

Festive Feedback 2019 Report

Summary

This year, Festive Feedback ran for two weeks from Monday 2nd December to Monday 30th December. Unlike last year which was a joint physical and digital campaign, this year data was only acquired using feedback tags on our Christmas tree and ran for an extra two weeks.

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?

There were 107 responses in total, which was a marked increase from last year's 72 responses. 15 of these were removed from the final data for carrying irrelevant information such as "merry Christmas", names, twitter handles etc. so that the final total was 92.

Response Overview

The 92 responses could be separated into seven categories: Facilities (25); General Uni (8) General Library (23); IT (9); Opening Hours (4); Resources (6); Staff (17).

These could be separated into two types of feedback: Areas of Success (31) and Areas for Improvement (61).

The top areas for success were:

- Praise for staff members (10)
- Praise for general library services (10)

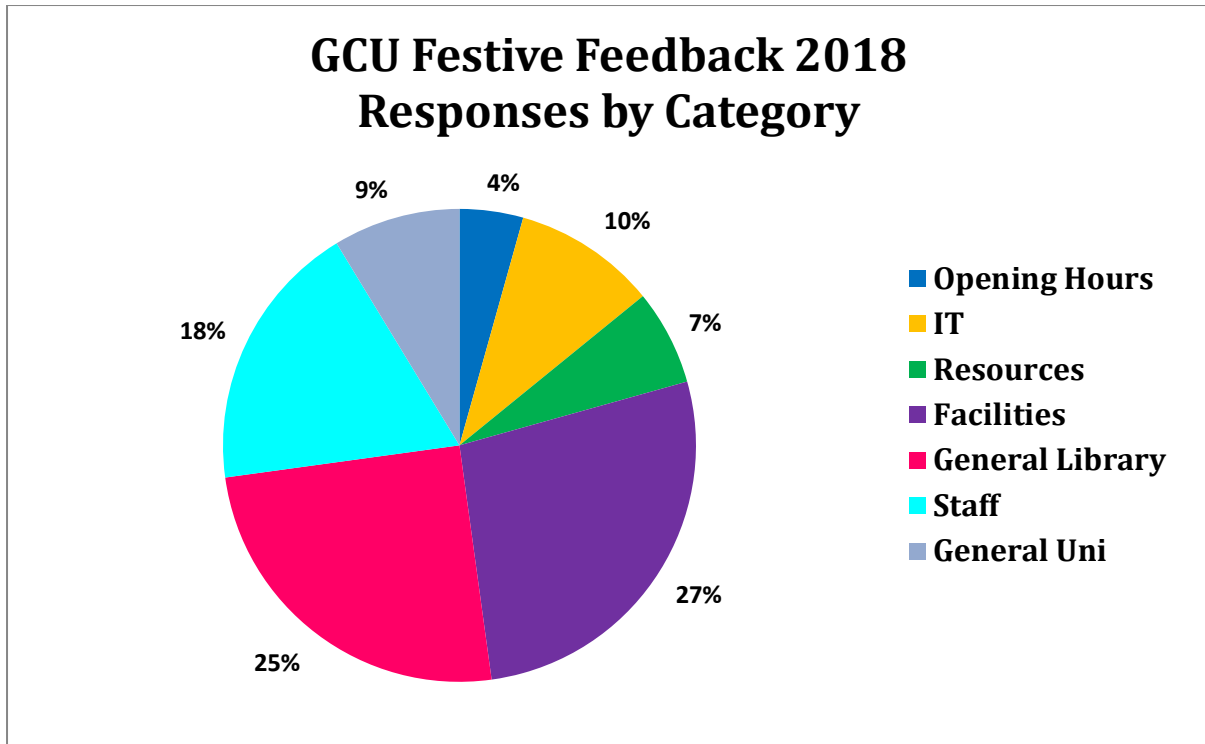
The top subjects in which improvements were suggested were:

- Catering options (16)
- Number of available computers (9)
- Study Spaces (9)
- Temperature issues (6)

These responses are roughly proportionate to last year given the increased amount of data but there is a notable rise in concern about study spaces – 1 in 2018 as opposed to 9 in 2019.

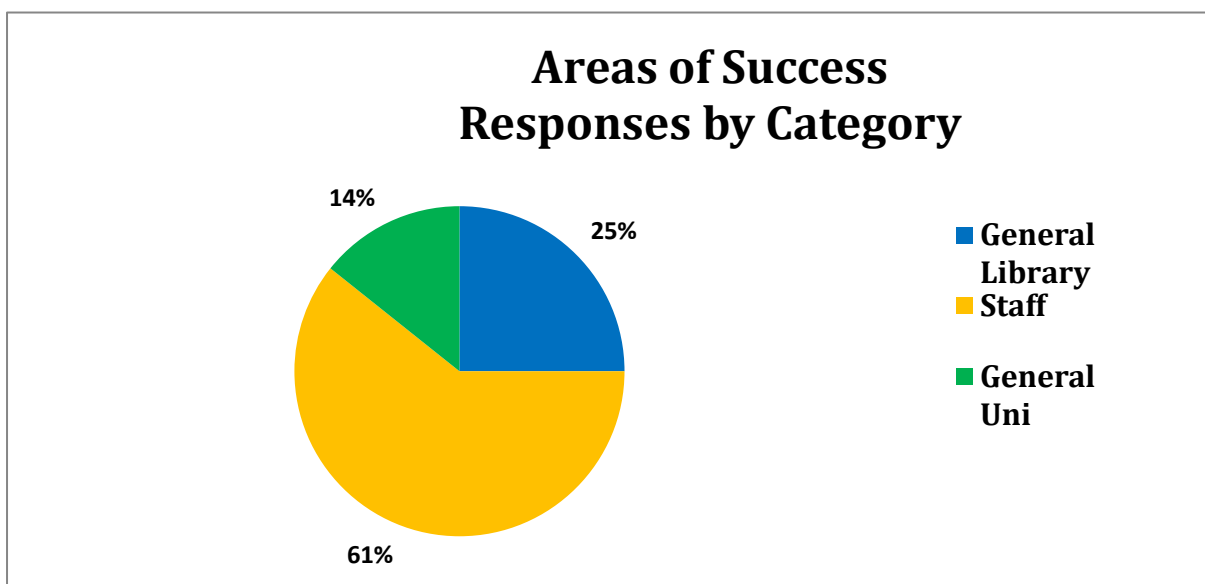
Responses by Category

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:

General Uni

GCU do a great job
The friends I have met are the best ever. Thank you for everything. Suzanna the best marketing teacher.
I love the uni and I reall want you to be the best GCU
School is great, thanks.

General Library

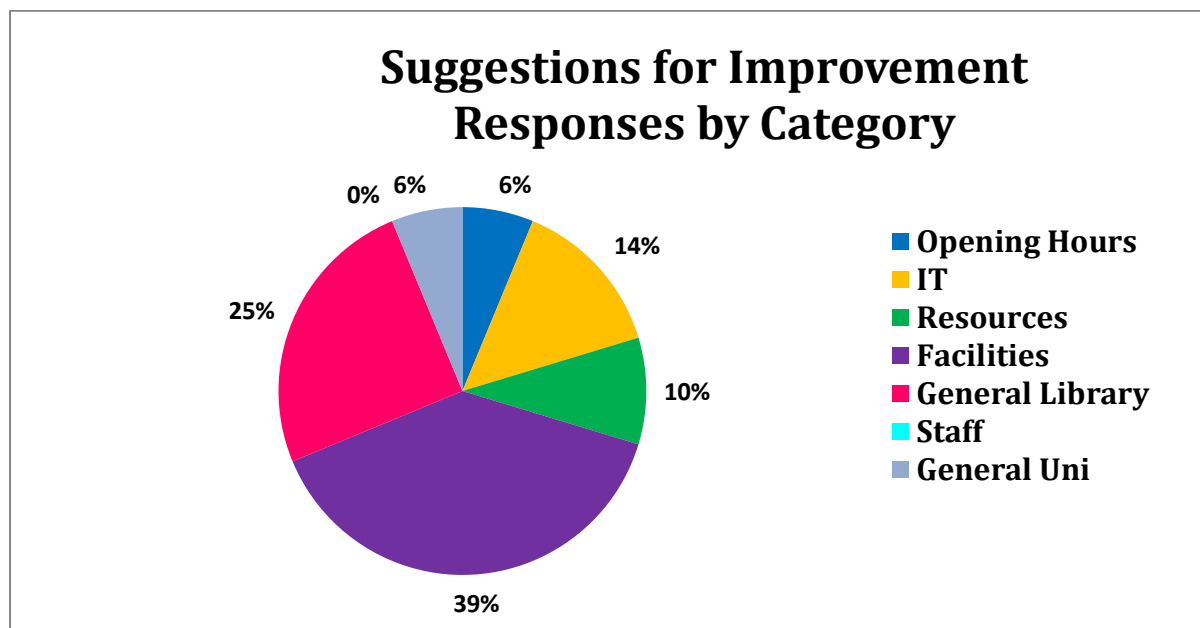
Best place to chat and eat
Yes!
Yes! Very much so. I appreciate GCU keeping the library open for all students. Glasgow student.
Yes!
Love
Thanks for being a second home
yes!

Staff

Great Service
Absolute class help
More or less. Lovely staff. Study room scould have comfier seats.
Top notch help
Michelle was so helpful! Love the library staff. Always happy to help.
Yes, lovely staff and helping a lot
Keep up the hard work!
Yes, keep up the good work thank you.
You all are doing great, keep it up.
Always very helpful
Michelle is awesome.
I love you
Yes, librarians are very nice
Thanks for help!
Thanks for your work. This is my favourite place for studying.
Anne lamb is the best
Michelle is the best

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:

Opening Hours

Later opening times on weekends
Open 24/7
24/7 earlier access to saltire centre during winter for exam period and more seats
Don't close it permanently

Facilities

Feedback	Subject
Shisha Lounge	Suggestion
Free kettle and microwave	Catering
Microwave and taps with hot water	Catering
Great service, need cheaper food/coffee	Catering
Love tattie bar	Catering
Food!	Catering
Heating in the library. It's freezing.	Temperature
A microwave for students would be so great.	Catering
More buns!	Catering
Make free food.	Catering
Heating on all floors	Temperature

I'd love a microwave and sanitising wipes for keyboards.	Catering
Fix 4th floor heating	Temperature
Stop the beeping that goes off on the first floor	Suggestion
Cheaper food and drink please	Catering
Microwave would be great	Catering
Microwave please	Catering
Love the library but a bit too cold	Temperature
Free tea and treats for the desperate ones	Catering
Free coffee	Catering
Much much softer lighting in the ground floor atrium and better use of spce - maybe get some dense exotic foliage to take advantage of the greenhouse like growing conditions	Suggestion
Cheaper low fat food options	Catering
Food and more space	Catering
4th floor should be a study space not a fridge	Temperature
Air conditioning	Temperature

General Library

Feedback	Subject
Entertainment	Suggestion
Ban noisy school kids	Study Spaces
Return seating to the area at the archives/more space for laptop users	Study Spaces
More seating areas to study	Study Spaces
Invest in a menorah to represent jewish students in future years	Suggestion
Would prefer more silver glitter	Suggestion
More space for laptops and desks	Study Spaces
No!	Criticism
Meh	Criticism
Maybe	Criticism
The library gets too crowded	Study Spaces
Wages!	Criticism
A space for postgrads	Study Spaces
Ban noisy eaters or provide earplugs	Study Spaces
More seats	Study Spaces
Bring back back seats at the Alex Ferguson shrine	Study Spaces

IT

Feedback	Subject
More computers on the 3rd floor and also on the 4th floor	Computers
Put PCs back on floor 0, put chairs and couches back everywhere they've been taken from	Computers
Bring back computers and seats	Computers
Fix printing on online device by letting us decide options	Computers
Computers on the ground floor	Computers
More computers	Computers
More computers	Computers
More space for computers, preferably in the archive centre area	Computers
Provide more computers. I have been here nearly two years and have managed to get a computer only a handful of times.	Computers

General Uni

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The library gets too crowded	Study Spaces
Wages!	Criticism
A space for postgrads	Study Spaces
Ban noisy eaters or provide earplugs	Study Spaces
More seats	Study Spaces
Bring back back seats at the Alex Ferguson shrine	Study Spaces

Resources

Feedback	Subject
Sanitising wipes for keyboards	Hygiene
Give us staples!	Stationary
Give library staff a stapler and staples	Stationary
Pads in toilets please	Hygiene
Can you loan DVDs for two weeks instead of one week?	DVDs
More access to staplers	Stationary