

Feedback to Student Survey 2014

Thanks to everyone who completed our 2014 Student Survey. Your opinion of the library service matters to us. We listen carefully and do all we can to respond to your suggestions. Below are the comments that you posted during the survey and what we've done in response.

What you said	What the library did
<i>Noise levels frustrating</i>	Greater visibility of porters on open floor
	Silent area cordoned off on 1st floor
	Silent room available on ground floor
	All PCs + printers removed on 1st floor and printing routed to p/copying room
	All printers removed from ground floor and routed to p/copying room
	Draught excluders placed at entrance to reduce noise
<i>Computers are slow</i>	Extra wireless points installed
	PCs + printers removed on 1st floor to create a wireless space to connect to the network
	Old PCs removed
	11 newer PCs in Training room moved out to open floor and older PCs removed
<i>Lighting a major issue</i>	All desk lights have been replaced during the summer 2014
	Desk lights replaced with LED lighting
<i>Library is cold</i>	Heating is controlled by Buildings and they have agreed to ensure:
	Membrane inserted into sails to prevent draught
	Temperature to be maintained between 19-20 degrees at all times
	Temperature to automatically increase if it falls below 19 degrees
<i>Copiers are difficult to use</i>	Terminal pads are removed
	Touchpad on photocopiers are now set up for patron authentication
	Training on the use of copiers is provided on demand by approaching the information desk
	Two new photocopier/printers installed in the p/copying room
<i>Exam papers need to be easily found</i>	Library webpage revamped during summer 2014 to make it easier to find resources
	Link to exam papers included in student portal
	Link to exam papers included in moodle
	Link to exam papers included in the library landing page of the gmit webpage
<i>I feel the website could do with a more user-friendly appearance</i>	Library webpage revamped during the summer of 2014 to provide more user friendly interface
<i>More training at the start of the year</i>	Library continually promote training to students and staff
	Library training is also available on demand
	2nd years to be targeted from 2014 onwards as a refresher course
<i>More emphasis on customer service</i>	Library staff have attended customer service courses during staff development week June 2014

<i>Better wifi</i>	Extra wifi points installed summer 2014
	New wireless space created to enable access to network and printing routed to photocopying room
<i>Chairs need improving</i>	Chairs are monitored on a continual basis and they are fixed or replaced as appropriate
<i>Cushions for Cluain Mhuire library seats</i>	Cushions have been ordered and fitted to the Cluain Mhuire library seats during summer 2014
<i>Computers need cleaning</i>	All PCs are cleaned during the summer
<i>Search interface could be a lot more user friendly</i>	Upgraded to the latest release of Summon
	Library webpage revamped
<i>Repeat training citation/referencing during year</i>	Drop in sessions were organised in March/April 2014
	Drop in sessions planned for the future
<i>More desk space</i>	Training room and IT Training now on open access when not in use for training
	PCs removed from Training room which is on open access when not in use for training
	All PCs & printers removed from 1st floor to create wireless space/study space
	A number of study rooms on 1st floor allocated for study during exam time
	Keyboards can be moved aside for study
<i>More up to date books</i>	Collection has been weeded over the past 3 years to remove old and unused books
	Up to date reading lists available on Module Manager have been ordered by the library
<i>More security on books</i>	Inventory completed over the summer 2014 to check for missing titles
	Missing titles that were on heavy demand have been ordered
<i>Availability of current exam papers</i>	Outside the control of the library but the library has a copy of every exam paper available in print format
	Summer 2014 access to all exam papers not currently up in the library website are available in the library either in print or electronic format
	Once requested library staff will access the electronic version available on a shared staff drive and will pass it onto the user
	Date for submission electronic copies of exams papers to be sent to the library inserted into the operations calendar
	Schools staff approached on a regular basis to submit electronic copies of exam papers to the library
<i>Better resources in the study rooms</i>	LCD screens installed in 5 study rooms
<i>I would like to be able to borrow DVDs</i>	DVDs are lent out the same as books

We have been unable to implement all the changes you noted

What you said	What we cannot implement currently
<i>Longer opening hours 8.00am/8.30am</i>	Cleaning commences at 8am and library is unable to open before 9am due to hoovering, noise etc.
	Porter hours are capped and hours are not sufficient to ensure opening before 9am
	Insufficient library staff resources
	Security issues
<i>Longer opening hours at weekends</i>	Count has been kept of usage of current opening hours and numbers do not justify extending the hours
	Insufficient porter hours available to staff extra opening times
	Cut in library staff levels
<i>Longer opening hours in the evening during the week</i>	All library staff finish at 9.30pm at the latest
	Insufficient porter hours available to staff extra opening times
	Insufficient number of porters to implement this change
	Dependent on the opening hours of the building as determined by Building & Estates
	Health & Safety due to insufficient security
	Insufficient library staff resources
	Library staff in the Dublin Rd campus provide cover for absences in the Cluain Mhuire campus which is a further drain on resourcing
<i>More computers are required in CCAM</i>	Lack of network points due to the nature of the building
	Lack of funding available to purchase any equipment
<i>The Mayo campus should open at 9am</i>	No porter staff
	Insufficient library staff to cover all opening hours
	Health & safety issues to prevent lone working
<i>Extend rental of books for final year students from 1 week to 1 month</i>	Unfortunately the library collection cannot extend the loan period due to the current number of volumes available
	Not enough copies available due to budgetary constraints
<i>More copies of books</i>	Funding has been cut
	To alleviate the situation focus has shifted to the purchase of e-books offering simultaneous multiple access
<i>Just get rid of the old books upstairs</i>	This is the Western Theological Trust Collection that was donated to the library by the Redempterists in Cluain Mhuire for safe keeping