

LibQual 2015

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The Survey

22 Questions

+

5 additional questions

3 “Aspects:

- Affect of Service (staff)
- Information Control (resources)
- Library as Place (environment)

Responses

2015:

437 responses

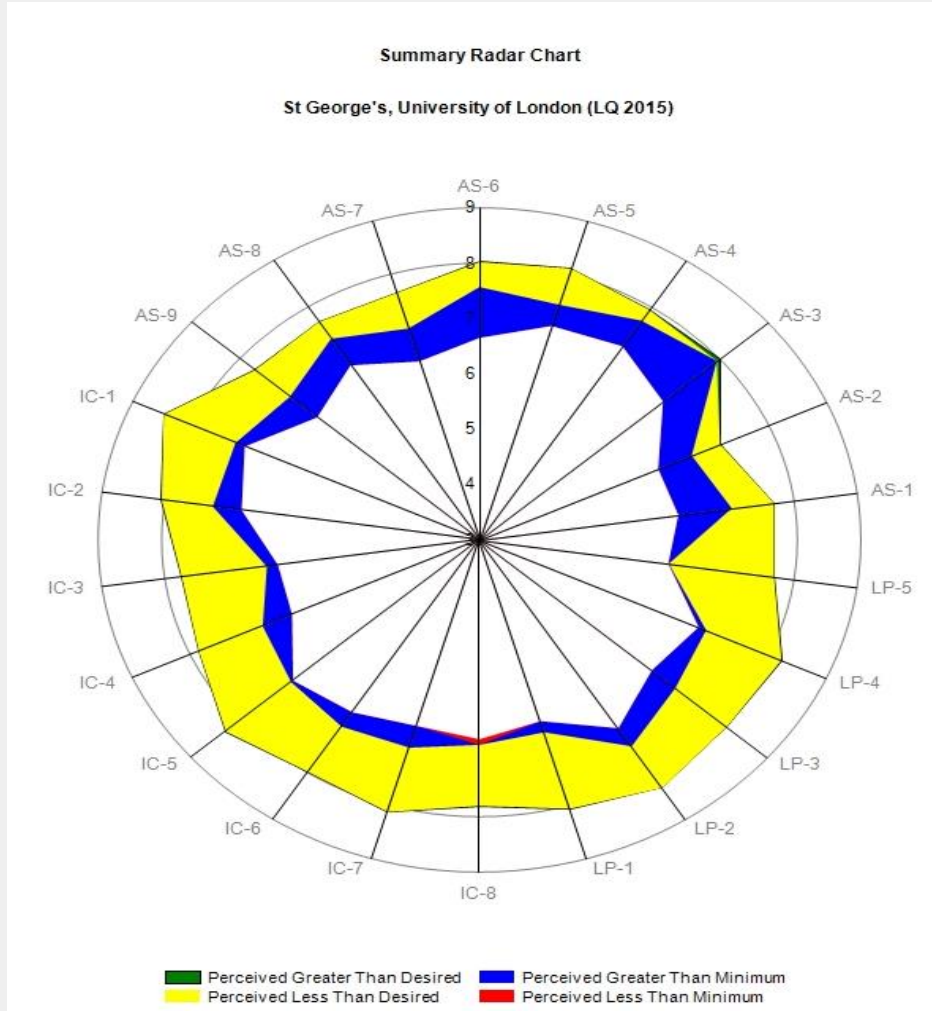
70% Medicine

87% undergrad

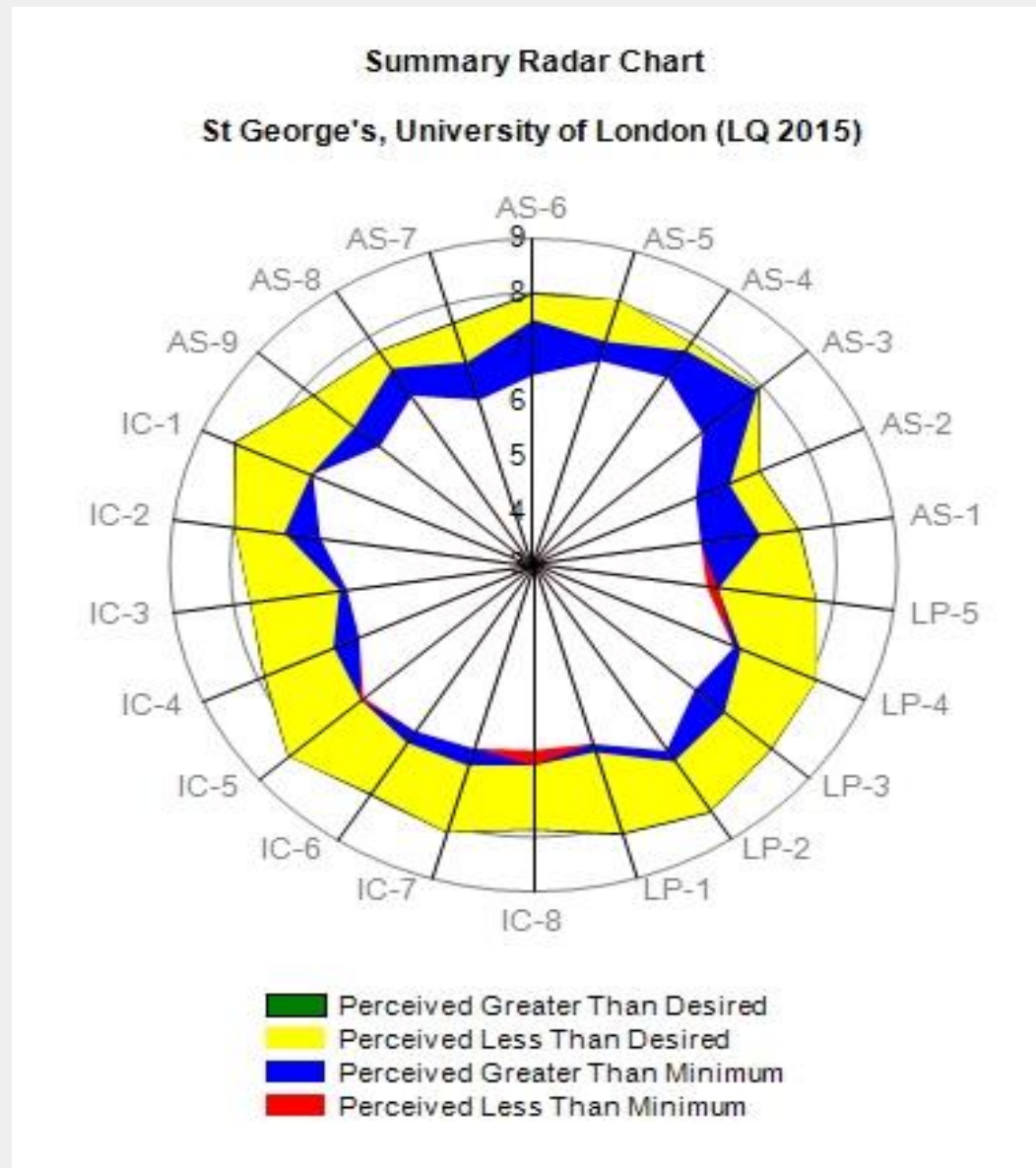
187 comments

Results

Overall results:

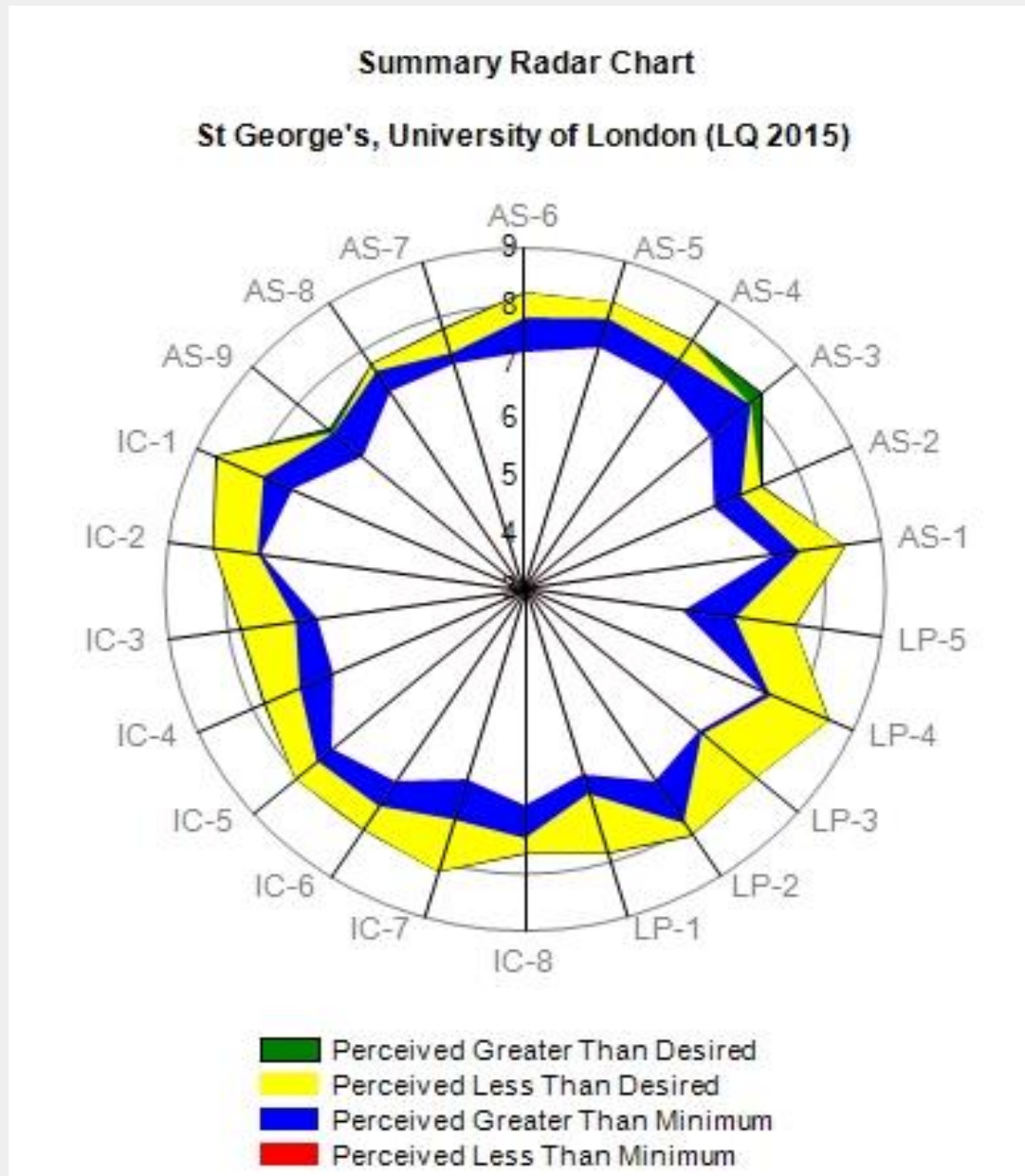


■ Medicine u/g (299):



Results

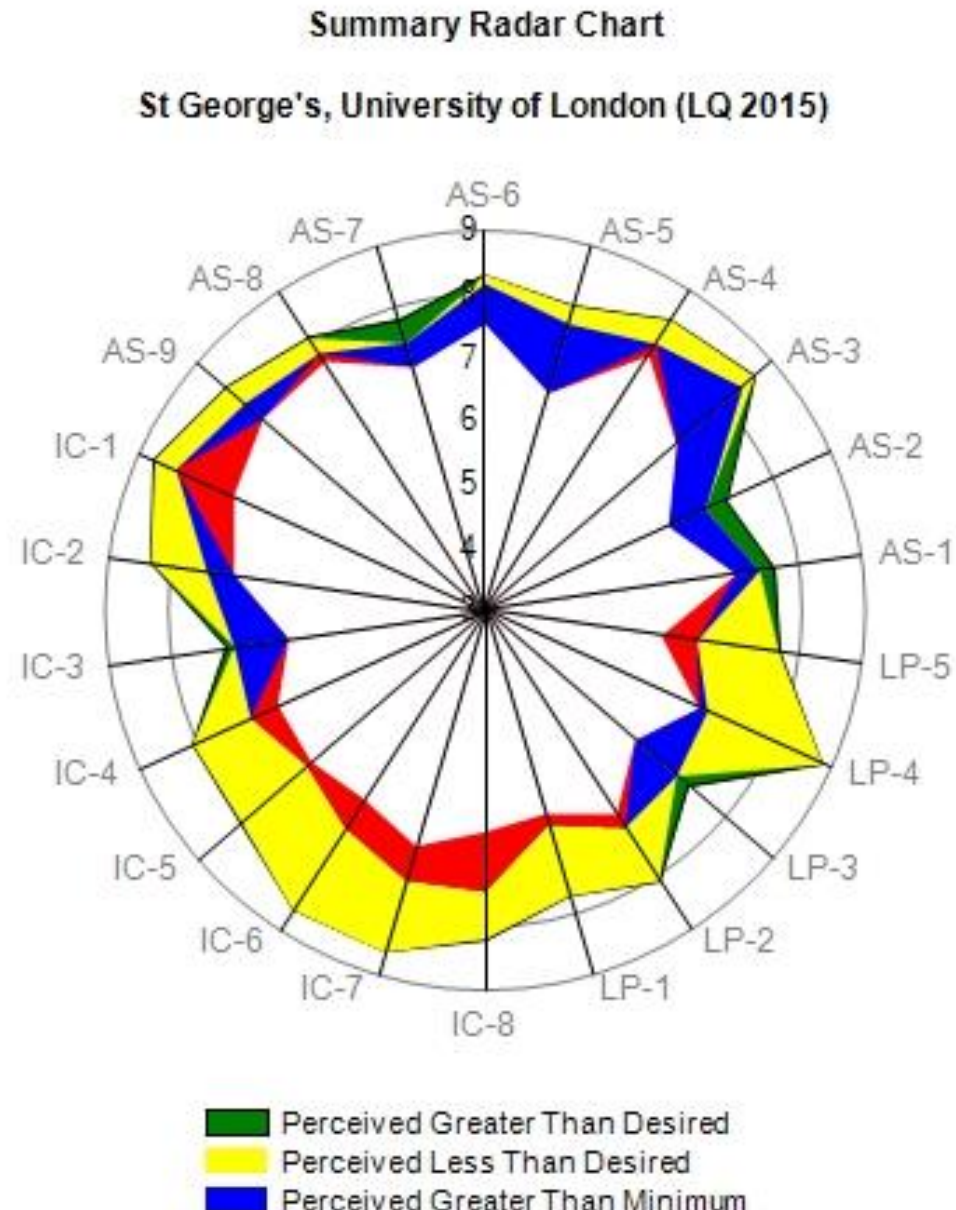
Faculty u/g (90):



Results

■ Postgraduates (44):

Results



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

Staff:

- The library staff are very friendly, and very approachable.
- Consistently friendly and happy to provide assistance. Often come away with the impression that user issues are priorities.
- On the positive side, all staff are friendly and helpful and the stapler and hole punch are much appreciated.
- Staff generally very helpful
- Always very helpful whenever I've needed advice help or guide necessary. Very friendly and approachable.
- Staff A++
- Staff and service is excellent
- 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.

Environment

- Also, I feel that rules on eating in the library should be soften slightly. Being able to snack discretely 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

ACTION

- 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