

## You asked, we listened...

### Changes made by the Library as a result of feedback 2011 – 2014

We value your feedback and try, when possible, to make improvements based on your suggestions. Below are examples of some of the changes made by the Library as a result of both your feedback and evidence we gather through statistics.

Topic	Action / Comments
WiFi access - sporadic access, some area with weak signal, inconsistent access	Reported to Computer Services for investigation
Printing	Printing from laptops now possible
Quick Print PCs too slow	Title a misnomer as network always slow first time you logon to a device & PCs themselves old
Location of Printing on FI 2 lead to noise	All printers moved to FI 1 One near the Entrance
Location of Priority Printing PCs	Moved to near entrance
Desks on FI 1 near Priority Print PCs	Impossible to use as study space is noisy & busy
Need for scanning facility	Library had a scanner and made this available
FI 2 as a Quiet Floor	Consistently alerted readers to this, have moved printers, more regular patrolling
Promote appropriate group work	FI 1 designated for this, smaller tables placed, space organised so groups limited in size, rooms allocated for Groups, dividers etc used to contain spaces
White Boards available	Boards available for group areas
Library use of White Board as communications tools	Use of white board at entrance for 'news'
Keeping space cleaner	Include clean up request in closing procedure Banning food on FI 2 & extending this to entire Library 2015 because this creates more rubbish for us to clean up, slows down cleaners & delays opening of the Library in the mornings
Getting Library open at 8.30 am	Library cannot open until cleaners have finished. So 8.30 am opening may be delayed Sign at bottom of stairs Self Cleaning Actions as above

	Different processes set in place for exam times
Lack of distributed powerpoints	Actions include booking available on spaces with power, rooms prioritised for lap top users, acquired 2 tower units for use
Health & Security issues	Apart from DkIT processes, all staff twice yearly reminded of exit and safety procedures. Developed scenarios and discuss these so that better prepared in event of emergence. Ensure 4 staff on duty nights & Saturdays
Access to PCs given high demand and ratio of 1:40	All (except 3) PCs on open access on FI 1 & 2 are bookable.
Issue of claiming a vacated PC/Closing files	If a PC is unoccupied for more than 10 min another reader can claim it. If files are open they can be closed and are the responsibility of the original occupant if lost.
Children in Library – arises because of use of Library by school children under 18 & as parents/guardians bring children into the space, Child Protection legislation, behaviour that may disrupt others	Clarified how parents with children can use the Library via web site leaflet & directly talking to people Communicated with schools re this issue clarifying access available only to 18+, or under 18s if accompanied by supervising adult Plans to have ID s checked
Loan Category	Indicate on spine the loan category (4 Day Loan etc) so that readers know before they remove item from shelf. Applied to 4 & 7 day loan items
Quick Printing	Sign changed to clarify that it is priority rather than quick
Shelf Access	Items shelved to prioritise access, not on top or bottom shelf where possible. Stock moved annually to promote access & manage space
Maximising local & owned resources	Changed search algorithm and aware of what needs to be carried out to ensure equitable access to resources.
Website updated	To clarify, streamline & update information website redesigned. Wed Editor in place who makes final decisions
De-branding	Brand names replaced by others (e.g. MultiSearch replaces Summon)
Enhance access to catalogued items	Table of Contents, summaries etc. added to catalogue records of parts of collection and now to all new additions to stock
Journals	E-Journal Portal lists all e-journals, print journal usage surveyed all the time via paper

	band, also in 2014 titles retained at desk in effort to ensure feedback on use. Academics surveyed annually in 2013/4 on what is needed
Institutional Repository	IR created, maintained & promoted. Branded as STOR
Open Access	OA policy promoted by Library
Bringing the Library to the People	Offer Pop Ups at least twice per annum in each School
Fines	Fines & penalties imposed for non return of loans, prevent defaulters from graduating or registering, ability to pay via Debit/Credit Card since 2013
Clarify use of Rooms	Signage put in place Rooms closed after 6 pm when not busy to prevent inappropriate use & instead made bookable by groups
Hard to find local items in MultiSearch	Update Catalogue records so local appears higher up hit list in MultiSearch
Discover if IL has an impact	Add to patron data so can cross check against usage
Let Students book IL	Revised IL booking form
Move from rote learning in IL	Threshold Concepts in IL
Kindle needed	Kindle loans in the Library
Lack of space, demand for PCs, use of PCs	PC Booking so that can plan time, be focused when here
IT issues and support out of hours	Details on support available & that can call on it if needed
Do our best to get Library open at 8.30 am	Cleaners focus on FI 1 then move to FI 2 by 8.30. Cleaners also come in the evening.
Access to Library in Jan for IPA students	Checked calendar with LLC
Make PC bookable 30 min rather than an hour in advance	So that it is easier to book
Make sure headphones & chargers are available	Introduced the service, then implemented fines so that returned as needed after 2 hours
Readers call by phone to pay fines	Introduce Debit/Credit Card payments
Make sure items are available as needed	Implement fines, blocks on registration and graduation ceremony, deduction of cost of item from payment in case of staff
Make the Acquisitions form better	Form redesigned and includes more options on format, now available online