University of New Haven: 2019 Library Satisfaction Survey

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Marvin K. Peterson Library

Prepared for:

Hanko Dobi

Chief Librarian

Prepared and submitted by:

Miranda Mansolf

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Executive Summary

The Marvin K. Peterson Library is one of the University of New Haven's academic focal points, helping to provide spaces and services that aid in the discovery, understanding, and use of high quality information. To ensure the services and physical spaces provided by the Library meet student needs, it is key that the University of New Haven makes every effort to gain feedback from students regarding their use and experiences. Through collected feedback, the university is able to understand and address student concerns, helping the Library to provide relevant services as students' academic needs evolve.

The 2019 Library Student Satisfaction Survey was developed to seek feedback regarding students' use and satisfaction with the services, spaces, and technologies provided by the Marvin K. Peterson Library. The 2019 survey additionally acted to follow-up with students and measure their satisfaction with the Library's improved physical spaces, which are a result of major renovations to the Library's main and upper levels in the summer of 2017. Specific Library renovations include the replacement of the dark colored carrels along the walls of the upper level with new, light colored carrels that provided students with electrical and USB outlets to charge their devices while sitting at the desk. Renovations to the main level included the installation of new computer desks/workstations and new comfortable seating with movable white boards for group collaboration and other purposes near the Library's main entrance.

Image 1-2: 2017 Library Upper Level Renovations; Light-colored carrels with outlets

Image 3-4: 2017 Library Main Level Renovations: New Computer Workstations (Left) and Collaborative Space (Right)

The Spring 2019 survey asked many of the same questions as the survey distributed in the April of 2017. The 2019 follow-up survey consisted of 53 primarily multiple choice questions, occasionally providing open-ended fields that allowed students to voice concerns or recommendations.

The 2019 satisfaction survey was distributed to all University of New Haven students via their school email addresses. 6,316 students received the Spring 2019 Library Satisfaction Survey in total. Survey responses were collected and analyzed using the Campus Labs Baseline Instrument. Survey participants were all undergraduate or graduate students of one of the five colleges/schools with services on the University's Main Campus in West Haven, Connecticut. Participants were required to be age 18 or older to participate in the survey. Most participants were domestic, undergraduate, full-time students.

Based on the data collected from students using the spring 2019 satisfaction survey, it can be concluded that most of the students who utilize the Library's services and spaces are satisfied with their experiences, however there are common complaints regarding the Library's printing services, online databases, and upper and lower levels that could be addressed to increase overall student satisfaction. Additionally, certain Library services such as Inter-library loans, course reserves, and laptop/iPad borrowing are not utilized by the majority of University of New Haven students. Overall, while certain complaints were slightly reduced and others increased, the

overall trend in student satisfaction as apparent by the 2019 survey data is consistent with the data collected using past surveys.

To increase satisfaction and utilization of the Library's services, students commonly suggested that the Library be rearranged to increase its capacity and provide more seating for students, primarily next to working electrical outlets so devices such as laptops could be plugged in for prolonged visits. Another common suggestion was that the Library more effectively advertise the services they offer and provide better instruction in how to use them. Other common suggestions include improving the setup and contents of the Library's online databases, better noise control in the Library, updating the Library's desktop computers to include relevant programs, and lowering the cost of printing. Suggestions to update the Library's desktops and lower the cost of printing are not within the Library's control to change, however these suggestions will be passed on to the appropriate departments to address.

Introduction

For over twenty years, the University of New Haven's Chief Librarian Hanko Dobi has sponsored student surveys to assess students' use and satisfaction with the Marvin K. Peterson Library. The purpose of these annual surveys is to receive feedback from University of New Haven students in hopes of identifying common areas of dissatisfaction and implementing changes that will help the Library improve upon the services and physical spaces they provide.

As with previous surveys, the main focus of the Spring 2019 Library Student Satisfaction Survey was to collect student feedback regarding their use and satisfaction with the Library. The 2019 survey also aimed to measure students' satisfaction with the renovations to the Library's main and upper levels completed in the summer of 2017. To do so, the spring 2019 satisfaction survey centered on these key questions:

- *How often do students use the services and spaces provided by the Library, and how satisfied are they with the experience?*
- *How satisfied are students with the physical aspects of the Library space (lighting, temperature, etc.)?*
- *Do students prefer to study independently or in groups?*
- *What resources would help students study in group settings?*
- *Do students use the technologies provided by the Library, and do those technologies meet their needs?*
- *Do students use the Ebsco Discovery Service to search for the Library's resources, and how satisfied are they with the results?*
- *How do students prefer to contact a librarian for help?*
- *What are student's opinions regarding a self-service option for requesting and processing Inter-library loans?*
- *In what format do students prefer to read books (E-book, hardcover, or both)?*

The results of the Spring 2019 Library Student Satisfaction Survey will help Chief Librarian Hanko Dobi understand the aspects of the Peterson Library that may need to be improved upon to increase student use and satisfaction with the Library. The survey results will additionally help in the implementation of these improvements by providing data to help support any changes that may be requested.

Methodology

The Spring 2019 Library Student Satisfaction Survey was created to evaluate key questions regarding students' use, preferences, and contentment with the Marvin K. Peterson Library. The survey was developed and edited carefully to ensure that it would be successful in identifying areas where improvements can be made to better the academic experiences of University of New Haven students. The 2019 survey distributed to students was similar to the survey students were asked to respond to in the spring of 2017 with the exception of 4 questions that were either removed due to irrelevance or altered to reflect the implementation of a Print Only Workstation. By distributing a survey similar to the previous 2017 Library Student Satisfaction Survey, Chief Librarian Hanko Dobi can gain better insight into any changes in student needs or preferences as well as determine if the renovations to the Library's physical spaces in the Summer of 2017 better meet students' needs.

The 2019 Library satisfaction survey consisted of 53 questions. Question 1 asked students if they were over the age of 18; this question was included in order to gain the participant's consent, as individuals had to be age 18 or older to legally participate in this study. Questions 2-5 were comprised of multiple choice questions regarding student demographics. Questions 6-18 were made up of questions asking students about the frequency at which they use the different services and spaces provided by the Library. Questions 19-30 contained questions inquiring about students' satisfaction with the Library services and spaces mentioned in questions 6-18. Question 31 was an open-ended question that allowed students to provide more information regarding any dissatisfaction they had with the services and spaces provided by the Library. Questions 32-36 asked students about their satisfaction with certain physical aspects of the Library, including lighting, temperature, and seating. Questions 37-39 focused on students' studying preferences as well as their opinions regarding studying resources and spaces. Questions 40-43 asked questions related to student use and satisfaction with technologies provided by the Library. Questions 44 and 45 inquired about students' use and satisfaction with the Ebsco Discovery Service, which can be utilized to search the Library's resources. Questions 46-51 asked students to rank their preferred methods of contacting a librarian for help. Question 52 asked students whether or not a self-service option for processing Inter-library loans would be beneficial. Question 53 asked students in what format they preferred to read a book – E-book, hardcover, or no preference.

As the 2019 Library Student Satisfaction Survey is similar to the Spring 2017 Library Student Satisfaction Survey with the exception of 4 revised or deleted questions, the IRB approval granted for the 2017 survey was also applied to the 2019 Library Student Satisfaction Survey. The 2017 survey, and in extension the 2019 survey, gained in-perpetuity Institutional Review Board approval on April 2nd, 2017 based on Exempt status under 45 CFR 46.101(b)(2). The survey was submitted to the Campus Labs Baseline instrument, where it underwent final reviews and revisions prior to its distribution. The 2019 survey was distributed to all University of New Haven students via their school email addresses on May 1, 2019 at 9:07am. The survey was open to students for two weeks, and closed at 5:00pm on May 14, 2019.

Results

A total of 652 students responded to the Spring 2019 Library Student Satisfaction Survey, with a total of 582 respondents completing the survey in full. Most respondents were domestic, full-time, undergraduate students.

Demographics

Questions 2-5 consisted of multiple choice demographic questions that aided in understanding the makeup of the surveyed population. Question 2 asked students if they were an undergraduate or graduate student at the University of New Haven. A total of 645 students responded to this question. Most students (76.90%) indicated they were undergraduate students; only about one quarter (23.10%) of the survey respondents were graduate students. Question 3 asked respondents if they were a full-time or part-time student. Most students (97.05%) responded that they attended the University full-time. Question 4 inquired as to whether or not the respondent was an International Student. 86 (13.33%) respondents indicated 'yes', they were International Students, and 559 (86.67%) indicated 'no'. Question 5 asked students which of the University of New Haven's five colleges they attended. Most of the students who responded to the survey were members of the Henry C. Lee College of Criminal Justice and Forensic Science (40.02%). The college with the second largest number of respondents was the College of Arts and Sciences (20.68%). The percentage of respondents in each of the University of New Haven's five colleges is depicted in Figure 1.
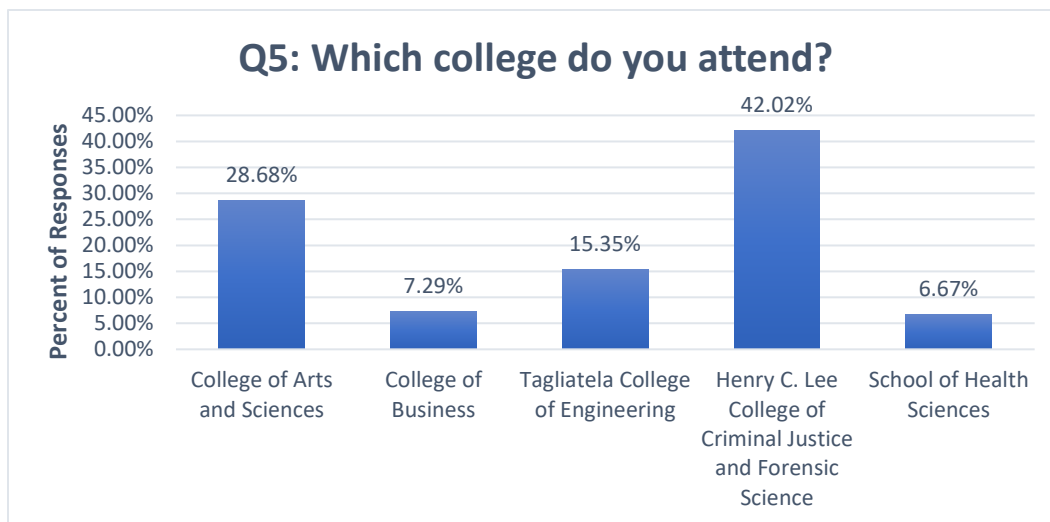

Figure 1: Percent of Respondents in each University of New Haven College

Use of Library Services and Spaces

Survey questions 6-18 asked how frequently students use the different services and spaces provided by the Marvin K. Peterson Library. Each question began with the phrase "How often do you use the following library services and spaces: –" followed by the name of the service or space focused on in each particular question. Respondents were able to indicate how often they used each service by selecting from a list of five responses which included 'Daily', '4-6 times per week', '1-3 times per week', 'Less than once per week', and 'Never'. A total of 592 students responded to questions 6-19.

Question 6 asked respondents how often they use the Library's catalog to search for books and government documents. The most common response, selected by 303 (51.18%) students, was 'Never'. The second most common response to question 6 was 'Less than once per week' which gained 190 (32.09%) responses. This data indicates that only about half of the University's students use the Library's catalog, and those who use it do so infrequently. The percentage of students indicating they use the Library's catalog at each of the designated frequencies is depicted in Figure 2.
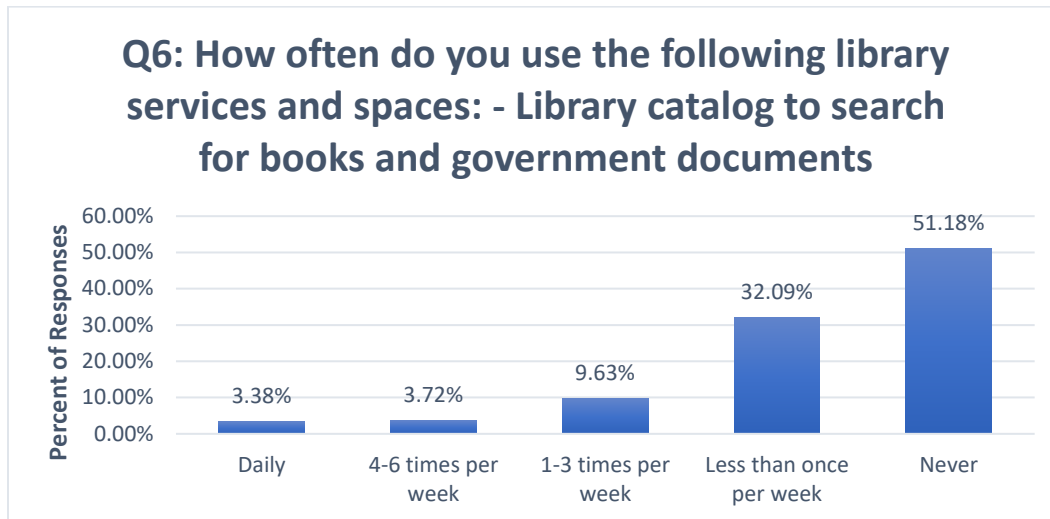

Q6: How often do you use the following library services and spaces: - Library catalog to search for books and government documents

Figure 2: How often respondents use the Library's catalog

Question 7 asked respondents how often they use the Library's databases. Most students indicated they use the Library's databases 'Less than once per week' (40.03%) or '1-3 times per week' (30.74%). This shows that most students utilize the databases, but only at a low frequency.

The percentage of students indicating they use the Library's databases at each of the designated frequencies is depicted in Figure 3.
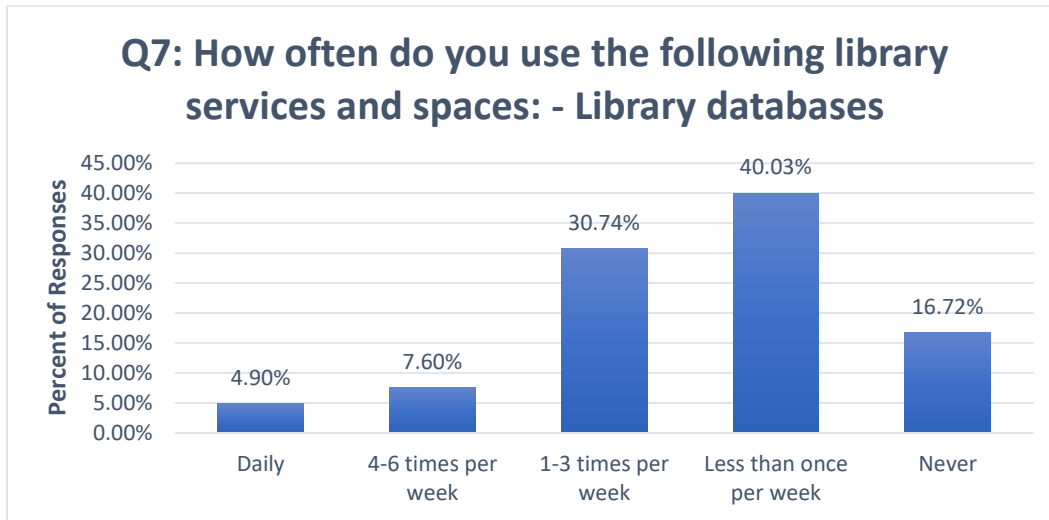

Figure 3: How often respondents use the Library's databases

Question 8 asked students how often they use the Library's laptop/iPad borrowing service. Most respondents (84.12%) indicated that they have never used the Library's laptop/iPad borrowing service, with all other options ('Daily' to 'Less than once per week') each gaining less than 10% of the total responses. The percentage of students indicating they use the Library's laptop/iPad borrowing service at each of the designated frequencies is depicted in Figure 4.
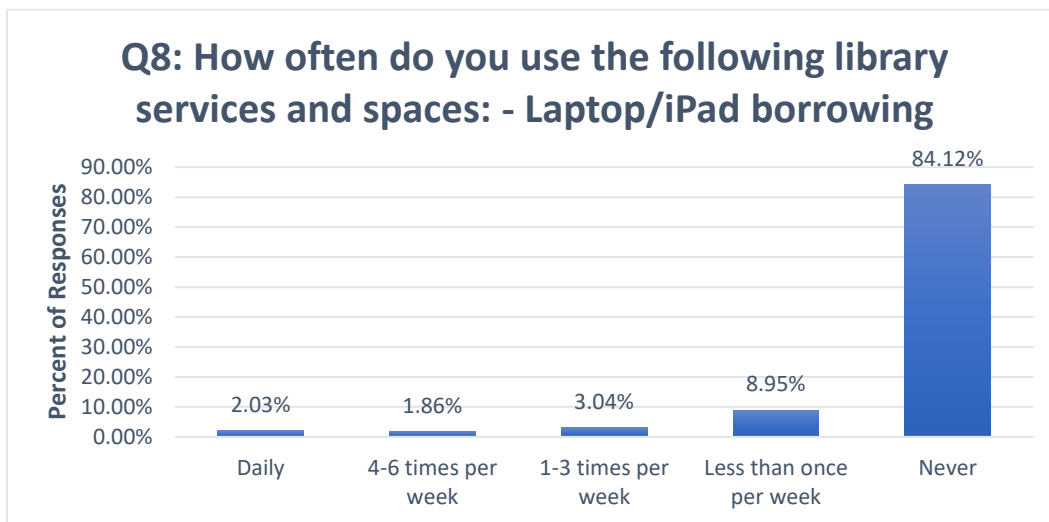

Figure 4: How often respondents use the Library's laptop/iPad borrowing service

Question 9 asked students how often they use the Library's desktop computers. The frequency at which respondents indicated they use the Library's computers varied, with the two most common responses being 'Less than once per week' with 36.15% of responses, and '1-3 times per week' with 29.22% of responses. The percentage of students indicating they use the Library's desktop computers at each of the designated frequencies is depicted in Figure 5.
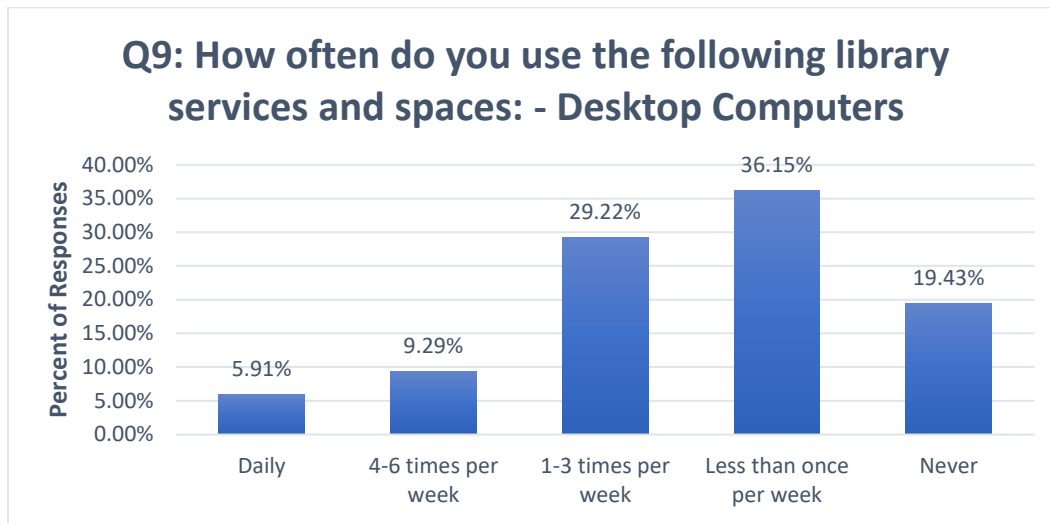
Figure 5: How often respondents use the Library's desktop computers

Question 10 asked respondents how often they use the Library's course reserves. Most students (72.80%) responded that they never use the Library's course reserves, with second most common response being 'Less than once per week' (17.23%). The percentage of students indicating they use the Library's course reserves at each of the designated frequencies is depicted in Figure 6.

Q10: How often do you use the following library services and spaces: - Course Reserves
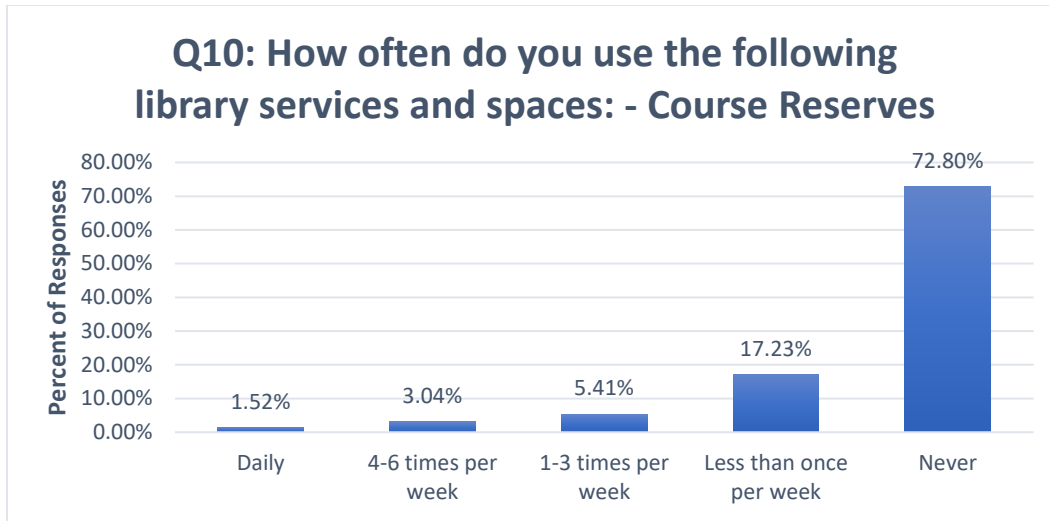
Figure 6: How often respondents use the Library's course reserves

Question 11 asked students how often they use the Library's Inter-library loan (ILL) service. Most students (77.20%) responded that they never use the Inter-library loan service. The second most common response was 'Less than once per week' (15.37%). The percentage of students indicating they use Inter-library loans at each of the designated frequencies is depicted in Figure 7.

## Q11: How often do you use the following library services and spaces: - Inter-library loan (ILL)

Figure 7: How often respondents use the Library's Inter-library loan service

Question 12 asked students how often they use the Library's reference desk. Most students indicated they never use the Library's reference desk (57.77%), or that they do so less

than once per week (30.07%). The percentage of students indicating they use the Library's reference desk at each of the designated frequencies is depicted in Figure 8.
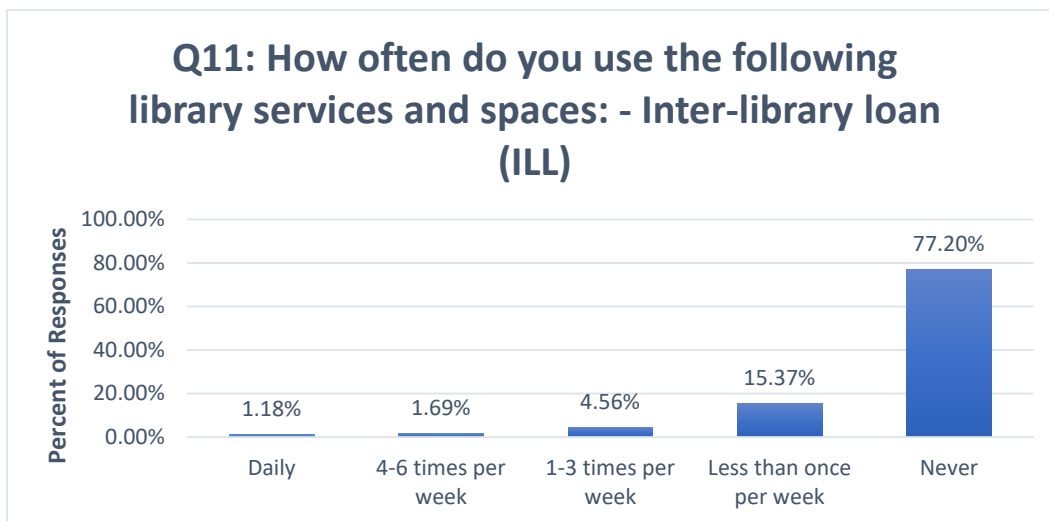
Q12: How often do you use the following library services and spaces: - Reference desk
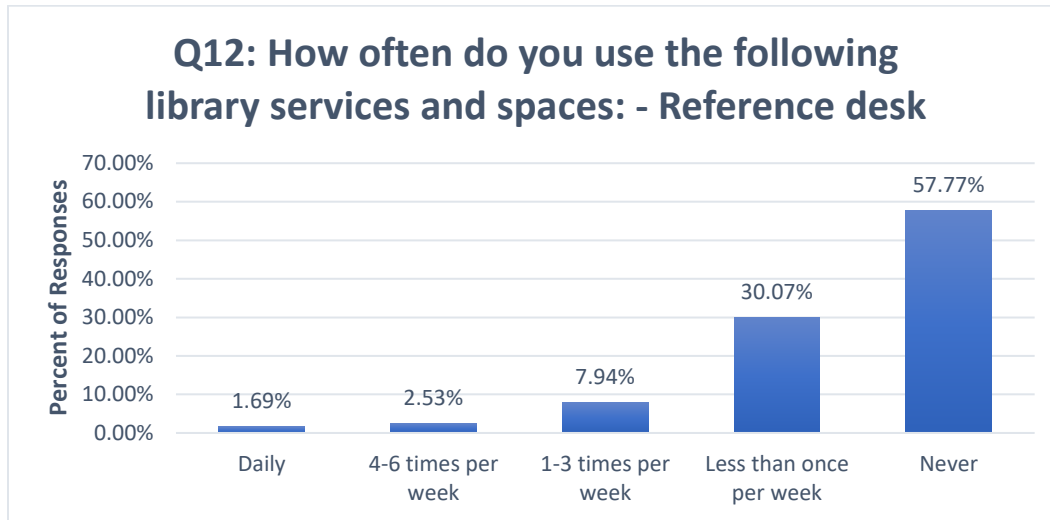
Figure 8: How often respondents use the Library's reference desk

Question 13 asked respondents how often they use the Library's scanners. Most students indicated they never use the Library's scanners (57.60%) or that they do so less than once per week (27.70%). The percentage of students indicating they use the scanners at each of the designated frequencies is depicted in Figure 9.

Q13: How often do you use the following library services and spaces: - Scanner
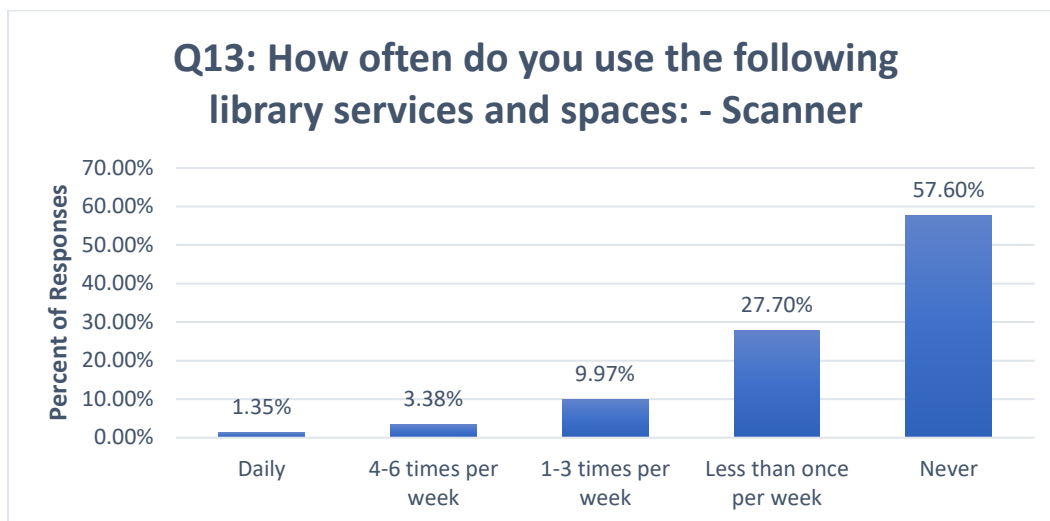
Figure 9: How often respondents use the Library's scanners

Question 14 asked respondents how often they use the Library's quiet study floor, which is located on the upper level of the Library. 42.42% of students indicated that they use the Library's quiet study floor 1-3 times per week or more. The frequency at which students indicated they used the quiet study floor varied. The three most common responses, which each gained a similar percentage of the total responses, were 'Never' (33.78%), 'Less than once per week' (25.00%), and '1-3 times per week' (29.80%). The percentage of students indicating they used the quiet study floor at each of the designated frequencies is depicted in Figure 10.

**Q14: How often do you use the following library services and spaces: - Quiet study floor (upper level)**

Figure 10: How often respondents use the quiet study floor (Library's upper level)

Question 15 asked students how often they use the Library's group study rooms, which are private rooms on the Library's entry level that can be reserved by groups of two or more students. Most students indicated they never use the Library's group study rooms (43.24%) or that they do so less than once per week (35.14%).The percentage of students indicating they use the group study rooms at each of the designated frequencies is depicted in Figure 11.
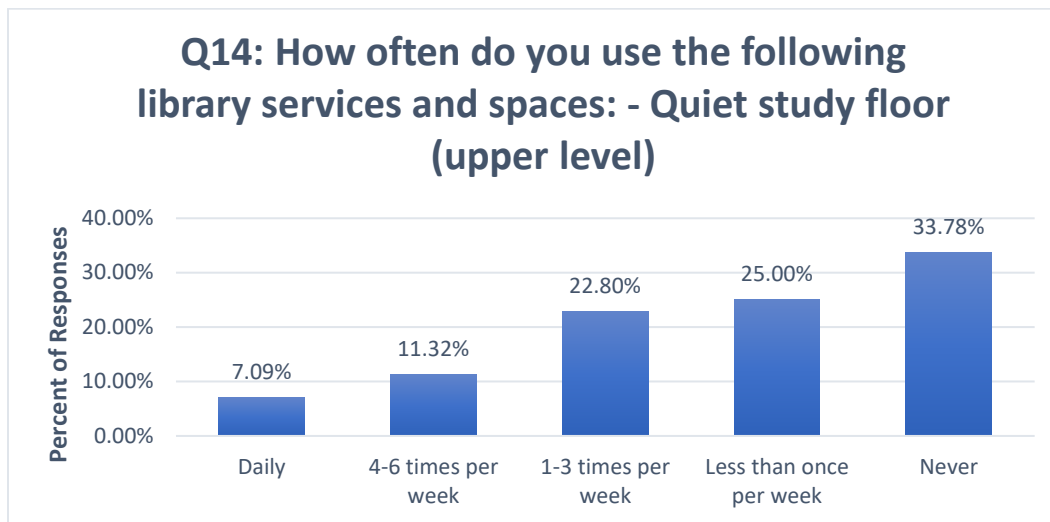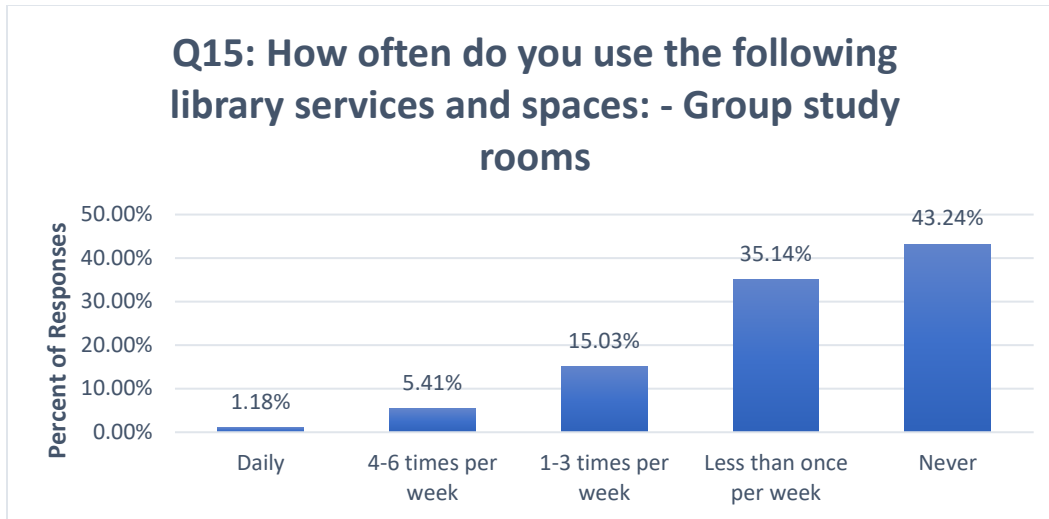
Figure 11: How often respondents use the Library's group study rooms

Question 16 asked students how often they use the Library's collaborative space, which is located on the lower level of the Library. Half (50.67%) of the students who responded to question 16 indicated that they use the Library's collaborative space 1-3 times per week or more. The two most common responses to question 16, each making up 29.22% of the total responses, were '1-3 times per week' and 'Less than once per week'. The third most common response was 'Never', which gained 20.10% of responses. The other two responses, 'Daily' and '4-6 times per week' gained 7.94% and 13.51% of the total responses respectively, trailing but not significantly lower than the three most common responses. The percentage of students indicating they use the Library's collaborative space at each of the designated frequencies is depicted in Figure 12.
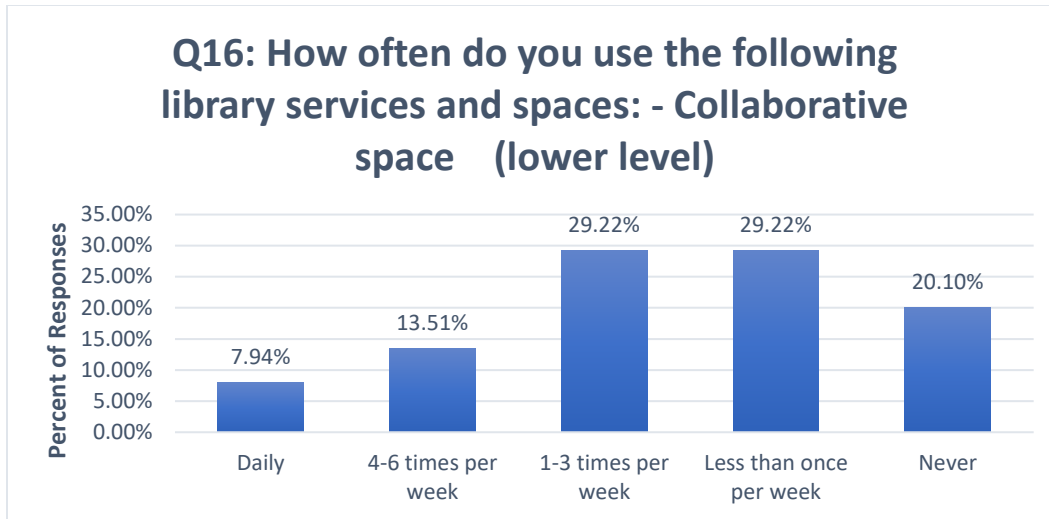
Figure 12: How often respondents use the collaborative space (Library's lower level)

Question 17 asked students how often they use the Library's printers. The frequency at which each student indicated they use the Library's printers varied greatly, however responses show that most students use the Library's printers on a weekly basis. The most common response to question 17 was '1-3 times per week', which made up 36.15% of the total responses. The second and third most common responses were 'Less than once per week' and '4-6 times per week', which received 22.64% and 21.28% of the total responses respectively. The two responses gaining the least amount of votes, 'Daily' and 'Never' each gained 9.97% of the total responses. The percentage of students indicating they used the printers at each of the designated frequencies is depicted in Figure 13.

**Q17: How often do you use the following library services and spaces: - Printers**
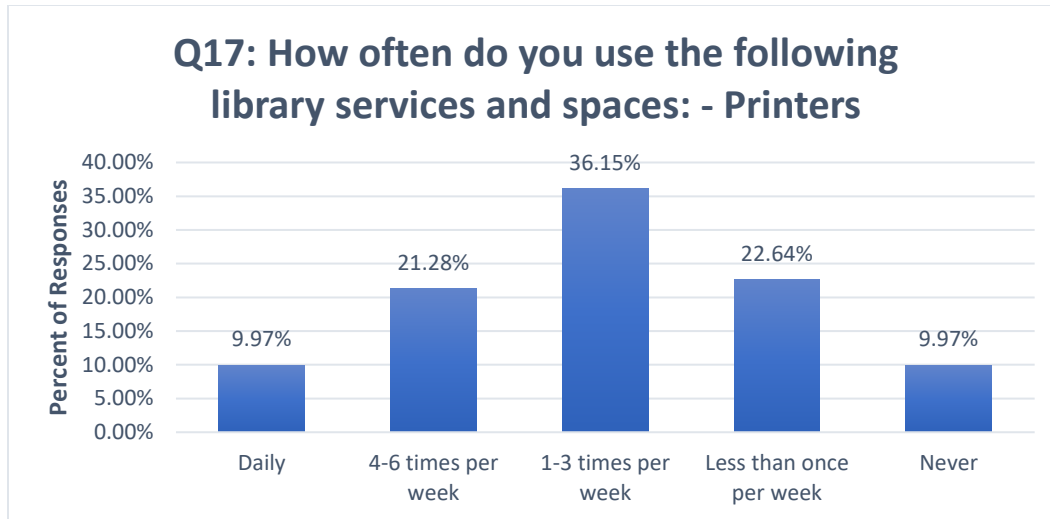
Figure 13: How often respondents use the Library's printers

Question 18 asked students whether or not they have used the Library's Print Only Workstation. The Print Only Workstation was suggested by students in responses to the Spring 2017 Library Student Satisfaction Survey, and was implemented by the Library in the January of 2019 for the Spring 2019 semester. The Print Only Workstation consists of a desktop computer located near the front entrance of the Library on the main level, and is available for students to log onto and print from without having to find an available Library desktop computer. Of the 592 students who responded to question 18, 250 (42.23%) responded 'yes', they have used the Print Only Workstation, while the remaining 342 (57.77%) indicated that they have not. This shows than only about half of the students who responded to the survey have used the Print Only Workstation.

Satisfaction with Library Services and Spaces

Questions 19-30 asked students to rate their satisfaction with each of the Library's services and spaces identified in questions 6-18. Questions 19-30 all began with the phrase "Rate your satisfaction with the following Library services and spaces: –" followed by the name of the service or space focused on in each particular question. Respondents were able to indicate how satisfied they were with each service or space by selecting from a list of four responses ranging from 'Very unsatisfied' to 'Very satisfied', or by selecting a fifth response indicating 'I have never used this service'. A total of 592 students responded to questions 19-30.

Question 19 asked students how satisfied they are with their experience using the Library's catalog to search for books and government documents. About half (50.84%) of the students who responded to question 19 indicated that they have never used the Library's catalog. The second most common response, gaining 31.59% of responses, was 'Satisfied'. The percentage of students indicating they were satisfied with the Library's catalog at each of the designated levels is depicted in Figure 13.
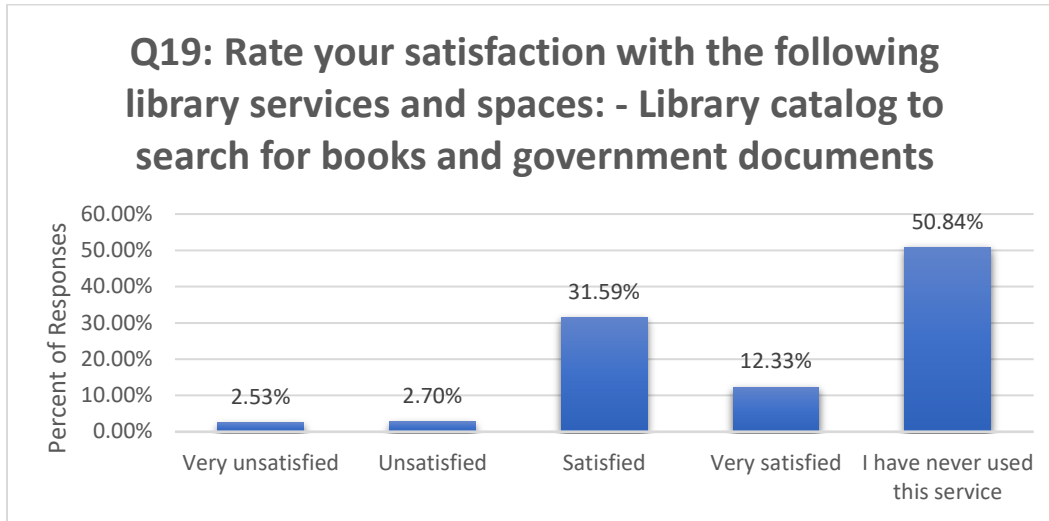
Figure 13: How satisfied respondents are with using the Library's catalog to search for books and government documents

Question 20 asked students how satisfied they are with the Library's online databases. Half of the student who responded to question 20 indicated that they were satisfied with the Library's databases. Following 'Satisfied' the second most common response was 'Very satisfied', indicating that students who completed the survey and use the Library's databases are satisfied with their experiences. Overall, 78.38% of survey respondents were 'Satisfied' or 'Very satisfied' with the Library's online databases. The percentage of students indicating they were satisfied with the Library databases at each of the designated levels is depicted in Figure 14.

Q20: Rate your satisfaction with the following library services and spaces: - Library databases

Figure 14: How satisfied respondents are with the Library's databases

Question 21 asked students how satisfied they are with the Library's laptop/iPad borrowing service. Most students (79.90%) indicated that they have never used the laptop/iPad borrowing service. Of the 20.10% of students who do use the service, most (17.40%) indicate that they are either 'Satisfied' or 'Very Satisfied' with the service. The percentage of students indicating they were satisfied with the Library's laptop/iPad borrowing service at each of the designated levels is depicted in Figure 15.

Q21: Rate your satisfaction with the following library services and spaces: - Laptop/iPad borrowing

Figure 15: How satisfied respondents are with the Library's laptop/iPad borrowing service

Question 22 asked students how satisfied they are with the Library's desktop computers. Of the 84.80% of students who indicated they use the Library's computers, 77.87% were either 'Satisfied' or 'Very Satisfied' with the service. The percentage of students who indicated they are satisfied with the Library's desktop computers at each of the designated levels is depicted in Figure 16.
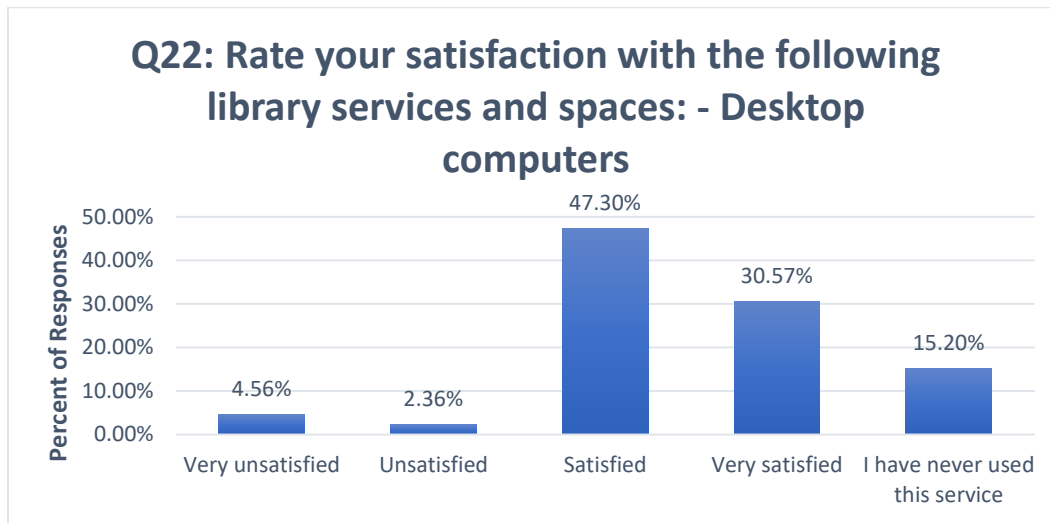
Figure 16: How satisfied respondents are with the Library's desktop computers

Question 23 asked respondents how satisfied they are with the Library's course reserves. Most students (69.93%) indicated that they have never used the Library's course reserves. Of the students who indicated they do use the course reserves, most are either 'Satisfied' or 'Very Satisfied' with the service. The percentage of students who indicated they are satisfied with the Library's course reserves at each of the designated levels is depicted in Figure 17.

Q23: Rate your satisfaction with the following library services and spaces: - Course reserves

Very unsatisfied: 2.03%
Unsatisfied: 1.52%
Satisfied: 18.07%
Very satisfied: 8.11%
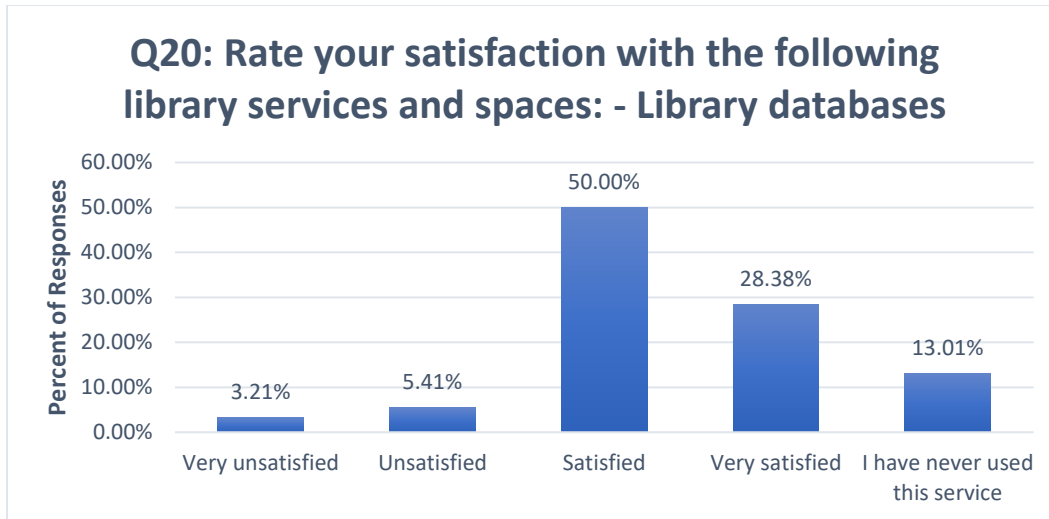I have never used this service: 69.93%

Figure 17: How satisfied respondents are with the Library's course reserves

Question 24 asked respondents how satisfied they are with the Library's Inter-library loan (ILL) service. Most students (69.93%) indicated that they have never used the Inter-library loan service. Of the 30.07% of student who have used the Inter-library loan service, 17.06% are 'Satisfied' with the service, and 9.29% are 'Very satisfied'. This data indicates that most of the students who utilize the Library's Inter-library loan service are satisfied with their experience. The percentage of students who indicated they are satisfied with the Library's Inter-library loan service at each of the designated levels is depicted in Figure 18.

Q24: Rate your satisfaction with the following library services and spaces: - Inter-library loan (ILL)

Very unsatisfied: 2.20%
Unsatisfied: 1.52%
Satisfied: 17.06%
Very satisfied: 9.29%
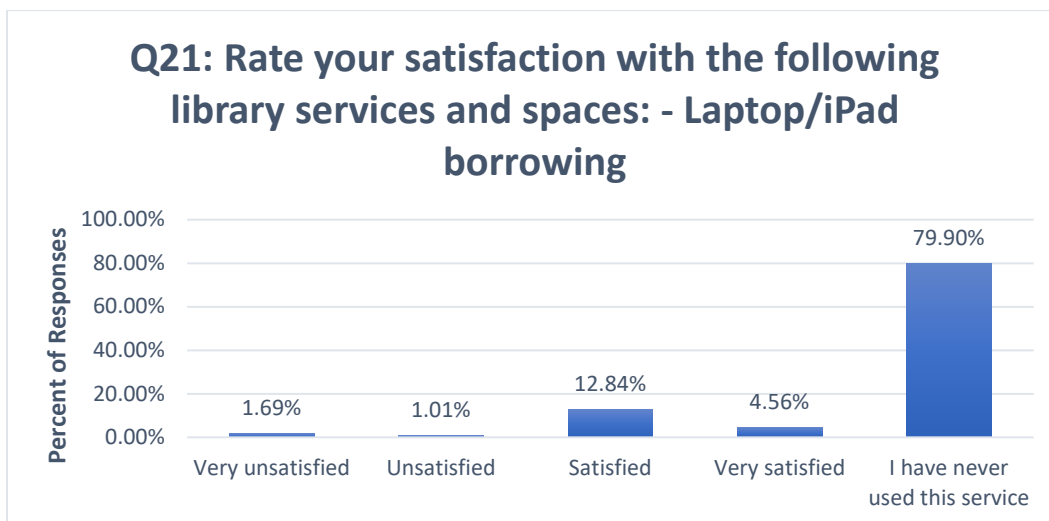I have never used this service: 69.93%

Figure 18: How satisfied respondents are with the Library's Inter-library loan service

Question 25 asked respondents how satisfied they are with the services provided by the Library's reference desk. Just under half (48.14%) of respondents indicated that they have never utilized the services provided by the Library's reference desk. Of the 51.86% of students who have used the reference desk, most were either 'Satisfied' (30.41%) or 'Very Satisfied' (17.51%) with the services provided to them. The percentage of students who indicated they are satisfied with the services provided by the Library's reference desk at each of the designated levels is depicted in Figure 19.

Q25: Rate your satisfaction with the following library services and spaces: - Reference desk

Figure 19: How satisfied respondents are with the Library's reference desk services

Question 26 asked students how satisfied they are with the Library's scanners. A little over half (51.69%) of respondents indicated that they have never used the Library's scanners; of the remaining respondents, most indicated that they are either 'Satisfied' (24.32%) or 'Very satisfied' (19.93%) with the Library's scanners. The percentage of students who indicated that they are satisfied with the Library's scanners at each of the designated levels is depicted in Figure 20.
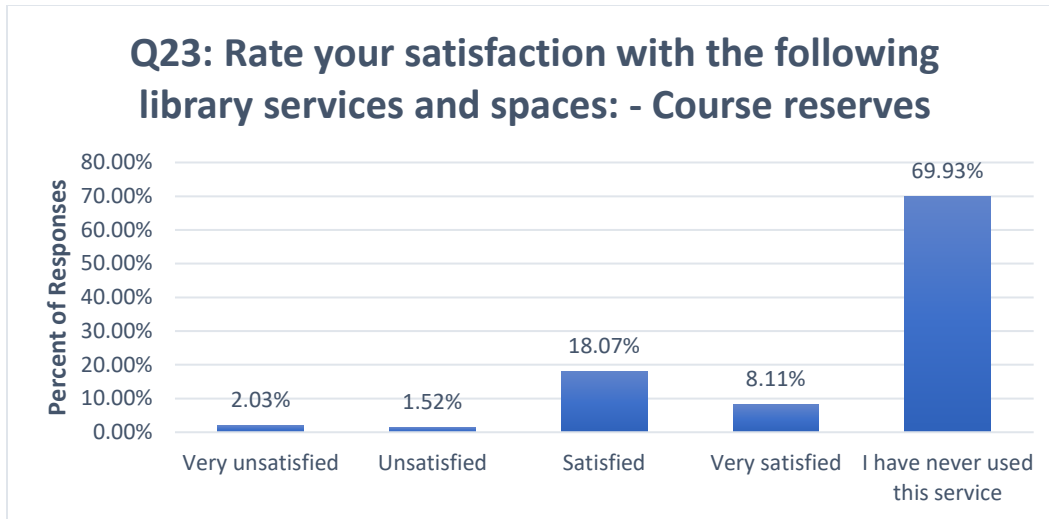
Q26: Rate your satisfaction with the following library services and spaces: - Scanner

Figure showing satisfaction with scanner. Values: Very unsatisfied 2.20%, Unsatisfied 1.86%, Satisfied 24.32%, Very satisfied 19.93%, I have never used this service 51.69%.

Figure 20: How satisfied respondents are with the Library's scanners

Question 27 asked respondents how satisfied they are with the Library's printers. About half (49.66%) of the students who responded to question 27 indicated that they are 'Satisfied' with the Library's printers. The second most common response was 'Very satisfied' (34.29%). Only 7.44% of the total responses to question 27 indicated any dissatisfaction with the Library's printers. The percentage of students indicating they are satisfied with the Library's printers at each of the designated levels is depicted in Figure 21.
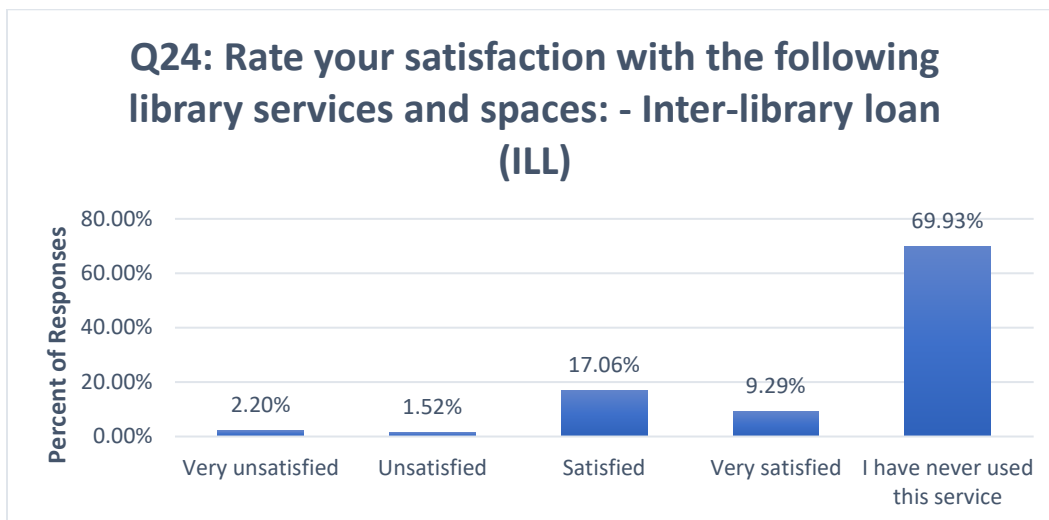
Q27: Rate your satisfaction with the following library services and spaces: - Printers

Figure showing satisfaction with printers. Values: Very unsatisfied 3.55%, Unsatisfied 3.89%, Satisfied 49.66%, Very satisfied 34.29%, I have never used this service 8.61%.

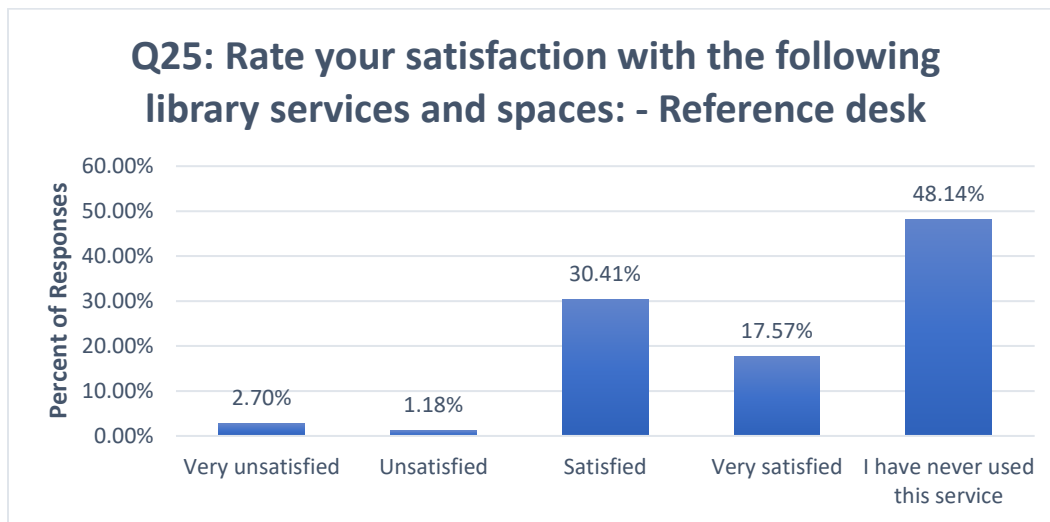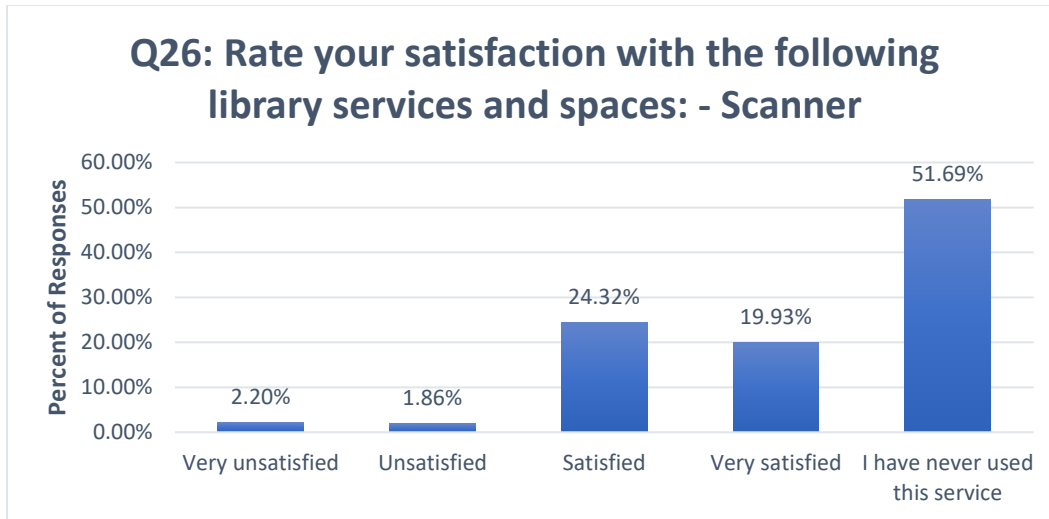*Figure 21: How satisfied respondents are with the Library's printers*

Question 28 asked respondents how satisfied they are with the Library's quiet study floor or upper level. The three most common responses to question 28 gained approximately 30% of the total responses each. Most students identified that they were 'Satisfied' (31.76%) or 'Very satisfied' (31.42%) with the Library's quiet study floor, or that they have never used the floor (29.22%). The remaining 7.60% of student indicated some degree of dissatisfaction. The percentage of students indicating they are satisfied with the Library's quiet study floor at each of the designated levels is depicted in Figure 22.
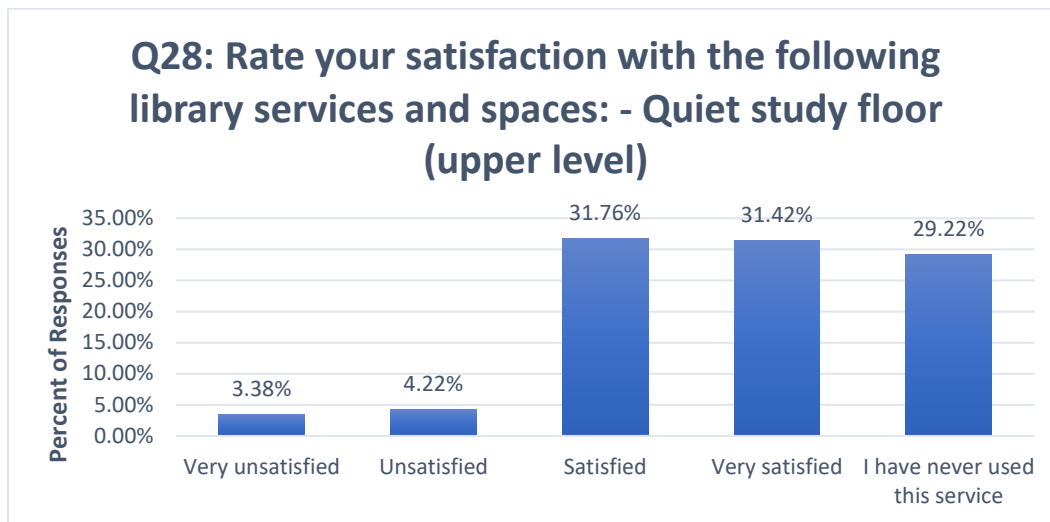
Figure 22: How satisfied respondents are with the Library's quiet study floor (upper level)

Question 29 asked students how satisfied they are with the Library's group study rooms, which are located on the Library's main level. Of the students who responded to question 29, 39.70% indicated that they have never used the Library's group study rooms. Furthermore, 54.73% of respondents indicated they were either 'Satisfied' or 'Very Satisfied' with the Library's group study rooms, and 5.57% indicated some degree of dissatisfaction. The percentage of students who indicated they are satisfied with the group study rooms at each of the designated levels is depicted in Figure 23 below.

Q29: Rate your satisfaction with the following library services and spaces: - Group study rooms

Figure shows a bar chart with "Percent of Responses" on the y-axis (0.00% to 50.00%):
- Very unsatisfied: 2.70%
- Unsatisfied: 2.87%
- Satisfied: 35.14%
- Very satisfied: 19.59%
- I have never used this service: 39.70%
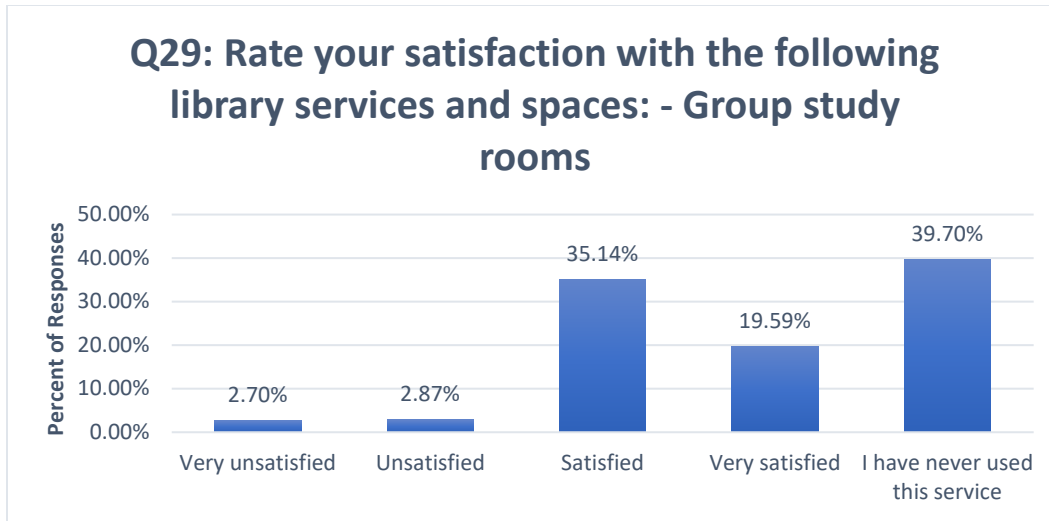
Figure 23: How satisfied respondents are with the Library's group study rooms

Question 30 asked how satisfied students are with the Library's collaborative space or lower level. 75.85% of the students who responded to question 30 indicated that they are either 'Satisfied' or 'Very Satisfied' with the Library's collaborative space, with only 9.13% of students indicated any level of dissatisfaction. The percentage of students who indicated they are satisfied with the Library's collaborative space at each of the designated levels is depicted in Figure 24 below.
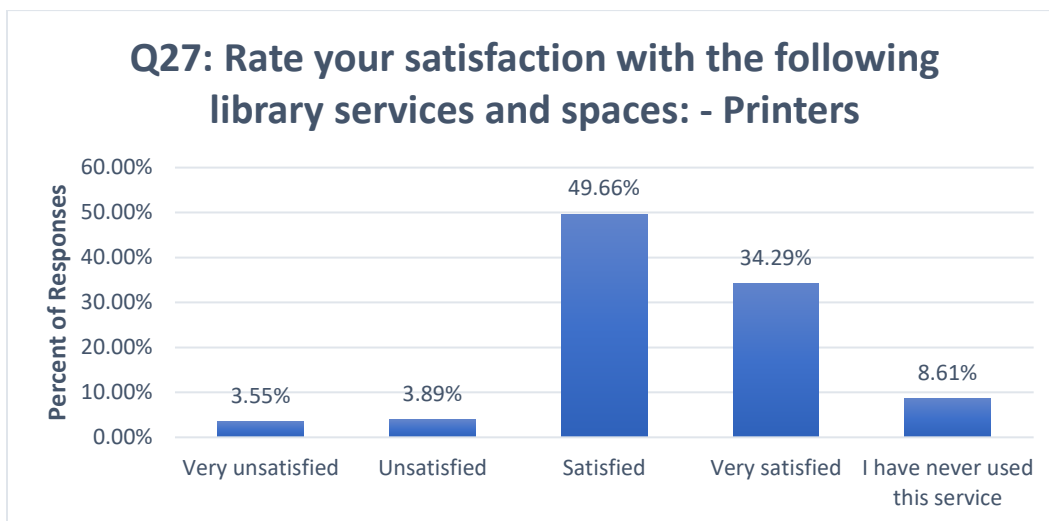
Q30: Rate your satisfaction with the following library services and spaces: - Collaborative space (lower level)

Figure shows a bar chart with "Percent of Responses" on the y-axis (0.00% to 50.00%):
- Very unsatisfied: 3.72%
- Unsatisfied: 5.41%
- Satisfied: 47.13%
- Very satisfied: 28.72%
- I have never used this service: 15.03%

Figure 24: How satisfied respondents are with the Library's collaborative space (lower level)

Question 31 was an optional open-ended question that asked students to elaborate on any of the Library's services and/or spaces that they are dissatisfied with. A total of 231 students responded to question 31. *For the complete list of responses to question 31, please reference Appendix B*.

58 of the students who answered question 31 simply entered '-', 'N/A', or another response indicating they were not dissatisfied with any of the Library's services or spaces. Instead of voicing dissatisfaction, 16 students entered some form of praise in response to question 31. In these responses, students mentioned that the services provided by the Library are great, and that the overall conditions in the Library are perfect. The remaining 157 responses to question 31 provided information regarding student dissatisfaction with the Library and gave insight into how students would like to see these problems addressed. Students provided feedback 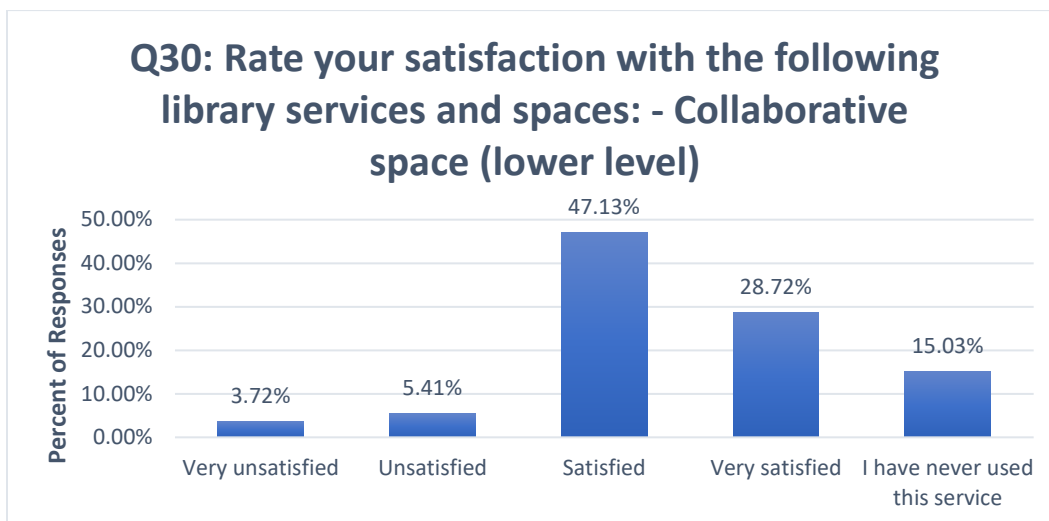regarding their dissatisfaction with a number of the Library's resources, spaces, services, and physical aspects. Tables 1-3 below list the most common complaints and suggestions regarding the Library's spaces, services, and atmosphere respectively, as well as the approximate frequency at which each issue was mentioned. Similar complaints and suggestions are combined into a single general response. The frequency recorded for each general response indicates how many students mentioned each topic. General responses mentioned by five or more students were included in Tables 1-3. Five responses was used as an insignificant threshold value.

Table 1: Dissatisfaction with the Library's Spaces

General Response	Frequency
Outlets available on the lower level (collaborative space) do not work.	7
Insufficient outlets available on the upper level.	20
Library desktop computers or other spaces are dirty.	6
Library space is too crowded or not utilized efficiently (emphasis on upper and lower levels) – inadequate seating, bad lighting, uncomfortable chairs, etc.	28
Library can get too hot/cold.	5

Table 1 lists the most common aspects of the Library's spaces that students are dissatisfied with. The most common complaint overall pertained to the setup and amount of space available in the Library. These responses frequently mention that the Library is too crowded and that there isn't enough seating available, especially near electrical outlets. Included with these responses are complaints about other issues pertaining to the setup of the Library's space, such as the opinion that the Library's chairs are uncomfortable to sit in for long periods of time and that Library's lighting is too low or too high. Some students also mention that they think the Library's space is not utilized properly and that rearrangements, especially on the upper level, would allow for more seating. Another common complaint is that the outlets built into many of the desks on the lower level of the Library do not work. Other recurrent complaints include the opinion that the Library's workspaces are dirty, and that the Library is too hot or too cold.

Table 2: Dissatisfaction with Library's Services

General Response	Frequency
Did not know about or are unfamiliar with certain services.	6
Online databases and catalogues are confusing, complicated, and/or limited.	16
Printing limit is too low / Printing cost is too high.	11
Printers are insufficient / don't always work.	5
Group study rooms can get loud / should be better sound proofed.	8
Request for more group study rooms.	5

Table 2 lists the most common complaints students voiced in regards to the services provided by the Library. The Library's databases and catalogues are the source of a significant amount of dissatisfaction, with students finding the databases' setup to be very confusing and complicated. Some students also mentioned that the information available through these databases is too limited and does not provide access to enough information. Another common student complaint pertains to the cost of printing. Many students state that the amount of printing money allotted to each student per semester is not enough to accommodate the number of documents they needed to print out for their classes. This complaint was mentioned for both black and white printing and color, however the cost of color printing is emphasized more

throughout the responses. Some students also indicate dissatisfaction with the printers themselves, mentioning that there are too few of them, and that they don't always work. Students also mention that when using a group study room, any loud noise being made in a neighboring group's room can be heard and is distracting when trying to collaborate with other students. Students specified that this noise came from other group study rooms, not the main student area of the Library. Furthermore, many students request that more group study rooms be made available, a few going on to request that these rooms be opened for virtual study meetings, interviews, and independent study. A number of students also indicated that they were unaware of certain services provided by the Library and suggested that the Library advertise these services more effectively.

Table 3: Dissatisfaction with the Atmosphere of the Library

General Response	Frequency
Lower level can get too loud / hectic	9
Upper level can get too noisy	8
Unhappy with food regulations	8

Table 3 lists student's most common complaints regarding the atmosphere in the Library. Many students identified that it is often too loud for them to study effectively in the Library. Students expressed that they are unhappy with how loud it can get on the lower level (collaborative space), one student in particular stating that the floor permits quiet discussion, however the floor gets extremely loud at times such as after the lunch rush. Other students responded that the upper level of the Library (quiet study space) gets too loud at times as well, some suggesting that there be a stricter regulation of the 'no noise' rule. Furthermore, some students indicated dissatisfaction with the fact that food was limited to the café area of the Library.

Satisfaction with Physical Aspects of the Library

Questions 32-36 asked students about their satisfaction with the overall physical characteristics of the Library's space. Questions 32-36 were all multiple choice questions that allowed students to indicate how satisfied they were with each designated physical spaces by

selecting from a list of four responses ranging from 'Very unsatisfied' to 'Very satisfied'. A total of 592 students responded to questions 32-36.

Question 32 asked students to rate their overall satisfaction with the lighting in the Library. Most students indicated that they are either 'Satisfied' (64.36%) or 'Very satisfied' (25.34%) with the lighting, only 10.30% of students indicating some level dissatisfaction. The percentage of students who indicated that they are satisfied with the Library's lighting at each of the designated levels is depicted in Figure 25.
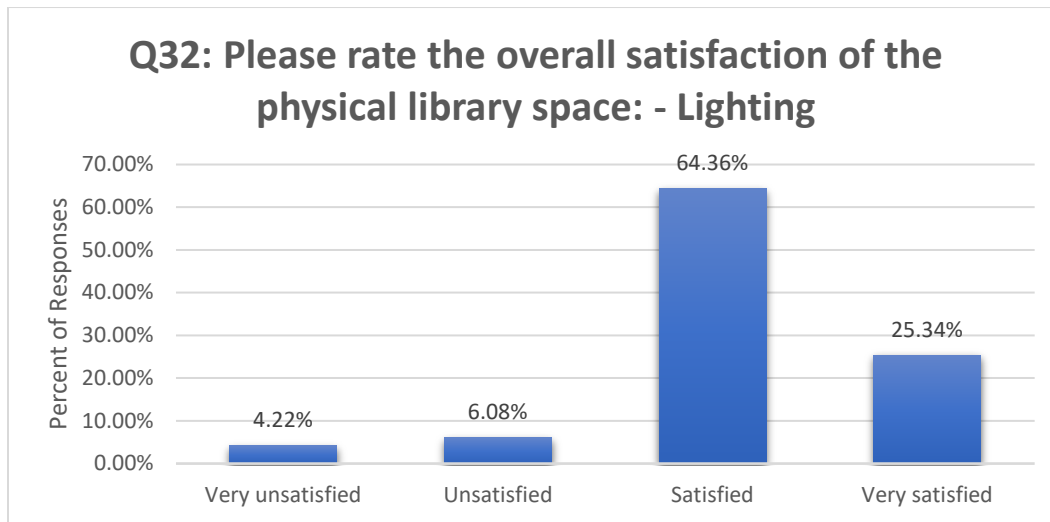
Figure 25: Respondents' overall satisfaction with the Library's lighting

Question 33 asked students to rate their satisfaction with the temperature in the Library. Most students indicated that they were either 'Satisfied' (59.80%) or 'Very satisfied' (20.78%) with the temperature in the Library, however, 19.42% of respondents did indicate some level of dissatisfaction with the Library's temperature. The percentage of students who indicated that they are satisfied with the Library's temperature at each of the designated levels is depicted in Figure 26.

Q33: Please rate the overall satisfaction of the library space: - Temperature
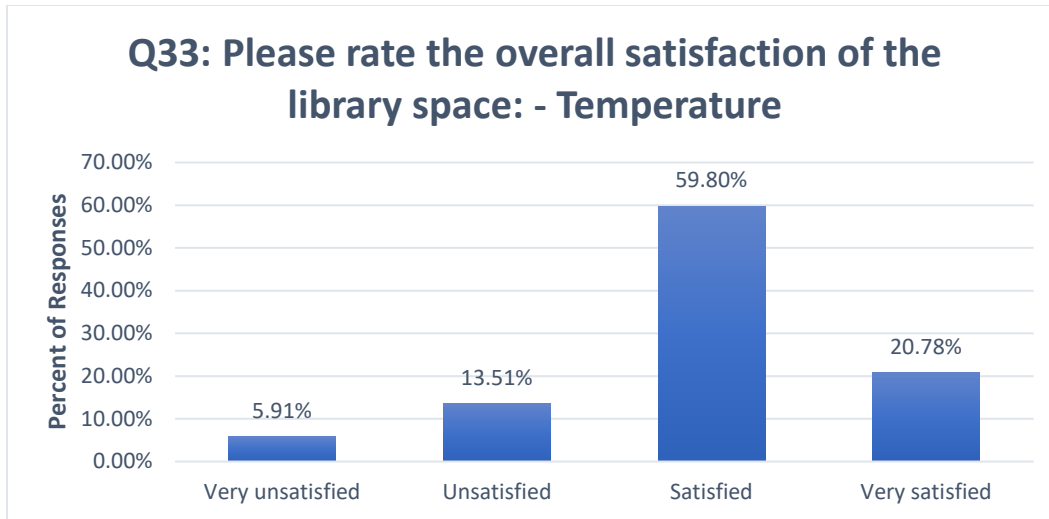
Figure 26: Respondents' overall satisfaction with the Library's temperature

Question 34 asked respondents to rate their satisfaction with the seating provided in the Library. 72.46% of students indicated that they were either 'Satisfied' or 'Very satisfied' with the seating available in the Library. The remaining 27.54% of respondents indicated some level of dissatisfaction. The percentage of students who indicated that they are were satisfied with the seating in the Library at each of the designated levels is depicted in Figure 27 below.

Q34: Please rate the overall satisfaction of the physical library space: - Seating
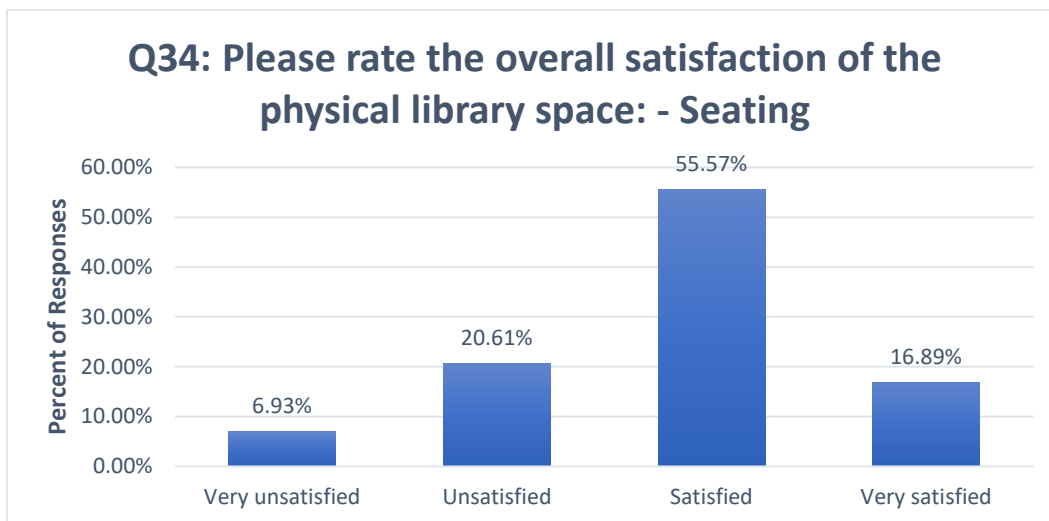
Figure 27: Respondents' overall satisfaction with the Library's seating

Question 35 asked respondents to rate their overall satisfaction with the electrical outlets in the Library. 71.62% of students indicated that they were either 'Satisfied' or 'Very Satisfied'

with the Library's available electrical outlets, however the remaining 28.38% of students who responded to question 35 indicated some level of dissatisfaction. The percentage of students who indicated that they are satisfied with the seating in the Library at each of the designated levels is depicted in Figure 28.

Q35: Please rate the overall satisfaction of the physical library space: - Electrical outlets

Figure 28: Respondents' overall satisfaction with the Library's electrical outlets

Question 36 asked students to rate their overall satisfaction with the Library's capacity. 73.48% of respondents indicated that they were satisfied with the Library's capacity to some degree, while the remaining 26.52% indicated some level of dissatisfaction. The percentage of students who indicated that they are satisfied with the Library's capacity at each of the designated levels is depicted in Figure 29.
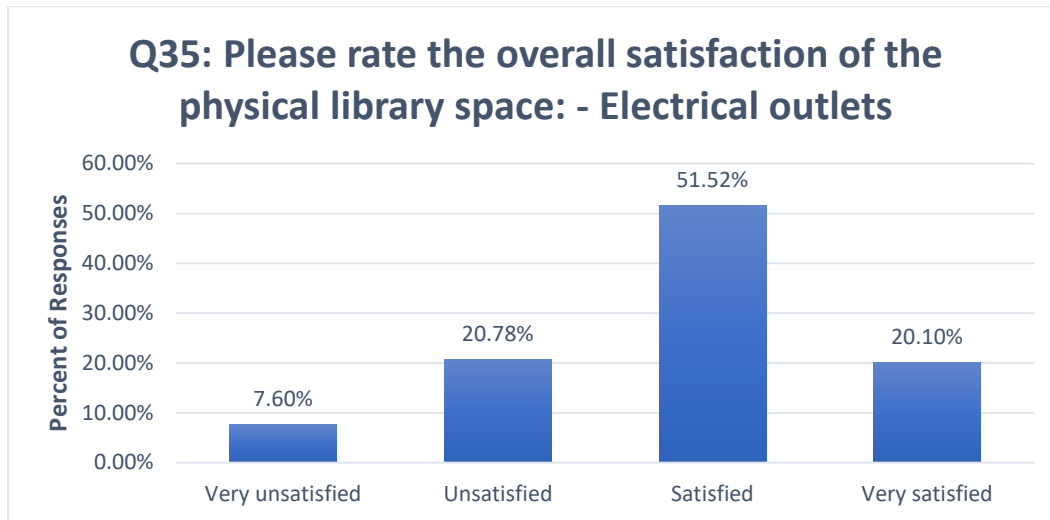
Q36: Please rate the overall satisfaction of the physical library space: - Capacity
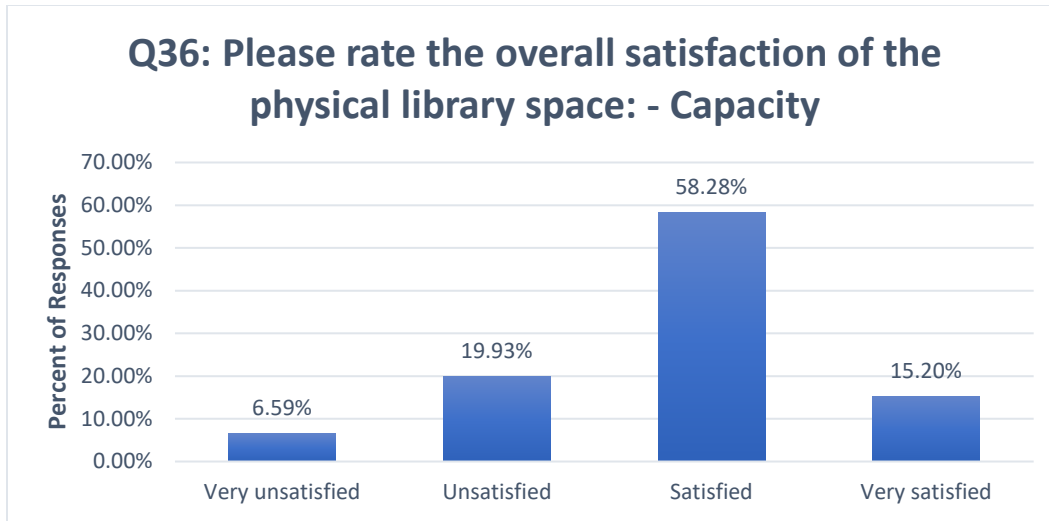
Figure 29: Respondents' overall satisfaction with the Library's capacity

Student Studying Preferences and Resources

Questions 37-39 asked about students' studying preferences and opinions regarding studying resources/spaces. A total of 586 students responded to questions 37-39.

Question 37 asked students if they preferred to study alone, in a group, or both. Of the 586 students who responded to this question 257 (43.86%) indicated that they preferred to study alone, 15 (2.56%) indicated that they preferred to study in a group, and 314 (53.58%) indicated that they liked to do both.

Question 38 was a multiple choice question that asked those students who liked studying in group settings if any of the resources listed would be helpful when studying in such a setting. Students were instructed to check all the responses that applied. Of the 586 respondents, 55.63% indicated that 'Movable furniture' would be useful, 65.36% indicated that 'White boards and dry-erase markers' would be useful, 54.44% indicated that 'More study rooms' would be useful, and 36.35% of students indicated that 'Technology' would be useful when studying in a group. In addition to the listed resources, question 38 also gave students the opportunity to select 'Other (please specify)', which allowed students to provide suggestions in an open-ended field. For those students who did not like studying in group setting, an option indicating 'I don't like to study in a group setting' was also available. A total of 16 students provided open-ended

suggestions to question 38, with some of the suggestions listed in Table 4. *For a complete list of the open-ended responses submitted for question 38, see Appendix C.*

Table 4: Suggested Group Study Resources

General Response	Frequency
Barriers for more privacy	1
Comfortable seating / spaces	1
More resources (computer programs, etc.)	2
More seating space	1
Noise control or sound proofing of group study rooms	4
More 'working' outlets	2
Virtual meeting rooms	1

The most common request made by the 16 students who provided open-ended responses to question 38 was the implementation of some form of noise control or sound proofing to the group study rooms. The noise permeation from one group study room to another was also a common topic mentioned in the responses to question 31. Other recurring requests included more working outlets, comfortable seating, and more seating space.

Question 39 was a 'Yes' or 'No' question that asked respondents if a small private room to use for virtual meetings and/or studying through applications such as Skype or FaceTime would be useful. Out of the 586 students who responded to question 39, 435 (74.24%) answered 'Yes', a private room would be useful, while the remaining 151 (25.77%) responded 'No'.

Use and Adequacy of Technologies Provided by the Library

Questions 40-43 asked about student's use of the technologies available at the Library and how adequate these technologies are. A total of 586 students responded to questions 40-43.

Question 40 asked respondents if they printed from the Library desktops, their own laptops, or both. 296 (50.51%) students indicated that they printed from the Library's desktops, 102 (17.41%) indicated that they printed from their own laptops, and the remaining 188 (32.08%) students indicated that they printed from both the Library's and their own computers.

Question 41 asked students whether or not the mobile technologies provided by the Marvin K. Peterson Library met their needs. This question provided respondents with the option of either selecting 'Yes' or 'No'. If respondents selected 'No', the Library did not meet their mobile technological needs, they were asked to suggest ways that the Library could improve. Out if the 586 students who responded to question 41, 514 (87.71%) selected "Yes', the Library met their mobile technology needs, and the remaining 72 students selected 'No'. Of the 72 students who selected 'No', 50 provided responses as to how the Library could improve to meet these needs. The most common responses to question 41 are outlined in Table 5. *For a complete list of the open-ended responses submitted for question 41, see Appendix D.*

Table 5: Unmet Mobile Technology Needs

General Response	Frequency
Don't know what it is, Don't understand question, or are not aware of the available services	13
Electrical outlets on desks sometimes do not work	2
Issues with Wi-Fi service	3
Cannot or don't know how to print from personal computer or other device	14
Desktop computers can be slow	1
Mobile battery packs aren't strong enough to charge certain devices (iPad pro)	1
No online textbooks provided	1
I don't use them	15

Question 41 aimed to ask students whether or not they were provided with mobile-friendly access to the Library's online catalog, databases, e-books, and e-journals. Unfortunately, the wording of the question confused a significant number of respondents. Some students selected 'No' only to indicate that they didn't understand the question, or were not aware of the available services. A number of students also indicated by selecting 'No' that they did not use the mobile technologies provided by the Library, but were not provided with an 'I don't use the mobile technologies' or similar option to select. Those students who didn't express confusion with question 41 and provided feedback mentioned various technological issues, however none of these responses were related to the Library's mobile technologies. Of the students who left

open-ended responses to question 41, many indicated they either could not or didn't know how to connect their personal computer or other device to the Library's printers. The Library's printers run on the Pharos Systems Illuminate software, and many students do not understand how to download the required programs to connect to them. Other students indicate that the type of computer or device they have is not compatible with the Pharos software, and they therefore cannot print to the Library's printers from their devices. Other unmet needs mentioned in responses to question 41 include issues with electrical outlets not working, and the complaint that the Library's desktop computers can be slow. Some students also mentioned issues with the Library's Wi-Fi service, including difficulties connecting to the Wi-Fi and the lack of Wi-Fi connection in the Library's book stacks.

Question 42 asked students if they utilized the battery packs that are available at the Library's reference desk to charge their mobile device or tablet. 481 (82.08%) respondents indicated 'No', they did not use the battery packs to charge their devices. The remaining 105 (17.92%) students selected "Yes', they did use the battery packs.

Question 43 asked students if the programs and applications available on the Library's desktops meet their academic needs. Similar to question 41, this question asked students to select 'Yes' or 'No'; if respondents selected 'No', they were asked to suggest applications that should be included on the desktops. 521 (88.91%) students indicated the Library desktop programs and applications met their academic needs, and the remaining 65 selected 'No'. Of the 65 students who selected 'No', 48 provided responses as to what applications should be included on the desktops. Table 6 lists some of the most common applications that were suggested by students. *For a complete list of the open-ended responses submitted for question 43, see Appendix E.*

Table 6: Suggested Desktop Applications

General Response	Frequency
Adobe, Adobe Illustrator, Adobe Lightroom, Adobe Audition or general Adobe Creative Programs*	5
GIS/ArcGIS/ArcMap	6
Autodesk/AutoCAD	4
LabVIEW	3
Bloomberg Finance	2
CHEMCAD	2
Minitab	2
Microsoft Office/Visio/OneDrive	4
Photoshop	3
R / RStudio	5
SPSS*	2
I don't use the Library's desktop computers	4
Certain application on Mac specifically (i.e. Microsoft Publisher)	2
* - Application is currently downloaded on the Library's desktop computers and available to students.	

Table 6 lists computer programs two or more students suggested be downloaded onto the Library's desktop computers. Of the 48 suggestions submitted by students, most requested that specific engineering programs, or engineering programs in general, be installed. Some students mention that these programs are available on the computers in Buckman Hall on the University of New Haven's main campus, however students state that there are not enough computers available in Buckman Hall, and the building has recently been closed (likely due to construction), making these programs harder for students to access. The most popularly requested engineering programs include GIS, specifically ArcGIS or its main component ArcMAP, Autodesk (or its AutoCAD software), LabVIEW, CHEMCAD, and Minitab. Statistical programs such as RStudio were also suggested, specifically by Criminal Justice majors who indicate that they use these programs for their classes. In addition to the applications listed in Table 6, students also requested engineering programs such as ANSYS, Civil3D, Inventor,

Multisim, Altera, Simio, and Igor Pro, sound recording/editing programs such as Logic Pro X and Pro Tools, as well as other programs including Final Cut Pro for video editing on Mac, Code::Blocks, and Revit and I-Design for interior design students.

Some of the applications students requested be installed on the Library's desktop computers are currently available for students to utilize. As of the 2018 academic year, the programs installed on the Library's physical desktops include Adobe Creative Cloud (including Acrobat Pro), SPSS, MATLAB 2015a, Microsoft Office, MyIT Lab, PHStat2, and Write N Cite. The programs installed on the Library's virtual desktops include SPSS 23, Office 2016, and SAP. In open-ended responses to question 43, a number of students requested that Adobe Creative Programs such as Adobe Lightroom and Adobe Illustrator as well as other applications including SPSS and MATLAB be installed on the Library's desktops despite their current availability.

Use and Satisfaction with Ebsco Discovery Service

Questions 44 and 45 ask students about how frequently they use the Ebsco Discovery Service (EDS) to search the Library's resources and if they were satisfied with the results provided. EDS is the search box located on the Library's home page on myCharger as well as at the bottom of the Library's homepage on the LibGuides site. A total of 582 students responded to questions 44 and 45.

Question 44 was a multiple choice question that asked students how often they use the Ebsco Discovery Service to search the Library's resources. Students were able to choose from three different options, either indicating that they use EDS every time they research, occasionally, or never. Out of the 582 students who responded to question 44, 135 (23.20%) selected 'Every time I research', 207 (35.57%) selected 'Occasionally', and 240 (41.24%) indicated "Never'.

Question 45 supplemented question 44 by asking students who do use EDS how satisfied they are with the results. Respondents were able to indicate how satisfied they are with EDS search results by selecting from a list of four responses ranging from 'Very unsatisfied' to 'Very satisfied', or by selecting a fifth response indicating 'I don't use Ebsco Discovery Service'. The percentage of students indicating they were satisfied with the results generated by the Ebsco Discovery Service at each of the designated levels is depicted in Figure 30.

Q45: How satisfied are you with the results provided by Ebsco Discovery Service?

Figure showing percent of responses: Very unsatisfied 3.78%, Unsatisfied 4.30%, Satisfied 42.96%, Very satisfied 9.62%, I don't use Ebsco Discovery Service 39.35%.
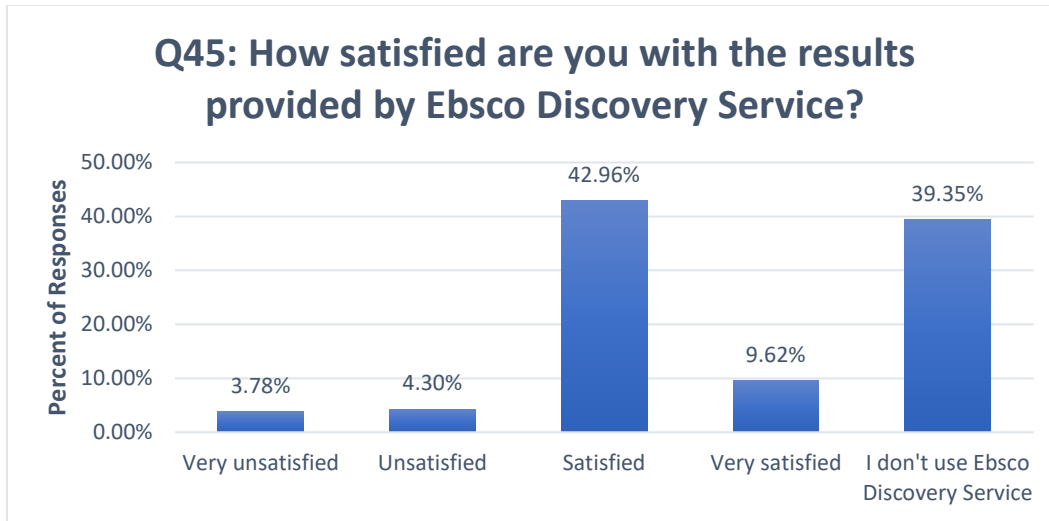
Figure 30: How satisfied respondents are with Ebsco Discovery Service search results

Preferred Method for Contacting a Librarian for Help

Questions 46-51 asked students what their preferred method of contacting a librarian for help would be out of the six options listed. Students were asked to rank from their first preference to their last the methods specified. A total of 582 students responded to questions 46-51.

Question 46 asked students to rank on a scale from 'First preference' to 'Last preference' whether they would prefer to ask a librarian for help in-person. Almost half (47.77%) of the students who responded to question 46 indicated that asking a librarian for help in-person would be their first preference out of the options listed. The percentage of students indicating they would prefer to ask a librarian for help in-person at each different ranking is depicted in Figure 31.

Q46: If these options were available, how would you prefer to contact a librarian for help? - In-person

Figure 31: Respondent's preference rating for how to ask a librarian for help – In-person

Question 47 asked students to rank on a scale from 'First preference' to 'Last preference' whether they would prefer to ask a librarian for help via email. 41.24% of respondents' selected email as their second preference. The percentage of students indicating they would prefer contacting a librarian via email at each of the different rankings is depicted in Figure 32.

Q47: If these options were available, how would you prefer to contact a librarian for help? - Email

Figure 32: Respondent's preference rating for how to ask a librarian for help – Via email

Question 48 asked students to rank on a scale from 'First preference' to 'Last preference' whether they would prefer to ask a librarian for help via an Instant messaging service. How students ranked their preference in using the instant messaging service varied, with similar

percentages of respondents choosing instant messaging as their first (22.16%), second (21.31%) and third (27.49%) preference when considering the listed methods for contacting a librarian. The percentage of students indicating they would prefer this contact method at each of the different rankings is depicted in Figure 33.

Figure 33: Respondent's preference rating for how to ask a librarian for help – Instant messaging service

Question 49 asked students to rank on a scale from 'First preference' to 'Last preference' whether they would prefer to ask a librarian for help over the phone. The percentage of students who ranked this contact method at each level varied, with the largest percentage of students (27.66%) indicating that contacting a librarian by phone would be their fourth preference out of the six methods listed. The second and third most common responses were 'Fifth preference' (19.76%) and 'Third preference' (19.42%). The percentage of students indicating they would prefer this contact method at each of the different rankings is depicted in Figure 34.

Q49: If these options were available, how would you prefer to contact a librarian for help? - Phone
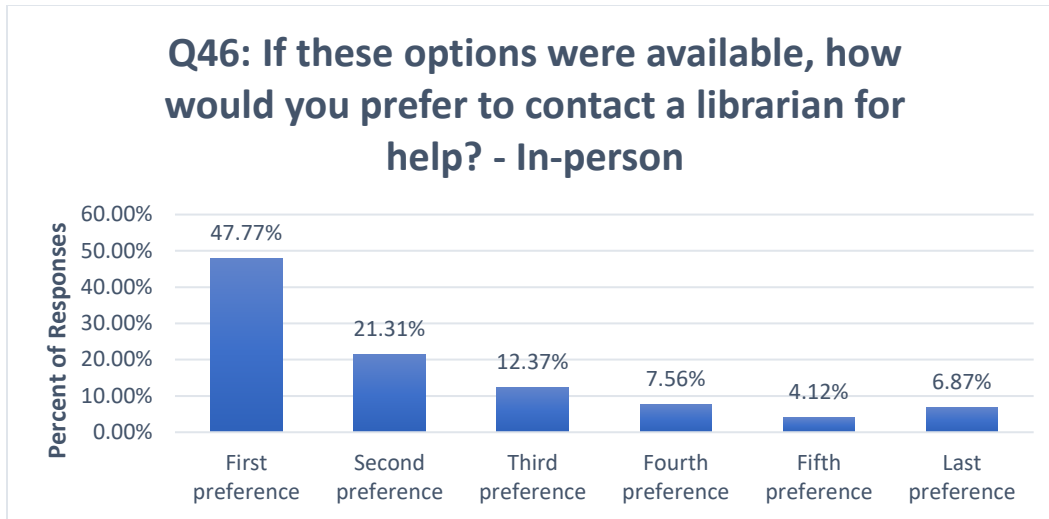
Figure 34: Respondent's preference rating for how to ask a librarian for help – Over the phone

Question 50 asked students to rank on a scale from 'First preference' to 'Last preference' whether they would prefer to ask a librarian for help through social media. About half (49.31%) of the students who responded to question 50 indicated that contacting a librarian through social media would be their last, or sixth preference out of the methods listed. The percentage of students indicating they would prefer this contact method at each of the different rankings is depicted in Figure 35.

Q50: If these options were available, how would you prefer to contact a librarian for help? - Social media
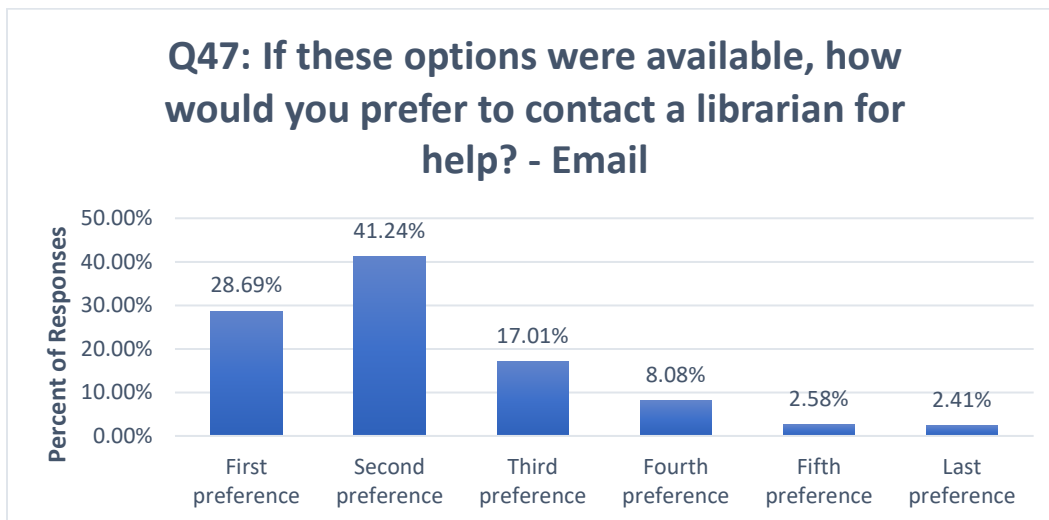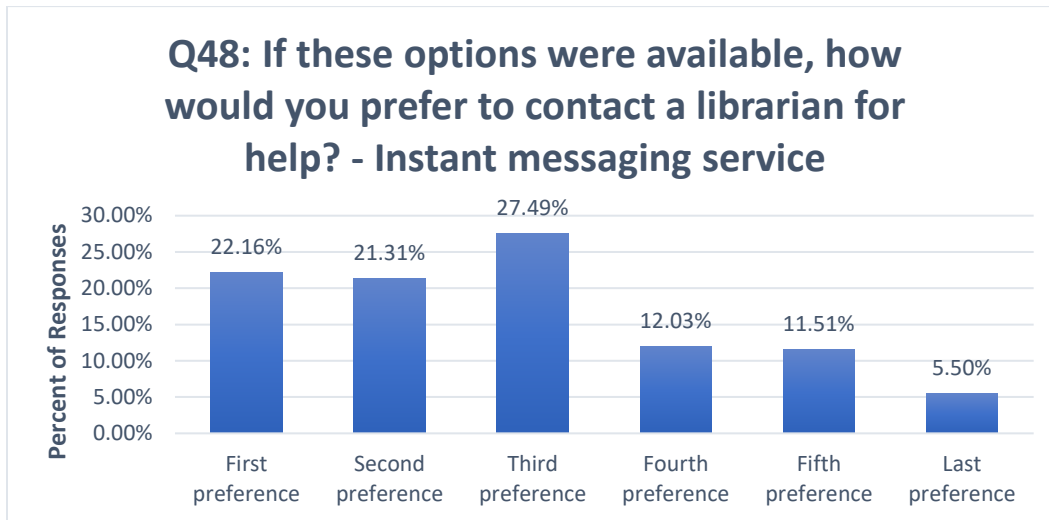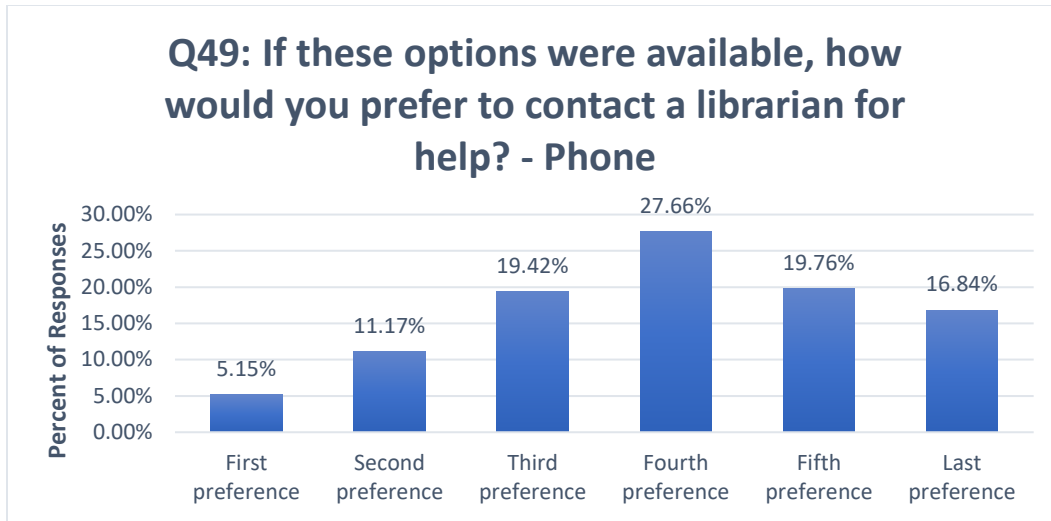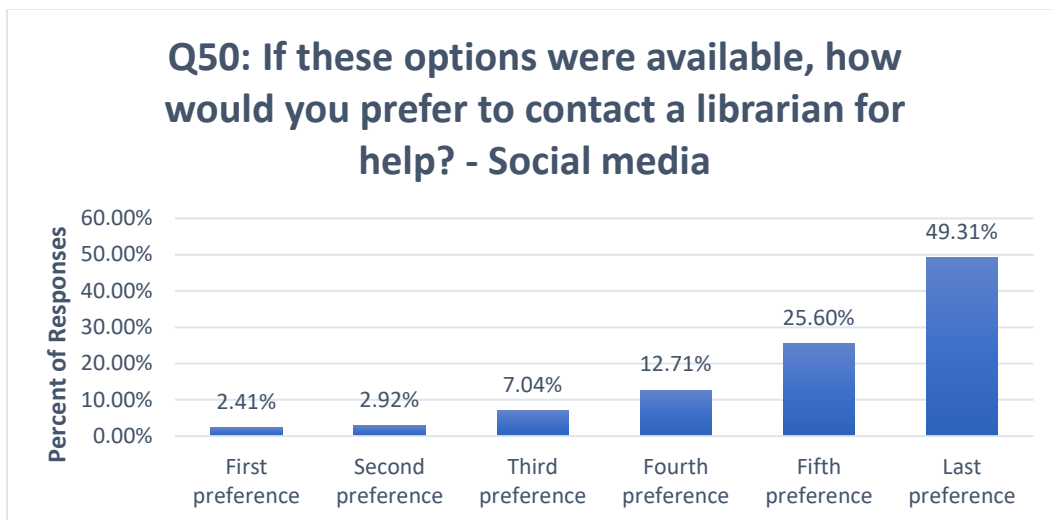
Figure 35: Respondent's preference rating for how to ask a librarian for help – Over social media

Question 51 asked students to rank on a scale from 'First preference' to 'Last preference' whether they would prefer to ask a librarian for help through Blackboard Learn. The percentage of students who ranked this contact method at each level varied, with the largest percentage of students (25.95%) indicating that contacting a librarian through Blackboard would be their fifth preference out of the six methods listed. The percentage of students indicating they would prefer to ask a librarian for help through Blackboard at each of the different rankings is depicted in Figure 36.

Q51: If these options were available, how would you prefer to contact a librarian for help? - Blackboard

First preference: 7.39%
Second preference: 9.45%
Third preference: 18.21%
Fourth preference: 21.13%
Fifth preference: 25.95%
Last preference: 17.87%
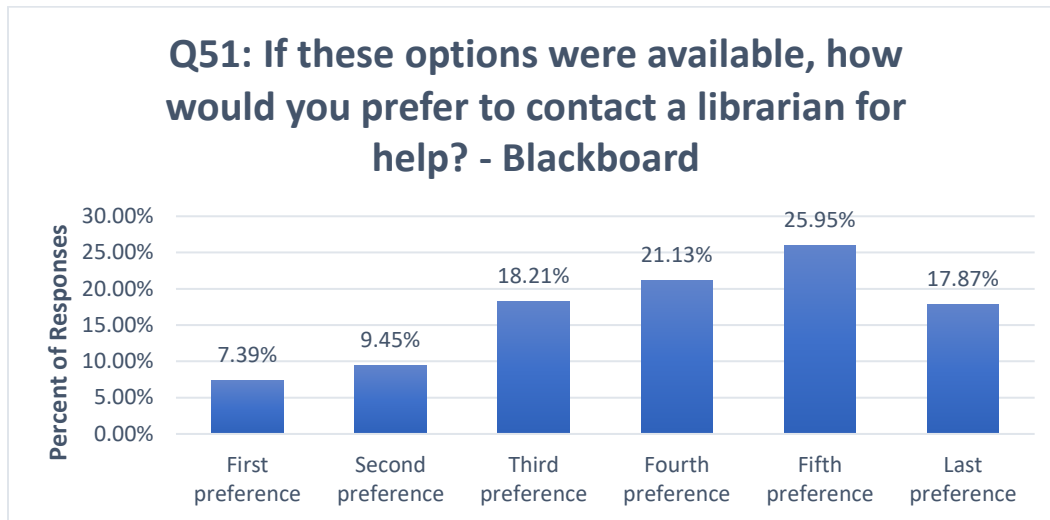
Figure 36: Respondent's preference rating for how to ask a librarian for help – Via Blackboard Learn

Self-Service Inter-library Loans

Question 52 was a yes or no multiple choice question that asked survey respondents if it would be beneficial to have a self-service for Inter-library loans that would allow students to directly log into the system to request, track, and renew materials they needed. Of the 582 students who responded to question 52, 505 (86.77%) responded 'Yes', a self-service would be beneficial. The remaining 77 (13.23%) responded 'No' this service would not be beneficial.

Students' Preferred Book Format

Question 53 asked students whether they preferred to read books electronically (E-books), hardcover, or if they had no preference. 582 students responded to question 53. 74 (12.71%) students responded that they preferred E-books, 349 (59.97%) responded they preferred to read hardcover books, and the remaining 159 (27.32%) responded that they had no

preference. The percentage of students indicating they preferred to use an E-book, hardcover book, or had no preference when reading is depicted in Figure 37.

Q53: Which format do you prefer to use to read a book?
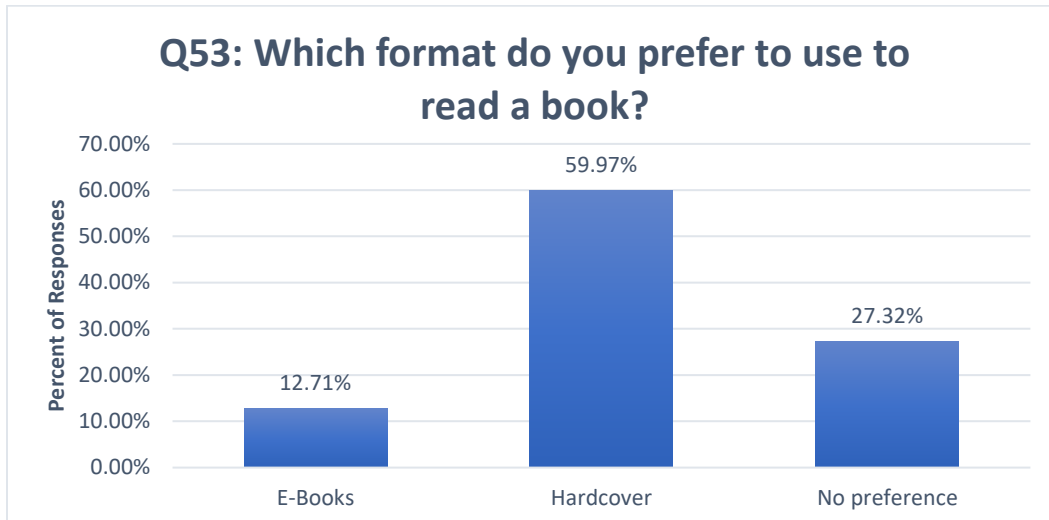
Figure 37: Respondent's preferred format to use when reading a book

Discussion

Evaluating students' responses to the Spring 2019 Library Student Satisfaction Survey, it can be concluded that the majority of University of New Haven students who responded to the survey utilize and are satisfied with the Marvin K. Peterson Library's services and spaces. Services such as the Library's printers, online databases, and desktop computers are used by most of the University's students on a frequent basis. Some of the Library's other services however, such as the reference desk and online catalog, are used by less half of the University's students. Furthermore, most students who use the Library's various services and spaces indicate that they are satisfied, with only a small percentage of students reporting any dissatisfaction. The percentage of students who indicate some level of dissatisfaction commonly mention that they are discontent with the Library's databases, finding them to be confusing, complicated, and insufficient. Students also express dissatisfaction with the upper and lower levels of the Library, stating that these areas can get too loud and crowded.

The Spring 2019 Library Student Satisfaction Survey was additionally used to follow-up with students following major renovations to the Library's main and upper levels in the summer of 2017. The Library's renovated main level includes new seating arrangements near the Library's entrance with movable comfortable furniture and white boards for students working in groups. Renovations to the main level additionally include a refurbished computer area with new computer stations. The Library's renovated upper level includes new light-colored carrels with electrical and USB outlets along the outer perimeter of the floor. These outlets are available for student use, enabling them to charge their devices while they study. Evaluating students' satisfaction with the different aspects of the physical Library in 2019 and comparing the data to student satisfaction in the spring of 2017, it can be concluded that students are happy with the renovations to the Library's physical space. Students appreciate the addition of outlets along the perimeter of the Library's upper level, however students also voice that they would like these renovations to be expanded. Additionally, some students request that the Library provide more seating for students, and express that they would like more working electrical outlets on the Library's lower level in addition to the upper level.

How often do students use the services and spaces provided by the Library, and how satisfied are they with the experience?

Use of Services

Questions 6-18 asked students how often they use the services and spaces provided by the Marvin K. Peterson Library. Based on the collected results, the Library's three most commonly used services are its printers, databases, and desktop computers. In contrast, the Library's least commonly used services are its laptop/iPad borrowing service, course reserves, and Inter-library loan services, which are used by only 15-30% of students.

The Library's printing services are used by the largest number of students, with only 9.97% of survey respondents indicating that they never use the Library's printers. In addition to being used by the highest number of students, the printers are also one of the Library's most frequently utilized services, with 67.40% of students using the printers 1-3 times per week or more. The Library's databases are used by the second greatest number of students, with only 16.72% of students indicating they never use the databases. The Library's databases are utilized less frequently than the Library's printers, with most students (70.77%) indicating that they only use the databases 1-3 times per week or less. The Library's desktop computers are utilized by the third greatest number of respondents, with only 19.43% of respondents indicating that they don't use the Library's desktops. The Library's desktop computers are used more frequently than the databases, with 44.42% of students indicating they use the desktops 1-3 times per week or more.

The three services offered by the Library that are utilized by the fewest number of students are the Library's course reserves, Inter-library loan service, and laptop/iPad borrowing service. 70-85% of students indicate that they do not use these Library services, and those students who do tend to do so less than once per week.

Two other services offered by the Library that are utilized by between 40-50% of students are the Library's catalog and reference desk services. Unfamiliarity with these services could explain why they are not being utilized by more of the University's students. The Library's reference desk services are used by 42.23% of students, with 30.07% doing so less than once per week. Furthermore, about half (48.82%) of survey respondents indicate that they use the Library's catalog at any frequency, with 32% indicating they use the catalog less than once per week. Most students who use the Library's catalog indicate that they are 'Satisfied' or 'Very

Satisfied' with the service, however there are certain aspects of the service some students are unsatisfied with. In a response to Question 31, one student indicates that when they request Inter-library loans, they sometimes receive a response informing them that the resource is already in the Library's system even though they had checked the catalog and were not able to find it. The lack of use of the Library's catalog could be a result of situations such as this, where students do not understand how to use the service effectively.

Changes in Service Use – 2017 to 2019

Comparing the spring 2019 student satisfaction survey data to the survey data collected in the spring of 2017, it can be concluded that the services most and least utilized by students remained comparatively consistent from 2017 to 2019. The printing services and desktop computers remain two of the most utilized services the Library offers, and the laptop/iPad borrowing service still remains one of the Library's least utilized services.

The service offered by the Marvin K. Peterson Library that was utilized by the fewest number of students in both 2017 and 2019 was the laptop/iPad borrowing service. In the report generated for the 2017 Library Student Satisfaction Survey by Graduate Assistant Kassity Truxell, it is suggested that the infrequent use of the Library's laptop/iPad borrowing service could be a result of how outdated the laptops are. It is also stated in the 2017 survey report that because the laptop/iPad borrowing service is not commonly used, and a high number of students now have personal computers, replacing the Library's laptops and iPads would not be necessary. Data collected from the 2019 survey, however, calls for the consideration that more students may use the laptop/iPad borrowing service if they were aware that it was available to them. Responses to questions 31 and 41 on the 2019 survey indicate that a number of students were not aware that the laptop/iPad borrowing service was available, which could explain why the service is rarely utilized. One student in their response to question 31 on the 2019 survey suggested that while they believe most students do not use the loan laptops and that an entire new set isn't needed, a few upgraded loan laptops would be beneficial. Perhaps adhering to this suggestion – replacing a small number of the laptops and advertising the service more effectively – will increase both student use and satisfaction with the laptop/iPad borrowing service. On a related note, it may also be helpful to ask students which services they are aware the Library offers and how familiar they are with accessing these services. A significant number of students reported that they did

not know about specific services the Library has to offer or are unsatisfied with the process of accessing them. By surveying students on the services they are aware the Library offers and know how to access, services that need to be better advertised or explained to students can be identified.

Satisfaction with Services

Survey questions 19-30 asked students how satisfied they are with the various services and spaces provided by the Library. Most responses to questions 19-30 were 'Satisfied' or 'I don't use this service', with less than 10% of students voicing dissatisfaction with each of the Library's services or spaces. Of the small percentage of unsatisfied or very unsatisfied students, many voiced dissatisfaction with Library's upper and lower levels, databases, printing services, and group study rooms.

63.18% and 75.85% of students indicated that they are 'Satisfied' or 'Very satisfied' with the Library's upper and lower levels respectively, some mentioning in open-ended responses that they especially like the Library's quiet study floor (upper level). The small percentage of students expressing that they were 'Unsatisfied' or 'Very unsatisfied' with these spaces, however, mentioned in open-ended responses that both floors could get too noisy and crowded. Some students requested that the Library require the volume on the lower level be kept to quiet discussion, and that the 'no talking/noise' rule pertaining to the upper level be more strictly enforced. Students also emphasized that there is not enough seating available on both floors to accommodate all students, especially near working electrical outlets. Furthermore, many students believe that the Library can be arranged in a different way that would better accommodate more students both working independently and with groups.

78.38% of students who indicated that they use the Library's databases expressed that they were 'Satisfied' or 'Very satisfied' with the service, however the 8.62% that were 'Unsatisfied' or 'Very unsatisfied' conveyed that the databases were confusing to navigate, and that the journals available through the databases were too limited to meet their academic needs. Students expressed in open-ended responses that database information is not presented in a navigable manner. One student mentions that they had trouble navigating the databases even after multiple class sessions with librarian instruction. Additionally, some students also mention that the information available through the Library's databases is too limited and does not provide

access to enough information. Students expressed that many of the resources they needed had to be ordered, or that the number of databases that can be accessed through the Marvin K. Peterson Library are few in comparison to other universities.

83.95% of students indicated that they were 'Satisfied or 'Very satisfied' with the Library's printing services, however the 7.44% who were 'Unsatisfied' or 'Very unsatisfied' indicated in responses to question 31 that they felt the amount of free printing money allotted to each student per semester was not enough to accommodate the number of documents they needed to print out for their classes. In addition to the cost of printing, some students also indicated dissatisfaction with the printers themselves, responding that they believed there are too few of them, and that they don't always work.

54.73% of students indicated that they were 'Satisfied' or 'Very satisfied' with the Library's group study rooms. The 5.57% of students who were 'Unsatisfied' or 'Very unsatisfied' indicated in open-ended responses that when using a group study room, any loud noise being made in a neighboring group's room could be heard, which could be distracting. Many respondents requested that some form of soundproofing be installed in these rooms. Additionally, many students also requested that more group study rooms be made available to students.

Changes in Satisfaction with Library Services and Spaces – 2017 to 2019

The percentage of student indicating they were either satisfied or dissatisfied with each of the Library's services and spaces remained comparatively consistent from 2017 to 2019. Multiple-choice responses to both surveys indicate high student satisfaction with services and spaces such as the Library's databases, desktop computers, and printers. In both 2017 and 2019, about 78% of students indicated they were 'Satisfied' or 'Very Satisfied' with the library's online databases, the percentage of satisfied respondents increasing from 77.71% in 2017 to 78.38% in 2019. Most respondents in 2017 and 2019 also indicated that they were either 'Satisfied' or 'Very satisfied' with the Library's desktop computers, the percentage of satisfied respondents slightly lowering from 80.69% in 2017 to 77.87% in 2019. Furthermore, satisfaction with the library's printers remained around 80%, the number of students indicating they were either 'Satisfied' or 'Very satisfied' rising from 80.69% in 2017 to 80.95% in 2019.

Despite the similarity in student satisfaction from 2017 to 2019, there were some notable changes. For instance, while the Library's printers remain a prominent area of student dissatisfaction as apparent by open-ended responses, this dissatisfaction did lower from 10.12% in 2017 to 7.44% in 2019. Furthermore, while much of the discontent with the printing services in 2017 seems to have stemmed from wait times, much of the discontent with printers in 2019 seems to be related to the cost of printing. Additionally, there is a rise in dissatisfaction with the Library's upper and lower levels from 2017 to 2019.

At the time the Spring 2017 Library Student Satisfaction Survey was distributed, the Print Only Workstation had not yet been implemented by the University of New Haven Library. To gauge whether students would find this service helpful, the 2017 Library Student Satisfaction Survey contained a question asking students if they thought the service would be beneficial, to which 85.38% of students indicated that they did. In January of 2019, the Print Only Workstation was implemented by the Library, and the Spring 2019 survey instead asked students whether they have used the Print Only Workstation, to which 42.23% of students responded that they have. By implementing the Print Only Workstation, it was hoped that student dissatisfaction with the Library's desktop computers and printing services would be lowered, as many students in 2017 reported that wait times for these services, especially during 'peak times', could be very long. The 2019 survey indicates that less than half of the students who responded to the survey have used the Print Only Workstation; however, despite the Workstation being used by only around 40% of students, dissatisfaction with the Library's desktops was slightly lowered from 8.51% to 6.92% between spring 2017 and spring 2019. Additionally, the dissatisfaction with the Library's printers was also lowered from 10.12% to 7.44% between 2017 and 2019.

While there seems to be some improvement in student satisfaction with the Library's desktop computers and printing services, open-ended responses to question 31 on the 2019 survey indicate that some students still feel that the printing process is too slow. In attempts to further lower dissatisfaction with the Library's printing services, it may be beneficial to implement a second Print Only Workstation, or find a way to make the Print Only Workstation more efficient as suggested in a student's response to question 31. Furthermore, it may be beneficial to survey students as to how satisfied they are with the Library's Print Only Workstation to better gauge if any improvements should be made to the service.

Comparing the 2017 and 2019 survey responses, there are indications that dissatisfaction with the Library's upper and lower levels has increased from 2017 to 2019. While the percentage of students voicing dissatisfaction with these spaces is still low, dissatisfaction with the upper and lower levels did rise from 6.67% to 7.60% and 7.82% to 9.13% respectively. This slight rise in dissatisfaction may be related to student's dissatisfaction with the noise made by other students on these levels. The number of students who voiced dissatisfaction with the noise on these levels in open-ended responses doubled, rising from approximately 7 responses in 2017 to around 14 responses in 2019. While there are signs posted informing students that the upper level is a quiet study space, and that the lower level permits only "Quiet Conversation", it may be beneficial to determine a way to more strictly enforce these rules to create a better learning environment for some students.

How satisfied are students with the physical aspects of the Library space?

Questions 32-36 were used to follow-up with student following physical renovations to the Library's main and upper levels in the summer of 2017. These questions asked students about their satisfaction with the physical aspects of the Library, including the available seating, electrical outlets, and Library capacity. Similar to questions 19-30, the most common answer to questions 32-36 was 'Satisfied', with approximately 70% or more students indicating they were satisfied with each of the listed physical aspects of the Library. Students were most satisfied with the Library's temperature and lighting. Students indicated marginally more dissatisfaction with the Library's available seating, electrical outlets, and capacity.

Approximately 72-74% of students who responded to questions 34-36 indicated that they were 'Satisfied' or 'Very satisfied' with the Library's seating, electrical outlets, and capacity. The 26-28% of students who indicated that they were 'Unsatisfied' or 'Very unsatisfied' with each of these physical aspects of the Library mentioned that the upper and lower levels of the Library, which are used by a large number of students, could get too crowded. Students expressed that they believe the Library could be set up in a manner that would accommodate a greater number of students. Furthermore, students mention that the Library does not provide enough working outlets near seating. Students voice in open-ended responses that they wish there were more carrels with electrical outlets on the upper level, and that many of the outlets built into the desks on the lower level did not work.

Student Satisfaction with Summer 2017 Library Renovations – Physical Spaces

In response to dissatisfaction voiced by students on the Spring 2017 Library Student Satisfaction Survey and through the Library's suggestion box, major renovations were performed on the Library's main and upper levels in the summer of 2017. These renovations focused primarily on the Library's seating, electrical outlets, and group study areas/resources. Renovations to the upper level provided students with updated seating with more electrical outlets, and renovations to the main level provided students with comfortable, movable seating, resources for group collaboration such as whiteboards, and an open-space arrangement, moving the individual carrels to the upper level. By comparing students' responses to questions 32-36 on the 2019 survey with responses to the same questions prior to the renovations in the spring of 2017 (Q 31-35), it is possible to gauge student's satisfaction with these renovations. Overall, it seems that students are satisfied with the renovations to the Library's physical spaces and especially appreciate the additional electrical outlets on the upper level of the Library. While students are satisfied with the renovations to the Library's physical spaces, students also express that these renovations did not completely meet their needs. Many students request more seating with access to electrical outlets be installed in the Library, and that more group study resources be made available.

Comparing the 2019 follow-up data to the responses collected for the 2017 Library Student Satisfaction Survey, it can be concluded that the summer 2017 renovations did reduce student dissatisfaction with the Library's electrical outlets and capacity. Dissatisfaction with the Library's electrical outlets was reduced from 31.72% in the spring of 2017 to 28.38% in 2019. Furthermore, students less frequently expressed dissatisfaction with the outlet availability on the Library's upper level in open-ended responses to the 2019 survey. The decrease in dissatisfaction with the Library's capacity could be related to the installation of more electrical outlets on the upper floor as well. Students in open-ended responses on the 2017 survey indicated that they were unlikely to sit on the Library's upper level if there were no carrels with electrical outlets available; these students likely see the installation of electrical outlets as an increase in the Library's capacity, as it provides them with more seats they are willing to use. Despite the increase in student satisfaction with the Library's available electrical outlets and capacity, there is still prominent student dissatisfaction with the availability of working electrical outlets on the

upper and lower levels of the Library close to seating. The installation of more electrical outlets may be needed to provide all of the students who use the Library with the opportunity to charge devices when the Library experiences high traffic.

While student dissatisfaction with the Library's electrical outlets and capacity decreased from Spring 2017 to Spring 2019, student dissatisfaction with the Library's seating slightly increased from 25.52% to 27.54% between the two years. Students emphasize the need for more seating on the upper and lower levels with working electrical outlets. To ease dissatisfaction with the Library's seating, students suggest that the Library be re-arranged to allow for more seating, and that the light-colored carrels with electrical outlets on the upper level be installed in the middle of the floor in addition to those along the perimeter.

Overall, the renovations to the Library's upper and main levels in the summer of 2017 were well received by students. This conclusion is supported by the slight improvement in student's satisfaction with the Library's electrical outlets and capacity as well as the decrease in requests for more electrical outlets in student open-ended responses. That said, student requests for more electrical outlets and seating are still common. Further renovations including the installation of more seating with access to electrical outlets may be beneficial. As mentioned by Kassity Truxell in the 2017 Student Satisfaction Survey report, it may also be helpful to perform research as to how the arrangement of the Library's furniture could be altered to better utilize the Library's space and accommodate more students.

Do students prefer to study independently or in groups?

Based on responses to question 37 on the 2019 Library Student Satisfaction Survey, which asked students if they preferred to study independently, in a group, or both, it can be concluded that about 56% of students like to study in a group. Only about 2.5% of these students prefer to study in a group as opposed to independently, with most students instead indicating that they like to study both independently and with groups. This indicates that a little over half of the students who responded to the survey are likely to use spaces and resources designated for group study. This measure can help in planning how much space and resources should be reserved for group study purposes. These measures additionally indicate that space and resources for independent study are also important to consider, as 97.44% of students like to study independently at least some of the time. Compared to the data collected from students in 2017,

the percentage of students who like to study independently, in groups, or both stayed relatively the same from 2017 to 2019.

What resources would help students study in group settings?

To obtain an idea of what resources students would be likely to utilize while studying in a group, question 38 asked students to select all of the pre-listed resources that they would find helpful. Question 38 additionally gave students the opportunity to provide their own suggestions as to what would be helpful when studying in a group. Based on both the selected and open-ended responses, the resources that most students indicated would be beneficial when studying in a group include white boards/dry erase markers, movable furniture, and additional study rooms, ranked from one to three in that order. In addition to suggesting resources that would aid in group studying, students also emphasized that some form of noise control or sound proofing in the group study rooms would be helpful.

Student Satisfaction with Summer 2017 Library Renovations - Group Resources

One aspect of the Library's Summer 2017 renovations was the installation of new group seating near the entrance of the Library. This seating included movable furniture and white boards for groups of students to use when collaborating. These were installed in response to the data collected from the Spring 2017 Library Student Satisfaction Survey, which indicated that the two resources most students thought would be the useful when studying in a group were movable furniture and white boards. Comparing the resources that students indicated would be useful when studying in group settings in spring 2017 to those reported in 2019 after the renovations, there is no identifiable change in student opinion. White boards and movable furniture are still the two most desired resources for students working in groups. As previously suggested, it may be beneficial to expand the Library's Summer 2017 renovations and provide students with more spaces containing movable furniture and white boards for student collaboration.

While there were a few requests for some form of sound proofing or noise control in the group study rooms in 2017, the request is more commonly emphasized in the open-ended responses students provided on the 2019 Library Student Satisfaction Survey. As previously mentioned, many students found the noise made by other students to be distracting when using a group study room. Perhaps consideration or research into the implementation of some form of

noise regulation rule or sound proofing in the group study rooms would be beneficial in increasing student satisfaction and may be important to consider if any additional group study rooms are to be set up for students in the future.

Do students use the technologies provided by the Library, and do those technologies meet their needs?

Question 41 asked students whether or not the mobile technologies provided by the Library met their needs, asking those students who indicated 'No' to suggest ways that the Library could improve. 87.71% of respondents indicated that the library did meet their technological needs, showing that most students are satisfied with the technological services offered by the library. Of the 12.29% students who responded 'No' to question 41 and provided feedback related to unmet needs, most students voiced that they either could not or didn't know how to connect their personal computer or other devices to the Library's printers. Some students mentioned they do not understand how to download the software required to connect to the printers on their devices, while others indicate that the type of computer or device they have is not compatible with the Pharos software, preventing them from printing to the Library's printers from their devices.

Changes in Student Satisfaction – 2017 to 2019

The same question asking students whether or not the mobile technologies provided by the Library met their needs was asked on both the spring 2017 and spring 2019 student satisfaction surveys. On both surveys, this question was not well understood by students, and a significant number of students selected 'No' only to voice that they did not understand the question, did not know about the mobile technologies, or did not use them. Question 41 was designed to ask students whether or not they were provided with mobile-friendly access to the Peterson Library's online catalog, databases, e-books, and e-journals, however open-ended responses submitted for the question indicate that students did not understand this question. The confusion surrounding question 41 and the lack of an 'I don't use the mobile technologies' selection option may have lowered the effectiveness of the data collected for this question, as some of those students counted as stating that the Library did not meet their technological needs may have indicated otherwise if they understood the question better. If this same question were to be asked on future student satisfaction surveys, it may be beneficial to change the wording and

selection options for the question. This would include a better explanation as to what 'mobile technologies' are, and adding an 'I don't use the mobile technologies' selection option.

Further comparing the 2017 and 2019 survey responses, there is a notable persistence of dissatisfaction with the Library's wireless printing capabilities and how to use them. Many students express a desire to print from their personal wireless computers and other devices, but were either unaware that they could, or expressed that they didn't know how to so. In response to these issues, the creation of better instructions and advertisement of the service may be useful. Furthermore, considerations into a different printing system, or research into what systems and devices the Pharos System Illuminate software is compatible with may also be beneficial, as some students cannot connect to the Library's printers with their devices even if they know how to.

Do students use the Ebsco Discovery Service to search for the Library's resources, and how satisfied are they with the results?

Questions 44 and 45 asked students how often they used the Ebsco Discovery Service to search the Library's resources, and how satisfied they are with the results. The Ebsco Discovery Service is provided to students in the form of a search box on the Library's home page on myCharger and LibGuides. Based on student responses, it can be concluded that about 58.77% of students use this service, with most doing so only occasionally. That said, 23.20% of students use the service every time they search the Library's resources. Of the students who do use the service, most indicate that they are satisfied with the results, with only 8.08% indicating any dissatisfaction. The remaining 41.34% of students indicate that they have never used the Ebsco Discovery Service. The students who don't use this service may not be utilizing it because they are unaware that it is available to them. The Ebsco Discovery Service search bar, while on the Library's main myCharger and LibGuides pages, is in a location that may not be accessed by a significant number of students on a regular basis. Like with other services provided by the Library, better advertising of the service and more explanation as to what it can provide may be helpful in raising the percentage of University of New Haven students who use it.

How do students prefer to contact a librarian for help?

Questions 46-51 asked students to rank from their first preference to their sixth how they would rather ask a librarian for help – In-person, via email, through an instant messaging service,

over the phone, via social media, or through Blackboard Learn. With the implementation of the Instant Chat with a University of New Haven Librarian ("Ask a Librarian") in November of 2018, all six contact methods are currently available to the University's students. Based on the responses to questions 41-51, the most common rank order for these methods places in-person as student's first preference, via email as their second, through an instant messaging service as their third, over the phone as their fourth, through Blackboard as their fifth, and over social media last.

Despite the aforementioned rank order being the most popular for the preferred librarian contact methods, there was significant variation in what number preference students placed some of the contact methods. Students seemed to be in consensus when selecting in-person as their first preference, email as their second, and social media as their last preference in how to contact a librarian. This strong consensus is supported by the fact that the ranking each of these options was placed in gained 40-50% of the total responses for its specific question, which was significantly more than the responses gained for any of the other five options. Contrastingly, the other three contact methods – instant messaging service, phone, and Blackboard – each had significant variation in the ranking they were placed in. For example, while the most common response, with 25.95% of responses, to question 51 placed Blackboard in fifth place in the contact method rankings, 21.13% of respondents placed Blackboard as their fourth preference instead. Therefore, there is some disagreement between students in how they ranked the contact method. That said, students agree that these three methods are in some order their third, fourth, and fifth preferences.

Changes in Students' Preferred Librarian Contact Method – 2017 to 2019

Comparing responses from the 2017 satisfaction survey with the responses to the 2019 satisfaction survey, the most common rank order of student's preferred librarian contact methods did not change despite the implementation of the Instant Messaging service in 2018. The responses to both surveys demonstrate student's strong consensus when placing in-person, email, and social media as their first, second, and last preferences, with the other three methods being less agreed upon.

Since all six methods that can be used to contact a librarian are available for students to utilize, it may be beneficial to rephrase questions 46-51 to reflect this. Perhaps changing the

wording of the beginning of the question from "If these options were available", to "Out of these available options" would inform some students of the librarian contact options available to them.

What are student's opinions regarding a self-service option for requesting and processing Inter-library loans?

Question 52 asked students whether they felt that a self-service Inter-library loan system would be beneficial in completing their academic assignments. This means that instead of the Library's staff submitting and processing student's ILL orders like with the current system, students would be able to login to the ILL system themselves to request, track, and renew their own materials. Most students (86.77%) indicate that this system would be helpful. In addition to the added convenience this ILL service would provide to students, implementing this service may also negate the small amount of reported dissatisfaction students expressed with the ILL services in their responses to question 31. Reported student dissatisfaction with the ILL service was based on order requests that were never processed, and requested materials that were never received. By implementing a self-service Inter-library loan system, students would be able to ensure that their order requests are submitted and would be able to estimate when their materials were to arrive. Implementation of self-service Inter-library loans, in addition to better awareness of the service, may also increase the percentage of students who utilize the service, as it is currently reported as one of the least-utilized services the Marvin K. Peterson Library offers.

In what format do students prefer to read books?

Question 53 asked students if they preferred to read books in a hardcover format, electronically (E-books), or if they had no preference. Most students (59.97%) indicated that they prefer to read books hardcover. 27.32% of the remaining respondents reported having no preference, and 12.71% preferred E-books. Based on these responses, it can be concluded that students would prefer to read physical copies of Library books as opposed to electronic versions. Despite student's strong preference for physical books, some students may want access to Library resources electronically. One student in their response to question 41 expressed dissatisfaction with the fact that the University did not provide access to online versions of textbooks. Perhaps some students like this individual would benefit from electronically-available Library textbooks if they are available to libraries.

Changes in Preferred Book Format – 2017 to 2019

Comparing what students reported as their preferred book formats in 2017 to that reported in 2019, there remains a strong student preference for hardcover books. That said, a response to the 2019 Student Satisfaction Survey indicates that some students may desire access to textbooks or other specific types of resources in an electronic format. It is suggested in the 2017 Library Student Satisfaction Survey Report that determining which books are used the least by students and converting those resources to an electronic format would help to free up Library space.

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. 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. This survey was reviewed and received IRB Approval on April 2, 2017 (Protocol #2017-2018). 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, contact Hanko Dobi at hdobi@newhaven.edu If you have any questions or concerns regarding this study or your rights as a research participant and would like to talk to someone other than the researcher, contact the chair of the Institutional Review Board at the University of New Haven, Alexandria Guzmán at (203) 479-4562. 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.

Q1 Are you 18 years of age or older?

    o Yes

    o No

Q2 Are you a University of New Haven undergraduate or graduate student?

    o Undergraduate

    o Graduate

Q3 Are you a full-time student or a part-time student?

    o Full-time

    o Part-time

Q4 Are you an International Student?

    o Yes

    o No

Q5 Which college do you attend?

- College of Arts and Sciences
- College of Business
- Tagliatela College pf Engineering
- Henry C. Lee College of Criminal Justice and Forensic Science
- School of Health Sciences

How often do you use the following library services and spaces:

Q6 Library catalog to search for books and government documents

Daily

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q7 Library Databases

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q8 Laptop/iPad borrowing

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q9 Desktop computers

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q10 Course reserves

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q11 Inter-library loan (ILL)

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q12 Reference desk

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q13 Scanner

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q14 Quiet study floor (upper level)

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q15 Group study rooms

- 4-6 times per week
- 1-3 times per week
- Less than once per week
- Never

Q16 Collaborative space (lower level)

- o 4-6 times per week
- o 1-3 times per week
- o Less than once per week
- o Never

Q17 Printers

- o 4-6 times per week
- o 1-3 times per week
- o Less than once per week
- o Never

Q18 Have you used the "Print Only Workstation?"

- o Yes
- o No

Rate your satisfaction with the following library services and spaces:

Q19 Library catalog to search for books and government documents

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q20 Library databases

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q21 Laptop/iPad borrowing

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q22 Desktop computers

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q23 Course reserves

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q24 Inter-library loan (ILL)

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q25 Reference desk

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied
- o I have never used this service

Q26 Scanner

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied
- I have never used this service

Q27 Printers

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied
- I have never used this service

Q28 Quiet study floor (upper level)

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied
- I have never used this service

Q29 Group study rooms

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied
- I have never used this service

Q30 Collaborative space (lower level)

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied
- I have never used this service

Q31 Please feel free to elaborate on any services and/or spaces that you are dissatisfied with:

Please rate the overall satisfaction of the physical library space:

Q32 Lighting

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied

Q33 Temperature

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied

Q34 Seating

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied

Q35 Electrical outlets

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied

Q36 Capacity

- o Very unsatisfied
- o Unsatisfied
- o Satisfied
- o Very Satisfied

Q37 Do you prefer to study alone, in a group, or both

- o Alone
- o In a group
- o Both

Q38 If you like to study in a group setting, would any of the following be useful? (Check all that apply)

- o Moveable Furniture
- o White boards and dry-erase markers
- o More study rooms
- o Technology
- o Other (please specify)
- o I don't like to study in a group setting

Q39 Would a small private room to have a virtual meeting and/or study (Skype, FaceTime) be useful?

- o Yes
- o No

Q40 Do you print from the library desktops, your own laptop, or both?

- o Library desktops
- o My laptop
- o Both

Q41 Do the mobile technologies provided by the University of New Haven library meet your needs?

- o Yes
- o No

Q42 Do you use the battery packs available at the Reference Desk to charge your mobile device or tablet?

- o Yes
- o No

Q43 Do the programs and applications available on the library's desktops meet your academic needs?

- Yes

- No (What programs and applications should be included on the desktops?)

Q44 How often do you use Ebsco Discovery Service (EDS - the search box on the library homepage) to search the library's resources?

- Every time I search

- Occasionally

- Never

Q45 How satisfied are you with the results?

- Very unsatisfied

- Unsatisfied

- Satisfied

- Very satisfied

- I don't use Ebsco Discovery Service

If these options were available, how would you prefer to contact a librarian for help?

Q46 In-person

- First preference

- Second preference

- Third preference

- Fourth preference

- Fifth preference

- Last preference

Q47 Email

- First preference
- Second preference
- Third preference
- Fourth preference
- Fifth preference
- Last preference

Q48 Instant messaging service

- First preference
- Second preference
- Third preference
- Fourth preference
- Fifth preference
- Last preference

Q49 Phone

- First preference
- Second preference
- Third preference
- Fourth preference
- Fifth preference
- Last preference

Q50 Social media

- First preference
- Second preference
- Third preference
- Fourth preference
- Fifth preference
- Last preference

Q51 Blackboard

- First preference
- Second preference
- Third preference
- Fourth preference
- Fifth preference
- Last preference

Q52 Would it beneficial to have a self-service for Inter-library loans that would allow you to login to the system and directly request, track, and renew multiple needed materials?

- Yes
- No

Q53 Which format do you prefer to use to read a book?

- E-books
- Hardcover
- No preference

Appendix B: Question 31 Responses

Count	Response
2	-
1	lower the lighting in the quiet space slightly as well as the temperature, it makes it a better environment to work in
2	.
1	A good amount of the outlets in the collaborative space do not work on the tables.
1	A group of students and i tried to utilize a study room one day and had to hook up our computer to the tv. None of the cords given to us worked and no one seemed to be able to or even want to try to help.
1	Ac is not put on summer
1	Adding outlets (with surge protectors) for private desk without one could alleviate the frustration for finding a desk on a busy day.
1	All of the services I have used are satisfactory.
1	All perfect
1	All the services are satisfactory
1	As a freshman I didn't know about ipad/computer borrowing.
1	As regards borrowing gadgets from the Library, I believe it might be more beneficial if the duration is extended.
1	At the collaborative level and free computer area of first level, some people make too much noise, and the noise was not about discussing assignment
1	Bottom floor needs outlets that work
1	Collaborative space is mostly rowdy, it's difficult to get concrete work done there.
1	Complicated online database
1	Desktop computers are very slow and take forever to start up. Quite floor should be updated, it's very old.
1	Despite the signs there are many people who use telephones or speak loudly on the quiet floor. It would be nice if there was someone to enforce the rules because it can be very distracting and uncomfortable for students who are working. Also, the desktops tend to be slow and I imagine are quite dirty considering the volume of students who use them.

Count	Response
1	Everything is going smooth so far, I would say that loan laptop needs an upgrade. Upto my knowledege 90% people don't use laptop so we dont need whole new self of new laptops. Couple upgraded version loaner laptops shall be fine.
1	Everything that I have used is upto the standards that I like.
1	Finding scholarly articles is very difficult. This school does not have access to a lot of articles, I usually end up using my undergraduate's library search for articles almost all the time. As for printers- the printing limit allotted is extremely low and printing is very expensive, especially for color. Black and white printing prices are ok- but for my classes I am often required to print in color and I end up using all of my printing allowance. Either color printing needs to be cheaper or we are allotted much more printing dollars.
1	First, the restrooms are too small and few.There is no bath room located on the first floor. The empty space at the lower level in the bathroom could be turned into two closets. Also, I wish the library had sleeping pods for students that want to recharge. Lastly, there is need for more than one accessible entrance into the library. It's tedious to always have to walk around the building.
1	Food should allowed in the group study on the lower level
1	good services
1	Group study rooms need to be sound-proofed better. You can hear absolutely everything happening at the rooms adjacent.
1	Group study rooms were very loud as the walls are very thing.
1	I am an online student. My search skills were fairly good before I started here. I did not need the tutorial (other than how to log in but would recommend that for students starting graduate level courses for the first time.
1	I am dissatisfied with the cleanliness of the library. It's dirty. All the time. It doesn't have to do with people eating there. It has more to do with the fact that keyboards are used by dozens of people everyday and no one can wipe down their station. Apparently, there are wipes at the reference desk, but every time I ask for wipes, there are none. It's infuriating that this request (the ones to have a clean library) has been asked for more than once and it's something that is being ignored.

Count	Response
1	I am dissatisfied with the fact that tuition costs between $20,000-$50,000 and we still have to pay to print.
1	I am not dissatisfied but the group study rooms can get loud and it can be distracting if you are using the one next to the loud room.
1	I am satisfied with everything i have used
1	I am satisfied with everything, but I think there should be more study rooms for students to utilize for group projects, and signing up to book the room should be moved to online so everyone can see it.
1	I am satisfied with the services, but there are a few things that could be improved. For the Mac computers on the main level, I sometimes go into the library as soon as it opens. I have no idea how to turn the Macs on and all of them are usually off. I am a Mac person, so maybe have the Macs on before opening or teach students how to turn them on. For the collaborative space on the lower level, there are two things. 1) the tables are too big. If you sit across from someone, the tables are too wide to be able to whisper and get work done. They are too far away. To work as a group, you have to sit next to each other and that isn't convenient. 2) some of the outlets at the tables don't work. Please fix or replace them. Also, there could be more seating at the lower level. When it is busy, there is no where to sit.
1	I am very unsatisfied by the with the fact that I can only eat in the cafe. Most of the time, all of the tables are taken, causing me to go elsewhere. I also have a hard time finding space next to an outlet on the quiet study floor. There is a lot of unused space that could be used more efficiently to fit additional space for students. I am also unsatisfied with the lack of independent study rooms that can be used for skype/phone interviews. I tried to sign out a group study room by myself for an hour for but was told I would have to have my skype interview in the stacks where the lights turn off every 15 minutes!
1	I came to the lib to use Photoshop for one of my classes. The program wouldn't work and said that it needed an administration password. I went to the reference desk to ask about it and no one knew what it was. This hindered my work.

Count	Response
1	I do enjoy the course reserves and catalogues, but there's too many of them! It's so difficult to find what I'm looking for. There are too many places to look, is there a way to combine all of them into one system? Sometimes when I request an ILL, I get a response saying that if I had looked harder they already had it in their system, even though I already entered the information into many of the catalogues.
1	I do understand the reason for limiting food to certain areas, however I study better when I munch. Having an area where I can study quietly on my own that's not an open area. I also didn't know we could borrow a laptop/ipad. We had someone speak about the databases available in class, however some of the other resources were never mentioned or explained. This might be a point to add when visiting classrooms.
1	I don't feel satisfied or dissatisfied with any of the services. They are adequate and I appreciate what was done. :)
1	I encourage the UNH Library to set up more outlets, or maybe try doing wireless charging stations in the library, especially where the seating is that's nearest to the door.
1	I feel like the library offers great services!
1	I feel like the quiet study floor should have more electrical outlets near the desks. I am often their for long hours and my laptop runs out of battery.
1	I feel that the library database can be difficult to maneuver, some article links do not direct to a functioning page, and that you have to run in circles to obtain an article. It is not easy to use and wastes a lot of time to get the information needed. I sometimes prefer just to use Google.com/scholar because it is so muvh easier.
1	I find the databases to be very confusing to use. I have been through numerous in class sessions from the librarians and I still takes me a while to find what I am looking for. I eventually find what I need but I feel as though it could be less complicated to navigate. The tabs on the top of the course specific section do not seem necessary.
1	I have never used the group study rooms, possibly offer more explanation as to where these rooms are because I would likely take advantage of it as a resource.

Count	Response
1	I haven't had many things to print during my first two semesters, but I worry I won't have enough printing money for future classes.
1	I know with the scanners, sometimes it does come out grainy looking, but I'm not sure how to fix that.
1	I love the addition of the scanners, very convenient and I use it often.
1	I love the library and all it has to offer!
1	I love the quiet floor, but it would be really Niven if there was a printer like outside of the door by the water foundation so I don't have to go all the way downstairs when I need to print something. Also. You guys should always be 24 hours. There's no where else on campus to do work in the quiet and it's frustrating when you aren't open
1	I LOVE the upstair quite area. It is perfect for me to study and get a bunch of work done in . I greatly appreciate that there is an area on campus for people like me who like it to be quite while I study. If only I could implement that in my dorm then life would be great!!
1	I still can't figure out JsTOR access I need so many articles.
1	I tend to avoid the library for doing work because even the "quiet floor" tends to be noisy.
1	I think food and beverages should be allowed on bottom floor
1	I think that once you login to the desktops, it should immediately take you to the MyCharger page, rather than UNH's home page. No students are really looking to go on UNH's homepage, they're most likely looking to go on mycharger or blackboard. I get frustrated everytime I see the homepage come up when I know it would be more convenient if myCharger did.
1	I think there should be cameras in the library in the instance that someone steals another persons belongings
1	I think we should have a better variety of book available to students, especially for the course reserve. A lot of the books are expensive and many different teachers have so many books for one class. I think the school should have at least one copy on reserve for all the classes so that students who can't afford books can have

Count	Response
	access to course materials instead of having to struggle to make ends meet. Additionally, the ILL isn't a system that is entirely effective nor is it promoted well to students. The printers function well but we should offer more printing dollars to students specifically for those whose majors require more printing. As a political science major, I have at least 5 papers per semester per class that range in min from 6-to 20 for some of my most intensive class. I have had semesters where I have run out of printing money and had to use another student's printing money. Additionally, I understand space is limited but we should have more group study rooms available to for students to utilize and the rules should be changed as well. Specifically, if students need to study for standardized tests such as the LSAT, MCAT, GRE, students should be able to use those rooms individually to study and prepare for those exams.
1	I tried to apply for the inter library loan but never got any information back about it
1	I went use the ILL and I was told that the article was able to be accessed via the school database, but the article was not which is why I requested it through an ILL, and I never received it. Since that experience I never used an ILL. One other time I requested an ILL and never received the article.
1	I wish the Charger Cafe had longer hours or there was a place to buy energy drinks and snacks for all nighters
1	I wish the process of printing was a little bit faster, it would make sense for there to be two print only stations that are already logged into an admin account as opposed to having to log in to our own accounts, this just slows the printing process down for everyone waiting to print.
1	I wish there were more outlets on the quiet floor. There are so many cubicles but if you're not sitting next to a wall or the window (like you're in the middle of the room) there aren't any outlets for you to use and the majority of people need computers to do their work but don't have any place to charge those computers if they're staying at the library for a long time.
1	I wish there were more printers cause sometimes a line forms and people are usually trying to print before class and may be late to class because of the line. Also

Count	Response
	one of the printers was down for a good portion of this semester so that was frustrating.
1	I would like it if you have more seating capacity and more "working" electrical outlets
1	I would like to see more desks with power outlets in the quiet study floor. Often they are all taken and the vast majority of students use their laptop or other electronic devices to complete assignments and study. It would be nice to have more spaces with outlets. For the same reasoning, have someone check the outlets on the tables downstairs. It is usually a 50/50 shot on if they will work. I've never used the group study spaces before, only because I found it difficult to request them. Maybe make it easier to use. At the recreation center, all of our spaces are open for use unless otherwise booked, and when they are open students have to make reasonable accommodations for anyone wishing to use it. I've found times where I meet up with a group for a project, and downstairs is just too loud or crowded to be productive but we didn't book a room so it wasn't available to us.
1	I'm not really dissatisfied, I like the library a lot.
1	I'm satisfied with everything. Thank you
1	If the group study rooms didn't close and were 24 hours that would he helpful. Additionally, the library should be open 24 hours all semester because before mid terms it is needed and there is no where else on campus to go.
1	ILL was confusing to navigate.
1	In the group study rooms, you can hear into the room next to you and it can be distracting.
1	in the midnight only the doors can be opened from inside not from outside this should be fixed
1	It is difficult to get into the building, because there is only one entrance, and it cannot be accessed from the other side of the building. I have spent a lot of energy trying to get to the entrance, and I am a handicapped student. Also, the handicapped parking spots are always taken.

Count	Response
1	It will be great if you guys lower the price for color printing. it is to much expensive.
1	It would be great if the scanners had an option where you do not have re-type your email every time you scan an item. Some desktops used to allow you to change the brightess setting, this past year I have not been able to do so when I was using them. After hours of studying or wokring on assignments the brightness can really bother your eyes, so I just preferred to use my own laptop. The collaborative spaces are generally good for group projects, however, they are not soundproof at all. While meeting with groups to work on projects, it sounded as though groups in the room nextdoor were in our room as well. Some sort of sound barrier would be useful since it was often distracting to our work. Sometimes it can get chilly in the library, so no matter what time of the year I had to bring a sweatshirt or jacket. Also, in the quiet study floor when sitting alongside the windows towards the front of the library, but towards the end of the row, the lights would often shut off if I was studying in the library late at night. Since they are sensored, about every fifteen minutes or so I would have to walk down an aisle so the lights would turn back on.
1	It would be nice if we had more space in the library. More group study spaces would be nice especially ones that you didn't have to sign out.
1	Just the cost of printing
1	Lack of scientific articles; does not always work as intended; difficult to find/request articles we do not have immediate access to
1	Late book fee
1	Library database doesn't present searches in a way that is easy to understand. Feels like I have to dig to figure out what I am looking at, let alone what the article is about.
1	Library databases require ordering many of the resources. The group study level is great, but it can be difficult to work on something when a group nearby is talking loudly about gossip or not focused on their own work.

Count	Response
1	Love using the third floor, wish there were more seats. The downstairs area is too loud/full with the CLR and everything.
1	Lower Level (Group Study) • Better organization for tables and chairs in the lower level. • Considering the capacity, it needs more restrooms. Quiet Study Room: • It will be great if all the tables in the quiet study room had charging docks. • Quiet study room has only one bathroom making it difficult for students during examinations. • Adding a lamp on each desk could improve the studying experience.
1	Lower level space feels crowded and the lighting is not bright enough. The chairs are uncomfortable to sit in for long periods of time.
1	Make it an option to lower the brightness on the computer's
1	More outlets on the quiet study floor would be helpful
1	more printing money please
1	More room downstairs would be nice
1	More study rooms, please! Also, please sanitize the desktop keyboards.
1	Mostly satisfied but if you guys can make more meeting rooms that would be awesome.
8	n/a
4	N/a
27	N/A
1	N/A.
4	NA
1	need more outlets on the quiet study floor!
1	No complaints here
2	none
3	None
1	None.
1	Not all textbooks that I need for my classes are available in the library. This is unacceptable. ALSO, Paying 50 cents for a colored page is insane. I am conservative with what I print and I always run over my 18 dollars because I need

Count	Response
	to have portfolios completed, colored letters printed, images for posters. Please consider dropping the cost to 15 or 20 cents. ALSO, There are never enough spaces on the quiet floor. If the upstairs is reconfigured, there would be so much more opportunity to have more desk spaces.
1	Not enough computers on the entry floor and the dividers are too low, people liked it when you couldn't see the people around you.
1	not enough space to study on upper level
2	nothing
1	Nothing
1	Nothing really its good
1	Ns
1	Only suggest updating the desks in the upper level quiet study area to include electrical outlets for laptops & cellphones. Thanks!
1	Overall the general conditions and spacing in the library is perfect
1	Please disinfect the keyboards and work areas
1	Please have outlets by every cubicle on the quiet study floor. They are needed as students spend hours up there working.
1	Printers are not sufficient
1	Printers don't always work
1	Printers often malfunction and are generally difficult to use, Quiet study area upstairs is great but could use more seating
1	Printers should be free for all students!!
1	Printing
1	Printing shouldn't cost anything especially when we have to print 10+ pages for some classes
1	Printing stations shouldn't show jobs for every student. Essentially, you can't print off anyone's jobs, even if they are private, as long as you "sign in" at the right time.
1	Queit study floor there is no inspection..so many students are chatting in the desks it distrubing others.
1	Quiet study floor needs better chair

Count	Response
1	Quiet study floor, more plugs to plug in laptops
1	Quiet study has no outlets.
1	Quiet study is either to hot or cold. No electrical outlets for cubicles in the middle of the floor. Cubicles could be set up better. Students talk on their phones on floor as well
1	Should be able to print from laptops
1	Some books were not available for introduction to computer security and wireless networks textbooks.
1	Some of the computers are incredibly slow to log into. Often I can not find a place to sit on the quite floor that is close to an outlet. I would like to see the process of reserving a group study room more efficient.
1	Some of the scanners are broken and have been for a while now.
1	Some outlets don't work on lower level
1	Some services are very unknown to me. The services that I know about is the course reserves, getting the course book material of latest edition is very difficult.
1	some services i have never used because i did not know they were available for use.
1	some times it is very crowded, maybe it is need the larger space
1	Sometimes the computers are not working, so I think daily checks of their operational status should be performed.
1	Sometimes the upper level of the library gets crowded and there aren't enough seats. All seats also don't have an available outlet.
1	Staff (spring semester) were fabulous. I wish the library was even larger (more space).
1	Students are not actually spending time doing school work but instead socializing.
1	Thats the bug study room isnt open to students
1	The bathrooms are small and often dirty. There aren't enough stalls for the amount of people who use the library.
1	The collaborative space states that group work is permitted but it should be quiet discussion or something like that and yet after the lunch rush, it gets extremely loud.

Count	Response
1	The computers are dirty. The upper level is not bright or welcoming. Whenever I need the color printer it is not working
1	The databases are few in comparison to my undergraduate school, which makes finding good research articles difficult.
1	The desktop computers don't have all the programs engineers need (MiniTab, ChemCAD, Visio, etc), so while I can do some work on them, I have to use computers in Buckman for specific programs and it's very inconvenient, especially if I need screenshots of certain programs included in labs/printed reports.
1	The group study area is very crammed together on the lower level. Not all the outlets on the table work which is very frustrating. I wish there were more round tables . I think the space is used very inefficiently. I also would like to see the tables wiped down everyone once in a while because they are very gross. The library needs some serious revamping. It is a place for students to to to study and it feels like it is stuck in the past. I would like to see modifications done to the third floor to make it more modern and appealing to want to go study up there.
1	The group study rooms have very thin walls therefore if anyone is in the room next to you, it is very distracting because you can hear everything they are saying. It is very annoying.
1	The group study rooms need to be insulated a little more since you can hear everything going on in the other ones. Hard to work together trying to talk over other people.
1	The group study rooms would be so much better if they were sound proof. When studying in the group study rooms you are able to hear all of the talking from the other groups right next to your room so it is very distracting.
1	The group study space on lower level should be bigger in size as It is always occupied and sometimes i didn't even get space to sit there
1	the guy was never helpful and never got p to help out. just sat there, also maybe start up the computers in the morning so we don't have to wait 10 mins for it to actually come on.
1	The keyboards for the computers on the second floor are annoying.

Count	Response
1	The laptops for borrowing are the WORST
1	The library database Is very limited and the collaborative space is too loud with everyone talking at once
1	The library databases are hard to use. I would use the library more if you could eat on all floors. Collaborative spaces should be open to single users who need to Skype their group
1	The library databases often don't list an article available, and then when I check journals it says we have access to the journal the article is in, yet when I search through the journal and find the article, I still cannot get access. This is a super common problem and I feel like it is a waste of time.
1	The library databases, in my opinion, are too complicated to use. Professors force students to use the databases for research purposes, which only makes the research tedious and annoying. I know a lot of my peers prefer using Google Scholar because it's much simpler.
1	the lower floor gets way too crowded
1	The lower level can get really crowded
1	The lower level can get VERY loud at times.
1	The lower level is small and often filled with the same groups of students who leave little room for others and seem to run the library.
1	The lower level should be allowed to have snacks out in order to allow students to keep energized while studying.
1	The lower library can get hectic sometimes and people are not always respectful... sometimes people hog the printers as well.
1	The only thing I don't like is that people will take phone calls in the lobby area of the quiet floor. It's rather distracting as we can still hear them. The printers seem a little outdated, but they get the job done!
1	The people working in the library are just rude.
1	The printers are extremely slow, even at times when they are not being used constantly. And the library databases are annoying when you have to re-log in, as you lose the article that you were looking at.

Count	Response
1	The Quiet Floor is not quiet. Many a time have I had people's music up extremely loud, people have loud conversations or take phone calls on the floor. I would like to see the Quiet Policy more strictly regulated. I would also love to see more electrical outlets on the Quiet Floor, as if all the windowside cubicles are taken, then I have to hope my laptop has enough battery for me to work.
1	The quiet floor seems very dark and like the lighting could be better. It is also very frustrating that I can't eat a light snack without having to go to a distracting and loud part of the library
1	The quiet study floor (upper level) gets very loud at times.
1	The quiet study floor has limited study carrels. During the afternoon, midterms/finals, it is almost impossible to get a seat. There are only about 10 study carrels with an outlet for computer/phone, which is essential in today's day and age.
1	The quiet study floor should have more desks.
1	The quiet study needs more seating booths that have outlets. Once the ones by the windows are gone, the only available ones are the wooden ones with no outlets.
1	The scanner should be easier to use and there should be a more efficient way to make copies.
1	The spaces and services I've used are up to standard
1	The stylus' that are used to select your print projects on the printers are in need of repair. The stylus tips are broken off or simply don't work. It's difficult to select the correct print project.
1	The supervisor of the front desk staff was super rude. I once was late to return a headphone during my finals week because I was tried and got a fine. I asked if it is possible to waive the fine for me because I was tired and forgot. The staff told me I have to speak to their supervisor so I did. However, she came out with a defensive attitude and asked my ID #. Without inquiry about my situation and she pulled out a library user agreement I signed and showed me saying "You must pay the fine." She didn't show any sympathy and did not feel back and did not even talk to be as a human! As has she just said, "Fvck you, you have to pay asshole." I was not even being defensive or disrespect in any way. I told her I am graduating and if I ever

Count	Response
	receive any mail from UNH asking for a donation of my money. I will bring this up and I need an apology. I can't tolerate how she was treating a student without any humanity. I can't even imagine how she treats the people that work for her. I think her is name is Amber. If anyone is reading this. Please let me know, I have a lot to say about why this campus has so low student engagement rate.
1	The University needs access to ScienceDirect/Elsevier where students can obtain full text articles. We don't have a partnership with this and I've spent so much of my own money to be able to have access to the articles.
1	The upper floor of the library was very cold in the winter. I also wish there were more seats with outlets.
1	There are a lot of online journals that the unh system doesn't have access to and that makes doing research extremely difficult.
1	There are a lot the library has to offer yet most students don't know. I would suggest showcasing what the library has to offer more. Whether this is when the librarian spends the class period with the students or flyers/emails.
1	There are many times where I have gone to the lower level and the charging ports do not work on the tables. There is also very little space during finals upstairs in the cafe. I know that during finals I am in the library all the time and need to eat and being restricted to the cafe makes it difficult.
1	There is a lot of noise on the main level near desktop computers. And there is no library staff around to maintain silence
1	THERE IS NO CHARGING STATION DOWNSTAIR AND ALSO NO WATERB BOTTLE FILLING STATION DOWNSTAIRS.
1	There isnt much space for the lower level collaborative space, I do group work at least one a week there sometimes more and there is sometimes no space for me and three other people to sit together
1	There must be more empty desk spaces between computers on the level lower level, where all computers are placed. Because most of the times many computers are not in use and students look for empty spaces to work rather than work on the

Count	Response
	library. Secondly, try to keep the library cafe open on weekends too, especially while exams.
1	There needs to be more regulation and surveillance on the quiet study floor. Too many times have I heard someone eat food up there when I'm trying to study and it's very gross and distracting. Someone needs to be available to make sure no one's breaking the rules and making it impossible or difficult for someone else to study/concentrate.
1	There should be beanbag chairs in the group study area!
1	There should be more electrical outlets on the top floor because when you sit near the window or in the middle there is no way to charge your devices
1	They are too loud and people are rude there.
1	Too much noise in the lower level of library.
1	when people don't log out of a desktop computer it doesn't let me switch users and I cannot use the computer.
1	When somebody doesn't log out of their desktop it's impossible to get back in, we need something that talks about it.

Appendix C: Question 38 Responses

Count	Response
1	Barriers for more privacy
1	Comfortable/modern seating work spaces
1	Computers with engineering software (ChemCAD)
1	HDMI
1	It's more so for when I have to do group projects
1	More private study rooms would be very helpful!
1	more seating space even if it is with everyone
1	Resources for Music and Sound Recording Majors
1	set some rule for study rooms, many students were super lound and laughing. they disturb us. They were way too loud.
1	Sockets to plug gadgets
1	sound proof rooms
1	Sound-proof walls
1	Soundproofing material in the walls, groups tend to become loud and may distract other students outside of the room.
1	virtual meeting rooms
1	WHITEBOARDS
1	working outlets

Appendix D: Question 41 Responses

Count	Response
1	Don't know what this is
1	Electrical outlets on desk do not work all the time
1	Hard to connect to wifi with my phone
1	Have never been able to print from my computer
1	I am not completely aware regarding the services available.
1	I did not know that these were provided so maybe advertise these services better.
1	i don't know about those
1	I don't know what these are.
1	I don't understand how they work.
1	I don't understand this question
1	I don't utilize them
1	I don't use them
1	I don't use them so this doesn't apply to me
1	I have never used any.
1	I have not used these services
1	I just dont know how to connect my Mac to the printers so I have to email everything to myself then open it up on the computer and then print it. It is a little time consuming but it really isnt an issue.
1	I never used it
1	I think more awareness of the mobile technologies is necessary, because I don't know what they are/have never used them.
1	I'm not sure if Zoom is a resource from the Library, but there is a time limit when there are multiple participants. It would be great if there was no time limit as it is a great opportunity to have virtual discussions for group projects.
1	I've never used the mobile technologies, but you forgot to include that option.
1	I'm not sure what this means. I didn't know certain things were available.
1	I've never used this service and didn't know it was available.
1	Its not clear what is provided by the library

Count	Response
1	Make the ability to print from your laptop easier to download and understand how to use
1	Most of the outlets don't work
1	My laptop doesn't work with the campus printers
1	N/a
1	N/A
1	N/A to my experience
1	never . used
1	Never knew there were mobile technologies
1	Never used them.
1	Not applicable, I do not utilize them
1	not everyone knows how to print from their laptop to the printer in the library (should be an easier way)
1	Printing from ipads should be available because some people use that as a laptop
1	Should be easy accessible to hook up laptops to printer
1	Some devices like tablets and phones are not able to print to the library printers because the system is not able to be downloaded on these devices.
1	Sometimes the desktops in the library are really slow!
1	The mobile packs available aren't strong enough to charge my iPad pro.
1	The Pharos software does not work on my laptop though I've been trying to make it work for three years now.
1	The software for printing from personal MacBooks is too complicated and I can't figure out how to make it work. Maybe simplify the software or make the directions more clear? Or post a video tutorial of someone downloading the software so it's more clear and visual.
1	The wifi here is AWFUL.
1	there are no online versions of textbooks provided by the school.
1	There is a problem when configuring mac laptops with the printing services. Printing colored papers should be available to be printed wirelessly.
1	They need to be advertised better because I have never heard of them.

Count	Response
1	Unable to connect to the color printer via laptop
1	Use of an app or an easier way to print from a personal laptop
1	What are the mobile technologies? Perhaps advertise them more because I am just hearing about them now.
1	Why no wifi in the stacks? sometime people study in there because its quiet and it would be nice to have wifi.
1	You can't print with apple products

Appendix E: Question 43 Responses

Count	Responses
1	A mac with adobe & final procut software
1	Adobe creative programs
1	Adobe Illustrator is not available
1	Alot of the engineering applications are not on the desktops
1	ANSYS at least several computer.Especially the engineering building is closed recently.
2	ArcGIS
1	ArcMap
1	Autocad, (really the full autodesk subscription),
1	AutoCAD, ArcGIS, Civil3D
1	Autodesk, labview
1	Bloomberg
1	ChemCAD :)
1	ChemCAD, Visio, Minitab
1	CodeBlocks
1	Computers are old and outdated and move slowly
1	Downloaded Microsoft office
1	GIS
1	GIS!!!!!!! ArcMaps, specifically
1	Have apps for the different Microsoft options (Word, Powerpoint, etc.) and also have a One-Drive app on the computer
1	i don't use the desktops
1	I don't use the library desktops
1	I don't use them
1	I use my own device
1	I'm a college of business student, so it would be helpful to have Bloomberg Finance on the desktops to use for projects in our finance classes.
1	Inventor, Labview

Count	Responses
1	Is there any way to get Microsoft Publisher on the Mac computers? If so that would be greatly appreciated, I have had to switch computers because Mac and Dell don't always have the same programs.
1	It would be nice to have some of the engineering programs like Multisim and Altera available.
1	Labview
1	Logic Pro X, Adobe Audition, Pro Tools
1	MiniTab, MATLAB, Simio
1	More articles needed for trending I/O psychology topics
1	More engineering programs on more computers
1	Music and Sound Recording Majors only can use Dodds Lab 104 to access all of the sound recording programs, which is infuriating because it's only open 5 days out of the week.
1	n/a
1	Photoshop
1	Photoshop accessibility
1	Please provide database to look for grants as it is essential for graduate students
1	Python software
1	R
1	R and R studio for programming/coding, CAD software or other computerized sketching program, Igor Pro for physics usage.
1	Revit and I design would me helpful for the interior design students
1	RStudio and Adobe Lightroom
1	R-studio and Photoshop/Illustrator
1	Some desktops do not have R or SPSS for National Security and CJ majors
1	Spss
1	there are no civil programs. the only lab space for civil programs is in the engineering building and there are not enough computers there.
1	They do but sometimes they are out of date/need to be updated and I don't have access to do that