

Covid-19 – Week Eight Check In Survey: Response from the Library

Review of Library feedback from the survey responses.

Overview

176 students included some comment about Library resources in their free text comments. Of these 92 were included in the section on educational experience and 95 in the section on wider university experience, with 9 students providing comments about the Library in both sections.

These 176 comments were analysed according to subject areas:

Library Services in General

72 were general comments about the Library service. 62 of these cited Library services, both provision of study space and online resources, as something that was working well for them, and expressed appreciation that these had remained available. 3 comments in this category were simply statements that the students had or hadn't used, or weren't aware of the Library services currently available. 6 students' comments expressed dislike of current Covid secure measures required in the Library, eg wearing face coverings or following social distancing rules.

Independent Study Spaces

79 comments were included about independent study spaces. 38 expressed appreciation of the study spaces available. Of these, 7 specifically noted that they liked the LibCal booking system, and 2 expressed thanks for responding to feedback and removing the initial 8-hour weekly booking limit. 2 noted that the Library had been well set up for the current situation.

There were an additional 40 comments in this category with less positive views about the study spaces available, 13 of these included requests for additional study space, on campus and in the city, and 3 were requests for group work spaces. 10 noted that the student didn't like the booking system, either finding it too complicated or that other students didn't always use it, and 6 noted that they would like longer booking slots. There were an additional 3 comments where students said they didn't like wearing face coverings in the Library.

Library Materials

There were 33 comments which referred to availability of Library materials (eg books, journals, and articles). 15 of these expressed appreciation of the electronic materials available, and 1 appreciation that physical resources were still accessible. 13 included requests for more electronic materials and 2 requests for wider availability of physical materials. 3 additional comments were requests for changes to reading lists.

Library Support

There were 9 additional comments expressing appreciation for the help and support Library staff had given.

Actions

Independent Study Spaces

- We will continue to host, the 'Where to study' webpage: (<https://www.bath.ac.uk/campaigns/where-you-can-study-on-campus-and-in-the-city/>) working with colleagues in other areas of the University to ensure we can promote up to date information on study space availability in the city and across campus, as well as in the Library. This will help ensure students are aware of, and can make best use of the range of study spaces available to them.
- We will continue to lead the work with other departments, the SU, and with students to increase awareness of the Covid safe study arrangements implemented within the Library building and other study spaces, and the reasons for adopting these, to help ensure study environments remain safe for all users.
- We will assist, working with other professional services and academic departments, in developing guidance for students on good online and Covid secure group work practices.
- To further improve the independent study space availability, we have removed the requirement to take a one hour break between bookings. This will support exam and assessment requirements and responds to the present lack of suitable indoor social/retail spaces during lockdown conditions, particularly difficult during the current colder weather.

Library materials

- We will continue to work with academic staff to identify and obtain appropriate electronic copies, or access, wherever possible, to all core recommended reading materials.
- We will work with academic departments to define and share best practice in reading list provision for students in the Bath Blend environment, and will provide guidance for teaching staff in adopting and utilising the full capabilities of the Library's Reading List Management System 'Library Lists'.
- We will continue to provide and develop information skills teaching and guidance to ensure students can easily find and make best use of the wide range of electronic and print resources we offer.

Liaison

- We will continue to consult students and work with the SU and academic departments to ensure we can anticipate and meet changing requirements for Library materials and independent study spaces.

Hannah South
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