



LibQual 2017

YOU SAID..



..a great dearth of printed materials, both in hard and e-copy

Very few up-to-date relevant math books

There is not enough space, computers or sockets for laptops

Increased hours (even if just during exams) would be great



Nothing is obvious on the website and it needs serious attention



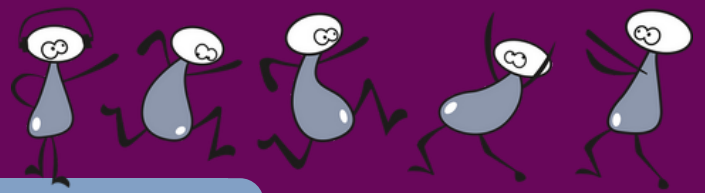
A book requested from closed collections took 4.5 days to surface...books ordered sometimes take 5-6 weeks to arrive

ILL service could improve - needs more staffing for quicker turnaround



You like us! Nearly 80% of your comments were positive. But one can always do better!

SO WE DID...



COLLECTIONS

Opening access to 30 000 more ebooks via patron-driven acquisition through the catalogue

Targeting collection development in areas noted in LibQual



ENVIRONMENT

We have increased study spaces on floor 2 by 31



We ran a pilot to extend weekend opening hours for 3 weeks around exam time

We have purchased and installed 3 LapSafe charging towers for laptops, phones and tablets on the ground floor, providing 36 additional charging points

WEBSITE

Our new Library Guides system has proven very popular and user-friendly. We are reviewing our website to declutter and simplify

SERVICES

We're implementing a new Library system and as part of that are reviewing workflows. You'll see improvements soon!

We are carrying out a full review of our ILL service



STAFF

To ensure you have a good customer experience all the time, there will be customer services training provided to all staff