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# Lyme Academy of Fine Arts: Library Satisfaction Survey

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**Kriebel Library**

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## **Executive Summary**

The Krieble Library is a branch library for the University of New Haven located on the Lyme Academy of Fine Arts campus. The Krieble library serves as an information and resource outlet for Lyme Academy, providing students with necessary tools and technologies to achieve academic success. As a constituent of the University of New Haven, it is important to receive feedback from Lyme Academy students about their experience with the services provided by the university. One of the main priorities of the university is to seek quality feedback from students to appropriately address concerns, implement changes, and facilitate the pursuit of academic success.

The survey developed over the 2017-2018 academic semester sought feedback from Lyme Academy students about the services, spaces, and technologies provided by the Krieble Library and the Marvin K. Peterson library at the University of New Haven's main campus in West Haven, Connecticut. This survey included 65 questions, seeking feedback about how often services and spaces were used, how satisfied students were with these services and spaces, what aspects of the library they were unsatisfied with, and areas that students felt the library could improve. Previously, surveys have focused on student experiences with the Marvin K. Peterson library at the University of New Haven's main campus in West Haven Connecticut. These surveys, however, did not include students at the Lyme Academy of Fine Arts. As a constituent of the University of New Haven, the feedback from Lyme Academy students will provide valuable insights into areas of improvement and satisfaction with library services, as well as provide an opportunity for students to elaborate on any dissatisfaction they have experienced with library services.

The survey was distributed to all Lyme Academy students via school e-mail address. The Campus Labs Baseline instrument was employed to collect and analyze data. All participants in the survey were undergraduate students at the Lyme Academy of Fine Arts, and nearly all participants were full-time students. The feedback provided by Lyme Academy students allowed the Chief Librarian, Hanko Dobi, to better understand the perceptions of students on the Lyme Academy campus regarding library services. Overall, students frequently use and are generally satisfied with library services such as the library catalogs, database resources, Kriebel LibGuides, computer workstations, image viewing equipment, scanners, printers, and quiet study areas. Results also indicated overall satisfaction with the physical library spaces such as lighting, and amount of seating. Although most students were generally satisfied with the library, some students did indicate that the temperature of the library was often cold and uncomfortable, and there was slight dissatisfaction with the library capacity. Moreover, it was found that students were either unaware or have never used many library services provided to students at the Marvin K. Peterson library. The most common suggestions students had regarded the efficiency of printing systems, particularly the colored printing systems, the temperature of the library, and seating availability.

## Introduction

Each academic year, the Chief Librarian, Hanko Dobi, works with her graduate assistant to seek feedback from students about library services. To do this, a survey is created to better understand the perceptions and satisfaction of students regarding library services provided by the University of New Haven. Responses to these surveys has provided the University of New Haven with necessary information to make changes, upgrade library services, and increase availability of student technology and other resources, to better meet the needs of students at the university.

Typically, these surveys have focused on the library services provided at the University of New Haven's main campus library, the Marvin K. Peterson Library. However, in 2014, the University of New Haven finalized their affiliation with the Lyme Academy of Fine Arts in Old Lyme, Connecticut, thus becoming the University's sixth college. This affiliation has provided students with access to a greater number of library resources; however, the annual library surveys have not sought direct feedback from Lyme Academy students regarding their experience with library services. This year, a survey was created to better understand the perceptions and needs of Lyme Academy students surrounding available library resources and services. The main purpose of this survey was to assess student satisfaction with library services and spaces, available technology such as printing and scanning equipment, and to gain insight regarding new technology needs and any dissatisfaction students may have with library services and spaces.

The 2017-2018 Lyme Academy Library Satisfaction Survey focused on the following key questions:

- *How often do students use and how satisfied are they with various library services?*
- *How satisfied are students with the current physical space of the Kriebel Library (lighting, physical space, temperature, seating capacity, etc.)?*
- *How satisfied are students with available technology (computers, printing and scanning equipment, computers, etc.)?*
- *Are students aware of services provided by the Marvin K. Peterson Library on the University's main campus in West Haven, CT? How often, if at all, do they use these services? How satisfied are students with services provided by the Marvin K. Peterson Library?*
- *How do students prefer to contact the librarian for assistance?*
- *What are students dissatisfied about regarding current library services and spaces?*

The results of this survey will allow Chief Librarian, Hanko Dobi, to understand areas of improvement for library services available to Lyme Academy students to better meet the needs of students. The results will provide valuable information about the experiences of Lyme Academy students. Moreover, the results will allow the Chief Librarian to make educated decisions about how to best implement changes and enhance the library experience for Lyme Academy students. Allowing students an opportunity to provide feedback and suggestions is a necessary step to address student concerns about library services, as well as to make changes that are aimed towards enhancing the student experience while utilizing these services.

## Methods

The Lyme Academy Library Satisfaction Survey was created using Campus Labs Baseline to assess the key questions regarding student perceptions, experiences, and satisfaction with available library services and spaces, and to identify areas of improvements to best meet the needs of Lyme Academy students. The survey was created by the Chief Librarian, Hanko Dobi, and her graduate assistant during the 2017-2018 academic year. Hanko Dobi and her graduate assistant worked together to edit survey questions to best assess the key questions, and to better understand the perceptions of Lyme Academy students.

## Measures

The Lyme Academy Library Satisfaction survey consisted of 65 questions. To obtain consent, the first question asked if students were 18 years of age or older. The next question was in double matrix format that asked students to rate how often they use (very frequently, frequently, occasionally, rarely, and never), and how satisfied they were with 11 library services (very unsatisfied, unsatisfied, satisfied, very satisfied, and never used). These 11 items asked participants to respond regarding their experience with library catalog search, database resources, Kriebler LibGuides, computer workstations, image viewing equipment, scanners and printers, quiet study areas, course reserves, inter-library loan services, and the reference desk. Following the 11-item double-matrix question, participants were asked to elaborate on any services they were unsatisfied with. The next two questions asked participants how often they used and how satisfied they were with Kriebler LibGuides, a service that allows professors to share lectures and other coursework with the university community, using the same frequency scale and satisfaction scales. Next, participants were asked to rate their overall satisfaction with the physical library spaces (lighting, temperature, seating, number of electrical outlets, and capacity). This question

was followed by an open-ended response box that allowed students to elaborate further on any area of the physical library space they were unsatisfied with.

Participants were then asked how they prefer to study (alone, in a group, or both), and what ways group studying could be improved at the Kriebel Library. The next two questions asked participants how they prefer to print, and if the programs and applications on the library desktops were sufficient in meeting academic needs. Questions 41-53 asked participants about their experience with library services provided by the Marvin K. Peterson library, including how satisfied with these services, whether these services were used, and what services they were dissatisfied with. Questions 54-59 asked participants to rate their preferred method of contacting the librarian for assistance. Question 60 asked participants if it would be beneficial to have an online service that allowed for the requesting, tracking, and renewing of needed materials. Question 61 asked students what format they preferred to read in (e-books, hardcover/paperback, or no preference), followed by a question that allowed participants to provide feedback about services that could enhance their library experience. Questions 63-65 were demographics that included student status (part-time or full-time), major, and international student status.

The final draft of the Lyme Academy Library Satisfaction Survey received in-perpetuity Institutional Review Board approval on October 17th, 2017 based on Exempt status under 45 CFR 46.101(b)(2). Upon approval, the survey was submitted into the Campus Labs Baseline instrument for final review and revision. The survey was delivered to all Lyme Academy Students via school Email on November 27th, 2017 and remained open until December 20th, 2017. On average, the time to complete the survey was six minutes and twenty-two seconds. Participants in the survey were entered into a drawing for one \$25.00 Amazon gift card. The gift card was used as incentive for completing the survey in full, and contact information for the



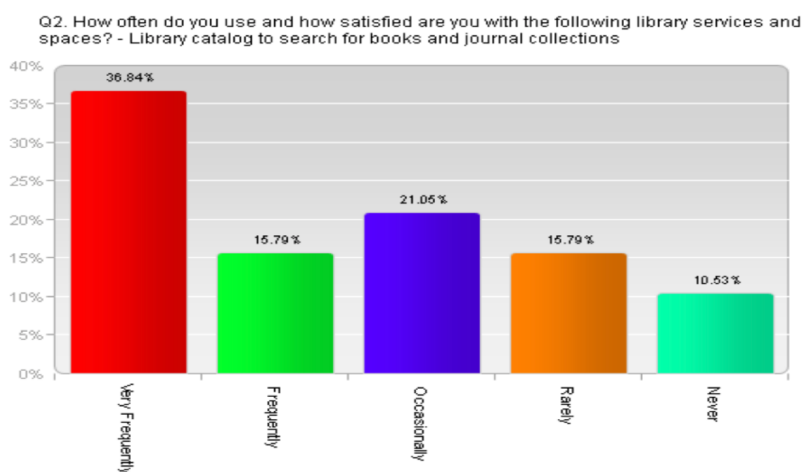
Chief Librarian, Hanko Dobi, and her graduate assistant, Nicholas Cote-Eckert, were provided in the email sent to students containing the link to the survey. Upon closure of the survey, data were analyzed and assessed using Campus Labs Baseline Instrument (See Appendix A to view a finalized version of the Lyme Academy Library Satisfaction survey).

## Results

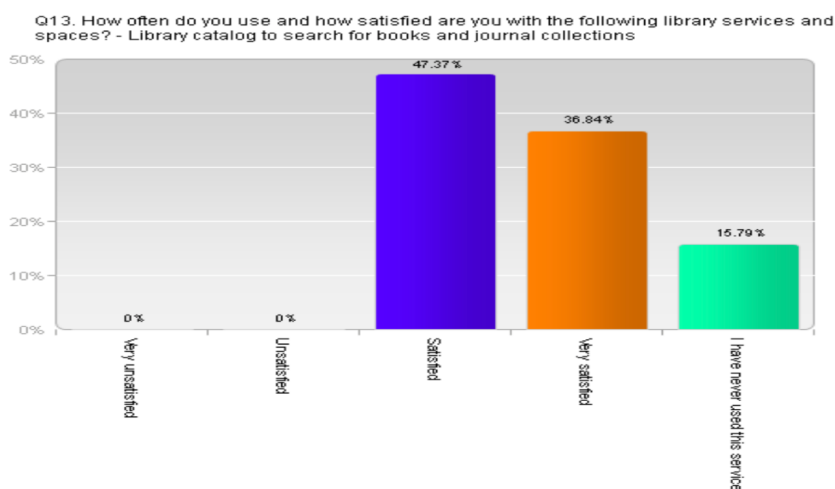
A total of 16 students completed the entire survey, and a total of 24 students provided partial responses. The first question asked if students were aged 18 years or older, and all 24 students that responded indicated that they were 18 years of age or older. Questions 63-65 were demographics that 17 students responded to. Responses to these questions indicated that 88.24% of respondents were full-time students, while only 11.76% were part-time students. Results also showed that the population consisted of mostly domestic students, with 94.1% of respondents indicating they were domestic students compared to 5.88% reporting to be international students. A total of 19 students responded to questions 2-25, with the exception of question 24, an open-ended question, which had just five respondents. Questions 2-23 were in a double matrix format, asking participants to indicate how often they used and how satisfied they were with various library resources. Questions 2-12 asked participants about how often the services were used, which corresponded with questions 13-23 about how satisfied they were with these services. Question 24 was an open-ended question with only 5 responses, and asked participants to elaborate on any library services they were unsatisfied with. Question 25 had 19 respondents and question 26 had 13 respondents. These questions asked participants how often they used, and how satisfied they were with results from Kriebel LibGuide searches. Questions 27-30 asked participants to rate their overall satisfaction with the physical library space and had a total of 18 respondents for each item. Question 31 asked participants to elaborate on any space they were unsatisfied with, and had 10 respondents. Question 33-37 asked participants to indicate their preferred methods of studying, and what resources would be helpful for group studying. Question 38 asked how participants prefer to print, and question 39 asked about sufficiency of applications and programs on library desktops. Questions 40-53 asked about participants

experience with the Marvin K. Peterson Library such as how satisfied they were the services at this location, how often these services were used, and what services they were unsatisfied with. Questions 54-59 asked participants to rate their preferred method of contacting the librarian, and question 60 asked participants if an online system to directly request, track, and renew material would be beneficial. Question 61 asked participants their preferred reading format, and question 61 asked participants to provide suggestions or comments about library services that could improve their learning.

In question two, it was found that 36.84% of respondents used the library catalog to search for books very frequently, 15.79% used this service frequently, 21.05% used this service occasionally, 15.79% rarely used this service, and 10.53% never used this service (See Figure 1). Additionally, 47.37% of respondents reported to be satisfied with this service, 36.84% were very satisfied, 15.79% never used this service, and zero respondents reported being at all unsatisfied (See Figure 2).

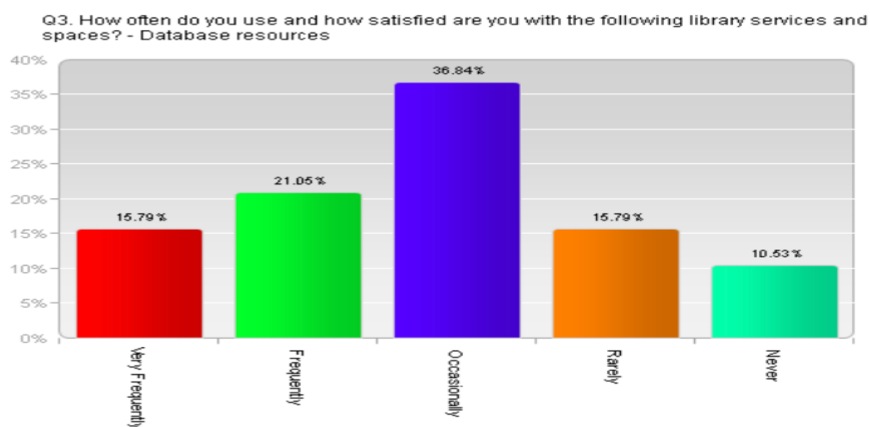


*Figure 1 (above): How often participants use the Library Catalog*

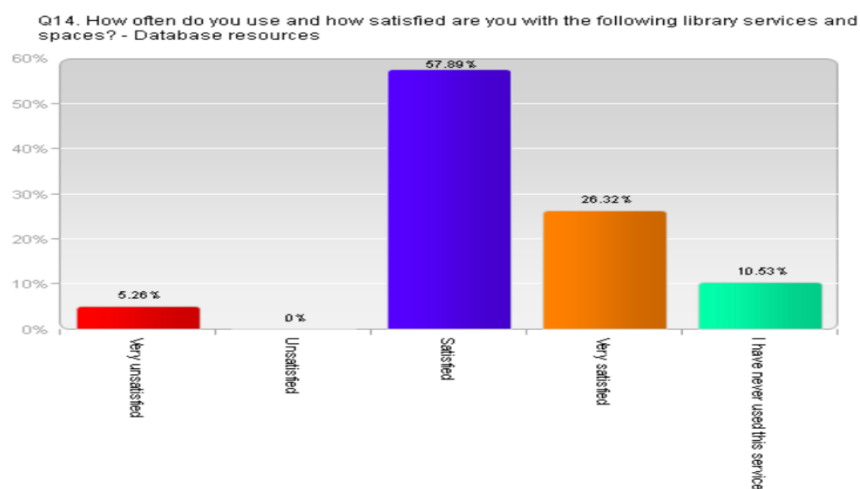


*Figure 2 (above): How satisfied participants are with the Library Catalog*

Question three asked how often they use and how satisfied they were with the library’s database resources. It was found that 15.79% of participants used this service very frequently, 21.05% used it frequently, 36.84% rarely used it, and 10.53% never used it (See Figure 3). Additionally, it was found that 5.26% of respondents were very unsatisfied with this service, 57.89% were satisfied, 26.32% were very satisfied, and 10.53% never used this service (See Figure 4).

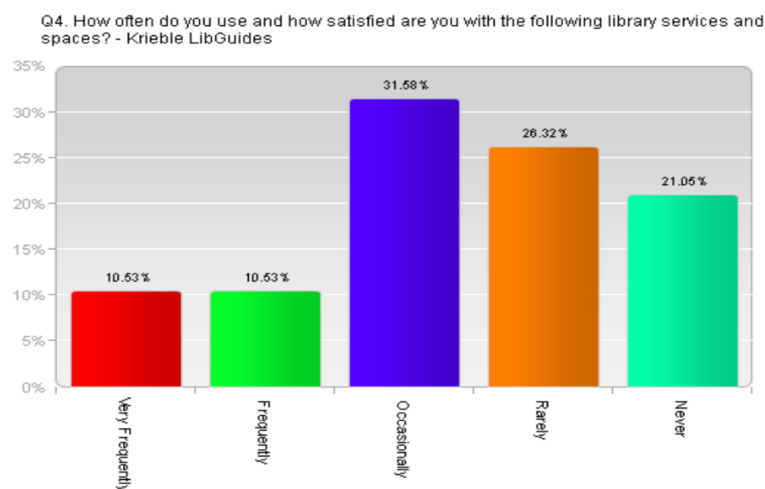


**Figure 3 (above): How often participants use Library Database Resources**

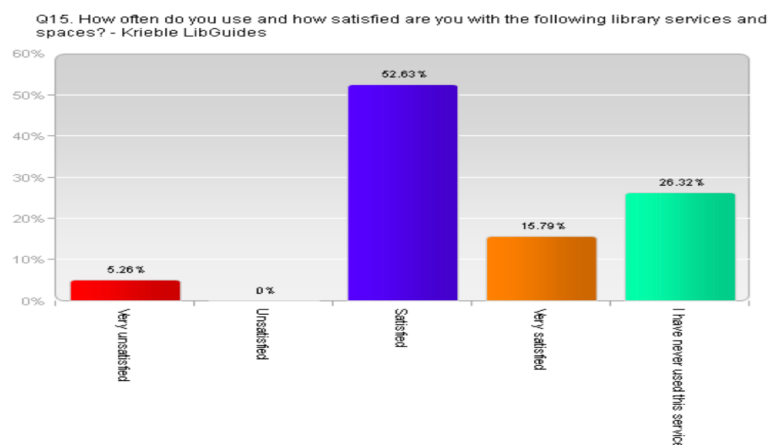


**Figure 4 (above): How satisfied participants are with Library Database Resources**

Question 4 asked participants how often they used, and how satisfied they were with Kriebler LibGuides. It was found that 10.53% of respondents used this service very frequently, 10.53% used it frequently, 31.58% used it occasionally, 26.32% rarely used this service, and 21.05% never used this service (See Figure 5). Additionally, 5.26% of respondents were very unsatisfied with this service, 52.63% were satisfied, 15.79% were very satisfied, and 26.32% have never used this service (See Figure 6).

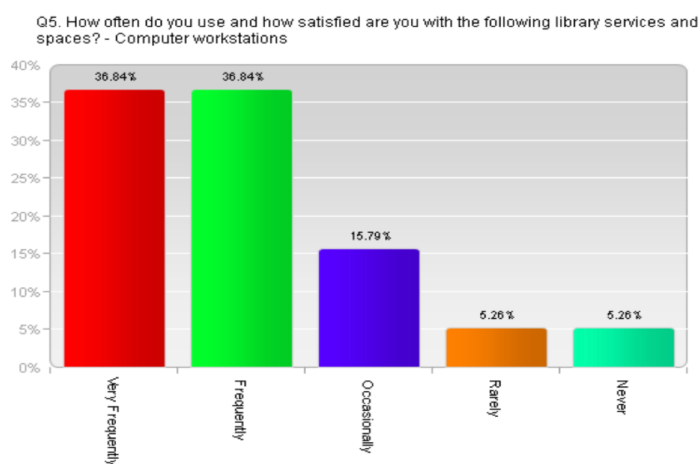


**Figure 5 (above): How often participants use Kriebler LibGuides**

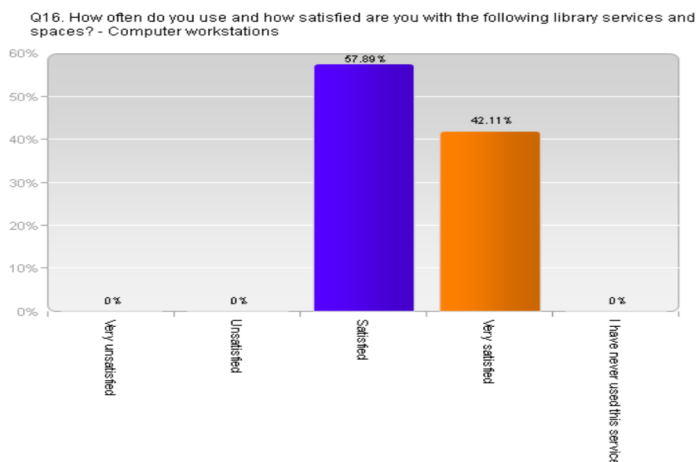


**Figure 6 (above): How satisfied participants are with Kriebler LibGuides**

Question five asked participants how often they used and how satisfied they were with computer workstations. It was found that 36.84% used computer workstations very frequently, 36.84% used them frequently, 15.79% used them occasionally, 5.26% rarely used them, and 5.26% never used them (See Figure 7). Additionally, zero respondents reported being at all unsatisfied with computer workstations, zero respondents reported never to have used computer work stations, 57.89% were satisfied, 42.11% were very satisfied (See Figure 8).

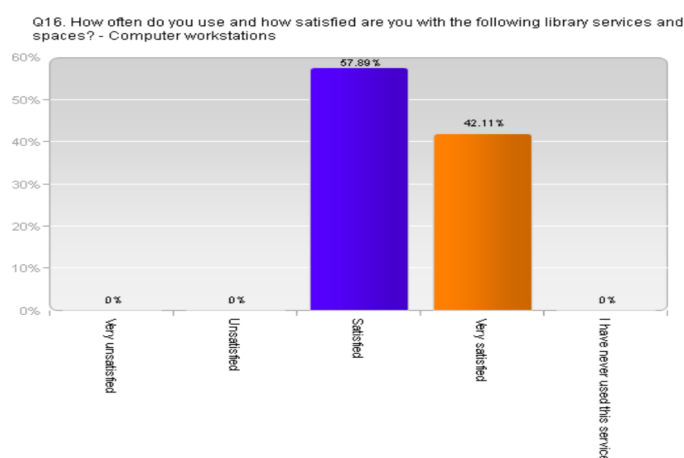


**Figure 7 (above): How often participants used computer workstations**

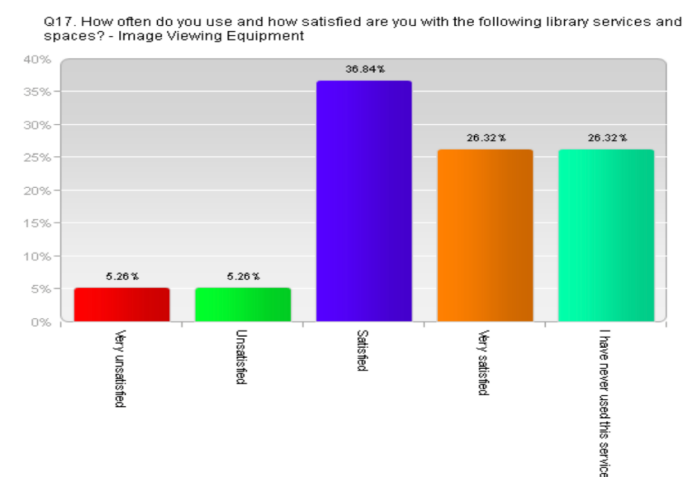


**Figure 8 (above): How satisfied participants are with computer workstations**

Question six asked participants how often they used and how satisfied they were with Image Viewing Equipment. It was found that 21.05% of respondents used this service very frequently, 15.79% used it frequently, 5.26 used it occasionally, 26.32% rarely used it, and 31.58% never used this service (See Figure 9). Additionally, 5.26% of respondents were very unsatisfied with this service, 5.26 percent were unsatisfied, 36.84% were satisfied, 26.32% were very satisfied, and 26.32% had never used this service (See Figure 10).



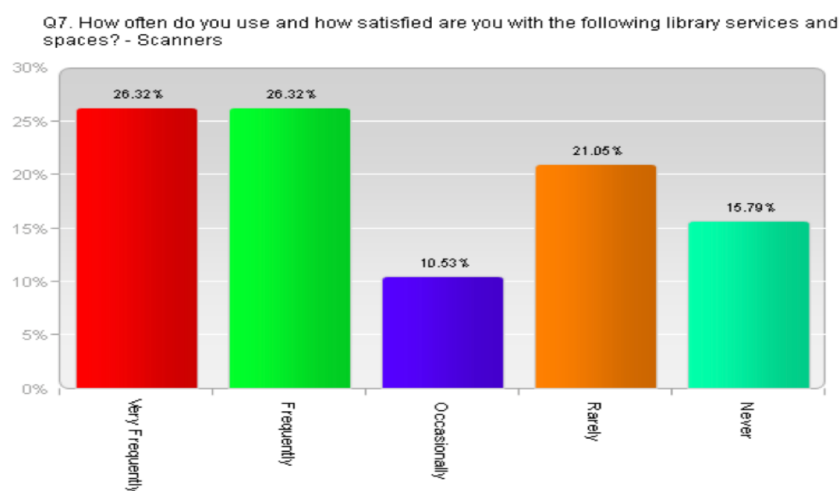
**Figure 9 (above): How often participants used image viewing equipment**



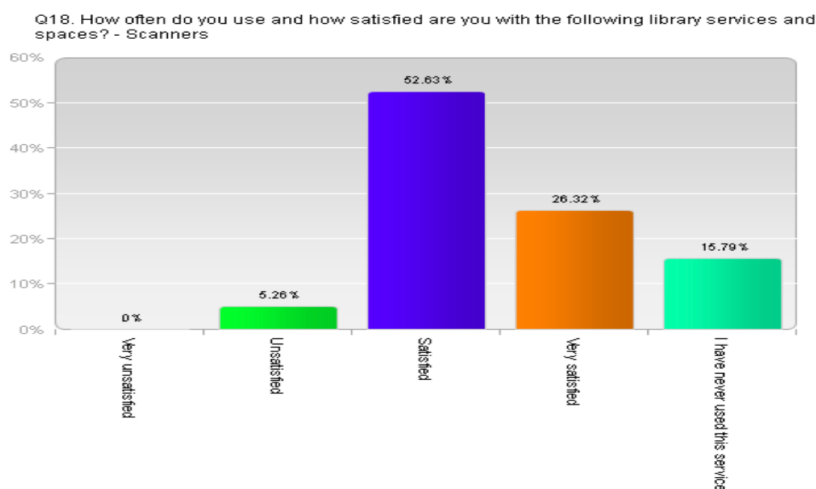
**Figure 10 (above): How satisfied participants are with image viewing equipment**



Question seven asked participants how often they used, and how satisfied they were with scanning equipment. It was found that 26.32% used this service very frequently, 26.32% used it frequently, 10.53% used it occasionally, 21.05% rarely used it, and 15.79% never used this service (See Figure 11). Additionally, it was found that only 5.26% of respondents were at all unsatisfied with this service, 52.63% were satisfied, 26.32% were very satisfied, and 15.79% never used this service See Figure 12).

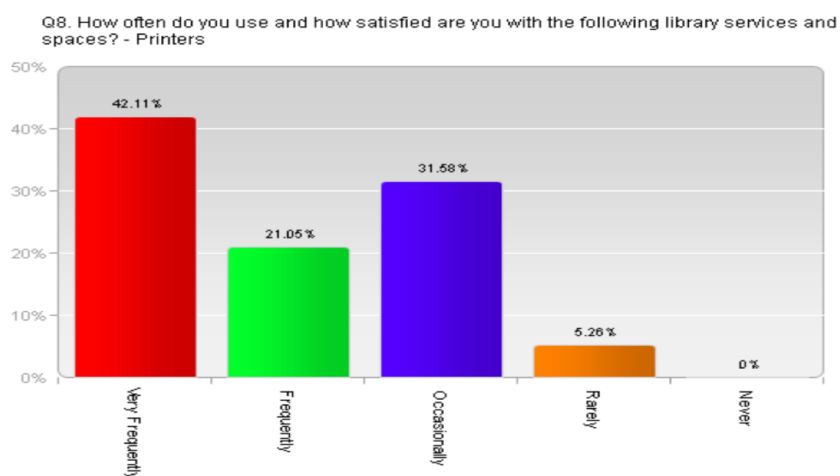


**Figure 11 (above): How often participants use scanning equipment**

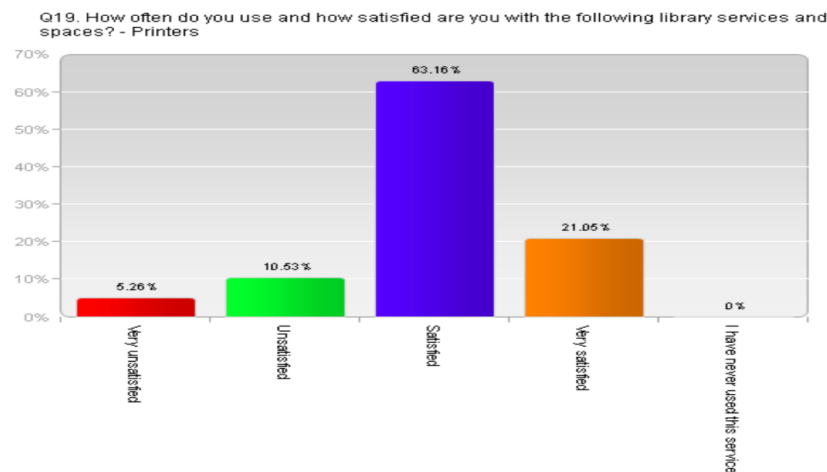


**Figure 12 (above): How satisfied participants are with scanning equipment**

Question eight asked participants how often they used and how satisfied they were with library printers. It was found that 42.11% used printers very frequently, 21.05% used them frequently, 31.58% occasionally used them, 5.26% rarely used them, and zero respondents reported to have never used library printers (See Figure 13). Additionally, 5.26% of respondents were very unsatisfied with library printers, 10.53 percent were unsatisfied, 63.16% were satisfied, and 21.05% were very satisfied (See Figure 14).

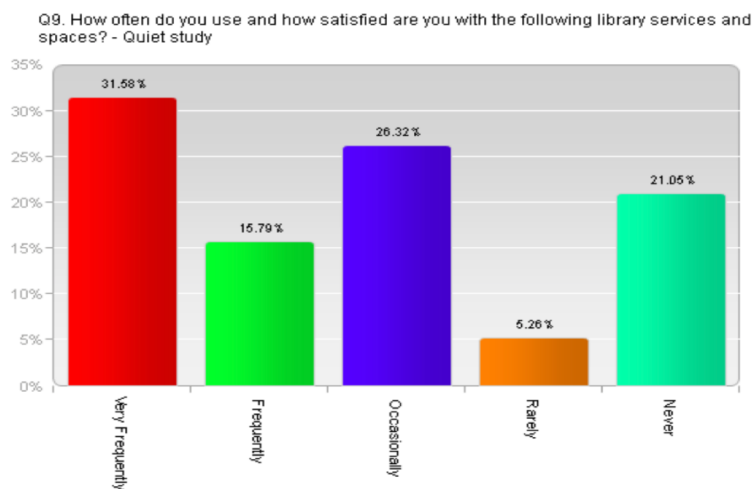


**Figure 13 (above): How often participants use library printers**

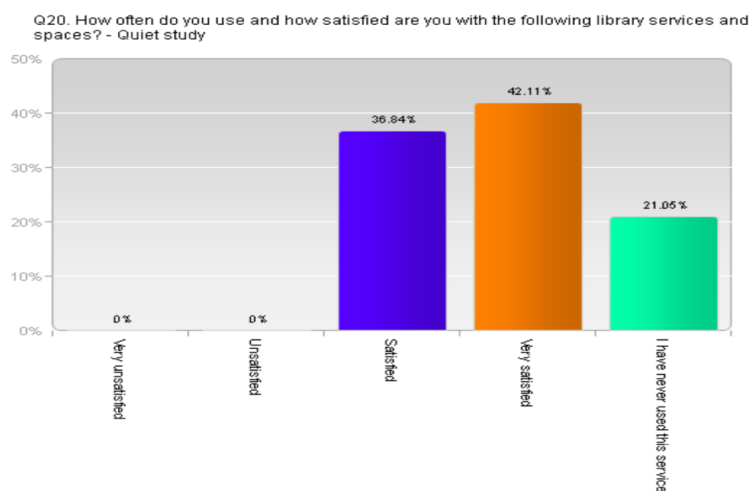


**Figure 14 (above): How satisfied participants are with library printers**

Question nine asked participants how often they used, and how satisfied they were with quiet study areas. It was found that 31.58% used these areas very frequently, 15.79% used them frequently, 26.32% occasionally used them, 5.26% rarely used them, and 21.05% never used quiet study areas (See Figure 15). Additionally, zero respondents reported to be at all unsatisfied with quiet study areas, 36.84% were satisfied, and 42.11% were very satisfied (See Figure 16).

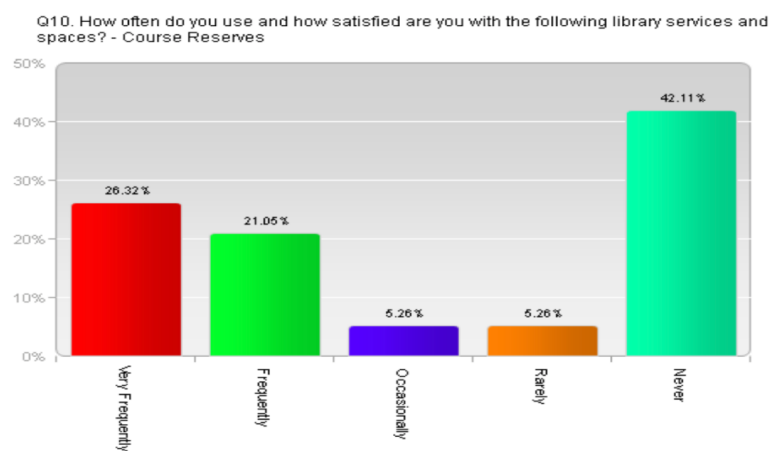


**Figure 15 (above): How often participants use quiet study areas**

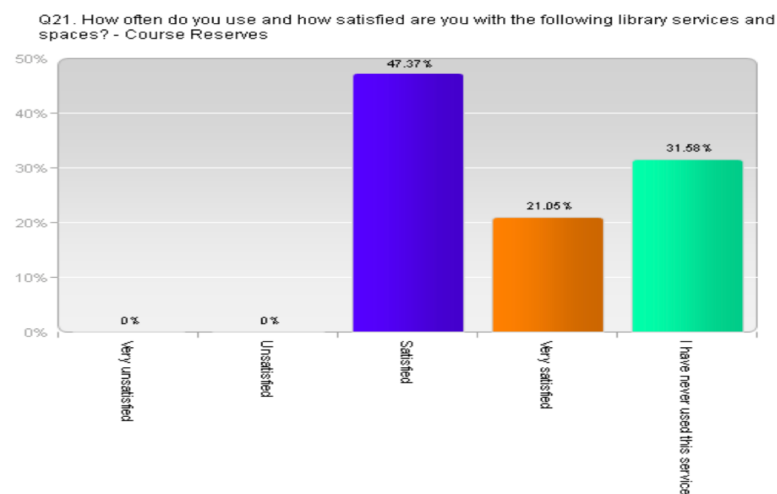


**Figure 16 (above): How satisfied participants are with quiet study areas**

Question 10 asked participants how often they used and how satisfied they are with course reserves. It was found that 26.32% of respondents used course reserves very frequently, 21.05% used them frequently, 5.26% occasionally used them, 5.26% rarely used them, and 42.11% never used them (See Figure 17). Additionally, zero respondents reported to be at all unsatisfied with course reserves, 47.37% were satisfied, and 21.05% were very satisfied (See Figure 18).

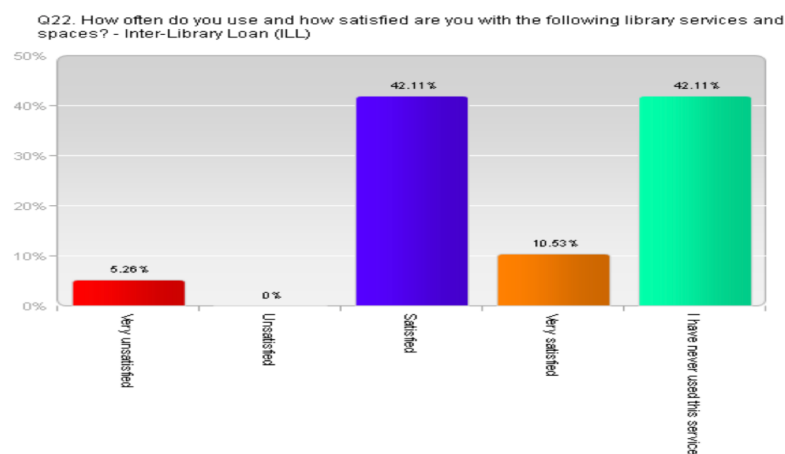


**Figure 17 (above): How often participants use course reserves**

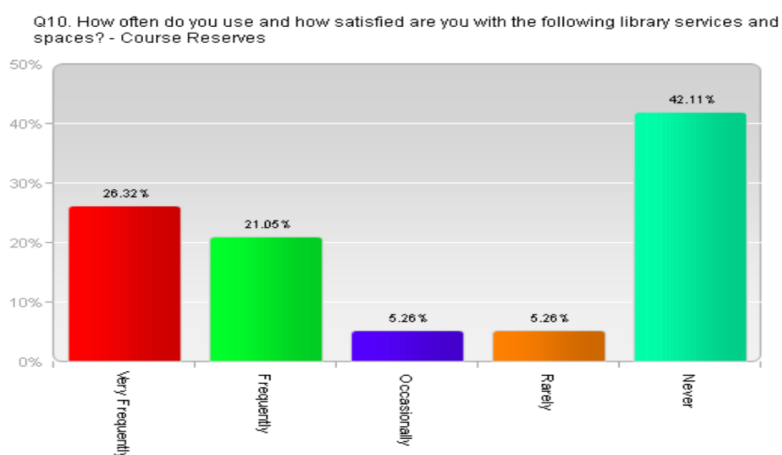


**Figure 18 (above): How satisfied participants are with course reserves**

Question 11 asked participants how often they used and how satisfied they are with the Inter-Library Loan service (ILL). It was found that 10.53% of respondents used this service very frequently, 10.53% used it frequently, 10.53% occasionally used it, 21.05% never used it, and 47.37% never used this service (See Figure 19). Additionally, 5.26% of respondents were very unsatisfied with this service, 42.11% were satisfied, and 10.53% were very satisfied (See Figure 20).

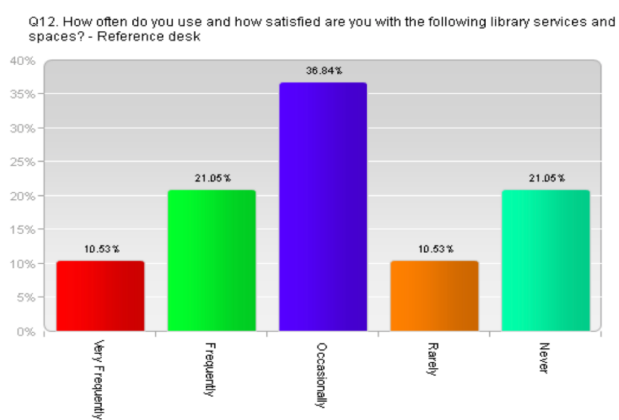


**Figure 19 (above):** How often participants use the Inter-Library Loan service (ILL).

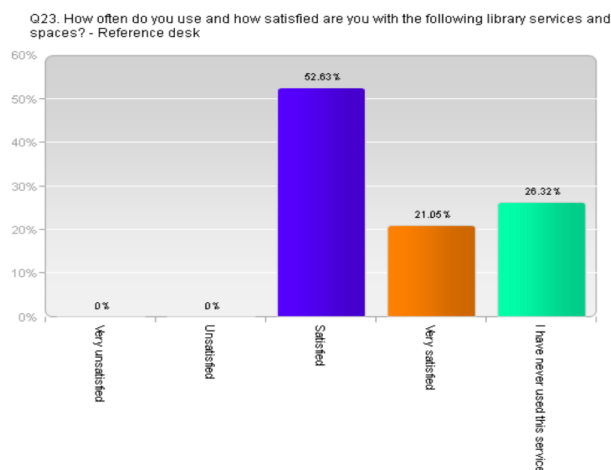


**Figure 20 (above):** How satisfied participants are with the Inter-Library Loan service (ILL)

Question 12 asked participants how often they used and how satisfied they are with the library’s reference desk. It was found that 10.53% of respondents used the reference desk very frequently, 21.05% used it frequently, 36.84% occasionally used it, 10.53% rarely used it, and 21.05% never used it (See Figure 21). Additionally, zero respondents reported being at all unsatisfied with the reference desk, 52.63% were satisfied, and 21.05% were very satisfied (See Figure 22).

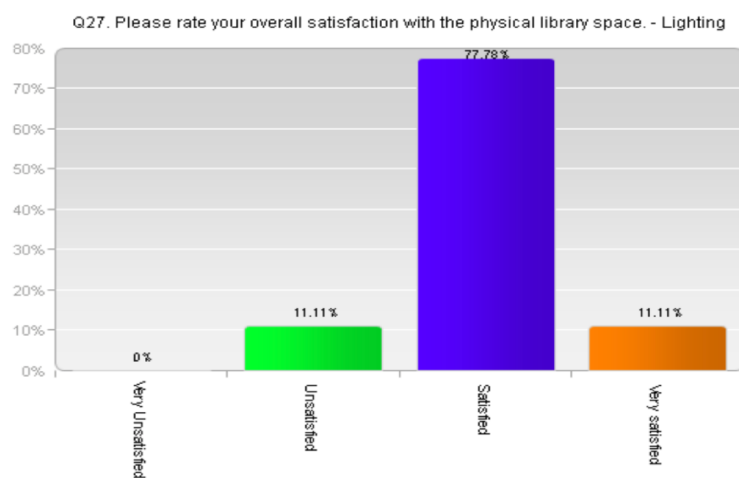


**Figure 21 (above):** How often participants use the library’s reference desk

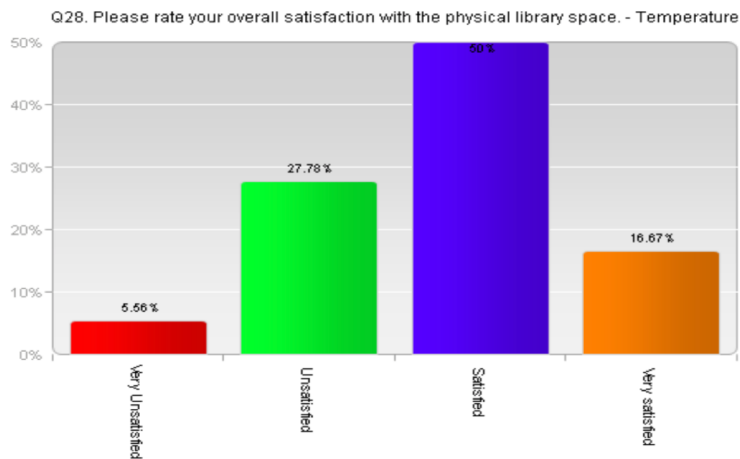


**Figure 22 (above):** How satisfied participants are with the library’s reference desk

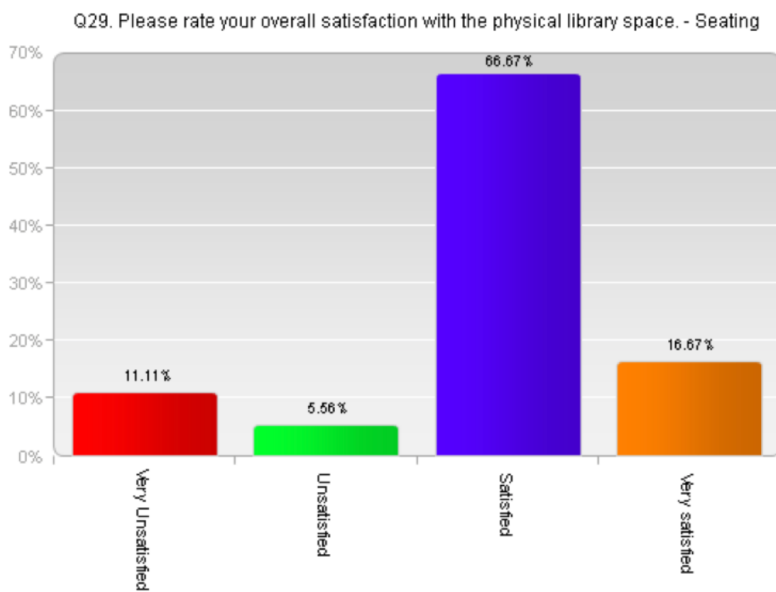
Question 27 asked participants how satisfied they were with the library's lighting. It was found that 11.11% of respondents were unsatisfied with the lighting, 77.78% were satisfied, and 11.11% were very satisfied (See Figure 23). Question 28 asked how satisfied participants were with the temperature, and it was found that 33.34% were very unsatisfied to unsatisfied, and 66.67% were satisfied to very satisfied (See Figure 24). Question 29 asked participants how satisfied they were with seating, and 16.67% were very unsatisfied to unsatisfied, and 83.34% were satisfied to very satisfied (See Figure 25). Question 30 asked how satisfied participants were with the number of electrical outlets, and 16.67% reported to be at all unsatisfied, and 83.34% were satisfied to very satisfied (See Figure 26). Question 31 asked how satisfied participants were with the physical capacity of the library, and 16.67% reported to be at all unsatisfied, and 83.34% were satisfied to very satisfied (See Figure 27).



**Figure 23 (above): How satisfied participants are with the library's lighting**

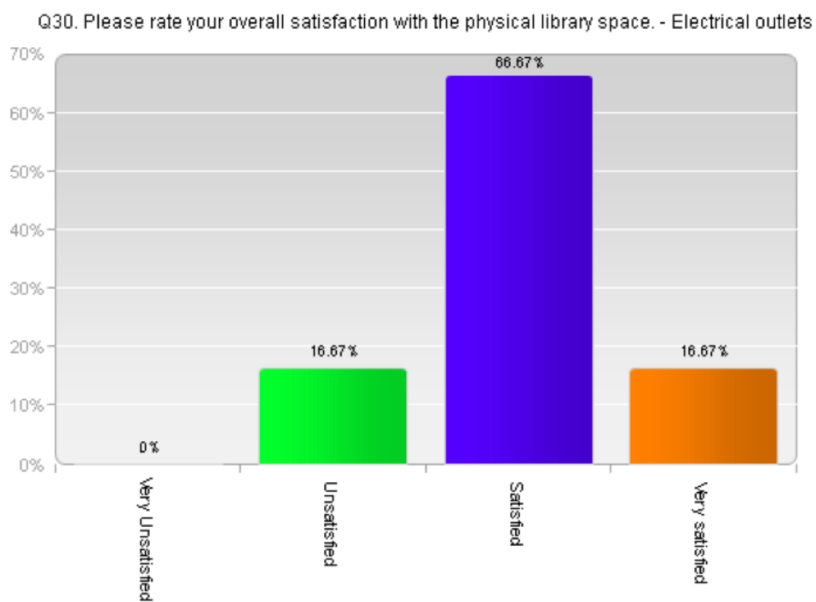


*Figure 24 (above): How satisfied participants are with the library’s temperature*

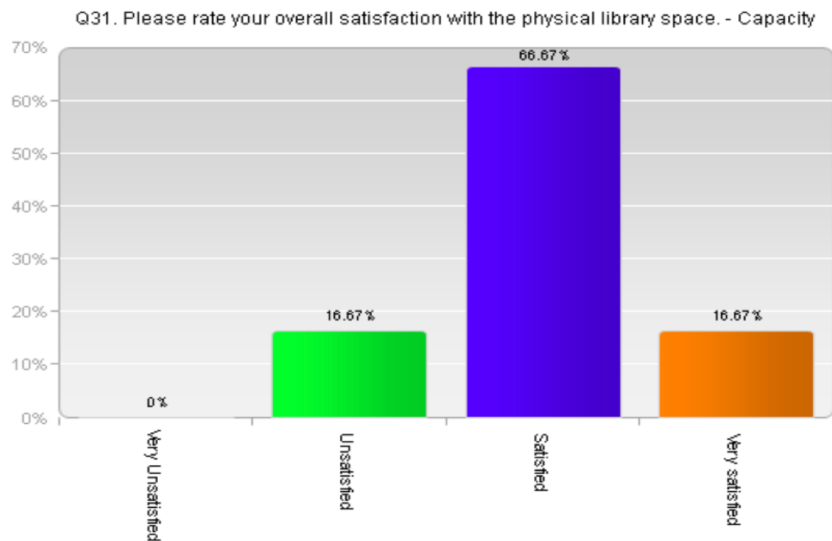


*Figure 25 (above): How satisfied participants are with the library’s seating*





*Figure 26 (above): How satisfied participants are with the library’s number of electrical outlets*



*Figure 27 (above): How satisfied participants are with the library’s capacity*

Question 32 was entirely open-ended, and asked participants to elaborate further on their overall satisfaction with the library's services and spaces. There were ten respondents to this question; however, there was one common theme among responses. Six of the ten respondents commented about the temperature of the library, stating that it was often too cold. This response is also indicated in question 28, where 33.34% of participants reported being very unsatisfied to unsatisfied with the library's temperature (See Appendix B for a full list of responses).

Question 33 asked participants whether they prefer to study alone, in a group, or both, and total of 18 respondents answered this question. It was found that 50% of respondents preferred to study both alone and in a group, 38.89% preferred to study alone, and only 11.11% preferred to study in a group. Questions 34-37 were follow ups to question 33 for participants that preferred to study in groups. These questions asked if moveable furniture, white boards and dry-erase markers, study rooms, and technology such as televisions, projectors, and monitors would be beneficial to group study. Moveable furniture was the most desired resource for those that prefer to study in groups, with 88.89% reporting it would be beneficial to group study. Technology such as televisions, projectors was the second most desirable resource, with 77.78% of respondents reporting that this would be beneficial to group study. The third most desired resource was group study rooms, with 72.22% of respondents reporting that this would be beneficial to group study. The least desired resource was white boards and dry-erase markers, with just 61.11% of respondents reporting that this would be beneficial to group study.

Question 38 asked participants whether they printed from the library desktops, their personal laptops, or both. A majority of participants indicated that they print from library desktops, with 50% of respondents reporting that they use library desktops to print. Additionally, 44.44% of participants indicated that they use both their personal computers and library desktops

to print, while just 5.56% of participants only used their personal computers. Question 39 asked participants if the programs and applications available on library desktops were sufficient in meeting academic needs. Participants were able to select “yes”, “no”, or “I do not use desktop computers. Those that select no were asked to identify which programs or applications should be included. Results showed that 94.44% of participants believed that the programs and applications met their academic needs, and the remainder of participants indicated they do not use programs and applications on the library’s desktop computers.

Questions 40 and 41 asked participants about their experience with the Marvin K. Peterson Library on the University of New Haven’s main campus in West Haven, Connecticut. Question 40 had 18 respondents and asked if participants were aware of available services provided by the Marvin K. Peterson Library. Of the 18 respondents, 11 indicated that they were aware of the services available (61.11%), and seven indicated that they were not aware of the available services (38.89%). Question 41 asked participants if they had ever used the services available at the Marvin K. Peterson Library. Among participants, 27.27% indicated that they have used these services, and 72.73% indicated that they have not used these services. Questions 42-52 asked participants to rate their satisfaction with the services provided by the Marvin K. Peterson Library. Question 42 asked participants to indicate their satisfaction with the library catalog, and 66.67% all participants indicated that they were satisfied to very satisfied with this service. Question 43 asked participants how satisfied they were with library databases, and all respondents indicated they were satisfied to very satisfied with this service. Question 44 asked participants how satisfied they were with the Inter-Library Loan Service at the Marvin K. Peterson Library, and 66.66% of respondents indicated that they were satisfied to very satisfied with this service, and 33.33% indicated that they had never used this service.

Question 45 asked participants to rate how satisfied they were with iPad/Laptop borrowing, and all respondents indicated that they had never used this service. Questions 46-48 asked participants to rate their satisfaction with the library's desktop workstations, the reference desk, scanners, and printers, respectively. Additionally, 33.33% of participants indicated they were very satisfied with these services and 66.67% indicated that they had never used these services. Questions 50 and 51 asked participants how satisfied they were with group study rooms and the quiet study area (upper level), and all respondents indicated they had never used these services. Question 52 asked participants how satisfied they were the collaborative work space (lower level), and 33.33% indicated they were satisfied with this service, while 66.67% indicated they had never used this service.

Question 55 asked participants to rate their preferred method of contacting the librarian. A majority of participants chose in-person as their preferred method, the second most preferred method was E-mail, the third was instant messaging, the fourth most preferred method was by phone, the fifth most preferred method was social media, and the least preferred method was through blackboard. Question 60 asked if it would be 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. Of the respondents, 64.71% indicated that this service would be beneficial, and 35.29% indicated that this would not be beneficial. Question 61 asked participants how they preferred to read books, and 70.59% indicated the preferred reading hardcover/paperback books, 5.88% prefer e-books, and 23.53% have no preference. Question 62 asked participants to provide suggestions or comments about library services that could be improved. There were two responses: The first, was to have more of a selection of non-art related books, and the second suggested that the facilities should be upgraded.

## Discussion

### *How often do students use various services at the Kriebel Library?*

Analysis of the data from the Lyme Academy Library Satisfaction Survey revealed that the most used service by students at the Kriebel Library are library printers. With zero participants reporting that they had never used these printers and 52.63% of participants reporting that they use this service frequently to very frequently, it is clear that this resource is valuable to students at the Kriebel Library. Several students suggested putting in clear instructions for how to print, and that they frequently had issues with the colored printers. Due to the significance of this resource for students, and in consideration of the suggestions made, it may be beneficial to create guided printed instructions near printers. It may also be beneficial to address concerns with colored printing units that are out of service frequently, as this is a resource many students have issues using.

The second most used service by students at the Kriebel Library are computer workstations. With less than 10% of participants reporting that they never use this service, it is apparent that this is clearly a valued resource for students. It may be beneficial for future library surveys to inquire more about what students find most valuable about computer workstations, and how their experience of using computer workstations can be improved. Gathering more information from students about their experience with computer workstations will provide valuable information for making improvements that aim to enhance the student experience at the Kriebel library.

The Inter-Library Loan service is the least used service provided by the Kriebel library. Among participants, 47.37% reported that they have never used this service. However, 89.47% of students reported that they use the library catalog and database resources to search for books

and journal collections. It may be beneficial to include a question about the awareness of the Inter-Library Loan service available to student. Students may not be aware that this service is available as a resource for their academic needs, and creating more advertising surrounding the Inter-Library loan service may be beneficial to students' research needs at the Kriebel Library.

***How satisfied are students with available services and spaces at the Kriebel Library?***

Overall students were relatively satisfied with the services and spaces provided by the Kriebel Library. Students that participate in the survey most commonly reported that they were "satisfied" or "very satisfied" with the services. However, it was not uncommon for students to report that they had never used some services. This indicates that there is some room for improvement in the area of awareness and availability of library services and spaces. Future surveys should include questions regarding awareness of spaces and services, as well as perceived availability of those spaces and services.

Students were most commonly dissatisfied with library printers and image viewing equipment. Among participants, 15.79% of students were unsatisfied with library printers. The most common complaints were that there were often issues with color printer quality and color printers often were not functioning efficiently. Additionally, 10.53% of participants were unsatisfied with image viewing equipment. However, 31.58% of those surveyed indicated that they had never used this service, suggesting that those using the equipment are unsatisfied with the machines. This may deter students from using this service, and possibly explains the high percentage of students reporting they have never used this service. It may be helpful to gain more insight through future surveys into why students are unsatisfied with this service to better understand changes that can be made to enhance the students' experience with image viewing equipment.

### *Are students satisfied with the physical space at the Kriebel Library?*

Overall, students were relatively satisfied with the physical space of the library. The most common response among students surveyed was “satisfied”. Students were most satisfied with lighting, seating, number electrical outlets, and capacity. Some students still reported being unsatisfied with these areas, suggesting that there is room for improvement. Students that were unsatisfied most commonly reported that there was not enough room to spread materials out and work comfortable. This suggests a need for more open workspaces that allow students to work more comfortable in slightly larger areas.

Students were most commonly dissatisfied with temperature. Among those surveyed, 33.34% reported that they were unsatisfied or very unsatisfied with the temperature. The most common complaint was that the library was often too cold, making it uncomfortable to spend time in the library. This suggests an issue with the heating/cooling system, as well as a possible need to investigate more into this issue so that students are more comfortable working in the library year-round.

### *How do students prefer to study?*

Overall, students reported that they prefer to work both in groups and alone. However, more students reported that they prefer to study alone to those that reported preferring studying in groups. It may be beneficial to gain more information regarding studying habits, and what ways students feel the library can implement changes to meet their academic needs. Students that prefer to study in groups also indicated that also indicated that moveable furniture, study rooms, and more available technology (i.e. televisions, monitors, etc.) would be beneficial to group study at the library.

***How satisfied are Lyme Academy students with services at the Marvin K. Peterson Library?***

Overall, many students were unaware of the services available at the Marvin K. Peterson Library. Out of the 18 respondents to this question, only 11 were aware of these services. Moreover, only 27.27% those that indicated they were aware of these services reported that they have used these services. Students that used these services were generally satisfied, and zero students reported being at all dissatisfied with the services they have used. This suggests a need for more promotion of all the library's services available to Lyme Academy students, including services at the Marvin K. Peterson Library. It also prompts for more insight into what services are being used and what services are not being used, as well as why students are not using these services.

***How do students prefer to contact their librarian?***

Overall, students prefer to contact their librarian the most in-person. The second most preferred method was E-mail, the third was instant messaging, the fourth most preferred method was by phone, the fifth most preferred method was social media, and the least preferred method was through blackboard. This suggests that students prefer immediate, direct contact with their librarian should they need any assistance. It may be beneficial for future surveys to ask questions about student satisfaction regarding availability and how often they contact the library to better understand any necessary changes to be made to make it easier for students to reach their librarian for help.



## Appendix A

### Complete List of Survey Questions

#### Library Survey on Services, Resources, and Student Experience

We are interested in understanding and improving your experience at the Kriebel Library. Please take a moment to complete the following survey to help us better understand your experience with library resources and services, and ways we can improve.

**Participation in this survey is voluntary and results will remain 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, and will not be tied to any personally identifying information.**

If you have any questions or concerns regarding this survey or your rights as a research participant and would like to speak with the researchers, contact Nicholas Cote-Eckert at [ncote1@unh.newhaven.edu](mailto:ncote1@unh.newhaven.edu) or Hanko Dobi at [hdoobi@newhaven.edu](mailto:hdoobi@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 researchers, contact the chair of the Institutional Review Board at the University of New Haven, Dr. Alexandria Guzmán at (203) 479-4562.

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.

By clicking yes and continuing to the next page, you are providing your informed consent to participate in this survey.

**1. Are you 18 years of age or older?**

- Yes
- No

**2-23. How often do you use and how satisfied are you with the following library services and spaces?**

	Very Frequently	Frequently	Occasionally	Rarely	Never	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied	I have never used this service
Library catalog to search for books and journal collections										
Database resources										
Kriebler LibGuides										
Computer workstations										
Image Viewing Equipment										
Scanners										
Printers										
Quiet study										
Course Reserves										
Inter-Library Loan (ILL)										
Reference desk										

**24. Please elaborate on any services and/or spaces that you are unsatisfied with:**

**25. How often do you use Kriebler LibGuides to find information?**

- Never
- Rarely
- Occasionally
- Frequently
- Very Frequently

**26. How satisfied are you with Kriebler LibGuides search results?**

- Very unsatisfied
- Unsatisfied
- Satisfied
- Very Satisfied
- I don't use Kriebler LibGuides

**27-31. Please rate the overall satisfaction of the physical library space:**

	Very unsatisfied	Unsatisfied	Satisfied	Very satisfied
Lighting				
Temperature				
Seating				
Electrical outlets				
Capacity				

**32. Please elaborate on any services and/or spaces that you are unsatisfied with:**

**33. How do you prefer to study?**

- Alone
- In a group
- Both

**34-37. If you like to study in a group setting, would any of the following be useful?**

- **34. Moveable Furniture**
  - A. Yes
  - B. No
- **35. White Boards and Dry-Erase Markers**
  - A. Yes
  - B. No
- **36. Group Study Rooms**
  - A. Yes
  - B. No
- **37. Technology (Televisions/projectors/monitors/etc.)**
  - A. Yes
  - B. No

**38. Do you print from the library desktops, your own laptop, or both?**

- Library desktops
- My laptop
- Both

**39. Do the programs and applications available on library desktops meet your academic needs?**

- Yes
- No; Please explain what programs and applications should be included on the desktops.
- I do not use library desktop computers.

**40. Are you aware of the services provided to you by the Marvin K. Peterson Library at University of New Haven's main campus in West Haven, CT.**

- Yes
- No

**41. Have you used the services provided by the Marvin K. Peterson library?**

- Yes
- No

**42-52. How satisfied are you with the services offered at the Marvin K. Peterson Library?**

- 42. Library catalog to search for books and journal collections
- 43. Library databases
- 44. Inter-Library Loan service
- 45. Laptop/iPad borrowing
- 46. Desktop workstations
- 47. Reference Desk
- 48. Scanner
- 49. Printers
- 50. Quiet study floor (upper level)
- 51. Group study rooms
- 52. Collaborative space (lower level)

**53-59. How would you prefer to contact a librarian for help?**

	First preference	Second preference	Third preference	Fourth preference	Last preference
In-person					
Email					
Instant messaging service					
Phone					
Social media					
Blackboard					

**60. Would it be 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

**61. Which format do you prefer to read in?**

- E-books
- Hardcover/Paperback
- No preference

**62. Do you have any other suggestions or comments about library services that could improve your experience?**

## **DEMOGRAPHICS**

**63. Are you a full-time student or a part-time student?**

- Full-time
- Part-time

**64. What is your major?**

**65. Are you an International Student?**

- Yes
- No

## Appendix B

### Question 32 Open-Ended Responses

1	10.00%		A little cold
1	10.00%		I wish the scanner by the door didn't make that high pitched ringing noise
1	10.00%		It's pretty good right now
1	10.00%		It's super chilly in there all the time.
1	10.00%		It's too cold sometimes, and some lights flicker and marine cells hasn't fixed them
1	10.00%		Its often cold.
1	10.00%		More seats
1	10.00%		Sometimes it's way too cold in there!!
1	10.00%		Sometimes the Library is too cold, even in the winter.
1	10.00%		The seating and capacity go together - the ability to comfortably spread out all study materials and work is not really there. The amount of work space is not quite enough to make me feel comfortable spreading out without getting in the way of others.