

LibQual+ Survey 2011

In response to your feedback

You said	What we did (or are doing)...
<p>About study space.....</p> <ul style="list-style-type: none"> There are never enough study spaces!! 	<p>The 4th floor of the Main Library has re-opened providing an additional 550 study spaces.</p> <p>We're discussing plans to increase the number and quality of study spaces available across the Site Libraries.</p> <p>Space constraints make it difficult to find extra group study space at Moray House, but we will speak with the School of Education again about alternative spaces.</p>
<ul style="list-style-type: none"> I can spend ages wandering around the Main Library looking for a study space! 	<p>During the exam period, we'll employ student helpers to show you where to find a free seat.</p> <p>Information about available PC study spaces is available on plasma screens and on U@ed mobile app for smartphones.</p> <p>We're also updating the information on the IS website about how to book group study rooms.</p>
<ul style="list-style-type: none"> It's too hot and airless in the Main Library 	<p>Estates and Buildings set the temperature. We've asked them to lower the set point for cooling to kick in before and during summer exams.</p> <p>Ventilation will improve as a result of maintenance and as the refurbishment of the Main Library approaches completion.</p>
<ul style="list-style-type: none"> It's impossible to study with all the noise from the building works 	<p>It's the final phase of the building work and noise, though not eliminated, will be much less.</p>
<ul style="list-style-type: none"> The toilets and desks in the Main Library need cleaned more often.... 	<p>We meet regularly with Estates and Buildings and we're changing standards to meet the increased use of the Main Library. There will</p>

	be additional cleaners during the exam period.
<ul style="list-style-type: none"> The Library Café is too expensive and there's a poor selection for vegans... 	We've passed on all your comments to Accommodation Services who run the café and we will follow up to find out their reply.
<ul style="list-style-type: none"> ECA Library is too cold and noisy... 	Estates & Buildings will check the library is in line with the temperature set across the University and staff will remind students to keep noise levels down.
About opening hours...	
<ul style="list-style-type: none"> Open the Main Library earlier on Sundays.....Noon is too late! 	We've extended opening times. The ML is now open from 9am on selected Sundays.
<ul style="list-style-type: none"> You wanted longer opening hours at KB libraries... 	The new library at KB which opens this Summer will have longer opening hours in semester.
<ul style="list-style-type: none"> You wanted New College Library to stay open longer in the evenings and at weekends.... 	Usage in the evenings and weekends is closely monitored and currently do not indicate an extension is justified.
About Library staff...	
<ul style="list-style-type: none"> You wanted to see more library staff in the Main Library 	We're using student helpers at exam time to assist with finding study spaces, and will be making our Helpdesk staff more visible on the floors as part of developing roving help.
<ul style="list-style-type: none"> You'd like Helpdesk staff to be able to help with basic IT problems... 	Helpdesk staff are trained to help you with basic IT problems; further assistance is available via the IS Helpline.
About collections...	
<ul style="list-style-type: none"> You wanted more copies of core texts and more books in your subject area... 	The recent Collections Review listened to what you had to say and has asked for more money. The Review also proposes that a fund is made available so you can ask the library to buy books it doesn't have or which are in high demand.
<ul style="list-style-type: none"> Interlibrary loans cost too much... 	The recent Collections Review has recommended that this service is provided free of charge.
About using the libraries...	
<ul style="list-style-type: none"> You want to be able to return books to any of the University library sites.... 	We will be exploring the feasibility of this and the costs involved.
<ul style="list-style-type: none"> You want to be able to reserve books online 	We're going to consider how we could do this, eg via an online form for users to request

	reservations.
<ul style="list-style-type: none"> You didn't understand why some items were blocked from renewal... 	One reason may be that you've reached the item renewal limit. We'll talk to EUSA about removing the limit on item renewals, and also about raising the amount of fines that can be outstanding before renewals are blocked.
<ul style="list-style-type: none"> Why does it take so long to replace missing books? 	We're going to review our process and timescales.
<ul style="list-style-type: none"> As a student with a disability, you're not always happy with the service we provide... 	We will talk to the Student Disability Service about enabling disabled users to make use of all library facilities, including self-issue machines and to renew online.
<ul style="list-style-type: none"> Searching the library catalogue, ejournal portal and Searcher can be confusing 	We'll improve the help we provide which will include some short video tutorials.
<ul style="list-style-type: none"> You wanted us to look at paying for open access publication costs.... 	We are keen supporters of open access publishing and are exploring ways of promoting this, including the ways in which open access publication fees can be covered.
<ul style="list-style-type: none"> Make printing easier and cheaper.... 	<p>We're reviewing printing facilities. We've installed new printers on the 4th floor of the Main Library and we're looking at replacing dedicated printers and photocopiers with new standard multi-function machines which can print and photocopy. Charges will be reviewed.</p> <p>Mac printing problems at Moray House will be resolved by the summer when the Macs are replaced by PCs.</p>
<ul style="list-style-type: none"> You wanted more computers in the Law & Europa Library... 	We're going to speak to the School of Law about whether they wish to increase the provision of computers, taking account of space constraints

Library Management Team, April 2012

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