

# Tell Us What You Think 2013-14

## Analysis of feedback

### Robinson Library

Topic	Complaint	Suggestion	Compliment	Total	% of total	2012/13*
Library Staff/Services	5	8	12	25	16.23	16.67
Buildings/Environment	5	2	1	8	5.19	6.00
Opening Hours	6	1	1	8	5.20	2.67
Loan System	0	0	0	0	0.00	0.67
Stock	1	1	1	3	1.95	2.67
SmartCard	0	0	0	0	0.00	0.00
STC	0	0	0	0	0.00	0.00
Café	10	0	2	12	7.80	6.00
Computers	6	3	0	9	5.84	5.33
Toilets	8	2	0	10	6.50	2.00
Overdue charges	0	0	0	0	0.00	0.67
Noise in the Library	6	0	0	6	3.90	15.33
Print, Photocopying and Scanning	4	0	0	4	2.60	0.67
Catalogue/Library Search	1	1	0	2	1.30	0.00
Inter-Library Loan	0	0	0	0	0.00	0.00
Study Space	12	1	2	15	9.74	0.67
Databases	0	0	0	0	0.00	0.00
Mobile Phones	0	0	0	0	0.00	0.00
Children in the Library	0	0	0	0	0.00	0.00
Microfiche/Microfilm /AV	0	0	0	0	0	0.00
Smoking outside the library	2	0	0	2	1.30	1.33
Temperature	6	0	0	6	3.90	11.33
Food and Drink	3	1	0	4	2.60	13.33
Drinking Water	9	0	0	9	5.84	2.67
Website	5	2	0	7	4.55	0.00
Signage	1	0	0	1	0.65	1.33
E-Books	1	0	0	1	0.65	0.00
Change machine	3	1	0	4	2.67	0.00
Lockers	2	0	0	2	1.30	2.67
WiFi	4	0	0	4	2.60	0.00
Bike racks	10	0	0	10	6.50	0.00
Print Services (inc	0	1	3	4	2.60	0.00

Bindery)						
Other University Services	1	0	1	3	1.95	2.67
<b>Total</b>	<b>108</b>	<b>23</b>	<b>23</b>	<b>154</b>	<b>100</b>	<b>100</b>

Topic	Complaint	Suggestion	Compliment	Total
Pop-Up Library	0	1	6	7
Law Library	2	0	2	4

#### Respondents

Category	UG	PG	Staff	NHS	Other	Not shown
	68	38	11	0	21	2

#### Walton Library

Topic	Complaint	Suggestion	Compliment	Total	% of total
Library Staff/Services	0	0	2	2	14.30
Buildings/Environment	2	0	2	4	28.60
Opening Hours	0	0	0	0	0.00
Loan System	0	0	0	0	0.00
Stock/Reshelving	1	3	1	5	35.71
SmartCard	1	0	0	1	7.14
STC	0	0	0	0	0.00
Café	0	0	0	0	0.00
Computers	0	1	0	1	7.14
Toilets	0	0	0	0	0.00
Overdue charges	0	0	0	0	0.00
Noise in the Library	0	0	0	0	0.00
Photocopying	0	0	0	0	0.00
Catalogue/Library Search	0	0	0	0	0.00
Inter-Library Loan	0	0	0	0	0.00
Databases	0	0	0	0	0.00
Periodicals	0	0	0	0	0.00
Mobile Phones	0	0	0	0	0.00
Drinking Water	0	0	0	0	0.00
Multimedia	0	0	0	0	0.00

Fire alarms	0	0	0	0	0.00
Group rooms	1	0	0	1	7.14
Other	0	0	0	0	0.00
<b>Total</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>14</b>	<b>100</b>

## Respondents

Category	UG	PG	Staff	NHS	Other	Not shown
	3	1	1	0	3	6

## Action taken

### Robinson, Law and Pop-up Library

Particular issues which emerged from an analysis of the comments received:

- **Availability of hot water**

We previously had the one combined hot/cold water tap in the café but as it was so unreliable, we replaced it with a heavy duty high demand hot machine and two separate cold water machines. Sinks were also installed below each of the three machines for easier use. This would appear to have resolved the issue.

- **Availability of study space and noise levels during January 2014 exam period**

The set-up of the Pop-Up Library offered an extra 348 study spaces during the summer term exam period and helped to meet increased demand for quiet and silent study space. The Noise alert service was extended to run during all the Library's opening hours. The Library's Clean and Quiet campaign during the summer term exam period used extra roving staff to help manage noise levels and to proactively direct Library users to available study spaces.

- **Post-launch comments about the redesigned library website**

The suggestions and complaints that were received were positively responded to - actions included adding additional links to the home page and a few page redesigns.

- **Issues with the robustness of the Wifi in parts of the building at very busy times**

The WiFi was upgraded throughout the Robinson Library during the summer vacation to address this issue.

- **Requests for free milk**

The café arranged for smaller cartons of milk to be sold at cost price to allow students to have milk for their own hot drinks.

- **Requests for more bike racks**

Additional bike racks were installed outside the Library in front of the café area leading down to the Law School to meet this need.

- **Toilets - various complaints re locks, coat hooks and cleanliness**

The original locks that were installed in toilets on levels 3 and 4 have now all been replaced. Toilet areas are monitored by Library staff and new processes have been put in place to ensure that this is done. The University's Building Facilities also provided additional cleaners for the busy exam period in the Library.

## Walton Library

Particular issues which emerged from an analysis of the comments received are:

- There were a number of suggestions and complaints about items / stock – mainly about copy numbers. All suggestions were purchased and stock numbers augmented. stock suggestions have been purchased.
- There were some complaints about lack of sockets in Group Rooms which are currently being addressed.
- Minor complaints about noisy door handles and white boards were addressed immediately.
- There were a number of compliments about staff and services which was gratifying.