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Executive summary

In 2012, Loughborough University Library completed a user satisfaction survey. This survey was used then to improve and effectively change services (e.g. modifying opening hours). The data from this survey has already informed the thinking and planning behind the proposed 2013 Library refurbishment. The Library repeats this survey every three years and is based upon the survey developed by SCONUL. Its purpose is to assess users’ satisfaction levels and thus enable the Library to respond appropriately to their changing and developing needs. Data was collected using an online survey in May 2012 and generated 730 responses. These were received from academic staff, taught postgraduate students, research postgraduate students and undergraduates from all academic schools.

The survey explored the views of respondents about frequency of use of the Library building, frequency of use of Library’s digital services, importance and satisfaction levels with 15 Library services, the Library as a place to study, overall views on services, preferences for improvements to the Library building, Library Catalogue Plus and the new Library web pages. Some headline findings are included below:

- 16% of respondents visit the Library on a daily basis
- 90% of academic staff use the Library online on at least every week
- People ranked the Enquiry Desk service as the service they were most satisfied with
- Provision of textbooks/essential texts was ranked as being the most important
- 57% of Library users indicated the Library was the best place for them to study
- 91% of Library users strongly or slightly agreed the Library was overall providing a good level of service
- 35% of users would like an increase in PC provision in building improvements

It is gratifying that the indications are that most services are appreciated and at appropriate quality levels. It is also noteworthy that those services involving interaction with Library staff are especially valued. The next users’ satisfaction survey will be take place in 2015. There are some key areas identified in the survey that the Library will have to give thought to in the next few years. These include establishing a better understanding of how academic staff use digital Library services, ensuring the front line Library desks meet undergraduate students’ needs and also promoting academic librarians more effectively to undergraduates.

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1. Introduction

Loughborough University Library attaches great significance to gathering data on a regular basis to inform its service developments. The intelligence generated is used internally in the Library to shape how it moves forward strategically. In the current higher education climate where financial constraints, technology, student population and research are changing quickly it is essential the Library continues this practice.

Along with these drivers, it is also important for the Library to measure its performance longitudinally to ensure it continues to develop and improve. For these reasons, the Library seeks to undertake a general user survey every three years. This allows internal benchmarking, as well as the production of management information needed by the Library. Another consideration when undertaking Library surveys is to ensure data is collected only at appropriate times and in a ‘light touch’ manner.

This 2012 survey follows on from ones competed in 2009 (Walton, 2010) and 2002 (Reynolds, 2002) using similar questions. It has been possible to effectively benchmark the 2009 data with the 2012 information, but the data from 2002 could only be used in a limited way. This has been because some of the 2002 questions included in subsequent surveys have evolved as the nature of Library services has changed. A Library project team (Matt Cunningham, Frances Leahy, Liz Mills, Dr Graham Walton, and Helen Young) oversaw the study. Input was also received on the survey questionnaire software from Martin Ashby in Research Support, Dr Derek Stephens in the Department of Information Science and Sonya White who contributed to formatting the data for the report in the Library and Information Statistics Unit (LISU).
2. Methodology

For purposes of both internal and external benchmarking, the 2002, 2009 and 2012 surveys are based on that instrument developed by SCONUL (the national body representing university libraries). It was produced using the Bristol Online Survey Software (BOSS) and was available for completion in April/ May 2012 (see Appendix 1 for survey). There were 730 responses, which is higher than the previous surveys (300 in 2002 and 561 in 2009). The increased 2012 response can be attributed to it being circulated via the University’s Virtual Learning Environment (LEARN). Figure 1 shows the percentage of respondents by role. There were fewer responses from both postgraduate research students (9% in 2012 compared to 13% in 2009) and academic staff (10% in 2009 compared to 6% in 2012) but responses were received from all University academic departments (Figure 2). Some departments had a higher response rate than others, with the most responses received from Business and Economics, whilst the fewest were from Physics.

Figure 1: Response rate by academic staff, postgraduate (research), postgraduate (taught), undergraduate and other
3. Results and discussion

3.1 Frequency of use

Establishing data about frequency of use of the Library building in 2012 is very timely, as major building work will take place in 2013. This baseline information has already been used by the Library to inform the refurbishment. Figure 3 shows how often the respondents used the Library building (daily, weekly, monthly, yearly and never). The major difference when comparing the 2009 with the 2012 results would appear that a larger percentage is visiting the Library on a monthly, as opposed to weekly, basis. The numbers that visit daily are approximately the same. The numbers that never visit has increased slightly (0.2% in 2009 compared to 1% in 2012).
Further analysis of frequency is provided in Figure 4 showing how academic staff, postgraduate (research), postgraduate (taught), undergraduate and others use the Library in 2012 compared to 2009. Regarding the small percentages who never use the Library building, it would appear that this is concentrated in academic staff and taught postgraduate students. A larger percentage of taught postgraduate students use the Library daily (34% in 2012, compared to 22% in 2009). Academic staff are visiting the Library more on a monthly basis rather than weekly. The daily/weekly use of the Library building made by undergraduates (Figure 4) shows a reduction in 2012 from 2009. 70% of undergraduates who completed the survey in 2009 visited the Library daily/weekly. In 2012, this had fallen to 66%. With the level of investment, the Library will need to undertake an evaluation of the impact of the refurbishment within the first year of its completion.
**Recommendation 1:** Between March and June 2014, the Library should evaluate the impact of the refurbishment.

In the 2012 survey, a question was included for the first time about online usage of Library services and systems and the results are outlined in Figure 5. This addition represents a logical area for the Library to include as investment in e-resources is increasing. The responses demonstrate the heavy reliance placed on the Library’s digital services and resources by academics, researchers, taught postgraduate students and undergraduates.
Nearly half (47%) of respondents use the Library online at least weekly. 22% use the Library online daily, compared to the 16% who visit the Library building daily. Figure 6 breaks down the online usage by academic staff, postgraduate (research), postgraduate (taught), undergraduate and others. Academic staff make greater use of digital resources than other groups with 66% of respondents accessing the Library weekly online. At the same time they physically visit the Library less often.
Recommendation 2: Future user satisfaction surveys should continue to assess levels of use of Library digital services as well as the Library building.

3.2 Satisfaction and importance of services

Tables 1 and 2 show the satisfaction and importance levels academic staff, postgraduate (research), postgraduate (taught), undergraduate and others have regarding fifteen library services.

Table 1. Different user groups’ service satisfaction levels

<table>
<thead>
<tr>
<th>Service</th>
<th>Baseline</th>
<th>UG (taught)</th>
<th>PG (research)</th>
<th>Academic staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries/information desks</td>
<td>1st</td>
<td>1st</td>
<td>1st</td>
<td>1st</td>
<td>2nd</td>
</tr>
<tr>
<td>Opening hours</td>
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<td>2nd</td>
<td>4th</td>
<td>2nd</td>
<td>5th</td>
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<tr>
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<td>3rd</td>
<td>5th</td>
<td>3rd</td>
<td>6th</td>
</tr>
<tr>
<td>Academic Librarians</td>
<td>4th</td>
<td>5th</td>
<td>2nd</td>
<td>2nd</td>
<td>1st</td>
</tr>
<tr>
<td>Library Catalogue Plus</td>
<td>5th</td>
<td>4th</td>
<td>2nd</td>
<td>7th</td>
<td>15th</td>
</tr>
<tr>
<td>Range of e-journals</td>
<td>6th</td>
<td>7th</td>
<td>3rd</td>
<td>6th</td>
<td>4th</td>
</tr>
<tr>
<td>Photocopying/printing facilities</td>
<td>7th</td>
<td>6th</td>
<td>7th</td>
<td>9th</td>
<td>11th</td>
</tr>
<tr>
<td>Range of electronic resources e.g. Web of Science</td>
<td>8th</td>
<td>8th</td>
<td>6th</td>
<td>4th</td>
<td>3rd</td>
</tr>
<tr>
<td>Study facilities</td>
<td>9th</td>
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<td>12th</td>
<td>10th</td>
<td>14th</td>
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<tr>
<td>Workshops/training sessions</td>
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<td>12th</td>
<td>11th</td>
<td>8th</td>
<td>7th</td>
</tr>
<tr>
<td>Course be/essential text availability</td>
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<td>10th</td>
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<td>5th</td>
<td>8th</td>
</tr>
<tr>
<td>Range of print journals</td>
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<td>11th</td>
<td>10th</td>
<td>12th</td>
<td>9th</td>
</tr>
<tr>
<td>Institutional Repository</td>
<td>13th</td>
<td>14th</td>
<td>9th</td>
<td>11th</td>
<td>10th</td>
</tr>
<tr>
<td>Range of e-books</td>
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<td>13th</td>
<td>12th</td>
<td>14th</td>
<td>13th</td>
</tr>
<tr>
<td>Provision of PCs</td>
<td>15th</td>
<td>15th</td>
<td>13th</td>
<td>13th</td>
<td>12th</td>
</tr>
</tbody>
</table>

Table 1 shows the ranked satisfaction levels of 15 Library services by baseline and user category. Enquiries/information desks achieved the top ranking overall, whilst the lowest was PC access. The difference in satisfaction levels varied between the
different user categories. For example, when Library Catalogue Plus is considered, academic staff are least satisfied (15th in their ranked list), whereas taught postgraduate students have a high satisfaction level (2nd in their list).

Table 2. Different user groups’ service importance levels

<table>
<thead>
<tr>
<th>Service</th>
<th>Baseline</th>
<th>UG</th>
<th>PG (taught)</th>
<th>PG (research)</th>
<th>Academic staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course bk/essential text availability</td>
<td>1st</td>
<td>1st</td>
<td>1st</td>
<td>4th</td>
<td>2nd</td>
<td>4th</td>
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<td>Range of books</td>
<td>2nd</td>
<td>2nd</td>
<td>4th</td>
<td>2nd</td>
<td>2nd</td>
<td>2nd</td>
</tr>
<tr>
<td>Opening hours</td>
<td>3rd</td>
<td>3rd</td>
<td>6th</td>
<td>6th</td>
<td>7th</td>
<td>2nd</td>
</tr>
<tr>
<td>Range of e-journals</td>
<td>4th</td>
<td>6th</td>
<td>3rd</td>
<td>1st</td>
<td>1st</td>
<td>5th</td>
</tr>
<tr>
<td>Library Catalogue Plus</td>
<td>5th</td>
<td>7th</td>
<td>2nd</td>
<td>3rd</td>
<td>5th</td>
<td>1st</td>
</tr>
<tr>
<td>Study facilities</td>
<td>6th</td>
<td>4th</td>
<td>7th</td>
<td>10th</td>
<td>10th</td>
<td>9th</td>
</tr>
<tr>
<td>Provision of PCs</td>
<td>7th</td>
<td>5th</td>
<td>10th</td>
<td>13th</td>
<td>14th</td>
<td>7th</td>
</tr>
<tr>
<td>Range of e-books</td>
<td>8th</td>
<td>8th</td>
<td>3rd</td>
<td>7th</td>
<td>6th</td>
<td>7th</td>
</tr>
<tr>
<td>Enquiries/information desks</td>
<td>9th</td>
<td>10th</td>
<td>6th</td>
<td>5th</td>
<td>4th</td>
<td>3rd</td>
</tr>
<tr>
<td>Range of electronic resources e.g. Web of Science</td>
<td>10th</td>
<td>11th</td>
<td>5th</td>
<td>9th</td>
<td>8th</td>
<td>4th</td>
</tr>
<tr>
<td>Photocopying/printing facilities</td>
<td>11th</td>
<td>9th</td>
<td>8th</td>
<td>15th</td>
<td>13th</td>
<td>8th</td>
</tr>
<tr>
<td>Academic Librarians</td>
<td>12th</td>
<td>12th</td>
<td>9th</td>
<td>8th</td>
<td>3rd</td>
<td>3rd</td>
</tr>
<tr>
<td>Institutional Repository</td>
<td>13th</td>
<td>14th</td>
<td>12th</td>
<td>14th</td>
<td>9th</td>
<td>10th</td>
</tr>
<tr>
<td>Range of print journals</td>
<td>14th</td>
<td>13th</td>
<td>11th</td>
<td>11th</td>
<td>12th</td>
<td>6th</td>
</tr>
<tr>
<td>Workshops/training sessions</td>
<td>15th</td>
<td>15th</td>
<td>13th</td>
<td>12th</td>
<td>11th</td>
<td>7th</td>
</tr>
</tbody>
</table>

In Table 2, where services are ranked in importance levels, a key finding is that the two core services of providing textbooks and a wide range of books were placed 1st and 2nd respectively in terms of overall importance. Those ranked of lowest importance were providing print journals (14th) and workshops (15th). This endorses the Library’s strategic move to provide e-journals rather than print versions.
Significant effort is devoted to workshop provision so their low ranking is disappointing. A complete range of tables is included in Appendix 2.

Figures 7 and 8 show the overall satisfaction levels and perceived importance of services from different perspectives. Figure 7 focuses solely on the 2012 results.

**Figure 7: 2012 users’ satisfaction and importance levels for fifteen Library services**

![Bar chart showing 2012 satisfaction and importance levels for fifteen Library services](image)

In 2012, most Library services have high importance levels apart from workshops and the institutional repository. For most users (apart from academic staff) satisfaction levels have increased for the Library catalogue which underwent a major change in 2011 with the introduction of Primo. Figure 8 compares the satisfaction levels from 2002, 2009 and 2012.
There are relatively low satisfaction levels with the range of e-books and PC provision. The highest satisfaction levels are for the range of books, opening hours and enquiry desks. The Library has increased its opening hours since the last survey.
and it is pleasing that this has increased the satisfaction levels. It is possible to do some benchmarking with 2002 (see Figure 8). Satisfaction levels in areas such as textbook provision and study facilities were high in 2002, took in a dip in 2009 but improved in 2012.

**Figure 9: Percentage importance levels attached to services (very/fairly important) 2009 and 2012**

![Figure 9: Percentage importance levels attached to services (very/fairly important) 2009 and 2012](image)

Figure 9 shows the importance attached to services in 2009 and in 2012. The importance attached to services show similar levels when comparing the 2009 and 2012 results. The service with the highest increase in importance from 2009 is the range of e-books. The service which has decreased the most in importance since 2009 is the range of print journals. The range of books and opening hours have the same levels of importance.

2012 satisfaction/importance levels are also shown in a different manner in Figure 10.
3.2.1 Satisfaction and importance of range of books

The Library performed very well in the range of books it supplies (see Figure 11). All groups considered it important as well has having high satisfaction levels. The exception is the response from academic staff who have lower satisfaction levels.
3.2.2 Satisfaction and importance of range of availability of course books/essential texts (Figure 12)

The Library has been aware of the challenges in providing core textbooks provision for a number of years. This was identified as an issue in previous surveys. In 2012-13, £50,000 extra funding has been made available to the Library to purchase more copies of key texts. The survey shows that the key stakeholders (undergraduates, academics and taught postgraduates) all have low satisfaction levels but high importance levels and it is hoped that the extra funds will raise satisfaction levels, at least for this year.
Recommendation 3: Continued focus and attention should be given by the University and Library to textbook provision

3.2.3 Satisfaction and importance of range of e-books (Figure 13)

The Library has increased e-book provision over a number of years. Postgraduates (taught) are the group that attach the highest importance to this service, but all groups have low satisfaction levels. E-book provision has increased since 2009, but publisher licensing rules and the lack of availability of certain key titles impose restrictions which limit the extent to which the Library can meet user demands. The extra funding provided to purchase key texts is also being used to increase e-book provision.
Figure 13: Ranked satisfaction/importance of range of e-books

Recommendation 4: User expectation regarding e-book provision should be managed more proactively

3.2.4 Satisfaction and importance of range of print journals (Figure 14)

As noted previously, print journal provision is ranked of low importance by all groups, which may be explained by the increase in e-journal provision.

Figure 14: Ranked satisfaction/importance of print journals
3.2.5 Satisfaction and importance of e-journals (Figure 15)

A different pattern to print journals emerges when the results on print journals and e-journals are compared. For researchers and academic staff, e-journal provision is very important, but less so for undergraduates. The lower satisfaction levels from researchers and academic staff can be anticipated, as the Library cannot subscribe to the wide range of titles needed by these user groups.

![Figure 15: Ranked satisfaction/importance of e-journals](image)

3.2.6 Satisfaction and importance of e-resources (e.g. Web of Science) (Figure 16)

An emerging trend is the low level of importance attached to e-resources such as databases. Accessing these resources has always been an important activity in previous years, but it is only taught postgraduates who now attach high importance
to this. This might indicate a change in information seeking behaviour and merits further investigation.

Figure 16: Ranked satisfaction/importance of e-resources (e.g. Web of Science)

Recommendation 5: The Library should gather further data about how people use e-resources, such as Web of Science. This should include investigating how academics are accessing the Library's digital services and Library Catalogue Plus.

3.2.7 Satisfaction and importance of photocopying/printing facilities (Figure 17)

The Library's print and photocopying services have continually evolved, with the Library now offering integrated printing, photocopying and scanning provision. These services are more important for undergraduates and taught postgraduates than for other groups, who rely on departmental photocopying/printing services. The satisfaction levels for the two groups has improved compared with results from 2002 and 2009.
3.2.8 Satisfaction and importance of study facilities (Figure 18)

The provision of study space has low importance for academic respondents and also postgraduate research students. These user categories tend to have office provision within departments and research centres. It has a much higher significance for undergraduates and taught postgraduates. There is a large gap between the high importance and low satisfaction levels. It is hoped that the 2013 planned Library refurbishment will help to narrow this gap.
3.2.9 Satisfaction and importance of provision of PCs

Academic staff attach low importance to PC access in the Library, as they have access to their own PCs. Undergraduates (and to a lesser extent taught postgraduates) have a combination of low satisfaction levels and high importance levels with PC access. This supports the intention that the Library refurbishment will improve and enhance access to PCs.
3.2.10 Satisfaction and importance of Library Catalogue Plus (Figure 20)

For all groups, high importance is given to Library Catalogue Plus but undergraduates gave it the lowest ranking (7th). The major finding is the low satisfaction levels emerging from academic staff and to some extent postgraduate researchers, which should be explored in more detail.

Figure 20: Ranked satisfaction/importance of Library Catalogue Plus

3.2.11 Satisfaction and importance of the Institutional Repository (Figure 21)

The low importance level (and satisfaction level) for the Institutional Repository from undergraduates could be anticipated, as it is not a service that is aimed at undergraduates. This perception was also shared to a lesser extent by those to whom the Institutional Repository is more intended: research postgraduate students and academic staff. This is especially the case for postgraduate research students who do not see it as being very important at all (ranked 14th)
Figure 21: Ranked satisfaction/importance of the Institutional Repository

Recommendation 6: The Library and wider University needs to continue marketing the Institutional Repository and its potential to researchers and staff

3.2.12 Satisfaction and importance of workshops/training sessions (Figure 22)

The Library invests much energy and innovation in developing a range of workshop/training for its users. It is therefore disappointing that the service has low importance levels especially for undergraduates, at whom many of the workshops are aimed. On a positive note, satisfaction levels with the workshops are higher than the importance levels. The challenge for the Library is to ensure the workshops are seen as important as well as satisfactory.
3.2.13 Satisfaction and importance of opening hours (Figure 23)

Library opening hours are a service where satisfaction levels have improved in the 2012 compared to previous years’ surveys. It is primarily undergraduates where this satisfaction level was lowest. There is still a low satisfaction level from taught postgraduates. This can be attributed to the Library reducing opening hours significantly over the summer vacation period, as taught postgraduates are still on campus.

Figure 23: Ranked satisfaction/importance of opening hours
3.2.14 Satisfaction and importance of Academic Librarians (Figure 24)

Academic staff are both important and satisfied with the service provided by academic librarians. Other groups share the high levels of satisfaction but do not see them as being as important. This low importance level is most apparent in the undergraduate student category and suggests that the academic librarians need to be marketed more heavily to this group.

**Figure 24: Ranked satisfaction/importance of Academic Librarians**

**Recommendation 7**: Academic librarians should be marketed and promoted more extensively to undergraduates

3.2.15 Satisfaction and importance of enquiries/information desks (Figure 25)

All groups have high levels of satisfaction levels with the enquiry desks but they do attach different levels of importance. The lowest level of importance to this service is given by undergraduates, which is another area the Library needs to examine in more detail.
Figure 25: Ranked satisfaction/importance of enquiries/information desks

Recommendation 8: Consideration needs to be given by the Library to the support needed and provided to undergraduates in the Library building

Recommendation 9: Academic librarians should be provided with the survey results for the relevant academic schools to inform their support

3.3 Library as a place for study

3.3.1: Library as the best place to study

Figure 26 shows the 2009 and 2012 responses to the question about whether the Library is the best place to study. The responses for those who strongly or slightly agree that the Library is the best place for them to study is similar for both years (c. 59%).
3.3.2 Library as a safe and secure place

The Library continues to be seen as supplying a safe and secure studying environment (Figure 27), with only 3% slightly or strongly disagreeing, a lower level than in 2009.
3.4 Overall perceptions of Library service

A powerful indicator of quality is the whether the Library provides a good level of service. In 2012, 94% of respondents strongly or slightly agreed that the Library was providing a good service, compared to 89% in 2009.

Figure 28: Responses to statement ‘overall the Library provides a good level of service’: 2009 and 2012

3.5 Library users' views on use of additional Library space

When the survey was conducted in April 2012, the Library and the wider University were giving serious consideration about how the Library space should be developed. The results from this survey have been used to inform the decisions about the refurbishment. Very clear direction is shown in Figure 29 that people would like more space given over to PC access and to silent study space. Less need is identified for
more social learning space, like Open3. Increasing the number of group study rooms would also appear popular.

**Figure 29: Responses to different types of space that respondents would like to see in the University Library**

3.6 Users’ views on one Library service that would make an improvement and refurbishment priorities

Table 3 gathers together by category the views expressed on one Library service that would make an improvement, any other comments and top refurbishment priority.

The comments are also collated and listed in full in Appendix 3. Access to PCs comes out strongly as the major topic for comment in the user survey. People who completed the survey used it as an opportunity to make a significant number of comments about the Library.
Table 3. Collated comments about a new Loughborough University Library service that would make a difference, other comments and top refurbishment priority

<table>
<thead>
<tr>
<th>Aspect of Library service</th>
<th>If the Library could introduce ONE new service...?</th>
<th>If you have any other comments...?</th>
<th>Top refurbishment priority...?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC access</td>
<td>61</td>
<td>17</td>
<td>1</td>
<td>79</td>
</tr>
<tr>
<td>Book borrowing</td>
<td>37</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase physical space</td>
<td>30</td>
<td>9</td>
<td>1</td>
<td>40</td>
</tr>
<tr>
<td>Electronic resources</td>
<td>30</td>
<td>7</td>
<td>1</td>
<td>38</td>
</tr>
<tr>
<td>Course book provision</td>
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<tr>
<td>Laptop provision</td>
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<td>Other</td>
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<td>Library building</td>
<td>22</td>
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<td>Carrels</td>
<td>14</td>
<td>8</td>
<td>2</td>
<td>24</td>
</tr>
<tr>
<td>Opening hours (including 24/7, earlier opening, later opening, longer opening)</td>
<td>14</td>
<td>17</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>Cafe 641 &amp; shop</td>
<td>13</td>
<td>12</td>
<td>1</td>
<td>26</td>
</tr>
<tr>
<td>Exam time pressures (including ‘desk booking’)</td>
<td>12</td>
<td>15</td>
<td>2</td>
<td>29</td>
</tr>
<tr>
<td>Library catalogue plus</td>
<td>11</td>
<td>3</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>Software provision</td>
<td>8</td>
<td>1</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Group work</td>
<td>6</td>
<td>7</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Information literacy</td>
<td>5</td>
<td>7</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Lockers</td>
<td>5</td>
<td>3</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Inter-library loans</td>
<td>4</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>PC applications</td>
<td>3</td>
<td>7</td>
<td>1</td>
<td>11</td>
</tr>
<tr>
<td>Postgraduate physical space</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>PHD thesis</td>
<td>2</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Physical location</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Short loan</td>
<td>2</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Cash machine</td>
<td>2</td>
<td>3</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Library staff</td>
<td>1</td>
<td>14</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Praise</td>
<td>21</td>
<td></td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Self service</td>
<td>2</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>421</td>
<td>269</td>
<td>29</td>
<td>719</td>
</tr>
</tbody>
</table>

**Recommendation 10:** The categorised qualitative comments should be reviewed for their implications by the relevant Library staff
3.7 Views on Library Catalogue Plus and Library web pages

People were asked to express their experience (both positive and negative) in using Library Catalogue Plus (Table 4). The full responses are included in Appendix 4. The categorisation of the responses shows again that some users are positive about Library Catalogue Plus whereas some are more negative.

Table 4: Comments from Library users about Library Catalogue Plus

<table>
<thead>
<tr>
<th>Category of comments on Library Catalogue Plus</th>
<th>Number of comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive comments</td>
<td>114</td>
</tr>
<tr>
<td>Usable - positive</td>
<td>89</td>
</tr>
<tr>
<td>Search results - negative</td>
<td>68</td>
</tr>
<tr>
<td>Searching - negative</td>
<td>62</td>
</tr>
<tr>
<td>Usable - negative</td>
<td>51</td>
</tr>
<tr>
<td>Search results - positive</td>
<td>48</td>
</tr>
<tr>
<td>Searching - positive</td>
<td>44</td>
</tr>
<tr>
<td>Useful</td>
<td>33</td>
</tr>
<tr>
<td>Reliability - negative</td>
<td>26</td>
</tr>
<tr>
<td>Negative comments</td>
<td>23</td>
</tr>
<tr>
<td>Comparison with OPAC - positive</td>
<td>20</td>
</tr>
<tr>
<td>Don't know</td>
<td>17</td>
</tr>
<tr>
<td>E-journal access - negative</td>
<td>18</td>
</tr>
<tr>
<td>Book renewals/reservations - positive</td>
<td>14</td>
</tr>
<tr>
<td>Book availability - negative</td>
<td>11</td>
</tr>
<tr>
<td>Comparison with OPAC - negative</td>
<td>10</td>
</tr>
<tr>
<td>Databases - negative</td>
<td>10</td>
</tr>
<tr>
<td>Book availability - positive</td>
<td>9</td>
</tr>
<tr>
<td>Book renewals/reservations - negative</td>
<td>7</td>
</tr>
<tr>
<td>E-journal access - positive</td>
<td>6</td>
</tr>
<tr>
<td>User accounts - positive</td>
<td>5</td>
</tr>
<tr>
<td>User accounts - negative</td>
<td>5</td>
</tr>
<tr>
<td>Databases - positive</td>
<td>4</td>
</tr>
<tr>
<td>Reliability - positive</td>
<td>1</td>
</tr>
</tbody>
</table>

The 2012 survey also invited comments about the new Library web pages that were introduced in early 2012. The categorised comments are included in Table 5 and the
complete findings are in Appendix 5. The comments generally indicate that the Library web pages have been successful and well received by the user community.

Table 5: Comments from Library users about Library Web pages

<table>
<thead>
<tr>
<th>Category of comments on new Library web pages</th>
<th>Number of comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive comments</td>
<td>75</td>
</tr>
<tr>
<td>Don’t know</td>
<td>53</td>
</tr>
<tr>
<td>Easy/easier to use</td>
<td>39</td>
</tr>
<tr>
<td>Difficult/more difficult to use</td>
<td>38</td>
</tr>
<tr>
<td>Improvement to previous website</td>
<td>20</td>
</tr>
<tr>
<td>Information easy/easier to find</td>
<td>16</td>
</tr>
<tr>
<td>Opening times display</td>
<td>9</td>
</tr>
<tr>
<td>Clear layout</td>
<td>9</td>
</tr>
<tr>
<td>Information difficult/more difficult to find</td>
<td>8</td>
</tr>
<tr>
<td>Negative comments</td>
<td>7</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
</tr>
</tbody>
</table>

4: Conclusion

The Library is very proud that 94% of people who completed the survey agreed that the Library was providing a good level of service. This survey has also provided valuable intelligence that has already been used to inform the Library refurbishment and will be used in other service development. This complexity is illustrated by the changing way the Library building has been used over the years. The higher satisfaction levels for most services achieved in 2012 compared to the 2009 survey is especially welcomed. It is noted that the changes in opening hours in 2011 has had an immediate positive effect. It is also very gratifying that services where there is personal contact with Library staff (enquiry/information desks and academic librarians) have high satisfaction levels.
The different user communities continue to show variances in satisfaction and importance levels for the 15 different Library services. When seeking to develop future services, the Library needs to continue considering the implications of these differences. This survey has shown that many Library users continue to see the Library both as the best place to study and as a safe/secure environment. The results have already informed the ideas and thinking behind the forthcoming Library refurbishment. In 2011/12, the Library has introduced a new resources discovery tool (Library Catalogue Plus) and new content managed system web pages. Both these areas were included in the survey and most users are satisfied with the new services.

**Recommendation 11:** The results from the survey should be marketed by the Library to the various University stakeholders

**Recommendation 12:** In 2015, the Library should undertake another user satisfaction survey based upon the 2012 questionnaire

5. Recommendations

1. Between March and June 2014, the Library should evaluate the impact of the refurbishment.

2. Future user satisfaction surveys should continue to assess levels of use of Library digital services, as well as the Library building.

3. Continued focus and attention should be given by the University and Library to textbook provision.

4. User expectation regarding e-book provision should be managed more proactively.
5 The Library should gather further data about how people use e-resources such as Web of Science. This should include investigating how academics are accessing the Library's digital services and Library Catalogue Plus.

6 The Library and wider University needs to continue marketing the IR and its potential to researchers and staff.

7 Academic librarians should be marketed and promoted more extensively to undergraduates.

8 Consideration needs to be given by the Library to the support needed and provided to undergraduates in the Library building.

9 Academic librarians should be provided with the survey results for the relevant academic schools to inform their support.

10 The categorised qualitative comments should be reviewed for their implications by the relevant Library staff.

11 The results from the survey should be marketed by the Library to the various University stakeholders.

12 In 2015, the Library should undertake another user satisfaction survey based upon the 2012 questionnaire.

References

Loughborough University (2012) *Facts and figures*, Loughborough University. [http://www.lboro.ac.uk/admin/ar/planning/docs/Facts%20%20Figures%202011-12.pdf](http://www.lboro.ac.uk/admin/ar/planning/docs/Facts%20%20Figures%202011-12.pdf)


Appendix 1. Loughborough University Library General User Satisfaction Survey 2012

Loughborough University Library gives significant priority and attention to its users’ views and thoughts about its services. Every 3 years the Library completes a general user satisfaction survey and would be very grateful if you could complete this survey. It should take about 5 minutes to complete and the results will be used to inform future service delivery and development. The survey will be available for completion until the 18th May 2012. If you have any questions or queries please contact Dr Graham Walton (Extn 22 2355, email: j.g.walton@lboro.ac.uk). The Library will be offering 3 @ £50 Amazon vouchers in a prize draw for those who completed the questionnaire.

Note that once you have clicked on the CONTINUE button at the bottom of each page you cannot return to review or amend that page

Data Protection statement

All data collected in this survey will be held anonymously and securely. No personal data is asked for or retained. Cookies, personal data stored by your Web browser, are not used in this survey. Any data related to the prize draw will be kept separately from the survey response data. By clicking ‘Continue’ you agree with the above.

Section 1: General information

1. Which of the following categories best describe you?
   Undergraduate / Postgraduate (Taught Course) / Postgraduate (Research) / Academic Staff / Other Staff / Other (please specify):

2. Are you... (Optional)
   Full-Time / Part-Time / Distance part-time / Not Applicable

3. If you are an undergraduate student, which year are you in? (Optional)
   1st year / 2nd year / Placement year / Final year

4. Which department(s) are you in? (select all that apply)
   Aeronautical and Automotive Engineering / Arts / Business and Economics / Chemical Engineering / Chemistry / Civil and Building Engineering / Computer Science / Design / Electronic, Electrical and Systems Engineering / English and Drama / Geography / Information Science / Materials / Mathematical Sciences / Mechanical and Manufacturing Engineering / Physics / Politics, History and International Relations / Social Sciences / Sports, Exercise Sciences and Health Sciences / Teacher Education Unit / Other (please specify):

5. Are you... Female / Male
Section 2: Library usage

6. How frequently do you come to the Library?

7. How frequently do you use the Library online?

8. How do you rate your satisfaction with the following Library services?

   Select a response here: Very satisfied / Fairly satisfied / Fairly dissatisfied / Very dissatisfied / Don't know / Not applicable

   a. Range of books

   b. Availability of course books and essential texts

   c. Range of e-books

   d. Range of print journals

   e. Range of electronic journals

   f. Range of electronic resources (e.g. Web of Science)

   g. Photocopying/ printing facilities

   h. Study facilities (e.g. study places, group study rooms, etc.)

   i. Provision of PCs

   j. Library Catalogue Plus

   k. Institutional repository

   l. Workshops/ training sessions

   m. Opening hours

   n. Academic librarians

   o. Enquiries/ information desks

9. How important do you rate the following Library services?

   Select a response here: Very satisfied / Fairly satisfied / Fairly dissatisfied / Very dissatisfied / Don't know / Not applicable

   a. Range of books

   b. Availability of course books and essential texts

   c. Range of e-books

   d. Range of print journals

   e. Range of electronic journals
f. Range of electronic resources (e.g. Web of Science)
g. Photocopying/ printing facilities
h. Study facilities (e.g. study places, group study rooms, etc.)
i. Provision of PCs
j. Library Catalogue Plus
k. Institutional repository
l. Workshops/ training sessions
m. Opening hours
n. Academic librarians
o. Enquiries/ information desks

Section 3: General comments

10. How much do you agree or disagree with the following statements?

   Select a response here: Very satisfied / Fairly satisfied/ Fairly dissatisfied/ Very dissatisfied/ Don't know / Not applicable

   a. The Library is the best place for me to study in
   b. I feel safe and secure whilst studying in the Library
   c. Overall, the Library provides a good level of service

11. If the Library could introduce ONE new service or improvement to make your life easier for you, what would it be? (Optional)

12. The Library has plans to refurbish its building. Which of the following should be our top priority (please select one):

   (Optional)
   Additional group study rooms
   Additional PCs
   Additional silent study areas
   Additional social learning environment (e.g. Open3)
   Dedicated area for postgraduates and researchers
   Personal storage facilities (e.g. lockers)
   Additional space for High Demand
More space for books
Improved training facilities
Other (please specify):

The Library has introduced its new resource discovery tool, Library Catalogue Plus.

13. What has been your experience (both positive and negative) of using Library Catalogue Plus?

(Optional)

The Library has introduced its new web pages recently.

14. What has been your experience (both positive and negative) of using the new web pages?

(Optional)

15. If you have any other comments or suggestions regarding the Library please provide them below:

(Optional)

Optional Prize Draw

The Library is offering a prize draw for 3 @ £50 Amazon vouchers as a gesture of appreciation for people who have completed the questionnaire. If you wish to take part, you're welcome to add your name to below. If you don't want to take part, just leave it blank and hit the Continue button.

NB. Prize draw details are kept separately from any survey responses. Anonymity will be preserved.

16. Please leave your email address here: (Optional)

Final Page Thank you - your responses have been sent. The data we gather will help us improve or consolidate Library services appropriately. If you are interested, the report summarising the 2009 Library user satisfaction is available here: http://preview.tinyurl.com/lboro-lib-gus-2009. If you entered the prize draw, winners will be informed via email mid May 2012.
Appendix 2. Data tables from 2012 user survey

Table 2.1 Breakdown in categories who completed questionnaire

<table>
<thead>
<tr>
<th>Category</th>
<th>Number who completed questionnaire</th>
<th>Total number in University</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td>534</td>
<td>11239</td>
</tr>
<tr>
<td>Postgraduate (taught)</td>
<td>64</td>
<td>1369</td>
</tr>
<tr>
<td>Postgraduate (research)</td>
<td>67</td>
<td>1025</td>
</tr>
<tr>
<td>Academic</td>
<td>47</td>
<td>3230</td>
</tr>
<tr>
<td>Other staff</td>
<td>15</td>
<td>3230</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>3230</td>
</tr>
<tr>
<td>Total</td>
<td>730</td>
<td>16863</td>
</tr>
</tbody>
</table>

Table 2.2 Frequency in using Library by category

<table>
<thead>
<tr>
<th>Category</th>
<th>Daily</th>
<th>Weekly</th>
<th>Monthly</th>
<th>Yearly</th>
<th>Never</th>
<th>Total answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduates</td>
<td>85 (16%)</td>
<td>289 (50%)</td>
<td>157 (30%)</td>
<td>18 (3%)</td>
<td>5 (1%)</td>
<td>534</td>
</tr>
<tr>
<td>Postgraduate students (taught)</td>
<td>22 (34%)</td>
<td>29 (45%)</td>
<td>10 (16%)</td>
<td>0</td>
<td>3 (5%)</td>
<td>64</td>
</tr>
<tr>
<td>Postgraduate (research)</td>
<td>2 (3%)</td>
<td>17 (25%)</td>
<td>39 (58%)</td>
<td>9 (14%)</td>
<td>0</td>
<td>67</td>
</tr>
<tr>
<td>Academic staff</td>
<td>2 (4%)</td>
<td>6 (13%)</td>
<td>28 (60%)</td>
<td>9 (19%)</td>
<td>2 (4%)</td>
<td>47</td>
</tr>
<tr>
<td>Others</td>
<td>2 (11%)</td>
<td>3 (17%)</td>
<td>11 (61%)</td>
<td>2 (11%)</td>
<td>0</td>
<td>18</td>
</tr>
<tr>
<td>Total</td>
<td>113</td>
<td>324</td>
<td>245</td>
<td>38</td>
<td>10</td>
<td>730</td>
</tr>
</tbody>
</table>

Table 2.3 Different user groups' service satisfaction levels

<table>
<thead>
<tr>
<th>Service</th>
<th>Baseline</th>
<th>Undergrad</th>
<th>Postgrad (taught)</th>
<th>Postgrad (research)</th>
<th>Academic staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range of books</td>
<td>3\textsuperscript{rd}</td>
<td>3\textsuperscript{rd}</td>
<td>5\textsuperscript{th}</td>
<td>3\textsuperscript{rd}</td>
<td>6\textsuperscript{th}</td>
<td>4\textsuperscript{th}</td>
</tr>
<tr>
<td>Course bk/essential text availability</td>
<td>11\textsuperscript{th}</td>
<td>10\textsuperscript{th}</td>
<td>6\textsuperscript{th}</td>
<td>5\textsuperscript{th}</td>
<td>8\textsuperscript{th}</td>
<td>12\textsuperscript{th}</td>
</tr>
<tr>
<td>Range of e-books</td>
<td>14\textsuperscript{th}</td>
<td>13\textsuperscript{th}</td>
<td>12\textsuperscript{th}</td>
<td>14\textsuperscript{th}</td>
<td>13\textsuperscript{th}</td>
<td>11\textsuperscript{th}</td>
</tr>
<tr>
<td>Range of print journals</td>
<td>12\textsuperscript{th}</td>
<td>11\textsuperscript{th}</td>
<td>10\textsuperscript{th}</td>
<td>12\textsuperscript{th}</td>
<td>9\textsuperscript{th}</td>
<td>8\textsuperscript{th}</td>
</tr>
<tr>
<td>Range of e-journals</td>
<td>6\textsuperscript{th}</td>
<td>7\textsuperscript{th}</td>
<td>3\textsuperscript{rd}</td>
<td>6\textsuperscript{th}</td>
<td>4\textsuperscript{th}</td>
<td>5\textsuperscript{th}</td>
</tr>
<tr>
<td>Range of electronic resources e.g Web of Science</td>
<td>8\textsuperscript{th}</td>
<td>8\textsuperscript{th}</td>
<td>6\textsuperscript{th}</td>
<td>4\textsuperscript{th}</td>
<td>3\textsuperscript{rd}</td>
<td>7\textsuperscript{th}</td>
</tr>
<tr>
<td>Photocopying/printing facilities</td>
<td>7\textsuperscript{th}</td>
<td>6\textsuperscript{th}</td>
<td>7\textsuperscript{th}</td>
<td>9\textsuperscript{th}</td>
<td>11\textsuperscript{th}</td>
<td>9\textsuperscript{th}</td>
</tr>
<tr>
<td>Study facilities</td>
<td>9\textsuperscript{th}</td>
<td>9\textsuperscript{th}</td>
<td>12\textsuperscript{th}</td>
<td>10\textsuperscript{th}</td>
<td>14\textsuperscript{th}</td>
<td>5\textsuperscript{th}</td>
</tr>
<tr>
<td>Provision of PCs</td>
<td>15\textsuperscript{th}</td>
<td>15\textsuperscript{th}</td>
<td>13\textsuperscript{th}</td>
<td>13\textsuperscript{th}</td>
<td>12\textsuperscript{th}</td>
<td>10\textsuperscript{th}</td>
</tr>
<tr>
<td>Library Catalogue Plus</td>
<td>5\textsuperscript{th}</td>
<td>4\textsuperscript{th}</td>
<td>2\textsuperscript{nd}</td>
<td>7\textsuperscript{th}</td>
<td>15\textsuperscript{th}</td>
<td>6\textsuperscript{th}</td>
</tr>
<tr>
<td>Institutional Repository</td>
<td>13\textsuperscript{th}</td>
<td>14\textsuperscript{th}</td>
<td>9\textsuperscript{th}</td>
<td>11\textsuperscript{th}</td>
<td>10\textsuperscript{th}</td>
<td>10\textsuperscript{th}</td>
</tr>
<tr>
<td>Workshops/training sessions</td>
<td>10\textsuperscript{th}</td>
<td>12\textsuperscript{th}</td>
<td>11\textsuperscript{th}</td>
<td>3\textsuperscript{rd}</td>
<td>7\textsuperscript{th}</td>
<td>7\textsuperscript{th}</td>
</tr>
<tr>
<td>Opening hours</td>
<td>2\textsuperscript{nd}</td>
<td>2\textsuperscript{nd}</td>
<td>4\textsuperscript{th}</td>
<td>2\textsuperscript{nd}</td>
<td>5\textsuperscript{th}</td>
<td>1\textsuperscript{st}</td>
</tr>
<tr>
<td>Academic Librarians</td>
<td>4\textsuperscript{th}</td>
<td>5\textsuperscript{th}</td>
<td>2\textsuperscript{nd}</td>
<td>2\textsuperscript{nd}</td>
<td>1\textsuperscript{st}</td>
<td>3\textsuperscript{rd}</td>
</tr>
<tr>
<td>Enquiries/information desks</td>
<td>1st</td>
<td>1st</td>
<td>1st</td>
<td>1st</td>
<td>2nd</td>
<td>2nd</td>
</tr>
</tbody>
</table>

Table 2.4 Different user groups’ service importance levels
Table 2.5 Level of satisfaction and importance of books

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied/very important</th>
<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction</strong></td>
<td>273 (37.4%)</td>
<td>394 (54%)</td>
<td>34 (4.7%)</td>
<td>7 (1%)</td>
<td>13 (1.8%)</td>
<td>9 (1.2%)</td>
</tr>
<tr>
<td><strong>Importance</strong></td>
<td>581 (79.6%)</td>
<td>133 (18.2%)</td>
<td>12 (1.6%)</td>
<td>1 (0.1%)</td>
<td>1 (0.1%)</td>
<td>2 (0.3%)</td>
</tr>
</tbody>
</table>

Table 2.6 Level of satisfaction and importance of course book and essential text availability

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied/very important</th>
<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction</strong></td>
<td>149 (20.4%)</td>
<td>370 (50.7%)</td>
<td>126 (17.3%)</td>
<td>36 (4.9%)</td>
<td>22 (3%)</td>
<td>27 (3.7%)</td>
</tr>
<tr>
<td><strong>Importance</strong></td>
<td>624 (85.5%)</td>
<td>78 (10.7%)</td>
<td>8 (1.1%)</td>
<td>3 (0.4%)</td>
<td>2 (0.3%)</td>
<td>15 (2.1%)</td>
</tr>
</tbody>
</table>

Table 2.7 Level of satisfaction and importance of range of e-books

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied/very important</th>
<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction</strong></td>
<td>102 (14%)</td>
<td>323 (44.2%)</td>
<td>117 (16%)</td>
<td>36 (4.9%)</td>
<td>122 (16.7%)</td>
<td>30 (4.1%)</td>
</tr>
<tr>
<td><strong>Importance</strong></td>
<td>373 (51.1%)</td>
<td>258 (35.3%)</td>
<td>60 (8.2%)</td>
<td>7 (1%)</td>
<td>19 (2.6%)</td>
<td>13 (1.8%)</td>
</tr>
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</table>

Table 2.8 Level of satisfaction and importance of range of print journals

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied/very important</th>
<th>Fairly satisfied/fairly important</th>
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<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction</strong></td>
<td>104 (14.2%)</td>
<td>287 (39.3%)</td>
<td>64 (8.8%)</td>
<td>6 (0.8%)</td>
<td>214 (29.3%)</td>
<td>55 (7.5%)</td>
</tr>
<tr>
<td><strong>Importance</strong></td>
<td>232 (31.8%)</td>
<td>297 (40.7%)</td>
<td>138 (18.9%)</td>
<td>25 (3.4%)</td>
<td>22 (3%)</td>
<td>16 (2.2%)</td>
</tr>
</tbody>
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### Table 2.9 Level of satisfaction and importance of range of e-journals

<table>
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<tr>
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<th>Very satisfied/very important</th>
<th>Fairly satisfied/fairly important</th>
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<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>227 (31.1%)</td>
<td>311 (42.6%)</td>
<td>62 (8.5%)</td>
<td>17 (2.3%)</td>
<td>86 (11.8%)</td>
<td>27 (3.7%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>482 (66%)</td>
<td>178 (24.4%)</td>
<td>36 (4.9%)</td>
<td>5 (0.7%)</td>
<td>17 (2.3%)</td>
<td>12 (1.6%)</td>
</tr>
</tbody>
</table>

### Table 2.10 Level of satisfaction and importance of range of electronic resources (e.g Web of Science)

<table>
<thead>
<tr>
<th></th>
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<th>Fairly satisfied/fairly important</th>
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<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>217 (29.7%)</td>
<td>295 (40.4%)</td>
<td>52 (7.1%)</td>
<td>5 (0.7%)</td>
<td>121 (16.6%)</td>
<td>40 (5.5%)</td>
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<tr>
<td><strong>Importance level</strong></td>
<td>403 (55.2%)</td>
<td>211 (28.9%)</td>
<td>53 (7.3%)</td>
<td>5 (0.7%)</td>
<td>39 (5.3%)</td>
<td>19 (2.6%)</td>
</tr>
</tbody>
</table>

### Table 2.11 Level of satisfaction and importance of photocopying/printing facilities

<table>
<thead>
<tr>
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<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>220 (30.1%)</td>
<td>304 (41.6%)</td>
<td>66 (9%)</td>
<td>8 (1.1%)</td>
<td>70 (9.6%)</td>
<td>62 (8.5%)</td>
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<tr>
<td><strong>Importance level</strong></td>
<td>317 (43.4%)</td>
<td>274 (37.5%)</td>
<td>91 (12.5%)</td>
<td>13 (1.8%)</td>
<td>13 (1.8%)</td>
<td>22 (3%)</td>
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</table>

### Table 2.12 Level of satisfaction and importance of study facilities

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<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>195 (26.7%)</td>
<td>311 (42.6%)</td>
<td>109 (14.9%)</td>
<td>27 (3.7%)</td>
<td>38 (5.2%)</td>
<td>50 (6.8%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>436 (59.7%)</td>
<td>211 (28.9%)</td>
<td>43 (5.9%)</td>
<td>9 (1.2%)</td>
<td>6 (0.8%)</td>
<td>25 (3.4%)</td>
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</table>

### Table 2.13 Level of satisfaction and importance of PC provision

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<th>Fairly dissatisfied/fairly unimportant</th>
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<th>Don’t know</th>
<th>Not applicable</th>
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</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>94 (12.9%)</td>
<td>294 (40.3%)</td>
<td>186 (25.5%)</td>
<td>65 (8.9%)</td>
<td>41 (5.6%)</td>
<td>50 (6.8%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>411 (56.3%)</td>
<td>209 (28.6%)</td>
<td>71 (9.7%)</td>
<td>13 (1.8%)</td>
<td>5 (0.7%)</td>
<td>21 (2.9%)</td>
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</table>
Table 2.14 Level of satisfaction and importance of Library catalogue plus

<table>
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<th>Not applicable</th>
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</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>260 (35.6%)</td>
<td>326 (44.7%)</td>
<td>65 (8.9%)</td>
<td>31 (4.2%)</td>
<td>38 (5.2%)</td>
<td>10 (1.4%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>421 (57.7%)</td>
<td>241 (33%)</td>
<td>42 (5.8%)</td>
<td>5 (0.7%)</td>
<td>18 (2.5%)</td>
<td>3 (0.4%)</td>
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Table 2.15 Level of satisfaction and importance of Institutional Repository

<table>
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<tr>
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<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>78 (10.7%)</td>
<td>251 (34.4%)</td>
<td>27 (3.7%)</td>
<td>7 (1%)</td>
<td>292 (40%)</td>
<td>75 (10.3%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>144 (19.7%)</td>
<td>213 (29.2%)</td>
<td>80 (11%)</td>
<td>14 (1.9%)</td>
<td>240 (32.9%)</td>
<td>39 (5.3%)</td>
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</tbody>
</table>

Table 2.16 Level of satisfaction and importance of workshops/training sessions

<table>
<thead>
<tr>
<th></th>
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<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>130 (17.8%)</td>
<td>210 (28.8%)</td>
<td>22 (3%)</td>
<td>9 (1.2%)</td>
<td>216 (29.6%)</td>
<td>143 (19.6%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>118 (16.2%)</td>
<td>283 (38.8%)</td>
<td>181 (24.8%)</td>
<td>45 (6.2%)</td>
<td>75 (10.3%)</td>
<td>28 (3.8%)</td>
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</table>

Table 2.17 Level of satisfaction and importance of opening hours

<table>
<thead>
<tr>
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<th>Fairly satisfied/fairly important</th>
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<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>380 (52.1%)</td>
<td>249 (34.1%)</td>
<td>51 (7%)</td>
<td>23 (3.2%)</td>
<td>14 (1.9%)</td>
<td>13 (1.8%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>481 (65.9%)</td>
<td>209 (28.6%)</td>
<td>26 (3.6%)</td>
<td>7 (1%)</td>
<td>4 (0.5%)</td>
<td>3 (0.4%)</td>
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</tbody>
</table>

Table 2.18 Level of satisfaction and importance of Academic Librarians

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied/very important</th>
<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>293 (40.1%)</td>
<td>247 (33.8%)</td>
<td>14 (1.9%)</td>
<td>4 (0.5%)</td>
<td>130 (17.8%)</td>
<td>42 (5.8%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>269 (36.8%)</td>
<td>311 (42.6%)</td>
<td>82 (11.2%)</td>
<td>14 (1.9%)</td>
<td>43 (5.9%)</td>
<td>11 (1.5%)</td>
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</tbody>
</table>

Table 2.19 Level of satisfaction and importance of enquiries/information desks

<table>
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<tr>
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<th>Fairly satisfied/fairly important</th>
<th>Fairly dissatisfied/fairly unimportant</th>
<th>Very dissatisfied/very unimportant</th>
<th>Don’t know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Satisfaction level</strong></td>
<td>372 (51%)</td>
<td>265 (36.3%)</td>
<td>17 (2.3%)</td>
<td>2 (0.3%)</td>
<td>58 (7.9%)</td>
<td>16 (2.2%)</td>
</tr>
<tr>
<td><strong>Importance level</strong></td>
<td>338 (46.3%)</td>
<td>318 (43.6%)</td>
<td>49 (6.7%)</td>
<td>8 (1.1%)</td>
<td>10 (1.4%)</td>
<td>7 (1%)</td>
</tr>
</tbody>
</table>
Appendix 3. Categorised comments from users’ responses

P1. Are responses to: If the Library could introduce ONE new service or improvement to make life easier for you what would it be

1. Ability to have a 'bookshelf' online connected to my profile allowing me to renew books in this way
2. better information on books in and out of the library- not very accurate at the moment
3. Delivery service for books to halls
4. Delivery service for books to halls
5. Increase the book allowance for undergraduates
6. Suggest books to take I need on my course by emailing.
7. To provide an alternative method of borrowing books, instead of only using the student ID, such as logging into our student account (the same one we have for student emails) This is because I often forget to bring my student card and have to go all the way home to get it!

P2

1. The ability to renew books online is great

P3 Are responses to: The Library plans to refurbish its building. Which of the following should be our top priority?

Book borrowing

P1

1. Allow students to renew books after 5 times so do not have to make an unnecessary trip to library.
2. longer loan periods

Book loan periods

P1

1. Email closer to the date that the book is due back
2. Give reminders on overdue books 24 hours before, not up to a week before
3. Library book due dates in our google calendar
4. Loan Notice Letters to be received at a later date, perhaps 1 day before the due date, instead of currently sending them about 5 days in advance
5. More notice when a book is recalled.
6. More regular email reminders about books that are already late. There don’t seem to be any reminders AFTER the due date
7. More reminders of dates/times that library books need to be returned for
8. send reminder emails to return books closer to the time of renewal not a week or so in advance

P2

1. For week loan books the email reminder is sent far too early, should be delayed until 1/2 days before due back. Also auto-renew function would be great.
2. I would prefer emails saying when the books are back slightly closer to the due date. This is because when I have a week loan book the notification emails come only a couple of days after I have got them out and i usually forget by the end of the week.
3. Improve loan expiry system. More emails (daily?), text message reminders

Book reservations

P1

1. ability to reserve books online when there are still books available in the library
2. an opportunity for students to request new books or books which are not in the library.
3. Better requests policy
4. I do not know why I cannot request for the course book of Corporate Finance and cannot find them on the shelves as well.

5. I don’t think it’s particularly fair that books can be recalled during Uni holidays such as Easter as it is very unlikely that the person who has recalled it will come to collect it.

6. Requesting a book, even if it is on the shelf so you can reserve it, instead of walking all the way and not being able to find it would be good if you could request any book (that is available on the shelf) and it was available at the main desk within say an hour, to save you time looking for it.

P2

1. As a researcher, I only come up to Loughborough once or twice a month. It has been very frustrating that, having loaned a book, I then immediately found it was requested back within a week. I didn't have time to read and take notes - I had to send it back which cost me £5. Then when I did get back to the library the book was on the shelf as if it had not been checked out by anyone anyway. It now makes me very uneasy about taking out other books - this is a ridiculous situation. I don’t understand why a request takes priority over the person who already has the book. Perhaps if you allow the person that has the book a decent time, say a month, before they have to give it up, this would then be fairer. At the moment you are taking away from one to give to another - the person who already has the book seems to come off worse, especially if they have only just got the book out.

2. Improved loan recall

3. I would also suggest making it clearer that when a student borrows a book (with the expectation of having it for e.g. 4 weeks according to the receipt), that the book is in fact yours until someone else requests it if this is before the date given on the receipt.

Book returns

P1

1. Be able to deposit books in other places around campus for example the union or EHB.

2. Delivery and collection of books around campus, maybe even have drop off sites around campus.

3. I would like to have book collection point across the campus.

4. Library book drop off at the Union

5. Having a place to return books this side of campus

6. Post box to return books outside of opening hours

Café 641 and shop

P1

1. A communal microwave for students to use for lunch they’ve brought. If not that, then jacket potatoes at weekends during the exam period.

2. More options and better quality beverages and good at all times.

3. Better food options, especially during exams when I can be in there for a long period of time. Economic and tasty though.

4. Better vending facilities for out of hours study.

5. Cafe open on a weekend

6. Extending cafe opening hours

7. Faster service in the café

8. Fuel cafe in operation during the evenings excluding the examination period.

9. Greater opening hours of the shop and food area

10. Have the shop open at weekends/longer hours

11. More selection of food in vending machines

12. Vegan food in the shop.

13. Stationary facilities for when the shop is closed

P2

1. Cheaper prices and greater range of food in the shop.

2. Good learning environment but the facilities make it difficult to stay for any long period of time. Cafe doesn’t have a good range of food and the shop shuts at 4pm meaning you have to either bring your own food - which is difficult when on campus for the whole day - or leave for meal times. Because Lboro is a campus uni there isn't the
availability of shops etc. in the area which you may get with inner city uni libraries therefore our library needs to have more facilities to create an all inclusive learning environment.

3. I understand the cafe is operated by imago, but the static range of foods available is poor. The baguettes are not that appetising and the same selection has been offered for at least the last 4 years. Perhaps this is not the focus of this survey, but it might be beneficial to consult with the student and staff body to establish any changes they would like to see to the cafe service.

4. Longer opening hours at the cafe/make it bigger/have more staff working over busy periods because often it can be a very long wait.

5. It would be great if there was another set of sofas in the cafe area.

6. also, I've never been back to the library cafe since i saw that they made sandwiches using gloves and then collected the money (which is one of the dirtiest things around) still wearing the same gloves, so maybe hygiene there needs to be re-thought.

7. I always thought that the Cafe opening into the library was the best invention since sliced bread! People talk to each other, and that's a learning experience. Anything which facilitates that has to be good in my book... Ha!

8. serve a more extensive range of food.

9. if you are going to want us to continue using the shop/cafe then please make the prices a little more attractive. You already screw us on the tuition fees.

10. Stationary in vending machines for when the shop is shut.

11. The cafe in there does really nice food.

12. Would be nice if the cafe area was a bit separated from the main studying area.

P3

1. A canteen serving hot food so that people could spend all day at the library.

Carrels

P1

1. Ability to book more than one carrel at a time.

2. Being able to book study carrels for more than just one session.

3. Bookable study rooms (carrels) which are bookable by the hour which you can have, say, four hour's worth booked at a time rather than a big four hour slot at a time.

4. carrel with PC.

5. Increase the number of room bookings that can be made by one person (group or individual).

6. More closed off study areas for individuals.


8. More individual study rooms.

9. More individual study rooms.

10. More self-study rooms, with PC’s in.

11. More study carrels.

12. More study carrels.

13. More study rooms.

14. To issue keys/timed door codes for the study carrels (so you can take a loo break while being able to leave your belongings secure) - users could deposit their ID cards to ensure return of keys perhaps?

P2

1. more private carrels available.

2. People that set up camp in individual study rooms and do not leave are very annoying, perhaps a swipe in system could be used when the rooms have been booked.

3. group and single study rooms.

4. extra study rooms.

5. Also was not aware of individual study rooms or group study rooms you could book.
6. More silent study rooms such as the carrels would be good - they provide a bigger working area and also shut out other people because although level 1 and 2 are silent, people still talk and disturb you when you are working there.
7. More self-study rooms, with PC's in.
8. The quality of the data projectors in the group study rooms can be very variable, sometimes to a point where the image on the screen is difficult to read. Would suggest a combination of better maintenance or renewal as appropriate.

P3
1. carrels with PC, I prefer to use PC with headphone to finish some online SAP lessons by Skype, thus, I need a closed space like carrels and the PC with SAP software necessary.
2. More self-study rooms, with PC's in.

Cash machine

P1
1. Cash point
2. cash point

P2
1. Cash machine in the library
2. get a cash point,
3. Could do with having a cash point in the library.

P3
1. Cash machine near the cafe

Course book provision

P1
1. An online system that allows students to ask for certain course books to be given priority with regards to purchases for library stocks.
2. availability of course books and essential texts (improvement)
3. Better availability of course essential texts
4. buy more core texts as e-books. with around 150 on my course it is impossible to get hold of the core text to do essential readings!
5. Buy more than one copy of core module texts
6. Have a section for specifically course recommended texts
7. Have more core books available for students
8. have more core texts available to view online/an e-book
9. Have more of key course texts
10. Have online versions of key textbooks that are in the short loan section because you don't have time to read them
11. Many more books relating to the modules on my course!
12. More availability of core course texts, often there is one or two books which are impossible to get hold of
13. More books in the latest edition that is being taught by lecturers
15. More copies of essential course text books or e books
16. More copies of particular course relevant books
17. More copies of recommended textbooks
18. More copies of the essential books listed on the course reading lists.
19. more copies of certain books specific for recommended reading of large departments
20. More core books
21. more core text books
22. More core textbooks
23. more course specific books and when they're in high have e-books available, such as the ones for exercise physiology
25. More essential texts
26. More funds for textbooks
27. More provision of course textbooks, or digitisation of essential books for high-volume classes.
28. more than two or three copies of the suggested module text book!
29. Work with lecturers so more course text books are available for everyone

P2
1. Am suggesting for more copies of some books that are usually in high demand for specific courses.
2. More liaison with academics regarding coursework titles, not just only reading lists. Eq. a module in our department semester 1 ran a compulsory coursework title regarding the EU Lisbon Treaty. Many of the EU text books in the library predated the Lisbon treaty. There was only one book (and one copy of this book) in the library that solely concentrated on the Lisbon Treaty and at the time it was ‘missing’.

3. For some modules (business planning for new ventures) we are recommended lots of books, and it is only the really keeno's that can get them. There just aren't enough books to go around- even though this was a group coursework.  

4. I think it operates really well except that large departments such as the business and economics school has a large amount of reading set by lecturers and in many occasions there are not enough copies of the latest/ second to latest edition available in the library.

5. More of subjects core textbooks to be available.  

6. More of the essential reading books should be online, especially for first years, in particular in the first semester. Simply because it is easier to have the books readily available online than to have to think about taking out/returning books before they go overdue when first settling in to the university, as there is so much else to think about.

7. Need more than one copy of core texts. 70 history students fighting over one text book is not cool.

8. Need more than one copy of core texts. 70 history students fighting over one text book is not cool.

9. Often core text books are checked out. only one or 2 for 80 people.

10. More of the essential reading books should be online, especially for first years, in particular in the first semester. Simply because it is easier to have the books readily available online than to have to think about taking out/returning books before they go overdue when first settling in to the university, as there is so much else to think about.

11. There does seem to be an issue with demand for some standard texts.

12. Some books seem heavily out dated, and newer courses have few books available. This ratio needs to be addressed.

Exam time pressures

P1

1. An extension so that more people can use it during peak (exam) times

2. Dire need for more study space - especially during exam period.


4. More desks to study at! Never enough room in revision periods, have to circle several times looking for a space.

5. More pc's. Although there are a large amount it does get VERY busy around essay times.

6. More places to study, for example when in exam period it's hard to find an available place in the library

7. More space in general. Exam time especially is packed.

8. More study space during exam periods

9. More study Spaces especially during crunch times such as exams and coursework deadlines

10. More study spaces, as I can very rarely get a seat during exam periods or after coming back to the library after lunch.

11. More tables to work on, during exam times it's difficult to find somewhere to sit.

12. Provision of more PCs and workspace; the current provisions are ok but during the exam periods/when there are lots of deadlines, you have to get there first thing in order to get a PC or even some desk space for a laptop.

P2

1. additional quiet study space would be preferred, as during exam time it can be extremely difficult to get a seat anywhere on the lower 2 floors.

2. Busy times of the year (exam time) can be a nightmare. Extra space is needed to accommodate the inevitable rush.

3. Free loading on study desks should be banned. You either sit down or leave; don't hog the desks by putting a coat on the chair

4. The main library floor (where people can talk) is nowhere near big enough! Especially in relation to the number of students at the university. This problem is at its worst during exam times!

5. I also feel more silent area seats are required because during exams unless you go at 8am the seats are all take.

6. in exam periods, there aren't enough private study rooms.

7. It desperately needs more space, as most of the time when it comes to using the library, especially during exam periods there is simply no space to sit.

8. Needs more space as often during exams you have to be there at 8am just to get a seat!!

9. The library is simply not big enough for all students to use during the exam period and it's ridiculous that other buildings which aren't being used for anything are not available for students until the examinations actually begin. It gives the message across that revision isn't important until the last minute.

10. I also think there should be more white boards available, especially during exam times.

11. I feel more individual and group study rooms are essential especially during exam period where the library is often too overcrowded so it is harder to study.

12. The silent study areas on the lower two floors are very useful during exam periods

13. The main problems for me with the library are the lack of study spaces, and computers. Especially during revision times every desk can be taken by 9.30am. I do use the area in James France too, but think there should be more places where private study could be carried out on campus.

14. There needs to be more room for studying across the entire university. Especially when it comes to exams there is very little space.

15. What I notice is that during exam time the toilets run out of toilet paper. I understand this isn't the responsibility of the Library staff, but it would be appreciated if additional toilet paper were available during peak times!

P3

1. More seating during exam time.

2. More study carrels during examination period
Electronic resources

P1

1. A journal/article/other literature alert or update and recommendation system. That is a system where a student can specify topics of interest and be alerted every time a piece of literature is released on this topic and have existing literature recommended to him/her.
2. Access to Sage articles
4. All books would be available online
5. Availability of all books online.
6. Better access to electronic journals and e-books
7. Complete range of books online
8. Continued attempts to digitise collection so as not to have students competing for resources
9. Easier access to texts available through Athens
10. Electronic versions of print books and journals
11. Expand its collection of e-journals
12. Fewer clicks to get through to e-journal articles when you know what you are looking for
13. Full access to JSTOR
14. Greater range of e-books
15. Greater range of electronic journals (Move to East Park)
16. Have electronic conference papers from the AIAA prior to 2009
17. Have printed copies of some e-books, not just online versions
18. I have wasted precious time on many occasions, which is a round trip of 35 miles, to find problems accessing e-books
19. Larger range of e-books
20. Make it clearer when an e-journal is not accessible.
21. More access to online journals - Athens login often does not work for certain journals.
22. More e-books
23. More E-books
24. More e-books would be helpful
25. More e-books, as I enjoy studying from home.
26. More electronic books - most of these are only available physically. (eg, a link to Google Books, which Nottinghamuni
28. The ability to make more books available as e-books, as I commute from home this would be a very useful service
29. To have a wider range of electronic journals available without having to purchase personally
30. When you click on an 'electronic access' link you end up with the portal page asking you to enter the journal year/issue etc. ... this is a real nuisance and often fails to work properly. Sometimes you just want to browse a journal.

P2

1. Improve the overall logging in system - I often find I have to log in with Athens etc more than once to access a journal article, and this just causes extra hassle
2. Investment on electronic resource and remote access
3. Be able to have access to all journals online
4. It is wonderful being able to access so many electronic journals with such ease.
5. Provide all books to be accessed online.
6. See comment on electronic journals - there must be a better way
7. When ordering books for a reading list, it would be useful to get notifications when books/resources are available - and also when they are not able to be purchased. I had a frustrating experience when I requested an e-copy to be available to my students because it was a core text and I try to avoid making them buy books, it wasn't available through the preferred supplier, and no-one informed me of this. The librarians managed to sort it eventually, and are generally completely fantastic, but this made me realise they don't always understand how vital their service is!

P3

1. More e-journals

Group work

P1

1. More desk areas for group studying
2. More group rooms
3. More group study rooms
4. More group study rooms
5. More group study rooms
6. More group study areas

P2

1. I think it would be great if we have more group study rooms
2. More study rooms with projector/screen facilities for group work
3. More computers and longer opening times would have been really beneficial as most coursework I do is group work and there is not many other placed on campus that can accommodate large groups.
4. The group study rooms need sound proof doors. Over the years we have constantly been told off for talking too loud but there is no sound proofing and the whole point of a group study is to communicate with each other. I understand a no shouting policy but there needs to be some kind of sound buffer to enable people to talk at a comfortable level.
5. for the rest of the year there are not enough spaces for working with friends. Often students don't plan ahead to work together, so they need more desk space on the upper level, rather than bookable rooms.
6. more group study rooms
7. a greater number of group study rooms.

**Increased physical space**

**P1**

1. An area with larger desks as when I am in the library doing work I often have to take up 3 peoples workspace as I need a range of text books
2. another floor for more room
3. Be able to know how many people are in the library before going/availability of seating, before going there to work.
4. expand the library
5. It’s also not big enough.
6. increased computer desk space
7. Make it larger so that there are more spaces.
8. More space to study
9. More study desks
10. More study space
11. More study spaces
12. More desk space in busy exam periods
13. More desks (with power sockets)
14. More desks on the quiet floors- during exam period it is near impossible to get a desk.
15. More desks/study areas as sometimes hard to get a place if you have lectures in the mornings and so can't come early.
17. More quiet spaces
18. More room to study
19. More seats for silent study
20. more silent study areas
21. More space is required … why is the top floor of your building not being used by the Library?
22. more space to study
23. More space, perhaps move information science department and use the top floor as part of the library?
24. More spaces to revise
25. More study places
26. More study places
27. more study space
28. More study space
29. more study space for students
30. More study spaces available, whether in the Library building or another.

P2
1. 3rd floor is an internet cafe - not a learning environment. The library has unfortunately reduced its genuine learning space by 30% through the endemic eating/drinking internet cafe culture
2. Also, I think more large tables are needed on the bottom floor.
3. I’d like to see more variety of seats in the library such as having ‘bean bags’ where students can sit and read without taking up desk space if it is not required. This may encourage more to come to the library rather than just collecting books.
4. If refurbished the library should offer more study spaces
5. Increasing areas for silent study
6. It’s a library as much as I like technology I come here for the books, which seem to be taking a back seat to study space. the university should provide other study space to free up the library to be a library not a work area.
7. More study space!
8. There should be more desks available on the silent levels.
9. there should be more spaces all over campus to study

P3
1. it is possible to have more than one priority, but more conducive space for individual

Information literacy

P1
1. Compulsory courses explaining how to use the library service and catalogue plus
2. Introduction for all first year students, not just verbal physically shown how it works
3. Loughborough would do well to consider introducing an online "events & messages" board, to help advertise the various events, vacancies, workshops and announcements from across all departments within the university. If used as a hub of sorts, where upon logging-in the user is directed to this board, it could allow for easier browsing, allow them to sign up for workshops/events, and post reminders to them whilst retaining functionality by linking to that users university email and Learn. The current method is very unfriendly to the user, as I do not believe most students are aware of most events that occur on campus, losing out on potential opportunities.
4. more advertising of available courses
5. More report writing workshops

P2
1. I have already mentioned that the university has a problem advertising events, and have more often than not I only discover some workshops by walking into the library on the same day and seeing it on a noticeboard, more often than not after the workshop has finished. Better exposure is needed.
2. more info for new students. In my first year I was "scared" of the library as I hadn't received a session on how to find anything etc
3. need to publicise services better.
4. Would be useful to have some kind of library induction at the beginning of first year as not everyone will be familiar with academic libraries.
5. better training facilities (with PCs) for student groups re IT/Lit search literacy
6. Students get through their entire university period without learning the details of referencing, citing, structuring, examination script writing etc. Sessions for these should be made compulsory so all students learn and get a fair chance to score well and not lose out just cause the method of writing is inaccurate and less effective.
7. HOWEVER, my overall experience, when I compare it to my home country, has not been good. To add to what I shared above, for something as basic as how to use Refworks in a PhD thesis, I have been surprised at the low level of expertise that typically seems to be addressed by available workshops.

Inter Library Loans

P1
1. Electronic Submission of Interlibrary loan forms
2. Fully electronic interlibrary loan requests
3. ILL (inter-library loan) should be ‘point and click’ NOT ‘find card’, ‘copy off computer screen’ and ‘drop off at library’
4. ILL applications on line

P2
1. It would be good to make interlibrary loans orderable online.

Laptop provision

P1
1. A leaflet or instructions for the wi-fi connection, at the moment it seems a little hard to master.
2. Better laptop provision on centre tables on main floor
3. Electrical socket for tables located away from the walls.
4. Floor/more plugs for laptops
5. Have plug sockets in the floor. When it's busy there are not enough plugs to charge your laptop so when you run out of battery there is no point being in the library.
6. Laptop charging points on central tables
7. Many more plug sockets at tables away from the walls. There are never enough plug sockets... NEVER. (This is about the 3rd floor)
8. More desks (with power sockets)
9. More desks with plug sockets in the social learning environment
10. Electronic points for computers
11. More plug points
12. More plug socket points around the library
13. More plug sockets
14. More plug sockets near the desks in the middle of level 3 for those whose laptops need to be plugged in constantly
15. More plug sockets on the top floor as when the library is busy there is not always space to plug your laptop in
16. More plug sockets! (Near tables especially)
17. More plugs nearer the desks in the middle of the room, for example, in the floor.
18. More power connections to the tables in the interior, a system of power sockets suspended from the ceiling would work, but would mean fixing the location of the tables
19. More power outlets
20. More power points for laptops.
21. More power points for tables on the main floor/group study area.
22. More power sockets on level 3
23. More power sockets on Open 3. It wouldn't be too hard to have them wired to drop down from the light fixtures.
24. More power sockets
25. More work stations with power sockets on floor 3
26. Plugs for laptops on desks
27. Socket and laptop lock on the table

P2
1. More plug sockets for people to charge laptops, especially as there are so few computers
2. I feel it would be useful for there to be more plug sockets around the group study tables
3. It would be useful to have more plugs around tables for students to plug their laptops in, this would also reduce the necessity for more PCs.
4. Make connecting to the internet on external laptops easier
5. More plug sockets would be very useful.
6. More power sockets at each desk would be useful
7. More study space is needed where laptops can be used (I.e. power plugs in desks)
8. Possibly have monitors for people to plug laptops into. Power points on the group learning tables on level 3, if tables are located in fixed positions then the cables could be hung from the ceiling using retractable multi socket cables.
9. Some additional plug points on the top floor- perhaps on the ground so that when you are sat on the tables in the middle you are able to use/charge your laptop.
10. more plug sockets at the desks so that students can use their own laptops.

P3
1. Floor/more plugs for laptops
2. more plug socket in the floor for laptop usage
3. more power points.
4. more sockets for laptop charging

Library building

P1
1. A lift
2. Automatic library map linked to book search function to make it quicker to find books.
3. Better colour scheme, currently orange/yellow floors get on your nerves after a while. Light blue scheme would be nicer on the walls.
4. Better signage for directions to exits/info desks as it's easy to get disorientated
5. Better signposting to find the area of a book you're looking for.
6. Cleaner more robust toilets which can withstand peak times
7. Have an online mapping service, which shows how exactly one should find their way to the desired book.
8. Heating could be improved. It is always very cold in the two lower levels.
9. Heating downstairs in the winter!
10. Heating in the winter
11. I hope there will be hot water for student~
12. Improve the quality of the restrooms, they're disgusting.
13. Better signage for directions to exits/info desks as it's easy to get disorientated
14. Interactive Library Maps
15. Interactive map for book location
16. Lifts for general use
17. Make the air in the library more pure and fresh
18. more sensitive lighting in the shelving (it turns off too quickly too)
19. More signs to find book categories
20. Number Aisles Better particularly if they are not straight
21. the public areas; e.g. toilets, study space downstairs
22. Toilet improvement

P2
1. A prestigious university library deserves a clean smoke (nicotine) and gum stain free entrance. Not an entrance which stinks and look depressing and derelict.
2. A water fountain would be an excellent addition!
3. Better toilets are needed. the current ones are old, horrible to be in especially in busy times and often unclean.
4. The general environment of the library is not nice. The main structure of the building is grey and concrete, whilst the carpet and chairs etc are also grey. It does not make the library a very warm / inviting place to study. The internal style of the building could be made to look cool by mixing the concrete structure and industrial style ceiling and lighting with warmer more modern furnishings eg chairs, carpet and bookcases.
5. it could smell a little more friendly! – it’s very dusty
6. I am glad to hear there is going to be a refurb.. I think it needs to be made more appealing, as often I don't really want to sit in there as it's a bit dreary.
7. Just make a more pure and fresh environment in the library.
8. maybe a map to show where a book should be on the shelves when you search on the catalogue
9. Men's toilets are impossible to find downstairs. No signs at all
10. More comfortable seating, a better layout of tables and chairs
11. Needs updating, poor compared to other universities
12. Over all I think our library as a whole is quite poor compared to other universities, for the following reasons: - Appearance- it looks out dated. Lighting on the lower floors are poor (compared to the 3rd floor) Comparisons I refer to: York University Manchester University Bath University Imperial College London
13. Overall the library is very well laid out, it has improved a lot since I started (07). One thing that I think lets it down in a big way are the toilets; they are very out dated, run down and in some, damaged. They could do with a complete strip down and refurbishment.

14. Please add a false ceiling.

15. Please fix the male toilets and make it look slightly respectable at the very least. The library is a depressing enough places as it is. Also, please make a designated, clean drinking water facility.

16. Poor toilet facilities given the number of people

17. Some areas need refurbishment - toilets, study carrels etc

18. The library should consider changing the colour of the carpet and the walls, it looks very dated and dull and the moment. I would not suggest luminous colours but some new fresh paint will be satisfactory, otherwise the overall design of the library is outstanding!

19. Levels 1 and 2 are always very cold.

20. To have more cleaner working areas in the library

21. Toilets need an overhaul!

P3

1. A lick of paint, breeze block walls are not stimulating!

2. A well designed environment conducive to study - not sure how you do this.

3. Better look, i.e. paint and carpets.

4. Improved appearance, hygiene

5. Less confusing layout

6. The Whole Building - it looks old and not very modern

7. Toilets

8. Toilets

9. Toilets, they’re disgusting

Library catalogue plus

P1

1. An easier to handle on-line catalogue system

2. Catalogue Plus is not very user friendly often I can’t find what I am looking for

3. Improve catalogue plus.

4. Improve Library Catalogue plus

5. Listing books that we have out, and a small history of online e journals we have read in harvard format

6. make searching for research on the catalogue for intuitive and less confusing

7. More catalogue computers

8. More efficient search service on the library catalogue

9. on the web page, please change the default search to main catalogue, rather than Catalogue Plus

10. Removing the huge range of irrelevant and unhelpful hits produced by Catalogue Plus

11. Revert Catalogue Plus back to Catalogue & MetaLib (or improve it/ditch it altogether!)

P2

1. Ability to carry out simple search of just library catalogue online

2. one single system for electronic catalogues, Library catalogue and all other services for all campus.

3. Please sort out Library Catalogue Plus I had an enquiry about it not showing results and I guess the provider never got back to the Uni about it!

Library regulations

P1

1. a quieter ground floor

2. ability to pay fines online
3. Ability to pay library fines online
4. Allowing coffee/tea downstairs, especially in winter. Sometimes its freezing downstairs when important deadlines are to be met and it seems ludicrous hot drinks are not allowed.
5. Allowing food on all floors; maybe fines for those who leave rubbish?
6. As it is a library all areas should be quiet, the entrance floor with computers unacceptably distracting.
7. Enforcement the silence ban in the silent areas.
8. I know there can be more to make the library more quiet, at times it is too social.
9. I think it might be possible to pay fines online, but it's not clear from the website. That would be useful.
10. In the mornings I come to the library to study (8.30am). I can constantly disturbed by librarians talking on level 1. You can improve this my making then respect the quiet zone.
11. Let people eat/drink on level 2/3
12. Make sure librarians deal with people talking in quiet areas and not walk past them letting them to continue disturbing others
13. Make the computers for work purposes ONLY. Half the people are on Facebook or You tube.
14. Make the quiet floors quiet (librarians actually enforce this)
15. More enforcement of silence on the bottom floor, especially loud talking in group rooms/ study carrels
16. Pay fines online!
17. Paying fines online through uni account
18. Reduced late fees
19. Strict moderation of silent study areas
20. Stricter quiet area policies (more monitoring)
21. Stop charging for overdue books.

2. Allow food and drink downstairs
3. Charging full fines from staff for long loans that are not needed is over the top. I try never using the library for this reason. Just read a few pages from google books ...
4. The library should not be treated as a sociability space.
5. Fines are too high. I understand why there are fines and think it is a good way to ensure books are brought back in time and thus available for others but perhaps there should be a daily limit so if you have 10 books out it doesn't cost £5 a day as this is VERY steep.
6. Get more staff on the silent study levels in the evenings to actually enforce the silence. Gets a bit ridiculous at times.
7. Get rid of overcharging for overdue books. Academics have enough to think about without having to try electronically renewing books, failing due to computer errors and then worrying about fines. The library should be facilitating academics in any way they can, not putting roadblocks and introducing problems.
8. I have been very upset that I was sent back from the library due to not having my student ID card with me. If the management of the library could somehow introduce a program to the security desk at the entrance, which would allow to search for a student by their ID and see a photo, then it would make many lives much easier. I have indeed gone furious at my occasions..
9. I think the silent floors are good, however on several occasions I have been sat there and several pupils have had a proper chat which is very distracting
10. Also, if I leave my seat to go to a bookshelf right next to me, there’s no need for your staff (who saw me move) to place a slip of paper on my desk stating that my stuff will probably be stolen
11. Little too busy/noisy at times
12. More presence in the silent areas, people often chatter away and no-one does anything about it
13. Online payments for fines
14. Atmosphere the silent areas aren't silent enough
15. Perhaps would be good to introduce a way of paying fines online if your books have already been returned but fines haven't been paid.
16. Police open3 a little more, to stop stupid annoying behaviour of some students (I’m aware it is not a quiet floor but some people are clearly not working and are very disruptive to others)
17. Reception staff are noisy. Floor 3 isn’t supposed to be ‘quiet’ but they’re taking the p***
18. Security noisily pushing chairs up against desks during quieter periods is unnecessary and can be distracting.
19. How about a fines manesty at the end of the year and it all going to charity - for example a charity associated with education or helping provide facilities for those abroad with little opportunity
20. That silent areas should be in a separate room, as librian's talking can be off putting and the general hustle and bustle.
21. The bottom levels are silent study, but many students listen to their music with the earphones on full blast which is very distracting. Also, the librarians when putting books on the shelf always talk to each other at normal volume which is also extremely frustrating.
22. I just wish the librarians would respect the quiet zone in the mornings as it affects my learning.
23. Where there are computers there is a lot of noise making it difficult to study effectively
24. He librarians/security staff should be more active in situations when people leave their belongings on the tables for a long time, or eat on the silent levels.
25. Too many people in the supposedly silent study area of the Humanities level carry out conversations, web chats, phone calls, and various other noisy activities. There are not enough signs to point out to students that this is a silent area, and there are not enough staff members ensuring that it does not happen.
26. We should be allowed to eat on level 2 and 3. I don't understand why we can't!! It means we have to leave our laptops and work downstairs to go and eat upstairs. If we take our belongings with us, someone will take our table!!
1. I would like a quiet area, but not one that is silent like the bottom 2 floors, something in the middle of the talky floor and the quiet ones would be good but not sure how possible this is - it is really the only thing I can think of!

**Library staff**

**P1**

1. Student Librarians (part-time)

**P2**

1. Apart from the minor issues outlined, the library is professional and run very well. I find that I am happy to work there, and know that the staff are helpful and supportive, whether that is an inquiry or an IT problem they are quick to help.

2. I've found the staff to be absolutely brilliant this year. Really helpful and approachable. It's made my final year stresses with the dissertation much more bearable. Particular thanks to Liz M behind the desk for being amazing and to everyone else a massive thanks too for always being so nice even when I've been moaning about the books not being where they should be or unavailable when the catalogue claims they're on the shelf. It does make a difference having staff on duty.

3. excellent and friendly staff.

4. Excellent staff; excellent service. They try to do their utmost to help, even when resources are limited. They are extremely helpful and service-oriented (Helen Young is a fantastic librarian).

5. I have always found the library staff very helpful, and think they are approachable.

6. I work remotely from the campus and have had 2 contacts with the library staff. On both occasions I have found them to be most helpful.

7. keep the staff friendly.

8. staff are very helpful and patient

9. staff are always very helpful

10. Staff are extremely helpful, particularly answering the same age old questions that idle students pose.

11. staff helpful

12. The staff are also very helpful and knowledgeable.

13. The library staff are most helpful.

14. Think the staff are really helpful, especially at weekends when services are limited.

**Library stock**

**P1**

1. A machine capable of making the book required if the library doesn't have it in stock

2. A wider range of academic journals. Although I am based in the Department of Chemistry, my project is health related, and I frequently require articles from medical journals, which I am unable to access online. I can request these via inter-library loan, but this takes time, which I do not always have.

3. better information on books in and out of the library- not very accurate at the moment

4. bigger range of books for the visual arts

5. Book ordering service for postgraduate (research) students as the library will have a wider range of resources than me trying to look for it myself.

6. Easy location of books

7. improve buying in of books. It has taken nearly a month to get a book for me, (still not received)

8. inclusion of cutting edge books on latest topics

9. Increased funding for a wider variety of journals. In particular, available funding to accommodate new research areas.

10. Introduce travel guide books.

11. Larger range of books for my part History degree as it only opened in 2009

12. make purchasing policy more transparent/systematic i.e. new books

13. More artistic books, "coffee table books"

14. more books available

15. more fictional books to read

16. More online books

17. more online e-book and journals

18. More recent books and e-books

19. Professional IT books section ie. Books intended for professional or industry examinations such as Cisco or Microsoft

20. To have more books on Animation

21. Update the library catalogues for when books go missing- keeps saying books are available when they are not!

**P2**

1. As would a wider range of political journals, our choice is very limited!

2. As I mentioned above, I think an opportunity to ask new books is needed.

3. Books that appear as 'available on shelf' on library Catalogue Plus cannot be found on the shelf, especially those that are on reading lists. People tend to hide the books in other areas so that other people could not access them (plus reserve option is not available when book is appeared as on shelf!). This has generated a lot of frustration and inconvenience to lots of people.


5. maybe we could get access to more Springer journals?

6. The more books and electronic resources that can be made available, the more useful this will be.
7. The range of books is good although I don't believe there is a fictional section.

8. More books for Final Year Students!

9. Some books i search on-line that they are all in stock but when i went to the library, i cannot find them

10. Subscribe to more journals

11. There are generally sufficient books on any subject I have needed.

12. You should offer to buy old student books at a cheap rate, obviously not buy all of them. but a cheap source of new material

P3

1. More copies of some books in high demand

2. More room for engineering texts

3. Increase spending on journal subscriptions.

Lockers

P1

1. A left luggage facility for when taking breaks while working in the library (probably not poss, I know)

2. A means of securing laptops to study desks so that I can nip to the toilet

3. Lockers (when the books are a lot, it's difficult to carry them home and back to the library every day)

4. Place to store personal belongings when leaving for a short while (lunch etc)

5. Safe storage for private things, e.g. laptop

P2

1. Could have some personal lockers.

2. Having lockers for personal belongings would be a great help.

3. I like the idea of lockers

Opening hours: 24/7 opening

P1

1. Be open 24/6 and close at 10pm on Sundays

2. Make the library open 24 hours a day

3. More flexible opening hours

4. Permanent 24 hour opening like ALMOST EVERY other university

P2

1. A top university really should have a 24hr library. Most others do.

2. But in light of doing my dissertation I would suggest 24 hour library service for dissertation students as Stewart Mason and Hazelgrave become rammed at these times.

3. The library should be open 24 hours during all term time, in line with other universities.

4. Please keep the current opening hours they are very helpful.

5. The experience would be even better if the library was open 24/7.

6. I think it's great how long it's open for, especially during exams.

7. I think the library needs to be 24/7 opening hours.

8. Also, it should be open 24 hours throughout the year and only for 3-4 weeks at the end of each semester.

9. The current opening hours provided are very useful for the students, it is a really good service.

10. The library should not close, if people want to work in a university through the night the facilities should there.

11. More 24hr availability

12. Not specifically the Library, however I think it is relevant. Other buildings (e.g. James France D rooms) should be available 24 hours for more than just the month of exams. It needs to be open for the month before exams start as well.

P3

1. 24 hour service
Opening hours earlier

P1

1. Earlier opening time on Sunday

P2

1. Earlier opening times would be great, if possible make it 24 hour opening all the time since deadlines for coursework aren’t around exam times although require more of the library resources such as books and serials to write!
2. Open earlier
3. Open earlier on a Sunday

Opening hours later

P1

1. Later opening hours outside of exam period

Opening hours longer

P1

1. Better opening hours out of term time
2. Increased opening times, as I tend to do a lot of my work at night (8pm - 3am)
3. Keep extended opening hours even when undergraduates are not in
4. Longer open hours - 24/7 all the time would be ideal, then I felt not limited to certain time frames
5. Longer opening hours
6. Longer opening hours
7. Longer opening hours
8. Longer opening hours

P2

1. Along with the longer opening hours
2. Opening hours should be extended for dissertations

P3

1. Longer opening hours

Other

P1

1. A room where students could have power naps, especially during exam periods where you’re spending most of the day and night in the library.
2. Can’t think of anything (other than free cups of tea!) Tea is very important....
3. CCTV cameras around
4. Dedicated service to assist scientific researchers
5. Free bus to everywhere of campus
6. I feel safe and secure, but I do not see any security. It’s a central location that becomes packed - possible target whilst security are concerned with Athletes on campus during the Olympics?
7. Improved academic librarian services
8. IT services in house [library]
9. Lunch facilities in the library are not very good, particularly is studying on levels 1 and 2 - would suggest providing a microwave for students to heat their own lunches and a lunch area not strictly attached to the café
10. Microwave to heat food
11. Microwave, hot water dispenser and drinking fountain for when the café is closed as buying coffee from the machine isn’t ideal and not having somewhere to heat food up is a pain
12. Of just free tea and coffee - that’d be a-mazing!
13. N/A
14. Not sure
15. Online profiles for each researcher / academic
16. Parking for off-campus students
17. perhaps a desk that deals specifically with IT queries, help and advice
18. Pool Table
19. rest area
20. restaurant
21. sale of old books
22. stop letting locals in! one stole my iPhone :(  
23. Stop turning the library into an internet café
24. Take a Shower
25. the table is lower and i have to bowl my body to study and feel uncomfortable.
26. Thorough cleaning of computers, especially the keyboards

P2
1. I am in third year of a master’s degree there is no option to choose that in question 3.
2. It is possible that the library have an online report monthly about the requirements of the library services. It can help the students know many updated services start from the library.
3. It would be good if people felt that they had the time to use Library services more - the Library staff deserve a lot of credit for the levels of support that they offer, and this resource is clearly going to become ever more important with students paying £9K per annum and therefore needs investment now.
4. It would be helpful to have
5. Less emphasis on customer service, it’s starting to get a bit patronising
6. N/A
7. N/A
8. n/a
9. N/A
10. None
11. not sure
12. The University needs to ensure that it continues to invest sufficient resource to ensure a strong library presence. At present it feels as though we are somewhat short changes when compared to other institutions
13. Why is library registration administered separately from the academic side? Whenever i have reregistered as doing my PhD I have to go to the library and tell you that I am still here and can take books out for another year. Also, other details, such as addresses do not get updated, all these things should be held centrally

P3
1. more money should spend on information and resources

PC Access

P1
1. a system to help get computers during peak times.
2. add more computers
3. bigger computer screens
4. Computer lab.
5. ID card login (like on the printers) for the computers.
6. More PCs.
7. Maybe a screen telling you how many computers are available and on what level because you can spend an age (and it’s hot) trying to find a computer and not find one.
8. Maybe two or three more of the short-stay computers.
9. more computers
10. more computers
11. more computers
12. more computers
13. more computers
14. more computers
15. more computers
16. more computers
17. more computers
18. more computers
19. more computers
20. more computers
21. more computers
22. more computers
23. more computers
24. more computers
25. more computers
26. more computers
27. more computers
28. more computers
29. more computers
30. More computers available
31. more computers in silent area
32. More computers in the quiet sections
33. More computers on all floors.
34. more computers on Levels 2&3 (especially the latter). It's very hard to find a place to study with a computer outside of early mornings/late afternoons.
35. More computers on the lower levels
36. More computers on the main floors...not including the IT room.
37. More computers on the quiet floors.
38. More computers on the third floor to the left hand side as you come in. It seems pointless having empty desk space around the edge.
39. more computers/work stations in the quiet areas
40. More computers would be useful, as during busy times it is often hard to find one available.
41. more computers!
42. More computers on lower level. Lower ground floor entrance/exit
43. More of the short stay computers just to quickly use to print/view work
44. More PC's
45. More PC's
46. More PC's in the quiet study area
47. more PC... cannot find PC when I need to print my coursework
48. More PCs
49. More PCs
50. More PCs
51. More PCs
52. More PCs
53. more places in the quiet area with PCs
54. More places to use pcs.
55. More short term use PC's
56. More short-stay computers, ONLY for printing things off
57. More PC’s in silent areas
58. More computers
59. Short stay computers (max. 15 min use) to enable people who just want to do some quick printing
60. Some way of 'renting' a laptop/ i-pad for the day/ a few hours. Carrying a laptop onto campus is very heavy, especially when it won't necessarily be needed. I don't need a computer the whole time but like having one for reference if needed (and the library pc's are very full most of the time)
61. Vacancy system to show how many computers are in use

P2
1. Additional pc's would be the main thing
2. More computers required!!! (this is also even more important as half of the Hazelgrave building is now not available to use unless you are a student within a science department) Keep computers up and running, often there are many that are out of order.
3. I really like the idea of the short-stay computers, as sometimes I simply need to check something on LEARN. However, (as mentioned above) maybe two more would be good. I think it is a service worth expanding (maybe two on either side of the third level?)
4. there is a lack of computers
5. Furthermore, there is always an acute shortage of PC's and quiet areas, I think the library needs some sort of extension to address this.
6. Lack of computers and printers across multiple floors
7. more computers are needed
8. the computers are always busy, so more would be good
9. the silent study area should have more computers
10. and provisions for pc's should increase as well as a system for allocating them during peak times
11. The provision of more PCs and desk space would be helpful,
12. Quick access PCs are one of the greatest ideas ever, so many times you would print your work here but unfortunately can't get on a PC, problem solved. I think more PC's downstairs would be good, or at least ones that work !!!
13. The 20 min PCs are really useful if you just want to look something up or print something out quickly. Thanks.
14. The library needs more computers available
15. The limitations in my experience are not enough computer terminals
16. There should be more computers, and short-stay computers more as well.
17. more computers available

P3
1. more computer on the silent study area

PC applications

P1
1. Block social networking sites. The number of people taking up PCs and not doing work is ridiculous.
2. blocking of sites such as facebook.
3. Faster computers. They are currently very slow.

P2
1. also the internet is very poor on the ground floor all year round.
2. Block social networking sites. The number of people taking up PCs and not doing work is ridiculous.
3. I hardly use the computers as I always bring my laptop, but people that turn up to sit on Facebook during periods of high demand take the biscuit, staff should be able to ask these people to leave.
4. Hygiene- The keyboards and computer screens aren't cleaned regularly
5. lots of people seem to 'reserve' computers and be gone for much longer than 30mins, some even 'reserve' computers for their friends before they get there.
6. Please "clean" the keyboards and mice. Many of the computers are unpleasant to use due to the levels of residual dirt in the keyboards and mice. Maybe it would be worthwhile looking into any keyboard designs based on being easy to clean (eg. protruding keys from a flat, waterproof, surface). If such things exist, and can be acquired on a large scale at a low price, it could be worthwhile investing in them, and cleaning the keyboards regularly.
7. Quicker computers

P3
1. better wi-fi signal at everywhere in the building

PHD thesis

P1
1. be able to remove PhD theses from the library
2. Try to gain permission from students who have written their dissertations/thesis for them to be published online. Some have extracts, which I’d like to read more about... but there isn’t the access to.

Photocopying/Printing

P1
1. add more printers/photocopiers
2. Allow adding print credits below the value of £5
3. better printing
4. Computers specifically for printing on lower levels
5. follow me printing / printing from laptops would save so much time!
6. Free Printing and Copying
7. greater ease of obtaining photocopy credits from departmental funds
8. More printers on lower level. Lower ground floor entrance/exit
9. More printers more printers
10. More printers, scanner, photocopying facilities. Easy to use . Without assistance from Librarians.
11. Printing and documentation centre
12. Printing facilities direct from USB drives through the printers as it is actually impossible to print from a laptop.
13. Printing only computers, next to the printers.
14. Printing services just like in Herbert Manzoni Building but with longer opening time, i.e. 9am till midnight.
15. reinstall the ability to buy a few pounds' worth of printer credits with a machine in the library.
16. Sending to the printers over the network from your laptop.
1. I dislike not being able to pay for printing at the desk - I do not want to pay £5 minimum for a one off print if for example, my printer breaks the day of an assignment.
2. A handful of computers with the sole use of printing would be exceptionally useful, perhaps with a time limit on usage.
3. Also many students go to the library just to print off coursework or important documents, and usually during peak times it is very hard to find a spare computer, maybe allocate an area in which only computers are available to do printing.
4. have direct input for a flash disk in every printer, could save time from people just login in to print.
5. Increase printers
6. It would be nice if printing wasn't so expensive...
7. More printers necessary
8. Also personally I had no idea how to use the printers or even where they were at the start of the year as they look like they are just photocopiers.
9. printers never run out
10. Printing services just like in Herbert Manzoni building would be great with a longer opening time because the one at Herbert Manzoni building closes early, i.e. 9am till 5pm. Some of the students have class from 9am till 6pm, it's hard for them to go to the printing services around that time.

Physical location

P1

1. Books in a location closer to the Business School end of campus.
2. Move closer to the town side of campus

P2

1. A small department library in each department would be good. For example, I study design and being so busy with coursework I rarely have time to go to the library as it is so far away. But if there was a small design specific library within the design department then I'm sure I would use it often.
2. Too far away to town centre
3. Would use the library more if it wasn't so far from central and East park

Postgraduate physical space

P1

1. Dedicated Postgraduate Area
2. Private study areas for Postgraduate students
3. create a floor or areas for PGRs and Lecturers

P2

1. see Q13; for Q12: additional study space for researchers would be helpful

Praise

P2

1. All in all the library is a very good service
2. As an undergraduate student using the library regularly since 2007, I have seen the library become more accessible and I have always appreciated the regular and prompt help from the library staff. Thank you and continue the good work.
3. Great job
4. i believe that the level of service provided is sufficient and helpful
5. I find the library an extremely useful resource for studying and obtaining information (books, journals, advice).
6. I love Pilkington as an Info Sci student and shall miss it dearly, and am sure students who move to the new site and remember being just a few feet above all the books they could possibly need will miss it too!
7. I think the new 30 min PC's are a fantastic idea. Well done
8. I love the Library.
9. Been a great second home!
10. overall - really love Pilkington. !
11. Overall I think the service is fabulous
12. Overall, the library service seems to be good
13. Really like coming here. It is just really suitable for me to do work here. It's quiet and cosy and has everything I need.
14. The library is a good working environment
15. The library is a great place to study
16. the library is a great place to work.
17. The library is an extremely valuable and important resource for supporting the University.
18. The library is genuinely fantastic, and it's great to see it's ever improving.
19. The personal service I have received has been good
20. very good
21. Very pleased with the library overall !

P3

1. The library facilities are good!
Self service

P2

1. An Automated Library system like at Brunel University would be fantastic but of course it would be at great expense.
2. The library self-service for borrowing and returning items is one of the most amazing systems I have ever seen in my whole life.

Short loan

P1

1. Have more short loan books as week loans and month loan options
2. short term loans to be renewable online

Software provision

P1

1. addition of matlab into its computer softwares
2. All PCs and systems should be upgraded to the latest. Software required for all students should be available
3. App for smart phones and tablets to access online books and journals and show the availability of books within the library etc
4. computers to include engineering programs, i.e. CAD, FEA, CFD etc...
5. Have the program NX7.5 on at least some of the computers.
6. plagiarism checker on some PC's!
7. update PCs
8. When you log on to the library computers, this could automatically log you into catalogue plus and Athens

P2

introducing specialist software such as CAD programs would be very helpful.
Appendix 4 Comments on Library web pages made available in March 2012

Clear layout

1. Clear layout
2. Clear, modern and effective.
3. Clearly set out.
4. Easy to use layout
5. Good and attractive layout
7. The overall layout of the web pages is very good and intuitive
8. The layout is easy to use.
9. Very well laid out

Difficult/more difficult to use

1. Can be difficult to find links that were relatively easy previously
2. does not make searching any easier.
3. fairly good at first but it takes a long time to load outside of campus and most of the time gives up. Using Google offers faster information
4. Found it confusing to get through to book renewal, should be a simple link to log in.
5. Found it difficult to navigate to the loans I currently have.
6. How to log into library account is not immediately obvious
7. I find them very difficult to navigate, plus there are lots of broken web links, put me off using it.
8. I don't know if it's all the changes that have been taking place but there appears to be a myriad of associated and similar library links where I'm not sure what is 'up or down'.
9. Link to inter-library loan application form is broken though.
10. the old links I had to certain pages e.g. advice sheets failed to redirect to the new location so I had to find them myself
11. still not completely clear of all the services/pages
12. It doesn't seem as clear to me
13. It is annoying that you have redesigned lboro.ac.uk/library. Typically when I visit the library webpage it is to search specific databases or e-manage my account. These options are not available until you click the search button to bring up the LCP pages. It would be beneficial to have these options available at the library homepage
14. it was a bit confusing at first.
15. is not the best to navigate around
16. it's hard to log into my account from library home page.
17. Lots of options on the screen at once - hide some away in drop down menu?
18. More difficult to use
19. Negative- it is harder to get to my account page!
20. navigate to catalogue plus, which could be even clearer for quick navigation,
21. Not very user friendly
22. Ok, but again can't seem to load them on mobile devices.
23. OK, but some services are more hidden - e.g., MetaLib
24. preferred the last one as thought it was easier to use
25. seems to be more complicated to get through to advanced button of library catalogue plus - more clicks now involved to get to where I want. However you lay it out - i just want the most efficient way to get there.
26. Some of the old links have gone so I found it a bit tricky to navigate and tend to find some resources (e.g. OED) via vpn.
27. Some things are hard to find if you don't know where they are
28. sometimes slightly difficult to find things
29. Sorry to be dim, but it took me a while to find where to log on....
30. Switching between 'Library Plus' and 'Library' is more of an inconvenience, and I see no reason for the option to be there. Instead just linking straight to the Primo search seems better for both options.
31. The layout is a bit complicated, and it is not obvious where Library Catalogue Plus is.
32. The negative was getting around them, it was difficult to find the 'library internet' pages, and even the support staff had difficulty when I asked for assistance.
33. The negative was getting around them, it was difficult to find the 'library internet' pages, and even the support staff had difficulty when I asked for assistance.
34. However I don’t seem to get clear instructions when clicking on the RSS icon, so have not linked as yet, very frustrating.
35. There is no clear link to Catalogue plus, everything seems hidden away, especially the blog which used to be quite prominent.
36. Too many glossy photos that are pointless an take up a lot of space on web page making key links hard to see
37. When they were first introduced it wasn’t obvious how to get to the library page
38. You have to search something to reach the page where you can sign in to your account.

Don’t know

1. don’t know
2. haven’t seen them
3. Haven’t checked.
4. Haven’t heard of them.
5. Haven’t looked at the especially.
6. Haven’t really used it.
7. Haven’t seen them.
8. haven’t used
9. Haven’t used the new web pages
10. Haven’t used the new website much apart from checking opening times and library cat plus
11. haven’t used them
12. haven’t used them
13. haven’t used them
14. haven’t used them very much
15. Haven’t noticed them
16. Haven’t really noticed!
17. Haven’t used them
18. Haven’t used them yet.
19. Honestly, I don’t use the main webpage much, just the LCP
20. I am unaware of these.
21. I have never used this service, as I do not know it existed, nor what it does.
22. I have not seen these webpages
23. i have not used them
24. I have not used them.
25. I have not used them.
26. I haven’t really use them so can’t give an opinion.
27. I haven’t used them
28. I only joined in October so it is difficult to strike a comparison
29. not really done much digging.
30. Don’t use the library web pages
31. Not used
32. Never used it.
33. Nil
34. No
35. No experience as have not currently used the web pages.
36. no experience of these
37. No experience using them.
38. No experience with this.
39. No opinion
40. not applicable
41. Not had need to use them.
42. not knowingly used them
43. Not really looked at
44. not really used the library pages other than library opening times other than that i’ve had little use of the site
45. not really used them
46. not sure
47. not used
48. Not used
49. Not used
50. not used it
51. not used them
52. still unknown
53. unsure

Easy/easier to use

1. a few navigation issues to find key information from the front page, but now I'm familiar with it, it's OK.
2. At first it was hard to navigate to areas I knew how to before, but as with any change, it became easier after a few
uses, and eventually became apparently more intuitively-designed
3. easier to negotiate around
4. Again very good and easy to use
5. Easier to navigate.
6. Easy enough to navigate
7. easy to find what you need
8. Easy to navigate
9. Easy to navigate
10. Easy to navigate
11. easy to navigate
12. Easy to understand.
13. Easy to use
14. Easy to use
15. easy to use.
16. easy to use.
17. particularly like how much easier it is to check on books on loan and to top up print credits
18. easy to navigate around.
19. Good, easy to navigate round.
20. Good, easy to navigate
21. I have found them to be "cleaner" and easier to use.
22. I think they are straightforward and relatively easy to navigate if you had experience of using the old system
23. information well laid out and easy to navigate
24. Initially they were difficult to navigate as the routes around the old system had been learnt, however there are no issues with the navigation.
25. It is easy to use. I didn't find the negative aspect so far.
26. more easy to use and more beautiful
27. Much easier to use- clearer- structured and concise.
28. pretty easy to use.
29. quite good, haven't used it much but at first glance it seems easy to use and everything you need is there
30. Still easy to navigate
31. relatively easy to navigate, and are a good template for other services to follow!
32. They're fairly easy to navigate, I don't use it TOO much so that is all I can say.
33. User Friendly. Easy to navigate
34. Very detailed, easy to access
35. Very easy to navigate
36. Very useful for booking group study rooms.
37. easy to access the know how sheets etc.
38. very easy to use and navigate around. No noteworthy negative experiences.
39. easy to use

Improvement to previous website

1. A much greater improvement on the one before.
2. better than before
3. better than the old page
4. Better than the old web pages
5. much better than the old web pages
6. Far more organised
7. I don't use it that much but it's a lot better as a navigation page than previous pages :)
8. It is easier to use than the previous system.
9. It's much better than the older version. Its facilities to access information is more easier
10. like them, much better than old.
11. more organized (better than old one)
12. much better
13. Much better than the previous ones, thanks.
15. Much clearer, more professional than the old pages. Good Improvement.
16. Much more user friendly
17. MUSH EASY THAN BEFORE
18. The old ones were awful, and the new web pages are a major improvement.
19. The web pages are clearer, easier, and easier to use than the old.
20. A bit easier to use than the older ones too :)
Information easy/ easier to find

1. Ability to book study rooms and be given the room number online.
2. Easy access for information.
3. All the information I need is on the homepage.
4. Easy to see the information you need.
5. Good, has lots of relevant information.
6. Good search function.
7. I can conveniently check information such as open time and workshops.
8. It is much easier to find what you're looking for in terms of catalogue plus or passwords!
9. I prefer the options available from the library catalogue plus pages - they are more useful for what I want to do/find out.
10. It's easier to look for the services in the library.
11. Positive, found information I needed quickly.
12. I have to say that the information is much better now.
13. Like the search box.
14. The search tool is very useful for quick searching.
15. Updates on things going on at the library have been useful.
16. Useful information.

Information difficult/more difficult to find

1. A few weeks ago the website search facility was returning old pages that didn't relate to the new system. Information doesn't seem very easy to find.
2. Bit confusing because seems to have similar information in various places.
3. Difficult to look up academic librarian – it's under an odd tiles page something like "comett memberS2 I find the really bizarre.
4. Gives a good overview of Library Facilities although it is not particularly well publicised.
5. My only comment is that the homepage probably contains the right amount on content but the structure is a little confusing. I would make links to 'Key Resources' more prominent and move opening hours towards the bottom of the page.
6. New search facility strange.
7. I am not used to it so I am quite lost trying to find the information that I required for example the contact details.
8. I think that the user interface of the new webpages should add more navigation or structure or icons than a graphic or photos. Because the simple user-interface of the new web pages should be design for helping students and staff to go to their directions as well.

Negative comments

1. Don't care.
2. "how-to" under publicised.
3. It places presentation over content.
5. UI experience ain't that good.
6. Simple and clear font could be slightly larger.
7. There is no log out option on the room booking system.

Opening times display

1. Very useful to see the library opening times week by week.
2. Nice, opening hours was useful over Easter.
3. Particularly good that it puts opening times and what week of the semester it is right at the top.
4. The weekly opening hours are really, really helpful.
5. I like that the start page shows the opening hours for this week. This is a very useful design idea and very much appreciated!
6. It's handy to have the opening times on the front page.
7. Like the opening times on the front page for convenience.
8. The opening times prominently placed has been really useful.
9. You have detailed information about the opening hours and also when each term finishes or ends. Postgrads use a different calendar and it became very handy, especially for international students not very used to the British calendar.

Other

1. It's very orange.
2. Neutral - as good as the last design.
3. Neutral, not that important
4. Not noticed any difference
5. The new web page hasn't made any difference to the way I use the library.

Positive comments

1. a good addition
2. Again very positive
3. bit confused at first, but good now
4. overall ok
5. convenience.
6. Excellent!
7. Fast response service.
8. Fine, same as old.
10. Generally good
11. Generally good, not noticed too much of a change.
12. Generally OK
13. Generally very good
14. Good
15. Good
16. Good
17. Good
18. Good
19. Good
20. Good
21. Good design, it took time to get used to it, but it seems fine.
22. Good overall experience
23. Good, positive redesign :)
24. Good, well thought out
25. good.
26. I have not used them much but they have generally been acceptable.
27. I really like the new design
28. It is a kind of good experience to use the new web pages
29. It is more convenience for me.
30. It looks better
31. It looks good
32. It looks very fresh and very clear. I am very satisfied with it.
33. It's very user-friendly.
34. Look relativity new and slick.
35. Looks a lot more professional
36. Looks good
37. Looks ok
38. Nice colour
39. Nice to see it now match the rest of the university design.
40. No problems so far with the web pages
41. Not really used the web pages much but I like the look of them
42. Not seen many of them, but ones i have seen have been interesting
43. OK
44. OK - just need to adjust to the new interface
45. Ok, looks very nice
46. Only looked a little bit, but looks good
47. Only visited it just now, seems good.
48. Overall good
49. Pages are fine
50. Perfectly adequate, not a high priority as it does it's job fine.
51. Positive
52. Positive - easy to find through
53. Positive on all levels as far as I have used it.
54. Positive, I've only used it for quickly accessing the catalogue plus.
55. Positively
56. pretty good.
57. Quite good
58. refreshing and new
59. The graphic presentation is way better than before, in line with the overall university visual identity.
60. The look very pleasant and most things are on the front page
61. The new web pages are good.
62. The whole page is generally really accessible and efficient.
63. The web pages are more inviting.
64. The web pages is much modern looking and user friendly
65. These are very attractive
66. Very good
67. Very good
68. Very good
69. Very good
70. Very good
71. Very good
72. Very nice, clear and well presented.
73. Very smart
74. Very user friendly.
75. Web page looks very professional
Appendix 5 Comments on Library Catalogue Plus

Book availability

Positive

1. Also, any online books can be accessed from home.
2. not needing to go to the library to see if a book is available is beneficial as I live 20 minutes from the library so it has saved me a lot of walking.
3. Very good as you can look whether the library has your book before going.
4. Useful, if only to check what books are available.
5. useful for looking up books before you come to the library as it saves time.
6. Smart way of locating essential books.
7. nice to see what’s available and where it is before even leaving your house!
8. Really good to see availability of books and easy access to reading lists for modules.
9. because I live off-campus, therefore I can check if the books are available.

Negative

1. I don’t know if it’s just bad luck that i get there and the books are gone or if the system isn’t updated often enough but quite often I’ll check on catalogue plus for availability and it says there are books left and then 5 minutes later when i get there the shelf is empty and i can’t see the books on the trolleys either.
2. I would like more electronic books. Physical books is quite old fashioned.
3. Would prefer it more separate from book though still. As an English student I’ll always prefer the option of a hard copy book to read.
4. However, on one occasion I was unable to locate an item, which the catalogue said was ‘on the shelf’. I alerted the assistant at the service desk, who informed me the item was missing and immediately changed its status to ‘missing’ on the system.
5. I’ve had a lot of experiences where i am told a book is on the shelf when it isn’t.
6. However, sometimes I have noticed that a book is labelled incorrectly as ‘on shelf’ when it is not.
7. sometimes misleading as it says a text is on the shelf and when you get to the library it isn’t there.
8. Show has book on shelf.. but not
9. Several clicks are needed in order to check if the library has a book or not. Using the previous service i used to search for a book, locate it with a couple of clicks, check the availability, and get the location code. Now with Library Catalogue Plus this rather simple process became very confusing and time consuming.
10. Only negative is I would like it to be clearer whether a book is only in the short loan section or main section.
11. I wish all books were available online.

Book renewals/reservations

Positive

1. easy to check & renew books on my account
2. Easy to renew and request books.
3. easy to request and re-new books.
4. Easy to renew books
5. Great being able to request books online
6. I like that you can renew books online
7. It is good to be able to renew books without going to the library
8. It is much easier to find active loans and view return dates for books
9. handy if you need to renew a book and are unable to get to the library before it is due back.
10. Easy to renew/reserve books
11. Positive, able to renew books from the quiet and convenience of own home or even on the move
12. Useful to renew books from home.
13. renew all books, and reserve them without having to visit the library
14. You can update your loans from the comfort of your own home.

Negative

1. Not sure if reserving works?
2. Only downside/fault is when I sometimes try to re-new a book online, it will not let me even if no-one has reserved it. I then take the book into the library and use the machines to re-new and it still does not let me. I then use the return book button, to return it, and I then have to ‘borrow item’ again.

3. but annoying when you don’t know why you can’t renew a book.

4. not very convenient to find login and renew my books

5. negative: the request and availability system is a bit complex

6. tried to renew a book and it wouldn’t do it, ended up with a fine because i couldn’t get to the library before it was due back

7. When trying to request/reserve a book the reservation place ‘library’ comes up as unknown pick-up location.

Comparison with Opac

Positive

1. A very big improvement on the previous catalogue
2. after using it much better than the previous catalogue
3. Brilliant, much easier than old system
4. Generally better than previous tools.
5. Good, better than the previous system
6. am finding the Library Catalogue Plus much more user friendly than the old system
7. id not miss old style at all.
8. these pages are a vast improvement.
9. It is a great improvement on the old system aesthetically
10. it's replaced the previous catalogue with no problems.
11. It's much better than the old one
12. Much better than the previous system
13. Much easier than the old metallic system
14. Much improved on the 'old' format
15. much better than the original "metalib"
16. refer the new system, much easier to use.
17. The Library Catalogue Plus is a good search system for today than the previous one
18. he account management tools are better than before.
19. much better than the old system
20. I think it is better and easier to use than the old system

Negative

1. OPAC was much better and found what was searched for
2. The previous catalogue was much clearer and therefore easier to use.
3. not an easy transition from the old OPAC
4. the old system was better if you just wanted to search the library’s holdings, and although Library Catalogue Plus does more, it does not do it as well as the old individual search systems.
5. I hate it. Found it much easier to locate the information and books/journal articles that I needed on the old catalogue.
6. It became worse than it was before.
7. It is a lot worse than the previous system.
8. not as good as the last system.
9. it does not seem as easy to use as the previous catalogue
10. Older was more efficient though not aesthetically appealing.

Databases

Positive

1. Everything is one place - no need for Metalib.
2. At first it was confusing because of the integration of database searching, but then it just became far more convenient and useful.
3. Easy to export citation to Refworks
4. this is an excellent on-line resource which has transformed my ability to carry out research and literature reviews. It is great to have access to expensive resources such as the British and European standards

Negative

1. if the student does not have vpn it could be frustrating as some of the databases are not accessible.
2. Difficult to get onto external databases such as CIS. Not helped by need for cisco on work laptop as if it is used I cannot connect to work server
3. difficult to use database.
4. The Metalib service provides the same functionality for getting to Databases but the user has to know how to find Metalib now that no mention of it appears on Library website pages. If you take away the Metalib service before Catalogue Plus is fixed, the severity of this fault will rise from ‘annoying’ to ‘catastrophic’ for any scholar working from home.
5. I can’t think of anything positive over MetaLib. I do find that I need to click through more pages/links to get to what I use most often (research databases) and that is a minor but constant niggle.
6. I almost despaired a few weeks ago when I found that you’d made the route to Databases even more circuitous, as if you were trying to force me to use your new, poorly designed tool.
7. However, it is possible to be developed and link it closely to google scholar and refworks well. It may help the students to connect the citations of the references easily.
8. however not as easy to search the individual databases
9. Very annoying that it will not search all databases. IE CIS
10. the database search is not quite obvious

Don’t know

1. Haven’t heard of it or used it.
2. Haven’t used
3. I didn’t notice much difference compared to the old catalogue to be honest!
4. I don’t know what it does.
5. I don’t know what it is.
6. I have never used it
7. I have never used this service, as I do not know it existed, nor what it does.
8. N/A
9. n/a
10. n/a – not used it
11. n/a
12. Never used it.
13. Never used it.
14. Not much used
15. Not noticed any difference
16. Not used
17. Not used it often enough yet to really say

E-journal access

Positive

1. easy to navigate the online journal databases
2. I don’t like using journals etc. online so this is a reasonable way of getting used to the idea.
3. It has been much easier to find journals as they are all stored in one place, so only one search needs to be carried out.
4. very helpful especially when looking for online journals.
5. Also it has a very good range of journal articles.
6. The positive side is it does provide a wide range of journal articles.

Negative

1. Being on placement, it can be complicated to try and get hold of papers off campus. And the “download” link for the journals are often complicated to use with the extensive range of passwords for different sites.
2. journals are near on impossible to access via LCP
3. Fair amount of resources but google still offers more information in the form of journals
4. however, very hard to locate specific electronic journals.
5. Harder to access online journals. I avoid using this tool to find journals and will source them via google scholar.
6. I find it easier to type the journal I wish to access into google scholar and find it there
7. I find it more difficult to find the journal articles I need, I thought this was easier with the method used before. I have started looking articles up on Google, and then accessing them with my Athens password, because the Catalogue Plus often does not even find them although we can access them through the University.
8. I have had to ask for help in finding the text of a journal (on Jstor for example) because I haven’t been able to work the link from the catalogue plus to the relevant part of the online journal.
9. you can’t always access the articles, which is annoying.
10. Using journals online is confusing.
11. a little confusing to access the e-shelf- maybe this could be made more clear?
12. access to e-journals doesn't seem that intuitive
13. does restrict access to some journals I required
14. can be difficult to actually get to read some of the article off campus, and sometimes poorly explained how to get to the pdf if it is pdf
15. Seems to be a shortage of access to Journals before 1990
16. Hard to access some articles, confusing access codes etc.
17. Also access to more journals would be beneficial
18. often it redirects you to journal websites where it is difficult to log in to the database. Where certain journal sites request to know my institution and Athens passwords etc. often i am unable to log in and access the work - passwords etc. do not seem to work.

Positive comments

1. all positive experiences
2. Looks nice though.
3. brilliant facility, when used with a vpn off campus its ideal
4. Brilliant service, extremely helpful.
5. Easier layout
6. Very helpful!
7. Also appreciated the option of taking a course on getting to grips with the new catalogue.
8. Excellent
9. Generally it is very good.
10. very good
11. Generally ok
12. Generally positive
13. Generally very positive
14. gives clear indication of library opening times
15. good
16. Good
17. Good
18. Good
19. Good design
20. Good on campus
21. Good online catalogue
22. Good overall
23. Good overall
24. Good
25. Good
26. Good
27. Good
28. Good
29. Great! The service is efficient and effective
30. Great
31. Has been a massive help for me this year!!!
32. I find it extremely good
33. I have not encountered any problems with the service.
34. I have used it a couple of times and it seemed ok.
35. I like it, it is a very comprehensive resource though
36. Service itself is good though.
37. I think it is an excellent idea
38. It has been good experience
39. It has been very good, especially since we were taught how to use it properly.
40. It has been a very positive experience
41. It is a helpful resource.
42. It is really helpful when online
43. Generally it has been fine.
44. It's been very good
45. It's fine
46. It’s good
47. It's worked fine
48. Its fine.
49. It's good. Overall however it’s a very decent service.
50. It's good
51. Very positive
52. Library Catalogue good
53. mostly good
54. Mostly positive
55. Much quicker
56. in general I have been happy with the service and it is a great convenience.
57. No negatives
58. no problems
59. on the whole works well now I've got used to it.
60. Okay
61. Once adjusted to it, I realised the amount I could do with it, which was a lot more than previously.
62. Overall very good
63. Overall, positive
64. Positive
65. Positive
66. Positive
67. Positive
68. Positive, overall good
69. Positive
70. Positive
71. Positive
72. Positive
73. Positive
74. Positively
75. Positive-I have found the library catalogue plus workshop training to be very useful in identifying the prominent changes made from the previous system as well as the key features within the catalogue. This training workshop should continue on a regular basis.
76. Really effective
77. Really good and intuitive. Speeds up research.
78. Really very good
79. Seems fine
80. Seems good to me. I like it much better. Step in the right direction.
81. overall OK
82. The new LCP is good
83. Other than that a good service
84. This seems to work fine
85. took a little getting used to but now it's ok.
86. used it one - it worked ok
87. Usually very positive
88. Very convenient
89. Very easy and accessible
90. It is definitely an easy, necessary piece of software.
91. Very good I find it excellent
92. Very good service
93. Very good tool
94. Very good
95. Very good
96. Very good
97. Very good, extremely helpful
98. Very good
99. Very good, lots of journal articles
100. Very good
101. Very good
102. Very good
103. Very good
104. Very good
105. Very good...the updated catalogue is really nice
106. Very helpful
107. Very helpful and I really like the links to Google Books.
108. Very helpful with essays.
109. Very nice
110. Very positive
111. Very positive - I have no concerns with the library catalogue plus system.
112. Very positive
113. Very positive
114. Works really well all round

Negative comments

1. opening times should be on there so when I’m searching for a book and i cant request it i know what time i can go to the library to pick it up
2. could be improved
3. bad- constant changing of webpage layout
4. I find it a little old fashioned and bland?
5. I find it quite challenging to drive effectively.
6. The web page looks slightly cluttered and could be slightly clearer
7. I have not enjoyed LCP
8. but it’s a bit outfacing at times
9. In my opinion it has a very confusing interface, with a very poor information architecture. And I don’t know why librarians like giving special names to services, instead of understanding what users need and labelling services according to the needs. Users get confused by Library Catalogue Plus, D Space, Lupin, Institutional Repository, etc.
10. It does not flow, as a piece of interactive software.
11. I don’t mind changes but Catalogue Plus is terrible from A-Z (and I am a library-nerd..)
12. Slightly confusing when the web pages were updated and changed.
13. Library Catalogue Plus irrelevant
14. My experience has been mostly negative
15. Negative, clunky to use. The plus information is useless.
16. Doesn't waste my time!
17. sometimes seems misleading.
18. Strongly Dislike the new catalogue.
19. unfriendly interface
20. could do with the fines being able to be paid online
21. Reminder emails are very good HOWEVER a one off email a week in advance is often forgotten about so a reminder the day before will help massively. Also, PLEASE stop giving out meaningless tickets from the machines. Tickets are given out for returning a book...!! WASTE OF PAPER
22. There is a link on my.lboro to pay library fines online which takes you to the fines page on Library Catalogue Plus however there isn’t the option to pay them.
23. Fines - could have been much better if I can pay through there

Reliability

Positive

1. Most of the time it is fairly reliable.

Negative

1. there tends to be reoccurring problems such as 'error loading tab' which can be frustrating.
2. not always accurate
3. Occasionally cumbersome, sometimes failing to load (despite being on campus and trying with two computers)
4. Negative: I can see the ‘something goes wrong’ message every now and then, and some journals are unavailable.
5. Negative: Sometimes it lags a lot, hence the computer tends to get "hang".
6. Sometimes the Athens passwords do not work which is annoying
7. Takes a long time to load
8. However too often the system does not allow direct access to ‘view online’ unless the page is refreshed.
9. It takes too long to load.
10. Very slow
11. Very slow: couldn’t get access at all yesterday.
12. Its temperamental-not always working
13. Sometimes I struggle to access it or it has shut down.
14. and running a bit slow than before
15. When off campus can sometimes not let me log in
16. I also think it is not very fast when searching and takes ages to load.
17. sometimes slow to load/unresponsive off campus.
18. Half of the time books and journals listed as available online are then “unable to load”, or there is a message saying "error loading tab". This can be so frustrating when you're trying to plan your dissertation and an article is supposed to be available to you.
19. Highly negative. When it came in I reported that it doesn’t fully work from home even when the user has a VPN tunnel to the campus: clicking ‘Select Databases’ puts Catalogue Plus into an endless loop. My fault report was not properly logged and despite repeated chasing I’ve not been kept informed of developments and the fault has still not been fixed. This is particularly disappointing as I made clear when I logged the fault that I’m a LLO and reporting the fault on behalf of my whole department.

20. The only negative point I would have, is that sometimes the online editions do not open.

21. It always crashes

22. It seems to crash A LOT!!!!

23. Some books cannot read or download online

24. low internet access on it and takes a while to load

25. also at times the links to the online journals do not work

26. when I click into a specific e-journal article, it always shows as ‘system error’ so I have to copy the title of the paper and search it using Google scholar instead. The system is not very stable in my opinion.

Searching

Positive

1. Been very useful to search for books.
2. Can find books easily thanks to the shelf marks being clearly displayed.
3. Easy to search for books
4. Easier to search for things and seems faster
5. easy to use especially when I want to find journals for my final year projects using the advanced search
6. Generally OK with finding books and journals.
7. gives clear indication of online resources
8. good method of searching
9. Good search tool
10. Good that one search accesses all areas
11. Good, useful when searching properly.
12. Great to use for searching for books
13. I like that I can search for the whole range of available resources when I search.
14. To look for books available in the library it is good.
15. I have found this experience to be very useful and has helped me to find numerous journals and books during my final year.
16. I like how you can search either the catalogue or the catalogue plus. However this can sometimes be misleading
17. It seems useful for finding library resources but for the majority of research that I have done this year, I’ve used Web of Knowledge as I like its features such as the citation map.
18. overall Library catalogue plus is more streamlined being able to search for journals and books in one go.
19. the fact that it allowed to search journals and all stuff together with books was brilliant.
20. It’s a very good way of being able to see if the books you need are there and where to find them.
21. If looking for general articles/books on a subject it is very helpful.
22. It’s been really useful to me, makes searching much easier. Much better than engines at other university libraries
23. It’s been useful to find where all the books I required were situated in the library.
24. It’s been very helpful and makes searching books easy
25. Library Catalogue Plus offers a fairly good service when searching for general information
26. Once I got to grips with it good for general books and journals
27. POS: I have been able to find some books at the library with the help of the catalogue.
28. relatively easy to search and find what I want
29. Positive: all the reading lists are there, hence no need to go on learn
30. positive searching for the majority of items.
31. Positive: I can find the resource I need fairly easily
32. really easy to search and find books availability
33. Searching texts is quite easy
34. Shortcuts are useful and should be more of them (search aids)
35. Smart phone access is a fantastic ability, allows me to view the catalogue whilst looking for the book I’m after without having to print or write that elusive Dewey code down!
36. sometimes it acts as an invaluable research tool
37. draws out good search
38. Very good as I can search books online
39. very good search tool
40. makes finding available books etc. very easy
41. Very helpful when searching for books and e-journals.
42. Very useful for general searches.
43. Very useful for researching online journals
44. Very useful when searching for texts, especially more advanced searches!

**Negative**

1. often I cannot find what I am looking for.
2. Sometimes, the images of the books don't appear so you don't know if it's the one you want.
3. Cannot find the material needed
4. Difficult to find what looking for
5. I can't find books that I know the library has because they are my set texts
6. however often the search tool doesn't pick up the specific text I'm after, but rather picks things of a similar nature, even if I've put the exact title into the engine.
7. Ergh. It's a hassle and is doesn't tell me what I want to know. Don't trust it
8. The search for fairly specialised information is very poor on occasion making report writing annoying.
9. fairly difficult to find specific books
10. searching has been a slight difficulty.
11. search can be complicated to use when looking for general information on a topic rather than a specific text
12. finding books, articles and journals have become much more difficult to find. Even for texts I know are in the library or have found before.
13. Frustrating that you cannot easily pick what type of resource you want to search for
14. A minor point - The search criteria can be a little complex at times making it hard to find specific journals.
15. I cannot see for example the e-books that I have selected on EBL on this, it is a bit confusing to me if the two things are related or not.
16. can be a bit difficult to find a book on a topic, rather than a specific title
17. could have a better range of refining tools - the Dewey numbers are rubbish! They are too specific.
18. makes it a little more difficult to narrow a search
19. some searches have to be VERY specific in what you're looking for, otherwise it would return irrelevant literature.
20. The general search engine can be very inaccurate.
21. I don't really like the way that the Library Catalogue Plus searches. It seems to produce odd results, and results seem very dependent on the specific search phrase you use. So, it is easy to miss entries if you do not search in the 'correct' way.
22. I find it does not search for things very effectively and you have to be very specific with the information given if looking for a certain journal/book
23. I find it quite hard to find what i need sometimes
24. however doesn't always help you find the book in the library
25. there are not convenient enough to find out what i need when writing essays
26. The original search engine seemed much more user friendly
27. I would prefer the default search to be 'Library' rather than 'Library Plus' I go to LCP when I'm looking for a book held by the library. I don't use LCP for looking for journal articles (I use Scopus/WoK instead). LCP is better than MetaLib, but doesn't meet Scopus and WoK. I think that even most UG students will when they need a journal article.
28. It can still feel a bit clumsy at times to do a search
29. It makes me use/search for e-journals less frequent. Useless for newspaper search or other databases.
30. it is harder to find books for a particular topic that you don't have a specific title for. However the slight mistake when searching and it is unable to find the book, even if everything else in the sentence is correct.
31. Sometimes looking for books is more difficult than before (i.e. searching books without using the advanced criteria)
32. It takes a little longer to filter what kind of publication you're interested in
33. However sometimes it does not search when you first sign in
34. I hate it: it's machine-generated rather than based in subject expertise, and as far as possible I simply by-pass it and either set it just to Catalogue, or go straight to Databases.
35. It's annoying that you can't just search for 'catalogue' off the main screen. you have to first search and then amend to 'catalogue' after.
36. Also it is a bit difficult with the 'reading lists' options, perhaps a search bar might be a good idea, allowing you to search with either the course name or the course code.
37. It's good to be able to search for research papers centrally but there need to be more filters available. I think it would be beneficial to fully separate book and research paper searches
38. It's not easy to find what you're looking for when it's something specific as it takes several steps to find what's available in the library (as opposed to elsewhere)
39. it would be good if it could actually search for other database such as web of science as well.
40. when searching for a journal it becomes labour intensive and off putting.
41. the search facility takes some getting used to in order to find exactly what I'm looking for.
42. mediocre, it is time consuming to find anything of relevance.
43. Would be nice to have a free text search capability to be able to build more complex search strings.
44. You should improve search gadgets. It is nearly impossible to find a text if you do not have the title, or say do not know the author
46. NEG: For academic journal articles, the library search system, in my opinion, is a bit of a mess. I use google scholar for almost all of my academic searches because I have had little positive experience with what the library offers... more confusing when narrowing down the search.
47. search does not seem very refined - it has taken me several attempts sometimes to locate publications I know are available.
48. Search is too sensitive. Should advice more hits.
49. sometimes difficult to find journals, have to do numerous searches to get the right sort of material
50. sometimes hard to find something
51. It is much more difficult to find books in the library having to constantly go into the advanced search section and filter out just on books. If there was a button to search catalogue plus or search just books then this would be much better!
52. Tend not to use in house catalogue tools for finding resources.
53. The search facility is not very good, i have to be very specific to find what i want when searching and still unrelated papers come up. Searching on other sites such as google scholar tends to be easier. The user interface is much better than the previous search method
54. The search facility is not very user friendly
55. the search option of years is not handy the best choice list every year for chosen.
56. Would be easier to search journals and books etc. at the same time
57. Very poor search facility and can be quite slow
58. tended just to use it to search for availability of resources etc.
59. You can search whether the books are available in the library, saving you time searching and hoping the book is there.
60. Catalogue, rather than catalogue plus should be default on homepage.
61. Sometimes find it frustrating as takes me a long time to find what I want.

Search results

Positive

1. always find something relevant
2. But otherwise covers lots of areas of research.
3. Easier to find the resources
4. Easy to find books
5. Easy to find the books you are looking for.
6. Generally this is a very useful tool for finding resources and often works well
7. Good, helped me find books I need
8. Good, mostly has found what I want
9. Always found what I needed
10. find what you want.
11. Have found accessing texts to be easier with the new system
12. helpful, can usually find something related
13. However it, gives greater access to online sources
14. I absolutely hated it at the beginning but in all fairness it has thrown up some resources I wouldn't have otherwise looked at.
15. I find it very useful as it provides easy access to the book library code so you can find the book you want easily when you get there. Also, there are a couple of core texts available through the catalogue which has been very useful to me.
16. I have used it a few times, it usually has what I want
17. I like that it is so much easier to find journals and articles
18. also it’s helpful when finding journal articles
19. I rarely use it but when I do I find it extremely helpful in bringing a range of sources.
20. I have successfully found some things I want
21. find everything that i needed
22. I can get lots of reference books.
23. It has been positive pretty easy to find the right book
24. It has made it easier to search for books and see which are available in the library as well as producing journals which are useful on the same area.
25. It is easy to find the books you are looking for
26. It is easy to find books you are looking for straight from the reading lists
27. on having a quick look it seem to have some useful information.
28. On the positive side, the wealth of information seems to have increased.
29. It is quite good because it is easy for me to find resources which I need.
30. It is very useful, I can nearly always find the book i am looking for
31. However when it does work, it tells you everything you need to know about what you are searching for
32. Easy to find all the journals required
33. It's fully recovered all kinds of books I need especially the E-books and e-journals
34. It provides the best of information
35. Large range of journals etc. found
36. LCP has been invaluable for finding resources for my dissertation
37. Library catalogue plus has been useful for finding journals.
38. get a wider range of results
39. No issues always been able to find what I have needed.
40. much easier to find books and journals that I have needed this year during my Part C project.
41. The library category plus has enabled me to find a wide range of sources that before I did not know existed such as journal types of the 'Human Rights'
42. has most things you want on there
43. Easy to find required texts etc...
44. always find what I’m looking for
45. I found an online version for a book that is all borrowed out from the library
46. provides comprehensive results.
47. got relevant papers easily.
48. Very accurate with its searches

Negative

1. sometimes too much
2. Brings up to many options for me!
3. difficult to navigate search results (mainly book availability information)
4. Dreadful. Very confusing, as it muddles up material that is available with material that is not available. Not clear how to work out the print copy runs of journals held. I frequently type in author/ titles for books I know are in the library (because I've borrowed them before) and it says they are not in there. I hate it and now rarely use the library search facilities. Just go straight to electronic journals A-Z listing.
5. Efficient but the search service can be made better because there are times when it doesn't bring the desired result and one still has to scroll through the list of results endlessly.
6. author list can contain duplicates (same author different spelling, or initials) which makes results harder to narrow down.
7. search results are not always accurate.
8. Occasionally it seems to bring up some irrelevant material but this tends to be when the key words in the title of a resource are quite broad.
9. Occasionally, I have to be very specific in advanced search to find a journal article (ideally the basic search for the exact name of the article would bring it up to begin with).
10. struggle to get the documents I'm actually looking for to come up, hard to avoid irrelevant search material
11. results could be filtered better
12. Also, the implication is that Library Catalogue Plus is a one-stop-shop for searching, but often it does not return results I know exist.
13. I find I have to use it in conjunction with other sites as it does not seem to give a full output. In addition I use Emerald Insight/
14. whenever I search for an exact book or journal title, it never brings it up. I prefer to just log into a journal search engine, using athens.
15. Usually, I go to advanced settings just to avoid the myriad of pointless answers that come from a single enquiry.
16. I always find it hard to locate journals.
17. I personally have found it harder to find the books I am looking for using the new system
18. However, when I have typed in book or journal titles it never seems to show that the library has it. I don't know if I'm doing this wrong or whether they aren't on catalogue plus.
19. if I use the advanced search and select certain options then nothing at all shows up. I think this is a glitch and should be resolved.
20. I would rather the main page defaulted to a search of the catalogue rather than catalogue plus. I end up getting lots of unrelated results when I forget to change my search criteria.
21. nor am I sure whether the results show me what is available at the university, online or available from elsewhere - I'm not a fan
22. results not showing up even they are listed on the left hand side, unable to link to databases that it has listed in the results.
23. It can throw up too many hits
24. It has NEVER given me the immediate answers/solutions as MetaLib/Catalogue before
25. If you type in the exact title and author it often doesn't come up with the book on the first page; the layout is trying to be too fancy and creates extra confusion.
26. Sometimes it does not recognise the book that you are after
However, searching for specific texts can be frustrating and when typing in the name of a book the search generates a list of articles with words from the title and not the book itself. Sometimes you have to go through several pages of articles to find what you're actually looking for.

It is quite cumbersome to find journal titles. This was better via MetaLib.

It is very difficult to find relevant journals so I always end up using google scholar.

E-books are given, IMO, undue prominence over printed version available in the library in the results.

but the searches it brings back aren't always relevant

lots of results are returned (exact matches don't seem to be prioritised)

hard to find what you really want

Make default setting Library Catalogue to avoid obscuring genuine search results.

it is difficult to filter through the results when looking for specific information

it can be hard to avoid science articles when searching for names related to other subjects

Too much information

Often search for something and i get no results needs to be more complete

ok, tricky to narrow searches

pulls up different things depending on whether you are at home, at uni, on a laptop or unipc

search results are poor, often journal articles do not come up, so you have to find the journal name and search that way.

Searches yield huge quantities of indiscriminate results, mostly irrelevant to my needs.

other times you type in exactly what the book is called and yet it will take you four pages or so until you find it (unless you type in the author)

do not fully trust the searches (have different outcomes for key words and authors names)

The introduction of catalogue plus has made it far harder for students to find relevant information. It has numerous issues for instance it will indicate that the library does not have a particular journal article when it clearly does, as an experienced user of the library I am aware of this but students new to the system will believe this and accept that vital information is not available to them. This will clearly have an impact on their confidence using the system and will quickly result in them relying on the internet for research.

The results returned are sometimes in a confusing order. I'm not sure what the criteria are for returned search results, but relevance appears not to be one of them.

However, it appears to be a Swiss army knife, and I am not quite sure whether I want or need that. It simply finds too much, including web resources. If I wish to find, e.g., a journal article, then I use other search engines, and I wonder why the library tries to duplicate this. I normally enter my search terms and then, on the results page, I immediately click 'available in the Library' (or whatever it is called). I wonder whether I am the only one who basically ignores most of the functionality...

however the e-books are very difficult to access

often resources found are limited.

However, hard to find what you're looking for in catalogue as doesn't show all the books that are on the shelf. Maybe need a better way to find books using key words.

Very hard to find what you want if it's not a book.

Very hard/near impossible to search for journal locations in library - too many irrelevant results returned. Old system used to return journal title & location

Very negative, very difficult to find journal items.

Very questionable. Finding something fairly relevant is difficult due to the sheer volume of material. Need better search criteria

Doesn't always return results from all databases automatically

would be good if it returned the search results of items in the library first instead of journal and other articles

When searching for a specific journal/book, it does not provide you with appropriate results.

If you were to prioritise the library book results as opposed to journals it would be great.

I am very confident that the Catalogue sometimes produce different results even if it has been the same thing I was looking for. My friends have experienced the same problem. The previous older version seemed more reliable

Can be confusing to try and work out which books are online and which are in the library, perhaps making the distinctions a bit clearer would help.

I think both options (online and hard copy) should be a given and you shouldn't have to select them

difficult to understand whether books are available on the shelf or they are just online journals.

It is not always easy to access the text from the link provided by 'view online', these require a subscription on occasions or it is unclear as to how the text can be viewed.

Some journals can't be found

Sometimes suggests journals to read which you can't access - only an abstract.

not entirely accessible.

I preferred the old version which only shows the book list. Normally when I log on to the library, it is because I want to browse for book lists not journals (of which metalib was an excellent database). In this version I've to select the library only option. This is not a big problem but it is slightly annoying.

it doesn't always find every article that are in the e-journals that the library has.
Usable

Positive

1. bit complicated to use but very effective when know how
2. Catalogue plus is very easy to use and very helpful
3. Difficult to get used to but now it is very easy to use.
4. Easy
5. Easy simple to use
6. Easy to access, check availability of books
7. Easy to navigate.
8. Easy to use
9. Easy to use
10. Easy to use
11. Easy to use
12. Easy to use
13. Easy to use - a good tool
14. Easy to use
15. easy to use most of time
16. Easy to use once you know how to (keep as part of introduction package in first year modules)
17. easy to use, like that it is linked to reading lists.
18. Easy to use
19. Fairly easy to navigate
20. Fairly easy to use
21. Fantastic development, really easy to use
22. Good that the online services are all in one place
23. Good, easy to use.
24. Good, very easy to use
25. Could be easier to use but once you know it's fine.
26. Easy to navigate
27. really easy to use as well.
28. Helpful with coursework, easy to use and useful.
29. I found the Library Catalogue Plus can be useful to some extent
30. I have found it easy to use and have had no noteworthy problems with it.
31. I have found it very simple to use
32. I love Library Catalogue plus - very quick and easy to use with a wide variety of resources
33. think the change was well integrated, easy to use
34. I use it frequently for my research in psychology.
35. I use library catalogue plus regularly and find it clear and simple to use.
36. I’ve enjoyed using it
37. I’ve found it easy to use
38. It has been relatively simple to negotiate around.
39. i have been able to use it with ease
40. It has been easy to use.
41. It has a lot of information and is easy to use
42. It is easier to use than the previous system.
43. However, the e-books are very useful
44. It is very good, easy to use
45. It is very useful
46. It is very useful.
47. It looks good, easy accessible and easy to navigate around
48. it seemed so easy I kept thinking I was missing something!
49. pretty helpful as i got used to it
50. became easier to use once I got used to it.
51. It works quite well once you’re used to it
52. It's a very good system and works very well. Easy to use
53. it's easy to navigate
54. i found it very useful.
55. It’s a very useful tool
56. It’s been good to check availability of books
57. It's easy to use
58. It's very easy to use
59. it's easy to use
60. More usable interface and better functionality which is good.
61. much easier to use
62. Much easier to navigate
63. overall, helpful, simple and easy to use
64. positive experience it is easy to use and has a great range of useful journals available
65. Very easy to use.
66. Positive: Easy to use
67. Positive: It's very user-friendly
68. pretty easy to use
69. Quick and easy to use and reference for coursework.
70. Simple and easy to use
71. good that everything's all in one place and we no longer have to remember an additional pin number
72. The system is easy to use and for the most part I have had a positive experience of using it.
73. very easy access to check availabilities and view online resources
74. Very easy and accessible
75. Very easy to use, like it a lot
76. Very easy to use
77. Very easy to use
78. Very easy to use
79. Very efficient
80. Very Extensive and easy to use
81. Very good and easy to use
82. Very good layout and easy to use.
83. easy to use
84. easy to use
85. easy to use
86. Easy to use
87. easy to use
88. easy to use.
89. simple to use

Negative

1. a little bit confusing to use
2. As stated above I find the it quite difficult to use
3. At first confusing
4. bit confus at the beginning
5. Confusing
6. confusing, awkward.
7. Difficult to navigate
8. Difficult to navigate
9. Difficult to use and to understand
10. Difficult to use online.
11. Difficult to use. Doesn't seem very intuitive.
12. Doesn't seem very intuitive
13. easier to use google scholar
14. Find it difficult to navigate
15. Found it difficult to navigate at first
16. a bit confusing to use in the beginning
17. get to it from the library part of the website I haven’t come across a direct link to get there, this can be annoying when wanting to search for a database rather than searching for a book/journal.
18. it is a confusing too to use at first
19. can't use it on wi-fi mobile device???
20. It’s not very easy to follow, allow it still does all the things you need it to.
21. I have not found Catalogue Plus logical or easy to use.
22. I find it really hard to use
23. I find the Library Catalogue Plus confusing and it doesn't seem to compare well to other online library systems I've used. Students have also told me they find it difficult to use (esp when looking for journal articles)
24. I have found it confusing, needs to be a lot more useable
25. the user interface can be difficult to navigate
26. I've not found this system very intuitive
27. can be confusing when offline, as sometimes I cannot log in to the service, or I am logged in but cannot access the material I want
28. It is slightly confusing to use but this might be due to the fact that it is new rather than because it is a bad system.
29. It was a little difficult to get on with initially
30. It was quite difficult to understand at first
31. Not all of it is that intuitive to use though.
32. I do use it, but I tend to use Google Scholar more often as it is more user friendly
33. It’s not great it can be confusing
34. Lots of options and have to click on the same thing a couple of times on different pages e.g. if I want to search the catalogue, take me straight there, don’t ask me a second time on another page
35. Wasn’t sure how to use it properly until final year. And still don’t completely know how to use it properly
36. the remote working portal is just as confusing with Athens
37. Navigation around the pages is not instinctive
38. Negative-First time users may find it difficult to find direct link to the library catalogue plus. By providing a direct website link on the university’s webpage (www.lboro.ac.uk) just below the “university library” link would help to resolve this.
39. Not particularly easy to use.
40. sometimes difficult to use
41. Bit bemused by it really, and when I first went on there I couldn’t see any clear instructions on how to use it.
42. took a bit of getting used to as is fairly complicated to navigate though.
43. quite hard to navigate. i usually just use google scholar or pubmed because they’re easier to use
44. Sometimes a convoluted system, not great to navigate
45. The new library website is difficult to navigate sometimes
46. Training of use needed.
47. May want to have a page on the website stating how to use it especially when searching for e-journals and finding our Athens passwords as both of these took me a while to do
48. Very difficult to use to find the information I am looking for.
49. information are not clearly shown
50. little difficult to navigate
51. Was a bit confusing to use at first

Useful
1. An extremely useful tool
2. Extremely useful
3. Fairly useful
4. fairly useful.
5. helpful. Useful to use off-campus
6. I found it very useful, especially while preparing for the coursework, as it provided a very broad range of academic journals as well as books.
7. I haven't used it very much to date as I haven't needed it but I find it very useful!
8. It has been a useful tool
9. library catalogue is useful
10. Once I got the hang of it I found it very useful
11. Quite useful
12. on the whole I find it a useful tool
13. The eBooks are useful
14. Useful for research academic journals to enhance research
15. useful
16. useful
17. Useful
18. Useful
19. Useful to use
20. Useful
21. Very easy to use
22. very good and useful
23. Very Useful
24. Very Useful
25. Very Useful
26. Very useful
27. very useful
28. Very useful resource, especially the online books/journals which save going to the library.
29. very useful tool
30. Very useful tool
31. very useful, clear and straightforward
32. Very useful
33. once I got the hang of it found the interface very useful

User accounts

Positive

1. I can easily check about my loan books
2. The positive side is that it's easier to track my record by using the same username and password as the university's account instead of a specific one.
3. it has been relatively easy to keep track of all my loans.
4. I like the change to using your general university log-in details rather than having a separate number as before.
5. I can also check due in date and fines etc.

Negative

1. Difficult to find and log into. not straight forward. very helpful when you actually get to it.
2. slow to load account information difficult to navigate account information (eg loans) often there is too much information on screen
3. Difficult to sign in to and use at first
4. it always takes me ages to find the option to sign in or access my account .
5. Not easy to find where to log onto my account
Appendix 5 Comments on Library web pages made available in March 2012

Clear layout
Clear layout
Clear, modern and effective.
Clearly set out.
Easy to use layout
Good and attractive layout
Nice clean and clear layout.
The overall layout of the web pages is very good and intuitive
The layout is easy to use.
Very well laid out

Difficult/more difficult to use
Can be difficult to find links that were relatively easy previously
does not make searching any easier.
fairly good at first but it takes a long time to load outside of campus and most of the time gives up. Using Google offers faster information
Found it confusing to get through to book renewal, should be a simple link to log in.
Found it difficult to navigate to the loans I currently have.
How to log into library account is not immediately obvious
I find them very difficult to navigate, plus there are lots of broken web links, put me off using it.
I don't know if it’s all the changes that have been taking place but there appears to be a myriad of associated and similar library links where I’m not sure what is 'up or down’.
Link to inter-library loan application form is broken though.
the old links I had to certain pages e.g. advice sheets failed to redirect to the new location so I had to find them myself
still not completely clear of all the services/pages
It doesn’t seem as clear to me
It is annoying that you have redesigned lboro.ac.uk/library. Typically when I visit the library webpage it is to search specific databases or e-manage my account. These options are not available until you click the search button to bring up the LCP pages. It would be beneficial to have these options available at the library homepage
it was a bit confusing at first.
is not the best to navigate around
it's hard to log into my account from library home page.
Lots of options on the screen at once - hide some away in drop down menu?
More difficult to use

Negative- it is harder to get to my account page!
navigate to catalogue plus, which could be even clearer for quick navigation,
Not very user friendly
Ok, but again can’t seem to load them on mobile devices.
OK, but some services are more hidden - e.g., MetaLib
preferred the last one as thought it was easier to use
seems to be more complicated to get through to advanced button of library catalogue plus - more clicks now involved to get to
where I want. However you lay it out - i just want the most efficient way to get there.
Some of the old links have gone so I found it a bit tricky to navigate and tend to find some resources (e.g. OED) via vpn.
Some things are hard to find if you don’t know where they are
sometimes slightly difficult to find things
Sorry to be dim, but it took me a while to find where to log on....
Switching between ‘Library Plus’ and ‘Library’ is more of an inconvenience, and I see no reason for the option to be there.
Instead just linking straight to the Primo search seems better for both options.
The layout is a bit complicated, and it is not obvious where Library Catalogue Plus is.
The negative was getting around them, it was difficult to find the ‘library internet’ pages, and even the support staff had difficulty
when I asked for assistance.
The negative was getting around them, it was difficult to find the ‘library internet’ pages, and even the support staff had difficulty
when I asked for assistance.
However I don’t seem to get clear instructions when clicking on the RSS icon, so have not linked as yet, very frustrating.
There is no clear link to Catalogue plus, everything seems hidden away, especially the blog which used to be quite prominent.
Too many glossy photos that are pointless an take up a lot of space on web page making key links hard to see
When they were first introduced it wasn’t obvious how to get to the library page
You have to search something to reach the page where you can sign in to your account.

Don’t know
don’t know
haven’s seen them
Haven’t checked.
Haven’t heard of them.
Haven’t looked at the especially.
Haven’t really used it.
Haven’t seen them.
haven’t used
Haven’t used the new web pages
Haven’t used the new website much apart from checking opening times and library cat plus
haven’t used them
haven’t used them
haven’t used them
haven’t used them very much
Haven’t noticed them
Haven’t really noticed!
Haven’t used them
Haven’t used them yet.
Honestly, I don’t use the main webpage much, just the LCP
I am unaware of these.
I have never used this service, as I do not know it existed, nor what it does.
I have not seen these webpages
i have not used them
I have not used them.
I have not used them.
I haven’t really use them so can’t give an opinion.
I haven’t used them
I only joined in October so it is difficult to strike a comparison
not really done much digging.
Don’t use the library web pages
Not used
Never used it.
Nil
No
No experience as have not currently used the web pages.
no experience of these
No experience using them.
No experience with this.
No opinion
not applicable
Not had need to use them.
not knowingly used them
Not really looked at
not really used the library pages other than library opening times other than that I’ve had little use of the site
not really used them
not sure
not used
Not used
Not used
not used it
not used them
still unknown
unsure

Easy/easier to use

a few navigation issues to find key information from the front page, but now I'm familiar with it, it's OK.

At first it was hard to navigate to areas I knew how to before, but as with any change, it became easier after a few uses, and eventually became apparently more intuitively-designed
easier to negotiate around
Again very good and easy to use
Easier to navigate.
Easy enough to navigate
easy to find what you need
Easy to navigate
Easy to navigate
Easy to navigate
easy to navigate
Easy to understand.
Easy to use
Easy to use
easy to use.
easy to use.
particularly like how much easier it is to check on books on loan and to top up print credits
easy to navigate around.
Good, easy to navigate round.
Good, easy to navigate
I have found them to be "cleaner" and easier to use.
I think they are straightforward and relatively easy to navigate if you had experience of using the old system
Initially they were difficult to navigate as the routes around the old system had been learnt, however there are no issues with the navigation.

It is easy to use. I didn't find the negative aspect so far.

more easy to use and more beautiful

Much easier to use- clearer- structured and concise.

pretty easy to use

quite good, haven't used it much but at first glance it seems easy to use and everything you need is there

Still easy to navigate

relatively easy to navigate, and are a good template for other services to follow!

They’re fairly easy to navigate, I don’t use it TOO much so that is all I can say.

User Friendly. Easy to navigate

Very detailed, easy to access

Very easy to navigate

Very useful for booking group study rooms.

easy to access the know how sheets etc.

very easy to use and navigate around. No noteworthy negative experiences.

easy to use

Improvement to previous website

A much greater improvement on the one before.

better than before

better than the old page

Better than the old web pages

much better than the old web pages

Far more organised

I don't use it that much but it's a lot better as a navigation page than previous pages :)

It is easier to use than the previous system.

It’s much better than the older version. Its facilities to access information is more easier

like them, much better than old.

more organized (better than old one)

much better

Much better than the previous ones, thanks.

Much clearer website.

Much clearer, more professional than the old pages. Good Improvement.

Much more user friendly
MUSH EASY THAN BEFORE

The old ones were awful, and the new web pages are a major improvement.

The web pages are clearer, easier, and easier to use than the old.

A bit easier to use than the older ones too :) 

Information easy/ easier to find

Ability to book study rooms and be given the room number online.

easy access for information

all the information i need is on the homepage

Easy to see the information you need.

good, has lots of relevant information.

Good search function.

I can conveniently check information such as open time and workshops.

It is much easier to find what you’re looking for in terms of catalogue plus or passwords!

I prefer the options available from the library catalogue plus pages - they are more useful for what I want to do/find out

It's easier to look for the services in the library

Positive, found information I needed quickly.

I have to say that the information is much better now.

Like the search box.

The search tool is very useful for quick searching.

updates on things going on at the library have been useful

useful information.

Information difficult/more difficult to find

A few weeks ago the website search facility was returning old pages that didn’t relate to the new system. Information doesn't seem very easy to find.

Bit confusing because seems to have similar information in various places

difficult to look up academic librarian – it’s under an odd tiles page something like "comett memberS2 i find the really bizarre

Gives a good overview of Library Facilities although it is not particularly well publicised.

My only comment is that the homepage probably contains the right amount on content but the structure is a little confusing. I would make links to ‘Key Resources’ more prominent and move opening hours towards the bottom of the page.

new search facility strange.

I am not used to it so I am quite lost trying to find the information that I required for example the contact details.

I think that the user interface of the new webpages should add more navigation or structure or icons than a good looking of the graphic or photos. Because the simple user-interface of the new web pages should be design for helping students and staff to go to their directions as well.

Negative comments
Don't care.
“how-to” under publicised
It places presentation over content.
not clearly set out
UI experience ain’t that good
simple and clear font could be slightly larger.
There is no log out option on the room booking system.

Opening times display
Very useful to see the library opening times week by week
Nice, opening hours was useful over Easter
Particularly good that it puts opening times and what week of the semester it is right at the top
the weekly opening hours are really, really helpful.
I like that the start page shows the opening hours for this week. This is a very useful design idea and very much appreciated!
It's handy to have the opening times on the front page.
Like the opening times on the front page for convenience
the opening times prominently placed has been really useful.
you have detailed information about the opening hours and also when each term finishes or ends. Postgrads use a different calendar and it became very handy, especially for international students not very used to the British calendar.

Other
It's very orange
Neutral - as good as the last design.
Neutral, not that important
Not noticed any difference
The new web page hasn't made any difference to the way I use the library.

Positive comments
a good addition
Again very positive
bit confused at first, but good now
overall ok
convenience.
Excellent!
Fast response service.
Fine, same as old.
Fine.
Generally good
Generally good, not noticed too much of a change.

Generally OK
Generally very good

Good

Good design, it took time to get used to it, but it seems fine.

Good overall experience

Good, positive redesign :)

Good, well thought out

good.

I have not used them much but they have generally been acceptable.

I really like the new design

It is a kind of good experience to use the new web pages

It is more convenience for me.

It looks better

It looks good

It looks very fresh and very clear. I am very satisfied with it.

It’s very user-friendly.

Look relativity new and slick.

Looks a lot more professional

Looks good

Looks ok

Nice colour

Nice to see it now match the rest of the university design.

No problems so far with the web pages

Not really used the web pages much but I like the look of them

Not seen many of them, but ones i have seen have been interesting
OK

OK - just need to adjust to the new interface

Ok, looks very nice

Only looked a little bit, but looks good

Only visited it just now, seems good.

Overall good

Pages are fine

Perfectly adequate, not a high priority as it does it's job fine.

Positive

Positive - easy to find through

Positive on all levels as far as I have used it.

Positive, I've only used it for quickly accessing the catalogue plus.

Positively

pretty good.

Quite good

refreshing and new

The graphic presentation is way better than before, in line with the overall university visual identity.

The look very pleasant and most things are on the front page

The new web pages are good.

The whole page is generally really accessible and efficient.

The web pages are more inviting.

The web pages is much modern looking and user friendly

These are very attractive

Very good

Very good

Very good

Very good

Very good

Very good

Very good

Very nice, clear and well presented.

Very smart

Very user friendly.

Web page looks very professional