

Printing: 32**All issues forwarded to Mark Millar, Reprographics Manager on 29/11/11**

- Too expensive: 17

We have not altered our charges in nine years yet in that time the cost of service, equipment and paper has increased. The increases have been passed onto the staff services in the University. We will be reviewing our charges in May once new equipment has been tendered (cost, quality and support are the main elements of the tender).

- Can't print directly from laptop, then have to wait on free computer defeating purpose of using laptop in first place: 7

Remote printing (follow-me services) will be included with our new fleet. The current equipment does not support embedded software that facilitate remote printing.

- More print card top up machines:2

I know there was an issue with the top up devices at Jordanstown. In the last few weeks we have added another dispenser and top-up machine.

- Double sided printing: 2

Duplex printing will be standard on the new fleet in May.

- Printers out of order: 2

We will unfortunately have periods when equipment fails but our new service will remove the need for print release stations and allow each multi-function device(MFD) to retrieve your print (follow-me service). Every device in student locations will be able to provide print which should manage equipment failures.

- Coloured paper required: 2

We do not supply colour paper in the printers/copiers as it would be impossible to establish what everyone's requirements (colour needed) would be. The MFDs will have manual feed options which will allow a user to select their work and then pick the paper source.

- Computers in quiet area should be connected to printer: 1

The removal of print release stations will mean a more adaptable fleet of printers that can be moved to where they are most need/used. We will look into this as part of the planning.

- More printers: 1

Once we remove the print release stations and move to MFDs we will have a greater and more flexible fleet of devices that will provide printing, copying and scanning services.

Access to computers: 28

- More computers and fix those which are out of order

Promote and encourage students to use the available IT Labs. Also ask students to report out of order PCs to the Information Point in the libraries. All faults are reported to the ICT Helpdesk and faulty PCs repaired.

Problems connecting to Wifi: 7

- Wifi awkward to use: 1
- Poor connection in social learning space along by student support: 3

WIFI issues to be forwarded to ICT CS. ICT working on improving WIFI access on both Jordanstown and Belfast campuses.

General: 22

- Longer opening hours: 4

All the libraries opening hours are regularly reviewed but there must be significant demand to justify longer opening hours.

- Too warm: 4

The University's Physical Resources Department (PRD) controls the heating and air conditioning in the libraries. All comments and complaints are forwarded to PRD.

- More power points in quiet study area: 3

The number of power points in the quiet area at Jordanstown is high but it is access to them that can be difficult. The Library Manger will continue to improve access to the existing power points by reviewing the placing of desks, chairs and shelving.

- Staff Friendly: 2

Hope these are positive remarks. It's important to all library staff that students find them approachable and helpful.

- Good so far - always found books required: 2

Very helpful to get such positive feedback.

- Too noisy: 1

The libraries have to provide a variety of studying environments to meet the needs of all students. We appreciate the area around the PCs can be noisy but we also provide a quiet study area and a Silent Study Room with PC access and there are IT Labs. It's important that students report talking in the quiet areas of the library to a member of staff.

- More programmes installed on computers such as google chrome: 1

Programmes can only be installed if compatible with existing programmes. Google Chrome is not available as it causes problems with access to the University's student e-mail service "Live@edu".

- More E- books: 'Sometimes books in 4hr section have online info etc according to stickers on the cover but LRC don't know even though it is a uni sticker: 1

In future it is expected more e-books to be available through the library. Issues such as information on stickers should be referred to the Subject Librarian.

- Better working Macs: 1

Referred to ICT staff at Belfast.

- More quiet study space with PCs: 1

Again using the IT Labs will provide this.

- 'No problems – in Italy we do not have a library with computers so we really like it':1

Great feedback!