby study area because people roll away with them, but the cubby are still empty.
- More scanners and printers available.
- More space
- More space; during the busy hours things get too tight, that's about it.

- More textbooks on reserve
- n/a
- N/a
- N/A
- needs a reading section with just chairs
- Noise level on some floors.
- Not to sure
- Nothing, its great!
- One thing I believe would improve the Library would be if I could print from my laptop. Some students claim to be able to access the printer from their laptops so I could just be alone with this issue, but if this is possible, I believe it should be more widely known.
- Printer availability. They hardly ever work
- Printer Services
- Printing from your own laptop should be more accessible.
- quiet that's all the student need to be quiet in there.
- Regulate the computers and ask people who are not using them to move.
- Replace the Starbucks with a Dunkin'.
- Restrooms on the main level
- Some type of signal that some computers are available while others are taken would be nice so it doesn't always have to be a hunt as to whether it is taken or not.
- Stable
- Staff monitoring the third floor to control noise level

- The biggest improvement you could make would be the installation of more electrical outlets on the third floor. Or, a long power strip could be connected to run the length of the wall or cubicle aisle.
- The CLR area being monitored for noise
- The fact that it is not always 24/7
- The main floor (around the PCs) gets overwhelmed with loud conversations. There seems to be a cultural aspect to this as conversations are not in English. The language is not the problem but I don't think it is understood that the library is not the setting for this kind of loud conversation.
- The organization of books
- The printing system has a lot of flaws, mainly with color printing.
- The smell
- The smell is honestly the only thing.
- The software on the computers could be better. As an engineering student, there are programs I need to use that are only on PCs in Buckman, which is sometimes locked on weekends and I don't have access to what I need to use.
- The temperature
- The third floor is more quiet to study however there is no wall outlet
- the third floor quiet area should have some computers that are individualized to offer ability to study and research in quiet room, the four at the door are nice but stuffed on a small area. the main floor has many computers but the noise level interferes with research and study...
- unsure

- Update the study stalls on the quiet floor. I always wanna go on the quiet floor but there's never any plugs.
- Vending machine or 24/7 Starbucks!! Coffee and food at night is needed and would be utilized!!!
- We need to create a study space on the first floor that is more conducive to shared work.
The bottom floor is too loud sometimes

Appendix E: Question 21 Explanations

- Café
- Clr
- CLR
- library café
- little cubbys in the computer area
- Starbucks
- the café

Appendix F: Question 29 Explanations

- accessing from inside UNH
- I have a hard time navigating databases
- It's confusing
- not all links work properly
- SLOW
- Sometimes pro quest and chrome do not get along. It's very aggravating.
- When reaching the databases on the website, there is a lot of repetitive clicking.
- When researching through google scholar and signed in thru the library it never recognizes that I'm signed in and have to find a journal thru a database were subscribed to, only for it to ask me to pay for it and then have to search thru UNH's system for that journal

Appendix G: Question 30 Explanations

- Bring back the database search on the front page
- Can we submit ILL requests for multiple journal articles at a time instead of one at a time?
- Easier access to important resources
- Have a directions book on how to operate for new users
- Have a section that explains things at the library (how to reserve rooms, what's available to borrow, how to make appointments at the clr, ect)
- Make it easier to navigate the databases
- Make it easier to navigate.
- Make it less confusing
- Make tabs and links more clear
- Maybe interlibrary loan easier to find
- More databases if possible. :)
- Some of the categories are not self-explanatory
- Sometimes it logs the students out prematurely.
- Update it with some animations and colorful pictures. ADD LIFE to it. it looks so old
- Use a material design or another simplistic design.
- We need access to more journals
- When using the databases, if I hit the backspace button it will require me to login in again, this can become inconvenient and annoying