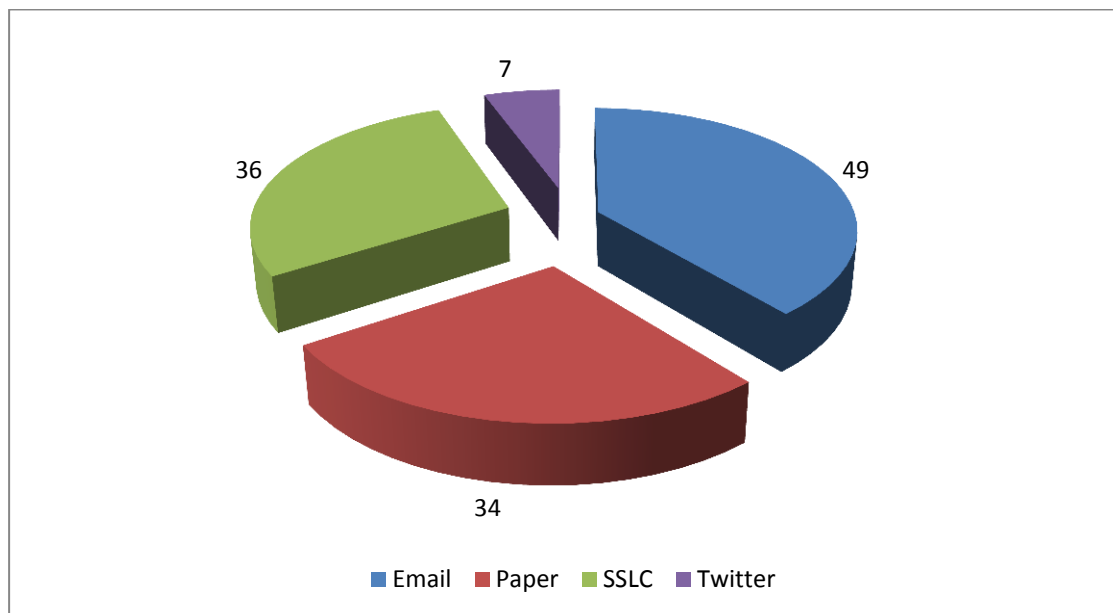


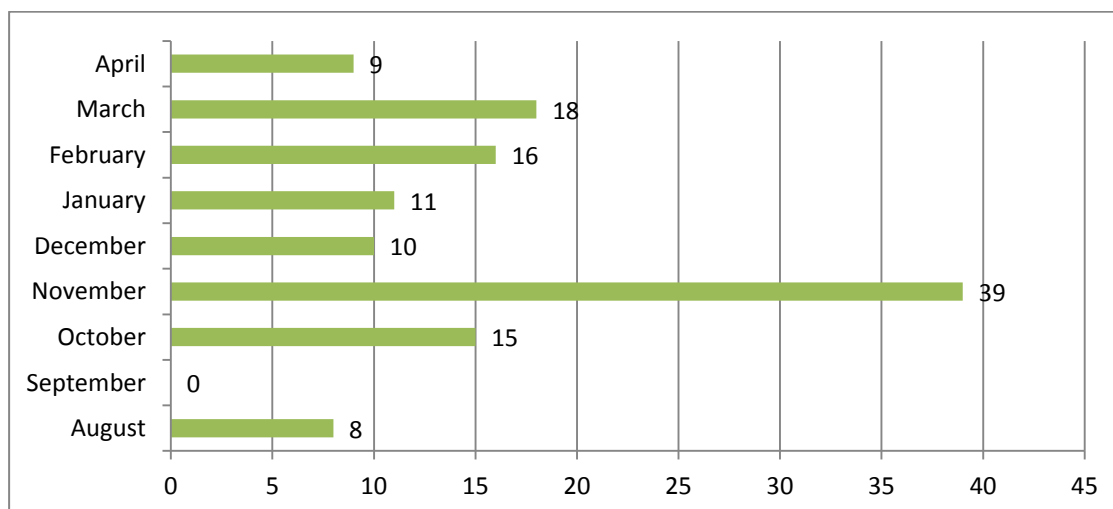
Library Feedback

1st August 2013 to 30th April 2014

Library Feedback received 126 comments between 1st August 2013 and 30th April 2014. Of these the majority came in via email with the next most popular method being from Staff Student Liaison Committees attended by Faculty Librarians.



All comments receive an individual response within 5 working days although this is usually much quicker. Most are replied to by the Head of User Services or the Library User Services Manager but where specialist comments or enquiries are received these are passed on to the appropriate expert, such as the Faculty Librarian. The majority of comments were received in November and the majority of these were from Staff/Student Liaison committee meetings. This feedback excludes the significant amount of feedback received via the ISD Survey reported elsewhere.



The top issues were:

- Library too hot or cold – 10 comments (6 too cold, 4 too hot)
- Provide coffee machines/more water fountains - 8 comments
- Noise - 5 comments
- Online fines payment - 5 comments
- Circulation matters (querying fines, loan limits) – 5 comments
- Study space (group/individual/booking of) – 5 comments
- Changes to External/SCONUL membership schemes – 5 comments

Other issues raised include comments about postgraduate study facilities (4 comments), the cleanliness of the building (4 comments) and comments about power sockets (4). We received 3 book recommendations, 3 comments about e-resources and 3 requests from users asking to be advised if a book they have borrowed is then reserved by another user.

Actions taken in response to comments received

- We continue to work with both Estates and Cleaning to try and improve the heating, ventilation and cleanliness of the building. Some of the issues are owing the age and design of the building.
- We now monitor our Noise Line 24/7 throughout the year and for the periods of peak demand such as the examination period, we increased patrolling where staffing permitted
- Comments received in the survey and via feedback supported the business case we made for funding for the new postgraduate study spaces and groups study rooms that will be available in September 2014
- All comments received in the past 2 years were also reviewed to help inform decision made about the new study spaces and the facilities provided in them

We also have a 'You Said, We did' page which outlines other actions taken as a result of comments received. <http://www.uea.ac.uk/is/yousaidwedid>

Positive feedback

22 positive comments were received between August and April:

- Library service received (10 comments)
- Facilities and furniture (4 comments)
- Resources and e-resources (3 comments)
- New High Demand borrowing, Faculty Librarian inductions, Facebook free area, free computer carrels and the Library as a whole (1 comment each)

