



LIBQUAL 2020

Thank you for completing our latest libqual survey!
Your feedback helps us improve our services and implement change!

You said

YOU FOUND IT DIFFICULT TO NAVIGATE THE LIBRARY WEBSITE

We are

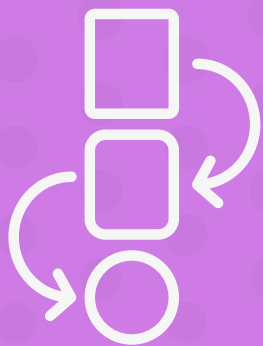
Streamlining our Website

http://



We are undertaking a website review project which will substantially streamline and reorganise information on the website, with the aim of making pertinent information easier to find

YOU FOUND IT DIFFICULT TO FIND MATERIAL IN THE LIBRARY BUILDING



Library Transformation

We will work with all stakeholders to ensure the transformation of the library building will enable easy access to all our collections

YOU HAVE MISCONCEPTIONS OR ARE NOT AWARE OF TEACHING, RESEARCH AND SKILLS SUPPORTS OFFERED BY THE LIBRARY

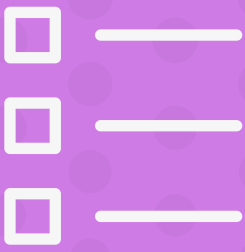
Support



We are consolidating skills supports by means of online learning portals such as the [Learning and Research Know-how OER](#), making teaching interventions for specific learning outcomes easier to locate

WE DIDN'T HAVE THE BOOKS YOUR LECTURER EXPECTED YOU TO READ

Reading List



We have liaised with all lecturers this summer on the Reading List service and the number of reading lists received has increased by 46% from 2019. Once we receive reading lists we purchase the books and make them available for you

YOU DON'T ALWAYS GET AN ANSWER WHEN YOU SUBMIT A QUERY TO THE LIBRARY

Communication Channels



We will undertake a review of the methods people can use to contact us and we will ensure you get a prompt response when you submit a query

YOU REQUESTED WE REVIEW THE NUMBER OF BOOKS PHD STUDENTS CAN BORROW

Number of Loans



We have increased the loan limit for PhD students from 10 to 20