

## Library survey: May 2017

There were 169 responses received for the 2017 library survey (up from 166 in 2016). 86 respondents included additional comments in answer to question 11 (81 in 2016).

The membership profile and library usage pattern of respondents to the survey was broadly similar to that in 2016.

An additional question was asked this year on where respondents prefer to work in the library. The answers indicated a wide range of preferences, suggesting that there is a balance between people who choose busier or more secluded areas, and that having a variety of different areas to work in suits the majority of our library users.

An additional new question on activities undertaken on the last library visit shows that, as could be expected, most people come to work and to consult printed books and periodicals. Over 27% of respondents had consulted the library staff on their last visit.

A question asking for a rating on the scale of 1 (poor) to 4 (good) for a range of library services showed a slight increase on last year in the average score on almost every point. The only significant exception to this was regarding noise, which was graded at an average score of 3.3 (out of 4), compared with 3.41 in 2016. All but two items scored an average of above 3, the exceptions being cost of scanning/printing (2.95, up from 2.77 in 2016) and heating (2.65, up from 2.47).

The average score for overall satisfaction with the library was 3.79 (out of 4), up from 3.62 in 2016.

The highest number of comments were compliments both on the library in general and more specifically for the library staff. Key points commonly raised were the value that open access adds to research, and the friendliness and helpfulness of library staff.

There were 17 comments calling for better regulation of the heating, more specifically commenting that it was too cold in winter.

13 respondents commented on the library opening hours, calling variously for extended late opening (to include Mondays, or vacations), extended weekend opening (longer Saturdays, opening on Sunday), or an end to the summer closure period.

11 comments were made around scanning and copying. Some people found the new scanner and improvement, others called for a return of the photocopier as they found the scanner hard to use. Two respondents complained that the cost of scanning was too high, one commented on how reasonable they found the costs to be.

Comments on the collection were generally complimentary. There was one request for more books on language teaching. Two people noted that searching the catalogue and renewing books online could be more intuitive. There were seven requests for more online resources, as well as off-site access to them.

Regarding borrowing books, there were two requests for increased loan limits, and two for longer loan periods. One respondent requested an end to all borrowing. The postal borrowing service received compliments. There was one request for advance warning regarding book due dates, before they go overdue. One person requested an online ordering system for PDF copies of material.

With regard to the working environment, there were two requests for an increase in the number of desks, and one for some larger desks. Three respondents noted that the chairs are uncomfortable for long periods of use. Two people requested a system where seating could be assigned to individuals. There was one request for power sockets at every desk, and one for working Ethernet ports at every desk. Four respondents commented that the Wi-Fi can be unreliable.

Five comments were received on noise levels: one complementing the current level of quiet, two calling for less noise, and two stating a preference for more noise.

Three respondents reported that they found the layout of the library confusing. There were two calls for additional catalogue terminals, one near the entrance and one by the journal stacks, as well as a request that the two OPAC computers on desks in the Archaeology room be moved to freestanding units by the wall to free up those desks.

There were four comments on the lockers. Two people wished for an end to the policy of not taking large bags into the library, as they did not like using the lockers. One called for more lockers, and one person requested a system where library users could pay to rent a permanent locker.

We received three requests for a common area, and one for a family room in the library where one could both work and bring in children.

There were four comments on the structure of the survey. These will be used to inform the design for next year's survey.

The following specific suggestions were made by single respondents:

- A second computer room
- Improved computers
- Coat racks in the library
- An electronic pencil sharpener
- A relaxation of the rules to allow coffee in the library
- Better lifts

#### [Update on the 2016 library survey](#)

The following changes have been implemented in response to the 2016 survey:

- Heating: regular monitoring of temperatures has led to the University of London agreeing to keep the central heating on for longer periods. This will continue to be monitored over the coming winter.
- Security loops for laptops: now fitted to most desks, and will soon be fitted to all remaining desks.
- A trolley has been placed by the scanner for general re-shelving
- Common area: the planned refurbishment of the reception area over the summer will include a seating area which can be used by library members.
- Remote access to electronic resources: negotiations to provide this are ongoing with a number of publishers. JSTOR is now available remotely for members of the Hellenic and Roman Societies.
- Scanning: a foot pedal has been fitted for the scanner to make it easier to use.
- Reminder notices: automatic notices now go out to readers one week before the loan due date, with a reminder to renew or return the item.