LibQUAL Survey Free Text Comments Report 2012

There were a number of issues raised within the survey and the free text comments, where the library needs to improve performance. These issues have been discussed within the Library Leadership Team and you can find a representative selection below, complete with planned actions from the relevant Head of Section.

The responses have been grouped into three areas:

- Electronic Resources, provision and access.
- Library environment and service.
- Support for subject and learning

Terry Bucknell, Head of Collections, Content and Discovery , responds to your comments on electronic resources, provision and access

Discover Service displaying results for things that we cannot access
In January 2013 we changed the default setting for our Discover Service , so that it now only shows resources that are 'Available @ Liverpool' – see http://liveresources.blogspot.co.uk/2013/01/discovers-new-available-liverpool.html. Conversely, we are now getting complaints from people who want to get hold of a known item, whether it is immediately available to them or not, as it is not obvious that this limiter has been applied, or how to re-run the search without the limiter. To try to improve this situation we have submitted an enhancement request to service provider EBSCO, suggesting that if a search returns no hits, the 'Available @ Liverpool' limiter should automatically be lifted (or at least the user should be offered the choice of removing the limiter.

Electronic Library pages hard to navigate
This situation should improve as EBSCO integrate the e-journal browse functionality into Discover, rather than having it as a separate tab in the Electronic Library pages. EBSCO will also introduce personalisation features that will allow users to create their own lists of favourite journals, books and articles.

Physical arrangement of stock
The recent appointment of a dedicated Collections Manager, and plans for a major project in 2014 to organise collections more rationally, will improve the

'browsability' of the physical collections.

Quality of the catalogue
The recent appointment of a dedicated Metadata Manager will ensure regular quality control checks and updates are undertaken. In addition the migration to a new Library Management System (i.e. catalogue) with more modern support for diacritics should help to address these issues.

Laura Dunn, Head of Customer Services responds to comments on the Library environment and service

By far the most common complaint from students participating in the LibQUAL survey concerned the provision of PCs in the libraries. As well as numbers of PCs there were also complaints about management of them, with students expressing their frustration at others who 'bagged' study spaces for long periods of time and then did not use them.

Actions
In 2014 two extensive projects will take place in both the Sydney Jones Library and the Harold Cohen Library to provide a 300 + study spaces across both buildings. As part of this work additional PCs will be installed, as well as desks with access to power for those students who wish to use their own laptops. In addition, as our laptop loan service has proved very popular, we will be doubling the number of laptops available for loan from January 2014.

We do acknowledge that it is not possible to provide a PC for every student who may want to use one within the library and therefore it's important that we actively promote other computing resources on campus. We propose to work with our colleagues in Computing Services to develop an easily accessible interface with real time information on available PC spaces; we will also investigate the idea of PC booking to see if this service is of interest to students.

Management of the environment
Concern over the appropriate use of library space was also a major concern for students. It is clear that students want 'Quiet' and 'Silent' spaces to be just that and the library need to do more to manage the situation.

Actions

We intend to more effectively sign post zoning within the library and increase patrols of staff around areas. We plan to raise awareness of zoning through high visibility publicity campaigns The 'report noise' text service has proved popular and we will continue to encourage students to actively participate in effective management of study space by letting us know where they have a problem.

Cleanliness of the buildings and toilets
Actions

We intend, with the support of our colleagues in Facilities Management, to provide additional day time cleaning resources within the libraries. We also hope to collaborate with the Guild to promote more effective recycling practice in the building.

Staff

The survey this year demonstrated a very positive improvement in satisfaction with the quality of service offered by library staff. Whilst we are very pleased with this improvement, we intend to continue to strive to offer an excellent customer service to all members and visitors of the library and are currently preparing our application for the Customer Service Excellence Award.

Lesley Butler. Customer Services and Site Manager Harold Cohen Library responds to comments on the Harold Cohen Library

Lack of investment in the Harold Cohen Library
It is an undeniable fact that the SJL has benefitted from a greater influx of funding over the last few years, including a generous bequest of a former student.

Actions

The University recognises this imbalance and has allocated £2m for a building project to effect improvements to the HCL. The work is likely to take place during summer 2014 and will result in;

- Major changes to the entrance and ground floor
- An improved self service area
- Easier access to staff support

- Repurposing of some stack areas in order to use the space more effectively for student study and to provide small group study rooms
- Increased space available for group and quiet study
- Creation of a new Postgraduate room
- We are also planning an innovative study zone within the HCL which will incorporate a facility for critically reviewing and annotating full size posters prior to printing.

Temperature
Temperature fluctuations and variations within the building are a challenge and we are working with our colleagues in Facilities Management on a continuing basis. All comments and complaints about hot or cold temperatures are immediately reported for maintenance. The noise produced by the air conditioning units in the Silent Study Room has also been brought to the attention of Facilities Management who are investigating how the level of noise can be reduced.

Navigating around the building
It is acknowledged that the HCL is a complex building and can be difficult to find your way around. We have guides of the building available for pick-up at the Help Desks. We will be reviewing the current directional signage as part of the major development project in 2014.

Andrew Barker, Head of Academic Liaison and Special Collections and Archives responds to your comments regarding support for subject and learning

Insufficient books in insufficient numbers
The Academic Liaison team plans to combat concerns through three new initiatives that we are badging as, *'Resources for Courses':*

- The roll out of a 'More Books' campaign to ensure our users are aware that they can recommend books to us. As one respondent says: *'It would also be good to inform the students that they can suggest books for the library to buy, as it would involve the student community into improving the library collection.'* 'More Books' will be doing this in a proactive way.
- The Introduction of Demand Driven Acquisition for the purchase of ebooks to increase number of e-books at point of need and to fulfil the request to *'involve the student community into improving the library collection'.*

- Implementation of Reading Lists @ Liverpool. This will provide an effective joined up approached between academics and the library. A major theme arising from the freetext comments.
- Targeted liaison with those schools who are least satisfied with the Library, to work closely with them through this year with the aim of improving satisfaction levels.

More E-Books
Working with colleagues we plan to update the Collection Management Policy in 2013. This will include a review of current policy which states we will not purchase e-books which come with digital rights management software, which has inevitably limited us.

Online Guidance
A programme to improve online guidance will commence in 2013. The programme should include:

- How to find a known journal (quickly and easily)
- How to find a known journal article (quickly and easily)
- How to access e-resources off-campus (including through Google Scholar and Pubmed Central)
- How to keep up to date in your subject
- How to ask the library to acquire the books and journals that you need
- How to obtain copies of articles and books that the library can't provide immediate access