







FOCUS GROUPS 2011 – LIBRARY FEEDBACK

What you said ...			Our response...
New Nursing Library	<ul style="list-style-type: none"> You really like the new Guild House library at Peterborough 		<ul style="list-style-type: none"> Thank you – we like it too!
Cambridge Library	<ul style="list-style-type: none"> The Cambridge Library is too crowded and there are not enough PCs PCs are too slow 		<ul style="list-style-type: none"> The new Ashcroft Building will provide 200 additional PCs & improved wireless provision, plus a café and group areas We will make sure Anglia Ruskin students and staff have priority access to study spaces and PCs The new 'thin client' computers are faster
Textbooks and e-books	<ul style="list-style-type: none"> You would like more e-books There are not enough copies of textbooks 		<ul style="list-style-type: none"> We will always purchase an e-book if we can and now have over 74,000 for you to choose from You are encouraged to buy your own copy of a key text recommended by your lecturer
Books on the shelves	<ul style="list-style-type: none"> The books are not always where they should be on the shelves 		<ul style="list-style-type: none"> We have speeded up our shelving and tidying by increasing our shelving team and improving our work processes We have improved Quick Search on the website to make it easier to find things We now do regular stock checks to ensure accuracy
Noise	<ul style="list-style-type: none"> Some of you think the library is too noisy 		<ul style="list-style-type: none"> We have installed additional high-visibility signage to clarify the group, quiet and silent study zones As a result of your feedback, we have adjusted the layout of the zones We need your help to reduce noise levels – please let a member of library staff know if others are being disruptive
Opening Hours	<ul style="list-style-type: none"> You like 24 hour opening and say opening hours are better than many other libraries 		<ul style="list-style-type: none"> Thank you – we work hard to ensure the library is open when you need it