

Library User Survey 2001

We were very pleased to receive so many responses to the recent Library Survey – over 1000 in total. The winner of the Prize Draw was Tim Smardon, a student in the Department of Physics.

The overall feedback was very positive with 93% of respondents at least satisfied with the overall level of service. Satisfaction with the level of help received from staff was also rated very highly.

The top three areas of concern identified were:

1. PC Provision & Maintenance
(Mostly requesting increase in provision, some more zoning e.g. email only, number of faulty machines, speed of network, requests for logging off of idle machines).
Many of these comments are reflected in the recent BUCS survey and a copy of the results of the library survey will be sent to the Director of Computing Services.
2. Photocopying and Printing
(Too expensive, peak time queues)
3. Library Environment
(Noise, mobile phones, temperature, lighting)
Over the summer, we will look at all the survey responses in greater detail and target areas for improvement. These will be reported to you on the Library homepages.

Your feedback is very important in helping us to plan and improve the service. Thank you for your response and the many constructive comments we received.

Use of Library resources:

Overall use:

- **92%** of respondents make use of Library resources at least weekly
- **4 out of 5** Undergraduates use Library resources on a daily basis

Help from Library Staff

- **97%** of users were at least moderately satisfied

Induction and training from Library Staff

- **83%** of users at least moderately satisfied

Book Stock

- **77%** of users at least moderately satisfied

Printed Journals

- **86%** of users at least moderately satisfied

Electronic Journals

- **84%** of users at least moderately satisfied

Databases and other electronic information sources

- **90%** of users at least moderately satisfied

WebCat

- **89%** of users at least moderately satisfied

Photocopying

- **73%** of users were at least moderately satisfied

Printing

- **67%** of users were at least moderately satisfied

Study Spaces (non-PC)

- **73%** of users were at least moderately satisfied

Provision of Computers

- **59%** of users were at least moderately satisfied

General Library Environment

- **74%** of users were at least moderately satisfied

General Question

Users were then asked to indicate how much they agreed with the following statement:

'Generally I feel that the Library provides a good service to me'.

- Of users taken as a whole, **93%** were at least moderately satisfied with the Library service (UGs=95%, PGs=87%, Staff=90%)