

Tell Us What You Think 2020-21

Analysis of feedback and actions taken

Table cells marked with a hyphen indicates that we were not collecting data for that topic in that year.

Philip Robinson Library

Topic	Complaint	Compliment	Suggestion	Total	2020/21	2019/20
Buildings/Environment	-	-	-	-		17%
Café	1			1	5.5%	7%
Catalogue/Library Search						1%
Computers						4%
Drinking water	1			1	5.5%	
E-books						3.5%
Food and drink	2			2	11%	6%
Library Staff/Services	5	3		8	45%	11%
Loan System						11%
Noise in the Library						
Opening hours	1			1	5.5%	1%
Print, photocopying and scanning						1%
Print Services						10 %
Stock			1	1	5.5%	8.5%
Study space	1			1	5.5%	6%
Temperature	2			2	11%	11%
Toilets	1			1	5.5%	
Website						1%

Library Staff and Services

Over the course of 2020/21 we needed to change many of our usual services due to Covid-19. This included asking for customers to book ahead to collect books and study space. We received some criticisms about how this was initially managed. For example, two of the complaints referred to needing to queue to enter the Philip Robinson Library as only one member of staff was checking bookings. Though we could not increase staffing at the Library Welcome Desk, over the months we did tweak how the booking and scheduling processes worked to manage the situation better. It was lovely when these changes were noted in subsequent compliments. Throughout the pandemic our staff have worked very hard to offer the best service possible, and they appreciated very much when this was acknowledged.

Food and drink

We received some complaints about not being able to access free hot water and some of the vending machine items being out of date. Once these matters were brought to our attention, we worked hard to resolve them.

Temperature

We continued to work with the University Estates team to ensure the Philip Robinson Library was at a suitable temperature.

Group study space

It was clear from some comments that students missed not being able to use group study spaces. Unfortunately, we had to close group study spaces for an extended time due to government guidelines and social distancing needing to be maintained.

Marjorie Robinson Library Rooms

Topic	Complaint	Compliment	Suggestion	Total	2020/21	2019 / 20
Buildings/Environment			1	1	20%	67%
Library Staff/Services	2			2	40%	
Loan System						
Noise in the Library						16%
Study space	2			2	40%	16%

Feedback received about Marjorie Robinson Library Rooms was mainly about the click and study system and general availability of study space. At certain points of the academic year, study space at the Marjorie Robinson Library Rooms was in very high demand, especially when we needed to temporarily close the study space at the Philip Robinson Library in January 2021 for the second national lockdown. We worked hard to make access to study spaces as equitable as possible through closely managing the booking system, and signposted alternative study spaces on campus. When it became apparent our accessible study spaces were not adequate, we quickly converted two group study rooms into private quiet spaces.

Walton Library

Topic	Complaint	Compliment	Suggestion	Total	2020/21	2019/20
Buildings/Environment	1		1	2	15.5%	29%
Café						1%
E-books	2			2	15.5%	
Food and drink						2%
Library Staff/Services		1	2	3	23%	
Noise in the Library						2%
Opening hours						
Stock	1			1	7.5%	2%
Study space	2		1	3	23%	
Temperature	1		1	2	15.5%	19%
Website						4%

Study spaces

The main theme of feedback received about the Walton Library concerned how the study space booking system was working and length of booking slots. Thoughtful comments about length of booking slots resulted in extending the click and study slots from 3 to 6 hours at all three libraries and reintroducing the checking of user bookings to stop students coming into the library without the necessary booking.

Building/Environment/Temperature

Fewer comments were received this year about the temperature but when they were received, we worked with Estates Support Services to resolve them as quickly as possible.

E-books

Concerns were also raised about e-books with licences that restrict concurrent users. We have worked hard since March 2020 to enhance the range and availability of e-book collections. The access we can provide to e-books is managed through our licensing agreements with publishers. Publishers can choose to limit the number of concurrent users or allow us so many accesses as part of these agreements. Where it is affordable to do so, we will subscribe to multiple licences or increase the number of credits to allow more students to read the same e-book. It is helpful when students report difficulties in accessing e-books so we can see if we can negotiate increased access.

Law Library

Topic	Complaint	Compliment	Suggestion	Total	2020/21	2019/20
Food and drink						50%
Library Staff/Services		2			100%	
Noise in the Library						50%

Disappointingly the Law library had to remain closed until August 2021, as we could not safely operate services or offer study spaces in line with the government and University operating guidelines regarding social distancing. However, we worked hard to ensure staff and students continued to have access to the library's stock via our click and collect and digitisation services. It was nice to subsequently receive these two compliments about this work.