

THANK YOU FOR RESPONDING TO LIBQUAL 2018

Here are some of the big issues you told us about along with what we're doing to help solve these problems

LIBRARY AS PLACE

Of six SCONUL universities providing data, we are the only Library with a score indicating less than minimal satisfaction on more than one component score of Library as Place

We will continue to work with the University Management Team for support to create a new Library space that meets the needs of NUI Galway's students

INFORMATION RESOURCE DISCOVERY

- You told us our website was not intuitive, so we introduced **a new discovery interface** in Summer 2018
- A survey is currently underway to capture user feedback to ensure the new interface has improved the user experience

ON AND OFF-CAMPUS E-RESOURCE AVAILABILITY

- Off-campus access is available to all electronic resources once you have signed into the Library catalogue
- However, you tell us that you run into difficulties with off-campus access, so a project will be run during Spring 2019 to find out why this is happening
- We will prepare promotional material regarding need to login and access resources from library catalogue for off-campus access to work

ACCESS TO HIGH-DEMAND BOOKS

- To improve access to high demand materials we will be making the Reading List System mandatory for lecturers requesting multiple copies of a book
- For all books on reading lists submitted to our System, we purchase e-book editions where available; purchase the number of copies of print books appropriate to class size; and provide chapter/article digitisation where no e-edition is available
- We regularly review our book loan periods to optimise circulation of books and improve the student experience

CURRENCY OF BOOK STOCKS

- In 2018 we repeated a Demand Driven Acquisition Initiative, which links users straight to e-books we don't own and purchases only when an ebook is used
- We will run a promotional campaign to highlight how to suggest new titles. We have purchased 450 items via online suggestions. We purchase suggested material both in print and e-book format, when available
- We also purchase copies of any material requested by Inter-Library Loan that has been published in the last two years.

THESE CHANGES SHOULD HELP, TOO

- **Group study room booking** - You didn't like the previous method, so we have replaced the system with **a more user-friendly one**
- **Wifi** - We have fixed the hardware issue in the postgraduate reading room
- **PC availability** - We have opened our Library Training Room and its 24 PCs to users when not being used for training and events
- **Individual study space availability** - Projects to move less-used material to stores have allowed shelves to be removed and 20 individual study spaces added to the Ground Floor
- **Well-being at work** - Friendly dogs Max and Kai are now regular visitors to our foyer

OUR STAFF

- As always, the campus community is appreciative of our Staff. We thank you for your positive comments, as well as your constructive feedback
- We will continue to strive to improve our staff ethos, bettering our willingness to help, respecting the needs of silent work and study, and developing our support capacity through active Continuous Professional Development