

Festive Feedback 2018 Report

Summary

This year, Festive Feedback ran for two weeks from Saturday 1 December to Friday 14 December. This was a joint physical and digital campaign in order to capture feedback from a wide range of user groups.

Library users were asked two questions:

- 1) Library Santa asks are you happy with our service this year?
- 2) Library Elf asks what would you like us to improve next year?

Users were able to provide feedback on tags on our Christmas tree, as well as online via Twitter and Padlet.

There were 72 responses in total, which was a marked increase from last year's 54 responses.

Response Overview

The 72 responses could be separated into seven categories: Events (2); Facilities (13); General Library (22); IT (6); Opening Hours (6); Resources (2); Staff (21).

These could be separated into two types of feedback: Areas of Success (39) and Areas for Improvement (33).

The top areas for success were:

- Praise for staff members (19)
- Praise for general library services (19)

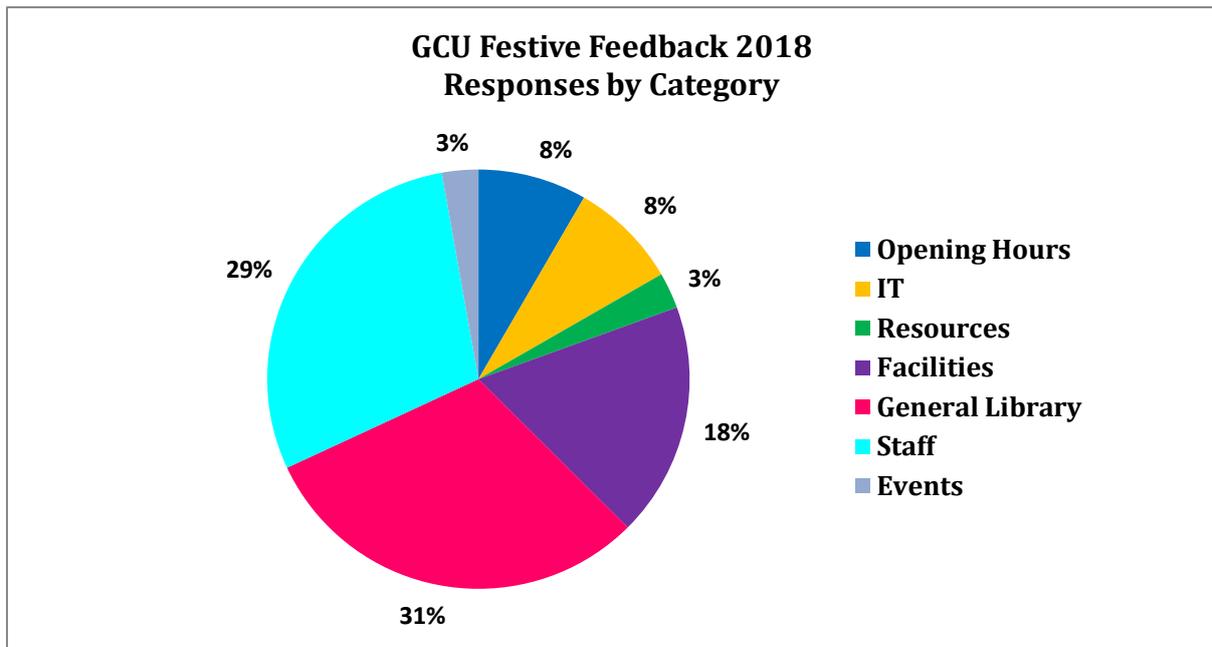
The top subjects in which improvements were suggested were:

- Catering options (6)
- Number of available computers (6)
- Weekend opening hours (6)
- Temperature issues (4)

Significantly more users provided feedback through the physical forum (64) than the digital forum (Padlet: 8; Twitter: 0). However, Padlet proved a useful tool as it offered a space for users to provide detailed and anonymous feedback, so this is a tool that should be considered for future campaigns.

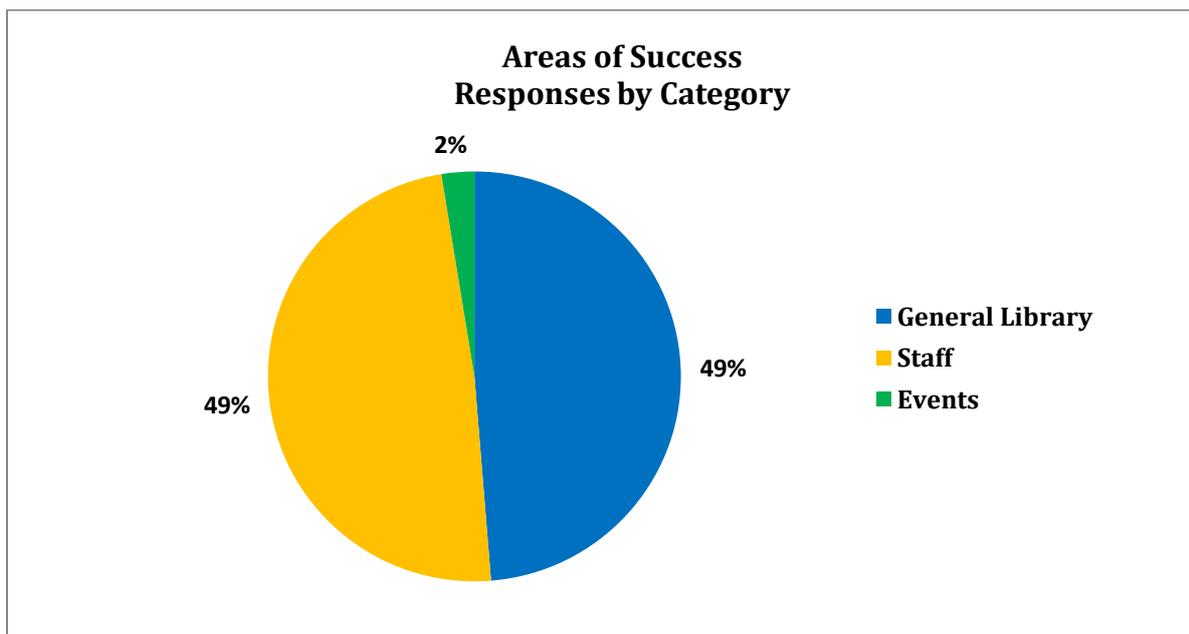
Responses by Category

The following pie chart shows the percentage of feedback related to each category:



Areas of Success

The following pie chart shows the percentage of feedback related to each category identified as areas of success:



Comments on areas of success:

Events

Subject	Feedback
Carol	Love the carol concert. Ho ho ho

General Library

Subject	Feedback
Praise	Great place to study! Really enjoying it.
Praise	More people like you guys in France! And I would like to have the same library in my French university!
Praise	This is my year - :)
Praise	I'm very happy with the service. Merry Christmas!
Praise	Great range of services
Praise	Enjoy every moment, every second. Love you :)
Praise	The library is wonderful!!
Praise	I love you
Praise	Yes, happy with our services. Keep supporting students in every way possible. Merry Xmas
Praise	I think you have done an excellent job in creating a great environment for the students to study in.
Praise	Love
Praise	Great library!
Praise	It is amazing, thank you for your wonderful job! Merry xmas!!
Praise	I really like it! Thank you for your hard work! & lets keep improving! Wishing everyone a very merry xmas! :)
Praise	Lovely library
Praise	We should have more libraries like this one in Italy
Praise	I love your Library!
Praise	Keep up the hard work xxx
Praise	Very nice and cosy library. Excellent job!

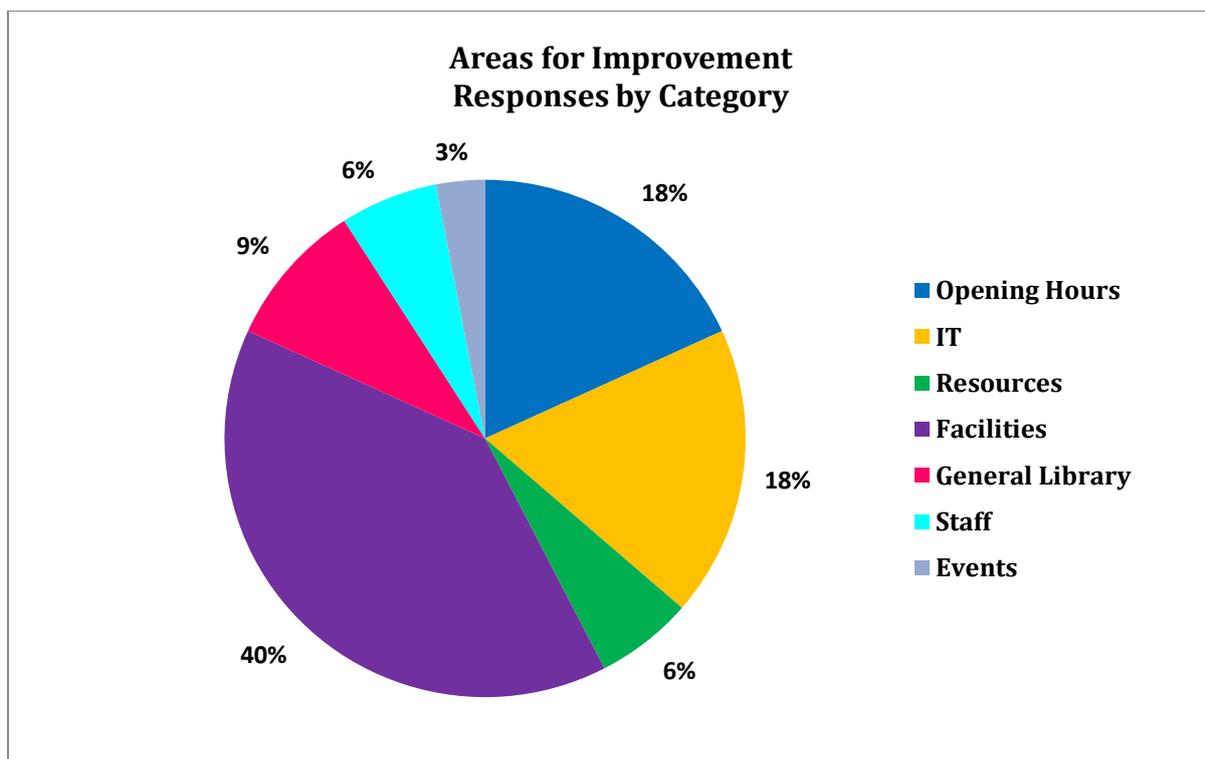
Staff

Subject	Feedback
Staff Praise	I feel library staff and librarians are very friendly and helpful.
Staff Praise	I was happy with the quality of response and help I received from my librarian when I e-mailed for help. She gave me clear explanations and was willing to help further by offering face-to-face help if I had not understood the e-mail. Thank you!
Staff Praise	Its brilliant and I like that it's a mixture of age groups, being a mature student I like being able to talk to people nearer my own age.

Staff Praise	Thank you so much for the drop in sessions. I also got to call in for some referencing clarifications - I was pleasantly surprised all my questions were answered. Wishing you & your family a Merry Christmas
Staff Praise	Nice library staff
Staff Praise	Staff always helpful.
Staff Praise	Thanks a bunch for all the work you do!
Staff Praise	Thanks Eileen for showing me how to move compact storage. Not scary now
Staff Praise	You are really doing a good job
Staff Praise	Love you all, keep up the good work!
Staff Praise	Yes, I asked one librarian where a book was, and she showed me how to use the desk that searches for books.
Staff Praise	A librarian dedicated a lot time to helping me take out a book.
Staff Praise	Ann is a lovely lady, she always has a smile on her face, ready for a chat, and is very hardworking. And passionate about helping others. Will be very sad to say goodbye to her when we finish. #ann4president
Staff Praise	Very helpful, and happy to go out of their way to help, cheers Jimi =)!
Staff Praise	Would like to say a big thank you to Carol on library desk, who made finding my books on catalogue easy. Very friendly and helpful
Staff Praise	Thanks so much Katie for all your help with printing last night!
Staff Praise	Weekend staff are so nice! Thanks David!
Staff Praise	Thanks Anne for helping me find my book. Always cheery and nothing a bother
Staff Praise	The staff are great! Always helpful! Lady called Eileen helped me with library home pages and how to find what I needed. Thank you

Areas for Improvement

The following pie chart shows the percentage of feedback related to each category identified as areas for improvement:



Comments on areas for improvement:

Events

Subject	Feedback
Suggestions	I'd love to see more social events like Christmas concert, Scottish ceilidh night, or some public talks on global issues :)

Facilities

Subject	Feedback
Catering	Not much food option in the café
Catering	The coffee is too expensive :(
Catering	Lower water prices please! :)
Catering	More vegan option in café please :)
Catering	Better and cheaper food pls
Catering	More healthy (and veggie options) at the café would be great! Merry christmas!
Cleaning	The cleanliness of the library is often not good. Level 0 and level 2 are especially bad- bins overflowing, dirty tables and the toilets are pretty disgusting. It's not very welcoming, and sometimes it makes me not want to study there.
Cleaning	Where has all domestic staff gone, uni is very dirty
Lifts	More access to those with 'invisible' disabilities. I should not have to constantly tell people I am disabled, when getting the lift and they just stare at me as though I am not there. That or at least allow students with a disability access to the ground floor for the second (staff) lift
Temperature	Fix the heating on the floors & also the computer lab. Thank you

Temperature	Turn the heating up on level 4 - it's a bit like a freezer
Temperature	Please fix the heating on 3rd and 4th floor especially
Temperature	Heating

General Library

Subject	Feedback
Access	Change the library from public to GCU student only
Information	I think it would be good to have access to information somewhere about what facilities are available on each floor in terms of things like water fountains etc and what each floor has that students might not be made aware of e.g. the library room is included in the map but there are no details of what this is for or what facilities it has.
Study Spaces	Private space

IT

Subject	Feedback
Computers	I think the 4th floor should be made into a silent floor with computers rather than silent but you have to bring your own device. Even if there were a few empty desks there then people who wanted to bring their own device would still have this option. I just feel that, especially around this time of year, there are not enough silent places with computers to work in, and we don't all have devices we can bring with us, therefore if the 3rd and 4th floor were both silent but with a few spaces empty for people who want to either bring their own device or study with books etc then this would please everyone.
Computers	Given the limited number of computers in the library, it would be helpful if there was some way to track whether students were actually using them or not. I've lost count of how many times someone at the computer next to me has gone to a lecture (I know because they've told their friends at nearby computers) whilst staying logged on and leaving their bag etc so nobody else can take it.
Computers	Please have a system to prevent people leaving their stuff at the computers for ages without using them!
Computers	Please fix some pcs
Computers	More desktop computers on 4th floor (3rd floor gets very busy)
Computers	More PCs/workspaces as it always seem full

Opening Hours

Subject	Feedback
Weekends	Keep the library open 24 hours earlier, closing at 1800 on a Sunday is not ideal for final year students!
Weekends	You close too early, especially in the weekend
Weekends	Library stay time especially at the weekends are not sufficient. You may wish to look at that!
Weekends	Longer opening times at weekend (Sat especially)

Weekends	Longer open hours for Saturday. P.s. masters student
Weekends	Brilliant, only wish you were open longer at weekends. When you have family the evenings are the only option you have. Merry christmas

Resources

Subject	Feedback
DVDs	I would love some more DVDs to borrow from the library and for longer.
Staplers / Hole Punches	An idea to improve - have staplers and hole punches by the printers?

Staff

Subject	Feedback
Communication	It would be good if there was a way for students who are currently in the library to report online that there are people talking on the silent floors. Numerous times I have had people nearby me on the silent levels either talking to someone beside them or answering a phone call. I'm not talking about a 10 second conversation because I understand sometimes people might be asking someone a question or for help with something e.g. someone beside me asked how to print in the library so I explained this but said it quietly. However, prolonged conversations are really distracting and if people want to talk they should be using other floors. Therefore, if there was an online reporting system it would be good so that students could log it and say where in the library it was, and librarians could see this and come and ask the people to either be quiet or leave.
Communication	I've thought before that it would be good if there was a designated place on each floor that you could find a librarian so you can go and tell them that people are talking and then the librarian can deal with it, because as far as I know there's nowhere I can easily go to find a librarian to help with this.