

## Library Survey Staff 2020 Feedback:

What you said	What we did
<p>Coming near time for a physical refresh, furniture and flooring, external glass needs cleaning on a regular basis.</p>	<p>Recarpeted ground floor of Dublin Rd library.            Painted printing room and porters desk area.            Painted all study rooms.            Recarpeted seven study rooms.            Replaced carpet tiles in remaining study rooms.            Removed large table from CCAM library and replaced with more ergonomic furniture.</p>
<p>Some students need the library at weekends to study but it's generally closed.</p>	<p>The library is open at weekends coming up to exams in Dec.            The library is also open at weekends in the final semester and hours are extended until 5pm on Saturdays.</p>
<p>It would be helpful to have longer times to have DVDs, even a couple more days (I teach film). Online access to films would be most useful.</p>	<p>DVDs can be renewed on request or online via the library homepage <a href="https://library.gmit.ie">https://library.gmit.ie</a> and by selecting My Library Account.</p> <p>The library has subscribed to Kanopy an online streaming service.</p> <p>A subscription to Academic Video has also been implemented.</p>
<p>The search catalogue facility is difficult to work in and very difficult to get back to the library main page.</p> <p>I suggest that the library develops a strategy for working in a Team and Office 365 environment. For example, "whats new" webinars which are recorded for those who can't make it. Reviews on topical issues might be considered e.g., where to get good literature on teaching in a distributed environment working in a distributed environment. These topics could be suggested by staff.</p>	<p>Purchased a heat mapping app that records what links the users are clicking on.</p> <p>Set up a focus group to complete a short assignment on using the webpage.</p> <p>The analysis fed into a revamp of the library homepage to make the space less cluttered and more intuitive.</p> <p>The library will monitor if this will improve the user experience.</p> <p>The library work in a Teams environment and in the Office 365 environment.</p> <p>A coffee morning was held with the Hotel school in June 2021 to give an overview of library service. A similar coffee morning was held in the Mayo Campus library in June also.</p> <p>The library welcomes topics such as those suggested and recommend contacting the library to organise same.</p>

<p>The self-service unit is often out of order.</p>	<p>The unit is serviced regularly, and staff are on hand if there is any issue.</p> <p>If accounts have overdue books, then they need to be renewed or returned before using the self-issue.</p> <p>The information desk is always staffed should anyone experience problems with the self-issue.</p>
<p>The training rooms do not have enough sockets.</p>	<p>Extension cables are available at the information desk.</p>
<p>I am completely at sea on how to download an eBook or other e-publication.</p> <p>More training please on the use of eBooks.</p> <p>Perhaps on using eBooks. I don't know about student capability here.</p> <p>How to use reference books.</p> <p>My main issue is that I am not aware which of my students actually did training and what training that they did. If I had more exposure to this I would try and ensure all students had taken the appropriate courses.</p> <p>Citing and referencing I was not aware that there was training for students.</p>	<p>Library staff are available to demonstrate how eBooks and other e-publications are downloaded. Simply ask at the information desk, email <a href="mailto:library@gmit.ie">library@gmit.ie</a>, use the LiveChat on the library website: <a href="https://library.gmit.ie">https://library.gmit.ie</a> or contact either <a href="mailto:Kathryn.briggs@gmit.ie">Kathryn.briggs@gmit.ie</a> or <a href="mailto:maura.stephens@gmit.ie">maura.stephens@gmit.ie</a>.</p> <p>Videos on using eBooks are available on our GMIT Library YouTube channel at <a href="https://www.youtube.com/channel/UCDZzHIQAL8QpXOFXfA88rzg">https://www.youtube.com/channel/UCDZzHIQAL8QpXOFXfA88rzg</a></p> <p>A libguide on eBooks is available at <a href="https://libguides.gmit.ie/ebooks">https://libguides.gmit.ie/ebooks</a></p> <p>The library also hosts drop-in training sessions during the academic year.</p> <p>Book a training session with library staff or book an appointment with Kathryn Briggs or Maura Stephens.</p> <p>Book a training session with library staff or contact the library via library email, <a href="mailto:library@gmit.ie">library@gmit.ie</a> or LiveChat at our website <a href="https://library.gmit.ie">https://library.gmit.ie</a> or book an appointment with any of our library staff.</p> <p>To track student training, the lecturer usually books a class session with the library. Attendance of class participants can be recorded by the library for the lecturer.</p> <p>The library information skills workshops are embedded in the Learning and Innovation Skills Module (LIS).</p> <p>Further information on our training workshops is available at <a href="https://library.gmit.ie/support/information-skills/">https://library.gmit.ie/support/information-skills/</a></p>

	<p>Online tutorials and podcasts are available at <a href="https://library.gmit.ie/support/tutorials/">https://library.gmit.ie/support/tutorials/</a></p> <p>Referencing guides are available at <a href="https://libguides.gmit.ie/referencing">https://libguides.gmit.ie/referencing</a></p> <p>The library purchased Cite Them Right and a training video is available at <a href="https://web.microsoftstream.com/video/93c62a66-0190-45cd-9b69-4735aa7aeedb?referrer=https:%2F%2Flibrary.gmit.ie%2F">https://web.microsoftstream.com/video/93c62a66-0190-45cd-9b69-4735aa7aeedb?referrer=https:%2F%2Flibrary.gmit.ie%2F</a></p>
I am not familiar with training rooms.	<p>Study rooms are bookable by students for student group study only.</p> <p>The two training rooms on the ground floor are used for Library tour inductions, lunchtime talks, information skills workshops, monthly book club, and the Academic Writing and Maths Learning Centre.</p> <p>They are utilised continuously and are multi-functional as described above.</p>
I would suggest creating a virtual 360 tour of the library using H5P. It would be really useful for students in all years getting a visual on where they go to find resources. Perhaps tailored to specific disciplines? It would be great for first year induction.	<p>The library plan to create a virtual tour of the library for 2021-22 academic year.</p> <p>Further plans also include short videos on how to use the facilities of the library. For e.g., how to print, how to check out a book on the self-issue, how to book a seat etc.</p>
Some of the online interface is a mess. I tried searching eBooks las week and met different interfaces on consecutive days.	<p>While the library has a large bundle of eBooks purchased from ProQuest eBook Central, the library has also purchased single title eBooks from different suppliers and hence the varying interfaces.</p> <p>For more information on eBooks please refer to the eBook libguide at <a href="https://libguides.gmit.ie/ebooks">https://libguides.gmit.ie/ebooks</a></p> <p>Further information is also available at <a href="https://library.gmit.ie/getting-started/staff/training/">https://library.gmit.ie/getting-started/staff/training/</a></p> <p>Finally, check out our GMIT Libraries YouTube channel on eBooks at <a href="https://www.youtube.com/watch?v=nVJ6l_GnAdc&amp;t=1s">https://www.youtube.com/watch?v=nVJ6l_GnAdc&amp;t=1s</a></p> <p>Alternatively, always remember to contact a member of the library staff in you need help. For eBooks contact Kathryn Briggs or Maura Stephens.</p>

What you said	What we couldn't do
Opening hours in the morning are late. It would be useful to open before 9.	The library needs to be cleaned and hoovered before opening and the cleaners commence work at 8am. The library space is equivalent to an acre and all 14 study rooms need to be cleaned and hoovered. The cleaning staff need an hour at a minimum to get the area cleaned and ready for use.
GMIT should get access to Scopus	Due to funding issues the library is not in a position yet to purchase Scopus
I also suggest that on-line training in Teams is considered given our move to on-line teaching and learning.	This is outside the remit of the library.  The T&L office provide training on Teams.
I would really like for referencing in MS Word and Cite Them Right to be removed from student training. Having spoken to staff in the Academic Writing Centre they also encourage students to learn to prepare their own citations and reference lists and these softwares I find confuse students and discourage them trying to write out their own citations and references.  I recommend no referencing in MS Word or Cite Them Right training.	The library was asked to provide training in MS Word by a number of academics.  Postgraduates and staff require training in referencing software due to the lengthy thesis they must produce.  The library also provide training on manual citation and referencing and there are several referencing guides available at <a href="https://libguides.gmit.ie/referencing">https://libguides.gmit.ie/referencing</a>
Please get Scopus database. We cannot compete for research with access to the database. Can it be a shared resource within the CUA?	The library agrees that Scopus is a critical database for researchers but have been unsuccessful acquiring funding to purchase this resource. However, the library will be a member of IRel from January 2022 and this database may become available at some stage as we are phased into the process.
Current limited access to JSTOR is profoundly unhelpful and intellectually limiting in the modern research climate.	The library agrees that the limited nature of Jstor is not sufficient and has been unsuccessful seeking funding for same. However, the library will be a member of IRel in Jan 2022 and have applied to get full access to JSTOR, Arts & Sciences I-VII, Life Sciences.
The Research@Thea is making little impact as it is a static database with no interactive content or reporting. Might be worth looking at the service provided by ARROW@TUDublin as an example of interaction with researchers.	The library agrees that Research@THEA is limited and has raised this issue with Educampus on multiple occasions. It needs to be kept under review and a system put in place that is fit for purpose for the new TU.