University of New England LibQUAL+ Survey

UNE Library Services

Association of Research Libraries
I. Introduction

The University of New England Libraries conducted a total market survey of library users and non-users during the Spring 2008 semester. From February 5th to March 7th, 1,021 UNE students, faculty and staff completed the LIBQUAL+® Survey. And of the 1,021 surveys completed, 380 respondents (37.2%) submitted information using the comments section of the survey: 187 undergraduate students, 113 graduate students, 56 faculty, 19 staff, and 5 library staff.

Research indicates that web-based surveys typically have low response rates (around 15-20%). Despite this, the improved technical interface of the LIBQUAL+® Survey, an advanced survey instrument, yielded significant results. We are pleased that 23.4% of our survey community responded to our appeal. Lower response rates may be expected for total market surveys, of this type, measuring general perceptions of users across institutions, and when an intentional effort is made to solicit perceptions of both users and nonusers. Two considerations should govern the evaluation of LIBQUAL+® response rates.¹

¹ Minimum response rates: Response rates were computed by dividing the number of completed surveys by the number of persons asked to complete the survey. However, we do not know the ‘actual’ response rate because we do not know the correct denominator of this calculation. That is, we are not exactly sure how many e-mail addresses for users were active at the time of our survey solicitations. And we do not know how many messages to invite participation were actually opened. In other words, what we ‘actually’ know for this survey is the ‘lower-bound estimate’ response rate. Of this we are certain: that 1,021 of 4,365 solicitations resulted in completed survey; therefore, we can say that the response rate is at least 23.4%. But because we are not sure whether 4,365 email addresses were correct or that all 4,365 email addresses were opened, we are not sure that 4,365 is the correct denominator. The response rate involving only correct email addresses might be higher. We do not know the exact response rate. Another related issue concerns just how representative the registered responses are. Representativeness is a matter of degree. Several institutions with 25% response rates may have data with different degrees of representativeness. We can never be sure about how representative the data as long as not everyone completes the survey. But we can at least address this concern by comparing the demographic profiles of survey completers with the university population.
**LIBQUAL+®** is a suite of services that libraries use to solicit, track, understand, and act upon users’ opinions of service quality. The ‘Association of Research Libraries’ offers these services to the library community. The program’s centerpiece is a rigorously tested web-based survey that helps libraries assess and improve library services, change organizational culture, and market the library. The goals of **LIBQUAL+®** are to:

- Foster a culture of excellence in providing library service.
- Help libraries better understand user perceptions of library service quality.
- Collect and interpret library user feedback systematically over time.
- Provide libraries with comparable assessment information from peer institutions.
- Identify best practices in library service; and,
- Improve staff analytical skills and assist staff in the interpretation of data, and guide in the creation of innovative and effective problem solving techniques.

The UNE Library Administration plans to use the **LIBQUAL+®** Survey data to identify best practices, analyze deficits, and effectively allocate resources. It is hoped that our libraries and our users will benefit from the following:

- Institutional data reports that enable us to assess whether our library services are meeting user expectations;
- Aggregate data and reports that will allow us to compare our library’s performance with that of peer institutions; and,
- The opportunity to become part of a professional community interested in developing excellence in library services.

**LIBQUAL+®** has given our library users a chance to indicate the areas and services most in need of improvement so that we can respond to and better manage their expectations. With this data in hand, we believe we will be better able to develop services that meet our user’s expectations. One of the ways we can do this is by comparing our library’s data with that of peer institutions and examining the practices of those libraries that are evaluated highly by their users. Innovative and successful local practices can be derived for this type of survey information.

The survey’s twenty-two ‘core survey items’ measured user perceptions of service quality in three dimensions: ‘affect of service,’ ‘information control,’ and
'library as place.' To ensure the validity of the responses, each dimension was assessed with at least five questions. Therefore users may have noticed some survey redundancy. It may be noted, however, that in the wake of the survey administration there were very few complaints about the survey itself and fewer still that cited ‘redundancy’ as an issue. The survey structure is necessary, it is believed, to ensure a sound and valid survey instrument.

Supplemented with five ‘local items,’ these twenty-two core questions comprised the survey’s first section. This was followed by the ‘general satisfaction and outcomes’ section, which contained eight additional survey questions about information literacy and general satisfaction. A third section, ‘library use questions,’ asked how often the user patronizes the library (either in person or online) as well as how often they use non-library gateways such as Google® or Yahoo® for information. The fourth section covered five demographics questions and included queries about age, sex, user group type and academic discipline. The final section offered an incentive prize to respondents who included their e-mail address in the available space to enter the prize drawing. We were pleased to award a grand prize of an Amazon.com Kindle (a wireless reading device) to an undergraduate survey respondent and Amazon.com gift certificate cards to four additional winning entries.

The LIBQUAL+® Survey is more than a list of standardized items. The survey included a comments box soliciting open-ended user opinions. And, over 37% of the people responding to the survey provided valuable feedback in this manner.

These open-ended comments offer insights into why users perceive library services the way they do. The comments also afforded users the chance to suggest changes in policy, services, resources and the library’s physical environment. The many thoughtful ideas and remarks registered revealed a strong desire among respondents to offer constructive and helpful observations. This information will be a valuable source of ideas and inspiration for the library administration as it seeks to develop innovative ways to improve library services.

We are delighted not only by the total number of survey participants but also by the generous and enlightening comments given. We are gratified that so many faculty, staff, graduate and undergraduate students patiently tolerated several e-mailed survey reminders and took time away from their crowded schedules to complete this rather survey, and to openly offer many unanticipated, perceptive observations.
Sections II, III, IV and V of this report will look at the comments from each of our four user groups: faculty, graduate students, undergraduate students, and staff. Some common themes emerged from the collection of remarks offered by survey respondents. For the purposes of organizing this report, we have grouped comments into the following areas: ‘funding,’ ‘materials & resources,’ ‘databases, journals & website,’ ‘technology,’ ‘library services & staff,’ ‘Space,’ and, ‘the survey itself.’ Each section starts with a summation of that particular user-group’s comments followed by a representative sample of comments from the respondents themselves. Comments on these issues may be characterized rating the library as ‘unsatisfactory,’ ‘satisfactory,’ or ‘more than satisfactory.’ It must be said, from the outset, that there was little ambivalence detected in the commentary. Most respondents were clear enough in signaling satisfaction or dissatisfaction with the range of issues.

In section VI, we look at the responses in a comprehensive and integrated way by bringing the separate user groups together so that they can speak with one voice, thereby amplifying the concerns that were shared by many respondents. We follow with a summation of the survey comments and then conclude by offering a list of preliminary recommendations.

II. Faculty Comments Summary

Of the 106 faculty who completed the LIBQUAL+® Survey, 56 submitted information using the comments section of the survey. Over 44% of all faculty completed the survey; of those who completed the survey, over 52% added comments or suggestions. The rate of faculty participation on the survey was greater than any other user group. The faculty respondents who made comments represented twenty-one academic departments.

Over 71% of this user-group’s comments came from female faculty. And 61% of faculty respondents identified the UC library as their primary library branch.

The age distribution of faculty respondents indicates that over 91% fall in one of two age groups: 31-45 years (17), and, 46-65 years (34).

The content of the faculty comments touched on all seven categories: funding (5), materials and resources in general (10), databases and journals (32), technology (6), library services including staff (36), space (6), safety (1), and, the survey itself (3).
Several faculty members underscored the library funding issue. The tenor of these comments suggested that the library, and by extension the academic community, would benefit if the library were better resourced. Observations referencing technology, space and safety were eclipsed by an over-determining preoccupation with, concerns about library services and staff, databases and journals, and other materials and resources, including print and non-print resources.

The issue of library services and staff was the single most commented upon area and faculty was largely positive about this aspect of library activity.

The total number of comments by faculty far exceeded the number of individuals offering observations because, amongst this group in particular, responses tended to be multivalent and illustrated relationally.

**Funding Comments**

All five respondents who made comments related to the library budget asserted the belief that library funding was insufficient. It is uncertain how closely the respondents tracked library allocations, therefore these comments may be viewed as expressions that aim to connect the library’s operating budget with resources and service delivery.

The comments regarding library funding included the following:

- I believe the library staff has the highest degree of competence of any unit here at UNE. I wish we had a bigger budget for holdings and subscriptions, and I wish we had a better microfilm reader on the WCC. But generally I am able to get what I need when I need it (or soon thereafter). [English / WCC]

- My responses about lack of space or lack of resources are not just focused on the Library. These are University issues that need to be addressed by the University -- space, funding and equipment. Thus, I think a different set of questions or different structure for questions should be presented so that respondents can differentiate between that which the Library can address and that which the University needs to address. My evaluation of the Library would be higher if the University made space, materials and technology available. [Social Work / WCC]

- Wish we had enough $ to access all science journals directly. Generally have a positive reaction to the library. I wish there would be more electronic subscriptions available in my discipline but understand the economic constraints of the library at a small university. Also feel that the library is good at asking faculty what resources they need. [Chemistry / UC]
I wish there would be more electronic subscriptions available in my discipline but understand the economic constraints of the library at a small university. [Chemistry / UC]

The staff is great and they do provide a lot considering budget that they have to work with. [Communications / UC]

Materials & Resources -

Eleven faculty respondents, nearly 85% of the faculty comments in this area, expressed dissatisfaction with current levels of materials and resources.

Five respondents requested additional books. There was one request for additional e-books. There was also a request by one faculty for more films and maps.

Humanities books, medical literature, materials in field of aging, philosophy resources and more e-books in public health round out the specific requests.

One English Department respondent characterized the Library’s material resources for their ‘minimal holdings,’ another suggested a ‘more systematic way of collecting books and journals’.

Databases, Journals & Website -

Again, nearly 85% of faculty comments in this area expressed dissatisfaction with one or more aspect of this category.

There were 15 requests for more e-journals and 5 additional requests for journals of unspecified format. One respondent noted a ‘problem’ accessing e-journals and articles.

There were 11 requests for more databases. A desire for specific databases that the library does not currently carry or a desire for an expansion of coverage for existing subscriptions was noted for the following sources:

Lexis Nexus (sub-area subscriptions), Ovid, Web of Knowledge (Web of Science) North American Women Writers, Civil War letters, AAS News Online, Cochrane and other popular sites.
One respondent was “frustrated with Science Direct.” One respondent noted problems accessing online databases, while another was positively pleased with existing remote access to e-journals and databases.

Less specifically, subject areas and formats that were requested included public health e-books and resources, humanities e-journals, social work e-journals, medical information online, science journals, immunology journals, and expanded to biomedical information.

**Technology -**

All six respondents who commented on library technology felt that available technological resources were unsatisfactory. Comments on technology were as follows:

- Wireless connection on WCC should be improved. [English / WCC]
- I wish we had a better microfilm reader on the WCC [English / WCC]
- Please get a new and more efficient copy machine. Need more computer / printer kiosks. [Nursing / WCC]
- Need a microfilm reader that makes duplications in each library. Need to enforce “quiet” rules and rethink the public access issues. [History / WCC]
- My evaluation of the Library would be higher if the University made space, materials and technology available. [Social Work / WCC]
- I’d also like an easier way to tape news programs and documentaries and such for classes (I don’t have cable at home and find it very difficult to get that sort of media for my classes). [Psychology / UC]

**Library Services & Staff -**

Comments on library services and staff were decidedly positive. Thirty-three comments expressed characterized these issues as more than satisfactory. Less than 20% noted dissatisfaction in this area.

The many comments on library services and staff included the following problem issues and suggestions:
✓ Students in my MSED program often complain to me that they cannot access electronic journals, etc through the website from their home. When they call or email for assistance, their requests are never returned. This concerns me greatly. [Education / WCC]

✓ Need to enforce “quiet” rules and rethink the public access issues. [History / WCC]

✓ Small majors/programs are under supported in electronic resources (databases such as North American Women’s Diaries, Civil War Letters and others). We need access to AAS newspaper collection online. Lack of these resources is problematic for students, faculty research and recruitment of students and new faculty. Would also like to see a way to bring MWWC resources to the UC for use in teaching. [History/ UC]

✓ More time on interlibrary loan books. [Marine Science / UC]

✓ I hated to see media services leave the library. [Medical Biology / UC]

✓ I could use some training and/or help troubleshooting some of the new databases (acquired, I should add, partly in response to my own request), but I haven’t yet asked for it. I’m confident that when I do, I’ll be directed to the right person. [English / WCC]

✓ More of the books in the Maine Women Writers’ Collection should be available to check out. [None / WCC]

✓ Can HELP boxes be linked to the database search process? Sometimes I end up in vicious circle of not knowing which button to push next for off site searches. [Education / WCC]

✓ The only challenging part for me is accessing the journals on line. There are a number of steps that are confusing! [Social Work / WCC]

✓ While the library seems to do a good job presenting to my students, there are always ones who don’t get it at the end. I presume it is the fault of the student, but I don’t know why they don’t understand-- They just don’t. [English / UC]

The many positive comments about library services and staff included the following:

✓ I love the people, services, and on-line material. [Dental Hygiene / WCC]

✓ The professional library staff is always friendly, helpful, and responsive. [English / WCC]

✓ I believe the library staff has the highest degree of competence of any unit here at UNE. [English / WCC]

✓ Everyone has been wonderful helping me to find and renew resources during my doctoral work. Laurie has been a huge help to me.[Nursing / WCC]

✓ Bobby and staff are above outstanding. [Nursing / WCC]
I have consistently found the library personnel to be remarkably helpful & diligent in their work. I have scheduled class sessions in the library to enhance student’s abilities to conduct literature searches and access data addressing best practices. The library personnel have been instrumental in assisting me in my own literature searches related to my scholarship. I value the work of the library, and am a true champion of the library services. I have needed tech support over the weekend and have found Sharon to be most efficient, knowledgeable and conscientious in following up with me (even on a Saturday!!). The student support in the library (especially WCC) has consistently been reliable and courteous [Nursing / WCC]

Staff excellent. [Nursing / WCC]

Bobby is a lifesaver. I have grave difficulty accessing info myself but she is always above and beyond expectations. [Nursing / WCC]

Reference folks and Brenda are all super! [Occupational Therapy / WCC]

Library staff has always been incredibly accessible and supportive. Staff has always been helpful, however, in getting copies of articles not available w/in our system. Also they’ve been responsive to fulfilling DVD requests. [Social Work / WCC]

The library staff is excellent. Very helpful, kind, friendly, etc. [Social Work / WCC]

I am extremely pleased with library personnel and service. [Social Work / WCC]

The service provided is always helpful and supportive. Thank you. [Physicians Assistant / WCC]

Consistently outstanding. [Social Work / WCC]

Research librarians have been helpful in hosting information sessions for my upper division students. [Biological Sciences / UC]

They do well with the resources they have at hand. [Biological Sciences / UC]

Barb and Cadence have been exceptionally excellent with helping my students to learn how to use the library! I greatly appreciate your efforts to streamline search processes [English / UC]

In general I am highly satisfied with the library staff. The librarians are extremely helpful and knowledgeable. Collectively, the staff makes my job of teaching more fruitful for my students’ learning experience. Likewise, in research venues, the librarians are consistently effective and helpful. In particular, the library system does a good job of making the most of the resources it has available. Bottom line: as a UNE faculty member, I’ve been really impressed by the human capital that the library offers-- the librarians are uniformly excellent and make me a more productive professor. [Environmental Studies / UC]

Research staff is wonderful! [Environmental Studies / UC]

The library staff (particularly Barbara S) is outstanding! [None / UC]
✓ The staff at the UC is awesome - thank you! [None / UC]

✓ I use the library more than most people and have always found the staff very helpful. [Occupational Therapy / UC]

✓ Excellent and timely service. Response time is amazing. [Public Health / UC]

✓ Generally have a positive reaction to the library. Also feel that the library is good at asking faculty what resources they need. [Chemistry / UC]

✓ Minimal holdings … but excellent service through interlibrary loan. [English / UC]

✓ Library staff is always helpful -- they persist until they find the information/solve the problem -- thank you! [Education / UC]

✓ The library staff and facilities on both campuses are excellent. [Occupational Therapy / UC]

✓ Great staff--the best run unit at UNE! [English / UC]

✓ The UNE library staff is the best I have ever seen in my life (no exaggeration). The interlibrary loan system, particularly MaineCat is excellent. UNE does a good job to attain needed academic resources, but has few for its self. [None / UC]

✓ I have found the staff to be exceptional. When a journal or resource is needed, they are VERY accommodating! I LOVE the service of marking resources and having them ready at the checkout desk. What a time saver! [Education / UC]

✓ The ability to access the library electronic collections with full text journals is the number one service I use. Doing this from home is a great asset and the primary service I use. [Environmental Studies / UC]

**Space / The Library as Place -**

All six respondents who commented on the library as place or space characterized it as unsatisfactory. **The comments on space were as follows:**

✓ I would like a better (warmer) physical environment for reading, studying, etc. [Dental Hygiene / WCC]

✓ I think both libraries should have more study rooms, and the wireless connection on WCC should be improved. [English / WCC]

✓ My responses about lack of space or lack of resources are not just focused on the Library. These are University issues that need to be addressed by the University -- space, funding and
equipment. Thus, I think a different set of questions or different structure for questions should be presented so that respondents can differentiate between that which the Library can address and that which the University needs to address. My evaluation of the Library would be higher if the University made space, materials and technology available. [Social Work / WCC]

The library space just leaves a lot to be desired. This is a tall order of course--the building itself seems to me to fail to inspire students and faculty to spend time in the library. At many institutions, the library is a lovely, inspiring building, which makes people WANT to come to learn, reflect, and exchange ideas. If I were on a committee to make recommendations on university space, the library would be high on my list for a new building. As a relatively new faculty member (coming from a Research I institution), it seems that the library could really use more resources and down the line a new building should be on the horizon, in my opinion. [Environmental Studies / UC]

The library space is untenable for a college the size of UNE. There must be significant expansion to provide the facilities/books etc for a real research facility. [Art Education / UC]

The University Campus Library needs expansion proportional to the increased number of students on campus. The last expansion occurred "ages" ago, prior to the construction of all the new dorms. Student study space is strongly needed. [Medical Biology / UC]

I would also like to see more artwork and murals by Maine artists around the libraries. Investment should be made to try to make the libraries have a look and feel of a unique place of culture and learning. [None / UC]

Safety -

One Nursing Department respondent commented on safety finding it unsatisfactory, simply calling ‘campus safety poor.’

The Survey Itself -

Three respondents commented on the survey itself. Two noted problems with a range of questions that we may characterize as unsatisfactory. Another respondent plainly made the following request, “Don’t use my email for marketing.” The specific survey related comments were as follows:

- Questions 28-35 are not useful questions. I rated you on a lower than I would normally, more so, because I do not use the library in this manner. I would have preferred a N/A. [Social Work / WCC]

- I think a different set of questions or different structure for questions should be presented so that respondents can differentiate between that which the Library can address and that which the University needs to address. [Social Work / WCC]
III. Graduate Students Comments Summary

Of the 242 graduate students who completed the LIBQUAL+® Survey, 113 submitted information using the comments section of the survey. Nearly 14% of all graduate students completed the survey; of those who completed the survey, over 47% added comments or suggestions. The rate of graduate student participation was less than any other user group, except the 13% staff participation.

Graduate student respondents who made comments represented twelve academic disciplines, the largest fraction of which came from Osteopathic Medicine students. Respondents in that discipline accounted for over 43% of all graduate comment respondents. Education, Physical Therapy, Social Work and Physician Assistant disciplines completed the top five respondent disciplines.

Over 67% of the graduate student comments came from female students. And 76 of the 117 comments may be attributed to graduate students who identified with the UC library.

Nearly 90% of graduate student respondents were represented in one of two age groups: 22-30 years (57%) or 31-45 years (32%).

The content of the graduate student comments may be described as addressing the following issues: funding (1), materials and resources in general (14), databases and journals (42), Technology (12), library services including staff (56), space (63), safety (2), and, the survey itself (6). For example, based on this data we may state that only one graduate student respondent commented on “funding,” while 56 respondents commented on “library services including staff.” The total number of comments exceeded the number of respondents because some respondents commented one more than one substantive issue.

Funding -

One graduate student commented upon the library budget, implying that the lack of journals of personal and/or professional interest was due to fiscal constraints.
There are some journals I’d like to see us carry but I understand we have to budget our money to meet the needs of the entire student/faculty population, so you all do the best you can. [Osteopathic Medicine / UC]

Materials & Resources -

Ten of the fourteen graduate student respondents commenting on materials and resources in general were dissatisfied with the library’s holdings.

A few comments indicate the library is well resourced. They were as follows:

- Excellent resources. [None / UC]
- Great resources. [Osteopathic Medicine / UC]
- I use the library daily, and while the staff is very friendly and the resources are available that I need. [Physician Assistant / WCC]
- Generally I’m pleased with the WCC Library in terms of resources… It would be nice if there were more places to study there and if there were more recent publications. [Education / WCC]

Of the many comments that demonstrate dissatisfaction with existing resources, the following representative comments are offered here:

- The resources are lacking, especially when it comes to documentaries, audio and other media driven tools. [Social Work / WCC]
- As an education major, I find the print resources available, esp. journals, lacking. It is difficult to find the appropriate scholarly journals needed to write literature reviews and research papers because there are so few education journals available. [Education / WCC]
- The resources and lay out of the library are due for an update/overhaul. [Osteopathic Medicine / WCC]
- Lots of non-med books- literature books. [Osteopathic Medicine / UC]
- Limited resources. [Osteopathic Medicine / UC]
- There really need to be both greater numbers of textbooks and more recent textbooks in every medical field, such as, for instance, several copies of Dejong’s ”Neurological Examination”. [Osteopathic Medicine / UC]
- Better selection of new fiction and nonfiction books, very minimum selection. [Osteopathic Medicine / UC]
- Books (medical & literary). [Osteopathic Medicine / UC]
Databases, Journals & Website -

Dissatisfaction with databases, journals and the library website was registered by over 80% of the comments made in this area. Much of this dissatisfaction was focused on issues connected to accessing online and full-text holdings.

There were eight comments that suggested that our existing electronic resources were satisfactory or more than satisfactory. Of these, one thought the library website was “well run,” two complimented the ease or convenience of remote access, and one registered satisfaction with journals in the medical disciplines.

Ten comments expressed dissatisfaction with the library website. Access and navigation were the primary concerns. One respondent said that the website occupational therapy content was “limited.” Another expressed frustration with the technical support on problems related to remote access.

Comments about the library website included the following:

✓ I have tried on several occasions to access the library website from my home and have not been able to do it, I’ve contacted technical support and short of coming to my home, they haven’t been able to help and it is frustrating because I do not live that far from campus. [Physicians Assistant / WCC]

✓ Am off campus as a grad student & sometimes it is very difficult to use lib. web; page does not load, takes too long, unable to have free access to article I just spent hours trying to find! [Physician Assistant / WCC]

✓ The new library website setup is difficult to use and is not helpful they way it is now set up. If you are going to split things up by major, at least consult students (and faculty) from these programs to help with the pages. I don’t use the OT page because it is so limited and does not cover the information and sources that i need. There was nothing wrong with it before, why change it? [Occupational Therapy / WCC]

✓ The recent change in the set-up of the library pages has thrown me for a bit of a loop (initially at least). [Occupational Therapy / UC]

✓ The website is very hard to navigate. [Osteopathic Medicine / UC]

✓ Trouble loading pages, even my new laptop takes forever to get a search engine, e-journal or article; dislike having to punch in my barcode every time I want access; prefer password of own choosing. [Public Health / UC]
After my first two years, I don’t use it at all. Off campus, I don’t either because navigation is so user-unfriendly. [Osteopathic Medicine / UC]

I have trouble loading pages often- it depends on what computer I’m using. Even my brand new laptop takes forever to get to a search engine, an electronic journal or an article for that matter. I also dislike having to punch in my barcode every time I want to access the library and would prefer to enter a password of my choosing. [Public Health / UC]

Better organization/search engine capabilities or more active training would be appreciated. [Osteopathic Medicine / UC]

I’d like to be more familiar and able to utilize library services, yet access through home dial-up service does not support this well at all. [Education / UC]

Seventeen graduate student respondents articulated a desire for additional journals or expressed concerns about accessing our current holdings. Of these, ten explicitly requested the need for addition e-journals or better access to existing subscriptions. One respondent requested access for UNE alumni. And one comment called unambiguously for more print journals.

E-journal and related comments, included the following:

As a medical student my main interest is remote access to electronic journals and databases. [Osteopathic Medicine / UC]

More electronic (and print if necessary) journals available, I am having to inter-library loans nearly all the articles and books I need this semester. [Occupational Therapy / WCC]

Time constraints demand easy access to downloadable full text peer reviewed articles. Time to sit in the stacks with printed versions is limited. Beef up access to full text online articles. [Social Work / WCC]

Lately, there have been several journals that have green dots indicating links, that do not easily allow for access to the article nor is it clear how to successfully gain access to the article. [Social Work / WCC]

As an education major, I find the print resources available, esp. journals, lacking. It is difficult to find the appropriate scholarly journals needed to write literature reviews and research papers because there are so few education journals available. [Education / UC]

The online resources are severely lacking- I consistently cannot access journal articles that I would like for research purposes. Joining a bigger consortium may be helpful in alleviating this problem. [Osteopathic Medicine / UC]

Most important is to increase online access to journals. [Osteopathic Medicine / UC]

Current online journals: Many of your electronic journal subscriptions end in 2002-2004. Please get current articles. [Osteopathic Medicine / UC]
✓ Great resources, easy to use, but may need more medical journals online. [Osteopathic Medicine / UC]

✓ Not enough journals hard to be kept up to date with current medical knowledge. [Osteopathic Medicine / UC]

✓ I have only used the online services and often find I run into dead ends in searches because a subscription is needed to access certain journal info. [Physical Therapy / WCC]

✓ Fourteen comments reflected upon problems with databases. Half of these were medicine related. There were five specific requests that we add UpToDate to the Library’s database holdings. One comment was critical of ProQuest another was critical of First Consult.

Comments regarding the databases included the following:

✓ I am a distance learner and have been satisfied with the help I have received on-line and the materials I have been able to access on-line. [Education / WCC]

✓ Get UpToDate, First Consult is not even in same ballpark. [Medical Sciences / UC]

✓ Access to UpToDate would be VERY beneficial!!! [Osteopathic Medicine / UC]

✓ I wish that the school would get a subscription to uptodate.com so that when I am at a hospital that does not subscribe, I still have access. [Osteopathic Medicine / UC]

✓ A service frequently used by clinicians is UpToDate - this would be nice to have available. [Osteopathic Medicine / UC]

✓ I’m an off campus 3rd yr med student ...would love UpToDate. [Osteopathic Medicine / UC]

✓ As a medical student my main interest is remote access to electronic journals and databases. One of these UpToDate... is used most often by residencies and should really be added for medical students/residents. [Osteopathic Medicine / UC]

✓ For research, ProQuest and other similar engines fall short of providing the articles assigned for my classes... this is the only real complaint I have. [Social Work / WCC]

Comments about database navigation, instruction, and access included the following:

✓ The sign-on for off campus access needs to be stream lined, create your own password, password is too long. [Osteopathic Medicine / WCC]

✓ With graduation approaching, one of my greatest wishes is that full library access and services could continue for alumni. Many of us will pursue research and want to stay current. I would
even be willing to pay an annual fee as an alumnus. It would be an invaluable service that [would] influence both the individual professional and the population / community they are serving. [Social Work / WCC]

✓ Also, most of the hospitals have libraries that will find access difficult to find articles for you. Does UNE offer this service? If so, they should publicize it more so that the students are aware. [Osteopathic Medicine / UC]

✓ I’d like to be more familiar and able to utilize library services, yet access through home dial-up service does not support this well at all. [Education / UC]

✓ I would like to see a more thorough explanation of how to access journals and databases, and what kind of information can be found in each. I use the library online and it is difficult to determine what the best source of information would be for my research. [Education / UC]

✓ I find the electronic databases very difficult to navigate. Better organization/search engine capabilities or more active training would be appreciated. [Osteopathic Medicine / UC]

✓ I also dislike having to punch in my barcode every time I want to access the library and would prefer to enter a password of my choosing. [Public Health / UC]

✓ Better access from off campus (especially for medical students on rotations away from UNE) would be a much-needed asset to the library services. [Osteopathic Medicine / UC]

✓ I think the library needs to be integrated more with WebCT. If I am logged in to WebCT it should automatically log me into the library system so I can easily access databases and other resources. It is extremely irritating to type in that 12 digit encrypted number in order to access every article linked from WebCT. [Public Health / UC]

✓ As a Masters candidate enrolled in the online course, I have not been overly impressed with the library resources available to me. In fact, I have been disappointed that there are not more items available via an internet connection. If the university is serious about increasing the size/number of online degree options, it will be necessary for the library to greatly increase the availability of resources available to those students. [Education / UC]

Technology -

Ten of twelve graduate student respondents who commented on library technology were disappointed with library resources in this area.

Two comments complimenting existing technologies at the library underscored free printing as a key service.

✓ Case in point would simply be the amount of paper your computer lab and the other labs go through daily etc. I sometimes print upwards of 60-90 pages, front/back, 6 slides per page daily. I think you guys do a great job. And if your questioning your role, I think you need to first look at
The free printing is an essential service and its saving grace. [Osteopathic Medicine / UC]

**Issues with technology** came in the form of valuations of existing equipment and suggestions for complementing, upgrading, and adding new devices. **Examples of these concerns include the following:**

- I used to use the library with greater frequency but the Westbrook campus especially is very uninviting for computer use. [Education / WCC]
- Could you have more power outlets (and even internet ports since the wireless doesn’t work) by the study stations so we can plug in our laptops? Why are there random community members using our (students) resources and space. I shouldn’t have to wait for them to be done with a computer or listen to them talk to themselves while I’m trying to work; students pay a lot of money for these resources. [Occupational Therapy / WCC]
- It may be helpful to have access to a change-making machine for photocopying. On a few occasions the toner to the printer has been low on the weekend. [Social Work / WCC]
- You need more printers and they need to be up and running at all times. With so few computer clusters on campus they are very busy and when they’re broken or out of paper/ink it really messes up how people prepare for classes or turn in assignments. [Osteopathic Medicine / UC]
- The printers’ break often and the Internet connection is often slow. [Osteopathic Medicine / UC]
- MORE PRINTERS!! [Osteopathic Medicine / UC]
- The computers need to have their software updated in order to compete with other schools and to be compatible with users own home computers. This is imperative and a major reason of not using the library as often. [Osteopathic Medicine / UC]
- I would like to see some better technology on this campus. Since the library is a main spot for individuals to do their printing there absolutely needs to be more printers. In addition, I think the school should seriously look into wireless printing. [Osteopathic Medicine / UC]
- The library needs more printers. [Osteopathic Medicine / UC]

**Library Services & Staff -**

Graduate student comments on library services and staff were preponderantly positive. Three-fourths of the comments on library services and staff indicated that services and staff were more than satisfactory. And of the thirty-nine
respondents comments, over 80% indicated that they were satisfied or more than satisfied with library services and staff.

Positive comments on services and staff included the following:

✓ Generally I’m pleased with the WCC Library in terms of resources and services. [Education / WCC]

✓ You were all such a pleasure! I graduated from the anesthesia program in November. You make one want to pursue further education. Thank you soooo much! [Health Sciences / WCC]

✓ The service is very helpful and professional. [Nursing / WCC]

✓ Everyone is always really helpful. What more could you want from a librarian? [Medical Sciences / UC]

✓ I have experienced the library staff as knowledgeable, approachable, helpful and courteous. I appreciate having been taught how to do searched on my own. Bobby has been an invaluable resource and is a patient teacher! Thanks Bobby. [Social Work / WCC]

✓ The librarians at the Westbrook campus are extremely friendly and helpful. [Physical Therapy / WCC]

✓ Very helpful over the phone and quick reply by email. [Physical Therapy / WCC]

✓ When I was on campus my first year at UNE, I found the library staff was very responsive to any requests and needs I had. I used both campus libraries regularly, and found this to be true at both places. [Education / UC]

✓ Wonderful staff, great leadership, excellent resources, high administrative commitment to library. [No Discipline / UC]

✓ I have been very pleased with the assistance I’ve received in the library (Ketchum).
✓ [Osteopathic Medicine / UC]

✓ Workers are very helpful. The library is the one and only place that I use to study (everyday), and I am most efficient there due to the academically conducive atmosphere.
✓ [Osteopathic Medicine / UC]

Problem areas were reflected in these comments:

✓ Graduate students that earn degrees in a distant learning program need information about accessing information through the UNE library before they start their classes. My study group did not get that information until we visited the campus in the middle of our course work. The session was very fast paced, the gentleman that provided the training was rude and did not offer
the same type of support that we encountered from other staff at UNE. In general, the adults in
the class came away disgusted and still had many questions unanswered. [Education / UC]

✔️ I have noticed a marked difference in library staff and work-study students. Staff are much more
knowledgeable, engaging and helpful but I rarely get past the unhelpful work-study student.
[Education / WCC]

✔️ The only problem has been the lack of staff to assist when busy. [Education / WCC]

✔️ I have encountered library staff that did not have the answers I needed and did not know where to
find help for me. As a graduate online student this can be somewhat frustrating but staff are
always pleasant on the telephone. [Physical Therapy / WCC]

✔️ Librarians are extremely helpful and responsive both in person and via email. The only difficulties
I have encountered are at off-hours with desk personnel who are able to answer questions
regarding access to materials. [Education / UC]

✔️ I think the library employees do an outstanding job of being available and helpful when I need
them. They are friendly and professional. Students are sometimes a little less engaged and that’s
to be expected -- they are mostly undergraduates and haven’t gained a lot of experience in people
skills. Nevertheless, a little more training in interpersonal skills is not a bad idea and can help
them in later life. [Osteopathic Medicine / UC]

✔️ Library should focus on hiring undergraduates for the circulation desk who are able to work in a
courteous and quiet fashion while at work. Employees who use their library work time to gossip
are likely to disrupt users. [Osteopathic Medicine / UC]

**Space: The Library as Place -**

The dissatisfaction with the library as place was palpable amongst graduate
student respondents. The library as place is as problematic an issue for graduate
students as it is for other user groups. Eighty-one percent of graduate student
respondents who commented on the libraries physical environment found it
unsatisfactory. And nearly 75% of the comments expressing dissatisfaction were
made with reference to the UC library facility specifically or by respondents who
identified the UC library as their campus library. We can say, therefore, that
nearly 75% of the comments noting dissatisfaction with the ‘library as place’
were speaking of the UC library.

The most frequently cited problems were lack of space in general, inadequate
individual and group study places in particular, and noise levels and related
distractions that inhibit quiet study. Fifteen comments pointed to a lack of space
in general at the UC library and three comments noted a similar lack of space at
the WCC library. Some comments called for a “larger library,” “building
expansion” or “another floor.” Others said the space is “too small.” “Cramped” and “crowded,” “dark and dank” were typical characterizations of the UC library space. Twenty-six comments, related to the UC library, called for more and better group and/or individual study space. Of the twelve comments about inadequate space at WCC, nine called for more individual and/or group study space.

Sixteen comments noted dissatisfaction with the noise levels at the UC Library. Additionally, eight noise-related complaints were registered about the WCC library. Two graduate student respondents noted annoyance with construction on the UC campus. This was not the overall predominate reason, however, for the concerns about noise levels. Undergraduate behavior was an issue for several graduate student respondents. “Thin walls,” [poor acoustics / interior design] “cell phones,” and a general lack of consideration by some for the need for quiet by others, along with the perceived failure of staff to “enforce rules,” were the larger issues with regard to unacceptable noise levels.

Other space related issues at the WCC Library included “balcony noise,” “furniture,” “ergonomic chairs,” “study rooms with no windows,” temperature control and more computer lab space. At the UC Library, other space issues included “lighting,” “study rooms for medical students,” unpleasant décor, “bathrooms,” and the unrequited desire for “good coffee.” Additionally, there was a specific request for a “hot/cold water machine,” a recommendation to add a “medical school library,” and a call for better “layout” and interior design, along with an appeal to “involve students in [the] design and construction of new spaces,” and more furniture, including desks.

Representative space comments on the WCC library include the following:

✓ I hate our library. It’s uncomfortable - not nearly big enough and I almost always use the USM library on Forrest Ave to study. [Health Sciences / WCC]

✓ I have spent hours and hours in the computer lab at night in the little off room studying for exams. It is perfect; well lit, warm, secure, amenities easily available, comfortable, tastefully and inspirationally appointed. What a gift to students! [Health Sciences / WCC]

✓ I find that the library is great place to go and study. The only thing that I dislike about the library in Westbrook is that it’s small and because of that it can some times become a little noisy. [Physician Assistant / WCC]

✓ The group rooms are never available and should not be quiet study areas because where else are you supposed to go to study in a group. The rest of the library needs to be a quiet area, it is very
annoying when all the rooms are full and you have to sit in the track area and the staff below are answering phone calls in normal tones and people are talking on their cell phones, the rules need to be enforced. [Physician Assistant / WCC]

✓ I use the library daily, and while the staff is very friendly and the resources are available that I need the space is less than adequate. It can get loud and hard to concentrate. None of the study rooms (group and individual) are very sound proof and the way in which the library on the Westbrook campus is set up allows for sound and noise to carry. Also it would be nice to have more comfortable furniture to study on, especially when you spend most of your day in the library. [Physician Assistant / WCC]

✓ For the space and staff available the Library in Westbrook is top notch! [Physician Assistant / WCC]

✓ The facility is mostly uncomfortable (furniture), and group study is awkward, the nicer rooms upstairs are thin walled or glass so you can’t make very much noise and other people who are trying to study quietly and individually are bothered. The basement rooms are basement rooms with no windows. [Nursing / WCC]

✓ After 5 years at UNE for (4 in Biddeford, now on WC) the WCC library is much better study environment than on the UC, the UC is better for doing work on the computer. ... Could you have more power outlets (and even internet ports since the wireless doesn’t work) by the study stations so we can plug in our laptops? Why are there random community members using our (students) resources and space. I shouldn’t have to wait for them to be done with a computer or listen to them talk to themselves while I’m trying to work; students pay a lot of money for these resources. [Occupational Therapy / WCC]

✓ This comment is not so much about library "services," but more about the environment. The temperature in the library tends to vary depending on where you are. I tend to want to use the 2nd floor balcony area to work/study because of the quiet and options to sit in more comfortable chairs or work at the tables. However, the vents up there on the ceiling make it a particularly cold place to work and take away from my focus on my studies. Physical comfort is an important factor to me in my use of the library. [Occupational Therapy / WCC]

✓ It is sometimes difficult to find enough quiet space/rooms. [Physical Therapy / WCC]

✓ Not the best place to study. [Physical Therapy / WCC]

✓ It would be nice to have more private study space. [Physical Therapy / WCC]

✓ Need some more ergonomic friendly chairs to become more comfortable while studying, temperature control. Some days it’s too hot during the wintertime. [Physical Therapy / WCC]

✓ In general a great service, with some room for improvement. I use the WCC library often, but also use the UC library, and I believe the UC library is more in need of improvement for it’s environment as a place to attract people to come study/research/spend time in. [Social Work / WCC]
✓ It’s a clean, friendly and nice, comfortable environment! [Social Work / WCC]

✓ In fact both campuses should have quiet only labs. [Social Work / WCC]

And, critical comments regarding the UC library included:

✓ Great help, but small--I am not on campus much anymore--but in my first year I was there every
day and it needs to be expanded--or a library added to the medical school. [Health Sciences / UC]

✓ The major issue is the lack of on campus study space. [Medical Sciences / UC]

✓ The couch area on the second floor attracts a lot of groups who often socialize. This space would be
quieter and better used if there were individual study carrels there. [Medical Sciences / UC]

✓ The temperature is the library is too low during the winter. I have heard numerous other people
complain about this. More study space is needed. The library stays quiet and that’s great for
studying. [Osteopathic Medicine / UC]

✓ There needs to be a separate COM library, which will obviously never happen. However, many of
the undergraduates come to the library to socialize. I go to get a big table and hope that it will be
quiet..., which doesn’t always happen. Unfortunately voices echo in the library. [Osteopathic
Medicine / UC]

✓ The biggest problem is the availability of group study rooms -- and, the size of the library in
general. Could use a larger library building. Otherwise, generally happy! [Osteopathic Medicine / UC]

✓ My biggest complaint with the Library (and UNE campus in general) is the lack of group study
space available. It is often very difficult to find a good place to study with a group on campus,
particularly for graduate students who are not allowed to have on-campus housing (which
eliminates dorm common areas for studying and stuff like that). [Osteopathic Medicine / UC]

✓ The resources and lay out of the library are due for an update / overhaul. [Osteopathic Medicine / UC]

✓ More quiet space for individual and group study would be helpful. [Osteopathic Medicine / UC]

✓ Too small, not enough space to study. Too noisy with undergrads. [Osteopathic Medicine / UC]

✓ There are marvelous people who work at the library and it is a great place to study. [Osteopathic
Medicine / UC]

✓ The study environment at the Westbrook campus is excellent- I studied for my boards there and it
was great. The study environment at Biddeford is only adequate when the undergraduates are not
around. When they are in session, most areas are crowded and noisy. [Osteopathic Medicine / UC]
✓ Please increase the number of quiet study rooms/areas for medical students! [Osteopathic Medicine / UC]

✓ Try harder to keep the undergrads quiet. More spaces for quiet individual study would be excellent. [Osteopathic Medicine / UC]

✓ We need more group study rooms that are sound proof so as to not bother other people in the library. [Osteopathic Medicine / UC]

✓ We need a newer, larger library with ample study rooms and study areas. Lots of light. Lots of non-med books- literature books. Access to GOOD coffee, not ‘Green Mountain’. :) [Osteopathic Medicine / UC]

✓ The library needs more study rooms, and/or to expand and build a new medical library for the medical school. [Osteopathic Medicine / UC]

✓ The atmosphere is rundown and sort of a joke. It is uncomfortable and ugly. Are the bathrooms a joke? I can’t even see the toilet paper it is so dark in them. I think the free printing, online, and people working are all good. Please upgrade the physical appearance so that YOU WANT to be in the library. [Osteopathic Medicine / UC]

✓ Although the staff here is very helpful, I find the facilities to be very poor. I would have to say that this is the worst college library I have ever stepped foot into. There is a lack of truly quiet study areas; Poor Lighting causing stress to the eye. [Osteopathic Medicine / UC]

✓ The library is the one and only place that I use to study (everyday), and I am most efficient there due to the academically conducive atmosphere. [Osteopathic Medicine / UC]

✓ The facilities need a major overhaul- it is old, outdated and cramped. The computers, while they are seemingly new, are not efficient and crash often. I would also appreciate a cafe somewhere to study. [Osteopathic Medicine / UC]

✓ There is a general inadequate amount of study space. There are too few areas for group work and those that are provided get used as individual study rooms (because those are not provided either). The library also looks and feels like a 1970s middle school library, not a University library. [Osteopathic Medicine / UC]

✓ Tiny building, limited resources. Check out Champlain College for a great computer-based library for a small school. [Osteopathic Medicine / UC]

✓ The biggest deficiency is that the library is small and lacking space for individual studying. There are few comfortable, truly quiet places to study for long periods. [Osteopathic Medicine / UC]

✓ Ketchum lib: Need quiet and good light. Enjoy the upstairs sky-lit space. Often is too noisy. Undergrads need to learn library rules; should be taught before allowed a library card. [Osteopathic Medicine / UC]
There are few stand-alone study rooms where there is privacy and silence. Unfortunately, for myself, I am easily distracted; so when I am studying and someone starts talking with their friend or moves around a lot I get distracted. Whereas a small private study room which could be used individually or for small groups would be better. [Osteopathic Medicine / UC]

The library is small and I believe if it was larger a greater amount of group and individual studying would take place there. [Health Sciences / UC]

The biggest problem with the library is space. There absolutely needs to be more room to study. Perhaps another floor, or another wing, with many small study room and desks. [Osteopathic Medicine / UC]

You need to expand/increase the amount of space that you have for individual study rooms and quiet spaces and maybe even create an area for graduate students only. [Osteopathic Medicine / UC]

The library is great, but I find myself getting cold upstairs during the winter! Also, on the second floor, which is supposed to be for silent study, I am often distracted by groups who are studying in the study rooms--you can hear right through the walls. The group study rooms and silent study areas should be on different floors. Also, it would be nice to have a hot and cold-water machine in the library like the one downstairs in Alfond. [Osteopathic Medicine / UC]

Good library, need to get more space for group study, and keep the group study rooms quiet, the walls are thin and everyone can hear everything. [Osteopathic Medicine / UC]

I would request 24-hour building access, without necessitating a full staff. Our exam blocks (COM) do not mirror the undergraduate population, and we do not see tremendous benefit from “extended hours” during their exams only. I must frequently schedule my daily printings outside of “normal business hours” due to low ratio of printers to students. Lack of availability for independent study or group work. Too frequently large rooms are checked out to single or double student teams, leaving larger groups to fill into smaller rooms or find alternate locations. Possible water cooler / hot water dispenser. Glad to see you are looking for ways to improve services. If only you could put another floor on top of Ketchum... [Osteopathic Medicine / UC]

Quiet study space should be added for students that do not include tables in hallways, cafe’s, etc. Study space and lounges should not be constructed in heavy traffic areas. Emphasis on involving students in the design and construction process. Quiet study areas at UNE are either located in 1. high traffic/noisy areas or 2. are poorly lit or climate control is not available. (ex- ends of Alfond hallway - no lighting after dark- intense light during day). [Osteopathic Medicine / UC]

Safety -

The comments regarding safety included the following:

It is challenging to deal with folks who knock on the door or windows and want to come in the locked area (mostly on weekends) who do not have their library cards &. at times folks have let them in and they appear to members from the community vs. the campus, it all seemed innocent
enough but it does pose a safety issue. I appreciate the quiet 24-hour room, and study nooks with upholstered chairs and tables to work at very much. I also appreciate the phone, posted security numbers and escort option from security for late night walks back to the car. [Social Work / WCC]

The Survey Itself -

The five respondents who commented on the survey itself took issue with its length, structure and content, or were uncertain about its purpose.

✓ This survey was very confusing. [Osteopathic Medicine / UC]

✓ Unsure how information will be used [Business / UC]

✓ This survey is a too long, would be better to survey for most critical info then maybe send follow up. Don’t have time to complete right now, checked N/A. I’m an off campus 3rd-yr med student. [Osteopathic Medicine / UC]

✓ I think this survey was very confusing and not very helpful for feedback. [Osteopathic Medicine / UC]

✓ I appreciate the library’s effort to make improvements and encourage input from those who use it most. Thank you. [Osteopathic Medicine / UC]

Other -

Two respondents sought to qualify some or all of their survey responses with the following comments:

✓ My master’s program is online so all of my responses are from an online learning perspective. [Education / Distance]

✓ I am a distance education student and have never been on campus so I can only give feedback on the webpage. [Education / Distance]

IV. Undergraduate Students Comments Summary

Of the 599 undergraduate students who completed the LIBQUAL+® Survey, 186 submitted information using the comments section of the survey. Nearly 32% of all undergraduate students completed the survey; of those who completed the survey, over 32% added comments or suggestions. The rate of undergraduate
student participation was less than the rate of faculty participation, but greater than graduate student participation.

Undergraduate student respondents who made comments represented twenty-four academic disciplines. Medical Sciences students formed the largest single group of undergraduate respondents to put forward their ideas. Other well-represented disciplines included Environmental Studies, Nursing, Applied Exercise Science, Health Sciences, and Dental Hygiene.

Nearly 78% of the undergraduate student comments came from female students.

Over 86% of the undergraduate comment respondents identified with the UC library as their branch. And over 83% of undergraduate comment respondents were in the ‘18-22’ age group.

The content of the undergraduate student comments addressed the following issues: materials and resources in general (13), databases and journals (40), Technology (23), library services including staff (96), space (94), and, the survey itself (7). Based on this data, we are saying that 96 undergraduate student respondents commented on ‘library services including staff,’ while 23 respondents commented on ‘technology.’ The totals here exceed the number of respondents because some respondents commented on more than one substantive issue.

**Materials & Resources -**

Fourteen undergraduate student respondents commented on materials and resources in general. More than three-quarters of these comments registered dissatisfaction with existing materials and resources.

**A few comments indicated the library is well resourced. These included:**

- There are many resources that are available, which helps with research projects instead of having to go to a library in town. [Athletic Training Education / UC]

- I think the library does a great job at supplying the students with necessary resources but it is sometimes difficult to find information in the library. [Athletic Training Education / UC]

- A majority of the books needed for the humanities majors are on the Westbrook campus. That is a little ridiculous. If all the humanities majors are on the University campus, why would our books
be on the other campus? It makes it difficult to begin research when you have to delay it because the University misplaces the books. [English / UC]

✓ The library has a "great " book selection. [Environmental Studies / UC]

✓ Over all I enjoy going to the library because I know it is a quiet space to work, and have available resources. [Occupational Therapy / UC]

✓ I find the library a great place to study and to look up resources. It is just frustrating sometimes when not all of the electronic journals presented are available in full. [Psychobiology / UC]

✓ I prefer the UNE library over my town's public library in terms of available resources and atmosphere. [Psychology / UC]

✓ The library on the Westbrook Campus is amazing. The resources and information is all at your fingertips. [Nursing / WCC]

✓ Good DVD service. [English / UC]

Here is a sample of the many comments that disclosed dissatisfaction with existing resources:

✓ A collection (however small or large) of leisure fiction would also be appreciated! [Applied Exercise Science / UC]

✓ Needs more required texts for classes available. [Applied Exercise Science / UC]

✓ The resources in the library are horrible for a college institution. The lack of books, online journals, and other media is embarrassing and should be a major concern for a growing university. [Aquaculture / UC]

✓ The problem is the library itself. It is awful for study. The books are outdated. The library is one of UNE’s greatest weaknesses. [Biological Sciences / UC]

✓ The Library could really use a fiction section. Although I bring many good books with me, and share with my friends, there is so much that our library could do with just a little fiction to make the library a nice place to hang out and spend time, as opposed to another classroom. [Biological Sciences / UC]

✓ The library shows a significant lack of information in the fields of law and business … Also, I think the library should place on reference all books required for courses as the bookstore now only orders a minimal amount (due to the increase of online ordering) and placing specific orders takes several weeks which can set students back significantly in their courses. [Business / UC]

✓ The books are horribly outdated. There are books on poverty that are copy written in 1964. That’s absurd. [Environmental Studies / UC]
Needs to be bigger with more books and journals available. I don’t always have time to wait for a book to be loaned. [Marine Science / UC]

I would like to see more current literature in the UC collection. [Marine Science / UC]

I would like text books that are used in classes, be able to be available for inter-library loan. I think it’s unreasonable that we are not able to borrow books from other libraries and we are supposed to spend a great deal of money on class textbooks. [Marine Science / UC]

More books; required course texts, fiction. [Health Sciences / UC]

Need more of a variety for research materials… [Health Sciences / UC]

The library’s service is excellent and does not need to be improved however it seems as though the books I am looking for are never there. The library needs to be modernized with way more palpable resources. [Health Sciences / UC]

I transferred from a small community college in Poughkeepsie NY; Duchess Community College. The tuition at that school was $1500 without financial aid a semester compared to the $9000 a semester I pay to go here including my financial aid. My genetics textbook had not come in from Amazon.com yet (I bought it online because it was $80 cheaper!) so I went to the library to do my genetics homework, assuming a copy of the textbook would be available for me to use in the library. I was astonished to find that the library does not carry up to date textbooks and doesn’t even carry the textbooks that are required for classes. The community school I transferred from did this. Every textbook used by teachers on campus was available to use in the library, but not to take out of the library. I don’t see why UNE, which costs considerably more, can’t provide textbooks for students in the library. The most up to date genetic textbook I found (I asked the librarian for help) was vintage 1989. I’m no geneticist, but I imagine a few things have changed since then. I’d really appreciate if UNE could add the textbooks we are required to buy, to the library. It would also help with students who have trouble affording books. [Medical Sciences / UC]

The library should offer better resources then just the very misguided perception of peer edited journals and books. There is better resources then those, and most likely more accurate. [Medical Sciences / UC]

The library is a place that i can go to get work done efficiently. [Medical Sciences / UC]

Not enough sources. [Physician Assistant / UC]

You only seem to carry books for classes and I find many of them to be older. Sometimes I want to get a book out to read for fun and the selection is minimal so I wouldn’t mind if you expanded your collection of books for leisure reading. [Psychobiology / UC]

Library should be a little more updated with advanced resources. [Psychology / UC]

I would like to have more textbooks available in the library that go with our classes. [Biological Sciences / UC]
We need more updated medical reference books. I would like to see a larger children’s section that has more science, math, physics, and language applications… It would also be nice if there were more DVD’s that were health field related, science based, and more good quality updated movies. [Medical Sciences / UC]

Databases, Journals & Website -

Less than 20% of the comments about databases, journals and the library website indicated the student was satisfied or more than satisfied with these resources. Eight comments that suggested our existing electronic resources were satisfactory or more than satisfactory. These included several comments regarding Library website.

Dissatisfaction with existing access and/or online holdings was unambiguous. Over 80% of the undergraduate students who commented on the library’s databases, journals and website identified one or more problem aspects.

Several comments expressed dissatisfaction with the library website. Access and navigation were the primary concerns. One respondent said that the website occupational therapy content was “limited.” Another expressed frustration with the technical support on problems related to remote access.

The following comments referenced the website:

✓ The service at the library is good, but it would help if accessing the web on the library were easier, less steps or something. [Business / UC]

✓ A better website with more resources that are more user friendly would be helpful. [Education / UC]

✓ For lab reports, the Library’ website for journal sources, etc is really great. [Medical Sciences / UC]

✓ I’m in the library daily and I absolutely love it there. I like how the library website lets me find tons of information - especially journals because as a premed student I need those for Science classes. [Medical Sciences / UC]

✓ I think that the library web page could be a little bit more user-friendly. [Political Science / UC]

✓ If you look above in the discipline choice, sociology is not available. Now please include it because I believe you guys neglected it. [Social Work / WCC]

✓ The new website is terrible… the old one was way better this new one is crap… bring back the old or create a new one… but get rid of the one you have now… [Psychology / UC]
Comments related to e-journals included the following:

- Very good information provided, especially electronic journals. [Applied Exercise Science / UC]

- The lack of books, online journals, and other media is embarrassing and should be a major concern for a growing university. [Aquaculture / UC]

- If the online databases are not available to alumni, I think that they should be. [Athletic Training Education / UC]

- The library is generally a great place to go if you need to study, but when I need to get electronic resources for my thesis I cannot get the scholarly articles that I need. [Biochemistry / UC]

- I wish more journals were available online. [Biological Sciences / UC]

- Many of the journals that I want when searching are not available online. Because most of my research is done from home through the library web page, the print journals don’t help me at all. [Biological Sciences / UC]

- I would like to see less dead ends to e-journals... they seem to be a lot of journals missing. [Education / UC]

- Sometimes I absolutely need a copy of a journal article and it is unavailable online and would take days to get a hard copy. [English / UC]

- I like the library as it is right now. No need to expand, just add to online available journal articles. [Environmental Studies / UC]

- Making the online journal service more broad and easier to locate environmental journal. [Environmental Studies / UC]

- Being a marine biology student I have an extremely difficult time locating the journals. I need because we don’t have them. And that is extremely inconvenient. [Marine Science / UC]

- Needs to be bigger with more books and journals available. I don’t always have time to wait for a book to be loaned. Thus, I tend to use Internet more often than not. [Marine Science / UC]

- In general it’s all right however, I often find it hard to find a good full text article on the online databases. [Health Sciences / UC]

- Need more of a variety for research materials: articles, newspapers, and magazines. [Health Sciences / UC]

- The library should offer better resources then just the very misguided perception of peer edited journals and books. There is better resources then those, and most likely more accurate. [Medical Sciences / UC]
✓ I really like the areas upstairs for studying and the magazines that are available because it has a really relax atmosphere. [Psychobiology / UC]

✓ It is just frustrating sometimes when not all of the electronic journals presented are available in full-text. [Psychobiology / UC]

✓ I wish that the library provided more journals, because every time I found something I could use, it was online, and it was not full-text. [Education / UC]

Comments on the databases included the following:

✓ More electronic online resources that are available… Many times you can’t see them or open them and must require getting them from the library. [Health Sciences / UC]

✓ There are a number of articles and things that I might find while doing a general search for a certain topic that would fit for what I am looking for but I cannot get in full text. While the availability for online journal articles and such has improved, I would still like to see much more available. It is also unclear to me how to go about retrieving something from the library itself or from nearby libraries. There should be more education about how to utilize the many resources that we as students can use. Much of this information is new and foreign to those of us coming from smaller towns and high schools! [Occupational Therapy / UC]

✓ Electronic journals -- is our access limited? Sometimes I’ll find a JSTOR link on Google that I can’t access through UNE. [Psychology / UC]

✓ Need more electronic articles available by CINAHL because I do 100% of my work off campus. [Nursing / WCC]

Database navigation, instruction, and access comments included the following:

✓ Accessing information from a location outside of the library is a difficult process. [Business / UC]

✓ Can journals be taken home? If not, tell us why, WE WANT TO HEAR from YOU!! [Education / UC]

✓ It is hard to find journal search engines from the main library page. [Marine Science / UC]

✓ The only bad thing is that when I want to access articles online from my home, I almost never can get the full text, this is very frustrating! [Nursing / WCC]

✓ Good, but some search engines will not allow, need more access to certain search engines. [Psychobiology / UC]

✓ I find that many of the articles (electronic) from journals needed for research from my field are not immediately accessible, and I think that might be an area to consider expanding. Since
psychobiology is a rarer field, and yet it is celebrated here on campus, it might be worthwhile to get journals that support that major specifically, allow with other less covered areas. [Psychobiology / UC]

✓ Peer reviewed journals should be available online regardless of their availability in print. Students who do not live on campus would greatly benefit from this service. [Psychology & Social Relations / UC]

✓ The only complaint is that I am unsure how to access the library from home. [Dental hygiene / WCC]

✓ The library is a great place to get electronic class materials, along with researching topics at hand. [Biological Sciences / UC]

Technology -

Most of the technology related comments by undergraduate students point to a need for better service in this area. Only a fifth of the comments rated existing library technology as satisfactory or more than satisfactory.

Five comments complimenting existing technologies at the library underscored the value of ‘free printing’ and an appreciation for current computer hardware or software configurations.

Issues with technology came in the form of valuations of existing equipment and suggestions for complementing, upgrading, and adding new devices.

Some examples of these types of comments included the following:

✓ More electronics such as computers would be nice to see. [Applied Exercise Science / UC]

✓ Due to the massive print outs required for some students I feel more than 2 printers should be provided. [Business / UC]

✓ Outlets for computer. [English / UC]

✓ Scanners and free photocopies. Color would also be helpful for presentations. This makes reading and doing assignments much easier. When a lot of people try to use the printers, they clog and more problems occur. Maybe invest in another large printer. People often print the same thing over and over. This is a waste of time and resources. [Environmental Studies / UC]

✓ It is a real pain to photocopy or to stay in the library, when for many students, their bedroom is more conducive to work. A scanner too would be a great resource. There has been a demand by some students. Color copies would also be of great assistance for many presentations. Fixing all
the issues with the printers would help students greatly. When many students need to print at once the printers get jammed and many students keep trying to print and in turn print many, many copies of the same thing. [Environmental Studies / UC]

✓ Most of the computers are taken and all the study desks. [Marine Science / UC]

✓ Great service I work here so it’s great to use the printers for class. [Marine Science / UC]

✓ I also like how all the computers are up to date with current programs. [Medical Sciences / UC]

✓ Sometimes the printers jam or do not work. All issues that are not huge, and in general the library has been great! [Medical Sciences / UC]

✓ I also like how there are computers around every corner, and a help desk is great too. [Physician Assistant / UC]

✓ I like how the library has an entire floor devoted to a quiet study area. I also like how there are computers around every corner, and a help desk is great too. [Physician Assistant / UC]

✓ Better printers. Maybe more. Updated computers. The computers in the library are slow. [Nursing / WCC]

✓ I love the free printing. it helps me out a lot!! [Physical Therapy / UC]

✓ TV accessible in all study rooms would be nice. [Physical Therapy / UC]

✓ I like the fact that now you can access Microsoft Word on the computers in the entrance of the library. It makes life easier. [Psychobiology / UC]

✓ Need a color printer and more comfortable furniture. [Dental Hygiene / WCC]

✓ More printers would be nice and a copier where students could make front-back copies. The COM students overwhelm the computers and printers when they come in to print their lectures. [Occupational Therapy / UC]

✓ Scanners are needed at the library. More private study rooms would be appreciated. [Physician Assistant / UC]

✓ Each room should all have a eraser board or chalk board, ensure lap top commuter can be used in them... Lastly, there needs to be an area where tutorial CD’s that are used to study physiology, and or cell biology can be utilized. These tools enhance student learning. Many students learn by more than 1 method. This area can be near the desk but more computers need this access with headsets, more than 1. I feel this area is lacking service. [Physician Assistant / UC]

Library Services & Staff -
Over one hundred undergraduate student respondents commented on library services and staff: Undergraduate student comments on library services and staff were preponderantly positive. This was especially so with regard to staff. Some 47 respondents commented positively on library staff and several mentioned particular staff. Nearly 67% of undergraduate students deemed staff and services as satisfactory or more than satisfactory.

A sampling of positive comments include the following:

- All the staff are friendly, helpful, and generally fun to be around! [Applied Exercise Science / UC]
- All library employees are very helpful, and are willing to take time from their day to help students. [Aquaculture / UC]
- I love the environment that the staff and faculty portray! [Athletic Training Education / UC]
- I think the library does an excellent job. They are extremely helpful and the atmosphere is exactly what I need to help me with my academics. [Athletic Training Education]
- Overall the library is pretty helpful. [Business / UC]
- The service at the library is good, but it would help if accessing the web on the library was easier; less steps or something. [Business / UC]
- The staff is knowledgeable and helpful. [Marine Science / UC]
- The library is staffed well. They are consistently pleasant and attentive when it is requested. The problem is the library itself. [Biological Sciences / UC]
- Helpful staff always. [Dental hygiene / WCC]
- Services have been great and “Bobby” knows what she is doing! [Dental Hygiene / WCC]
- Bobby Gray is always willing to help you out when you need her help online or on the databases & also looking for research topics. She is a great resource!! [Dental Hygiene / WCC]
- Bobby Gray does a WONDERFUL job thoroughly explaining how to research topics to a group, and even more so when you meet with her in person! Thank you!! [Dental Hygiene / WCC]
- I have not utilized the library and the workers, as much as I should, but every time I have been in there everyone has been very nice and helpful. I think as I progress in my field of study I will use the library a lot more for researching purposes. [Dental Hygiene / WCC]
- They are very considerate toward people who return books and late, and are quick to help me find specific works relevant to my studies. [Medical Sciences / UC]
✓ I love the university library, it helps helped me for all my classes and I don’t know what I would do without it. [Environmental Studies / UC]

✓ When assistance is need the individuals in the library are always willing to help. [Health Sciences / UC]

✓ The staff is very helpful and polite. The library just seems damp/dreary. [Medical Sciences / UC]

✓ Really great help from the librarians … soo friendly… never afraid to ask questions. [Medical Sciences / UC]

✓ The library’s service is excellent and does not need to be improved however it seems as though the books I am looking for are never there. [Health Sciences / UC]

✓ The librarian is always welcoming and willing to drop anything to come help me operate the search engines or locate information in our holdings. [Dental Hygiene / WCC]

✓ I appreciate the helpful people that work at the service desk. I am always given attention when I ask questions, and I can always rely on them for help when I am having trouble locating a resource. [Physical Therapy / UC]

✓ Pay raise for work-study students who wake up early and stay up late for library users. [Psychology & Social Relations / UC]

✓ Every time I go to the library it the staff is extremely helpful. Being a first year student, I have a lot of questions and I always get help that I benefit from. [Undecided / UC]

✓ My questions are always answered and the staff is very nice. [Dental Hygiene / WCC]

✓ Ms. Gray is so helpful. I appreciate the atmosphere of the library and all the staff. Thank you! [Dental Hygiene / WCC]

✓ Bobby Gray is very helpful and very animated. She has a lot of knowledge. [Dental Hygiene / WCC]

✓ Bobbi Gray is awesome; she is a huge help to me for my research papers. [Nursing / WCC]

✓ The staff is very helpful and kind. [Nursing / WCC]

✓ Services at the Library are wonderful, the staff is caring, patient, and helpful.[Dental Hygiene / WCC]

✓ Always helpful, even with stupid questions. [Medical Sciences / UC]

✓ I like the availability of resources from the other library!! [Occupational Therapy / UC]
The library associates are friendly, kind, and generous with their time. Most importantly, they're a great host and they're generous when one needs an energy boost (at the anterior counter in the library). [Biological Sciences / UC]

All staff-related questions were based on the desk workers the faculty has always been great. [Psychology / UC]

Any experience I have had in the library over the last 23 years has been pleasant. It has been an absolute haven of tranquility to pursue studies (during lunch breaks) for a 4-year degree course and then a Masters. For work-related research if no one could help me, they could always find me some contact who could or archives in Luxembourg. I have always found the staff to be nothing other than friendly and helpful. [Nursing / WCC]

The people who are full-time staff at the Westbrook College site are very helpful, professional, and really go out of their way to help. A great group of people!!!! [Nursing / WCC]

I am a commuter & am on the road for 4 hrs of the day coming & going, therefore I have not had much opportunity to partake in the library. However, I did take a tour & ask questions & felt the ambience & guidance would be satisfying. The staff was welcoming & more than helpful. It encouraged me, but I have no time. [Nursing / WCC]

Comments reflecting problem areas included the following:

- It’s a great place if you want to do research on your own, but I tend to use it at night when there’s little help from staff. [Medical Sciences / UC]

- Library needs to extend its hours later on weekdays, maybe 1am or 2am? [Psychobiology / UC]

- Longer checkout periods for seniors. [Political Science / UC]

- The staff is generally nice and tries to be helpful, but can rarely answer my questions, and I find that the resource helper does nothing but repeat lectures about how to use a search engine. The services are adequate, but could be improved in many ways. [Psychobiology / UC]

- It would be nice if the library was open at 7 not 8 because if you want to study quietly or look up something the morning before class it is not open. [Biological Sciences / UC]

- I never use the library. [Business / UC]

- I transferred from a small community college in Poughkeepsie NY; Duchess Community College. The tuition at that school was $1500 without financial aid a semester compared to the $9000 a semester I pay to go here including my financial aid. My genetics textbook had not come in from Amazon.com yet (I bought it online because it was $80 cheaper!) so I went to the library to do my genetics homework, assuming a copy of the textbook would be available for me to use in the library. I was astonished to find that the library does not carry up to date textbooks and doesn’t even carry the textbooks that are required for classes. The community school I transferred from did this. Every textbook used by teachers on campus was available to use in the library, but not to take
out of the library. I don’t see why UNE, which costs considerably more, can’t provide textbooks for students in the library. The most up to date genetic textbook I found (I asked the librarian for help) was vintage 1989. I’m no geneticist, but I imagine a few things have changed since then. I’d really appreciate if UNE could add the textbooks we are required to buy, to the library. It would also help with students who have trouble affording books. [Medical Sciences / UC]

✓ Always encounter problems with online help and librarians don’t always know answer. [Physician Assistant / UC]

✓ Service is good as it is, but if the student staff knew more about the libraries programs and facilities that would be great. [Applied Exercise Science / UC]

✓ There are definitely issues with the courtesy at the front desk. Very rude. [Dental Hygiene / WCC]

✓ Staff uniformed on library use; work-study staff unhelpful. [Political Science / UC]

✓ Your work-study people are the reason some of the scores I put on here are low. They are competent at checking out books but you ask them a question that and they have no idea how to answer you. [English / UC]

✓ Work-study staff unwilling to help. [Environmental Studies / UC]

✓ Employees should be a lot more pleasant. They’re rude, abrupt, and not readily willing to help! [Education / UC]

✓ There was one person who worked at the desk who was no help and was kind of rude. [Education / UC]

✓ Sometimes feel intimidated about asking questions of librarians. [Environmental Studies / UC]

✓ Need more hours...earlier on the week days, 7am would be best and earlier on the weekend... [Environmental Studies / UC]

✓ The work-study students, however, often do not want to be bothered to assist you if you need something and would rather focus on their homework when they are sitting at the desk. [Occupational Therapy / UC]

✓ People are rude, loud, and the acoustics doesn’t support a quiet atmosphere. The work-study students are not help and are discourteous. [English / UC]

✓ Help with finding things would be beneficial. Maybe a map of the library would help too, where certain things are... i.e. journals, etc. [Athletic Training Education / UC]

✓ It would be nice if the library were open later on weeknights and weekends. It is hard for me to study on the weekends in the residence halls since many students “party” and are loud...extended hours for those who take school more seriously and want to study would be nice. Weekday hours would be nice if they went till 1 instead of 12. [Applied Exercise Science]
✓ People at the front desk need to be more willing to help but no other complaints other than that! [Occupational Therapy / UC]

✓ There should be more education about how to utilize the many resources that we as students can use. Much of this information is new and foreign to those of us coming from smaller towns and high schools! [Occupational Therapy / UC]

✓ I do not like that you cannot get books through interlibrary loan that are "required texts" for that semester. It is a free system, and who is to say what students are taking the course or just interested in the information. [Environmental Studies / UC]

✓ Everything on reserve in pdf format. This makes reading and doing assignments much easier. When a lot of people try to use the printers, they clog and more problems occur. [Environmental Studies / UC]

✓ The library would be bettered if it could stay open even later and open up even earlier. There are many schools with 24/7 libraries. This would make resources easier, and library crowding may lessen. It would also be great if all items on reserve could be put into pdf. It is a real pain to photocopy or to stay in the library, when for many students; their bedroom is more conducive to work. [Environmental Studies / UC]

✓ I have never spoken to a library staff person except to ask them for a book on reserve. Usually the work-study students are hanging out at the front desk doing homework while the actual staff in nowhere to be seen. [History / UC]

✓ Whenever I walk into the Library, I am never greeted by anyone at the Main Desk. I don’t see why that has to be. I feel it would/could become a more inviting atmosphere if someone was to say hello to the users. Also, I have a favorite spot on the second floor of the library. It is located on the side opposite the water, against the wall, midway down. Whenever I am there, I somehow always manage to be continually disrupted by the floor underneath, which I assume to be an office of some kind. I attend that spot about 2 -3 times a week and I am always catching loud, inappropriate conversations the floor below. It really distracts me and makes me not want to attend the library at all. I know I could always move but it is the most perfect spot, besides the noise. Maybe the faculty of the library should remain more conscious of conversations and voice levels while in those particular areas. It is not efficient to others who are trying to get work accomplished. [Applied Exercise Science / UC]

✓ The librarians should be more available. I only see the work-study students when I am there and I don’t even know who the librarian is. [Marine Science / UC]

✓ I do not like the system you have for placing books on shelves. I prefer the Dewey Decimal system so I can actually find what I need. Why would you mix the fiction books with the non-fiction resources?! [Mathematics / UC]
Space: The Library as Place -

Undergraduate students respondents, like their graduate school counterparts, who commented on the library as place voiced a remarkable level of dissatisfaction.

The library as place is a problematic issue for undergraduate students, as it is for other user-groups. Ninety-one undergraduate respondents, representing 14 academic disciplines, offered 100 discrete comments regarding the library as place. Over 71% of the undergraduates commenting on space identified the UC library as their branch. These same students made all but four of these negative comments. Overall, nearly 76% percent of respondents found the library as place, in some way, wanting. We can say, therefore, that over 94% of the undergraduate student comments noting dissatisfaction with the library as place were speaking of the UC library.

Amongst the WCC students, the few space-related problems that were noted referenced the need for quiet study space, group study space, and the perceived monopolization of study space by ‘community people.’ A desire for comfortable furniture was also expressed. Others at the WCC library spoke with satisfaction about the atmosphere and study areas. In all, eight undergraduate students commented on the WCC library space. These included four nursing students and four dental hygiene students.

Twenty-one undergraduates, who identified the UC as their branch library, made positive comments about it. Thirteen of these positive comments spoke in general terms of the “ambience,” “environment,” or “atmosphere.” Nine thought it a “good” place to study. Two called it “comfortable” or “relaxing,” and two referenced “quiet” as a positive attribute. Of these 21 respondents only three were male.

The most frequently cited problems were lack of space in general and inadequate individual and group study places in particular. Noise levels, crowding and other unwelcome distractions were also cited. The need for more seating and more comfortable and appealing furniture was frequently requested. Problems with climate control were noted and several students cited poor lighting.
Twenty-five students complained of unwelcome noise in the UC library. Conversations, construction, poor acoustics, and loud and rude people (some with cell phones) were mentioned and five students suggested “soundproofing” as a remedy to the unacceptable noise levels.

Speaking of the environment in general, one undergraduate characterized it with comments such “dark,” “dank,” and “dreary,” another noted the “dark atmosphere.” Yet another student underscored concerns regarding the overall facility, stating that the “problem is the library itself.” Another undergraduate student added that the “library” is “one of UNE’s greatest weaknesses.” The current construction was dismissed by another student who explicitly declared that the “library addition is useless and inconvenient.”

Several other comments speaking to the UC library facility in general offered pointed criticisms and suggestions. These included the observation that the “central stairway [is often] blocked,” “that a “healthy study environment should be [a] top priority,” there is a need to “expand [the] library,” that existing rooms are “too small” and that there is a need for “more rooms,” and a “café” within the library was requested, as was a better “water fountain.”

Aesthetically, several undergraduate students found the UC library undesirable. The “color schemes [are] depressing,” noted one student who went on to recommend a space like the “7th floor at the [University of Southern Maine].” A need to “modernize” was noted, another student called for a “makeover.” Writing that the UC Library is “not inviting,” one student suggested that the Library “add color, [to] brighten” the environment and add “student art work.” Another called for better “windows.” One student said she was “looking forward to renovations,” while another undergraduate maintained that “WCC [was] more inviting.” “Building priorities,” commented one student, should focus on creating a “good learning environment for undergrads and grads.” A few students requested better “signage” and “organization.”

Eighteen undergraduate students requested better, more plentiful and more comfortable furniture including chairs couches desks and carrels.

Several students commented on climate control, sensing that the UC Library is “too cold” or “very cold.” Several students requested better lighting, including natural light.
The need for better individual and group spaces within the UC Library was a major theme amongst undergraduate respondents. This included many requests for more, and better equipped and furnished, spaces for group study. These requests and suggestions specified a desire for functional and “soundproof” group study spaces that are equipped with integrated technology. Likewise, a need for quiet, comfortable and technologically equipped study spaces and comfortable and appealing individual reading spaces was in high demand amongst these respondents.

The problem of overcrowding and the issue of better traffic flow within the UC library were related to the need for more and better space. If the graduate students found the undergraduate use of the UC library to be problematic, there was a reciprocal concern expressed by the undergraduates about the monopolization, “hogging” as one undergrad put it, of sources, spaces and services by the graduate students.

Many students sited noise levels as a paramount issue. The UC library is simply too noisy for most of these undergraduate respondents who commented on the question of “library as place.”

**Some representative space comments on the WCC library included the following:**

- The library on the Westbrook Campus is amazing. The privacy of a locked room to study in a group or individually is so important. The staff is very helpful and kind. The resources and information is all at your fingertips. The atmosphere is also an advantage to this library. [Nursing / WCC]

- Our library has great quiet places to study. [Dental Hygiene / WCC]

- Any experience I have had in the library over the last 23 years has been pleasant. It has been an absolute haven of tranquility to pursue studies (during lunch breaks) for a 4-year degree course and then a Masters. For work related research if no one could help me they could always find me some contact who could or archives in Luxembourg. I have always found the staff to be nothing other than friendly and helpful. [Nursing / WCC]

- I appreciate the atmosphere of the library and all the staff. Thank you! [Dental Hygiene / WCC]

- Need more rooms for group study … and more comfortable furniture. [Dental Hygiene WCC]

- I think the study areas need an update. [Dental Hygiene / WCC]
The quiet study spaces are too few and far between. Study rooms are too often taken up by a single person who could easily use a single desk and allow groups to do their projects without disturbing the quiet. Also the community people tend to monopolize the study rooms for great lengths of time as well. [Nursing / WCC]

It is sometimes difficult to find a quiet space - either all the rooms are taken - and the open (single) desks are in a high-flow part of the library where you can hear everything in the lobby below. [Nursing / WCC]

And, on the UC library included the following:

- I look forward to next year, after all of the renovations! [Marine Science / UC]
- The library is a place that I can go to get work done efficiently. [Medical Sciences / UC]
- I’m in the library daily and I absolutely love it there. [Medical Sciences / UC]
- I enjoy the study rooms and space. [Occupational Therapy / UC]
- Over all I enjoy going to the library because I know it is a quiet space to work, and have available resources. [Occupational Therapy / UC]
- Nice working environment where I can always get both individual work and group work accomplished. [Physician Assistant / UC]
- I like how the library has an entire floor devoted to a quiet study area. I also like how there are computers around every corner, and a help desk is great too. [Physician Assistant / UC]
- I enjoy going there and the friendly environment. [Health Sciences / UC]
- I love the environment that the staff and faculty portray! [Athletic Training Education / UC]
- I find the library a great place to study and to look up resources. [Psychobiology / UC]
- I think the library does an excellent job. They are extremely helpful and the atmosphere is exactly what I need to help me with my academics. [Athletic Training Education / UC]
- Very good and it gives me a nice place to study away from dorms. [Biological Sciences / UC]
- When it comes to looking for a quiet place to study the library is very dependable. [Undecided / UC]
- I like the library as it is right now. No need to expand. [Environmental Studies / UC]
- I know if I need a place to go study, I can always count on getting a silent place at the library since it’s hard to study in the lounges provided in our dorms sometimes. Also, for lab reports, the Library’ website for journal sources, etc is really great. [Medical Sciences / UC]
The library overall is a great place. I wish there were more study rooms and the study rooms were sound proof; when groups are in the room, they tend to talk loudly because the door is shut, but noise still travels, especially with the quiet people outside the rooms. Also, it would be nice if the library were open later on weeknights and weekends. It is hard for me to study on the weekends in the residence halls since many students “party” and are loud...extended hours for those who take school more seriously and want to study would be nice. [Applied Exercise Science / UC]

For the most part I am more than satisfied by the services at the library, but I think it could use more space. [Biological Sciences / UC]

It works but it’d be nice if there were a little bit more space for someone who needs to study and doesn’t want to just sit at a computer table or a desk. [Pre-Pharmacy / UC]

The library is a nice atmosphere, sometimes I feel intimidated by the librarians to ask questions. [Environmental Sciences / UC]

Like the second floor study area- offers a much different environment than down stairs. [Psychobiology / UC]

I really like the areas upstairs for studying and the magazines that are available because it has a really relax atmosphere. Sometimes I go there in between classes just because it is relaxing. At home I go to the library all the time and it’s easy for me to navigate, but I still have problems with the library here. [Psychobiology / UC]

The library is a great place to go and study where it is quiet (besides when there is construction, which I know cannot be helped). I like to use the study rooms because they are private and quiet. My only complaint is that they are often cold, especially in the winter. [Biological Sciences / UC]

The library is very comfortable, yet isn’t inviting in many ways because of the dark atmosphere. If it is possible, it would be great to add color and brighten it up, maybe artwork from students or something else. [Education / UC]

It’s a great place if you want to do research on your own, but I tend to use it at night when there’s little help from staff. Also, I’d like if there were more places where groups could work/study together without feeling like they were being too loud by talking to one another. [Medical Sciences / UC]

There is nothing specifically wrong with the library, but there are so many things that could be improved, the seating is uncomfortable, it gets really cold near the windows at night, the printers are very often overflowing with projects, there isn’t enough quiet space, there are no good places for group projects, and the building badly needs a water fountain. [Psychology / UC]

Library needs more quiet study areas as well as group work areas. [Physician Assistant / UC]

The library needs more carrels for personal study. [Pre-Pharmacy / UC]
✓ It would be nice if the study environment were improved to have more comfortable space. [Biological Sciences / UC]

✓ Updates and more modern space/furniture/study space could probably be made. [Medical Sciences / UC]

✓ Also, I have a favorite spot on the second floor of the library. It is located on the side opposite the water, against the wall, midway down. Whenever I am there, I somehow always manage to be continually disrupted by the floor underneath, which I assume to be an office of some kind. I attend that spot about 2 -3 times a week and I am always catching loud, inappropriate conversations the floor below. It really distracts me and makes me not want to attend the library at all. I know I could always move but it is the most perfect spot, besides the noise. Maybe the faculty of the library should remain more conscious of conversations and voice levels while in those particular areas. It is not efficient to others who are trying to get work accomplished. [Applied Exercise Science / UC]

✓ Too many people do group work all over the library. You cannot have quiet individual study time next to a group. There is a separate computer lab in Decary for group work. Those computers should be reserved for people working alone and all group work should be restricted to one area of the building, otherwise people who want to do individual work will not be disturbed. [Psychology / UC]

✓ More group study space. The rooms downstairs fill up really fast during finals week. [Environmental Studies / UC]

✓ I wish there were more group study rooms, and the ones that are there (especially downstairs) were more soundproof. [Biological Sciences / UC]

✓ The library is usually a bit noisy and it makes it difficult to study if you are looking for a quiet reading area. [Business / UC]

✓ Also, sometimes it can get loud in the computer area of the library. I wouldn’t mind it if the talk had to do with work, but most often it does not. It can be extremely distracting. Now, I do realize these aren’t the easiest complaints to be addressed, but I figured I’d voice them anyway. [English / UC]

✓ The library needs to be modernized with way more palpable resources. [Health Sciences / UC]

✓ There is a desperate need on this campus for study rooms... Alford’s rooms always full and there are only 4 in the library... so if there are more than 10 study groups with commuter students& we are left holding the stick. What up with the heat in the downstairs study rooms? It’s always freezing down there. [Psychology / UC]

✓ I just think the overall atmosphere of the library could be improved. More lighting would be very helpful, or better seating upstairs to make it more comfortable to do work in a quiet atmosphere. [Psychology / UC]
✓ The library just seems damp/dreary. There are not enough study rooms and quiet areas. The color schemes are depressing. More natural light/light. More comfy couches/chairs and more brightness would be excellent. The air seems really stuffy. [Medical Sciences / UC]

✓ The problem is the library itself. It is awful for study, the books are outdated, there is little sound proofing in the study rooms, and it is in general the most uncomfortable place to attempt long hours in. I have never seen such a poor selection or space on any other college campus. As a transfer student, I was woefully disappointed to lose a resource such as the library at my other school. The library is one of UNE’s greatest weaknesses. [Biological Sciences / UC]

✓ It would be nice to have more comfortable secluded seating for reading. [Education / UC]

✓ The study spaces downstairs are nice, but kind of sketchy. You don’t what kind of things some students could do down there. [History / UC]

✓ There is so little seating that I went in earlier today and had to leave because there was only one chair open, and there was no electrical plug for my computer. [English / UC]

✓ I feel that a lot of time you go into the library and there in no where to sit. Most of the computers are taken and all the study desks. That makes it very difficult to find a place to do work, where there isn’t any space left in the library. [Marine Science / UC]

✓ It is just a bit too small for the growing number of students on campus. More rooms and more comfortable study areas would be great. [Marine Science / UC]

✓ An area for group projects would be one of the best improvements. The library has mostly silent study areas, but this makes it harder for group projects. The only group areas are the rooms downstairs, but those fill up very quickly on many nights and are booked for all of finals week. Fixing all the issues with the printers would help students greatly. [Environmental Studies / UC]

✓ Study room, medical students [monopolize] study space, acoustics, loud, rude people. [English / UC]

✓ The study rooms in the basement are handy, but they need to be more soundproof, you can’t do group work or organize a presentation while whispering. Many of the journals that I want when searching are not available online. The library addition is useless and inconvenient. The central staircase is blocked and the noise hardly provides a good study environment. [Biological Sciences / UC]

✓ My biggest “issue” with the library is the lack of study space available for groups or even individual students on a fairly regular basis do to "overcrowding." [Biological Sciences / UC]

✓ It is sometimes difficult to find space to work on group projects. [Applied Exercise Science / UC]

✓ Desperately need more space for individual and group study. They are constantly full! [Applied Exercise Science / UC]
✓ It would be nice to have more space though, especially comfortable locations for individual studying. [Applied Exercise Science / UC]

✓ The library overall is a great place. I wish there were more study rooms and the study rooms were sound proof, when groups are in the room, they tend to talk loudly because the door is shut, but noise still travels, especially with the quiet people outside the rooms. Also, it would be nice if the library were open later on weeknights and weekends. It is hard for me to study on the weekends in the residence halls since many students “party” and are loud...extended hours for those who take school more seriously and want to study would be nice. [Applied Exercise Science / UC]

✓ Developing more individual rooms or an all study area floor would be nice to see. The mix of putting study areas in high traffic areas where books/journals/etc is distracting. More electronics such as computers would be nice to see. [Applied Exercise Science / UC]

✓ The most important things that I feel are needed to update the library are group/team study space areas. There are not enough rooms. Each room should have an eraser board or chalkboard, ensure lap top commuter can be used in them. Some individual study space areas need to have lighting that is appropriate for long-term reading/ and for mature eyes. Most single quiet study areas lack good lighting. Lastly, there needs to be an area where tutorial CD’s that are used to study physiology, and or cell biology can be utilized. These tools enhance student learning. Many students learn by more than 1 method. This area can be near the desk but more computers need this access with headsets, more than I feel this area is lacking service. [Physician Assistant / UC]

✓ More study rooms for group work. [Athletic Training Education / UC]

✓ It would be great if there were more quiet locations to study. [Marine Science / UC]

✓ The only thing I would advise to have in the library is a place to be able to converse without being worried about the silence rule! [Social Work / UC]

✓ Healthy study environment should be top priority. [Marine Sciences / UC]

✓ It would be really nice to create more room when groups need to study together. The four study rooms are simply not enough. [Physician Assistant / UC]

✓ More private study rooms would be appreciated. [Physician Assistant / UC]

✓ It would be great to get more study rooms for groups. [Medical Sciences / UC]

✓ Need more space for paired or small group work. Also need a way of keeping those groups from being too loud. [Marine Science / UC]

✓ I wish that the University would consider expanding the library and making quieter study spaces for increased concentration, like the 7th floor of the University of Southern Maine Portland campus’ library. I find it very difficult to read/study hard material when people are constantly shuffling putting books away, cell phones going off, and people have their own conversations. The construction outside vibrating into the library doesn’t help either. [Health Sciences / UC]
✓ It needs to be bigger and more inviting. There should also be more areas for group study and activity. [Physician Assistant / UC]

✓ More room would be needed, often find the library very crowded, and difficult to study with some people talking. More group study rooms to get groups into rooms studying. Single individuals shouldn’t be allowed to use a study room just for themselves it takes away from others. [Health Sciences / UC]

✓ Soundproof study rooms! [Medical Sciences / UC]

✓ Needs space mostly. [Medical Sciences / UC]

✓ It gets very cold!! [Athletic Training Education / UC]

✓ Need more quiet study spaces. Also more group study rooms. It tends to get very crowded at times making it hard to find a quiet place to study. [Medical Sciences / UC]

✓ The library is in need of a makeover. It’s not very inviting or comfortable. Hopefully the new addition will help. [Medical Sciences / UC]

✓ The library really needs an update. There needs to be more space for group interactions that does not interrupt others studying. The library needs to be redone to appeal more inviting not so dark and dank. [Biological Sciences / UC]

✓ I am very disappointed with the current construction going on for the benefit, of a beautiful view for the President’s Office and a cyber cafe with a tiny extension of the main floor of the library. This isn’t what the school needs as they are building new resident halls and classrooms, they need to provide adequate space for undergraduate and graduate students to study and have a place to go. I have been very unsatisfied with the lack of space in the library for students to study or do work in a quiet environment. There is hardly ever any open cubicles, and the four study rooms are always rented out by the graduate students daily. As I have watched this university grow through the past 4 years, I am excited to see how it will be in the future, but I believe they need to reevaluate where they are spending the money, as it should be the universities first priority to provide a good learning environment for their students undergraduate and graduate alike. [Medical Sciences / UC]

✓ I feel there should be more private room space that can be used for studying and research. Some sort of cafe would also be nice for the student’s comfort. [Medical Sciences / UC]

✓ During finals week, there are not enough study rooms since our undergraduate population is growing. [Health Sciences / UC]

✓ We need more light and comfortable furniture in the UC library...it is not a very inviting place to study and the study rooms have no windows generally...the Westbrook campus setup is much more inviting to study. [Medical Sciences / UC]
It would be nice to have more comfortable seating, like a couch. The lighting for the most part is poor. It needs to be much brighter. It would be nice to have more private study rooms. Often there are none available when it comes toward exam time. Soundproof rooms would be great. So that if there are a few students going over a project, they aren’t disturbing others. Overall I believe this is the friendliest library I’ve been to. The staff is usually as helpful as they are able to be. Both of these are critical to setting up the right environment that is conducive to studying. [Medical Sciences / UC]

I find it very difficult to study in the library, as there are few tables available to study at and do not feel comfortable studying in the carrels upstairs. Frequently, there are no study rooms available which is a challenge if you are doing group work. The library is a small space and doesn’t seem conducive to studying for me. However, the library is the most quiet library I have spent time in and has good staff that works there. [Occupational Therapy / UC]

I think more comfortable rooms for group study would be appreciated. [Pre-Pharmacy / UC]

It would be nice if there were more comfortable chairs or couches. [Psychology / UC]

Please improve seating. Need more comfortable sofa/armchair arrangements. Also a Quiet place to study with wo/snacks, coffee, water. I often go to my car for a quiet place to study. For the amount of money I pay to attend this school, I would think that I should not have to retreat to my car because the library is substandard! Also, I often use the WCC library and it is significantly better. And: the pullout keyboard trays at all the stations are the cheapest, crooked-est, crap I have seen. [Physician Assistant / UC]

Uncomfortable furniture makes it hard to study. [Health Sciences / UC]

Maybe a map of the library would help too, where certain things are... i.e. journals, etc. [Athletic Training Education / UC]

It would be great if there were posted directions throughout the library to help students find what they are looking for. The organization is very confusing. [Marine Science / UC]

Safety -

No undergraduate student respondents cited safety as an issue; although one student expressed uncertainty about their level of comfort in the library by referring to the rooms on the basement floor of the UC library as “sketchy.”

The Survey -

Six of the seven undergraduate student respondents who commented on the survey itself took issue with its length, structure and content; one expressed appreciation to the staff for conducting the survey.
Thanks for this survey. [Education / UC]

The survey was a little tedious. [Environmental Studies / UC]

This survey was way too long. [Environmental Studies / UC]

Sorry, I did not fill out the actual survey. It is much too long. [Environmental Studies / UC]

I stopped taking survey seriously after question 15. [Environmental Studies / UC]

The survey is long.. [Marine Science / UC]

This is a ridiculous survey. Try to use a more friendly and less long setup for next year like survey monkey etc. Students know how to use those. [Medical Sciences / UC]

V. Staff & Library Staff Comments Summary

Of the 74 staff members, 14 of whom were Library staff, who completed the LIBQUAL+® Survey, 24, or 32.4%, submitted information using the comments section of the survey. Although the rate of Library staff participation in the survey was higher than any other user group at 93.3%, all other staff participation was the lowest of any user group, at only 13%. Nine staff respondents identified an academic discipline affiliation: Biological Sciences (3); Education (2); Public Health (2), History (1); and, Occupational Therapy (1).

Over 63% of the staff comments came from female staff. Two-thirds identified with the UC library. Staff ages were distributed across four of the five survey age groups but 75% fell into one of two age ranges: ‘31-45’ or ‘46-65.’

The content of the staff comments addressed the following categorical issues: materials and resources in general, databases and journals, technology, library services including staff, space, the survey itself, and other concerns. Again, with this user group, the total comments exceed the number of respondents because some respondents commented one more than one substantive issue.

Materials & Resources In General -

Four staff respondents commented on materials and resources in general. All four comments noted unsatisfactory aspects of materials and resources currently available at UNE Libraries.
✓ I wish the library would purchase more books. [L/Staff / WCC]

✓ UNE should invest in some archive personnel on both campuses, as historical materials are being lost, or can’t be found now - esp. St. Francis/UNE information and photos. Bobby Gray does a good job with limited resources on WCC .. [Staff / WCC]

✓ Top shelf employees restricted by the physical environment and resources available. [Staff / UC]

✓ I see electronic access to the Library as a growing aspect of learning and distance-learning opportunities are necessary for the growth of the University. I think we are growing and will need to continue to grow in this area. [Staff / WCC]

Databases, Journals & Website -

Seven staff respondents commented on issues related to databases, journals and the library website. All eight comments noted unsatisfactory features in this area.

✓ Change login procedure for off campus access to choice of PRN *or* barcode. [L/Staff / UC]

✓ Need more scientific journal subscriptions!!!!! [Staff (Biological Sciences) / UC]

✓ I can never get the on-line journal articles that I need! [Staff (Biological Sciences) / UC]

✓ I am still amazed at the limited amount of journal articles that are available online, but finding up to date and free journal articles is still limited. [Staff (Biological Sciences) / UC]

✓ I have reported failures/challenges in web page functions that have not been acknowledged or corrected. [Staff (Education) / UC]

✓ I have been much less satisfied with the online services since changing the way the databases are set up (this Fall?). I find it much harder to find the information I am looking for. [Staff (Occupational Therapy) / Staff]

✓ As an employee who decided to take courses on the campus, I had a hard time logging online with my UNE ID. [Staff (Public Health / UC]

Technology -

Three respondents who commented on library technology suggested additions or upgrades to the library in this area.

✓ Also a bigger computer lab within the library itself would be very helpful. [L/Staff / UC]

✓ Purchase Millennium E-Reserve package. Pay for printing managed by ITS, self-checkout machine. [L/Staff / UC]
A self-checkout machine would be an excellent investment as well-- a university library must utilize technology to streamline the basic circulation functions so that the staff can concentrate their energies on helping library users have an optimal research experience. [Staff / UC]

Library Services & Staff -

Staff comments on library services and staff were mostly positive. Eleven of fourteen percent of the comments indicated that services and staff were more than satisfactory.

- Everyone at the library is very helpful and supportive. [Staff / UC]
- I thoroughly appreciate the hours and service given me at this library. [Staff (Education / UC]
- I am very pleased and satisfied with the University campus library. [Staff (History) / UC]
- To be fair - I don’t use the library much - not being a researcher, faculty or student. When I’ve used it, the staff have always been very friendly, cooperative, etc.. Bobby Gray does a good job with limited resources on WCC and is very pleasant/customer friendly. [Staff / WCC]
- The staff at the library is always gracious, helpful and attentive. [Staff / WCC]
- I like having a library at my place of work especially when it comes to inter-library loans with other libraries in the state. [Staff / WCC]
- Library Staff very courteous and helpful. [Staff / WCC]
- Very caring staff that are always willing to help. [Staff / UC]
- In the past the library was a wonderful place to get what I needed. Since coming back, my job does not require me to use the library. [Staff / No Branch]
- The best people anywhere - always willing to help. [Staff (Public Health) / UC]

Some of the expressed concerns included the following:

- UNE should invest in some archive personnel on both campuses, as historical materials are being lost, or can’t be found now - esp. St. Francis/UNE info. and photos. [Staff / WCC]
- I am still amazed at the limited amount of journal articles that are available online. Everyone at the library is very helpful and supportive, but finding up to date and free journal articles is still limited. [Staff (Biological Sciences) / UC]
- I have reported failures/challenges in web page functions that have not been acknowledged or corrected. [Staff (Education) / UC]
I think that the public service librarians on the University Campus should be more of a visible presence in the library. A visible, engaged public service librarian in a public location inspires confidence in users who might prefer not to have to deal with student workers at the front desk. Obviously the Westbrook Campus has done a very good job in this department, but on the Biddeford campus, the librarians’ outreach programs (teaching the occasional class) are insufficient in bolstering confidence in the library’s services. [Staff / UC]

Space: The Library as Place -

Of the five respondents who commented on the library as place, four found it unsatisfactory, and one thought it more than satisfactory.

- I wish the library would purchase more books and add more comfortable and attractive workspaces for individuals and groups. [L/Staff / WCC]

- I would love to see more individual and group study space in the library on the university campus. Also a bigger computer lab within the library itself would be very helpful. [L/Staff / UC]

- Needs more space - expansion is necessary as university grows. [L/Staff / UC]

- Top shelf employees restricted by the physical environment and resources available. [Staff / UC]

- Excellent atmosphere. [Staff / WCC]

The Survey Itself -

The two respondents who commented on the survey itself noted the following…

- Looking forward to the results to help us provide better services! Awesome job, Cadence & Chris! [L/Staff / UC]

- I did not see the N/A. At first I did not answer those questions that were n/a to me but when it was sent back to me, I answered the last columns as “5” so that column is not really a true score. [Staff / WCC]

Other -

One respondent added the following comment:

- Incentive program for work-study students (15 cent raise per term?). Network photocopiers so they can serve as scanners.. More trips to conferences in warm, sunny locales for bozo hourly
VI. Conclusion

The LibQUAL+® Survey includes a comment box designed to solicit qualitative evaluations on library services. The comment box affords users the opportunity to address aspects of library. The information they provided is revealing and informative. The feedback freely given, in this way, complements nicely the quantitative section of the survey.

The tables below attempt to quantify this qualitative feedback by looking at the comments made by each of the four user groups and by the survey respondents collectively. Demographic characteristics, including age, gender, academic discipline or department, library campus (UC or WCC) are looked at in relation to each other, and in relation to the issues commented upon in categorical terms. And Table VI, below, measures the ratings given seven distinct types of comments on a three-point scale: ‘more than satisfactory,’ ‘satisfactory,’ and ‘unsatisfactory.’

We are well pleased by the willingness of our survey community to offer their perceptions of the UNE Library, its services and staff. The comments were thoughtful and often given with a level of detail that is most helpful in understanding the issue taken up here. It is clear that the respondent who included qualitative comments in addition to taking the survey itself, care about their libraries and have thought about the ways in which better serve its patrons.

Of the 1,021 surveys completed, 380 respondents used the “comments box” section of the survey to make qualitative statements in their own words. (Table1).

<table>
<thead>
<tr>
<th>TABLE 1: COMMENT RESPONDENTS BY USER GROUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Groups</td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td>Faculty</td>
</tr>
<tr>
<td>Graduate Students</td>
</tr>
<tr>
<td>Staff</td>
</tr>
<tr>
<td>Undergraduate Students</td>
</tr>
<tr>
<td>Totals</td>
</tr>
</tbody>
</table>
Overall, 37.22% of survey takers used the comments box. Some of the respondents made observations that could not be reduced to a single issue. More than half of the faculty, and nearly half of the graduate students who took the survey offered qualitative comments as well. Nearly a third of the undergraduates, who constituted the single largest user-group of survey respondents, did the same. Many respondents offered detailed responses that could not be reduced to a single discrete issue. The 380 individuals who used the comments box made 604 separate comments, averaging about 1.59 comments per respondent. We can say, therefore that the 1,021 surveys completed produced 604 distinct comments. The quantity and quality of comments received is significant and gratifying to see.
Table 2, above, shows that undergraduate students were the single largest contributors, with 186 comments. Followed by graduate students, faculty and staff. Undergraduates made about 49% of all comments, and over 79% of all comments came from students.

Osteopathic Medicine produced 54 comments, more than any other academic department. Medicine and the allied health sciences accounted for 213, or 56%, of all comments. And thirty-two departments or academic disciplines were represented in comments received.
The distribution of comments by academic department or discipline is given below.

In Table 3a we look at comments by gender and user-group. Fully, 73.16% of comment respondents were female. This proportion falls in the middle of gender distribution for the four groups, with a low of 66.67% female amongst graduate students to a high of 77.96% amongst undergraduate students.

Overall, there were 102 male comment respondents and 278 female comment respondents. In this measure, the single largest subgroup is the group of 145 female undergraduates who comprised over 38% of the entire comment respondent population.

### TABLE 3a: COMMENTS BY GENDER & USER GROUP

<table>
<thead>
<tr>
<th>User Groups</th>
<th>MALE</th>
<th>% MALE</th>
<th>FEMALE</th>
<th>% FEMALE</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>16</td>
<td>28.57%</td>
<td>40</td>
<td>71.43%</td>
<td>56</td>
</tr>
<tr>
<td>Graduate Students</td>
<td>38</td>
<td>32.48%</td>
<td>79</td>
<td>67.52%</td>
<td>117</td>
</tr>
<tr>
<td>Staff</td>
<td>7</td>
<td>33.33%</td>
<td>14</td>
<td>66.67%</td>
<td>21</td>
</tr>
<tr>
<td>Undergraduate Students</td>
<td>41</td>
<td>22.04%</td>
<td>145</td>
<td>77.96%</td>
<td>186</td>
</tr>
<tr>
<td>Totals</td>
<td>102</td>
<td>26.84%</td>
<td>278</td>
<td>73.16%</td>
<td>380</td>
</tr>
</tbody>
</table>

In table 3b we may note that 83.15% of respondents identified with the WCC library are female, while a strong female majority, 69.75%, constitute the UC respondents.

### TABLE 3b: COMMENTS BY GENDER & BRANCH

<table>
<thead>
<tr>
<th>UNE LIBRARY BRANCH</th>
<th>MALE</th>
<th>% MALE</th>
<th>FEMALE</th>
<th>% FEMALE</th>
<th>TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>UC LIBRARY</td>
<td>85</td>
<td>30.25%</td>
<td>196</td>
<td>69.75%</td>
<td>281</td>
</tr>
<tr>
<td>WCC LIBRARY</td>
<td>15</td>
<td>16.85%</td>
<td>74</td>
<td>83.15%</td>
<td>89</td>
</tr>
<tr>
<td>DISTANCE EDUCATION</td>
<td>1</td>
<td>20.00%</td>
<td>4</td>
<td>80.00%</td>
<td>5</td>
</tr>
<tr>
<td>NONE</td>
<td>1</td>
<td>20.00%</td>
<td>4</td>
<td>80.00%</td>
<td>5</td>
</tr>
<tr>
<td>TOTALS</td>
<td>102</td>
<td>26.84%</td>
<td>278</td>
<td>73.16%</td>
<td>380</td>
</tr>
</tbody>
</table>

In table 4 we look at comments by library branch and user group. In the last column to the right in table 4 we note that 73.95% of the respondents and 23.42% of the respondents identified with the UC and the WCC library respectively.

The table also reveals that graduate student respondents comprised 27.05% of the UC library respondents and 40.05% of the WCC library respondents. And we
TABLE 4: COMMENTS BY BRANCH & USER GROUP

<table>
<thead>
<tr>
<th>LIBRARY BRANCH</th>
<th>FACULTY</th>
<th>% FACULTY</th>
<th>GRADUATES</th>
<th>% GRADUATES</th>
<th>STAFF</th>
<th>% STAFF</th>
<th>U_GRADUATES</th>
<th>% U_GRADUATES</th>
<th>TOTALS</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>UC LIBRARY</td>
<td>34</td>
<td>12.10%</td>
<td>76</td>
<td>27.05%</td>
<td>12</td>
<td>4.27%</td>
<td>161</td>
<td>57.30%</td>
<td>281</td>
<td>73.95%</td>
</tr>
<tr>
<td>WCC LIBRARY</td>
<td>21</td>
<td>23.60%</td>
<td>36</td>
<td>40.45%</td>
<td>7</td>
<td>7.87%</td>
<td>23</td>
<td>25.84%</td>
<td>89</td>
<td>23.42%</td>
</tr>
<tr>
<td>DISTANCE EDUCATION</td>
<td>0</td>
<td>0.00%</td>
<td>5</td>
<td>100.00%</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>5</td>
<td>1.32%</td>
</tr>
<tr>
<td>NONE</td>
<td>1</td>
<td>20.00%</td>
<td>0</td>
<td>0.00%</td>
<td>2</td>
<td>40.00%</td>
<td>2</td>
<td>40.00%</td>
<td>5</td>
<td>1.32%</td>
</tr>
<tr>
<td>Totals</td>
<td>56</td>
<td>14.74%</td>
<td>117</td>
<td>30.79%</td>
<td>21</td>
<td>5.53%</td>
<td>186</td>
<td>48.95%</td>
<td>380</td>
<td>100.00%</td>
</tr>
</tbody>
</table>

In table 5a we measure comments by age group and user-group. Here it is recorded that the undergraduate respondents conform to a traditional undergraduate population with regard to their age group. Fully 83.87% of the undergraduate survey comment respondents fall within the 18-22 year old age group. Most of the graduate students, 104 of 117, fall into two age groups: 57.26% are ages 23-30 and another 31.62% are ages 31-45.

Overall, 41.84% of respondents are 18-22 years old; 22.63 are 23-30; 19.21% are 31-45; 14.73% are 46-65; and, 1.57% are over 65.

Table 5a: Comments by Age-Group & User Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>18-22</th>
<th>23-30</th>
<th>31-45</th>
<th>46-65</th>
<th>Over 65</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>0</td>
<td>2</td>
<td>17</td>
<td>34</td>
<td>3</td>
<td>56</td>
</tr>
<tr>
<td>Graduates</td>
<td>3</td>
<td>67</td>
<td>37</td>
<td>9</td>
<td>1</td>
<td>117</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>4</td>
<td>7</td>
<td>8</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>Undergraduates</td>
<td>156</td>
<td>13</td>
<td>12</td>
<td>5</td>
<td>0</td>
<td>186</td>
</tr>
<tr>
<td>Totals</td>
<td>159</td>
<td>86</td>
<td>73</td>
<td>56</td>
<td>6</td>
<td>380</td>
</tr>
</tbody>
</table>

In table 5b we measure comments by age group and library campus location. We see that 51.42% of the UC library comment respondents were ages 18-22; 23.21% were ages 23-30; 13.21% were ages 31-45, and 11.07% were between 46 and 65; the remaining fraction were over 65.

Amongst WCC respondents the age distribution was more even. Some 15.55% were 18-20; 18.88% were 23-30; 35.55% were 32-45; and 27.77% were 46-65, with the remaining fraction over 65 years of age.
Table 5b: Comments by Age-Group & Library Campus Location

<table>
<thead>
<tr>
<th>Age Group</th>
<th>18-22</th>
<th>23-30</th>
<th>31-45</th>
<th>46-65</th>
<th>Over 65</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>UC Library</td>
<td>144</td>
<td>65</td>
<td>37</td>
<td>31</td>
<td>3</td>
<td>280</td>
</tr>
<tr>
<td>WCC Library</td>
<td>14</td>
<td>17</td>
<td>32</td>
<td>25</td>
<td>2</td>
<td>90</td>
</tr>
<tr>
<td>Distance</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>5</td>
</tr>
<tr>
<td>None</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Totals</td>
<td>158</td>
<td>83</td>
<td>241</td>
<td>58</td>
<td>6</td>
<td>380</td>
</tr>
</tbody>
</table>

In table 5c we check the relationship between age group and gender. We note that 44.76% of the female respondents were ages 18-22 and that 150 of the remaining female respondents are somewhat evenly distributed across the next three age groups: 20.21% being 23-30; 19.13% being 31-45; and 14.44% being 46-65.

The male respondents are more evenly distributed across all the age groups. 33.98% ages 18-22; 28.15% ages 23-30, 20.38% ages 31-45, and 15.53% ages 46-65.

Table 5c: Comments by Age-Group & Gender

<table>
<thead>
<tr>
<th>Age Group</th>
<th>18-22</th>
<th>23-30</th>
<th>31-45</th>
<th>46-65</th>
<th>Over 65</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>124</td>
<td>56</td>
<td>53</td>
<td>40</td>
<td>4</td>
<td>277</td>
</tr>
<tr>
<td>Male</td>
<td>35</td>
<td>29</td>
<td>21</td>
<td>16</td>
<td>2</td>
<td>103</td>
</tr>
<tr>
<td>Totals</td>
<td>159</td>
<td>85</td>
<td>244</td>
<td>56</td>
<td>6</td>
<td>380</td>
</tr>
</tbody>
</table>

Table 6 shows the categories and the number of comments received in descending order. The first column lists the comments by topic in descending rank order from the most commented upon group of issues to the least. Services & Staff received, as we show in the last column to the right, a total of 201 discrete comments, or, fully 33.27% of all comments. Space, in turn, received 188, or, 31.12% of registered comments and databases and journals received 19.86% of all comments.

Comments in Table 6 are rated as Positive (meaning ‘more than satisfactory’), Satisfactory, and Unsatisfactory. We see that 143 of the 201 comments on services and staff were positive or ‘more than satisfactory.’ So that we can say that 71.4% of all comments referencing services and staff suggested that the respondents were more than satisfied. Further, 5.47% were satisfied and 23.38% found services and staff to be, in some way, unsatisfactory.

Of greater concern, we note that 80.83% of the overall comments on databases and journals noted dissatisfaction. And 74.24% and 73.40% registered dissatisfaction materials and resources and space issues respectively. The data
represented by Table 6 indicates that the library as place and information control issues are the most problematic for this group of survey comment respondent while more than 75% of that same group find the affect of service satisfactory or more than satisfactory.

<table>
<thead>
<tr>
<th>Category</th>
<th>Positive</th>
<th>% Positive</th>
<th>Satisfactory</th>
<th>% Satisfactory</th>
<th>Unsatisfactory</th>
<th>% Unsatisfactory</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services &amp; Staff</td>
<td>143</td>
<td>71.14%</td>
<td>11</td>
<td>5.47%</td>
<td>47</td>
<td>23.38%</td>
<td>201</td>
</tr>
<tr>
<td>Space</td>
<td>43</td>
<td>22.87%</td>
<td>7</td>
<td>3.72%</td>
<td>138</td>
<td>73.40%</td>
<td>188</td>
</tr>
<tr>
<td>Databases &amp; Journals</td>
<td>19</td>
<td>15.83%</td>
<td>4</td>
<td>3.33%</td>
<td>97</td>
<td>80.83%</td>
<td>120</td>
</tr>
<tr>
<td>Other Resources</td>
<td>16</td>
<td>24.62%</td>
<td>1</td>
<td>1.54%</td>
<td>46</td>
<td>73.85%</td>
<td>65</td>
</tr>
<tr>
<td>Survey</td>
<td>3</td>
<td>13.64%</td>
<td>0</td>
<td>0.00%</td>
<td>19</td>
<td>86.36%</td>
<td>22</td>
</tr>
<tr>
<td>Funding</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>6</td>
<td>100.00%</td>
<td>6</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0.00%</td>
<td>0</td>
<td>0.00%</td>
<td>2</td>
<td>100.00%</td>
<td>2</td>
</tr>
<tr>
<td>Totals</td>
<td>224</td>
<td>37.09%</td>
<td>23</td>
<td>3.81%</td>
<td>357</td>
<td>59.11%</td>
<td>604</td>
</tr>
</tbody>
</table>

In the final section of this ‘User Group Comments Summary’ we offer a set of ‘Preliminary Recommendations’ that are derived from the 604 comments made by the 380 survey comment respondents. It is hoped that these preliminary recommendations will serve as a useful point of departure for further discussion about the changes that might be made in the interests of better serving the library community.

VII. A. Preliminary Recommendations

Based on the comments made by respondents using the “comments box” section of the LibQUAL+® Survey, we make the following recommendations for consideration. The recommendations are grouped into three areas that match the three dimensions that are assessed with the latest version of the LibQUAL+® Survey itself: Affect of Service, Information Control, and Library as Space.

The seven categories that were used to organize the comments at the beginning of this comments summary are now brought into conformity with the three survey dimensions and listed within each dimension as either “low cost recommendations” or “resource driven recommendations.” This list of recommendations is concluded with an addition regarding “additional issues for the ‘Program Review’ consultant. It is our recommendation that some of the areas identified in the survey as problematic be presented for assessment and advice to the program review consultant.

I. Affect of Service.
Low Cost Recommendations:

- Enhanced training for library student assistants, including development of skills/awareness of library services, resources, website, and troubleshooting protocol.
- Effectively communicate to all library student assistants the importance of creating a welcoming environment.
- Consider advocating for an intercampus ‘zoom bus’ feasibility study (transportation is thought to be related to study space access).
- Increase hours at UC & WCC libraries: consider opening at 7:30am, Monday-Friday.
- Consider staff training to assist all staff in their efforts to create a warmer, friendlier, and more welcoming environment.
- Reach out to all new Distance Education students with a welcoming email that explains library access and inquiry, and that includes a link to an online tutorial on navigating the library website.
- Consider possible collaboration with the ‘Learning Assistance Center’ on technology access & instruction.
- Entryway signage, at both libraries, to call attention to campus safety issues, and offer contact points for safety related concerns such as getting Campus Security to escort patron to car.
- Directional map indicating various library zones: quiet zones, group and individual study areas, and other library service points.
- Make earplug availability more visible.
- Consider having evening and weekend student assistants’ track reference questions.

Resource-Driven Recommendations:

- Recommend 24/7 access to the new library-connected café.
- Offer quality noise-canceling headphones as a pilot study to see if they are useful and effective.
- Consider modifying interior space with sound-reducing and/or soundproofing technologies.
- Unspecified staff training related to improving the quality of library services including individual and group instruction and all other staff-patron interactions.

II. Information Control.
Low Cost Recommendations:

- Increase the visibility and accessibility of reference staff at both libraries.
- Improved signage at both libraries.
- Directional map explaining the UC library service-flow and organization.
- Create an online tutorial for finding specific articles in full-text.
- Revise website (ongoing).
- Develop context-driven user instruction (ongoing) and offer this instruction with greater frequency, especially to first year students.
- Put an e-books icon on the library website.
- Consult with Information Technology Department on the need for equipment upgrades for both libraries.
- Review the Collection Development Policy, especially as it relates to the collection of e-resources and print materials, journals subscriptions, firm and standing orders.

Resource-Driven Recommendations:

- Consider user-accessible technology upgrades at both libraries including: color printers, scanners, computers (possibly Macs), and software.
- Add printer to main floor of UC library.
- Strengthen connectivity at both libraries: wiring, ports, outlets, and wireless connections.
- Add leisure reading materials: (This is being addressed by our McNaughton plan with Brodart).
- Consider adding additional databases with full-text access (ongoing).
- Increase the size and diversity of the new book collection.

III. Library as Space.

Low Cost Recommendations -

- Enhance the library’s aesthetic appeal, especially the UC library.
- Consider adding art installations, including student artwork and murals at both libraries.
- Add plant life in well-placed areas at both libraries.
- Consider moving/rearranging existing library furniture at both libraries.
- Improve library lighting, especially at the UC library. Consider adding ‘full-spectrum’ and lighting and reclaiming natural light lost to recent renovation.
- Add appropriately placed corkboards and white boards to study rooms at both libraries.
- Consider zoning library activities to facilitate service-flow and reduce noise and other distractions.
- Strategically address the problem of space, noise and traffic flow as it relates to harmonizing library spaces and services with attention to aesthetic and functional aspects of the physical environment.
- Add a hot/cold water machine at the UC library.

Resource-Driven Recommendations:

- Start the café as a 24/7-access zone for group interaction, socializing and individual study/relaxation place.
- Strengthen connectivity at both libraries: wiring, ports, outlets, and wireless connections.
- Maximize connectivity/wiring on the upper floor of the UC library.
- Enhance the quality of existing individual and group study spaces.
- Increase the number of individual and group study spaces.
- Address the ongoing problem of temperature control at both libraries.


Internet access, electronic media, computer technology, and other contemporary innovations have significantly influenced the function and design of libraries. Consequently, library spaces must be designed to be flexible enough to accommodate the latest integrated technologies, as well as to appropriately accumulate, handle, and circulate various print and non-print materials. Leaving aside the particular temperature and humidity regulation concerns, specific to archival collections, a review of our extant library spaces reveals areas with the following attributes: collection space, user electronic workstation space, user-seating space, staff work space, meeting space, special use space, and non-assignable space (including mechanical space). The existing configuration of these spaces has produced advantages and disadvantages. The qualitative comments made by our LibQUAL+® Survey respondents highlight some pressing concerns. It is suggested here that the ‘program review’ consultant, who will be visiting our libraries later this year, take up the following issues:
Special lighting considerations: Establish lighting zones at the beginning of the design process. Differentiate between the lighting needs for shelving, circulation, reading and workrooms. And explore the range of lighting technology possibilities. Consider energy-efficient lighting. The central objective is to improve lighting, including reclaiming windows and natural light, the possibility of adding skylights.

Compressing display journal shelving on upper floor of the UC library.

Increase reading, group and individual study space without increasing existing floor space.

Attractive and fully functional individual and group study space/rooms at the UC library and the upper floor of the WCC library.

Acoustics and visual privacy: library space types naturally include reading and private work and study areas that require acoustic and visual separation from general circulation and work areas. These are particularly acute issues at the UC library.

Organize existing and new spaces with the objective of harmonizing library functions with traffic flow. And assess the potential and possible locations of adding or expanding user self-service.

Integrated technology: How might we start the re-design process with a thorough understanding of the technological requirements of the space, including anticipated future needs.

Assess the potential for adding acoustic, noise-reducing technologies including soundproofing materials, with specific attention to decreasing noise levels at the UC library, in the first place, and the WCC balcony area as well.

With an emphasis on aesthetics, comfort, and functionality, improve the variety of furniture styles available to our users, including couches, and increase the availability of seating throughout the library.

17 September, 2008