

LibQual+ Survey 2013:

In response to your feedback ...

You said ...	We are ...
Study spaces	
It's too noisy in areas designated quiet or silent and there are not enough of these areas	We are reviewing signage in these areas and considering other strategies to address this issue
There are not enough study spaces at busy times of the year	During the exam periods, we employ student helpers in the Main Library to show you where to find a free seat, and we restrict non-University members from accessing the Main Library before 5.30pm. For the April/May 2014 exam diet additional study spaces have been provided in the central area. You can find information on study spaces available in the Main Library and at other locations across campus at: http://www.ed.ac.uk/is/study-space
There are not enough computers	We do monitor the utilisation of all open-access computers and use the statistics to consider whether more are required or where computers are underutilised. You can find information about available computer study spaces on Library plasma screens, on web pages and on MyEd
There are too many computers in the Main Library that are not working or are very slow	The health of all open-access computers is monitored remotely and by regular physical checks. You should report issues with particular machines to the IS Helpline (IS.Helpline@ed.ac.uk)
There are power sockets in the Main Library that are not working	You are encouraged to report issues at either the Reception or at the Helpdesk. We are investigating increased provision

	for power sockets where they do not currently exist
The Main Library is too hot and stuffy	We work with Estates & Buildings to ensure the environment is comfortable to work in. You should report concerns at the Reception or Helpdesk, or in the case of Site Libraries at the appropriate Helpdesk
The standard of cleaning in the toilets in the Main Library is not high enough	We continue to work with Estates & Buildings to ensure that facilities are maintained to a high standard and that toilets are cleaned regularly. All toilets are cleaned each morning and checked throughout the day and evening. Additional cleaners are brought in at busy times
The study pods in the Main Library are often used by just one individual	Priority is given for groups of 3 or more users. You can ask single users to move from a study pod, or you can ask the staff at the Helpdesk to assist with doing so
There is a need for more group study space	We are going to bring this to the attention of those responsible for study space within Information Services
The study environment generally in the Moray House Library needs improving	We have made a request to Estates & Buildings to improve the environment at Moray House Library. This will include some decoration, a review of lighting levels, as well as the introduction of access control at the entrance. We are expecting this to be undertaken during Semester 2 and Summer 2014
Improvements need to be made to study space in the Law Library	The Law Library will be moving into new refurbished space at the start of 2016/17 as part of a major redevelopment of the School of Law
Opening hours	
The Main Library needs to have longer opening hours, especially on Sundays and during the Summer vacation	Opening hours have now been extended to 07:30 to 02:30 daily September to June (excluding Winter vacation), and 07:30 to

	00:00 midnight daily in July and August
Some of the Site Libraries should have longer opening, especially at the weekends during Semester and in some cases during the Summer vacation	Opening hours at the Moray House and the Law & Europa libraries have been extended during 2013/14. We will consider requests from School library committees on the need for further changes
Library staff	
Customer service is not always of the standard expected	Staff supervisors are paying special attention to raising the standard of face to face interactions with users at Helpdesks; additional training in support of customer service excellence is being arranged
Services	
It should be possible to return books to any Library site	We are exploring the feasibility and the costs involved
It should be possible to request books online	The new self-request service and self-collection of requested items were introduced in February 2014
The library web pages can be difficult to navigate	We remove out of date pages and we add new pages to ensure that you can find the information you need. You can use the "feedback" link if you have comments on any pages
The library's catalogues (the "classic catalogue" and Searcher) can be confusing to use	We are making a series of ongoing changes to improve the usability of Searcher. You can give us feedback via the IS Helpline. A project is underway to provide a new discovery interface for the start of the 2015/16 Session.
It can be hard to locate and use the library's digital resources	We are working to ensure that resources can be found easily in the "classic" catalogue, via Searcher and in the A-Z list of e-journals
There needs to be greater promotion of the library's services, resources and	We are always looking at new ways to promote the library, including using social media, and working where appropriate

facilities	with EUSA
There needs to be more guidance available on finding information resources, especially digital books and journals	We are reviewing and updating the library's web pages and considering what further online guidance can be provided
Print and digital collections	
There should be more copies of core texts	We are reviewing "course collection" provision and services, including the receipt of reading lists from academic staff, and the provision and use of e-books. You can use the "Request a book" service at www.ed.ac.uk/is/RAB
Improvements need to be made to print and digital collections in some subject areas	We are working with staff and students to identify where there are "gaps" in the collections with a view to improving print and digital resources where needed
There should be access to more journal titles	We are consulting with staff and students to identify titles that are not currently available

If you have an idea which will help us improve our services to you, please use the form at <http://www.ed.ac.uk/is/feedback-form>

Library Management Team
May 2014

m/Libqual2013 you said, we did