

## LibQUAL 2010: key actions in response to the survey

LibQUAL is a survey that gives us detailed information about how our customers feel about our services and where we should direct our efforts to improve them. We undertook this survey in Spring 2010 and identified the following concerns:

- insufficient reading resources
- insufficient PCs
- noise, mainly from other library users
- crowding
- temperature and ventilation
- difficulty with accessing and using the website and Digital Library

### Key actions:

- 1. Access to reading resources** (books, journal articles)
  - Additional funding (£100,000) as been allocated to the University Library (UL) to improve access to reading resources
  - The UL's Reading Resources Strategy has been designed to improve the student experience by ensuring that library and faculty staff work together to ensure students are fully aware of *how* to access the reading resources they need
  - Library staff will work collaboratively with teaching staff to agree on the key text(s) and related resources and provide accompanying information on how to access the material
  - The Strategy includes the reading list template (currently embedded within the module guide) which module leaders should complete, in consultation with library staff, to provide clear information to students regarding reading resources
  - Key texts are identified for modules with the strong recommendation that students buy their own copies
  - The e-version of a key text will be made available whenever possible
  - Book chapters and journal articles can be digitised to embed within the VLE, if permitted under the terms of the Copyright Licensing Agency
- 2. Access to computers**
  - Additional PCs (20) have been installed in UL Cambridge
  - All our libraries now have wireless access for laptops
  - Faculty PC facilities at Cambridge are available for open access when not in use for teaching (interim measure pending new Ashcroft Building)
  - PC availability screens have been installed at UL Cambridge and UL Chelmsford
  - A Fair Play campaign encouraging responsible use of PCs has been launched and will be monitored for effectiveness
  - We are investigating the feasibility of a providing a remote 24-hour help service for those experiencing IT or Digital Library access problems

### **3. Noise management**

- Bold and simple signalling of the different study zones (group, quiet, silent) has been installed
- Staff will continue to monitor appropriate use of the zones
- We have expanded the capacity of the Silent Zone in UL Chelmsford

### **4. Crowding**

- Measures to manage external visitor access to our libraries at busy times have been put in place

*Steps are also being taken at University level to alleviate this issue; additional social space is being fitted out at the Cambridge Campus*

### **5. Temperature and Ventilation**

- Work is underway to improve temperature control on the ground floor and airflow to the upper floors in the UL Cambridge, which should be completed by Christmas

### **6. Website/Digital Library**

- There is a programme of continuous improvement and development in place - ratings are improving over time
- We have added a prominent notice on our website pointing to a help page for anyone experiencing difficulty with logging on to the Digital Library

### **7. Peterborough issues**

- We are planning an enhanced library area for the new building
- We are in discussion with the Faculty to identify what action is needed to improve perceptions of the quality and accessibility of information resources (including embedding the Reading Resources Strategy)

University Librarian  
5 November 2010