

The University of Edinburgh

Library Committee

6th February 2012

Agendum 5

Results from LibQual survey, November 2011

Brief description of the paper

The paper gives the results of the LibQual survey carried out in November 2011, including background information about the survey, and an analysis of the free text comments. At the April Library Committee, there will be a paper outlining the ways in which the Library is responding to the responses.

Action requested

Library Committee is invited to comment on these results, and to indicate the areas which are important to address.

Resource implications

While this paper has no resource implications, any response to the survey results may have resource implications.

Risk Assessment

There is no risk assessment included in the paper

Equality and Diversity

Does the paper have equality and diversity implications? No

Freedom of Information

Can this paper be included in open business? Yes

Originator of the paper

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Edinburgh University Library Committee
LibQual + Survey 2011

Introduction

In November 2011, Information Services participated in the international LibQual+ survey which helps libraries define and measure service quality. The University Library has participated in the survey every two years since 2003.

In 2011 the number of valid responses was 1320 which is more than twice the number of responses received in 2009. Almost half of all respondents (48.6%) added a free text comment, again a significant increase on 2009.

This paper is an overall review of the results, and includes 2 appendices. Appendix A (page 7) is background information to the survey; and Appendix B (page 10) is an analysis of the free text comments.

At the April meeting of Library Committee, there will be a paper on responses to the survey, covering how we intend to address the issues raised in the survey.

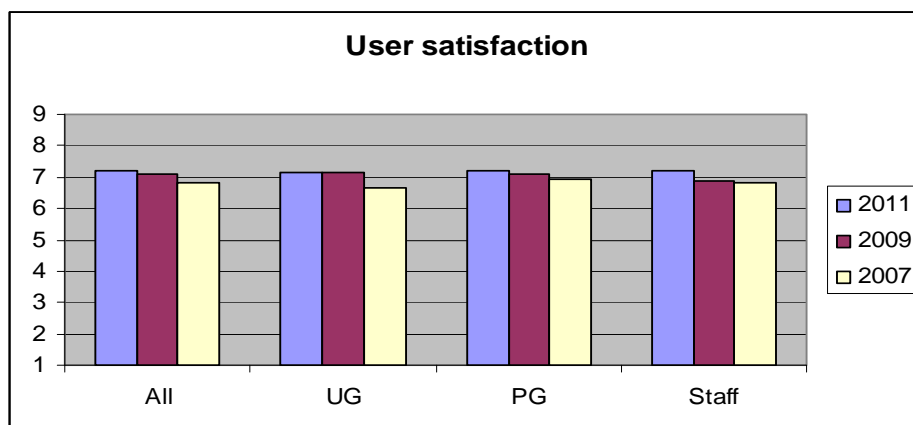
General satisfaction

There are three general questions which respondents were asked to rate on a scale of 1 (strongly disagree) to 9 (strongly agree):

1. In general, I am satisfied with the way in which I am treated at the library
2. In general, I am satisfied with library support for my learning, research and/or teaching needs
3. How would you rate the overall quality of the service provided by the library? (*extremely poor to extremely good*)

The graph below shows the average scores for all three questions, for each of the user groups, for the surveys conducted in 2007, 2009 and 2011.

Overall, scores for 2011 are higher than 2009. Results indicate that the perception of service quality has increased most amongst Academic staff and least amongst Undergraduates. This is in contrast to 2009 when the opposite was observed.



User expectations

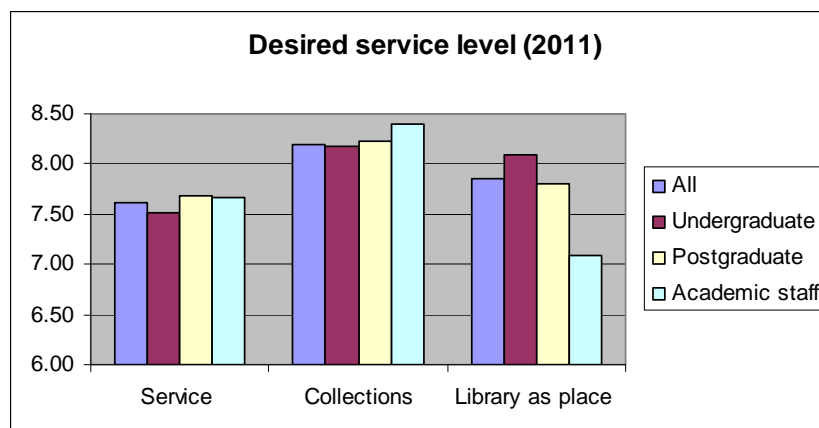
User expectations can be determined by the scores placed on the core questions. The greater the desired service level score the greater the quality of service expected from the user.

For postgraduates and Academic staff, the questions relating to the collections and access to the collections receive the highest scores. The high scores given by undergraduates reflect how much this group value the Library space as much as provision of, and access to, the collections.

User group	Most valued services
Undergraduates	Quiet place for individual work, access to required print/ electronic journals and access to e-resources outwith the library, a haven for study, learning or research.
Postgraduates	access to required print/ electronic journals and access to e-resources outwith the library, tools and means to access electronic resources-including website to find information on own
Academic Staff	access to required print/ electronic journals and access to e-resources outwith the library, tools and means to access electronic resources-including website to find information on own.

The graphs below illustrate average desired service level scores for each of the three categories or ‘dimensions’ of questions (see Appendix A). Service level scores are provided for each user group and for all users combined.

All users place significantly higher priority on the quality of the Collections. Library as place is most important for Undergraduates and least important for Academic staff. This is consistent with 2009 and with previous years.



Service adequacy

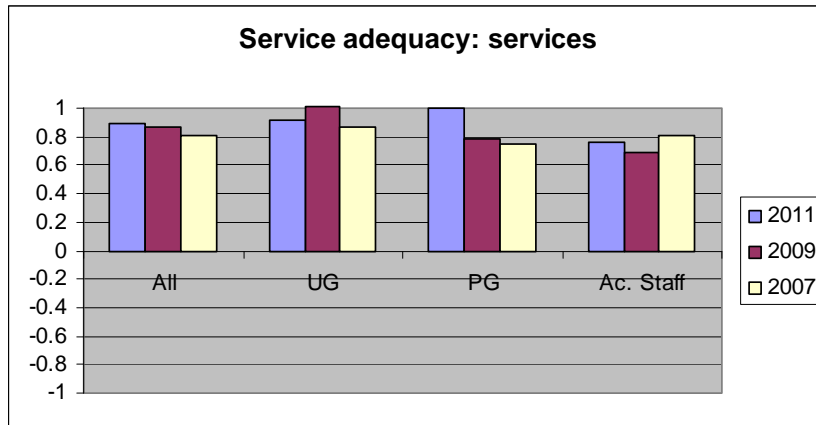
For each of the 22 core questions users were asked to rate the service quality they would like to receive (desired), the minimum they would expect to receive (minimum) and what they actually receive (perceived) (see Appendix A).

Service adequacy is then calculated by comparing the minimum scores and the perceived scores for each of these questions. In this way Libraries can determine the extent to which they are meeting the minimum requirements of their users.

A positive score indicates that the actual service is above the minimum level expected and a negative score indicates the users' perceived level of service is below the minimum they would expect. It is rare for libraries who conduct the LibQual+ survey to achieve the desired service levels.

The graphs below show the average service adequacy scores for the questions in each of the three dimensions (see Appendix A), for each user group, for the surveys in 2007, 2009 and 2011.

Services



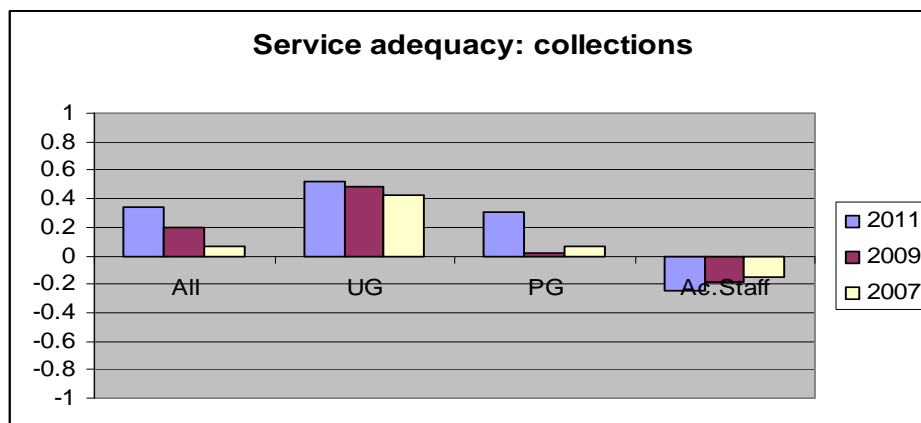
There are nine questions relating to services and library staff, the graph above shows the average adequacy scores for all questions.

Overall, the score for all users has improved on 2009. Postgraduates and Academic staff both rate quality of service higher in 2011 than they did in 2009, however, undergraduates rate it slightly lower.

As in 2007 and 2009, no question relating to library service and staff received a negative score. Indeed this has been the case since the first survey in 2003. Free text comments received further reinforce the overwhelmingly positive feedback about the services provided by library staff and the library staff itself.

Collections

The answers relating to the eight questions on both the provision of collections and access to resources have been averaged. This is the category where user expectations are highest.

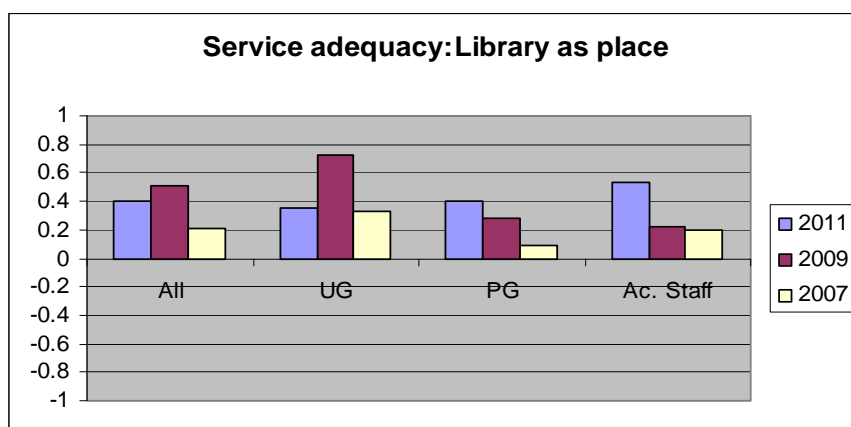


Overall, in 2011, service quality in this area continues to improve. The most significant positive change in perception of service quality has come from postgraduates, particularly in terms of provision of and access to electronic resources. However, when it comes to having the printed material needed for their work, postgraduate students perceive the service to be **below** the minimum expected.

As with 2007 and 2009, the scores for 2011 show that Academic staff have the lowest perception of service quality with regards to provision of collections and access to collections. Although still negative, in 2011, there is improvement in the perception of delivery of printed materials. However, there is an additional negative score for easy-to-use access tools to help find information.

The Collections Review, chaired by Vice-Principal Nigel Brown, will wish to take note of these results as they consider the library's materials budget.

Library as place



The graph above shows the average scores for the five questions about the Library as place.

The results for 2011 show a lower score than in 2009. This is due to a sharp fall in overall satisfaction from undergraduates (50.4% of survey respondents). However, postgraduate and Academic Staff opinion on Library as Space continues to improve with each survey. Overall, when averaged, the scores for the five questions in this category are positive.

However, we received an overall negative score for the question, *Quiet space for individual work*, from both undergraduates and postgraduates. For these groups the perceived level of service, in relation to this question, is **below** the minimum level of service expected. Given the impact of the ongoing Main Library re-development, the popularity of this library and the importance placed on study space by undergraduates, this score is not surprising.

This result is reinforced by the large number of opinions expressed in the free text comments regarding lack of desks, computers and study space in the Main Library. This is a reflection of the popularity of this library rather than a criticism, and presents a challenge to IS, and indeed to the University as a whole, to provide good quality study space across the campus to meet users' growing expectations.

In this category we achieved the desired service level for a question: Academic staff rate the provision of group study and learning space provided as **above** the desired level.

Library Selected Questions

Users were also asked to rate following five 'local' questions which we selected from a list provided by LibQUAL+:

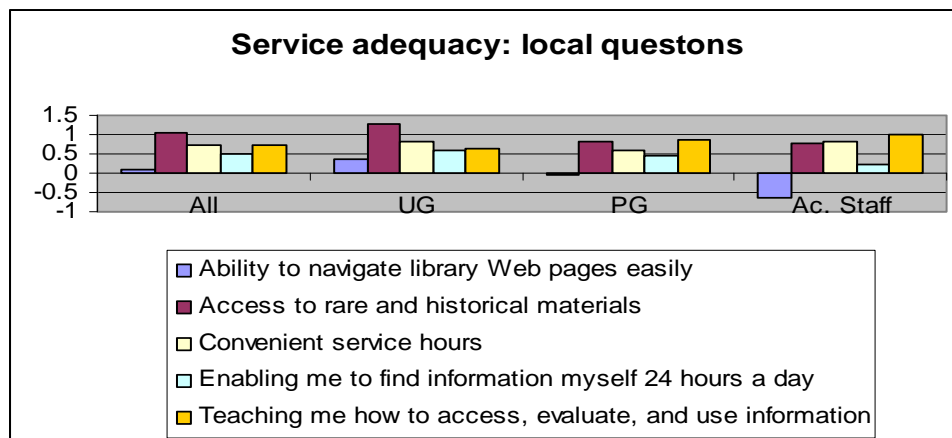
1. Ability to navigate library Web pages easily
2. Access to rare and historical materials
3. Convenient service hours
4. Enabling me to find information myself 24 hours a day
5. Teaching me how to access, evaluate, and use information

The most important of these, for all three user groups, are: the ability to easily navigate web pages, convenient service hours and the ability to find information themselves 24 hours a day.

Academic staff have the greatest expectations when it comes to the ability to easily navigate library web pages and the ability to find information themselves 24 hours a day. Undergraduates have the highest expectations with regards to service hours and Academic staff the lowest.

When it comes to providing library web pages which are easy to navigate we fall **below** the minimum level of service expected by postgraduates and Academic staff.

The graph below shows the service adequacy scores for the local questions in each for each user group.



Survey comments

A total of 642 comments were made. This represents 48.6% of survey respondents. Over half the comments (343) came from undergraduates. Comments recorded broadly support the findings of the report. A detailed analysis of the comments has been prepared and we will act appropriately to address any concerns raised.

A summary report of the comments is attached as Appendix B.

APPENDIX A

Background information

The survey is a web-based tool that measures users' minimum, perceived and desired levels of service quality and identifies the gaps between them. There were 44 questions in the survey:

- 22 Core questions falling into three broad categories :
 1. Affect of service (Services)
 2. Library as place (Accommodation)
 3. Information control (Collections)

- 5 questions on topics selected by us:
 1. Ability to navigate library Web pages easily
 2. Access to rare and historical materials
 3. Convenient service hours
 4. Enabling me to find information myself 24 hours a day
 5. Teaching me how to access, evaluate, and use information

- 3 questions on library usage patterns
- 8 questions on levels of satisfaction and information literacy outcomes
- 6 demographic questions

In addition, participants are invited to leave a free text comment at the end of the survey.

Three email lists were randomly generated to target core user groups: undergraduates, post-graduates and academic / research staff. We are currently unable to generate random email lists which exclude non-academic/research staff. Therefore, a random sample of all staff were, by default, included in the lists and invited to participate. There was no option to submit a paper survey.

Messages, including a reminder, were sent asking people to complete the survey form online. All the responses were confidential, and no personal data was passed to the survey organisers.

An incentive was offered to encourage people to complete the survey. Participants were given the opportunity to enter a prize draw to win one of six £50 book (Amazon) vouchers.

33 people left comments about the survey design-this represents 5.2% of total comments received. Common criticisms include the length of the survey (too long), it's too complicated and it's repetitive.

In total 1320 valid responses were received and 642 free text comments were recorded.

The results were submitted directly to the LibQUAL+ team who analysed the data and produced a report. Our report is published online and we have online access to all the other institutions' reports.

Demographic Summary

The demographics of the survey respondents match the demographics of the University of Edinburgh very closely in terms of the three target user groups and are a reasonable match in terms of gender and College affiliation. The response of HSS affiliates is higher than their overall university population.

Respondents by user group			Respondents by gender			Respondents by College		
Undergraduates	665	50.4%	Male	442	34%	HSS	742	61.6%
Postgraduates	364	27.6%	Female	857	66%	MVM	132	11%
Academic/research staff	176	13.3%				S&E	297	24.6%
Library staff	21	1.6%						
Other staff	94	7.1%						
Total:	1320	100%						
Respondents by Library: site used most often -college level			Respondents by Library: site used most often- site level					
Main Library	914	70.6%	Main Library	914	70.6%			
			Darwin Library	87	6.7%			
			ECA Library	45	3.5%			
			James Clerk Maxwell Library	25	1.9%			
			The Lady Smith of Kelvin Veterinary Library	24	1.9%			
			Law and Europa Library	57	4.4%			
			Moray House Library	61	4.7%			
			New College Library	21	1.6%			
			Robertson Engineering & Science Library	23	1.8%			
			Royal Infirmary Library	14	1.1%			
			Scottish Studies Library	1	0.1%			
			Western General Hospital Library	9	0.7%			
			Class libraries	13	1%			

Core Questions

Library users were asked to rate statements on a scale of 1-9 (1 is lowest, 9 highest) indicating for each, the **desired** level of service they would like to receive, the **minimum** they are willing to accept, and the actual level of service they **perceive** to be provided.

The results group the questions into three categories of library service quality:

- Affect of service (9 questions)
- Library as place (5 questions)
- Information control (8 questions)

LibQUAL+ presents the results using various graphs, including radar charts. Radar charts expose the “gaps” between the minimum, perceived and desired levels of service . “Gaps” are one of 4 colours:

Yellow and blue indicate that users’ perceptions of service fall within, what LibQUAL+ terms, the “zone of tolerance”.

Red represents negative scores and indicates that users' perceived level of service is **below** their minimum level of service.

Green shows that users' perceived level of service is **above** their desired level of service.

Charts are available for each user group and for all users combined.

Library Selected Questions

Users were asked for their judgements on the same 3 scales for 5 further questions which we had selected from a list provided by LibQUAL+.

Library Usage Patterns Questions

Users were asked 3 questions about how frequently they accessed library resources both online and within the physical library.

General Satisfaction Questions

There were 3 general questions which respondents were asked to rate on a scale of 1 (strongly disagree) to 9 (strongly agree).

Information literacy outcome questions

There were 5 questions which respondents were asked to rate on a scale of 1 (strongly disagree) to 9 (strongly agree).

Comments

Some 642 respondents made comments at the end of the survey.

FULL REPORT

Available here in due course: <http://www.ed.ac.uk/schools-departments/information-services/about/organisation/library-and-collections/library-and-collections-about/strategy>

Further general information on LibQUAL+ can be found at www.libqual.org.

Angela Laurins
IS LibQUAL+ Co-ordinator
January 2012

LibQual + Survey 2011
Comment Analysis - Appendix B

At the end of the LibQual + survey participants are invited to leave a comment. We received 1320 valid responses to the survey and 642 comments. Almost half of all respondents (48.6%) made a comment.

Comments were made anonymously. However, participants were encouraged to leave an email address to enable us to respond directly to feedback. Only one user supplied contact details. Users, having supplied an email address to enter the prize draw, may not have realised that, if they wished a response, they were required to add their email address twice.

Demographics

Number of comments per user group:	
Undergraduate	343 (53.4%)
Postgraduate	165 (25.7%)
Academic Staff	84 (13.1%)
Other Staff	44(6.9%)
Library Staff	7 (1.1%)
No user group given	5(0.8%)

Comments by college affiliation:		Total respondents by college affiliation (%):
HSS	389 (60.6%)	61.6%
MVM	67 (10.4%)	11%
S&E	145 (22.6%)	24.6%

Number of comments by most used library site:	
Main Library	473 (73.7%)
Darwin Library	32 (5%)
Moray House Library	27 (4.2%)
ECA Library	23 (3.6%)
Law and Europa Library	20 (3.1%)
New College	13 (2%)
Robertson Engineering & Science Library	9 (1.4%)
A class library	9 (1.4%)
The Lady Smith of Kelvin Veterinary Library	7 (1.1%)
Western General Library	5 (0.8%)
James Clerk Maxwell Library	4 (0.6%)
Royal Infirmary Library	3 (0.5%)
Scottish Studies Library	1 (0.2%)

Introduction

Comments covered a wide range of subjects and, inevitably, there is a mix of positive and negative feedback. The fact that so many users chose to leave a comment is testament to the value they place on the library service. Even when users have a particular issue to highlight, the majority remain very positive about the library service in general.

The comments back up the findings of the main LibQual+ Survey in the three main categories: Services, Collections and Library as place. Our users have helped us by providing

valuable feedback. We will carefully consider their comments and suggestions and work to continue to improve the quality of the library service.

Comments by category

The following 12 broad headings were used to categorise the comments.

	Category	Number of comments	Percentage of total comments including a reference
1	Library as place	283	44.1%
2	Collections	195	30.4%
3	Staff	129	20.1%
4	Computers	124	19.3%
5	Library systems + website	97	15.1%
6	Site / Class Libraries	74	11.5%
7	Opening Hours	51	7.9%
8	Other	39	6.1%
9	Survey feedback	33	5.1%
10	Information skills	25	3.9%
11	e-users	17	2.6%
12	ILL	11	1.7%

1. Library as place

By far the largest single category of comments was Library as place; 44.1% of total comments received refer to the environment in the libraries in some way. 236 of these comments were from users for whom the Main Library is the principal library site. A further 21 users, whose principal library is not the Main Library, commented on the Main Library.

73.5% of comments in this category, and almost a third of total comments received, related to study space in the Main Library. This is a reflection on the value users place on the Main Library as a space for study and an indication of just how popular the Main Library has become since refurbishment began.

An undergraduate (HSS) sums up opinion on the Main Library:

I love the library and would come here all the time if I could. But there is not enough space....

Postgrad research (S&E) adds:

Our Library is so good, that sometimes it is very difficult to find space to study. It has even become a popular place on weekends!

Almost without exception, the 208 comments relate to the Main Library being overcrowded. Lack of desks and study space is, overwhelmingly, the biggest single issue for users.

Users describe wandering around for long periods of time looking for a free desk or computer, often giving up, going home or to an alternative library to study, getting stressed and frustrated in the process. The relocation of Student Services seems incongruous to 8 users when study space is limited. Several users complain that group study pods are used by individuals and others comment that the desks are large enough to accommodate more chairs or to be shared.

Reading the comments, you get a real feel for the stress not being able to find a study space causes.

An Undergraduate (HSS) comments:

I know a lot of people find the library a stressful place because it's a nightmare to find anywhere to work.

An HSS undergraduate encapsulates the issue:

My only dissatisfaction with the library is the lack of study and computer space. I work much better in the library than at home, but the atmosphere can be very stressful when it's impossible to find a study space. I like the new improvements but don't find them entirely necessary - all me and my peers want is a quiet space!

Several users ask if there could be a system that would let them know where there are free study spaces – similar to a car park.

- There were 5 comments on lack of group study space at Moray House Library.
- 21 comments in this category relate to the temperature in the Main library. 19 comments remark that the Main Library is too warm and that the poor air conditioning and ventilation make it difficult to concentrate.
- There were 9 comments about the Main Library café. Comments refer to a poor food choice for vegans and users say it's expensive in comparison to local eateries.
- There were 7 comments on hygiene; relating to the state of the toilets and cleanliness of desks in the Main Library.
- The 57 comments relating to the Main Library refurbishment are generally appreciative of the work completed however, a large number unsurprisingly refer to noise levels while work progresses, use of space and lack of individual and group study space.

Other comments mention the behaviour of other users who are often too noisy, or use computers for social networking. Users would like staff to enforce rules such as the red card policy and quiet study areas.

2. Collections

30.2% of all comments made refer to the library's collections and how they are managed.

167 comments (26% of total comments received) concern lack of printed books. There is clearly still a demand from users, across disciplines, for access to print materials. Users would like more up-to date books in certain subject areas and more copies of high use books and core texts which students often find impossible to obtain - even when placed in the HUB/reserve collection.

Users also mention having to go to other university libraries or to the National Library for access to books.

Inevitably, the library collections do not provide online access to everything users would like. However, it is clear from the comments received, that users would like more journals

available in their subject area, access to specific key journals (named in comments) and online access to older journal issues.

An academic sums up the issue:

Expanding the range of quality electronic resources without sacrificing commitment to the print collection strikes me as our current challenge.

There are 29 comments which make reference to the HUB/reserve collections. Four users are positive about the services, 10 want more copies to be available in the HUB/reserve collections and a further 10 comments make reference to the difficulties time restriction on HUB/reserve items causes. One user would like to be able to renew HUB items online. One user comments that access to the reserve section at Darwin Library should be available 24 hours a day.

- 6 comments refer to missing books not being replaced.
- 2 users mention being unsure about how to find out more about and use rare books and special collections.
- The facility to make requests (aka holds/recalls) online would significantly improve the quality of service for six users. These users are surprised this isn't possible. An HSS academic points out that, "Plenty of other universities have found a way to provide this particular service" and a postgraduate thinks, "having to go into the uni every time to recall a book is ridiculous".
- Five users would also like to be able to return items to any library site – not just to the issuing library.

3. Staff

A total of 128 comments were made about staff working in our libraries.

- In general, whatever issues users have with the library service overall, comments relating to library staff are positive. The majority of users describe the majority of staff as 'very helpful', 'very approachable', 'top notch', 'brilliant' and 'friendly'.
- Several individuals and site libraries are singled out for praise.
- Five users wanted more staff or for staff to be more visible in the Main Library and a further three thought that staff should be more knowledgeable about IT issues.
- There were 22 negative comments about library staff's level of helpfulness, courtesy and attitude. Of the unnamed individuals and libraries who came in for criticism let's hope it was just a bad day.

This comment from an undergraduate shows the impact we can have when we get it right:

The library staff are the friendliest staff at the University. They have been really kind to me, even when I asked stupid questions or went looking for things that were almost impossible to find. They trusted me enough to give me access to valuable historical materials for my dissertation and even helped me print it out at the last minute. The staff are really caring and the library is a nice place to be. If it wasn't for the fantastic law library which gave me a good place to study (and to pull up my

grades through writing good essays to compensate for my terrible exams) my degree would have been a lot less enjoyable and a lot less rewarding.

4. Computers

Almost a fifth of all comments refer to computing equipment available in the libraries. 101 of 124 comments made in this category are from people for whom the Main Library is their most used library.

51 users make comments on the lack of computers in the Main Library. There is a 'constant lack of computers', one undergraduate remarks, "[it's] a joke trying to find a computer except very early in the morning or late at night!"

Users' frustration is compounded by the behaviour of other users in the main Library. Users who log in to much need computers and disappear for long periods of time or who use library computers for Facebook and other social networking sites are heavily criticised by their peers.

An Undergraduate (S&E) comments:

The most annoying things is locked computers and places that are covered with stuff when students leave for hours..

Undergraduate (HSS) adds:

Its frustrating when you really need to use a computer and they are all taken, and you look up just to see a swarm of screens with facebook up

One user commented that it would be helpful if the screens in the Main Library foyer could tell her the exact locations of available computers, "rather than having to walk around the entire first, second and third floor looking for the 3 available computers out of the hundreds that are occupied".

More computers are also requested by users of the Darwin, New College, Law & Europa and Moray House Libraries.

The quick use computers are, ironically, according to 10 users, anything but. Users report that the quick use machines are slow and often, by the time they're logged in, the 15 minute time limit has expired.

An undergraduate remarks,

The 'quick use' computers are very slow!! Useful, however defeats the purpose when you're in a hurry.

18 users made comments about printing facilities:

- 4 comments relate specifically to Moray House where printing can be confusing, and users can be charged when the printer is out of service.
- One academic calls the self-service self poster printing 'superb'.
- One user comments printing from laptops at Darwin Library is, 'complicated.'

- Two users comment that printing is 'expensive' another that photocopying is expensive and that photocopiers and photocopy card system are 'outdated'.
- One user has problems printing from a MAC and another from a laptop.
- 3 users would like staff to be better equipped to help with issues with the printers and scanners.

5. Library systems and website

15.1% of comments relate to library systems and the library website. Comments on library systems tend to relate to user's specific issues rather than general problems. Nevertheless, they are an indication of issues experienced by the wider user population.

- 10 users comment that the library catalogue can be difficult and confusing to search.

An HSS undergraduate suggests the cause of the confusion:

....there seem to be at least three different ways of searching the library catalogue (find it @ Edinburgh, classic search, Aquabrowser) and not all of them are reliable.

- Checking availability of an item on the catalogue only to arrive at a library to find the book is not on the shelf is a frustration highlighted by 9 users.
- 8 users find searching for e-journals complicated and at times difficult.
- Off campus access is problematic for 7 users. However, 5 users comment on ease of access off campus.
- 8 users referred to Searcher. There are mixed comments. An undergraduate thought the e-journal access via Searcher was 'excellent' However, two users point out that they often find articles on Searcher they can't access and two users would like it to be 'simplier' and 'easier' to use.

In the main LibQual+ report, postgraduates and academic staff scored us below the minimum service level for the local question, *Ability to navigate library Web pages easily*.

Therefore, it is surprising that the library website is only mentioned in 17 user comments (2.6% of total comments).

10 users found the library website difficult to navigate. Criticisms include the catalogue and Aquabrowser not being prominent or easily accessible and the search function being unreliable.

One user would like a more visible library webpage. However, one user did praise the online help available and one user comments web access is 'straightforward'.

An Academic (S&E) sums up the issue:

.....[my] only criticism is the web pages, which currently are NOT user friendly - with lengthy explanations as to how to use the different services, but no obvious links to access said services! ...

6. Site /Class Libraries

In total 74 comments (11.5%) of comments make reference to a site or class library. The majority of comments in this category praise the quality of service provided by staff. In fact, several site libraries and staff were singled out for praise by users. The main issues for library users are opening hours and, in the case of Moray House, lack of group study space.

Number of comments per library:			
Darwin Library	12	Royal infirmary Library	4
Law & Europa Library	11	Robertson Science & Engineering Library	3
Moray House Library	9	The Lady Smith of Kelvin Veterinary Library	3
Class libraries	7	James Clerk Maxwell Library	3
ECA Library	6	Western General Hospital Library	2
New College Library	6		

Darwin Library:

- Of the 12 users who refer to Darwin Library, 7 use it as their principal library site.
- 2 users say it is “never quiet”. However, another describes Darwin Library as, “quiet and homely”. Staff here are praised and described as “very helpful and pleasant”.
- 3 users would like opening hours extended and 3 users say printing is complicated.
- 4 users comment on the inconvenience of accessing/returning books to Darwin Library. This is more difficult at weekends when the shuttle bus doesn’t operate. A taught postgraduate remarks, “returning to the Darwin Library is a pain.”

Law & Europa Library:

- Described by users as, “fantastic”, “very useful and well administered” and as a “valuable resource” the Law & Europa Library is the principal library for six users who comment on it.
- 3 people would like opening hours extended on Fridays, at the weekend and for the library to open at 7.30am.
- 3 people would like more/better computers and technology at the Law & Europa library and one user would like, “somewhere to get refreshments.”

Moray House Library:

Use of space, and particularly lack of group study space, is the key issue that emerges from the comments made on Moray House Library.

- 5 users would like more group study space to be available.
- One user would like more computers to be available.
- 2 users would like more up-to-date sports materials and more copies of core sports texts.

Class Libraries:

- The 3 comments made by users about the Philosophy and Psychology Library (Haldane Library) are incredibly positive and staff here are singled out for praise.
- The Scottish Studies Library is also praised by an academic who describes the service provided here as, “consistently excellent”.
- Two users comment on the Art & Architecture Library described by an academic as, “particularly useful for both teaching and research purposes”. An undergraduate user would like to see opening hours extended at this library.

ECA Library:

- All comments on the ECA Library come from undergraduates who in turn praise the staff at the library “very helpful and well informed” and the library, “excellent for its size and specialisms” and the recent change to weekend opening hours.
- One user comments that the ECA catalogue “is easier and more intuitive” than the Main Library system.
- Criticisms are that it can be cold and noisy and one user would like the film collection expanded.

New College Library:

- New College Library and its staff are highly praised by its users:

One undergraduate comments, “New College Library is excellent and the staff are extremely helpful.”

Academic staff add,

The Divinity Library staff are a fantastic bunch of people, so no faults there, only praise..”

we get an excellent service from NC library. The staff are unfailingly helpful and very knowledgeable...

- Again, the only criticism made concerns opening hours which users would like to see extended at evenings and weekends.

Remaining site libraries:

- Five comments are about the generally poor provision of library facilities at King’s Buildings.
- The music library is praised as an, “excellent resource”
- Staff at the Western General hospital Library are congratulated on providing “excellent service.”
- One user would like to see at least one library based at King’s Buildings open until 9 or 10pm.

7. Opening Hours

7.9% of total comments received relate to Opening hours both in the Main Library and across Site and Class libraries. Detail on requests for extended opening hours at Class and Site Libraries is provided above.

The remaining comments focus on extending opening hours at the Main Library:

- Opinion is united on Sunday opening times and 12 people request earlier opening times on a Sunday morning.
- Three users would like to see the helpdesk staffed earlier/later.
- Six users would like to see the Main Library open 24hours a day. A further two would like opening hours extended to 24hours a day at exam time. A single academic makes a call for a 'proper work-life balance' and recommends better use of the money it takes to operate a 24/7 service.
- Holiday opening hours were a concern for four postgraduates and one academic who found the holiday opening hours 'unhelpful', 'laughable' and one postgraduate was 'extremely disappointed'. These users pointed out that postgraduates and researchers need access to libraries after the undergraduate exam period.

8. Other

There were 39 comments touching on a wide range of topics not covered elsewhere and categorised as 'other'. Many are reflect users own personal issues or make suggestions for improvement and do not fall into a particular category.

- 2 comments came from students with dyslexia who say we need to do more to provide alternative options to help dyslexic students use the catalogue and website as finding and locating books is 'often very difficult'. One student suggested providing features such as spellcheckers or autofill.
- Two disabled users made comments about negative experiences using the library.
- 3 people commented on guest users. 2 people (both academic staff) would like to see access made easier for external users, while an undergraduate thinks it's 'unacceptable' there are so many guest users when space in the Main Library is so limited.
- 3 people made comments about uCreate. One academic said it was a 'great' service and two others said that the computers with scanners were unfortunately, always occupied by people not using the scanners.
- 5 users make reference to the amount paid in fees and how, as a consequence, they expect to have adequate copies of books and study space. Two users point out that they then pay again for InterLibrary Loans when the library doesn't have required materials.

An undergraduate sums up the grievance:

I find it VERY frustrating the fact that we pay so much for fees and countless times the library does not have a book a require, or a paid subscription to particular academic journals-in these cases the library/university should cover the cost of the inter-library loan and not me who has already paid a substantial amount in fees to cover such resources!

9. Survey feedback

5.1% of people who completed the survey commented on the survey itself.

In summary, people thought the survey was too long, overly complicated and the questions repetitive. Two users expressed difficulty answering all questions as they use the library services online and not the physical space. One respondent commented that 'research fellow' was missing from the 'Position' list. Another commented that, because of the way questions are phrased, the survey was difficult for foreign students to complete.

10. Information skills

25 users comment on information skills.

- Ten users explicitly ask for more help using the library services including the catalogue, research skills and Endnote.
- Those users who have had received some sort of training or induction have benefited from it. One user very much appreciated the opportunity to have a 1:1 session.
- Six users think that more help on using the library should be provided when a student is new to the University. Three users mention how they had to learn by themselves, over time, to use the library.
- Courses run by the library should be more widely advertised and more guidance should be provided online.
- As a possible solution, an MVM academic suggests a, "monthly workshop or something to allow all new staff [to] get orientated and long standing staff that need updating to attend.."

11. E-users

Users who don't use the physical library space have been categorised as e-users.

The e-users:	
Undergraduates	2
Postgraduates	5
Academic staff	9
Administration staff	1

- Of the 17 comments from this group, 15 recognise that the services they use online are managed by the Library. The remaining 2 identify themselves as non-users despite their reliance on online resources for their study/research.

- For this group, the VPN and access to electronic journals are the most essential library services.

12. ILL

Eleven comments include references to the Interlibrary Loans service. This represents 1.7% of total comments

Comments came from four groups:	
Postgraduate Taught	2
Postgraduate Doctoral research	6
Academic research staff	2
Undergraduate (4 th year)	1

A Postgraduate (doctoral research) praises the service:

The library offers a great inter-library loan service though, which I have often used..... thanks for that!

- One would like it if this service was offered- clearly unaware it already exists.
- Three people think it's too expensive. One user believes that as he pays fees he shouldn't have to then pay for ILL. One undergraduate explains,
...the library/university should cover the cost of the inter-library loan and not me who has already paid a substantial amount in fees
- One user would like more feedback from staff if an item is taking a long time to be delivered.