GMIT Library Student Survey 2019

Dublin Road Campus

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Every year we ask you to fill out a quick survey to let us know what you think about the library service. The valuable feedback you provide helps us to deliver the service you need.

You said	*We did*
Update computers. Have all computers working and if they need repair fix them quickly.	39 older PCs replaced. All PCs reimaged to improve performance. All PCs upgraded to Windows 10
Improve wifi connection for student laptops. *Wifi certainly needs improvement.* *Wifi is very bad in the group study rooms.* *Better wifi coverage and speed.* *Poor wifi.*	Computer Services are in the process of implementing an IT strategy that includes improvements to Wifi. During the summer more wifi points have been installed in the library and the study rooms have been targeted.
Make sure all radiators are working.	All radiators are checked and working. If temperature gets too warm some of the radiators are turned off but the staff monitor them and switch them back on when required.
Some of the bulbs on the study desks are broken and some of the power outlets don't work either on the desks. *Some of the study lamps not working.*	Buildings & Estates are continually informed of issues with bulbs and they replace them during quiet times during the year. All lights are checked and replaced during the summer.

You said	*We did*
New better books that students are interested in and more up to date regional and national newspapers.	The library weeds older stock during the summer and replaces with more current editions depending on funding. Obsolete government publications have been taken from the shelves and the book collection has been moved to make it more effective for users. Local newspapers are purchased and available at the informal reading area in the library on the ground floor. The national newspapers are also purchased during term time. The Newspaper Archive online has a large collection of local and national newspapers.
Access to certain databases and full journal articles e.g. JSTOR	The library has asked for funding for the full text of JSTOR. The library is also part of the national procurement process for databases and online materials and awaits the outcome of current negotiations.
If you could make sure all exam papers done by students in the Mountbellew campus were available online it would be of benefit for the students when studying for exams.	The exams office deals with all exam papers and the library provides access to all exam papers available from the exams office. The Librarian will also discuss the issue of Mountbellew exam papers with the new Principal in Mountbellew college to improve accessibility.
Perhaps let us know our librarians, it is good to know each other to have a friendly environment.	The library website lists the library staff at https://library.gmit.ie/about/staff/ The plasma screen above the information desk also provides details of all the library staff.

You said	We did
Give out more information on services provided.	The library website https://library.gmit.ie provides a very comprehensive coverage of all library information. Libguides are available on the library website at http://libguides.gmit.ie/?b=g&d=a that provides subject specific information. Also note the general guides at https://library.gmit.ie/support/library-guides/ Printed guides are available on the shelf nearest the printer/copier room. The library newsletter issues three times per year.
Ensure noise level kept to a minimum.	Signage in place to denote quiet. Mobile policy in place. Library porters continually monitor noise.
Better introduction to other services offered by the library earlier on.	Library tours available to all first years. Information skills modules available to all first years. Other library training available to all users and drop-in sessions are available during the entire academic year. Online videos/podcasts/tutorials available on the library website. Multitude of online guides available on the library website.

You said	*We did*
Better introduction to other services offered by the library earlier on.	Print guides available on the ground floor near printer/copier room. The library welcomes requests from users for more library training. Help Zone in place at information desk for one to one consultation with library staff member Mon-Fri 9.30am-5.00pm.
Improve on print collection. *Update collection of book related to Software Development*	Weeding of obsolete material carried out each summer. Extra copies of high demand books purchased. Heads of School and Head of Department of Science informed of request for more software development books and library awaits reading list from the Science department. The library continually monitors Module Manager for new reading lists and will update if funding is available.
Improving on library services with new technologies advancements	New printer kiosk installed. New self-issue unit purchased Summer 2018. Continual development of online videos/podcasts and tutorials available on library website. The library welcomes requests for new technological advancements.

You said	*What the library couldn't do*
Maybe for chairs and tables to study. *More desks and study spaces are definitely needed.* *More space.* *More seats.* *Could still use more seats and desks.* *More couches if possible.* *More sofas at back beside the desks.* *Frequent lack of seats/desks.* *More comfortable seating areas.*	The library agrees that the library needs better seating and space. However, there is no funding available currently to update the infrastructure. The library will continue to lobby for funding to make the library more comfortable and ergonomic.
Improve heating	Building & Estates are responsible for heating the building. The library promptly informs Buildings & Estates if there is a problem with heating. Students should also email B & E direct to the following email address: BuildingRepairs@gmit.ie to ensure your complaint is dealt with accordingly.