

# Feedback to Student Survey 2016

Thanks to everyone who completed our 2016 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>Library computers are slow so I always use IT centre instead</i>	Solid state drives installed January 2016 has speeded up performance as the library did not have funding available to purchase new PCs
<i>Better Wi-Fi</i>	Continually monitored by IT Dept Complaint reported to the IT Dept
<i>Turn up the heat/very cold</i>	Continually monitored by Buildings Survey carried out to identify cold areas Heating maintained between 19-21 Degrees
<i>Better Lighting</i>	New LED lights being installed Q4 2015 & Q1 2016 Investigating the possibility of installing extra lighting on desks Lighting is replaced on an ongoing basis More LED lights have been installed during the year
<i>Extend opening hours</i>	Continue to monitor usage patterns to determine demand Study rooms in Business Studies department open until 11.45pm Mon-Thur before exams
<i>Noise levels</i>	Porters rota tweaked to ensure porter on duty during peak times Mobile phone policy enforced Greater surveillance by all staff Silent areas in place on both floors Signage left at every individual desk in the silent area on the 1st floor Library sent email to all students to remind them of noise issues and to consider other library users Individual noise complaints investigated by library staff
<i>ILU Computers are shocking</i>	Access officer informed of the situation Funding will be investigated to determine if there will be sufficient funds available to update the PCs in 2017
<i>Training course crammed with too much information. Moved very fast.</i>	Comment taken on board during review of training sessions All sessions reviewed annually based on comments

**We have been unable to implement all the changes you noted**

**What you said**

**What we cannot implement currently**

*Open earlier*

Cleaning commences at 8am and library is unable to open before 9am due to hoovering, noise  
Porter hours are capped and are not sufficient to enable the library to open any earlier  
Security issues and no access control gates in place  
Library has had two staff cuts during 2016 making it impossible to extend opening hours

*Longer opening hours at weekends*

Usage count of current opening hours has been recorded and does not currently justify extending the weekend opening hours  
Insufficient porter hours available  
Security and access issues  
Staff cuts as above during 2016

*Have a 24 hr study room available*

Outside the remit of the library. This would have to be provided by Building & Estates outside of the library building.

*Book more than 1 hour slots for study room*

Due to demand it is impossible to book rooms for more than one hour