

Dear Students

Library staff would like to get back to you regarding the recent student survey. A big thank you to all who completed the survey; we had 61 respondents. I hope that we cover most of your concerns, criticisms and suggestions. We welcome your feedback and our aim always is to improve the facilities and services for students where possible.

The main issues were the following:

Heating: there were some complaints about heating; the library being too cold or too warm. Certainly the library is sometimes a little too warm and the opposite is also true but I think library heating has improved over the years. We will keep trying to improve facilities; the old windows on the first floor are a problem and they are on the campus rota for replacement as funds become available.

One comment said there was no lift for disabled students to access computers and Group Study room. This is important as there is a lift to the first floor (outside the library) which brings you to outside the Library Reading area on the first floor. There is a buzzer here linked to the library desk (ground floor) and an electronic system enabling staff to open the door upstairs for students with mobility issues. Students can exit through this same door to the lift by pressing a similar buzzer on the inside.

No coffee policy. This is not unusual in small libraries where there is not a separate coffee dock within the library or nearby. Spillages in the library could be a health and safety risk.

Noise control. Yes sometimes the library is too noisy and yes staff contribute with their own chatter and by not imposing the silence policy. Apologies and we will try to do better.

Opening hours. Yes compared to other college libraries our opening hours seem more restrictive. It was necessary to reduce our hours over the last two academic years as our staff numbers were reduced by two. Our staff rotas are stretched quite thin and the danger is that if we extend opening hours either earlier in the morning or later in the evening that we would not be able to sustain them and would have to close the library at short notice possibly due to staff absences. The library has never closed due to annual leave or sick leave.

We review opening hours every year and we will certainly take on board all suggestions. 31.7% responded that our opening hours needed improvement, 23.3% said they were acceptable and 45% rated them from good to excellent.

Computers

Lots of feedback about library computers: slowness, faulty keyboards, taking ages to log on, finding and connecting to printers, more physical computer space. Can't argue with any of that feedback. We need new student computers and a new rearranged physical space. All of this has been applied for by library management and it is all budget dependant.

These problems can be very frustrating. We are aware and are constantly feeding this information up the line. Our new multifunction student printer is an improvement; printing, scanning and photocopying on one machine. Remember there is now wireless and remote printing available too. Also, there is another printer (same as the library one) in the Student Union area. You just need to make sure you have enough credit on your a/c to print or photocopy.

More up to date books


Yes you are correct, we need to update our book stock in many subject areas. Our budget priority is always spending on learning resources for students. Let's hope we have more to spend this year!

Online library/Databases/journal articles/eBooks: Literature not very broad on databases. Not enough full text. Requesting articles but not hearing back. Ebooks not opening.

-Not all articles you find on library databases are available full text. Sometimes an alternative article will do but sometimes you need a specific one. If your search returns a title with no full text and you need to read the article we can get it through Document Supply / Inter Library Loan. Complete the form here: <https://library.gmit.ie/services/document-supply/> . You should hear back from us. Please let us know if this does not happen.

-Some individual student projects will be on very specific topics and may necessitate going outside GMIT resources to get the necessary articles.

-We have had problems this term with four core Nursing journals (Journal of Advanced Nursing, Journal of Clinical Nursing, Nursing and Health Sciences, and Journal of Psychiatric and Mental Health Nursing) that are not available full text when you search through Search+Find. They are

available when you search through the full text finder tab  (on library website homepage) and enter the journal name. Currently they are only available on campus also. This is not good enough and we are in constant contact with the publishers trying to get this problem fixed.

-We are always looking to expand our databases and ejournal collections throughout GMIT and here on the Mayo campus specifically in the area of Nursing and HealthCare. We have a Free Trial running at present, the *Health Research Premium* collection of databases at <http://libguides.gmit.ie/trials>.

-If an eBook is not opening or not downloading it may be because users are limited to a specific number and it is currently being used; access is across all campuses. Please let us know of individual problems with access as it is the only way we can chase up problems and fix them.

Longer lending periods and more books to be checked out at a time. We increased the number of books(September 2018) from 4 to 5 at any one time for undergraduates(full time and part time) and the lending period has gone from one to two weeks. Students can renew for another 2 weeks giving a lending period of 1 month in all. We also give longer lending periods to students on placement. Longer lending periods might end up disadvantaging students overall; important all students have equal access to as many titles as possible?

More communication

I would hate to think that students don't feel they can approach staff with questions and problems. If we don't know we can't help. Sometimes if we pass you on to a colleague it is because they are the best placed to help you (we're not just passing the book!).

Induction in smaller groups

We can certainly look at this again and try to have smaller groups. We know it is difficult to take in information or even see screen demonstrations when groups are too large. Sometimes we are limited by class timetables but we try to keep induction groups to a maximum of 12. Small groups are usually best and you know you can always come back in a small group or individually and we will run through any question or issues you might need help with.

You can follow up with any problems you might be having throughout the year by talking to library staff or if you prefer, through the Students Union.