

## **Review of Library feedback from the survey responses.**

### **Overview**

There were 2377 unique responses to the 2020/21 second semester week 4 survey. Of these 111 (4.7%) included reference to Library facilities, services or resources. (In the 2020/21 first semester week 4 and week 8 surveys, reference to library facilities, services or resources occurred in 3.4% and 5.15% of responses returned.)

Of the 111 responses with library related comments in the current survey, 63 students included their comments in the section on educational experience and 48 in the section on wider university experience, with 4 students providing comments about the Library in both sections.

These 111 comments were analysed according to subject areas:

### **Study spaces**

24 students included comments on study spaces. 15 of these were positive, expressing general appreciation that Library study spaces had been available, and/or naming Library study spaces as something that had worked well for them. 7 additional comments included requests for more study space, including group work spaces, and greater availability. 1 of the comments specifically requested more space in Oldfield Park, and 1 asked for removal of the 4 hour booking limit.

### **Physical Library access/availability**

An additional 34 comments mentioned access to the Library in general terms. 16 of these gave access to the Library as something that was working well for them, and expressed general appreciation that Library services and resources had remained available. 5 were negative comments, noting as an issue their reduced access to the physical library because they themselves were not based on campus.

### **Library online resources, readings and books**

23 comments included reference to library resources in general and a further 25 specific reference to books or recommended readings. Of the general comments on library resources 15 gave the availability of online resources as something that was working well for them; 5 were requests for more material to be available online or noting that some particular resource had not been accessible electronically; 2 comments were for better signposting and linking to recommended resources from Moodle; and one comment was simply a request for the Library to keep digitising resources.

Of the comments referring specifically to books or readings 15 were requests for more materials to be made available online, either in general or particular items. 10 were requests for fewer readings and/or better linking to recommended materials from Moodle.

### **Library services**

There were an additional 9 comments about Library services in general. 7 were simply appreciation of what was available, 1 was a request for more information about the library and one a request for more support from a range of University services for those not based in Bath.

### **Actions**

We will continue our work to expand the Library's online resource provision and to meet requirements for independent learning spaces. Particularly related, ongoing actions include:

### **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 work, with Estates and others, to optimise the Library's independent study spaces for 2021/22 while ensuring we comply with all government, regulatory and health and safety guidance then in place.
- As noted following previous check in surveys, we have removed the requirement to take a one hour break between study space bookings. This has ended the previous 4 hour booking limit mentioned in this survey's comments, and will additionally support exam and assessment requirements.
- We will continue to monitor student feedback on study spaces, including that sent directly through the Library's enquiry management systems, reported by SU representatives and from discussion at appropriate meetings, eg SSLCs and the Library Liaison Committee.

### **Library materials and recommended readings**

- 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'. This will help improve signposting and linking to recommended reading from Moodle, and to address concerns some students' noted about length of reading 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  
Head of Library Academic Services