## **Computers**

Lack of computers: 20
No plans to increase number of computers.
ICT & Library staff to promote use of IT Labs to students

Signed in computers unattended: 15
This is bad practice. At Induction students told how important it is to be aware of their on-line security and password protection when using computers in the University.
Publicise promotional material on this subject. It is not possible for library staff to police this and it is the responsibility of students to be aware of online security issues.

Broken Computers (including no mouse): 9
Students should report broken computers to library staff and it will be referred to ICT CS.

More power sockets in quiet library: 9
There are power-points in the library but not in accessible locations. CLM will continue to purchase suitable furniture to increase the use of power points.

Big computer room 17J used for small classes, leaving computers not being used but not accessible for students. (One suggested moving some of the computers to another study room): 5
Allocation of rooms is down to time-tabling which ICT CS has no control over. The removal of computers would affect the use of the room for large groups.

Computer labs used for classes so can't access until late afternoon: 3
Priority is given to classes and timetabling needs but students should check all IT labs availability.

More silent computer space: 5
The increase of access to power-points (point above) should help increase computer access in the silent study area as more students can use their own laptops etc.

Promotion of other computer and study rooms around campus: 4
Library already does supply leaflets and hand-outs to students. ICT CS to look at further promotional material outside the library.

Computer labs machines very slow: 4
Problems with 17J had been reported by teaching staff and have been resolved.

Wireless access: 4
There is a 3 year plan to increase the amount and speed of wireless access.


## **Books & Journals**

More copies of books which are in high demand or reduce renewal time: 8
Journals – not being able to access from personal computers and from home: 6
Journal search function difficult to use: 3
More e Books: 2
Any issues concerning accessing the library resources – books & journals, print or electronic – students should refer to their Subject Teams based in the library. Contact details available at the Information Desk or from the library's web page.

Time it takes for requests to arrive from other campuses: 4
This will depend on the book being available and not on loan. If the book is on the shelves it usually arrives the following day.

Problems renewing online: 1
This can happen for a variety of reasons so students should contact the Issue Desk if experiencing problems.

## Library General

Hard to book study rooms: 5 (one suggested online booking system, another that you can book up to two weeks in advance)
Demand for rooms has grown in the last few years especially from Student Support for places for support tutors to meet with students.
It is possible to book 2 weeks in advance and online booking is currently under consideration.
The basic problem of not enough rooms will probably be the situation until the move to Belfast in 2018.

Opening hours: 3 (Open earlier, longer wknd hrs)
The opening hours are regularly reviewed but any increase must be based on usage.
The number of students using the library in the evenings and weekends is decreasing.

Library toilets smelly: 3
Students should inform library staff if they find the toilets in an unacceptable condition. Library staff can request Physical Resources to send cleaning staff to the library. Such requests are usually fulfilled quickly.

Printers failing: 2
A new fleet of printers has now been installed across the University resulting in much fewer printing problems i.e. compare with 2011 Student Shout printing issues.

Temperature: 1
Problems should be reported to library staff who will refer to Physical Resources who control heating and air conditioning. Because of the size of the library it can take several hours for noticeable changes to the temperature. Also the same temperature does not suit all students using the library at a particular time e.g. staff can receive comments that it's too warm and too chilly at the same time.