LibQual+ Survey 2011: actions being taken

Brief description of the paper
This paper follows on from the two papers presented to the last meeting of Library Committee. It highlights a range of things that we have already done and that we intend to do in the coming months, in direct response to the outcomes of the survey.

Action requested
For discussion and information

Resource implications
Yes, depending on the outcome of the scoping exercises that will be undertaken on some of the proposed service changes

Risk Assessment
None

Equality and Diversity
Does the paper have equality and diversity implications? Yes, there will be discussions held, as required, with the Student Disability Service

Freedom of Information
Can this paper be included in open business? Yes

Originator of the paper
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Edinburgh University Library Committee

LibQual+ Survey 2011: actions being taken

Introduction

Two papers were presented to the February meeting of Library Committee reporting on the LibQual+ survey carried out in November 2011. This paper highlights a range of things that we have already done and that we intend to do in the coming months, in direct response to the outcomes of the survey.

This paper will also be reported in a more informal “We said, you did” style for the website and in libraries.


Further general information on LibQUAL+ can be found at [www.libqual.org](http://www.libqual.org).

Services

- Visibility of library staff on all floors in the Main Library: continuing to make use of student helpers to guide users to seats, and continuing to develop roving help. Also expanding roving help to the new KB Library
- Training of Helpdesk staff on commonly asked IT issues: this is underway so they can provide a more effective service to users
- Printing facilities in the Main Library: installation already done of new kit on the 4th floor, reviewing the monitoring of printer status; providing roving help, and reviewing the replacement of dedicated printers with new multi-function devices
- Sunday morning opening in the Main Library: we are now open for 8 Sundays in Semester 1 from 9.00am and 13 Sundays in Semester 2
- Users being able to return books to a different library from where they were issued: to consider the options and identify the costs
- Room and study pod booking: updating the information on the IS website
- Online request service for items on loan: to consider such a service
- Limit on renewals: to review the removal of the limit so that all users will be able to renew items that previously were blocked and thereby avoid fines resulting from their late return and to consult with EUSA
- Borrowing of books by users with a disability: to investigate a number of issues with the Student Disability Service
- Increasing the fines total before a user is stopped from borrowing: to review the pros and cons within IS and to consult with EUSA
- Borrowing of items from other UoE library sites: promoting the existing service
- Improving the speed of identification for users at the self-check and multi-function devices: installing proximity readers
- Missing items: to review the timescales around reporting missing items and to consider the benefits of reducing the time before an item appears as “missing” in the catalogue
- Services for distance learners: scoping a service to provide postal loans and scanning outwith the existing e-Reserve service
- Centre for Research Collections: a review of the current opening hours during semester is underway
Collections

- Funding for the collections: the Collections Review has taken the comments from the survey into account in its deliberations, and has made a strong case for additional funding
- Provision of books: the Collections Review proposes the establishment of a fund for “patron-driven acquisition” from any additional funding made available. This would allow users to make direct requests for books which are not available, or in high demand
- Inter-library loan charges: the Review recommends eliminating the charges
- Resource discovery: as part of the Resource Discovery Project, we will be examining the different channels by which users are provided with links to the library discovery services (the IS website, MyEd etc) and the way in which we direct users to different search services (Searcher, Voyager, Aquabrowser etc). Improving resource discovery is one of the Collections Review’s recommendations
- Using Searcher: we are hoping to create a 5 minute online introductory video that provides an overview of the Searcher service in order to help users quickly gain an understanding of the system and how to best use it. Additionally we shall see what other short presentations from alternative viewpoints would be useful for us to provide, for example “How to find an item on my reading list”
- Searching for digital resources: we will continue to examine how to best tune the search results to boost the most relevant records in order to help provide search result sets with the best relevance ranking that we can
- Searching facilities: we will be investigating with our search system vendors potential ways to help users with facilities such as spelling suggestions and fields that autocomplete to overcome issues faced by some dyslexic students
- Costs of open access: the Repository Publications Team will be investigating the costs of open access, including creating an Open Access Publishing Fund, another of the Collections Review’s recommendations
- Delivery service from the Library Annexe: there were comments in the survey about the length of time it takes to get items. There has been substantial investment made in the Library Annexe services which has now resulted in a fast request and delivery service. If requested the same day before 12 the item is delivered that afternoon. Book and journal chapters requested before 13.00 can be delivered electronically within four hours
- Special Collections: over the past two years, we have been proactively expanding and building holdings, especially in the Humanities
- Physical collections in the Main Library: we have invested heavily in making the layout of physical collections more legible and easy to find by adopting Library of Congress classification, making use of clear signage and retraining book shelvers to assist users with finding materials

Library as place

Main Library issues

- 4th floor: opened in mid-February, 2 weeks early, with c.550 extra seats and at the moment, it is easy to find a seat
- Student helpers: to be employed for the period of exams
- Temperature: the temperature remains within the set points established by Estates & Buildings. Both IS and E&B keep a close eye on this, and a request has been made to lower the set point at which cooling starts in the lead up to and during the summer exams. In fact, the issue is more to do with “airlessness” than heat; and work continues by the contractors to address this issue. When the building is completed, there will be more air handling capacity
- Café: it is run by Accommodation Services. There is light touch monitoring through an Advisory Group which includes students, library and academic staff working with Accommodation Services. The Libqual+ survey comments and any others are routinely passed on to Accommodation Services
Cleanliness: IS meets regularly with Estates and Buildings on maintenance and cleaning issues, and standards are gradually being changed to respond to the busyness of the building.

Noise during the redevelopment project: this should be much reduced, although not eliminated, in the final phase of the project.

Site Libraries’ issues

Science and Engineering Libraries

- The new KB Library will open during the Summer vacation with long opening hours.
- There will be associated changes to study space provision at KB, which will include the redevelopment of the KB Centre level 1 and the re-organisation of the upper floor of the current Darwin Library.
- Study space at KB will be promoted in an integrated way from the start of next session.
- The journal collection and the older book collection will remain on open-access on the lower floor of the current Darwin Library.
- Discussions are taking place involving IS, College of Science & Engineering and Estates & Buildings on a major redevelopment of the current Darwin Library upper floor in Summer 2013, funding permitting, to provide high quality study space and a catering outlet.

Lady Smith of Kelvin Veterinary Library

- Discussions have taken place on the possibility of additional study seats in the Library as a consequence of space freed up by reducing the shelving footprint, but this depends on the availability of School funds.

Royal Infirmary Library

- Investigations are underway to see whether the number of study spaces can be increased by replacing the existing desks with smaller ones, but this depends on funding being available from the College and/or from other University sources.

Moray House Library

- Problem with printing: this is a problem with the 18 Macs and the print server: it will be resolved by the summer when PCs replace the Macs.
- More computers are wanted: space constraints make this difficult, but it will be reviewed.
- More group study areas wanted: again space is a difficulty, but we shall try to identify a suitable place.

Law & Europa Library

- More/better computers: there are 19 PCs in the library, all provided and maintained by the School. Space constraints make it difficult to fit in any more at the moment.

ECA Library

- Cold temperatures: Estates & Buildings to be asked to check that temperatures remain within the set points established by E&B across the University.
- Noise: library staff will increase checking of noise by students.

New College Library

- Opening hours: users would like to see these extended at evenings and weekends. However when we did have longer opening hours, the head counts at these times were extremely low, and did not justify keeping the library open.

Richard Battersby for the Library Management Team
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e/Libqual April 12 Library Committee report