UNIVERSITY OF **BATH**

Library User Survey Results 2003

In March 2003, as part of a pilot project with 19 other HE Libraries, we ran a comprehensive user survey, to find out your views of our Library service here at Bath.

We advertised the survey questionnaire via email, to all members of the University registered with the Library. 820 survey responses were received, 563 from undergraduate students, 168 from postgraduate students, and 84 from members of staff.

What did the Library survey tell us?

The survey told us what your expectations of the Library service are, and how well you think we are meeting those expectations. It covered all aspects of our service, grouped in four general areas:

- **Access to information –** the availability of Library resources, and how accessible they are.
- **Affect of service –** the skills and helpfulness of Library staff.
- **Library as place –** the environment within the Library building.
- **Personal control –** how easily an individual can access, and use the Library's resources

What is most important to you?

- *Convenient and timely access to library resources, in paper and electronic form, both on and off campus.*

Where do you think we are doing well?

- **Our opening hours** – you rated our opening hours well above your expectations.
- **Our location** – you see this as convenient and accessible.
- **The service from staff** – you rated us well on questions about staff attitudes and skills.
- **Our Library web site –** it helps you to locate information easily yourself.

Where did you think we could improve?

- **Access to photocopying and printing facilities**. We introduced self-service printing in November, providing 24 hour access, and ending queues.
- **The study environment within the Library building**. We have created an additional training room/quiet PC area on Level 5, and will continue to zone quiet, and group work areas throughout the Library.

What further action have we taken?

- **We introduced a 'proxy server'**. This has made more of our resources available off campus, without you needing additional usernames and passwords.
- **We have joined the UK Libraries Plus Scheme**. This makes access to other University Libraries easier for staff and students
- **We are working to increase the information skills tuition we provide**. A tutorial introduction to the Library is now available on our Web pages, and we are offering new courses through the University's Horizons programme.
- **We will be introducing a new 3 day loan period this summer**. This should help to improve the availability of your course materials.