

Feedback to Student Survey 2017

Thanks to everyone who completed our 2017 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

Be stricter in enforcing silence in silent zone

This is a self-policing area, but porters/staff continually monitor these areas

Noise levels in general

1. Porters police all access areas
2. Mobile policy in operation
3. Signage increased
4. General email sent out to all students particularly before exams

Improve heat

1. This is the responsibility of Buildings & Estates who ensure that the temperature is regulated between 19-21 degrees
2. Users are asked to email Buildings & Estates direct to BuildingRepairs@gmit.ie

Library desk service after 7.30pm

The information desk is now resourced up until closing time 9pm

Work with lecturers for more relevant books

1. The library continually liaises with academic staff for book orders
2. Module Manager, a repository for reading lists is continually consulted and items not in stock are purchased subject to funding
3. An inventory is carried annually, old stock is weeded out based on the library's weeding policy
4. Reading lists for new programmes are continually monitored and funding requested to purchase new material
5. Extra funding was provided in Dec 2017 to purchase material for Creative Practice, Design, Biomedical engineering, & Agricultural engineering.

I'm sure there are books in the library that are no longer used, I wonder would it be more appropriate to store them somewhere else and to make more space for seating

1. Old stock is weeded annually as part of the library's inventory policy
2. Discarded items are offered to users free of charge
3. Items that remain are sent to Better World Books for dissemination
4. The Western Theological Trust collection is a special collection that has been donated to the library for safe keeping
5. All PCs on the first floor were removed in order to make room for more study spaces

Contact new students dropping in to 3rd/4th year as they would have missed any library training which I presume was given to first year students

1. The library provides drop in sessions during the year
2. Any student can request training at any time
3. The Help Zone is in operation at the information desk for individual training needs
4. One to one database training will be provided in Q.2018 for any individual requests

Have information on the library website available to students regarding library information such as CUAL, book clubs, online tutorials.

1. The library website was revamped during the summer of 2017 all relevant information is available online
2. LibGuides are continually added and updated
3. Information on tutorials are available on the library website
4. CUAL has now been replaced by Research@THEA with link to the repository on the library homepage

In the evenings, the lighting isn't as strong as what it is during the day

1. Lights are continually replaced when needed
2. LED lighting has been introduced gradually
3. The library continually liaises with Buildings & Estates to ensure all lighting is working

We have been unable to implement all the changes you noted

What you said

What we cannot implement currently

Unfortunately, it is necessary that staff walk round the library asking students to be quiet so more staffing doing so when the library is busy

1. Non-replacement of a porter has had an impact on noise levels in the library.
2. Library staff numbers have been cut making it difficult to have enough staff available to police the library floor.

Library opening hours in general

1. The library must be cleaned in the morning before it is open and cleaning staff commence at 8am. They only have one hour to Hoover and clean a space that is the equivalent of an acre including fifteen individual study rooms.
2. Porters have been reduced from three to two which means the library has no means of providing porter only service to extend the opening hours
3. The Institute is frequently compared to NUIG but the comparison is not equivalent as NUIG have circa 100 staff where GMIT's Dublin Rd. CAMPUS library have only 13.

Introduce a reading room like NUIG

While this would be a welcome addition it is outside the remit of the library and is subject to senior management decision making and funding

Potential to add newer sockets to add USB ports for charging devices

Funding issues but the library has informed the IT department of this request