LIBQUAL Library Survey 2012 – LIBRARY FEEDBACK

You said …			We did …
Cambridge and Guild House Libraries	• You gave higher scores for Cambridge and Guild House, Peterborough libraries than last time	☺	• The open access IT area in the Lord Ashcroft Building at Cambridge has reduced crowding in the library and the new Guild House library is more spacious than the old one
Staff Support	• Staff support scored well • There were many compliments about library staff	☺	• Thank you! We are aiming to improve the availability of staff and develop more self-help online
Textbooks and e-books	• You would like more e-books • There are not enough copies of textbooks	😐	• We will always purchase an e-book if we can and now have over 80,000 for you to choose from • You are encouraged to buy your own copy of a key text recommended by your lecturer
Noise	• Some of you say the library is too noisy	😐	• The main libraries are zoned into group, quiet and silent study areas • At Cambridge and Chelmsford you can text to report noise • Roving staff are available to encourage good library behaviour
Library Website	• The website is difficult to use • Some of you have problems accessing it from home	☺	• The Library website has been re-designed • The new search facility improves access and retrieval of library resources • Off campus access problems are being monitored
Computers	• PCs are too slow • You wanted more PCs	☺	• Computer speeds should be improved by the new 'thin client' PCs A new 200 seat open access PC area has been opened at Chelmsford
Library Environment	• The Cambridge Library is shabby, hot and stuffy	☺	• Cambridge and Chelmsford Libraries have been extensively refurbished this summer • We continue to investigate ways of improving temperature control and ventilation at Cambridge