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

Overview

While there were a relatively small number of student comments received through the survey which directly mentioned library services or resources, those that did provided some helpful feedback. 25 included general comments that Library services have been one of the areas of support that they have particularly appreciated. There were also some comments specifically about provision of library resources: 16 noting that the Library's provision of online materials, books and other formats had been particularly helpful; 17 requesting more online book provision and 2 requesting additional excerpt scans for Moodle.

Of the comments about the Library's independent study spaces: 9 were expressing appreciation that the booking system was available; 9 noted they'd found the booking system difficult; 17 were requests to book more than the then maximum 8 hours per week in Library spaces; 5 were requests for provision of group study spaces; and one was a request for more PCs to be available in the study spaces.

There were three comments where students indicated they'd had a difficulty or a delay in obtaining their Library card.

Actions.

We have already made some changes which will address issues noted related to Library services:

> **Study spaces.** The 8 hour weekly booking limit has been removed, students can now books as many sessions as they wish, and some changes have been made to simplify the booking system.

> **Electronic resources.** We are continuing work to extend our online book provision, and the number of scans we have created for Moodle units has increased dramatically this semester (929 in Sept/Oct 2020, compared to 128 in Sept/Oct 2019).

> **Library cards.** We implemented a completely new system of delivery for Library cards to new students this year, receiving only 3 notes of problems with this is probably an indication of its success! We will however, as usual, be reviewing all registration and induction processes with other professional services before the start of the 2021/22 academic year to identify any improvements that can be put in place.

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