

Loughborough University Library user survey: 2009

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Executive summary

In April 2009, the Library undertook a general user survey (the first general study since 2002). The survey was overseen by a group consisting of staff from across the Library and the Students Union. Care was taken to ensure the survey did not coincide with the National Student Survey. The questionnaire was adapted from one originally produced by SCONUL (national UK university library organisation). It was available electronically for completion and piloted with the Student Union's Executive resulting in 561 valid responses.

A significant feature was the ability to compare and contrast 2009 results with those from 2002. In 2009, the majority (64%) who responded were full time undergraduate students. The remaining were distributed relatively evenly between postgraduates (taught), postgraduates (research) and academic staff. 32% were from the Faculty of Engineering, 22% from the Faculty of Science and 45% from the Faculty of Social Sciences and Humanities.

94% of the respondents use the Library at least monthly with 15% visiting the building daily. Some variance in frequency exists between the different groups. All services are rated highly for importance. Where comparative data was available, in 2009 services were rated as being higher in importance than in 2002. Lower levels of satisfaction are apparent for PC access and opening hours. Between 88% and 91% of people were very or fairly successful in using four core Library services and less so when accessing an e-journal (73%) and using an e-resource (65%).

Various themes were identified in the 751 comments made about Library services: need for increased opening hours, PC access, Library building/ study environment and Library stock. 89% strongly or slightly agreed that the Library overall provides a good level of service. This is compared to 91% in 2002.

The user survey has shown that the Library delivers a wide range of services which are valued by staff and students. In most cases people are satisfied with services but there are some areas of concern. The opening hours, provision of course books and PC access all emerged from the survey as needing action. In the 2009/ 2010 academic year as a result of these findings, the Library has increased both access to PCs and extended the opening hours in term time. The Library is providing people with what they want but they want more of everything. There is still a demand for print information (especially books) but it is also necessary to enhance and increasing electronic provision. The Library cannot afford to neglect its physical space as this is under considerable pressure. In these financially constrained times, careful and detailed planning will be needed as to how these complex and competing demands are met.

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1. Introduction

In recent years, Loughborough University Library has undertaken various investigations into specific services. These have included use of e-journals¹, Library physical space², information needs of specific Faculty³ and benchmarking research support⁴. By combining these findings with data from sources such as the National Student Survey, the Library has developed an informed insight into how users perceive services. These investigations have been used to inform and adapt current and planned Library services. In the 2008/2009 academic year, the Library undertook a general user survey for the first time since 2002⁵. A project team was established and charged with completing the survey in the 2008/2009 academic year. The membership of the survey team consisted of the following:

- Gary Brewerton, Library Systems Manager, Loughborough University Library
- Matt Cunningham, Customer Services Manager, Loughborough University Library
- Lizzie Gadd, Academic Services Manager, Loughborough University Library
- Danny McNiece, Vice President Education, Loughborough University Students Union
- Graham Walton, Head of Planning and Resources, Loughborough University Library

The survey had a variety of purposes including establishing both what the Library did well and also where the Library needed to improve. It aimed to identify the variety of perspectives/views from different Library user communities. An opportunity was also provided for University staff and students to express their views on the library and information services.

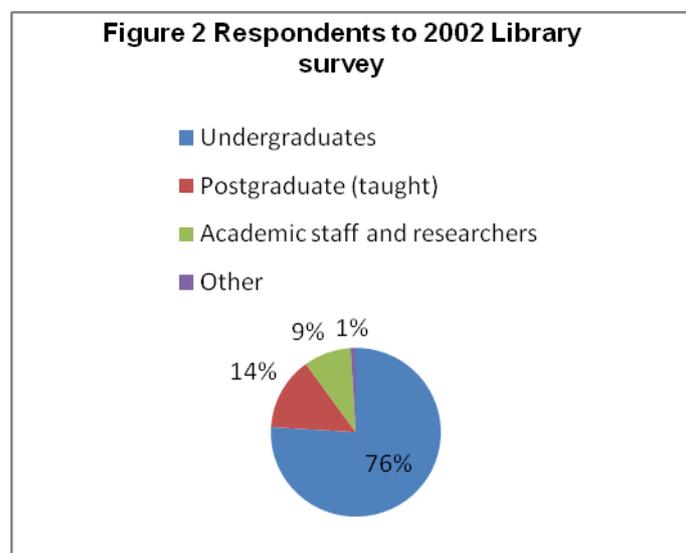
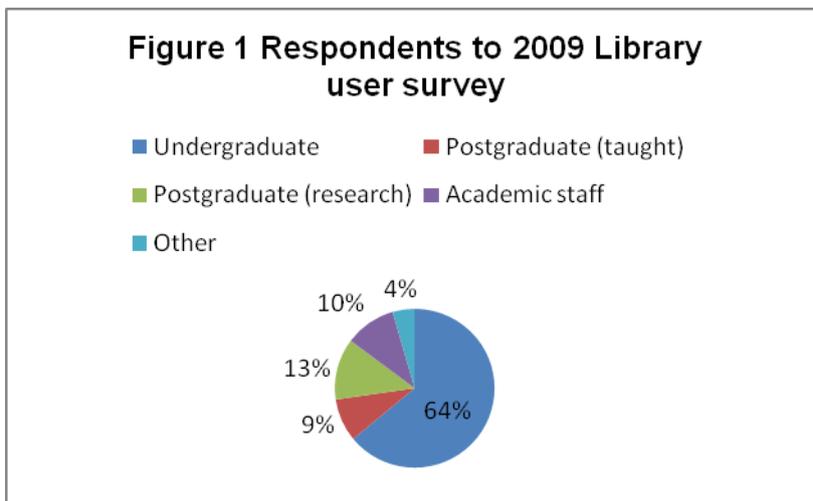
2. Methodology

A variety of approaches have been adapted in surveying university libraries⁶. The project group considered various data collection methods and decided to adapt the questionnaire that had been developed by SCONUL⁷. It was perceived as being easy to complete, comprehensive in its coverage and would also allow the Library to compare findings from 2009 with those from 2002. The questionnaire (Appendix 1, pages 20 - 23) was piloted with the Students' Union Executive Committee which resulted in some small amendments to the wording.

The questionnaire was distributed on-line via the University Library's web site. Publicity was sent out from the 'news' section of the Library's web site, the staff electronic noticeboard and the student electronic noticeboard. Careful consideration was given to the most

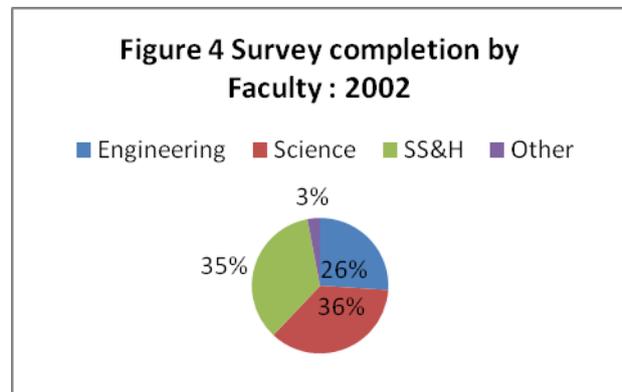
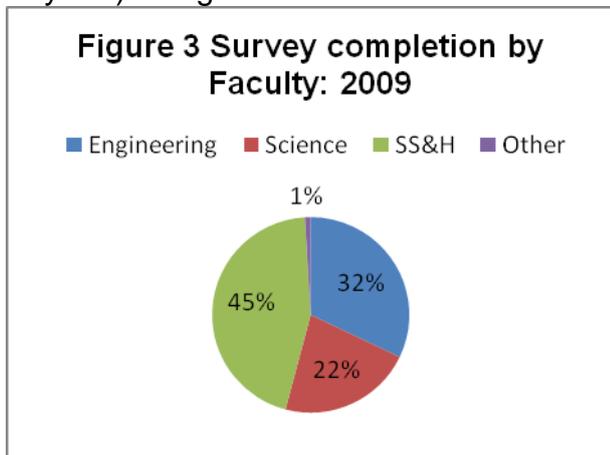
appropriate time for completion (i.e. not when the National Students Survey was available or exam/ revision times). The questionnaire was available for completion between the 27th April and the 8th May 2009 and resulted in 561 valid responses. This represents a 3.5% completion rate (561 out of a total possible of 16046⁸). The precise breakdown by user category is included in Table 2.1 in Appendix 2 (page 24). The Library was reluctant to market and publicise the survey further because of the large number of questionnaires staff and students are asked to complete. It is disappointing to not have achieved a higher response rate but over 550 responses are significant enough to draw conclusions and findings from. The similar 2002 survey generated 300 responses.

Figures 1 and 2 shows the breakdown of responses by specific user groups for 2009 and 2002. In both cases the majority were undergraduates (64% in 2009 and 76% in 2002). In 2009, a wider range of groups completed the questionnaire compared to 2002 with more academic staff/researchers represented (22% in 2009 compared with 9% in 2002).



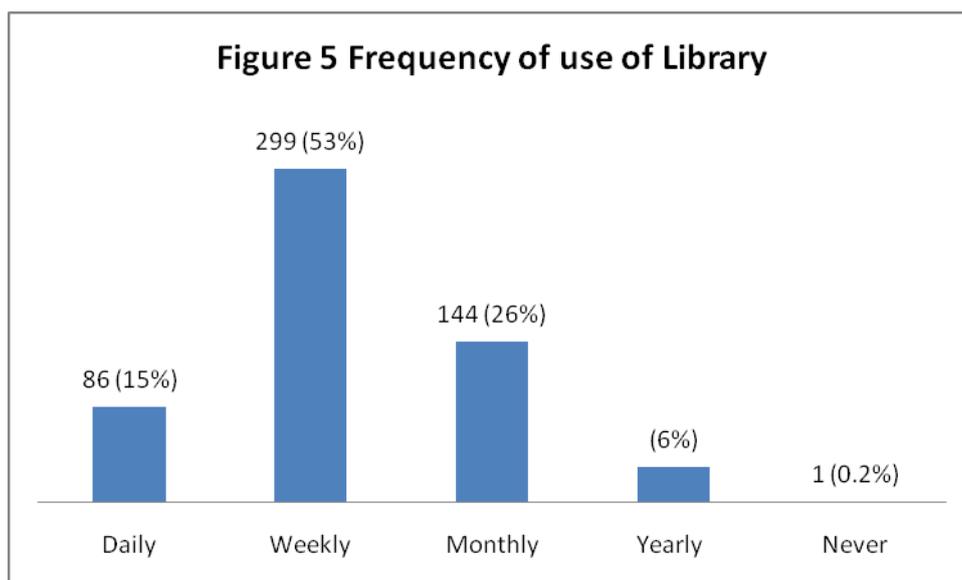
Figures 3 and 4 show the completion numbers across the academic departments in 2009 and 2002. Responses were gathered from across the University academic spectrum.

The low or zero responses from some academic schools (e.g. Design and Technology and Physics) is regretted.

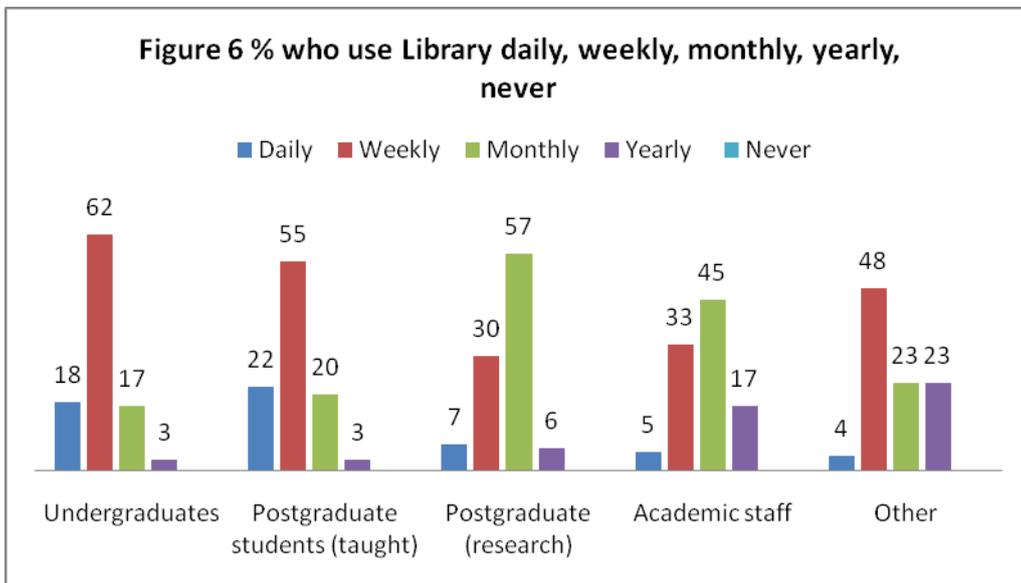


3. Results and discussion

3.1 Frequency of use The overall frequency of use is portrayed in Figure 5. Out of a total number of 561 respondents, 15% (86) use the Library on a daily basis compared to 0.2% who never do and 94% use the Library at least monthly. This represents a high level of regular usage.



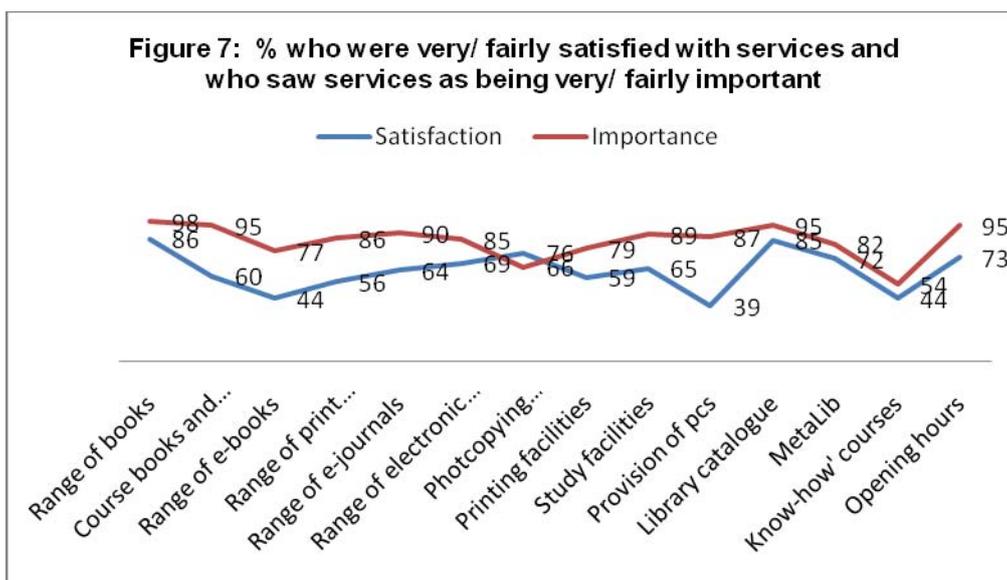
There was some variance in the frequency between the different user groups (see Figure 6). For example, 80% of undergraduates used the Library at least on a weekly basis compared to 38% academic staff (See Table 2.2, page 24). There is also a difference between taught postgraduates where 77% use the Library at least weekly compared to postgraduate researchers of whom 37% use the Library weekly.



3.2 Satisfaction levels and importance of specific Library services

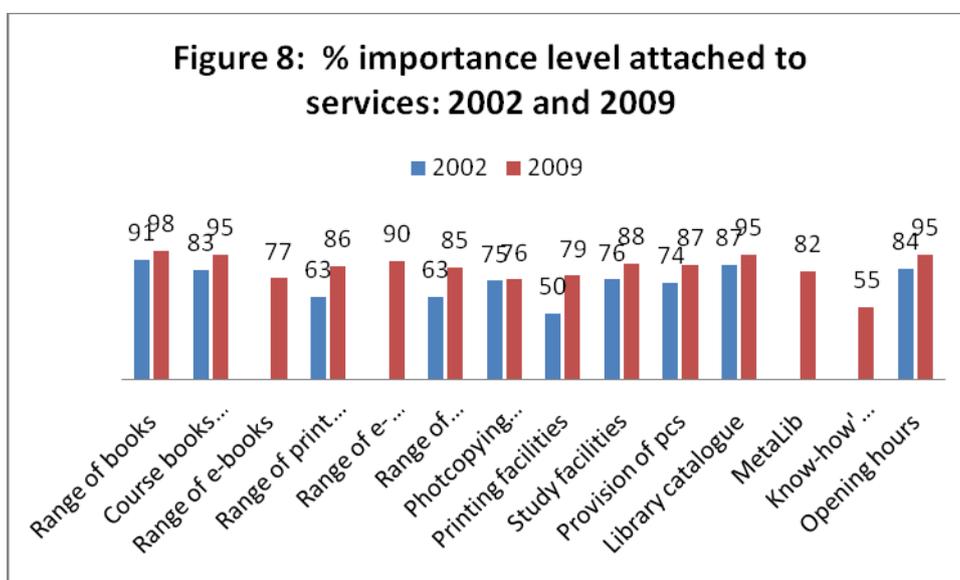
The two lines in Figure 7 below show :

- % of respondents who were very or fairly satisfied with services
- % that saw specific services as being very or fairly important.



In terms of importance, it is reassuring to see that all services are rated as being fairly or very important. Those services established as being the most important include range of books (98%), Library catalogue (95%) and course book provision (95%). These are all 'traditional' services and indicate the Library has to maintain longstanding services as well as continue developing new e-based services. In all cases the importance score is higher than the satisfaction score. Those services where the satisfaction levels are significantly lower than the importance level are course book provision (35% gap), range of e-books (33% gap), with the largest gap (46%) being PC provision. The figures used to calculate these findings are in Appendix 2 (Table 2.3 and 2.4, pages 24 - 25).

It was possible to compare the services' importance levels with findings from the 2002 survey (see Figure 8). It is interesting to note that 2009 Library users attach more importance to services than those from 2002. Services which have especially increased in importance include printing (29% increase) and e-resources (22%).

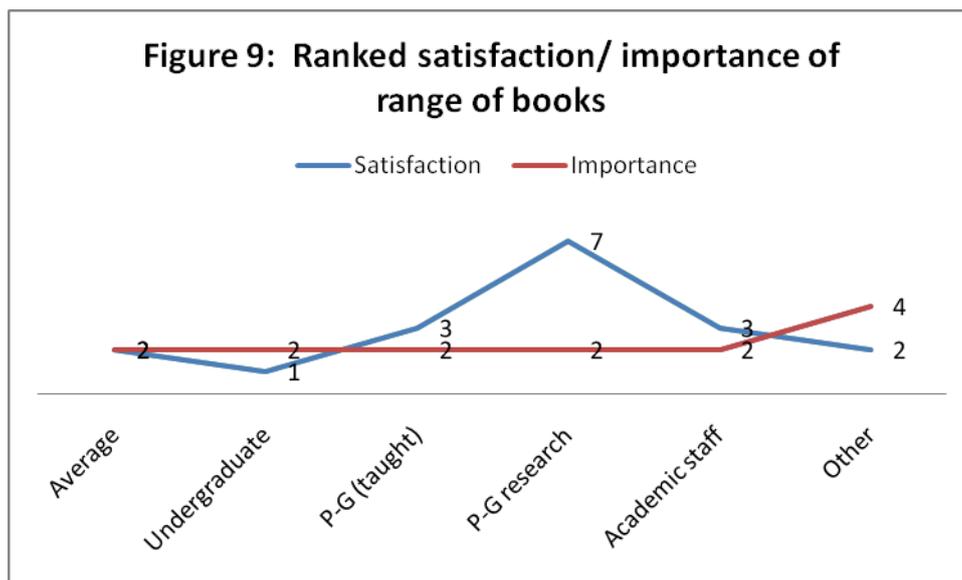


This survey has enabled the Library to explore in depth aspects of importance and satisfaction attached to services by the different user communities: undergraduates, postgraduate students, postgraduate researchers and academic staff (and others). In order to help comparison a value was developed for each question. To assist in highlighting possible issues, the results of each question were given a value: according to the following table:

- 2 for very satisfied or very important
- 1 for fairly satisfied or fairly important
- -1 for fairly dissatisfied or fairly unimportant
- -2 for very dissatisfied or very unimportant

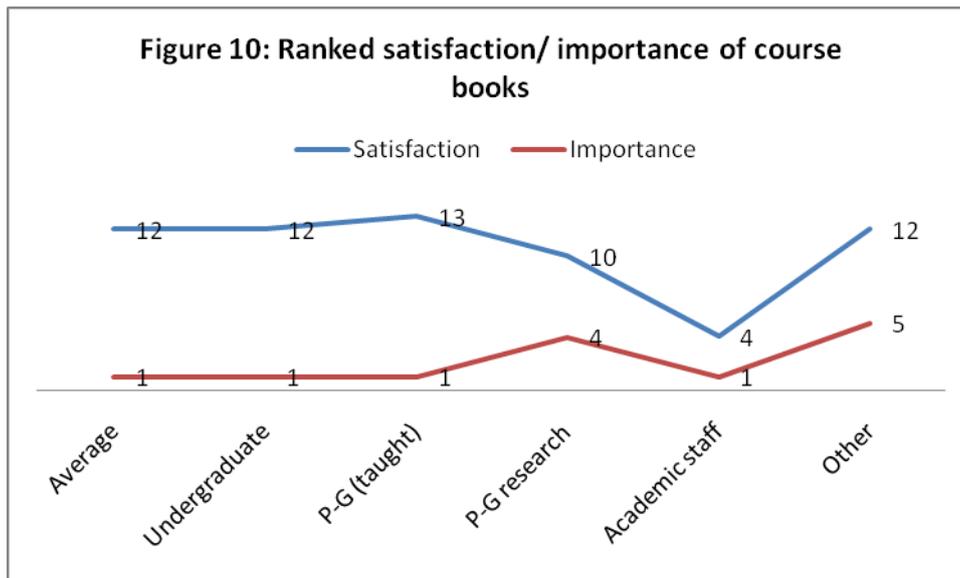
A calculation based on these values was developed for each question which allowed ranking of 14 Library services by both satisfaction and importance by the different user groups (see sections 3.2.1 – 3.2.14). Tables 2.3 and 2.4 (pages 24 – 25) bring together the overall results from the different user groups.

3.2.1 Range of books (Figure 9, Table 2.5, page 25): in 2002, 91% respondents indicated the range of books in the Library was very important or fairly important and by 2009 this had risen to 98%. It was the 2nd most important ranked service in the 2009 survey. This underlines the provision of a wide range of books as a core service. The range of books provided by the Library also achieved a high satisfaction level. 86% of users were either very satisfied or fairly satisfied with the range of books. The group who were most dissatisfied with the range of books were postgraduate researchers, where it was ranked 7th in satisfaction compared to other services.



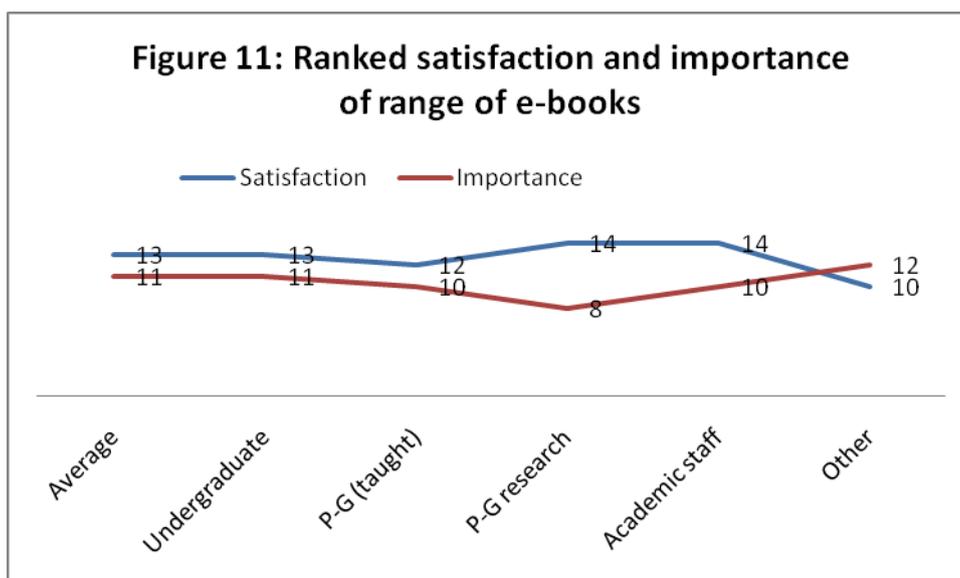
3.2.2 Availability of course text books and essential texts (Figure 10 (next page), Table 2.6, page 25): in 2002, 82% respondents indicated the availability of course books was very important or fairly important and by 2009 this had risen to 95%. In the 2009 survey, the provision of course books was identified as the most important service. The only group that did not establish it as the most important service was postgraduate researchers (where it was 5th in importance). There is cause for concern in the satisfaction level with the provision of course books where it was ranked 12th. A third of users were either fairly dissatisfied or very dissatisfied with the course book availability. This concern was re-enforced in the comments.

The only exception to this were academics where it was ranked 4th in satisfaction.

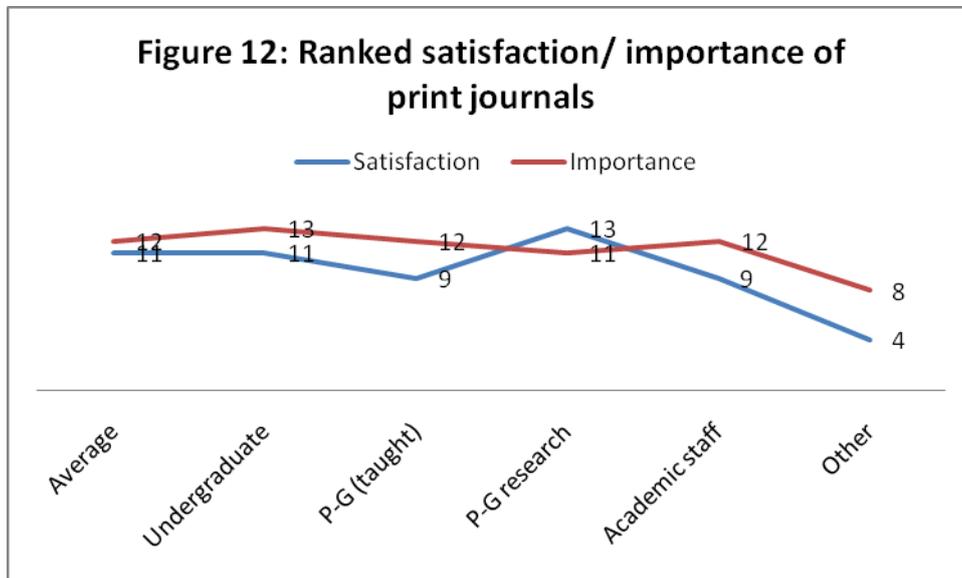


Recommendation 1: the Library needs to identify how students can be provided with course books more effectively

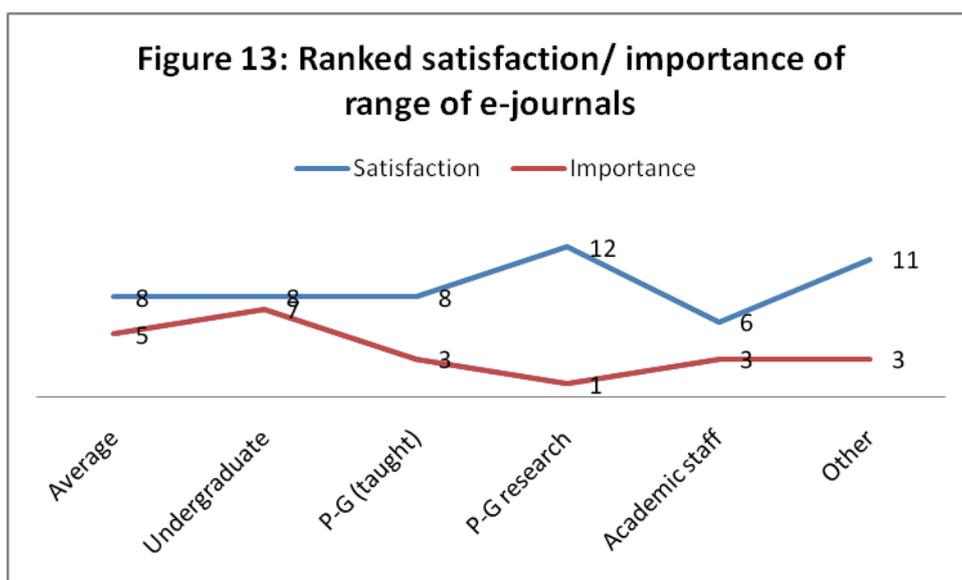
3.2.3 Range of e-books (Figure 11, Table 2.7, page 25): e-books as a service is in its infancy and this is reflected in the importance where it is ranked 11th overall. Despite this it is still seen by 77% people as being very or fairly important. It was overall ranked 13th in terms of satisfaction. 31% respondents indicated they did not know if they were satisfied with the range of e-books or not. It would be anticipated that the profile of e-books will increase over the next few years.



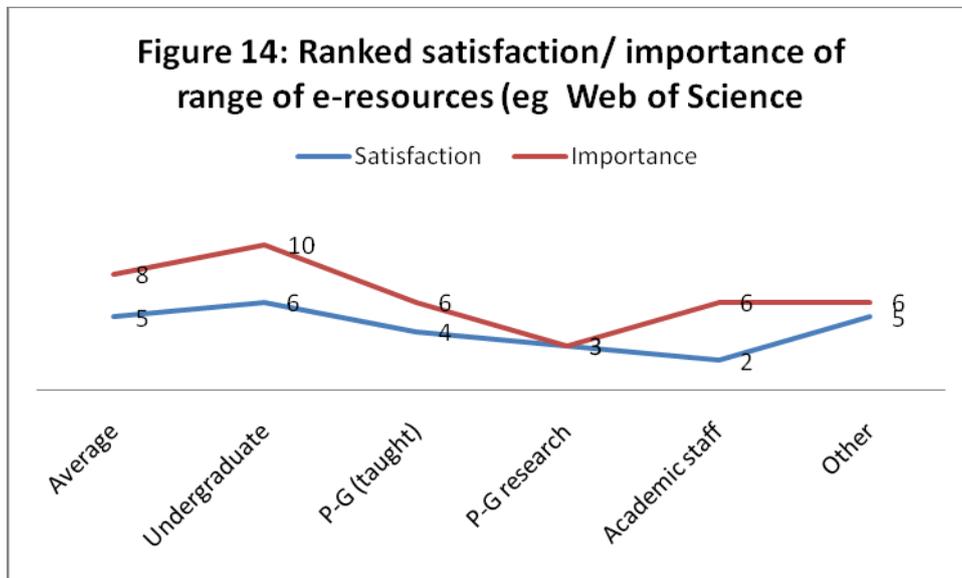
3.2.4 Range of print journals (Figure 12, Table 2.8, page 25): low rankings were attributed to satisfaction levels (ranked 11th) and importance levels (ranked 12th) for the range of print journals. Even though they had a relatively low level of importance ranking, 77% saw them as being important. 55% people were very or fairly satisfied with print journals.



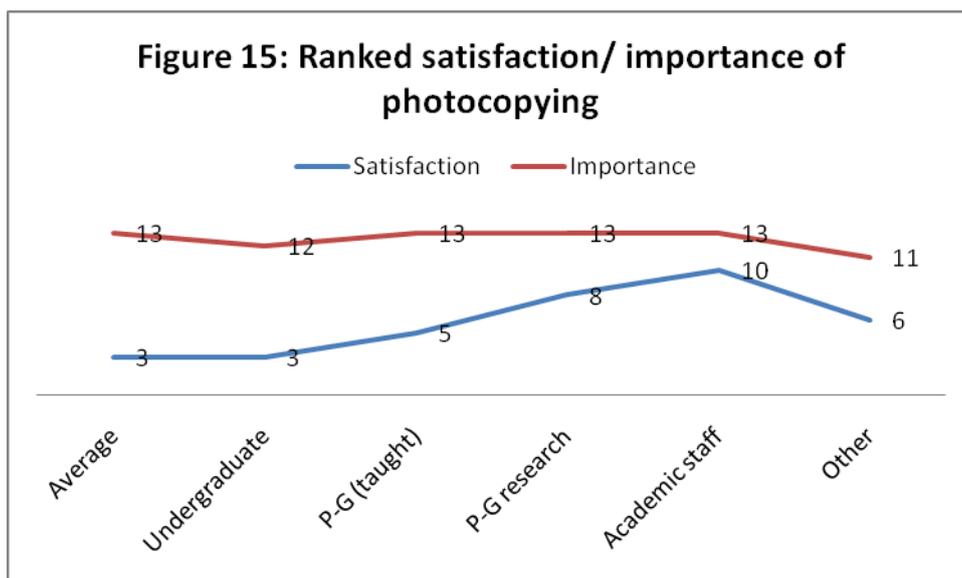
3.2.5 Range of e-journals (Figure 13, Table 2.9, page 26): e-journals were seen as more important than print journals and were ranked 5th in overall importance. 90% saw them as being very or fairly important. Undergraduates ranked e-journals as 7th in importance compared to postgraduate research where they were ranked 1st in importance. Regarding satisfaction levels, they were ranked overall 8th (and 12th by postgraduate researchers). The Library has increased the number of e-journal subscriptions but this indicates further provision is needed especially for research. A large number of comments were made about the need for more e-journals.



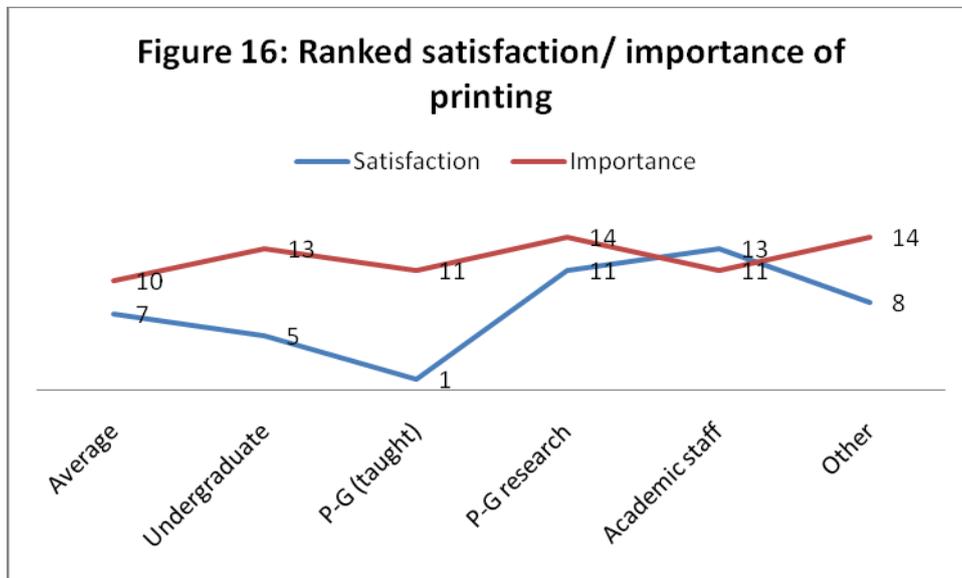
3.2.6 Range of electronic resources (e.g. Web of Science) (Figure 14, Table 2.10, page 26): academics positioned electronic resources 2nd in their ranking and overall 69% were very satisfied or fairly satisfied. Again postgraduate researchers were different from other groupings when considering the importance of electronic resources. It was ranked 3rd in importance by them but 8th overall. 90% of the total respondents saw the range of electronic resources as being very or fairly important



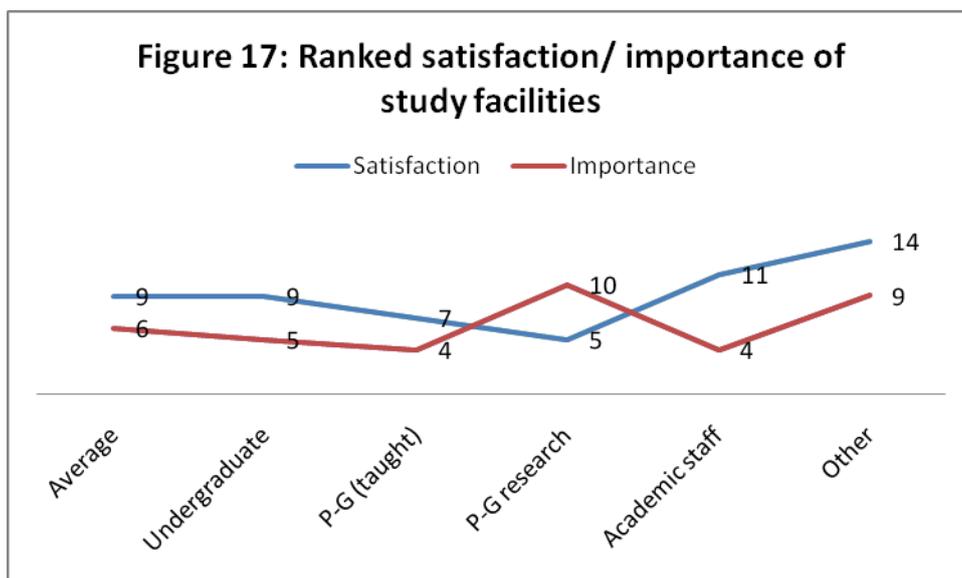
3.2.7 Photocopying facilities (Figure 15, Table 2.11, page 26): in 2002, 75% respondents indicated photocopying facilities were very important or fairly important and by 2009 this had risen slightly to 76%. Photocopying was ranked 3rd in terms of satisfaction by users and 13th regarding importance. Again, despite having a low ranking, a large percentage saw it as being important. With the increasing availability of electronic information, there is a reduced demand to photocopy.



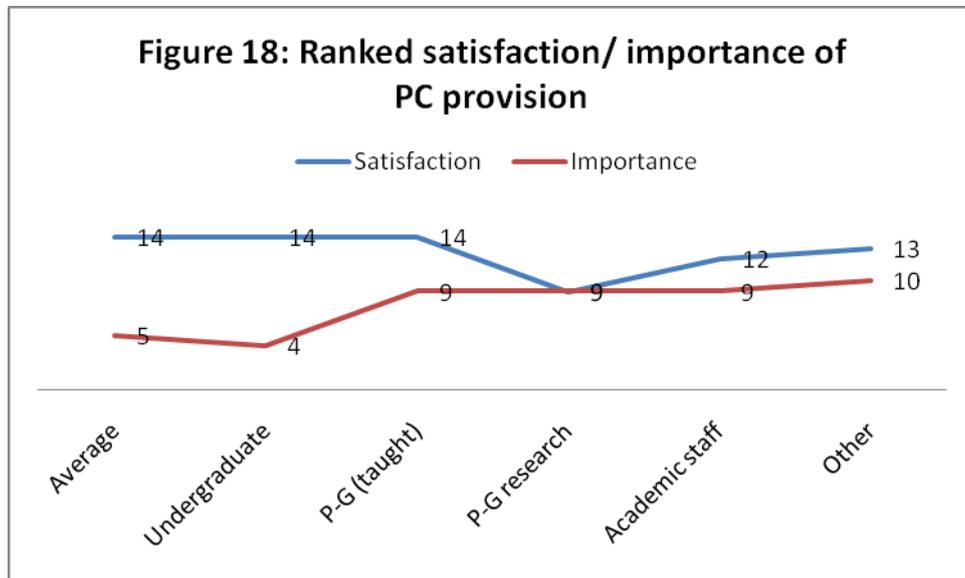
3.2.8 Printing facilities (Figure 16, Table 2.12, page 26): in 2002, 50% respondents indicated printing facilities were very important or fairly important and by 2009 this had risen to 79%. Undergraduates and postgraduate researchers ranked it lower in importance than others (ranked 10th in importance overall). 65% respondents are very or fairly satisfied with printing. There was a spread in the satisfaction level ranking for printing where it was 1st for taught postgraduates and 13th for academics. Academics have little need for this service.



3.2.9 Study facilities (Figure 17, Table 2.13, page 26): in 2002, 76% respondents indicated the study facilities were very important or fairly important and by 2009 this had risen to 88%. There was an overall ranking of 6th for importance. It is interesting to compare the differences between the postgraduate taught students who ranked study facilities as 4th in importance compared to the postgraduate researcher where it was 10th. Only 65% were very or fairly satisfied with study facilities. It was ranked 9th overall in terms of satisfaction.

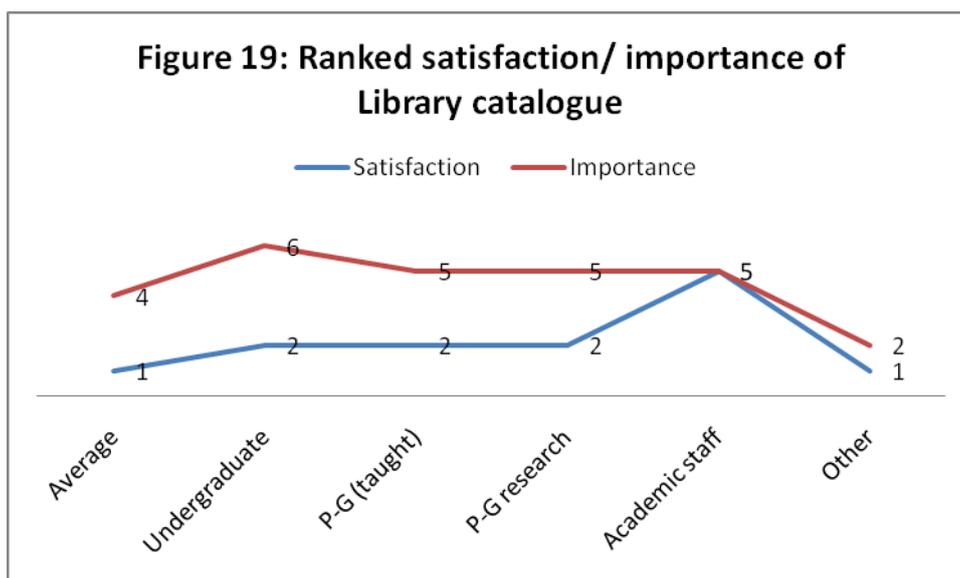


3.2.10 Provision of PCs (Figure 18, Table 2.14, page 27): in 2002, 74% respondents indicated the provision of PCs was very important or fairly important and by 2009 this had risen to 87%. It was ranked 5th overall in importance with undergraduates placing it 4th (compared to academics and academics where it was 9th). Only 41% people were very or fairly satisfied with Library PC provision and it was ranked 14th overall regarding satisfaction

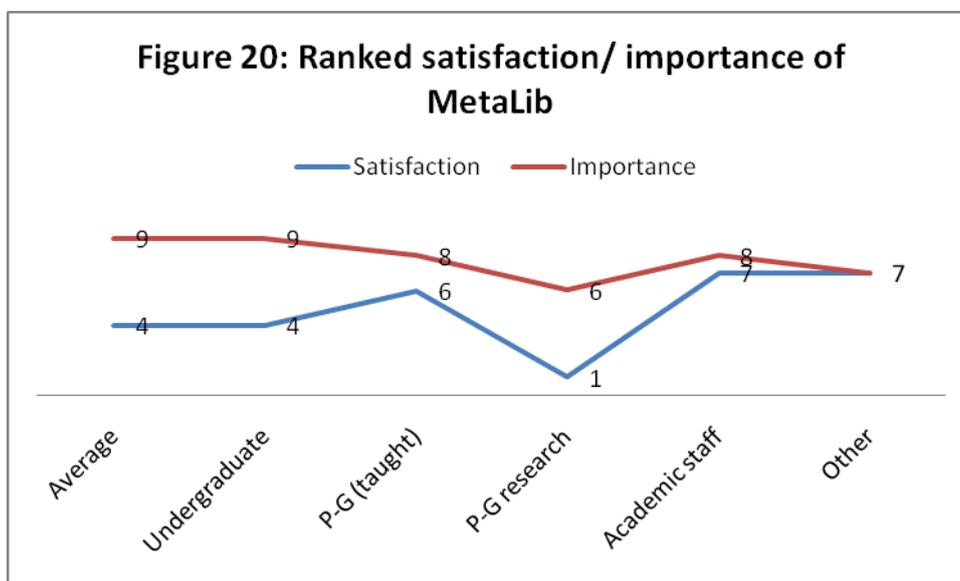


Recommendation 2: The Library needs to consider various ways in which users can access a PC more easily

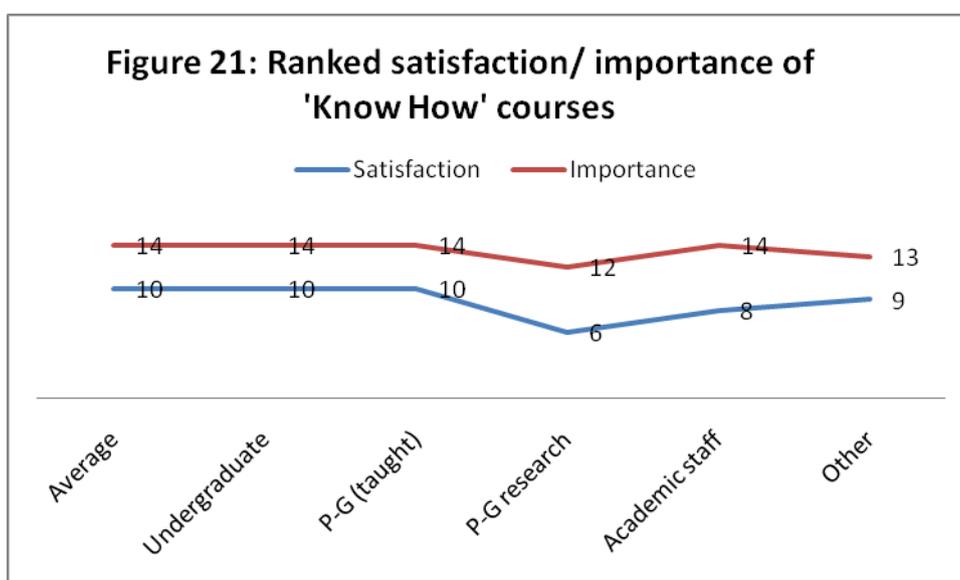
3.2.11 Library Catalogue (Figure 19, Table 2.15, page 27): in 2002, 87% respondents indicated the Library catalogue was very important or fairly important and by 2009 this had risen to 95%. Overall it was ranked 4th in terms of importance of services. It also received the highest satisfaction levels where 84% were very satisfied or fairly satisfied with it.



3.2.12 MetaLib (Figure 20, Table 2.16, page 27): overall, MetaLib was ranked 9th in importance with 83% seeing it as being very or fairly important. Postgraduate researchers ranked it as being more important, where it was 6th. It achieved a satisfaction ranking of 4th (72% either very satisfied or fairly satisfied) with postgraduate researchers giving it the highest satisfaction level.

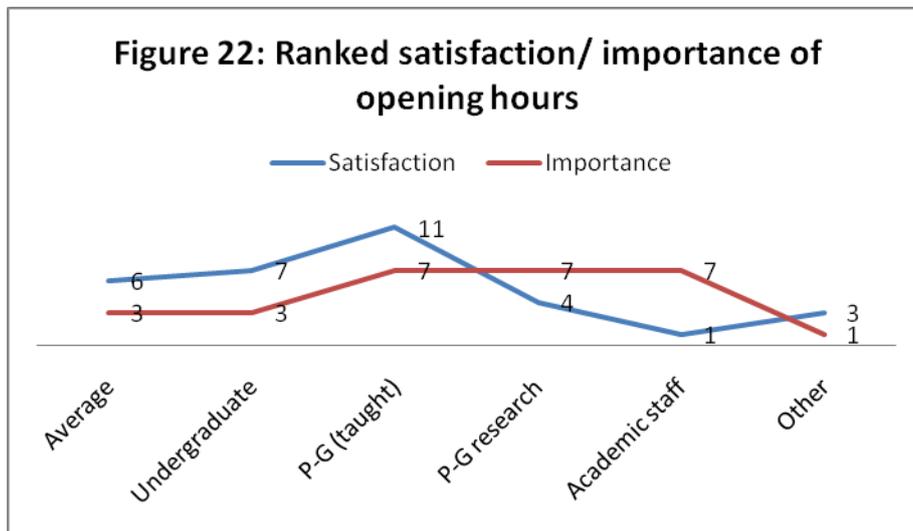


3.3.13 'Know-how' skills courses (Figure 21, Table 2.17, page 27): 55% of respondents indicated that the courses run by the Library were very or fairly important (which resulted in a ranking of 14th). Regarding satisfaction, they were ranked 10th with 44% indicating they were very or fairly satisfied with them. Postgraduate researchers ranked them higher in both importance and satisfaction levels than other groups.



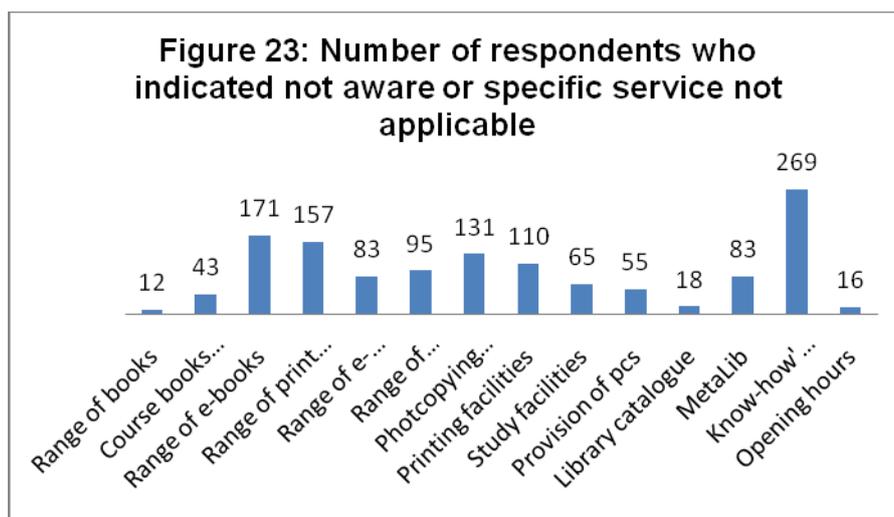
Recommendation 3: The marketing and promotion of 'Know-How' courses needs to be made more effective.

3.2.14 Opening hours (Figure 22, Table 2.18, page 27): in 2002, 84% respondents indicated the opening hours were very important or fairly important and by 2009 this had risen to 95%. It was ranked 3rd in importance overall and was ranked much higher by undergraduates than any other group. 73% of users were very or fairly satisfied with the opening hours (an overall ranking of 7th). The taught postgraduate students were least satisfied with the opening hours and ranked them 11th.



3.3 Level of awareness/ relevance of services

The survey did not explicitly seek to establish whether specific services were applicable or whether people were aware of them. An option was provided for many questions whereby people could record if they did not know about a service or whether it was not applicable. Figure 23 below shows the numbers who replied in this way on the 14 services.

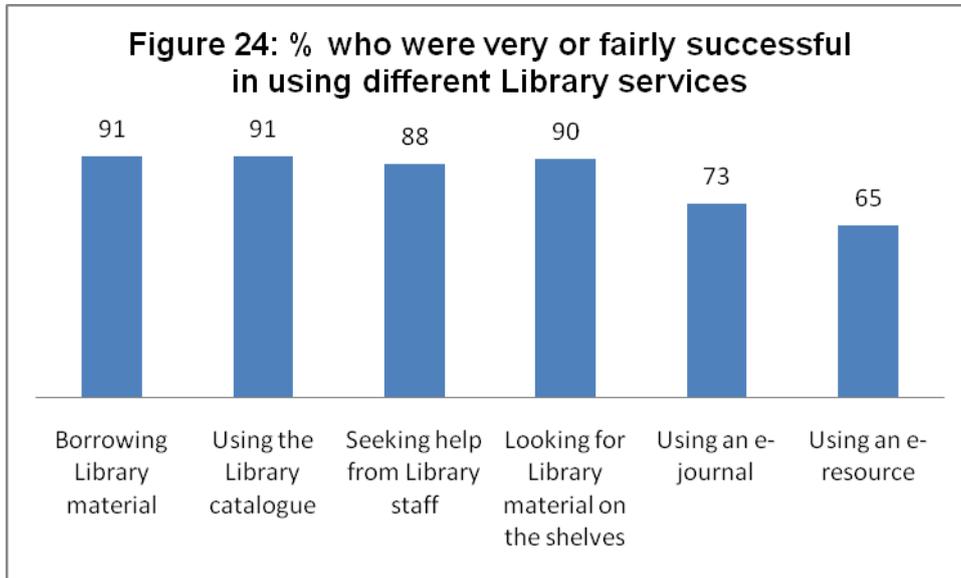


The opening hours, range of books and course books are only seen by a few as not being applicable.

Recommendation 4: The Library should consider how this user study can be used for marketing and publicity purposes.

3.4 Success levels in using services

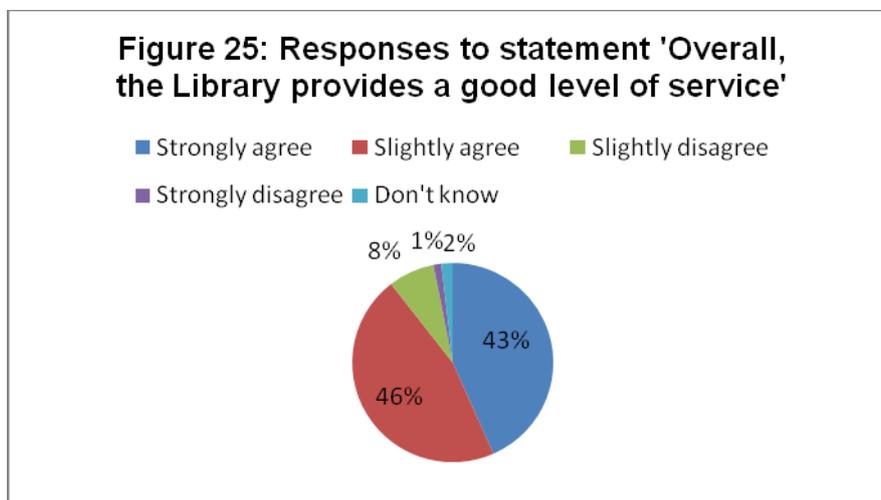
The survey also asked people to rate their levels of success in using six core Library services (Figure 24).



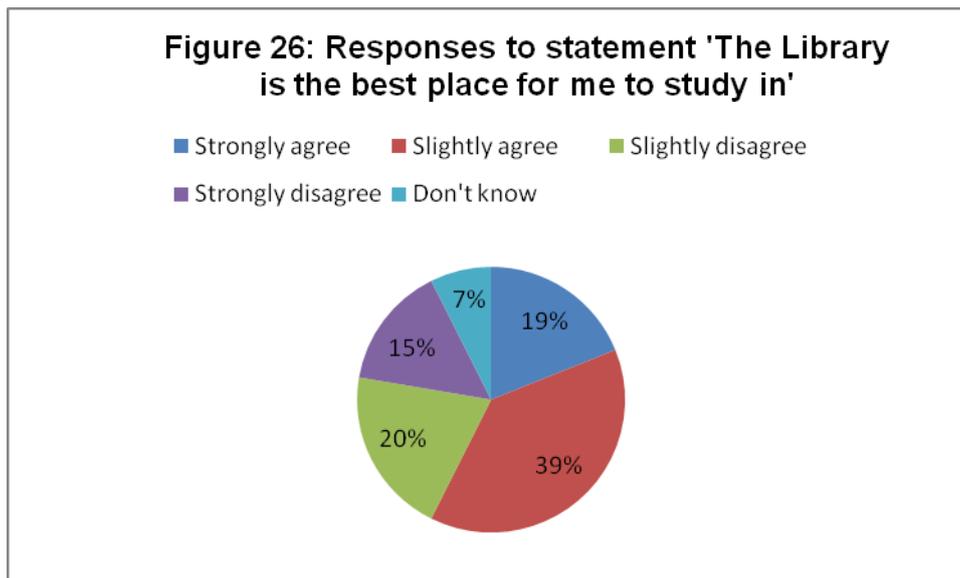
This provides an indication that users are successful in using most of the services. The positive response to the enhanced self-service issue introduced in October 2008 is further corroborated by the high success levels (91%) identified in the survey. It is also pleasing to see the high success levels in using the Library Catalogue, seeking help from Library staff and looking for Library material on the shelves. Consideration needs to be given to how users can become more successful in using e-journals and e-resources.

3.5 Overall quality of Library services

People were asked to indicate the extent to which they felt the Library provided a good service (Figure 25). The majority of users (89%) slightly or strongly agreed with the statement. In 2002, 91% agreed or strongly agreed that Library provided good service. The Library will need to ensure this slight downward trend is not continued.



3.6 Library as place to study

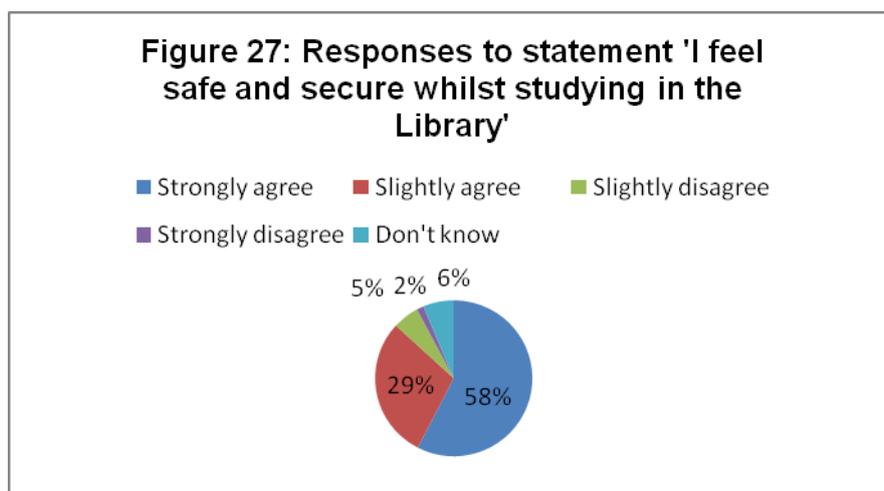


People were asked to indicate the extent to which they agreed the 'Library is the best place for me to study' (Figure 26). Having 57% of respondents who strongly or slightly agree that the Library is the best place for them to study is a clear indicator in the value placed on the Library as a learning environment. This still represents a significant number of people for whom the Library is not the best study environment.

Recommendation 5: Various individuals volunteered to help the Library gather more feedback. This should be followed up when considering the future use of Library physical space.

3.7 Library as a secure environment

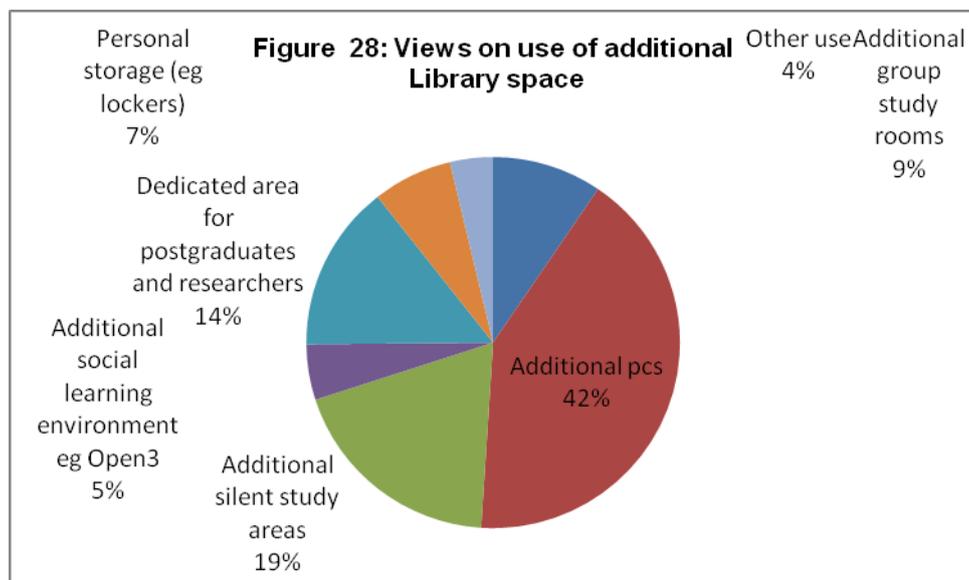
People were asked whether they agreed with the following statement: 'I feel safe and secure whilst studying in the Library' with the following results emerged (Figure 27):



The Library is perceived as providing a safe and secure environment with 87% people strongly agreeing or slightly agreeing so.

3.8 Future use of Library physical space

People were also asked to indicate what they felt the Library priority should be if new space was allocated to the Library. People were given a range of options to choose from. The views coming through on the inadequacy of PC provision also emerged in the answers to this question. 42% respondents proposed that the Library should use any further physical space for more PCs.



The other purposes identified if space was released was for more books and journals to be housed.

3.9 Analysis of qualitative comments

The Library satisfaction survey also asked people the following:

- If the Library could introduce ONE new service or improvement to make life easier for you what would that be
- If you have any other comments or suggestions regarding the Library please provide them below

This generated 736 separate comments about Library services. Table 2.10 (page 28) shows the numerical analysis of the comments organised by topics. All comments themselves are included as Appendix 3 (pages 29 – 54), arranged by topic. The key areas that came up from the qualitative analysis correspond to other findings.

Increased opening hours (103 comments): despite the Library having 24/7 opening hours at exam and revision times, the largest number of comments were made on the need for increased opening hours. Users asked for earlier and later opening as well as increased opening hours out of term time.

Recommendation 6: Despite increasing opening hours in September 2009, the Library needs to review further increases (especially in vacation).

PC access (84 comments): users expressed their frustrations in not gaining immediate access to PCs when in the Library. There were many requests made for increased numbers of PCs to be made available.

Library building and study environment (68 comments): the comments made on the Library building reflect current major challenges. A wide variation in views exist about how users would like the space to be used. Improvements were requested in the appearance of the Library as well as to lighting and temperature levels.

Recommendation 7: The Library physical space (including Level 4) needs to be developed and informed by the observations and comments from this survey.

Book borrowing (62 comments): a significant aspect of the survey was the importance attached by users of book provision in the Library. Comments were received on current loan periods, the numbers of books people could borrow, how books are returned and how the Library deals with book reminders and book reservations.

Recommendation 8: All aspects of book borrowing (including loan periods and loan allowances) should be reviewed .

Library stock (62 comments): the importance of Library books was carried forward in the number of comments on stock. Various subject areas were identified which were seen to need improving. General requests were made for the Library to buy more books. It is significant that the area that generated the next highest number of comments was course book provision which received 43.

4. Conclusions and recommendations

The survey sought to gather data from the different Library communities. This has been achieved with a wide range of different people choosing to complete the questionnaire. This has enabled the Library to drill down in detail to establish differences and similarities in how the various segments use and perceive the Library. An opportunity for people to express their views about the Library was also an objective. Despite achieving over 560 responses, it is regrettable that some University departments are not included. It was very useful having comparative data from 2002.

Recommendation 9: For internal benchmarking purposes, this survey should be repeated every three years.

This survey has provided the Library with invaluable data and has achieved the outcomes set out at the beginning of the study. It has highlighted areas where the Library is performing well:

- A wide range of services are provided which are seen by users as becoming increasingly important and also mostly achieve high satisfaction levels.
- The majority of six core services are used successfully by staff and students.
- Library services are popular and frequently used.
- The Library building provides a popular place to study and is also appreciated for providing a safe and secure environment.
- Users recognise the wide range of books provided in the Library.
- The e-resources (e.g. Web of Science) and Library OPAC made available to staff and students are also highly rated.

As well as establishing strengths, the survey has also enabled the Library to identify improvement areas. The current low awareness of 'Know-how' courses and e-books needs to be rectified. Course book provision is seen to be problematic as well as access to PCs. Opening hours come through strongly in the qualitative comments as being seen as inadequate. Users have also identified that several aspects of the building are not fit for purpose.

Actions were implemented by the Library in light of the initial findings about opening hours and PC access. In the 2009/ 2010 term time, Library opening hours have been improved by an extra 22 hours each week in term time on a trial basis (which represents a 26% increase). PC access has been enhanced by providing an extra 10 PCs to add to the 129 already available, installing around 30 metres of new laptop friendly benches and a further 12 double power sockets.

The higher education sector is facing major challenges in these times of recession and libraries cannot escape. What has come out strongly in the survey is that the various user groups (undergraduates, postgraduates, academics) have different needs. In future service development and delivery, the Library has to ensure these different needs are met. The survey has not given a clear steer on services that are in decline. People want more books, more e-journals, more e-resources, longer opening hours and more PCs. Considerable value and emphasis is placed on the Library as a physical space and also the need for print information (especially books). Alongside the need for print, the Library has to develop and continue providing digital information. E-books will have a higher profile and the demand for more e-journal titles can only increase.

The Library is very pleased that the survey evidences it is providing a valued, relevant service that is largely meeting the needs of a diverse user community. Careful consideration has to be given on how the positive elements of the service can be preserved and the actions needed to redress the deficiencies.

Recommendations

- 1 The Library needs to identify how students can be provided with course books more effectively
- 2 The Library needs to consider various ways in which users can access a PC more easily (responsibility of Library and IT Services).

- 3 The marketing and promotion of 'Know-How' courses need to be made more effective.
- 4 The Library should consider how this user study can be used for marketing and publicity purposes.
- 5 Various individuals volunteered to help the Library gather more feedback. This should be followed up when considering the future use of Library physical space.
- 6 Despite increasing opening hours in September 2009, the Library needs to review further increases (especially in vacation).
- 7 The Library physical space (including Level 4) needs to be developed and informed by the observations and comments from this survey.
- 8 All aspects of book borrowing (including loan periods and loan allowances) should be reviewed.
- 9 For internal benchmarking purposes, this survey should be repeated every three years.

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Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied Don't know or Not applicable

10. Range of books

11. Availability of course books and essential texts

12. Range of e-books

13. Range of print journals

14. Range of electronic journals

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

16. Photocopying facilities

17. Printing facilities

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

19. Provision of PCs

20. Library catalogue

21. MetaLib

22. "Know-how" skills courses

23. Opening hours

How IMPORTANT do you rate the following Library services?

Very important Fairly important Fairly unimportant Very unimportant Don't know or Not applicable

24. Range of books

25. Availability of course books and essential texts

26. Range of e-books

27. Range of print journals

28. Range of electronic journals

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

30. Photocopying facilities

31. Printing facilities

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

33. Provision of PCs

34. Library catalogue

35. MetaLib

36. "Know-how" skills courses

37. Opening hours

SECTION THREE: General comments

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

Strongly agree	Slightly agree	Slightly disagree	Strongly disagree	Don't know or Not applicable
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44. The Library is the best place for me to study in

45. I feel safe and secure whilst studying in the Library

46. Overall, the Library provides a good level of service

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

48. If new space were made available to the Library what should be our top priority:

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) / Other use

49. Please specify "other" top priority for any new space made available to the Library:

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

51. If you are willing to participate in a focus group as a follow-up to this survey please enter your staff/student ID number:

Appendix 2 Data tables from 2009 user survey

Table 2.1 Breakdown in categories who completed questionnaire

Category	Number who completed questionnaire	Total number in University ⁸
Undergraduate	359	11510
Postgraduate (taught)	49	1280
Postgraduate (research)	70	983
Academic	58	3158
Other staff	22	
Other	3	
Total	561 (3.5%)	16046

Table 2.2 Frequency in using Library by category

	Daily	Weekly	Monthly	Yearly	Never	Total answers
Undergraduates	65 (18%)	222 (62%)	62 (17%)	10 (3%)	1	360
Postgraduate students (taught)	11 (22%)	27 (55%)	10 (20%)	1 (2%)	-	49
Postgraduate (research)	5 (7%)	21 (30%)	40 (57%)	5 (7%)	-	71
Academic staff	3 (5%)	19 (33%)	25 (44%)	10 (17%)	-	57
Others	1 (4%)	12 (48%)	6 (24%)	6 (24%)	-	25
Total	86 (15%)	299 (53%)	144 (26%)	32 (6%)	1	

Table 2.3 Different user groups' service satisfaction levels

	Baseline	Undergrad	Post grad (taught)	Post grad (research)	Academic staff	Other
E-books	13 th	13 th	12 th	14 th	14 th	10 th
E-journals	8 th	8 th	8 th	12 th	6 th	11 th
Range of electronic resources	5 th	6 th	4 th	3 rd	2 nd	5 th
Know how	10 th	10 th	10 th	6 th	8 th	9 th
Library catalogue	1 st	2 nd	2 nd	2 nd	5 th	1 st
MetaLib	4 th	4 th	6 th	1 st	7 th	7 th
Opening hours	6 th	7 th	11 th	4 th	1 st	3 rd
PC provision	14 th	14 th	14 th	9 th	12 th	13 th
Photocopying	3 rd	3 rd	5 th	8 th	10 th	6 th
Print journals	11 th	11 th	9 th	13 th	9 th	4 th
Printing	7 th	5 th	1 st	11 th	13 th	8 th
Range of books	2 nd	1 st	3 rd	7 th	3 rd	2 nd
Study facilities	9 th	9 th	7 th	5 th	11 th	14 th
Course books	12 th	12 th	13 th	10 th	4 th	12 th

Table 2.4 Different user groups' service importance levels

	Baseline	Undergrad	Postgrad (taught)	Post grad (research)	Academic staff	Other
E-books	11 th	11 th	10 th	8 th	10 th	12 th
E-journals	5 th	7 th	3 rd	1 st	3 rd	3 rd
Range of electronic r'sources	8 th	10 th	6 th	3 rd	6 th	6 th
Know how	14 th	14 th	14 th	12 th	14 th	13 th
Library catalogue	4 th	6 th	5 th	5 th	5 th	2 nd
MetaLib	9 th	9 th	8 th	6 th	8 th	7 th
Opening hours	3 rd	3 rd	7 th	7 th	7 th	1 st
PC provision	5 th	4 th	9 th	9 th	9 th	10 th
Photocopying	13 th	12 th	13 th	13 th	13 th	11 th
Print journals	12 th	13 th	12 th	11 th	12 th	8 th
Printing	10 th	13 th	11 th	14 th	11 th	14 th
Range of books	2 nd	2 nd	2 nd	2 nd	2 nd	4 th
Study facilities	6 th	5 th	4 th	10 th	4 th	9 th
Course books	1 st	1 st	1 st	4 th	1 st	5 th

Table 2.5 Level of satisfaction and importance of range of books

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	133 (24.05%)	345 (62.39%)	46 (8.32%)	17 (3.07%)	12 (2.17%)
Importance level	429 (78.57%)	106 (19.41%)	6 (1.10%)	2 (0.37%)	3 (0.55%)

Table 2.6 Availability of course books and essential texts

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	75 (13.64%)	255 (46.36%)	130 (23.64%)	47 (8.55%)	43 (7.82%)
Importance level	456 (83.98%)	59 (10.87%)	11 (2.03%)	1 (0.18%)	16 (2.95%)

Table 2.7 Range of e-books

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	31 (5.65%)	207 (37.70%)	109 (19.85%)	31 (5.65%)	171 (31.15%)
Importance level	175 (32.35%)	243 (44.92%)	75 (13.86%)	12 (2.22%)	36 (6.65%)

Table 2.8 Range of print journals

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	47 (8.59%)	256 (46.8%)	72 (13.16%)	15 (2.74%)	157 (28.7%)
Importance level	167 (40.76%)	244 (44.94%)	89 (16.39%)	10 (1.84%)	33 (6.08%)

Table 2.9 Range of e-journals

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	116 (21.17%)	236 (43.07%)	82 (14.96%)	31 (5.66%)	83 (15.15%)
Importance level	61.25% (332)	155 (28.6%)	24 (4.43%)	5 (0.92%)	33 (6.08%)

Table 2.10 Range of electronic resources

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	112 (20.44%)	267 (48.72%)	57 (10.40%)	17 (3.10%)	95 (17.34%)
Importance level	258 (47.69%)	200 (36.97%)	37 (6.84%)	5 (0.92%)	41 (7.58%)

Table 2.11 Photocopying facilities

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	132 (24%)	234 (42.55%)	40 (7.27%)	13 (2.36%)	131 (23.82%)
Importance level	138 (25.46%)	273 (50.37%)	83 (15.31%)	20 (3.69%)	28 (5.17%)

Table 2.12 Printing facilities

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	130 (23.81%)	222 (40.66%)	66 (12.09%)	18 (3.30%)	110 (20.15%)
Importance level	199 (36.78%)	230 (42.51%)	59 (10.91%)	23 (4.25%)	5.55%

Table 2.13 Study facilities

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	100 (18.28%)	254 (46.44%)	93 (17%)	35 (6.4%)	65 (11.88%)
Importance level	312 (57.56%)	166 (30.63%)	39 (7.20%)	4 (0.74%)	21 (3.87%)

Table 2.14 Provisions of PCs

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	42 (7.65%)	179 (32.60%)	176 (32.06%)	97 (17.67%)	55 (10.02%)
Importance level	324 (60%)	145 (26.85%)	41 (7.59%)	10 (1.85%)	20 (3.7%)

Table 2.15 Library catalogue

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	162 (29.4%)	303 (54.99%)	52 (9.44%)	16 (2.90%)	18 (3.27%)
Importance level	321 (59.33%)	193 (35.67%)	16 (2.96%)	6 (1.11%)	5 (0.92%)

Table 2.16 MetaLib

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	117 (21.31%)	281 (51.18%)	51 (9.29%)	17 (3.10%)	83 (15.12%)
Importance level	237 (43.73%)	208 (38.38%)	35 (6.46%)	6 (1.11%)	56 (10.33%)

Table 2.17 'Know-how' skills courses

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	69 (12.64%)	171 (31.32%)	26 (4.76%)	7 (1.28%)	273 (50%)
Importance level	69 (12.75%)	227 (41.96%)	117 (21.63%)	37 (6.84%)	91 (16.82%)

Table 2.18 Opening hours

	Very satisfied/ Very important	Fairly satisfied/ Fairly important	Fairly dissatisfied/ Fairly unimportant	Very dissatisfied/ Very important	Don't know or not applicable
Satisfaction level	155 (28.13%)	248 (45.01%)	88 (15.97%)	44 (7.99%)	16 (2.9%)
Importance level	367 (67.59%)	147 (27.07%)	18 (3.31%)	6 (1.1%)	5 (0.92%)

Table 2.19 Qualitative comments : categorisation

Aspect of Library service	If the Library could introduce ONE new service or improvement to make life easier for you what would that be	If you have any other comments or suggestions regarding the Library please provide them below	Total
Opening hours (including 24/7, earlier opening, later opening, longer opening)	74	29	103
PC access	51	32	84
Library stock	45	17	62
Library building and study environment	44	24	68
Book borrowing (Including loan periods, reminders, reservations and returns)	44	18	62
Course book provision	27	16	43
Electronic resources	26	5	31
Praise	18	-	18
Laptop provision	15	5	20
PC applications	13	10	23
Printing	13	5	18
OPAC	13	2	15
Café 641 and Shop	13	15	28
Increased physical space	10	-	10
Library building	9	6	15
Software provision	8	2	10
Exam time pressures (including 'desk booking')	7	10	17
Short loan	7	2	9
Lockers	6	9	15
Postgraduate physical space	6	5	11
Group work	5	7	12
Inter-library loans	5	4	9
Other	5	-	5
Cash machine	4	4	8
MetaLib	4	4	8
Presentation of work	4	-	4
Scanners	4	-	4
Library staff	3	13	16
Carrels	3	3	6
Wireless access	3	1	4
Photocopying	3	-	3
Library physical location	2	2	4
PhD theses	2	2	4
Borrowing journals	2	1	3
Self service	1	4	5
Institutional repository	1	1	2
Prayer Room	1	1	2
Information literacy	-	2	2
Total	494	257	751

Appendix 3 Categorized 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 that be
- P2 are responses to: If you have any other comments or suggestions regarding the Library please provide them below

Book borrowing

P 1

1. Borrowing books by some non-card method, such as account & pin number
2. as many books available online from anywhere as possible
3. more stools to reach books on higher shelves
4. deliver/collect books
5. Book Locating diagrams on the computer
6. Book Finding needs improvement.
7. Ability to return books to other university buildings
8. Increase the amount of book allowed per student at undergraduate level

P 2

1. Undergraduate's number of books to let out in the final should seriously be reviewed. The current number is significantly not enough.
2. service to get books sent to home address during holiday periods (at a charge)"
3. Good that we can now renew books by e-mail, without having to cart them all back to the Library - Thanks
4. I have on more than one occasion searched for books that are meant to be on the shelf but not been there.
5. I am very disappointed with the fines that come with late books. I appreciate that books need to be returned. But if they are not required by another individual the fine should not be as high (this regards week and long loan books)
6. maximum fines per book

Book loan periods P 1

1. Less short loan books
2. Better control over dates when books must be returned
3. Longer loan periods for the "7 day loan" items,
4. Improve the return Policy
5. shorten the standard loan period to 2 weeks
6. Online book renewals
7. To keep recalled books slightly longer
8. longer loans on book
9. long loan to week loan
10. flexible date stamping
11. more books for long load

Book reminders

P 1

1. Daily reminders of books due for return.

2. An email whenever new books relevant to my course have just come in
3. Change the book renewal reminder email so that it is not sent the day after you borrow your books.
4. loan reminder emails should be the day before they are due back, NOT a week before!!!
5. Emailing me as soon as I'm being fined for a book...an
6. the system of recalling books (particularly during holidays, or even when there is one core book for that coursework piece and only one or two copies available to share between fifty students) needs to be looked into a
7. a reminder email two days before week loan books are due in, as an email the day after you get it out isn't very useful.

P 2

1. as said before, not recalling books. i have had this happen to me when im in the middle of reading them for essays and feel like it disrupts my ability to produce good work.
2. Reminders to return books AFTER they are due back would be very useful.
3. "The system is set up to send a notice out 5days before a book is due in. However given most core texts are week loan (7day) this is a little early! When i raised this i was told it was because it is not possible to set a differential between long loan and short loan books. However regardless of this if one change could be make to the catalogue system it would be that notices are given only one day before a book is due for return, be that in addition or in place of the 5day notice."
4. I find it awkward when going away for a few days holiday or to a conference that the library has a week's recall period. I feel it would be helpful if I could nominate a trusted colleague to return my books if they are urgently required.
5. Loan reminder emails should be a week before the due date, and repeated a day before! They are pointless if you have a week loan book and you get an email the next day reminding you!
6. I was contacted during the holidays regarding a book I had requested by a member of the library team. When I said I wouldn't be able to collect it, the person who had the book was able to keep it. When I emailed to see if I could have the same service, I was told it not possible and I was annoyed due to the inconsistencies and the fact I had to spend £4 posting books, knowing they probably wouldn't even be needed. this needs to be revised.
7. Again the issue of recalling books particularly during holidays needs to be relooked at as it is a big flaw to the library services

Book reservations

P 1

1. Better book request system
2. and reserve books for pickups at different points over campus.
3. change how students can request books.
4. Improved service when a book you currently have out is requested
5. not recalling books whilst i am currently in the middle of reading them
6. Improve availability of books that are registered as available
7. A texting service that reminds me to renew my books
8. That you could reserve books online when they're already in the library
9. the ability to request books even if they have not already been taken out
10. It would be great to be able to borrow and return books using the internal post or something similar
11. Book collection service
12. Delivery and collection of books to departments
13. Allow books to be recalled during vacation periods.

P 2

1. Please set up a system with a link on the catalogue that allows you to reserve/ pre-order books online (when they are not already on loan). It is highly frustrating when you check online whether the book you want is on the shelf, to find that in the thirty minutes it takes to walk in that it has disappeared.
2. If any library books are missing from the shelves it is impossible to request other copies to be returned because the OPAC system still thinks that there is a copy available, so this is one problem that could be tackled.
3. I would like to be able to order/renew/return library books/papers online. I don't get time to walk up there.
4. I don't like the request book system - it means that the eager people who organise themselves early are penalised at the last moment by someone who has left it late.

Book returns

P 1

1. Be closer, or a mobile drop off centre for books
2. Have a drop off box for books at the other side of campus
3. to not have to return books during the holidays
4. out of hours book return
5. Up to date emails of when books need to be returned

P 2:

1. If there is additional book collect point in EHB will be better

Borrowing journals

P 1:

1. Allow ALL postgraduates to be able to loan print journals
2. being able to take out journals

P 2:

1. Improve the borrow way of important Journals for staff and research student

Cafe 641 and Shop

P 1

1. larger range of food in cafe
2. To get a student run cafe with Student Union subsidised confectionaries
3. Stop eating, drinking - move canteen away
4. remove the cafe and the smell of food and coffee
5. Wider food choice range in library cafe
6. Sometimes it is impossible to get into the cafeteria at lunch time
7. Cafe should be open more, especially in holidays. Cafe needs to avoid as long queues as it did. Staff to smile more!
8. extend opening hours and cafe services when the university is closed (off-term time)
9. cheaper, larger range of food
10. 27/7 Opening and Food
11. .Free hot water service
12. Water fountain
13. the shop next door to open until after 4pm

P 2

- 1 extended opening hours for the coffee shop
- 2 Too much space allocated to CafÃ©, too less to postgraduate facilities.
- 3 "The food is too expensive.
- 4 since the cafeteria for example only accepts credit card transactions above Â£5. Myself and a number of my friends have experienced problems related to this issue
- 5 Like the 24/7 opening hours and cafe
- 6 A frequently operational and fully stocked vending machine in the cafe. It is very often either not in working condition or out-of-stock."
- 7 The cafe's opening hours and choice of food can be poor, and the long queues are not great. The shop never seems to be open!
- 8 Extend cafe services during vacation time.
- 9 Have vending machines that serve decent coffee especially when you charge one pound for the so called 'boiled water' which the vending machine calls 'coffee'!
- 10 Usually visit library to eat rather than get books
- 11 More hot meals should be provided instead of only sandwiches
- 12 bursarys should not be issued to students to encourage them to use the library when they don't need it money should be spent on library resources. e.g. cheaper food, more essential course text books and more computers with a larger variety of software
- 13 the price of food and drink in the cafe is a bit steep.
- 14 Less mayo in the baguettes!
- 15 In the 24/7 period i'd be good to be able to get some food and drinks later at night as the vending machines get emptied pretty quickly.

Carrels

P 1

1. Lockable study carrels
2. Carrels bookable in hourly slots
3. "I.D. card entry" study carrels

P 2

1. i think the fact you are limited on bookings of carrels is frustrating .. i think this could be increased
2. therefore, if you want to study in silence you have to go into a carrel but these are dark and with no natural light are not good to study in.
3. Study Carrel access needs to be managed better - I feel intimidated when asking the abundance of international students that occupy them to leave, even when I've made the booking.

Cash machine

P 1:

1. Cash machine
2. Have a cash machine
3. Cash Machine
4. Cash point

P 2:

1. A cash machine around the library really is deficient,
2. "1. Cash Machine
3. [Cash machine]
4. A cash machine would be useful inside the library. How feasible this is i don't know!

Course book provision

P 1

1. essential reading material
2. Regular course text updates each year
3. more copies of key texts
4. more copies of books on module reading lists
5. More copies of books
6. Bigger range of books
7. Multiple copies of books or electronic resources for key texts
8. More course texts for the smaller/less common modules
9. More research oriented course book
10. Increased stocking of certain core modular texts
11. core texts that are resource only
12. More of the course texts
13. larger range of course text books
14. reference copy of the latest edition of very high demand books
15. more books that courses require
16. more copies of essential course books
17. more copies of essential course texts
18. More copies of texts
19. get more books
20. more course texts available,
21. more copies of the key/core texts for courses
22. Increase the number of books per cop
23. More core texts available
24. Availability of core texts
25. more availability of core texts
26. More copies of essential course books
27. Increased availability of core texts

P 2:

1. Course texts on smaller/less common modules can be a bit difficult to get hold of. These modules are often more specialised hence there are very limited alternative resources.
2. Please get more of each text book as often enough there are not enough of the more popular text book
3. The library should contain all recommended course books as it is unfair on students to constantly have to buy them.
4. Some of the shelf space is taken up with old books that are no longer relevant, having more up to date and more copies of core texts would be very useful. - when I am on a module with 300 students and we are set coursework there is a limited chance of getting the right books
5. I've found it very hard to find required books, some cost Â£100+ which is too much to buy and the library only had a couple between the 200 on our course.
6. Would also be better if there were more core texts and up to date books, there seem to be a lot of old books that are so specific, it's hard to picture any particular project (PG or otherwise!) in which they'd be of any use - yet the good modern course books are always being used.
7. 126. Staff are always helpful.

Exam time pressures (including desk booking)

P 1:

1. Do not allow students to reserve desks with bags and books
2. More study spaces during exam periods
3. Prioritise third year and postgraduate usage of study rooms and PCs at important times, i.e. deadline and exam dates
4. More study areas over exams!!! It's always impossible to even find a desk let alone a PC
5. Extra desk space at peak times
6. More chairs, tables etc - in exam time it is difficult
7. More desks available around exam time and computers

P 2

1. When it is peak studying times (e.g. around exam time) I have noticed that some students, probably the ones on campus, wake up early and put their bags on tables and chairs to 'save' the spot, then just go back to bed! This is a common problem and more should be done to deter these students who are stopping people who actually need the space. Also, if you've just made the epic hour walk from town up to the library, it's very dissatisfying when you have to turn around and go back home because of the problem ed above. There should be an electronic system that notifies you of available desks before you set off, to advise whether it's worth making the trip or not.
2. Remind us that students can reserve rooms not desks. It can feel like a bloomin' sunbed on holiday situation. Bags on tables without a person being near for over an hour is a security risk and inconvenient for those who are desperately searching for a desk to work on for that hour. Selfish Students. Where are our manners!
3. Generally more space to work. During exam period, most seats are taken up by people who've left books etc reserving a desk but have left the library for a long period of time
4. i think that although the library is a really good place to work at, some people leave their computers for a long time and it is obvious they aren't doing work, or at least using the computers, so would it be possible for security or some staff to log people off and keep their work aside when they are gone. my local library does this when it gets really packed in the study areas, and it allows the people that really need to use library facilities to do so efficiently, thanks
5. Too many computers are left unused during busy periods by people who wish to do other things but not lose their place. I think this should be stopped.
6. Frustrating when people have left a PC logged on and their books unattended, coat on seat etc, so no-one else can use the workstation.
7. Many people find a computer and use it for the whole day, going away to lectures for hours before coming back to it. Meaning the computer is not being used when other people could use it.
8. Additional silent study areas would be very useful during exam time as you cannot get a seat unless you turn up at 9am, by 10am there are generally no seats left
9. Very good generally, gets very crowded during exam periods - especially in the communal area, however, it becomes more of a social space than study space which reduces its effectiveness.
10. During exam and coursework periods the library is far too busy. Additional areas and PCs are required. I think many people are put off using the library now because of this; which is a great shame."

Electronic resources

P 1:

1. electronic resources
2. making all books available online
3. access to e-journals
4. Additional access to resources and papers such as the
5. More/better e-journals
6. Availability of more e-journals, accessible from off campus
7. wider range of electronic journals
8. Much simpler and more usable access to electronic materials
9. More e-journals available
10. everything available digitally
11. more e-books and e-journals available offsite
12. more journals available online
13. Better access to online sources - journals and books
14. more electronic journal articles available
15. Easier to access ebook facilities, i.e. a new search facilities for all electronic resources
16. better access to sources other than books
17. Make the electronic resources and library catalogue more user friendly.
18. greater availability of online resources from remote locations, like home
19. more electronic journals
20. More online resources i.e. journals or ebooks
21. further access to e-journals
22. More wide ranging access to electronic journals and books
23. More electronic journals
24. Fill in gaps in e-journal subscriptions (e.g. Journal for Research in Maths Education without a rolling wall
25. Access to other universities' electronic resource
26. more electronic journals

P 2:

1. Electronic journals and links to sites like LION etc need to be easier to access and use both on and off campus (especially off campus where it's nearly impossible even with the Athens username and password)
2. Access to some resources e.g. standards online always seems very convoluted. If there was a simpler step by step means to accessing electronic resources this would be very helpful.
3. SAE papers online v. useful
4. Poor access to journals through web of science
5. The electronic ones are fantastic for those of us living at a distance. Thank you

Group work

P 1:

1. More space to work in groups
2. more group study rooms
3. more study rooms
4. the group study tables are always busy and that forces people to come downstairs which in turn means that the silent areas aren't very quiet!
5. Become a real library again, not a group study facility

P 2:

1. "lack of group rooms
2. It would be good to have some more space for group work in either separate rooms or more big tables.
3. Group 'quiet' study areas would be good, level three is alright but there is a lot of random chatter. A place where you could work as a group and discuss work quietly would be a good idea.
4. more group study areas
5. Not enough work spaces for smaller group
6. more open3 tables. there is a lot of space on the right hand side of the inquiry desk, there could be more tables and chairs to provide more workspace.
7. An increase in the number of PCs and Group study areas e.g. Open 3, are level pegging in my opinion as to importance.

Increased physical space

P 1:

1. Increase the size of the library overall for more of everything
2. Make the library bigger since there's only one library for the whole university
3. More places to study -
4. more work space on lower levels
5. More Desks
6. Add a few more tables to top floor for group work
7. More computers and study space
8. New Library
9. More seating during exam times! if you get there later than 8.30am there are no seats! i think, although it would cost money that there needs to be a building attached that is just for seating!
10. more desks for studying on

Information literacy

P 2

1. It would be nice if the know how sessions were run on several dates, many times I have seen a course I have been interested in but it has coincided with one of my lectures so I haven't been able to attend. Also, it would be nice to have library introductions and tours throughout the year rather than just at the beginning. There are many things happening at the beginning of term so learning about the library is not necessarily a priority, it is when it comes to doing research that it becomes important.
2. Out of university hour's know-how skills sessions to assist for distance learners. [Information literacy]

Institutional repository

P 1:

1. Encourage paper authors submitting to the IR to upload PDF and an accessible (HTML, text, Word) format too, so that people with disabilities can read the papers too. Also ensure the IR site meets accessibility standards.

P 2:

1. I am very impressed with the level of service and support provided, particularly with respect to the repository team allowing multiple formats of papers to be uploaded for improved accessibility support -- though I would like them to encourage others to upload alternative format versions of their papers too.

Inter library loans

P 1:

1. make inter-library book request form online
2. online application for ILLs
3. simpler ILL procedure
4. Free Interlibrary lending, Most resources not in library but elsewhere
5. electronic submission of inter library loan requests

P 2

1. please make the 'request new book' and inter-library loan forms online
2. also an easier (maybe electronic?) option to order books on loan from other libraries for research students.
3. Also, the interlibrary loan system seems a little cumbersome and a bit 'hit and miss' regarding successful outcome.
4. Of necessity I use Interlibrary Loans a lot. Maybe a more interactive service would help both me and you the providers of the service.

Laptop provision

P 1

1. more power points to plug in laptops
2. plug sockets for laptops.
3. Go wireless
4. Laptops to hire!!!
5. Better table / chairs for using laptop a
6. a service where you can lock your laptop to a desk,
7. providing a laptop lock
8. More sockets to plug in laptops would help alleviate the need for more PCs.
9. more sockets for laptop power on top floor
10. the study rooms to be lockable to enable safe storage laptops and books when searching the shelves for additional books and magazines,
11. more plugs. many people have laptops but there is never enough plug
12. The lack of plug sockets in Open3 is also a problem when using laptops.
13. More plug sockets for group study area for laptop users
14. More power sockets in open 3 area and in short loan.
15. "plugs are not easily accessible if using a laptop and there are rarely computers free so laptop use is essential.

P 2:

To feel safe to leave laptops on desks when one needs to be away from the desk. Maybe requiring more CCTV cameras in more obvious locations
improved access to plugs for laptops on level 3 on group tables
Laptops should be able to be rented out to students at the library.
More security should be provided i.e. a student should be able to leave their laptop on table when going to the toilet hence more cameras should be installed because it is a hassle of packing up the laptop every time when taking a break outside or going to the toilet, maybe the library should provide electronic tags for student to stick on their personal laptops.

I think the limited number of computers is a problem because then you have to bring your laptop.

Library building

P 1:

1. An entrance on the ground floor
2. Ground floor access(from the bottom floor
3. Bring back the closing alarm doors at the entrance
4. Please provide a facelift to the toilet. It look dirty even though they are reasonably clean.
5. decorate the place
6. modern and attractive building
7. Extending reception desk enquiry (not enough room or people)!
8. clearer signposting as to where to find things
9. Study rooms with sofas

P 2:

1. Ground floor access would be good, I find it frustrating that i have to walk all the way round the back and up the hill, and then back down the stairs, when I can see exactly where I want to be 5 minutes before i get there. I would probably use the library more if this access where possible.
2. Overall I would describe the Library as excellent although I think it could do with a fresh coat of paint throughout
3. The building isn't a nice place to work (it feels dull and drab inside)
4. I feel that the two improvements that would make the library better are more computers and a brighter decor. It's quite a dark library in places and more colour would brighten it up and make the environment nicer and easier to work in.
5. The library really needs refurbishment. Inside it is a really dark and dingy place, and the fluorescent light bulbs used really hurt the eye after long periods spent in the library.
6. Improve the Toilets

Library staff

P 1:

1. Better Staffing
2. More staff to help with queries
3. More librarians to be employed to help with student inductions (Ruth Stubbings is excellent but sometimes not available).

P 2:

1. basically, more money needs to be invested in the library, it's inadequate although the staff are generally friendly
2. some library staff lack customer service skills and regard students with disdain. as both a student and a public library supervisor i can't express how much some staff could improve their willingness to help.
3. Staff are generally very helpful. They respond well to requests for books and are generally enthusiastic about educating people about the library
4. Apart from that staff is very helpful all the time
5. Very helpful staff
6. Consistent high quality of staff support!
7. Staff are mostly excellent. Some people do let the team down though
8. Staff are always helpful.
9. Library staff always pleasant and helpful. Thanks very much!

10. Please ensure your staff have a smile whenever we ask questions. I know us students can be painful to look at sometimes but it's not nice to approach staff when they aren't friendly.
11. I think that sometimes, some library staff can be rude, sometimes when you are asking a question or asking for help. Some staff are very helpful though and really do try to help you which is really appreciated.
12. The staff have been extremely helpful, both desk staff and academic liaisons, including the repository team.
13. Good Library; great staff.

Library stock

P 1:

1. More books and journals relating to dance
2. Expand the range of journals in environmental sciences
3. Broaden subjects to include more biological areas particularly molecular biology and cell culture
4. maintain or further increase the number of journal subscriptions
5. more up-to-date books in the humanities department
6. Updating the range of bioacoustics books
7. a range of fiction books
8. more Journal subscriptions
9. More books, more books, more books.....
10. buy more books and subscribe more journals
11. wider range of electronic journals in sociology of work
12. MORE ACCESS TO THE 'TOP' JOURNALS IN STRATEGY AND MARKETING
13. a book suggestion system
14. broader range of scientific journals
15. More copies of "Physics of Plastics" (Birley et al, 1992 - Hanser).
16. MORE BIOTECHNOLOGY AND NEUROSCIENCE
17. More up to date books
18. More medical journals. I would like to see more neuroscience journals.
19. Better access to more journals
20. much bigger and up to date arts section! The provision for arts (especially graphic design) is very poor
21. More books
22. Greater range of geographical journals (online and print)
23. Introduce a leisure reading section
24. Increase the range of literature available regarding biochemical sciences - especially for Chemical Engineering modules/dissertations
25. Entertainment/Leisure books, as well as course related books.
26. More E-books for Civil Engineering courses
27. get more books on certain topics, for media students there is 1 or 2 books for core coursework
28. more books availability
29. A more extensive quality newspaper archive.
30. More novels,
31. More Journals and texts related to Systems Engineering
32. increase the research database (e.g. more journals or PHD thesis
33. larger range of books!
34. Subscribe to more journals
35. Have more books in my area of research (i.e. postgraduate level books)
36. Expand the collection, regular or online electronic versions, of books and journal articles especially of early years, e.g., before 1990, even 1945.
37. More books in hardcopy

38. More DVD's and CD's, more fiction in a noticeable area, for instance on level 3 near the coffee bar.
39. The library has excellent facilities, but I wish there were more books available for my subject (Arab Feminism)
40. Please do not get rid of books that are only rarely used e.g. history books. These are often the most valuable resource for some researchers.
41. More paper, less electronic journals
42. I find quite a lot of the reference material I refer to in the library to be quite old, it would be great to see the older books replaced by more up-to-date material, or more new e-books
43. I would like to have novels as well as academic books available at the Library even if they are fictional & non fictional books relevant to topics covered in academic work.
44. Books that are more specific rather than general introductory texts would be useful.
45. If I could ask for one more resource, it would be access to ISO standards - but I understand you have to weigh costs with demand.

P 2

1. As a researcher and from discussions with my colleague researchers I found that even though general fields are covered to good degree, some important texts/books on especially emerging sub-topics completely aren't present in the library. This is a real shame, especially since Loughborough is of such good reputation."
2. Latest editions of some high demand books (i.e. : Munson, Bruce R : Fluid mechanics) tend to stay out of the library most of the time and nearly impossible to get hold of one even for a five minute job. Please keep at least one reference copy of such books in the library.
3. More up to date books
4. Please consider investing in more medical and neuroscience journals as I am very poorly supported here at Loughborough and there are a number of people in the area of Psychology that would agree with me. Psychology is becoming more and more based in neurosciences and my students find it difficult/ impossible to access very common medical texts for their work.
5. Poor selection of text books for Biomechanics
6. More books.
7. very poor resources for Health Care Risk Management/governance/patient safety
8. More biochem literature
9. Adding books for recreational reading in addition to the many course material books available.
10. The library doesn't hold many texts/journal papers relating to fire safety and fire engineering.
11. The range of books for chemical engineering is very small. Most are very old and outdated.
12. it would be better if the research students and staffs could suggest the new coming books or journals
13. I would like to see more proactive research book ordering by the library.
14. More mathematics books are needed!
15. Don't discard old books and journals - someone will always need them eventually.
16. Collection of mathematical books and journals should be enlarged and updated; and journals should be made available since their earliest issues, in regular or online electronic versions.
17. List of new acquisitions to be made available electronically - i.e.. electronic version of 'New Book' shelf which would include books, journals, periodicals.

Lockers

P 1

1. personal storage
2. student storage facilities

3. items that cannot leave library lockers
4. lockers
5. Personal storage facilities e.g. lockers
6. lockers or cloakroom

P 2:

1. to have lockers in the library would be great
2. Excellent facilities but student lockers would be a great idea.
3. provide lockers
4. the library should be able to provide a personal storage facility
5. lockers would be a very good asset to the library especially during exam periods
6. . 3. Lockers
7. I'd also be nice to have somewhere to keep belongings safely e.g. when having a break or lunch.
8. Lockers would be fantastic, when deadlines are close and if you work best in the library, it's difficult to carry all the books to and from the library every day.
9. Lockers would also be very useful!

MetaLib

P 1:

1. metalib only show you things we can actually view
2. improve the search engine in metalib,
3. Easier to use interface in place of metalib
4. Easier to get at papers via metalib,

P 2:

1. Problems loading online journals through metalib
2. Metalib isn't particularly easy to use either, despite the 'how to use' video on the library website.
3. Metalib is not an efficient system and alternatives should be investigated
4. metalib is non intuitive and usually avoided

OPAC

P 1:

1. current catalogue
2. a much better catalogue search tool.
3. Quick and easy to use book finding/searching terminals
4. Create citations for the items in the 'catalogue' automatically
5. Online look-up catalogue page(s) showing new book acquisitions
6. A better library catalogue. The current one looks like something from the 90s.
7. allow searching the contents of a book through the catalogue and not just the title
8. In the library catalogue, next to the book you have typed in, it would be useful to know which floor it is located on in the library.
9. Make the electronic resources and library catalogue more user friendly.
10. Recheck the titles of some of the old books with what is in the catalogue.
11. better more specific search for books
12. Better catalogue
13. Could convert to Library of Congress classification? I'm not sure why you use Dewey Decimal for such a large collection...

P 2:

1. Improve the search accuracy of the on-line book-search system
2. I would like Loughborough to be on the COPAC system. This saves time when looking for unusual books

Opening hours: 24 7 opening

P 1:

1. open 24 hours
2. Be open 24 hours all year round
3. Be open 24 hours
4. Longer opening hours, 24 hours is brilliant in exam time but I don't have exams, only coursework and would find more 24 hour a day periods when I have essay weeks very useful
5. Open 24 hours all year round
6. 24 hour opening
7. longer hours or 24 hour opening
8. 24/7 opening hours throughout the year
9. 24h open hours
10. 24 hours opening
11. longer opening hours all the time
12. 24 hour opening all term
13. 24/7 service
14. longer opening hours
15. 24 hour opening not just during exam periods
16. later opening hours, preferably 24hrs on weekdays
17. 24 Hour opening -
18. 24/7 opening.
19. 24 hour opening throughout the year
20. 24 hour library service period should extend
21. 24/7 opening all year round.
22. The library being 24 hours throughout the term
23. 24 hours all year round
24. 24 hour opening all year
25. 24 hours all year around
26. 24 hour opening, throughout the year
27. 24 hour opening & longer opening hours during holidays
28. 24 hour open hours
29. 24/7/ during all term time,
30. 24 Hrs Opening all through the year
31. 24 hour opening over the academic year
32. Stay open 24hrs
33. 27/7 Opening and Food
34. longer opening hours. From Jan onwards should be open 24/7 until June.
35. constant 24hr study
36. 24 hour opening throughout Term Time
37. 24/7 LIBRARY
38. P 2:
39. I would also prefer 24 hour opening to begin earlier than the start of the examination period. This is because i prefer to work at night and my course is examined by coursework which is usually due in prior to exams and means that i am unable to take full advantage of the extended opening hours.
40. 24hr opening is brilliant to have available during exams

41. Would really like the library to be open later or 24 hour for a large part of the year especially as finalist with a lot of work.
42. Like the 24/7 opening hours
43. 24 Hour library services would be great.
44. I think it would helpful if the library should be 24 hours during all term times
45. Opening 24 hours year round would compete with other universities across the UK, it's a vital hub for many students.
46. Need a library that is open 24 hours during term time
47. Just that it should be 24/7 like other universities
48. 24 hour opening times should be introduced. L
49. Most other unis have much longer library opening hours for a larger proportion of the year. After the Christmas holidays, there are January exams, then a whole range of CW/Dissertation deadlines from then until easter/just after easter, and then it's exam time again. The library should be open 24/7 - the uni wastes a lot of money on unnecessary things, we should be able to afford security staff to operate the library 24/7.
50. the library should be 24hr all times of the year not just exam periods
51. Please be open 24/7!

Opening hours : earlier

P 1:

1. opening earlier
2. Earlier Opening Times.
3. earlier opening time
4. Open earlier
5. Earlier opening
6. Open earlier
7. Earlier opening hours - 8.30am?
8. earlier opening times (so you can pop in before a 9am lecture)
9. longer hours, especially, open somewhat earlier
10. Open earlier in the day

P 2:

1. Earlier opening times
2. it would be really good if the library could open at 8 or half 8 in the morning so that people can print work before lectures start at 9 for example.
3. Why not open before 9am?
4. It would be useful if the library opened at 8.45 on weekdays, due to the mass of pupils that arrive to make use of printing, staples, hole punching and purchasing folders for hand-ins.

Opening hours : later

P 1:

1. Later/longer opening hours
2. and longer opening times especially at the weekends and during vacation for PhD student
3. Later closing hours
4. Later access to library all year round

P 2:

1. only staying open till 10 during normal term time is not very useful, im busy with lectures pretty much 9-6 then go home have a bit of food chill out for a hour or so then come back to do some

work. That gives me like an 1.5 hours to get work done. this is not enough on an intensive course like mine!!!

2. 10pm closing much too early (min 2am?)"

Opening hours: Longer

P 1

1. Open for longer
2. have longer opening hours during christmas and easter break
3. Extended opening hours
4. longer opening hours
5. longer opening hours during holidays
6. longer opening hours
7. longer opening hours
8. longer weekend opening hours
9. extended opening hours during term time,
10. Permanently extended opening hours
11. increase opening hours
12. increasing opening hours, especially out of term time!
13. Longer opening hours during non-exam periods, especially holiday
14. Better opening hours
15. Longer opening hours!
16. Longer opening hours
17. Longer Opening Hours on a Saturday.
18. extend opening hours and cafe services when the university is closed (off-term time)
19. Longer opening hours as they do during exam periods
20. Longer opening hours
21. Weekend opening during vacation periods
22. Library should be open for longer periods of time, especially during vacation and at the weekends.
23. Longer hours are essential, other universities have 24hr service throughout semester. I am in the last week of easter holiday, with less than a month before my dissertation has to be handed in and my final year exams and the library closes at 5.30pm

P2

1. "the general opening hours are unacceptable and do not reflect other universities of Lboro's calibre. This applies to general opening hours (not being 24 hours a day) but also during the holidays (especially easter - leading up to dissertation hand in!)
2. Having library open during vacation time at least on saturdays as postgraduate study is until Sept not June as more graduate level studies finish.
3. Opening hours being longer would be useful, early close on saturday, and an earlier start, maybe 8am for example. Other universities have 24hrs permanently not just exam time.
4. Opening times not long enough during term time
5. Please open for longer hours like at other universities.
6. When staying in the library until the end of the day we are always made to leave almost 15 minutes before the closing time. I understand they have to clear up but they shut all the machines etc earlier than they probably should
7. During holidays the library should be open longer than 17:30 till at least 22:00 and open on weekends
8. Open hours really must be increased. Ideally 24/7 but realistically extend the 24/7 period to include the easter break before exams and then run the library from about 0800-0000hrs wherever possible. It is utterly ridiculous for any respectable university library to close on the

weekends during the holiday immediately prior to examination period! Similarly ridiculous for said library to close at such an early hour/at all during the same period!

9. Library should stay open during vacation time considering the vast number of researchers that Lboro univ has."
10. The library being open an extra hour or two outside of exam time would also be nice."
11. out of term opening hours does not reflect the need of postgraduate students who are working in and out of term dates. So many times when we need to borrow books or find a quiet place to study the library is closed or close too early 5:30pm.

Other

P 1

1. Binding services i.e. for dissertations
2. some sort of phone-call service
3. Coursework Hand In Point
4. a training for new students by library staff the same week they come for induction
5. More chance of always finding a parking place

PC access

P 1

1. Space around PC's
2. More computers on the humanities floor
3. A room strictly for computers or laptop use
4. switch on all PCs
5. not nearly enough PC's
6. MORE COMPUTERS
7. more PCs
8. Introduce more computers
9. A few more PCs,
10. More computer spaces
11. more PCs
12. More computers
13. More computers
14. a lot more computers are required.
15. more PC
16. more computers
17. More PCs
18. Reserve PC nearest entrance, level 3, for my use only.
19. MANY MORE COMPUTERS
20. More Computers
21. more PCs.
22. . more group study rooms and PCs
23. More computers, i
24. more PCs on the lower levels
25. Limited time on a section of computers eg.15 minutes,
26. more study rooms and PCs
27. a method of preventing people staying logged on to reserve computers
28. more computers
29. More Computers
30. more computers
31. More computers

32. More PCs
33. more PCs
34. More PC's
35. more PC's
36. More Computers
37. security guards logging people off if they are away from their computer for a long time especially during exam period
38. Increased number of PCs.
39. More computers available to use
40. Stop people logging on to the desktop PC the leaving the logged on
41. More computers
42. Not enough computers
43. more computers
44. More computers
45. The entire top floor should be used for PC's.
46. More computers
47. More computers
48. More computers available
49. a computer-mediated decision-support room
50. Need more computers or study areas during exams - it gets far too busy!
51. More computers

P 2

1. maybe limit computer time at peak times
2. More PC's in the silent study area
3. Please add more computers!!
4. There should also be more computers available.
5. There is a severe lack of PC's, which is embarrassing to a university in the 'top 10'.
6. I often find it frustrating to find a computer, only to find people socialising around them, or having just left them logged on and gone away to do something else, especially on floor 3.
7. There are not enough computers in the Library.
8. The PC's are very poorly maintained, it is often the case that there is a selection of PCs that are not functioning,
9. "Have two screens per computer to make working easier.
10. We need more PCs, at peak hours it is impossible to get one.
11. "Access to a linux computer in the library would be nice.
12. lack of computer facilities
13. The introduction of more PCs is vital (perhaps one in every individual study carrel). Also, when a computer is broken it needs to be fixed or replaced far quicker.
14. Also more PC's
15. Often unable to find a free computer
16. Increased number of PC's for working
17. more PCs
18. more computers
19. Often it's a bit of a gamble whether you'll get a computer
20. More computers.
21. Also, there is a huge lack of PCs available.
22. also each time i come i never find a computer available, they are all in use, or you find peoples belongings with nobody present.
23. also sometimes quite a few of the computers don't work, it would be good if they could be fixed quickly if possible.
24. I feel that the two improvements that would make the library better are more computers a

25. Not enough computers
26. Time limits on PC's. If it's going to be a big long day on the computer go to a lab. Leaving them logged in but and unattended whilst you go for lunch should be punishable by death.
27. More computers
28. An increase in the number of PCs and Group study areas e.g. Open 3, are level pegging in my opinion as to importance.
29. please do not close the two computer rooms on the third floor when the people in the meeting could easily fit into a bookable study room
30. Overall, the Library provides a good service but in the busy periods it's sometimes hard to find a PC.
31. I think the limited number of computers is a problem because then you have to bring your laptop.
32. Also, it would help if the library had more computers available."
33. "PC need to be update !"

PC applications

P 1

1. i don't feel it's fair that people are using the computers to play games and go on facebook
2. self computer shut down if not in use for more than 10 minutes.
3. banning the sports science people from sitting on them using facebook all day
4. Banning access to facebook from library PCs might increase availability of the ones already there.
5. Ensure fair use of computers
6. Stop, or at least strongly discourage use of computers for facebook etc.
7. More course specific programs on PCs
8. Ban facebook!
9. no facebook allowed on.
10. have computers available. whenever i go there to print off work i can never get to a computer as people are always on it using facebook.
11. More PC's in the silent study area
12. The third floor work stations are used inappropriately for internet surfing and access to social networking sites, which I consider wrong as this is where the majority of the work stations are. I have always avoided using the library even when I was an undergraduate.
13. Access for mobile devices - e.g. books location, room & workshop bookings, foods at cafe! etc.

P 2:

1. "Block facebook!! I want to use a PC but they are all busy and half the people are on social networking websites!
2. It is very annoying when I want to get work done to find people messing around on facebook and I cannot get to use a computer as they are all busy.
3. system where people who sit on a PC all day but do very little work and spend all day of facebook can be asked to leave (I understand this would be hard to enforce!)
4. believe that bbc iplayer should not be allowed on the PCs as people will sit and watch a programme irrelevant to their course and take up time on a computer during busy hours that somebody else could be in desperate need of. Perhaps having 10 computers that only allow a person 20-30 minutes at a time for emergency printing or research needs. Then people won't be waiting forever.
5. the PC should ideally have all programs used by students and log on should be limited to 5 minutes so that it is available for use
6. Need more diverse programmes on computers e.g.. starnet, stadpro etc. Also, have priority use for specific programmes, as "CAD room" is often not being used for CAD work. Stop people playing music so loud, and generally need more computers

7. The computers always seem to be used solely for Facebook and recreational use. I understand some people may be having a break from working but it is frustrating to see the screens filled with Facebook home pages when you want to use the computers for work!
8. Also it is annoying when you need a computer and all people are doing is sat watching programmes or constantly on facebook the whole time, it would be good to be able to get them off the computers if they aren't doing work.
9. Too many people sit on the computers not doing work, e.g. Facebook, preventing others from using the computers for work. This should be more actively discouraged on the public computers, as there is limited availability at peak times.
10. stop people from going on facebook. if people need to go to the library to use their printers it is so difficult to find a computer as they are taken up by people updating their status!

PHD theses

P 1:

1. have more recent PhD theses on the shelf
2. find more shelf space for recent PhD theses for better access

P 2

1. The library is only place where things like thesis can be used and because the library is so busy it makes it very difficult
2. More recent theses should be on the library shelves.

Photocopying

P 1

1. free photocopying
2. Cheaper photocopying
3. more photocopying machines

Physical location

P 1:

1. too far up hill when slightly disabled and only on Campus weekly every 10 weeks or so by means of library access (too far from my place)
2. If it were in a more central location
3. not service but location could be closer to the union and not so far away

P 2

1. "Because the library is some kind of far away from the central park. And most of the business school students have lecture in central park, it is a bit discourage for me to return the book to library
2. As i travel in from over 25 miles away it would be helpful to be able to park nearer the library during the day, especial for short times e.g.. returning books only.
3. and also from living quite far away from he library, you should be allowed access to campus in a car
4. there should be a separate library for every department i.e. There should be another library in the Engineering department.

Postgraduate physical space

P 1

1. dedicated area for post-graduates
2. An office to use as a base, I am a librarian, doing research on libraries
3. Areas for postgrad students only
4. Postgraduate only study area
5. dedicated area for Postgrads to work away from the Undergrads would be a huge benefit.
6. An area where part-time postgrads visiting from a distance for the day could relax a little,

P 2

1. Too much space allocated to CafÃ©, too less to postgraduate facilities.
2. Also, a designated space for postgraduates would be helpful as undergraduates tend to be loud, even in quiet zones.
3. I also think that you should be able to hire dedicated postgraduate rooms with the ability to hire out laptops.
4. The library is seen by myself and a number of fellow research students as an undergraduate social area and not a study resource,
5. It would be nice to have spaces dedicated to postgraduates with locker facilities

Praise

P2

1. Overall the library provides a really good service and is a nice place to go when needed
2. Overall good environment to work in
3. Overall the level of services is excellent
4. However, all in all the library provides an excellent service
5. Very good service
6. In general I think that library is a great place, I come here very often as there are loads of resources that help me to study,
7. Thank you
8. Overall, the library is a great place to study.
9. Honestly, I think the library team do a really great job at Loughborough
10. Overall, an excellent service, i
11. Absolutely brilliant. What a wonderful range of resources.
12. I would suggest that the library is very good as it is. It simply is no longer big enough to satisfy the increasing number of students. It would be a good idea to look into investing into a totally new study building that could provide group study rooms (which could double for presentations) as well as individual study rooms and more open group space such as level 3. I do think that the library staff are very helpful and the library is a great resource
13. Keep up the good work!
14. Generally a very good level of service and assistance.
15. Overall I would describe the Library as excellent
16. Good Library; great staff.
17. Thanks for everything during the past years.
18. Excellent facilities

Prayer room

P 1

1. Praying room for muslim students

P 2

1. I wish that there would be a small room to pray for muslim students as I found it (based on my 5 years studying at Lboro) slightly difficult for me to go to the James France Building to pray and come back to the library especially during winter. Now I'm back in Malaysia or else, I would love to join the Focus Group Discussions.

Presentation of stock

P 1

1. Put the books and journals together
2. Display of current journals
3. Current paper copies of journals on top floor
4. I realise it is not possible to have all the books stocked at a convenient height
5. Expand the reference collection on level 3 and make the area a food free and quiet zone, that is, only make the area available to persons WANTING to use the books.

Printing

P 1

1. Introduce a few computers dedicated simply for printing documents
2. Ability to print files straight from USB sticks
3. availability of A2, A1 and A0 size Printing
4. more printers
5. More Printers
6. The printers breaking less often
7. a print computer
8. Ability to print over a network rather than trying to log into a computer to print work
9. GET DOUBLE SIDED PRINTERS
10. When all the PCs are taken (after 10am most days), how do you print off a one page Microsoft Word Document without walking to Wolfson to see if a PC lab is free?
11. a printing terminal for people who only want to print
12. Computers especially put away for PRINTING
13. cheaper printing cost

P 2

1. Free printing services for post grads (up to a X pages per year maybe)
2. the provision of a PC to print from would be great as often u just require 5 minutes to print work but cannot get a PC as they are all being used.
3. introduce the ability to print from laptops - frees up computers for others
4. Printing facilities should be more, as the majority of printing done in the library only comes from one printer, and so can cause large queues to build up.
5. We need more than one printer on the top floor of the library. Sometimes you can wait ages in a queue of people waiting for them to print their work, and if it's a large document it can become very frustrating having to wait so long

Scanners

P 1:

1. Have scanners available

2. PC with Scanners
3. scanning facilities
4. printing and scanning service

Self service

P 1:

1. More of the new self-service machines - they're great!

P 2:

1. The Library has undergone a serious change in the technology for borrowing and its change the culture, but what needs to be reviewed is that US students are not finding the books on the shelf on number of occasions week loans that are on demand are not being placed in the right box when returned which means that they go right back on the shelves and another student gets the book even though another student has made a request. (This needs to be reviewed). Perhaps if a book is requested the book can only be returned at the hot desk and not the machine.
2. and the self service machines are very straightforward to use."
3. the new self service facility is great.
4. More checking out machines required

Short loan

P 1:

1. don't just put one copy in short loan.
2. don't have short loan books
3. Communicate better with teaching staff so you know what recommended texts/coursework is going to be set
4. Quicker response to high demand on a specific book
5. Also correspond with lecturers to put books on a coursework reading list on short loan earlier
6. increase the length of time short loans books are borrowed for
7. A section for each course where there are key books that are always available

P 2

1. Short loan books are the most popular books on my course, yet some are available only in short loan! Need more long or week loan books that are widely popular.
2. And please put more books as short loan because when students don't return books, it can be really frustrating to find replacements.

Software provision

P 1:

1. Larger variety of university software
2. Introduction of engineering programs
3. CAD Room with all cad and FEA software for designers and engineers
4. More CAD computers/specify CAD users priority
5. more computers especially with AutoCad and printing facilities
6. More computers with AutoCAD and STAADPro and other engineering programmes
7. up-to-date computer software i.e. CAD
8. more computer with software such as autocad

P 2

1. programmes like nx and matlab for engineering should be available in the library
2. bursarys should not be issued to students to encourage them to use the library when they don't need it money should be spent on library resources. e.g. cheaper food, more essential course text books and more computers with a larger variety of software

Library building

P 1:

1. An entrance on the ground floor
2. Ground floor access(from the bottom floor)
3. Bring back the closing alarm doors at the entrance
4. Please provide a facelift to the toilet. It look dirty even though they are reasonably clean.
5. decorate the place
6. modern and attractive building
7. Extending reception desk enquiry (not enough room or people)!
8. clearer signposting as to where to find things
9. Study rooms with sofas Encourage a minority of students to behave more appropriately in a library
10. Silence
11. A quiet room with sofas to be used purely for reading.
12. More space for group/individuals i.e. like level 3,
13. Get rid of the undergraduate internet caf   which is level 3
14. More study area (Group and individual)
15. Larger quiet areas and ENSURE they stay silent
16. more social learning environment
17. meeting rooms
18. Switch the air conditioning down,
19. provide shower service during exam period
20. more study space
21. change the study spaces in level 3 to quiet study area as well, it's too noisy
22. more space on the middle floor to work
23. the study area is too cold in non-term-time,
24. more space to sit down
25. Separate rooms out of the actual shelves of the library for private study i.e. absolutely silent
26. more aesthetic surroundings i.e.. different coloured floors depending on your working style
27. don't waste the money on an expensive electronic stapler that regularly is out of service!
28. The biggest criticism I have on my experience working in the library is the noise level, which seems to range from barely acceptable to very noisy
29. Lower temperature, it's always too hot in there.
30. Individual Study Desk (many people shake their legs, very annoying)
31. More insistence on quiet
32. Control of quiet areas to keep them quiet - from noisy students and employees
33. Quietness
34. The aesthetics and general environment could be better, it would make it a more enjoyable place to be in
35. Temperature control. Stays too warm
36. A rental study room equip with computer and internet networking for study individually
37. UPDATE ATMOSPHERE- a more comfortable/welcoming environment- e.g. lounge area...paint the walls (grey concrete and exposed air ducts are depressing especially with exams looming)
38. Checking that users on levels 1 and 2 are not making excessive noise and distracting others.

39. When putting books away in pairs, (especially on the bottom level) librarians chat so loud with each other that on a number of occasions I have been unable to work and had to move. Chatting in silent areas is a disgrace!
40. more silent individual study rooms
41. Refurbish it the inside.
42. stricter silent area procedures
43. Ban flip-flop footwear, they are very annoying.

P 2:

1. Ground floor access would be good, I find it frustrating that i have to walk all the way round the back and up the hill, and then back down the stairs, when I can see exactly where I want to be 5 minutes before i get there. I would probably use the library more if this access where possible.
2. Overall I would describe the Library as excellent although I think it could do with a fresh coat of paint throughout
3. The building isn't a nice place to work (it feels dull and drab inside)
4. I feel that the two improvements that would make the library better are more computers and a brighter decor. It's quite a dark library in places and more colour would brighten it up and make the environment nicer and easier to work in.
5. The library really needs refurbishment. Inside it is a really dark and dingy place, and the fluorescent light bulbs used really hurt the eye after long periods spent in the library.
6. Improve the Toilets
7. n increase in the amount of both personal and social study areas would be great
8. often use group study rooms for both coursework and society committee meetings. can be difficult to get a room free- particularly with fully functioning AV equipment (sound doesn't work in most rooms)
9. the air conditioning in the carrels and near the study areas is too strong,
10. Like the fact that there is a more relaxed atmosphere on the ground floor, with silent areas available for those who want it on other floors
11. Overall I think the library is a VERY good place for studying.
12. Since the library made the top floor more relaxed it has become a bit of a social club for some of the less academic degrees (such as sports science) and doesn't appeal to the engineering subjects as much.
13. I think there should be an area outside with a roof that can open and close. The library currently has little natural light and is very stuffy
14. . The lighting is sometimes very dark on the bottom floor. Searching for books can sometimes be difficult as titles are hard to see in such dim lighting.
15. Lower the air con temperature or have different temperatures on different floors or something. I like the atmosphere in the library but I am always to hot in there, especially on level 3 near the computers.
16. The top floor seems to have too much rubbish, especially in exam time.
17. Too many good looking women in there - distracts you from working!
18. The library overall is a nice place to study in.
19. In the evenings it can be very cold - perhaps it could be warmer.
20. The lower floors can get really stuffy so the HVAC could do with some adjustment.
21. Better temperature control / air circulation would make working in the library for extended periods more comfortable, and additional printers (both mono + colour) on all floors with duplex facility would prevent a lot of wasted time waiting for print-outs.
22. the temperature in the library when it is busy is nearly unbearable, but not only the heat the stuffiness. Is there no way to get a better flow of air through the library when it is busy. It isn't even full summer yet. It makes it hard to concentrate when it is so stuffy and can cause headaches.
23. Lighting - quite dark sometimes

24. Even better and more recycling/energy saving."
8. Maybe a review of what books are required most by courses and hence get more copies as i often get books requested of me during important bits of coursework which can be very disruptive.
9. I sometimes struggle to find the books I need because they're all out on loan. It would be nice if one copy of a couple of the key texts could be held as reference only books
10. A greater provision of secondary source information on set texts
11. More e-books would also be highly beneficial especially for set texts as then as many students as need access to the book are able to do so.
12. Some texts seem to have limited copies and very long queues which is not great.
13. bursarys should not be issued to students to encourage them to use the library when they don't need it money should be spent on library resources. e.g. cheaper food, more essential course text books and more computers with a larger variety of software
14. Too few books - especially core books for the course. E.g. there are 10 core books for the course, and 80 students!
15. please bring in more books on each course.
16. This may or may not be a matter of direct concern for the Pilkington Library, but a university of this calibre ought to have a better bookshop than the one in the SU. The bookshop should also sell second-hand academic books.

Wireless access

P 1:

1. improve the wifi service in all corners of the library
2. average wireless service
3. Improved WiFi connection

P 2

1. Make the library bigger. more study spaces. more PC. bigger cafe. stronger wireless connection (there are no wireless connections or not strong enough esp in level 1). more books. more essential course books available. so we don't have to feel that we HAVE to buy one (e.g.: in my course there are around 250+ students and there are only about 8 essential course books available to the students, and a lot of students are requesting for the same book). cheap snacks in the vending machines. separate the social sciences sections even further. because there are too many students in that category and not enough to fit all of them on level 2.