

## *Response to the 2010/11 user survey*

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### **Our survey said...**

- Satisfaction with our overall service has increased by 3% to 90%

We will help by ...

- Monitoring the quality of our services and continuing to improve and develop them
- Investigating ways to improve satisfaction at sites where it has dropped
- Working with tutors to increase use in areas where less students are using our services

### **Our survey said...**

- Satisfaction with library staff has decreased slightly - 90% of you usually find the information you need but you would like more help finding books

We will help by ...

- Reviewing our signage and helpsheets
- Continuing to train our staff and improve the customer service they offer
- Offering 1 to 1 support sessions with a librarian to help you with your essays and coursework

### **Our survey said...**

- Satisfaction of H.E. students has increased by 7% but satisfaction with staff advice has decreased by 8%. You are also 2% less satisfied with the range of books and with group study spaces

We will help by ...

- Creating an H.E. Centre which will provide a new social learning space
- Introducing a silent study area supported by professional staff in the H.E. Research Room
- Continuing to expand our range of books, eBooks and eJournals to support H.E. courses

### **Our survey said...**

- Satisfaction with copying and printing has increased by 7%

We will help by ...

- Introducing Multi-Functional Devices for copying and printing in Park St library
- Investigating the option of an additional MFD in Queen's Gardens library to reduce queues
- Looking into the possibility of providing high quality colour printing through print credits

### **Our survey said...**

- Satisfaction with eResources has increased by 2% and 74% of users are satisfied with Moodle, but satisfaction with eBooks has dropped by 2%

We will help by ...

- Promoting Moodle and other online resources and providing more support and training
- Continuing to expand our range of eResources, eJournals and eBooks and trying to make them easier to access

### **Our survey said...**

- Videos & DVDs are still the lowest area of satisfaction and has decreased by 2%

We will help by ...

- Providing better access to our AV resources and continuing to add new off-air recordings
- Replacing our videos with DVDs and looking at ways to provide more videos electronically

### **Our survey said...**

- Some of our libraries get very busy and satisfaction with Access to PCs has dropped by 2% and with quiet study has dropped by 3%

We will help by ...

- Continuing to monitor and manage noise levels
- Looking at ways to allow you to use laptops and wireless access in our libraries
- Highlighting the lack of space to expand study spaces in many of our libraries