

Tell Us What You Think 2019-20

Analysis of feedback and actions taken

Philip Robinson Library

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

Topic	Complaint	Compliment	Suggestion	Total	2019 / 20%	2018 / 19%
Bike racks					0	2%
Buildings/Environment	6	1	5	12	17	26%
Café	2		3	5	7	9%
Catalogue/Library Search	1			1	1	1%
Computers	2	1	4	3	4	6%
Drinking water						2%
E-books	1		2	2	3.5	2%
Food and drink	1		3	4	6	-
Library Staff/Services	6	2		8	11	9%
Loan System	5		3	8	11	3%
Noise in the Library						2%
Opening hours	1			1	1	-
Print, photocopying and scanning	1			1	1	-
Print Services inc Bindery	1	5	1	7	10	7%
Stock		1	5	6	8.5	-
Study space	3		1	4	6	10%

Temperature	8			8	11	10%
Toilets						6%
Website			1	1	1	-

Physical environment and facilities

Up until March 2020, the Philip Robinson Library's physical environment and facilities drew the most comments. Helpful feedback was received regarding the refurbished level 2. The work completed to improve accessibility was specifically acknowledged and further suggestions made regarding signage for the newly installed accessible desks. The decision to reduce the number of self-issue and self-return machines was questioned by some customers. However, it was quickly demonstrated that the new and faster issue and return machines, upgraded with RFID enabled technology, could handle the high number of transactions we experience at busy times.

Cafe

The newly refurbished café attracted much comment too. Its new look and furniture were welcomed, though the revised range of sandwiches drew adverse comments given some old favourites were no longer on offer. These comments were shared and responded to by the University's Catering Service.

Print Services

The Library's Print Services team received a series of compliments for their binding and printing services. The reception staff members were specifically praised for their helpfulness and kindness.

Study Space

In late October and November 2019, the temperature of the major study areas on levels 3 and 4 was reported as being too cold. Maintaining a comfortable temperature for study is very difficult in a building like the Philip Robinson Library. The heating and ventilation are controlled by a campus centralised building management system and the building can become imbalanced if the external temperature decreases rapidly.

Students leaving belongings to "reserve" study rooms and study spaces were another source of complaint. Library colleagues regularly check study areas when the library is busy during assessment and exam period. It is always disappointing when we have to

remove belongings that are left more than 30 minutes, but we make our expectations around student behaviour and considerate use of space at these times clear.

Circulation of print stock

As always it was good to receive suggestions on how we can improve our services. Following customer feedback, and an enhancement to the library management system, the layout and text of email notifications were improved to make it clearer when a book had been automatically renewed and when a book needed to be returned. Some students complained when they needed to return books earlier than they expected, as a reservation had been placed on the title. The Library will purchase e-book versions of titles wherever possible and/or additional copies for popular reading list titles. However, the reservation and recall systems are needed to maintain circulation of print copies for all those who request them.

Adapting Services in light of Covid-19 measures

Whilst the library buildings were closed during the first national Covid-19 lockdown, we continued to receive and respond to feedback. The feedback helped us rethink and quickly adapt our services so we could support all students and staff now working remotely from campus. For instance, in April 2020 the Library purchased access to over 20,000 new e-books and secured temporary access to thousands more, across all subject areas, so students had access to important reading list titles as far as possible. Postgraduates who expressed concerns about accessing suitable materials for their dissertations were quickly signposted to enhanced subject guides and also to the "Recommend a book" service where we did our best to fulfil requests by purchasing specific e-books.

Marjorie Robinson Library Rooms

Topic	Complaint	Compliment	Suggestion	Total	2019 / 20%	2018 / 19%
Bike racks						5%
Buildings/Environment	1		3	4	67	32%
Café						5%
Computers						5%
Library Staff/Services						16%
Loan System						5%
Noise in the Library	1			1	16	5%
Smoking						5%
Study space						16%
Temperature	1			1	16	5%

We very much welcomed the customers' suggestions on how we could improve the study environment in the Marjorie Robinson Library Rooms. Long before the pandemic, one of our customers suggested that sanitizing wipes be made available for users wishing to wipe down keyboards and other computer peripherals, as it would help curtail transmission of bugs. Other suggestions acted upon included purchasing and installing more coat racks on the upper floors.

Walton Library

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

Topic	Complaint	Compliment	Suggestion	Total	2018 / 19%
Buildings/Environment	1	3	12	16	29%
Café	1				1
Food and drink	1		1	2	2%
Library staff/services	1	1	4	6	-
Noise in the Library	1			1	2%
Stock			3	3	2%
Study space		1		1	-
Temperature	9			9	19%
Toilets	1			1	2%
Website		1		1	4%
Wifi	6			6	-
Overdue charges	1			1	-

Buildings/Environment/Temperature

Comments on temperature (both too hot and too cold) continue to be among our most frequently reported issues. We therefore also continue to work with Estates Support Services to ensure issues are reported and resolved as quickly as possible.

A comment was received regarding the poor state of the roller towels by the end of the working day, these have now been replaced with hand dryers. A suggestion was made for additional coat stands, particularly in the group study rooms and in the academic skills room, further stands have been purchased.

A number of requests for prayer space were passed on to the University's Faith and Spirituality Facilities Manager who is looking into providing appropriate space on this part of the campus.

Café/Food and Drink

A request for healthier snacks was forwarded to Eat@Ncl who manage the catering facilities.

In response to a suggestion for separate study and eating facilities it was explained that, due to pressure on space, we are not able to designate café only space. The dual use of collaborative space for eating cold food and the use of the café as study space allows us to be as flexible as possible.

Library Staff/Services

The introduction of a dedicated Skype room (as available in MRLR and PRL) was among other suggestions for improvement to our services. Unfortunately we are unable to fulfil this request due to the high demand on our rooms for group study. As an alternative we are hoping to create a Skype area within the library using appropriate booth style furniture when funding becomes available.

An additional ten sets of headphones were added to stock as a result of a user suggestion.

Positive feedback was received regarding the library app and also regarding the presence of library staff in and around the environment.

Stock

All stock recommendations were followed up and purchases made.

WiFi

A number of comments regarding poor W-Fi connectivity were made at the beginning of term. These were reported to NUIT and an additional two access points were installed in the Walton Library at the end of October 2019 allowing a further 1000 connections.

Law Library

Topic	Complaint	Compliment	Suggestion	Total	2019 / 20%	2018 / 19%
Buildings / Environment						
Noise in the Library	1			1	50	
Temperature						
Print, Photocopying and Scanning						100%
Food and drink	1			1	50	

The Law Library only received two lots of feedback via the "Tell us what you think" service during 2019/20. Being a small library, the customers generally feedback any issues or suggestions directly to the Law Library team. The concerns raised were regarding students whispering too much in a silent area and eating not being allowed in the Law Library.