LibQual 2015

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Head of Library and Learning Services
22 Questions
+
5 additional questions

3 “Aspects:
- Affect of Service (staff)
- Information Control (resources)
- Library as Place (environment)
2015:
437 responses
70% Medicine
87% undergrad
187 comments
Overall results:
Results

- Medicine u/g (299):
Faculty u/g (90):

Results
Postgraduates (44):
Overall comments:

- General 88!
  Category needs refining, but many comments about space and service – mainly positive

- Training 8
  3 asking for more training
  5 delighted with the training received

- Opening hours 15
  2 asking for 24 hour opening

- Staff 29
  Largely positive, 2 concerned with out of hours staff

- PCs 30
  Mainly concerned with lack of PCs or PCs being monopolised

- Resources 40
  Some praise, but some concerns about access and lack of resources
<table>
<thead>
<tr>
<th>Comments</th>
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<tbody>
<tr>
<td><strong>Staff:</strong></td>
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<tr>
<td>• The library staff are very friendly, and very approachable.</td>
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<tr>
<td>• Consistently friendly and happy to provide assistance. Often come away with the impression that user issues are priorities.</td>
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<tr>
<td>• On the positive side, all staff are friendly and helpful and the stapler and hole punch are much appreciated.</td>
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<tr>
<td>• Staff generally very helpful</td>
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<tr>
<td>• Always very helpful whenever I've needed advice help or guide necessary. Very friendly and approachable.</td>
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<td>• Staff A++</td>
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<tr>
<td>• Staff and service is excellent</td>
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<tr>
<td>• The library staff are very friendly and helpful and getting/returning books is very easy to do. However there is never any space for group work and it is very noisy in the group area.</td>
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### Environment

- Also, I feel that rules on eating in the library should be soften slightly. Being able to snack discreetly would greatly improve my enjoyment of the library.

- Would be nice if the quiet study area could be kept a bit quieter.

- Please maintain silence and no food rule in silent area. Drinks ok, but food smells and audible chewing is disrespectful to everyone and prohibition is never enforced, which is frustrating.

- The one set back I would say is the space available, it can get crowded and noise levels tend to rise.

- Generally good environment, can easily get overcrowded and loud however.

- The quiet zone of the library is usually really noisy.

- People are often very loud around lunchtimes.

- Noise inside and just outside the library is not controlled. People have loud frequent group conversations in the library with little regard. Please enforce a quieter library!
### Space

- I really like the silent study areas and the level of respect amongst students in this area.
- So far, very good.
- Otherwise the library is fantastic: staff, e-resources, physical resources. All great.
- Needs to be cleaner
- Would be fantastic to have more group study rooms with big whiteboards (like PBL rooms) that are available to book for 1-2hrs.
- Great environment for learning
- Generally of a high standard.
- Entry into library using cards can be quite awkward when it takes a while
- Review access to electronic resources and authentication issues
- Investigate perceived gaps in our collection
- Monitor use of PCs and ensuring PCs are not blocked by unattended belongings
- “Respect” campaign
- Suitable furniture for group study space