

Tell Us What You Think 2021-22

Analysis of feedback and actions taken

Table cells marked with a hyphen indicates that we were not collecting data for that topic in that year.

Philip Robinson Library

Topic	Complaint	Compliment	Suggestion	Total	2021/22	2020/21
Buildings/ Environment	3			3	12.5%	
Café			3	3	12.5%	5.5%
Drinking water			1	1	4.2%	5.5%
Food and drink						11%
Library Staff/ Services	2	2	1	5	20.8%	45%
Loan System						
Noise in the Library	1			1	4.2%	
Opening hours						5.5%
Stock						5.5%
Study space						5.5%
Temperature	7			7	29.1%	11%
Toilets	1			1	4.2%	5.5%
Wi-Fi	3			3	12.5%	
Totals	17	2	5	24	100%	100%

Library Staff and Services

In August 2021 customer feedback focused very much on frustrations regarding some of the Covid related measures we still had in place such as the click and collect service. Therefore, it was very welcomed when all the libraries were able to fully re-open and allow unrestricted access to stock and reintroduce self-service. Our overnight teams were especially complimented for the work they do to keep the library safe during the

early hours of the morning. We were also able to welcome back our external users in Autumn 2021. Subsequently we received a request for Alumni to have access to our e-resources. Unfortunately, it is not feasible to extend access to our e-resources beyond registered University staff and students due to publishers' licensing requirements.

Café

Suggestions on the Philip Robinson café' food range and quality of coffee were shared with the Head of Hospitality and Commercial Services. The suggestion received on changing brand of coffee was considered with other feedback when Hospitality conducted a coffee tender later in the year.

Library Building and Environment

It was good to receive reports of issues with the toilets and noisy door hinges, so we could arrange for repairs.

Temperature

Several complaints were received about the Philip Robinson Library being too cold during winter months, especially on level 4. The building's temperature is controlled and monitored by the University Estates team. We continue to work with Estates to ensure the different parts of Philip Robinson Library are kept at a suitable temperature for study.

Wi-Fi

We also had a series of reports of Wi-Fi not being as robust as it should have been from students using the library to access online classes. These were shared with and followed up by IT Services colleagues.

Marjorie Robinson Library Rooms

Topic	Complaint	Compliment	Suggestion	Total	2021/22	2020/21
Buildings/ Environment						20%
Library Staff/ Services			1	1	50%	40%

Study space						40%
Temperature	1			1	50%	
Totals	1		1	2	100%	100%

Over the course of 2021/22 we received only two Tell Us What You Think Forms regarding the Marjorie Robinson Library Rooms, a complaint and suggestion. The complaint regarding the temperature of upper floors was shared with the University Estates team and adjustments made to the temperatures of levels 3 and 4. The suggestion received in August 2021 from another university's student asking to allow them to use the building for study was not so easy to resolve due to local Covid restrictions and the suspension of Sconul Access scheme at that time. The Sconul Access Scheme is the national scheme that allows university library users to use study spaces or books and journals at other libraries which belong to the scheme. A few months later it was agreed to re-start the Sconul Access scheme and we were delighted to welcome students and staff from other universities back into our buildings.

Walton Library

Topic	Complaint	Compliment	Suggestion	Total	2021/22	2020/21
Buildings/ Environment		1		1	12.5%	15.5%
E-books						15.5%
Library Staff/ Services		3	1	4	50%	23%
Stock		1	1	2	25%	7.5%
Study space						23%
Temperature						15.5%
Toilets	1			1	12.5%	
Totals	1	5	2	8	100%	100%

The Walton Library received much praise for their individual members of staff including incredibly positive feedback from two of its NHS users, who found staff both knowledgeable and helpful. It is always good to receive acknowledgement of the help colleagues provide. The one complaint that was received during 2021/22 about issues with a sanitary dispenser was trickier to resolve, but whilst Estates sought a solution, the Walton Library staff signposted students to alternative places students could obtain

sanitary products. Helpful suggestions were also received on the purchase of further copies of a title and reducing regularity of issuing smartcards to NHS users.

Law Library

Topic	Complaint	Compliment	Suggestion	Total	2021/22	2020/21
E-resources	1				100%	
Library Staff/ Services		1				100%
Totals	1	1			100%	100%

The Law Library only received one Tell Us What You Think form during 2021/22. It noted that one of our popular Law e-resources subscriptions did not include access to all the required cases. However, the student did say that now the Law Library had reopened they would be able to access the cases from our print Law reports.

Online Services

Topic	Complaint	Compliment	Suggestion	Total	2021/22	2020/21
Library Search/ Catalogue		1		1	100%	-
Totals		1		1	100%	-

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