

GMIT Library Student Survey 2020



You said



We did

GMIT Library (Dublin Road) Student Survey Feedback 2020

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

The varied selection of computing books is nice, but most are out of date/old editions that have obsolete information.

Put endnote on library computers for word...makes no sense having training sessions and you cannot use it in word.

Library is very loud, overcrowded, and books which are supposed to be held are let leave the library (i.e., Management principles fifth edition which is always in high demand by business students) and the law books are very out of date.

We did

The library weeds old editions every summer and replaces with newer editions. Lecturers select relevant books for their programmes.

Newer material has been purchased for computing and the library will continue to up date the collection

EndNote Online is available on all devices for all registered students of GMIT.

In cite text is available for Word and training sessions are always available for students who need assistance.

To install the Endnote plugin for Cite while you Write click on

<https://galwaymayoinstitute.sharepoint.com/sites/GMITComputingServices/SitePages/Software.aspx>

For instant responses to your queries please also use our LiveChat on the library webpage at

<https://library.gmit.ie> and one of our staff will refer you to an EndNote trainer.

Extra signage updated to remind users to remain quiet while using the library.

Library porters patrol the open floors to ensure users adhere to silent areas.

Silent areas are available for quiet study.

Booked seating is now available for study spaces to ensure students are assured of a seat when required.

A mounted people counter is being installed at the entrance to the library to indicate level of usage at any given time.

	<p>It is planned to move the Western Theological Trust collection of books out of the library to make room for more study spaces.</p> <p>Extra copies of Management Principles have been purchased as well as an electronic copy.</p>
<i>A lot of books are dated.</i>	<p>The library weeds older stock during the summer and replaces with more current editions depending on funding.</p> <p>Lecturers send on requests for items for their programmes and the library purchases them in a timely fashion.</p> <p>The library staff continuously monitors the reading lists of all modules and ensures up to date editions are purchased.</p>
<i>Broaden range of books on vegan diet and recipes</i>	<p>The library will monitor usage of books in this area and continue to purchase up to date titles subject to sufficient funding.</p> <p>Recipes can also be found online, and library staff are on hand to help with locating these resources.</p>
<i>Ensure noise level kept to a minimum.</i>	<p>Signage in place to denote quiet.</p> <p>Mobile policy in place.</p>
<i>Control noise levels better.</i>	<p>Library porters continually monitor noise.</p> <p>Security is on call if required by the library.</p> <p>Regular offenders are asked to vacate the library.</p>
<i>Make it more visible on where certain facilities are in the library.</i>	<p>More signage in place.</p> <p>The library website https://library.gmit.ie provides a very comprehensive coverage of all library information.</p>

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.

More help with first years.

Library tours are available for all first-year students and your lecturer will book the tour with the library for you.

Video introduction for new online learners.

Virtual tours are available for the library on the GMIT Libraries YouTube channel at <https://www.youtube.com/channel/UCDZzHIQAL8QpXOFXfA88rzg/videos>

Online videos/podcasts/tutorials available on the library website.

Multitude of online guides available on the library website.

Print guides available on the ground floor near printer/copier room.

The library welcomes requests from users for more library training.

Other library training available to all users and drop-in sessions are available during the entire academic year.

A suite of Information literacy workshops is available that your lecturer can book with the library. For more information, please refer to our library webpage at: <https://library.gmit.ie/support/information-skills/>

A virtual library induction is available for all first years in the Student Hub at <https://learnonline.gmit.ie/course/view.php?id=613>

Further library workshops and information is available in the Student Hub at <https://learnonline.gmit.ie/course/view.php?id=576>

Very short and helpful library videos are available in the GMIT Libraries YouTube channel at <https://www.youtube.com/channel/UCDZzHIQAL8QpXOFXfA88rzg/videos>

Bring back the Irish Times Student Membership

All third level students are entitled to free access to the Irish Times.

The digital archive of the Irish Times is available to all registered students of GMIT, and the link is available at <https://library.gmit.ie/databases/> Scroll to the Irish Times Online for access.

New computers please.

All the old PCs have been removed from the library and 20 new PCs have been installed.

There is no Notepad++ or textpad8 on any devices which means none of the it students can do their work on the library computers.

Wi-Fi coverage has been increased and updated.

The IT Department have been informed of this issue and they intend to install Notepad++ on the library PCs.

Also, all students can remote into machines in their own department, so should have no trouble accessing the software they need from the lab machines within their own department.

Improve eBook range.

Over 1000 eBooks have been purchased by the library during 2020 across all disciplines.

eBooks of very high demand print books have been purchased where they are available.

A free trail of Elsevier eBooks will be available for six weeks from 12th April 2021. Usage and sufficient funding will determine if the library can then purchase them.

More study areas with more plugs

The library continually informs Building & Estates to ensure all plugs are in working order.

You said

More comfortable chairs

Needs more seats and desks.

More seats for people just relaxing between classes, like the big cube ones in the hallway.

Needs to be warmer.

Just soundproof rooms really, sometimes noise is unavoidable depending on where you are working on.

Tea should be allowed to be brought in.

Extended opening hours.

What the library couldn't do

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.

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.

Agree this would be a good improvement to the facility but unfortunately there is no funding available currently, but the library will continue to lobby for it.

There is a café foyer directly outside the library for teas/coffees.

Due to issues with spillage and damage to equipment and flooring it is not possible to permit teas/coffee/food in the library.

The library must be cleaned before the library opens at 9am and cleaners come on site at 8am. As it is a big area with 14 study rooms to hoover/clean, the cleaning requires the full hour to get the library up to standard before opening.

Staffing resources are also an issue and some vacancies have not been filled.

Security needs to be massively improved.

The library submitted a business case to senior management for access control gates, but this was not approved at this time.

Security guards are on call if required.

Should be able to top up printing credit online.

Printing is controlled and maintained by the IT Department and they are planning to have online printing payment in place in the near future.

Study rooms so that one person can quietly study by themselves.

The study rooms are for group study for more than two students. There are quiet individual study places available on the open floor.

There is also a silent area on the first floor for quiet study.

Take out more than 5 books.

The library will consider this for the next academic year.

Possibly have more computers upstairs in the library.

This area is designated a BYOD area (Bring your own device).

More silent study spaces have been continuously asked for and this floor has been assigned to more silent study.

24-hour access to library

Significant funding would have to be available to upgrade the infrastructure to enable this increase in access.

It also requires extra security funding as well as more staffing for cleaning and upkeep which is unavailable currently.

More small rooms.

Unfortunately, there is no funding available for more rooms, but the library will continually inform senior management of the need for same.