



Ulster
University

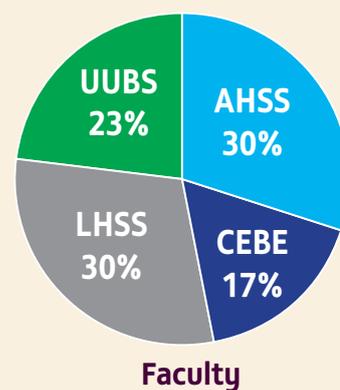
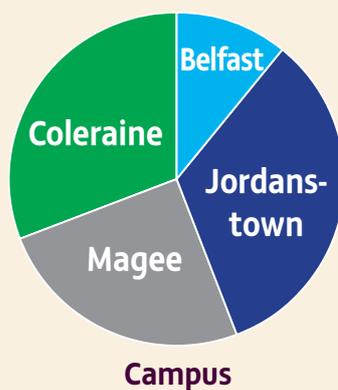
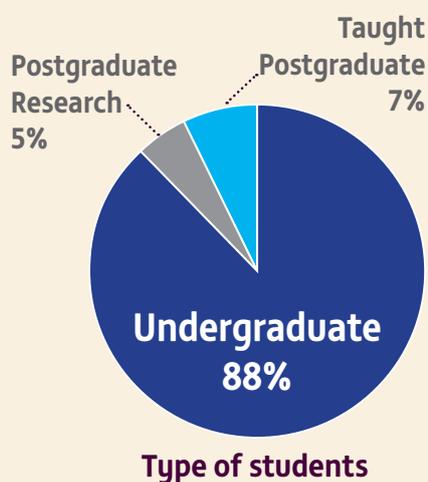
2017 Library Student Satisfaction Survey



The Library conducted a Student User Satisfaction Survey in November 2017. The goals of the survey were to identify those elements of the Library Service which required review and improvement, and to discover if some services were underused because of low awareness within the student body. The survey was completed by 1,292 students.

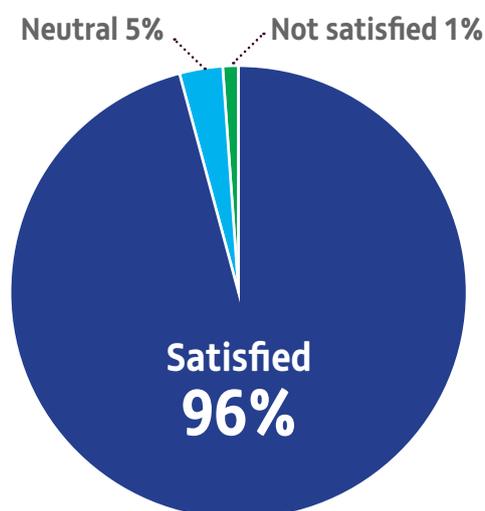
* This summary looks at some of the key findings, and to highlight the overall perception of a service, only the figures for “satisfied”, “dissatisfied” and “not aware of service” are reported.

Survey demographics



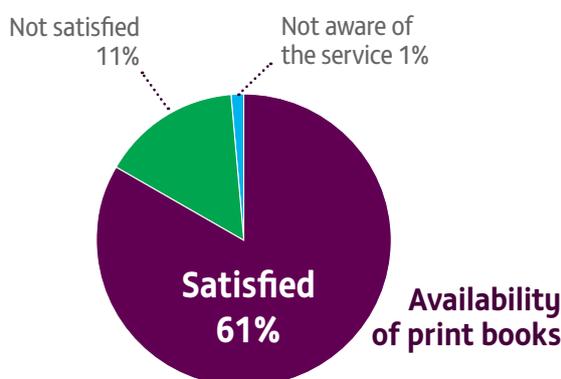
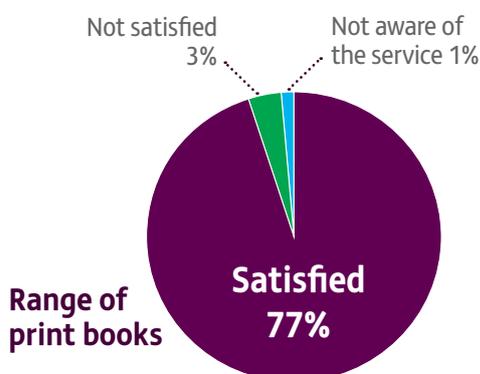
Overall Satisfaction

“How would you rate the overall quality of the service provided by the library?”

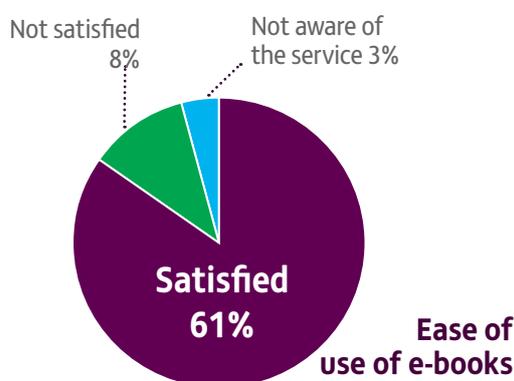
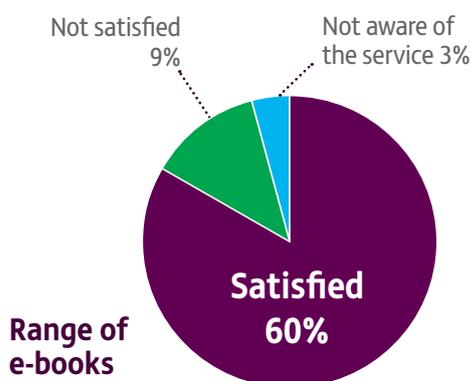


Print and e-books

“Are you satisfied with the information resources and related services provided by the Library?”

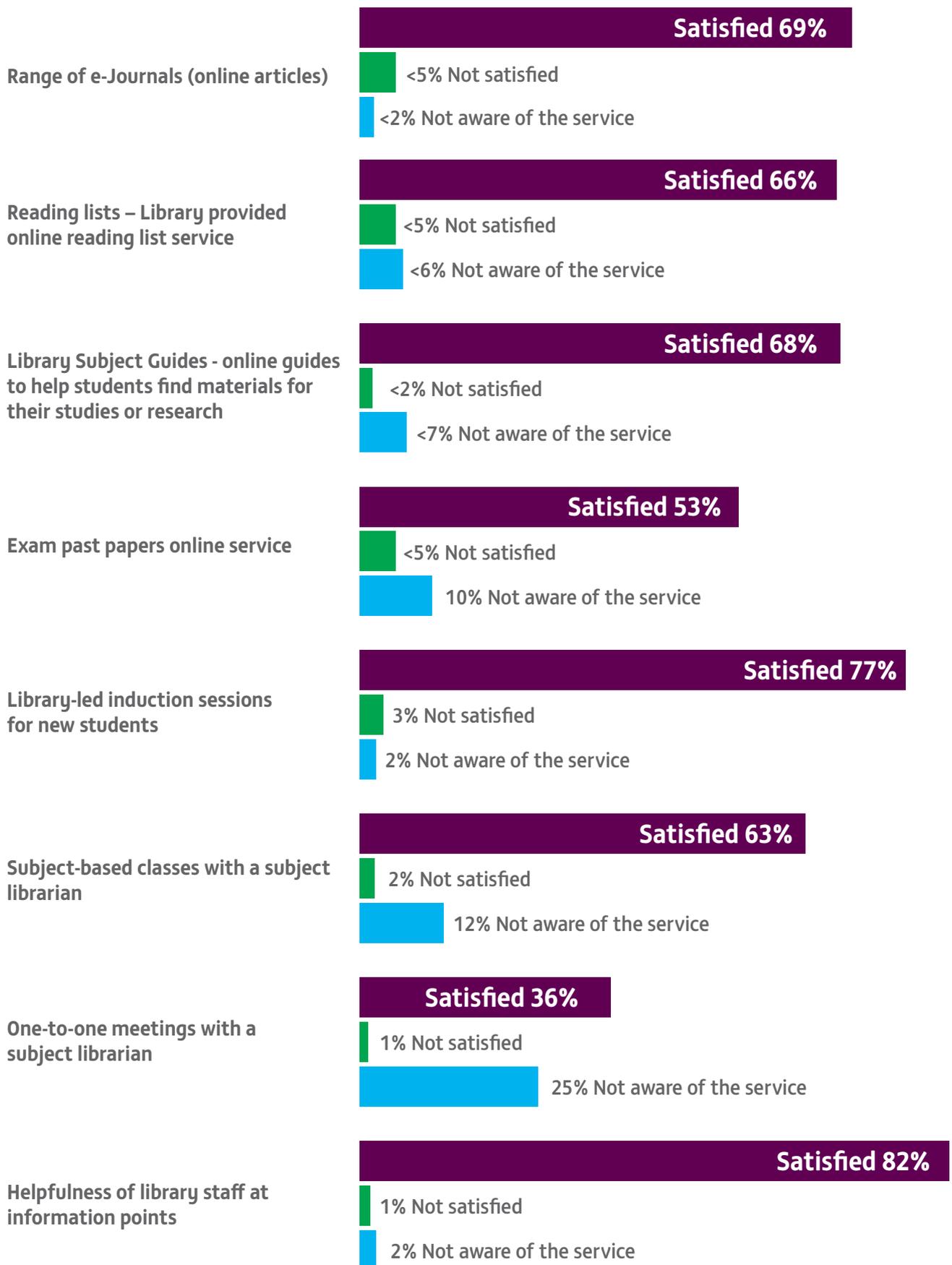


- The Library will continue to use reading lists provided by teaching staff to ensure that students have access to all required reading.
- Books in print represent only a part of the book titles and the Library will always try to purchase titles in e-book format in the first instance.
- Demand for e-books is increasing year on year, providing evidence that e-books are meeting the information needs of students better than print books.
- The Library will continue to use shorter loan types, i.e. two-day and two-week loan, to give all students a chance to borrow those print books that are most in demand.



- The Library provides 11,300 e-books via the Library Catalogue and 700,000 full text e-books, reports and documents via databases.
- In the 2018/19 academic year, the Library will conduct a patron driven acquisition (e-PDA) exercise that will allow students to directly select e-books for purchase by the Library. Titles available for purchase will be promoted via the Library catalogue.
- Help and advice on using e-books is provided via induction and subject classes, and via library staff at Information Points. In the 2018/19 academic year the Library will promote the e-book support that is available to students.

Resources and support provided by the Library – some key findings

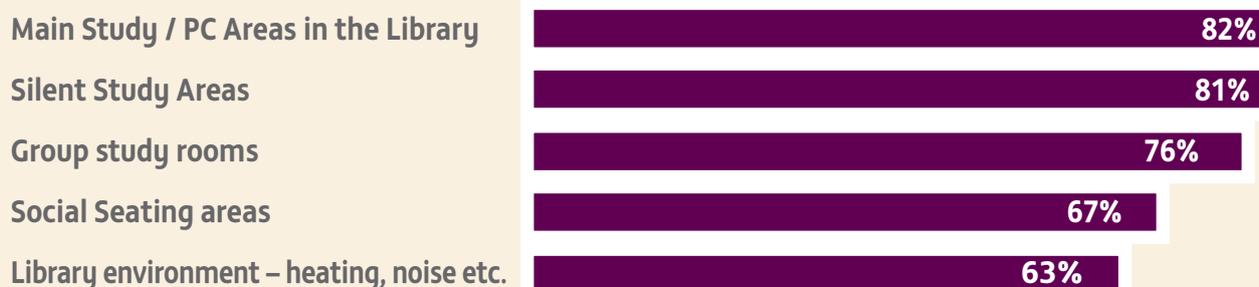


Awareness levels of a number of Library services is low. In the 2018/19 academic year, the Library will introduce a number of promotional initiatives to raise awareness of the usefulness of a number of key services to students.

Campus Library environments

“Are you satisfied with our Campus Libraries and the learning spaces within them?”

Satisfaction with Campus Libraries



Heating

The Library does not have direct responsibility for the heating within our libraries but liaises with the University Physical Resources Department (PRD) who are responsible for these services. Satisfaction levels and individual comments have been passed to PRD for consideration.

Noise

The Library is responsible for noise management and measures to address this issue in 2018/19 will include;

- Ensuring that library staff provide a consistent “roving help” service, regularly checking silent and quiet study areas.
- Promoting our “Library Chat” service as a real time means to alert library staff when a library staff member presence is needed to help manage noise levels.
- Providing laptop loans on every campus to allow all students the flexibility to use computing resources at a quiet location of their choice within the Library.

Thanks to all students for taking the time to provide valuable feedback to us. As shown in this summary, the Library has outlined a number of actions intended to help improve services to students. If you have any queries or further suggestions, please contact:

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