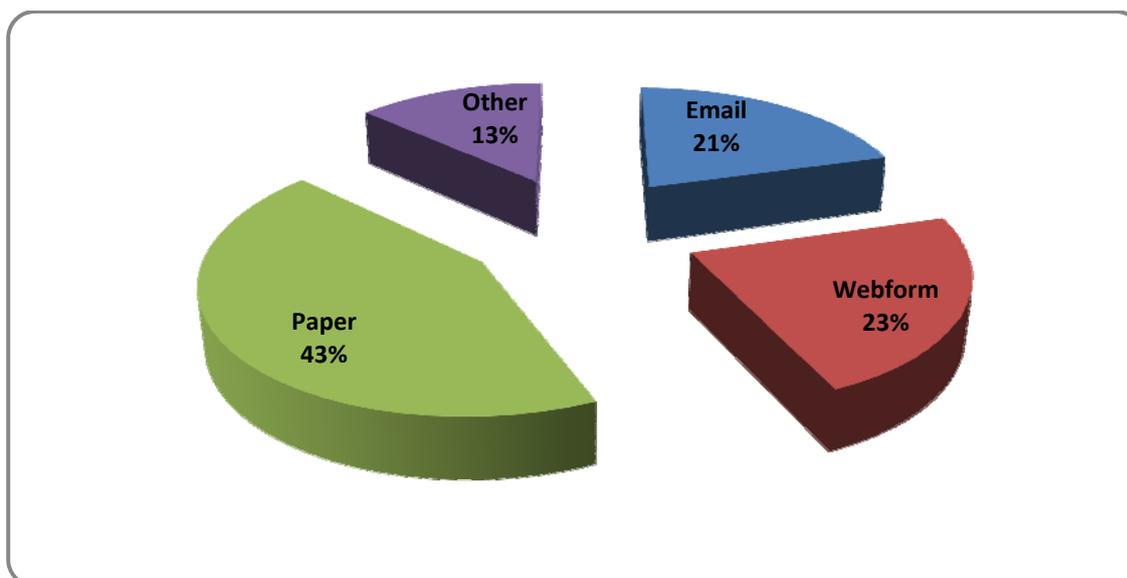


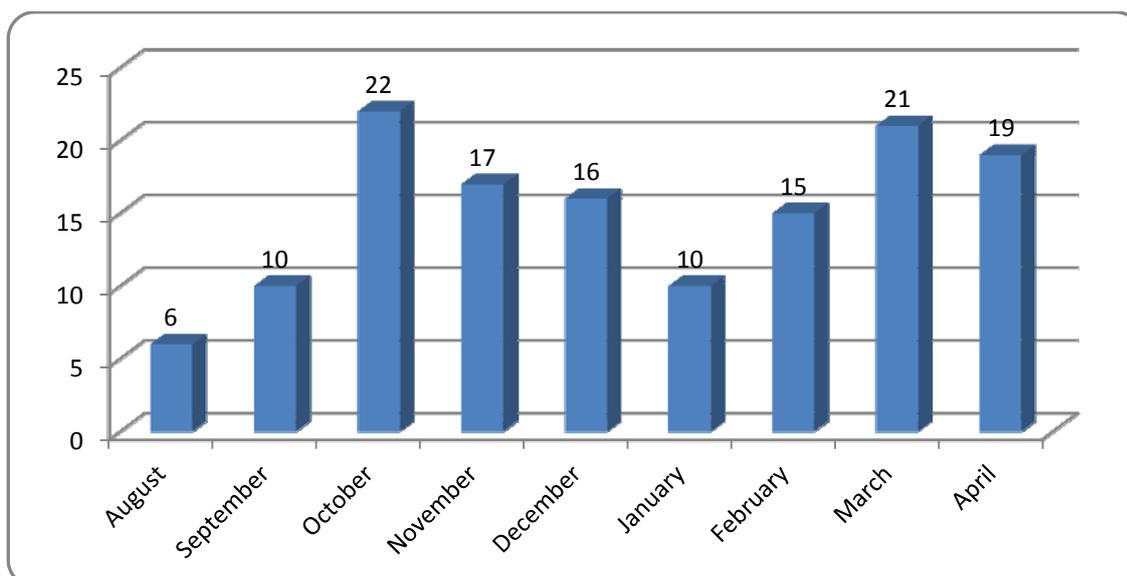
Comments & Suggestions

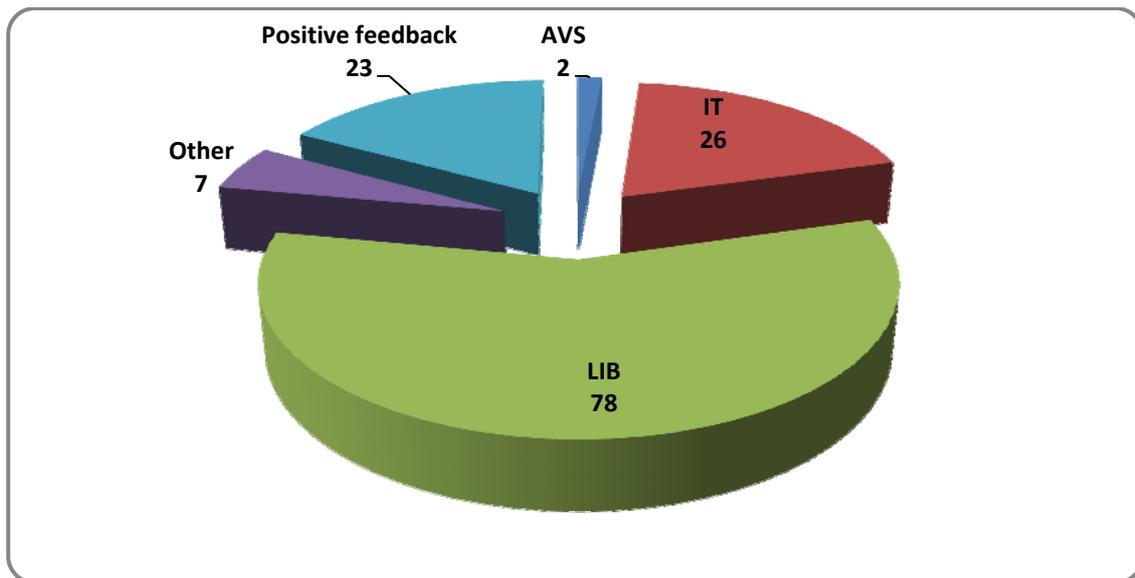
1st August 2011 to 30th April 2012

Between 1st August 2011 and 30th April 2012, 136 comments were formally recorded by ISD Comments. Of these the majority came in via the paper form with the next most popular methods being the web form and by email, usually forwarded by other members of ISD staff. The 'other' methods of submission include Staff student Liaison Committees, where comments have been fed back by Faculty Librarians.



In most instances a holding response is sent by Library User Services and the comment is passed on to the most appropriate ISD Head of Service for a reply. The Head of Service is asked either to reply directly or to provide a draft response to the Library which can then be used to respond to any similar comments received.





The top issues were:

- Noise (17 comments)
- Study rooms/booking/availability (13)
- Locker provision (7 comments)
- PCs – availability, faulty, logging on, social use (6 comments)
- IT/AVS support (5 comments)
- Food, for & against (5 comments)

Other issues raised include requests for staplers, hole punches, water cooler and a coffee machine (8 comments). There were 3 comments about the heating in the library and 2 requests for new photos on campus cards. We also received some comments about coursework submission (no weekend submission, no date stamp) the closure of the Library building at Christmas (the 24 hour IT are remained open throughout) and opening hours at the weekend.

Actions taken in response to comments received:

- A 'noise line' mobile to respond to anonymous texts from users was set up with great success.
- During the exam period Library staff also undertook patrols to ensure noise levels were appropriate to the zoning.
- We increased the number of bookable individual study rooms and also monitored use of spaces to discourage 'reservation'. We have plans to further improve library study space, subject to funding, which should help reduce complaints about individual study rooms.
- Library staff now empty lockers each evening so that more lockers are available each morning.



- A web page was launched providing real-time PC availability across campus.
- Quick Access 'print only' PCs in the Library.
- Increased file store quotas for undergraduates and taught postgraduates five-fold to 5GB.
- We have begun a review of our food and drink policy and there will be improved signage from the start of the 2012/13 academic year.
- The Library has piloted 24/7 opening.
- 'More Books' campaign was launched which enables users to tell the Library directly which resources they have been unable to obtain. So far about £10k has been spent on items requested through the campaign.
- Installation of a drinking fountain on Floor 0 in the IT area.
- Introduction of a courtesy notice that informs users when they have books due back in the next 5 days.

Positive feedback

Many positive comments have also been received including good service received, 24/7 opening, PC availability screen, Library Anywhere mobile app and the AV viewing room.

