

Library Festive Feedback December 2017

Summary

This year, Festive feedback ran for two weeks from Friday 1 to Friday 15 December. Students were asked to provide feedback on current library services and facilities, and to suggest any improvements or new services that they would like to see implemented.

There were 54 responses in total.

Response Overview

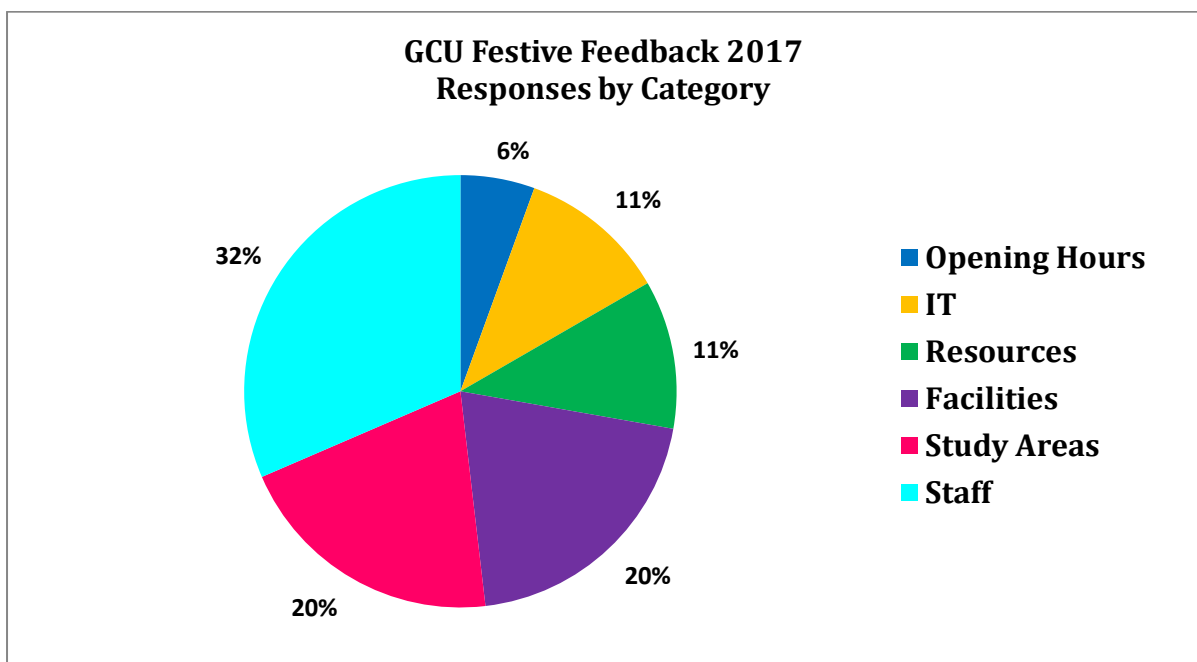
The 54 responses could be separated into six categories: Staff (17); Study Areas (11); Facilities (11); Resources (6); IT (6); and Opening Hours (3).

The top subjects of feedback were:

- Praise for staff members
- Requests for more study spaces (group work and silent work)
- Praise for current study areas
- Requests for self-catering facilities (kettle and microwaves)
- Complaints about temperature
- Requests for longer opening hours

Responses by Category

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



Staff

Comment	Subject
More staff needed at café	Staff numbers
All staff are very attentive and keep it quiet in the library. Good job	Staff praise
Staff are great! All over library they are very friendly: café, library desk, librarians	Staff praise
Staff helpful	Staff praise
Roving night staff friendly and helpful. James, Sophie you rock!	Staff praise
The cleaning staff do a good job after us messy students	Staff praise
Library staff really helpful esp. David. Thanks again	Staff praise
I love Ann	Staff praise
The weekend library desk staff are very friendly! (So are the weekday people though :))	Staff praise
Friendly staff on Level 2	Staff praise
Library desk staff are great help! Good service! Keep up the good work	Staff praise
Helpful staff, accommodating	Staff praise
I like how helpful the library staff is	Staff praise
Staff are very helpful and friendly :)	Staff praise
Love the staff - both librarians & cleaning staff	Staff praise
Library staff you so friendly, thanks!	Staff praise
Friendly staff	Staff praise

Study Areas

Comment	Subject
More teamwork and group work tables	More study spaces
Need more study rooms for group work.	More study spaces
More study rooms that hold more than 4 people at a time	More study spaces
More spaces to study	More study spaces
Dislike: Not enough cubicles	More study spaces
Need more quiet places to work. Library too busy.	More study spaces
True quiet on level 4	Quiet areas
Quiet areas are great	Study area praise
I like the different floors with quiet / group work spaces	Study area praise
I like everything about the library, it's a great place for studying & I spend so much time there :)	Study area praise
Comfortable to study	Study area praise

Facilities

Comment	Subject
Get better Christmas lights. Blue is a no!	Christmas lights
The library is perfect (sofa, hot coffee, and cleaned bathrooms), what else? Thanks for everything! Erasmus student	General praise
I like the spinny chairs	General praise
Anti-bacterial wipes	Health
Please get security!	Security
Please get kettles & microwaves!	Self-catering services
There's no microwave	Self-catering services
Free hot water and microwave	Self-catering services
Heating system either like a frozen popsicle or an overdone lobster	Temperature
GCU Glasgow's coldest uni	Temperature
It's cold!	Temperature

Resources

Comment	Subject
I need more than 20 books	Book limits
Like: easy to check out books	Borrowing books
Make it easier to find books	Finding books
I like there are a lot of books	Holdings
I don't like that one of the core books for my course have some of its copies missing so I can't ever catch a copy nor request it	Holdings
Consistent access to RCN Journals	Journal Access

IT

Comment	Subject
More computers would be great	More Computers
More computers on ground floor	More Computers
Can you make the laptops from the vending machines link to the printers and scanners	Printing from Lapsafe
IT help in evening	IT Support
Better wifi	Wifi
More robust wifi (eduroam on campus not working)	Wifi

Opening Hours

Comment	Subject
Longer open hours for the library if possible	Longer Opening Hours
Happy Christmas! Open 24 hours in week 11 and 12	Longer Opening Hours

Enjoy late opening times

Longer Opening Hours