Library 2016/17 Satisfaction Survey: Response

The annual Library Satisfaction Survey took place between 7 December 2016 and 9 January 2017. Thank you to the 393 respondents. The table below highlights the main areas of dissatisfaction where it is below 70% or where there is a significant difference between experience and expectation:

<table>
<thead>
<tr>
<th>Area</th>
<th>% Satisfaction</th>
<th>% Comparison with 15/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Range of Books</td>
<td>78.9</td>
<td>-4.5</td>
</tr>
<tr>
<td>Range of Journals</td>
<td>68.9</td>
<td>+2.2</td>
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<tr>
<td>Course Books and Essential Texts</td>
<td>72.3</td>
<td>-2.7</td>
</tr>
<tr>
<td>Range of Electronic Resources</td>
<td>75.3</td>
<td>0</td>
</tr>
<tr>
<td>Library Environment</td>
<td>76.6</td>
<td>+3.2</td>
</tr>
<tr>
<td>Provision/Reliability of PCs</td>
<td>68.2</td>
<td>-2.2</td>
</tr>
<tr>
<td>Study Facilities</td>
<td>72.0</td>
<td>-0.3</td>
</tr>
<tr>
<td>Library Catalogue</td>
<td>76.3</td>
<td>-5.4</td>
</tr>
</tbody>
</table>

Analysis:

It should be noted that the results above may well have been affected by the new service at Queen’s Technical Building, introduced in short time early in Semester 1. This service offers significant support, services and material but only complements the main library with far fewer resources and a different study environment.

There are three areas where the results are particularly disappointing: books, PCs and Study facilities.

Books: Over 140,000 new eBooks have been added to the collection this academic year. The Library Catalogue has also seen a drop in satisfaction that may point to a problem in navigating the physical library. There have also been issues in accessing eBooks via the catalogue with faulty links. Extra funding for reading list items has been forthcoming - £30,000 extra has been allocated during the course of this academic year – but not in time to influence this survey.

PCs: In 2015 all student PCs were replaced and last summer saw the computer network upgraded. There was an issue with 30 laptops being out of circulation during term 1 due to a technical problem. During peak times this would have been a significant problem even though there had been a slight increase in the number of PCs available in the Library.

There is also an issue with students wishing to access specialist PCs within the Library at times when their departmental facilities are inaccessible. The Library has some facilities e.g. Creative Technology PCs and Macintoshes but at times of great demand these may be insufficient.

Study facilities: Group study facilities in terms of quality and quantity have not developed as planned. This was a key part of a university-wide development that unfortunately did not progress.

More positive has been the introduction of: online booking of Group Study Rooms; automatic renewals of borrowed items reducing the number of fines significantly; and increased free print quota to £20 per year (a 400 % increase). Also satisfaction with printing facilities has increased by over 30% over the last two years. Satisfaction with the range of electronic resources has been maintained following an increase pf 10% since 2015. This is due in large part to the introduction of Discover@Bolton (700,000+ searches since introduction) but this year’s figure demonstrates there is room for further improvement.
What we plan to do to further improve facilities within the Library and to address the main issues:

BOOKS and JOURNALS:
- Continue to enable students to access services and resources with repeated “Information and Digital Literacy” sessions throughout the academic year and within the curriculum where possible.
- Targeted development programme for academic staff re. Library services – Discover, Reading Lists Online, Subject Guides
- Further develop subject guides for all courses alongside developments in LEAP Online (formerly BISSTO)
- Increase roving assistance (enhanced at certain times of the year) and ability to support students in situ
- Review and simplify methods of discovery
- Continue work on helping students find books and journals within the Library
- Investigate implementing an online reference and help service with knowledge base
- Review resource requirements at Queen’s

IT:
- Increase the number of specialist PCs – we hope to make these PCs open access during the day and for specific users overnight if possible. In so doing, we can increase the number of open access PCs during the day.
- Replace the 60 laptop loan service computers
- Work with academic colleagues to reduce spikes in demand for specialist PCs within the Library

STUDY FACILITIES:
- Plans have been prepared for increasing bookable group study spaces. The group study areas on T2 will be developed and we will investigate the creation of additional group study facilities within the Main Library and at Queen’s Specialist Building
- Improve Digital Signage

GENERAL:
- Implement “Library on Tour” – set up drop clinics in SLZ, Bolton One, E&M Block, Queen’s to obtain feedback from students
- Greater support for basic Student Services information in evenings