

Library User Satisfaction Survey 2014/15

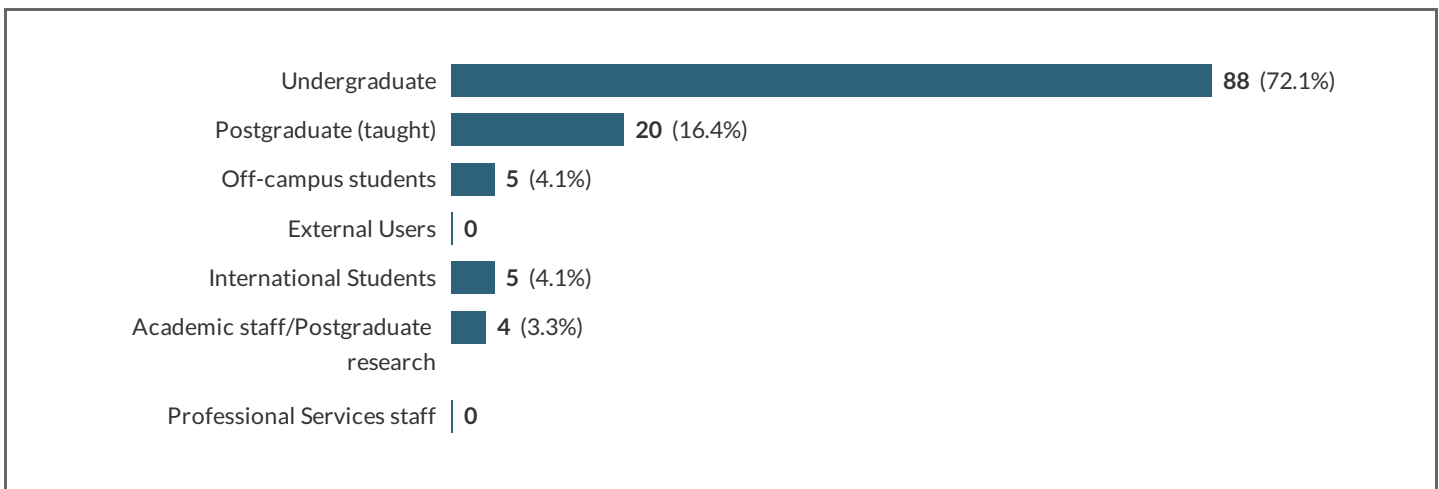
Showing 122 of 122 responses

Showing **all** responses

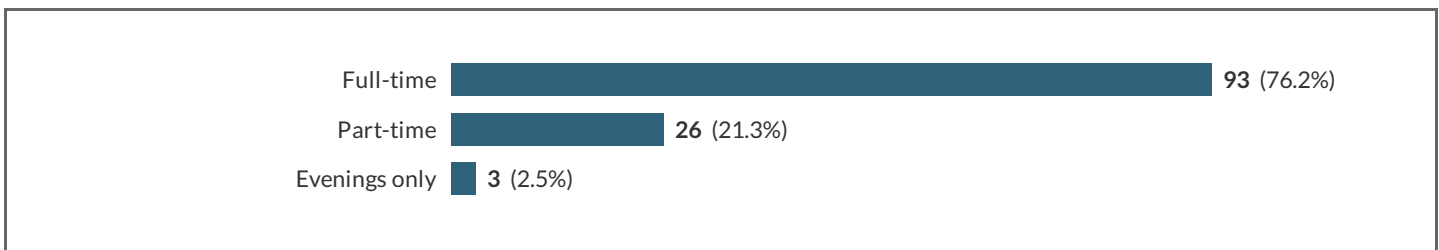
Showing **all** questions

General Information

1 Which group are you in?



2 Are you:

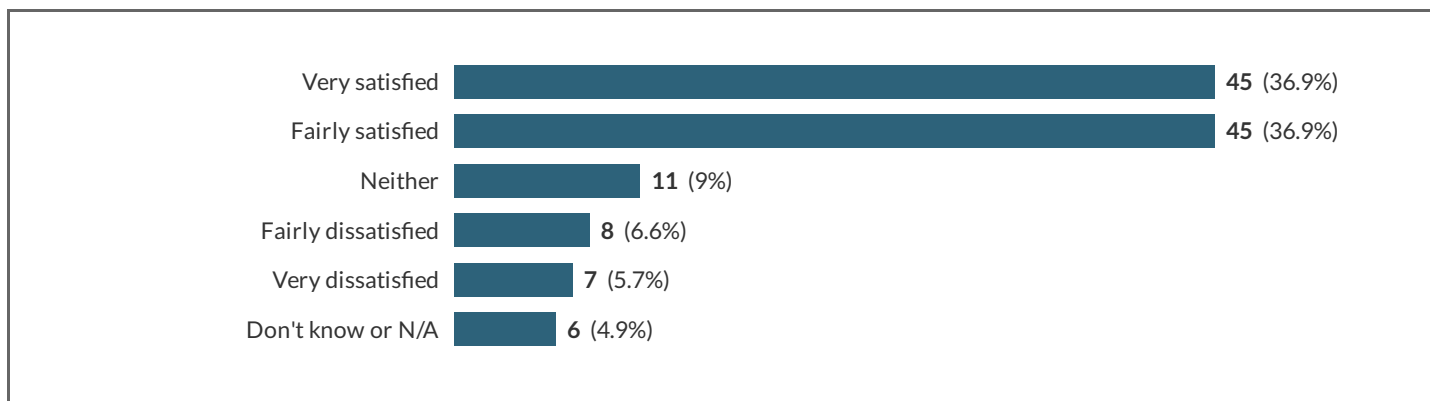


Library Facilities

3 How satisfied are you with these facilities and services?

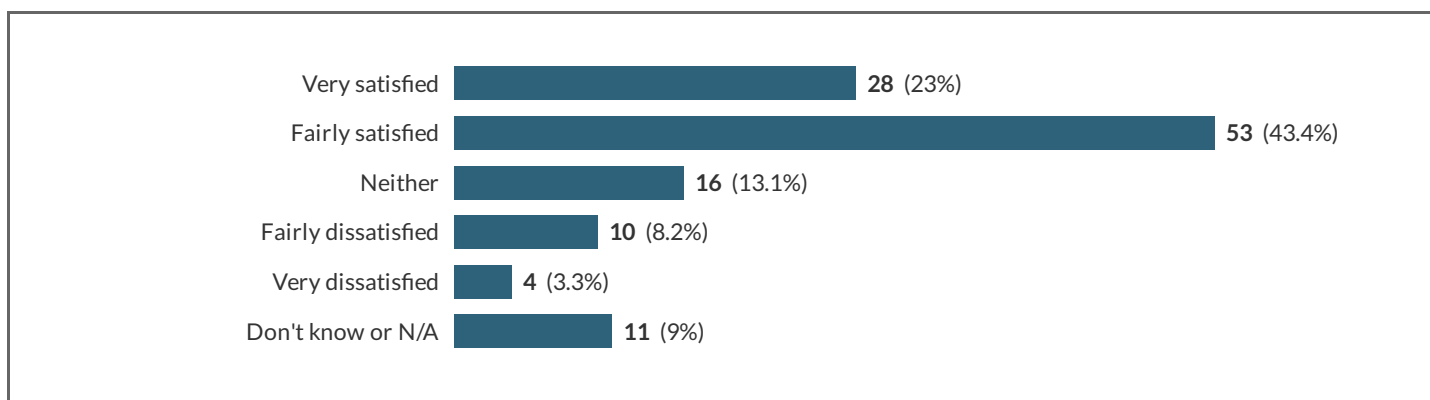
3.1 Range of books

3.1.a Range of books



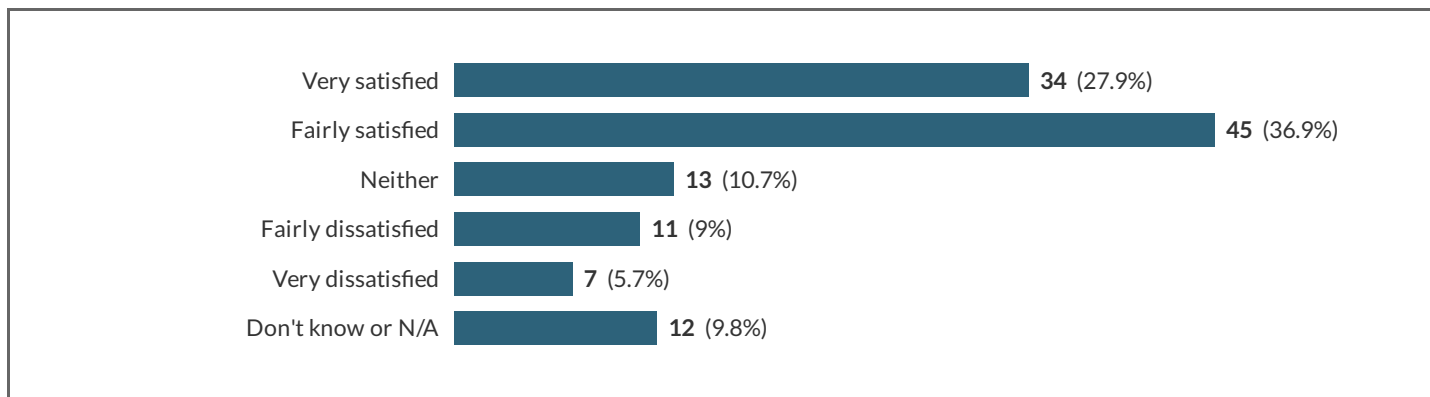
3.2 Range of journals

3.2.a Range of journals



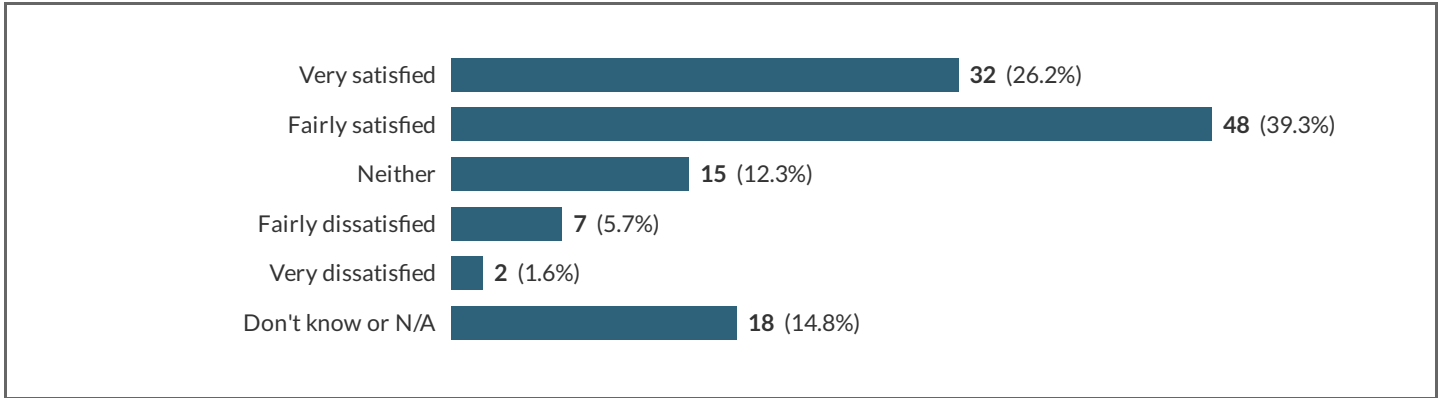
3.3 Course books and essential texts

3.3.a Course books and essential texts



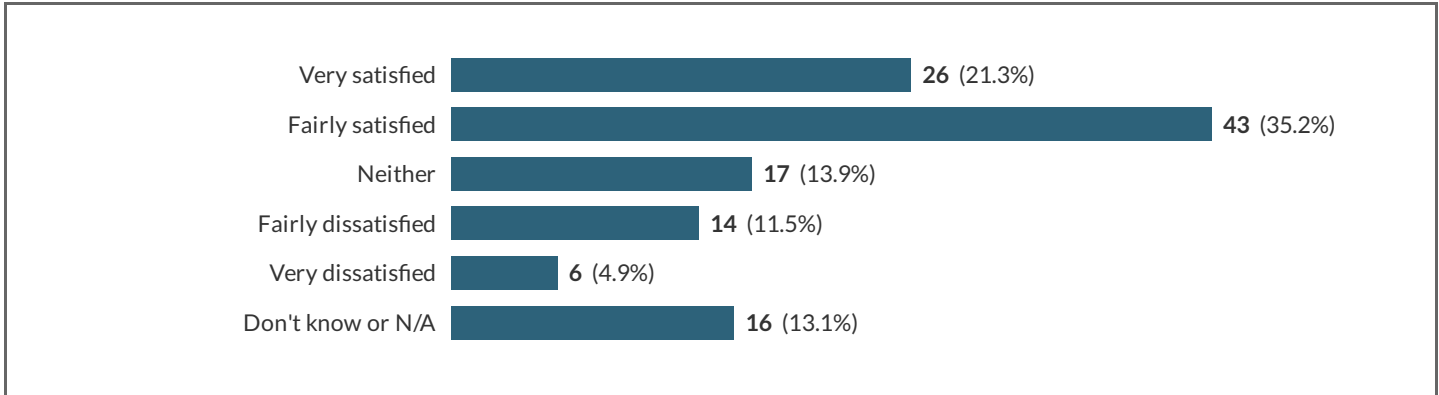
3.4 Photocopying

3.4.a Photocopying



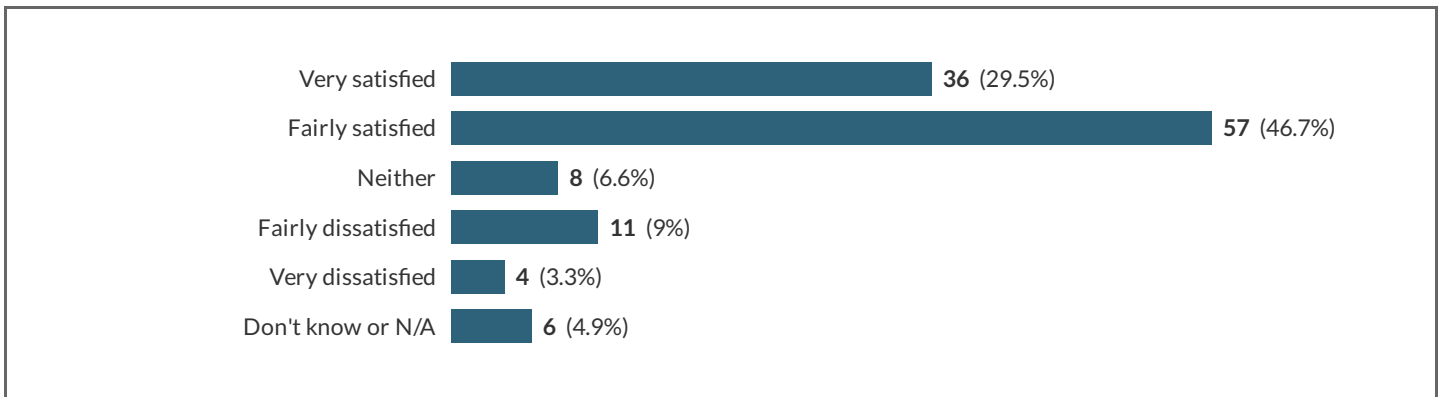
3.5 Printing from PCs

3.5.a Printing from PCs



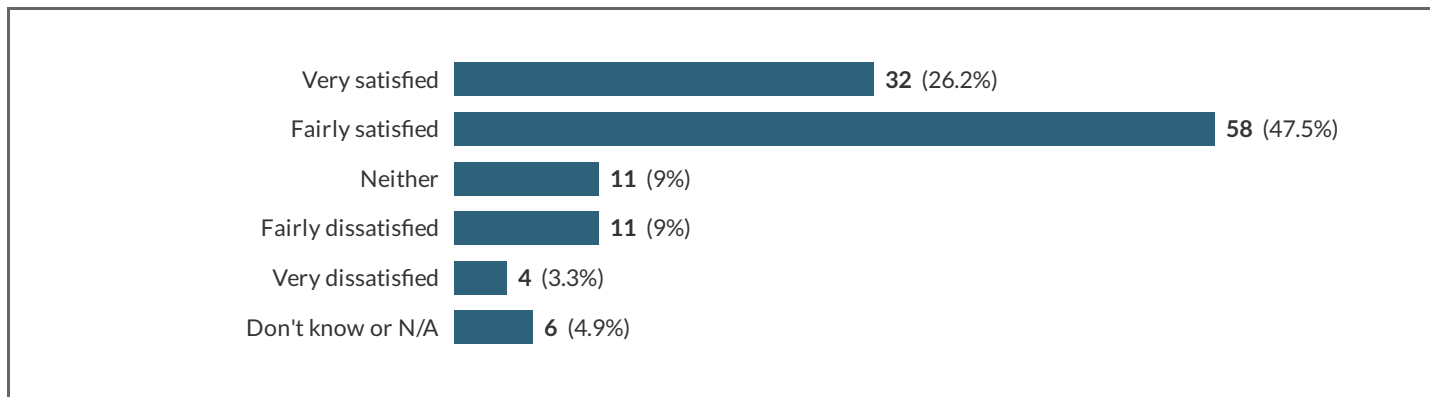
3.6 Study facilities (study desks, etc.)

3.6.a Study facilities (study desks, etc.)



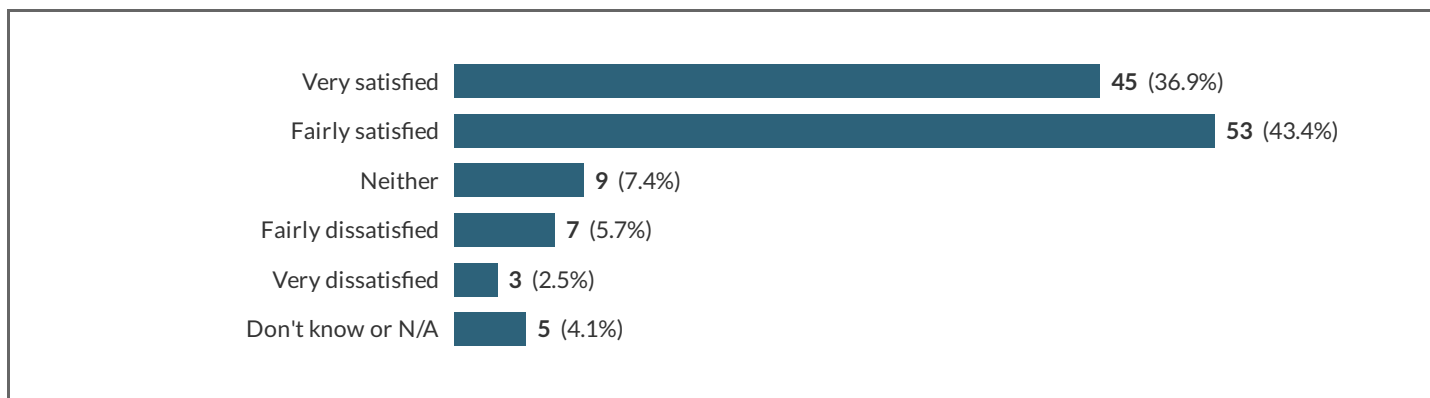
3.7 Provision and reliability of computers/PCs

3.7.a Provision and reliability of computers/PCs



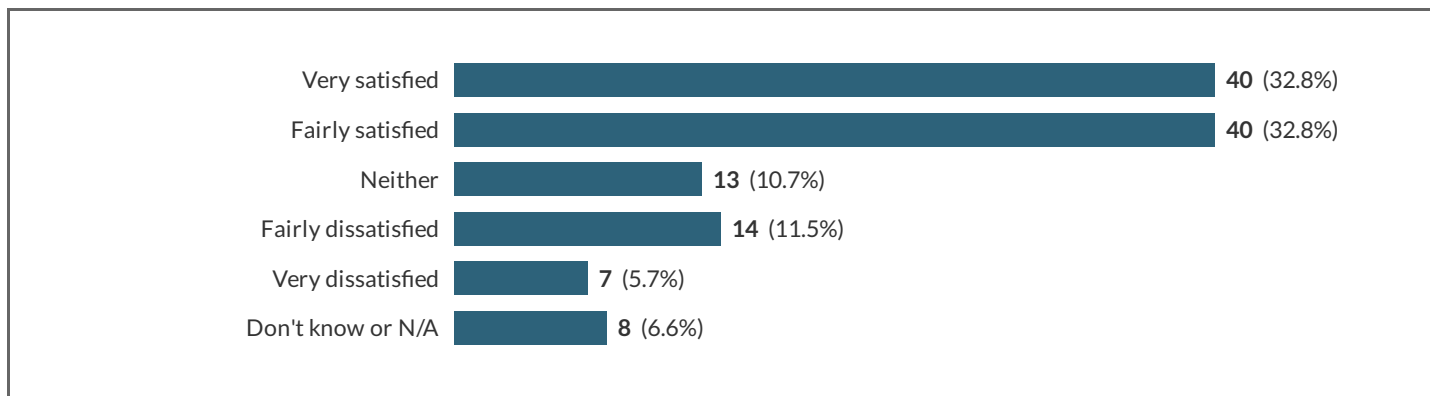
3.8 Library Catalogue

3.8.a Library Catalogue



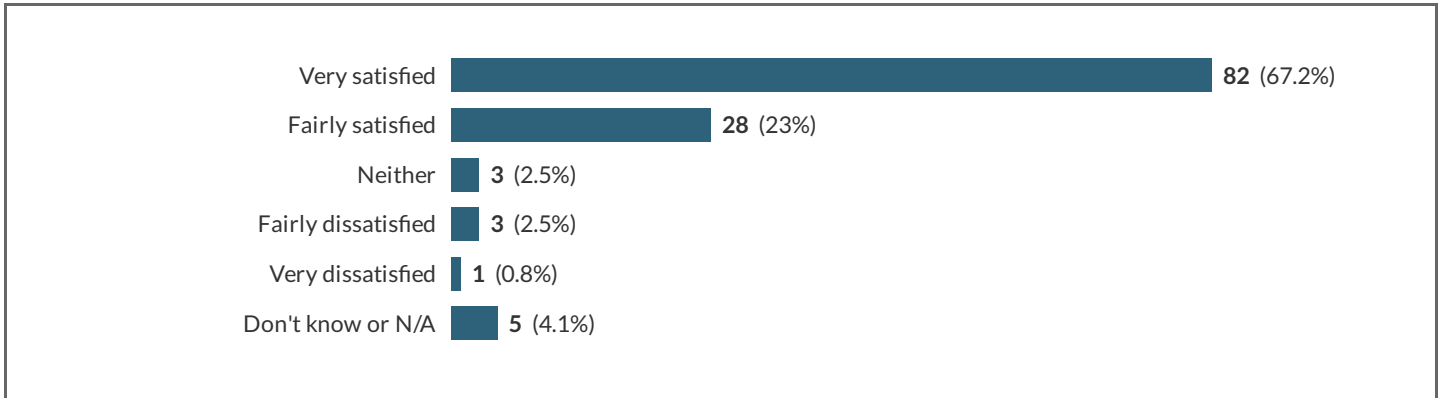
3.9 Range of electronic resources (e.g. eBooks, eJournals and electronic databases)

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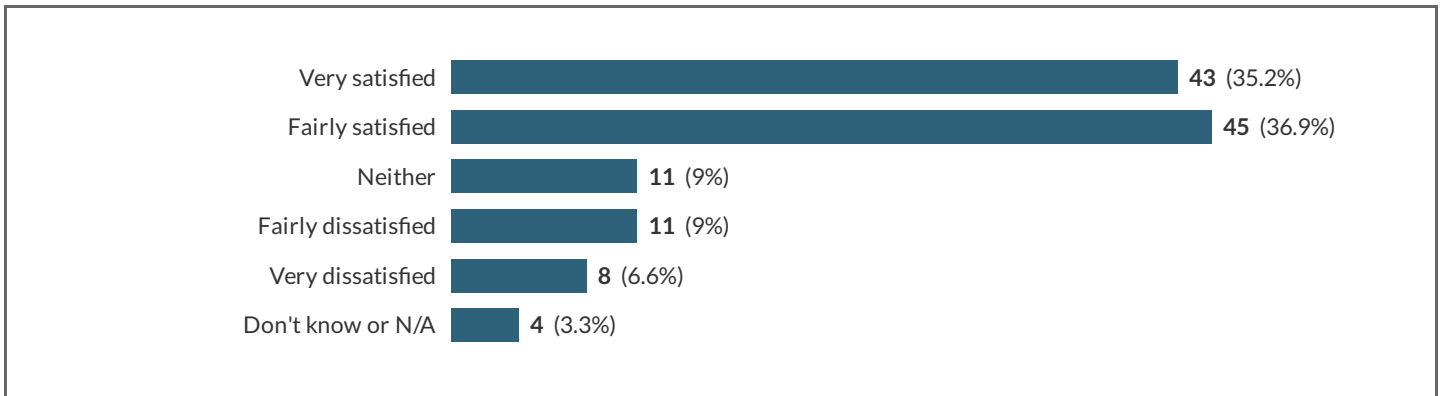
3.10 Opening hours

3.10.a Opening hours



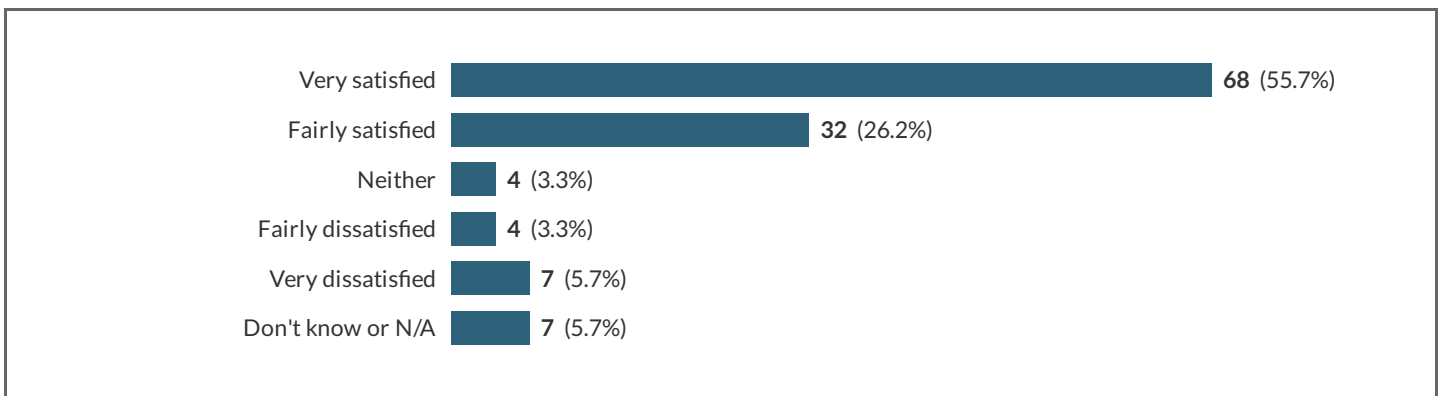
3.11 Library environment (noise, heating, ambience, etc.)

3.11.a Library environment (noise, heating, ambience, etc.)



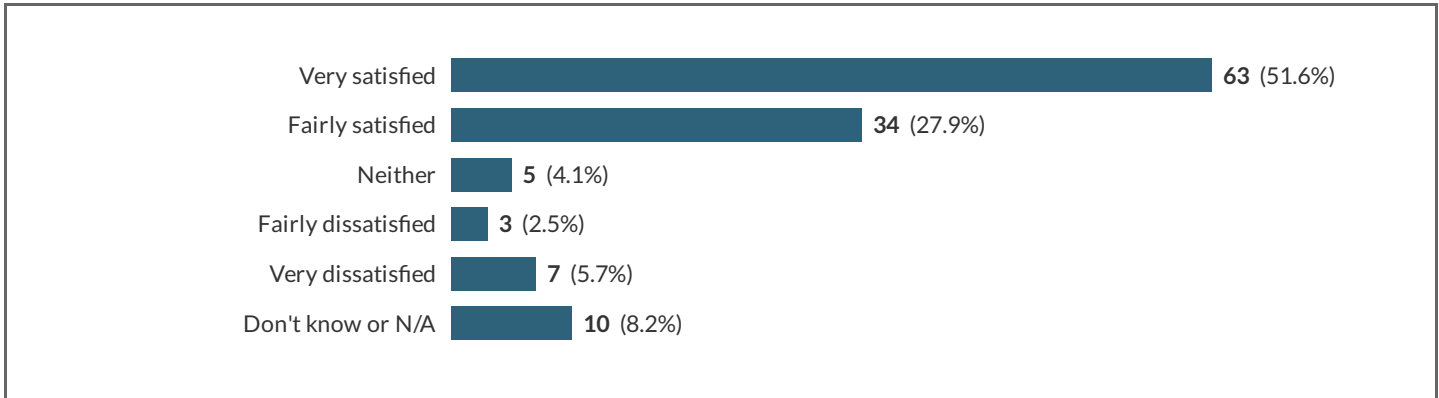
3.12 Helpfulness of Library staff

3.12.a Helpfulness of Library staff



3.13 Competence of Library staff

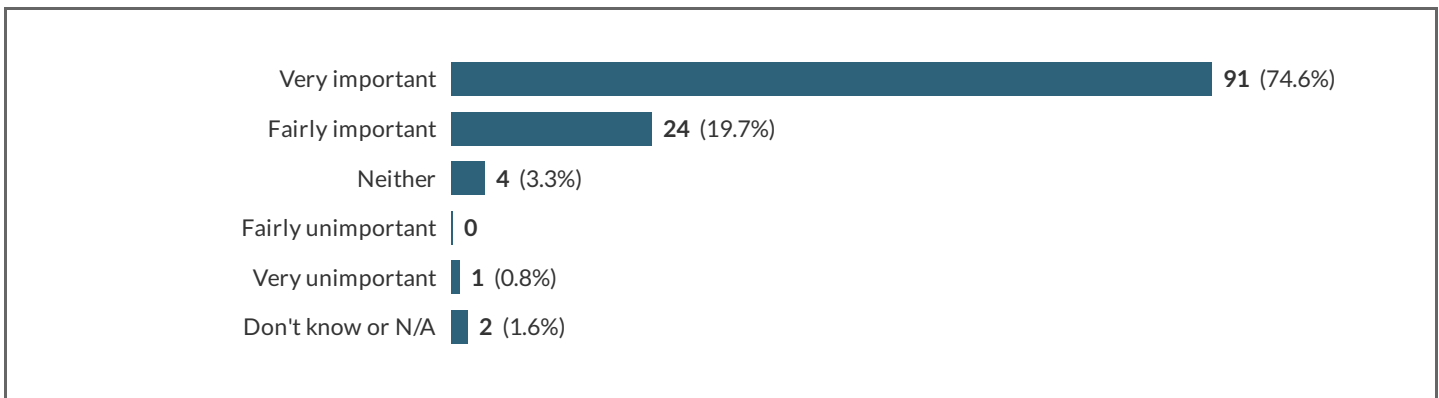
3.13.a Competence of Library staff



4 How important are these facilities and services to you?

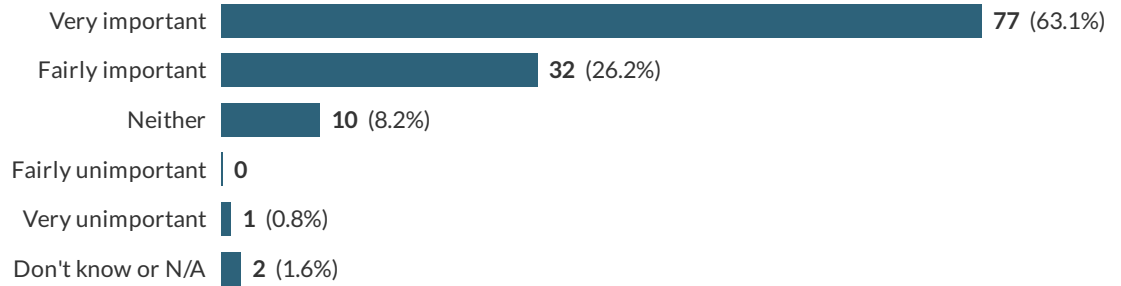
4.1 Range of books

4.1.a Range of books



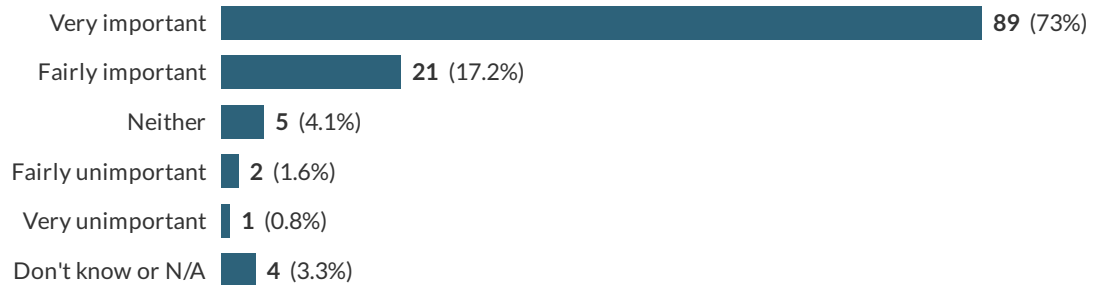
4.2 Range of journals

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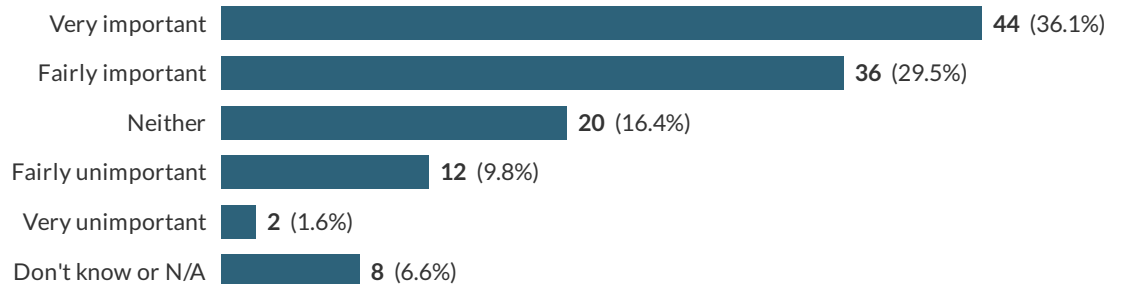
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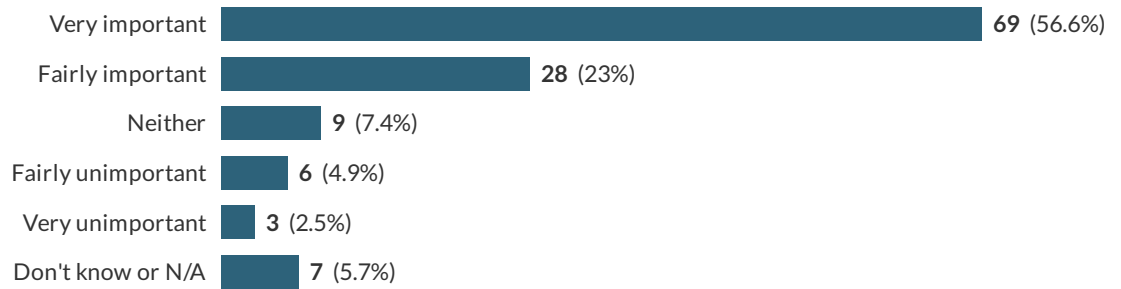
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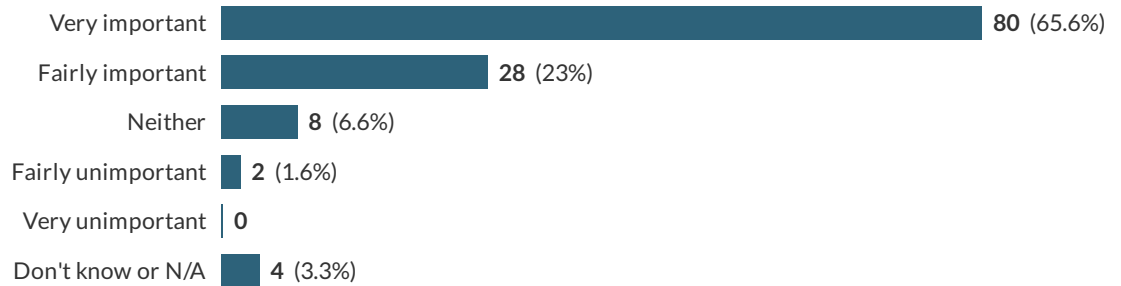
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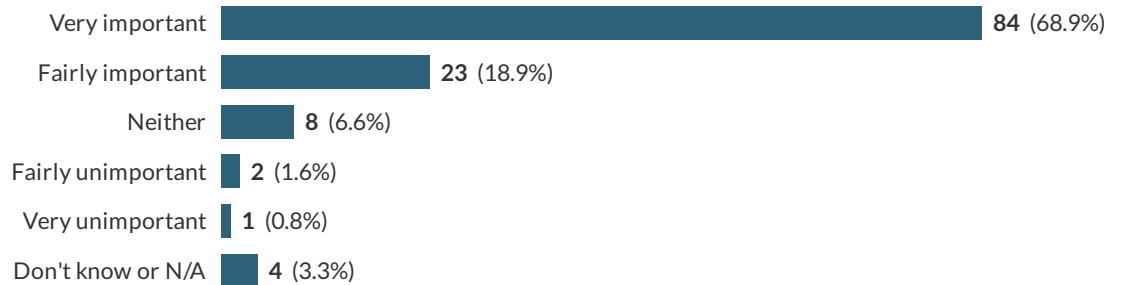
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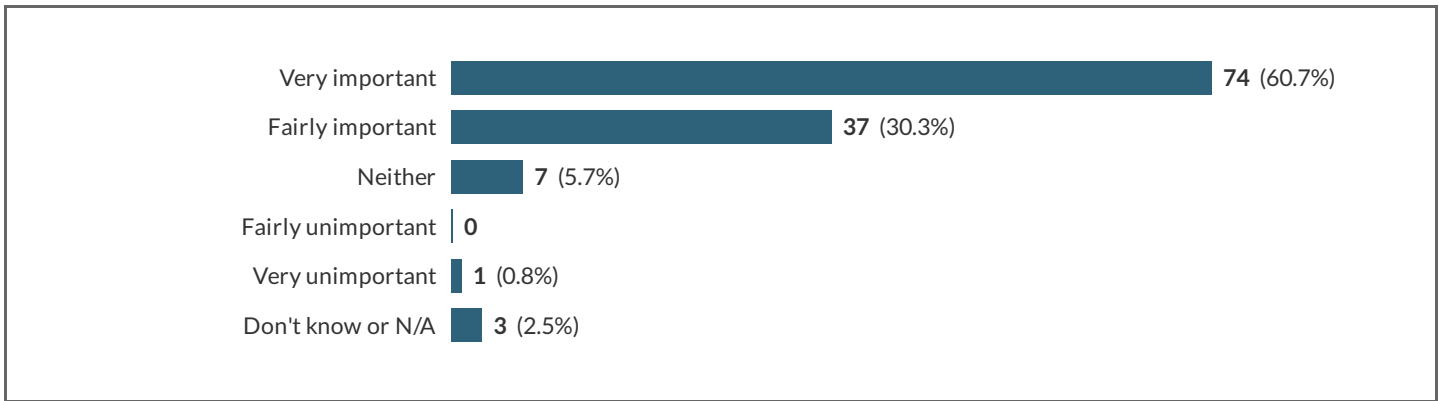
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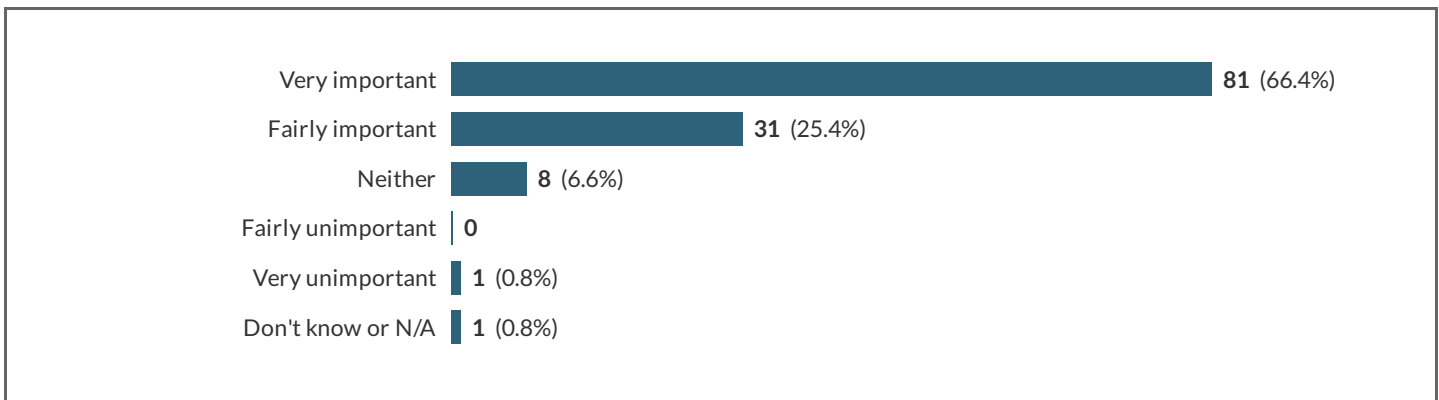
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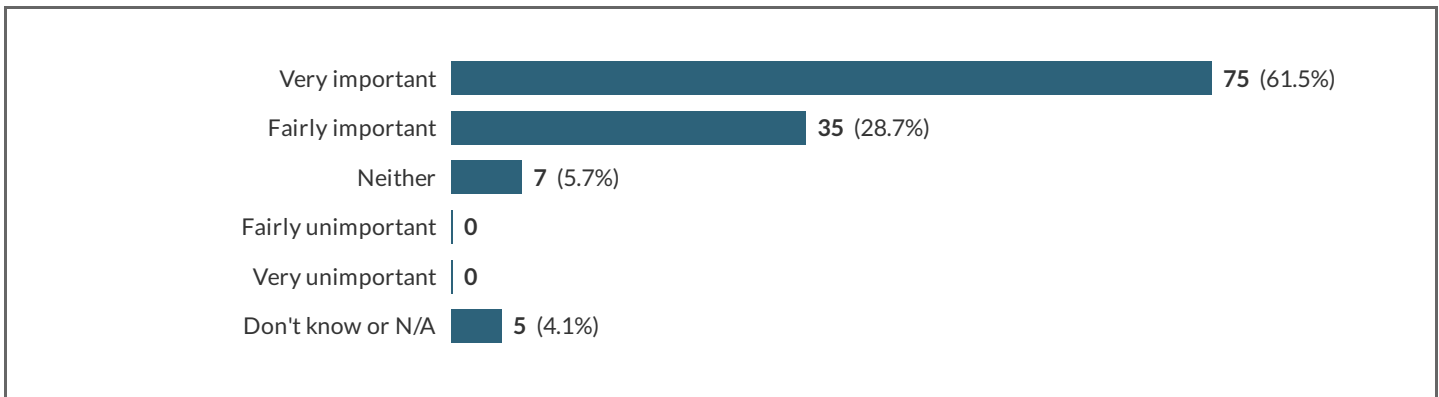
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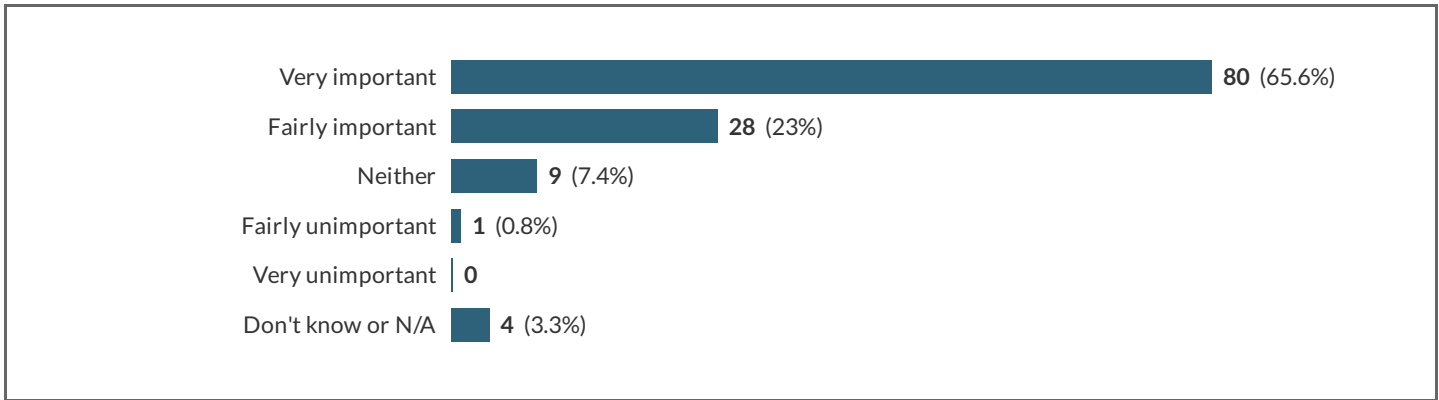
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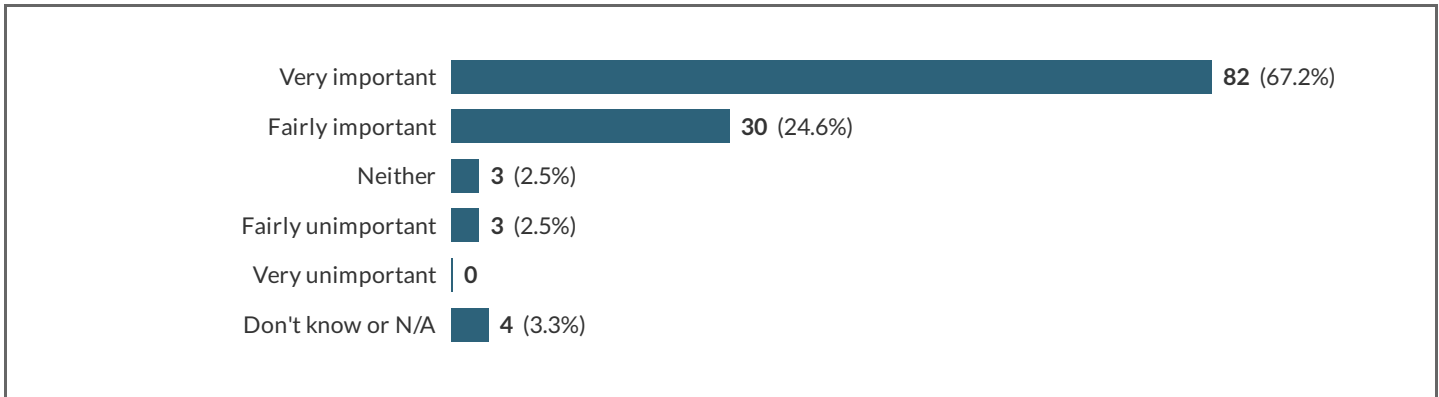
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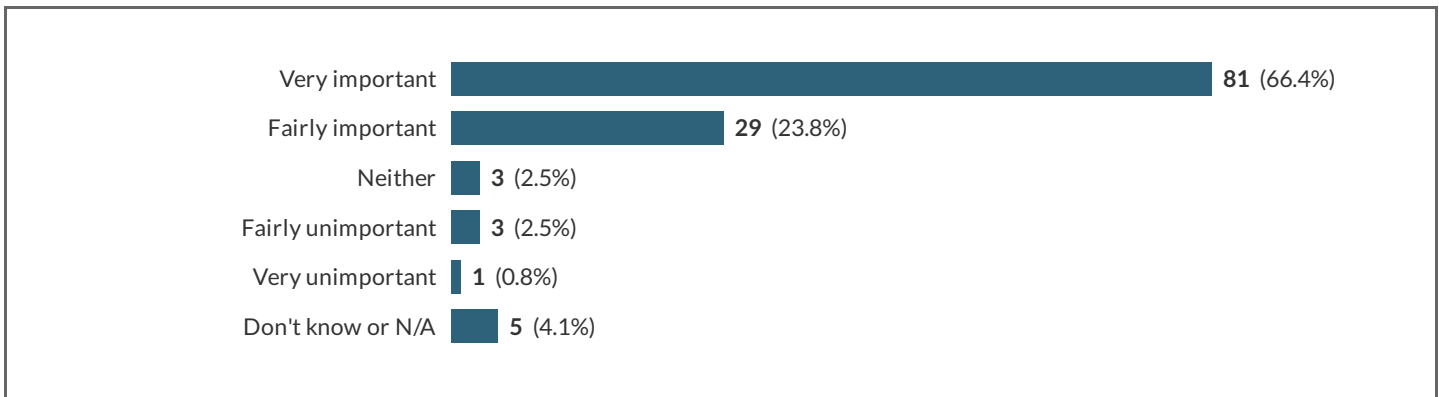
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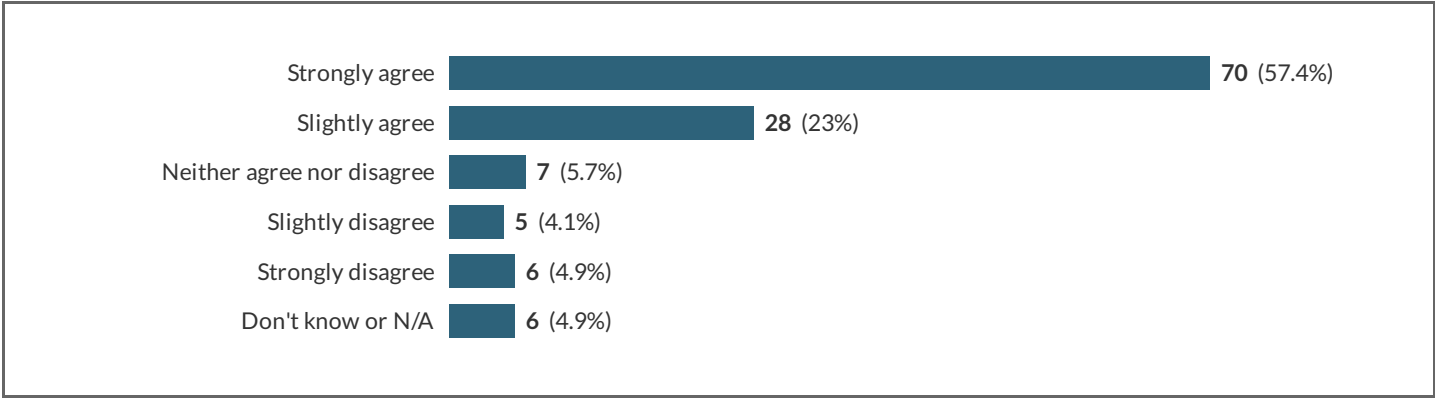


Customer Service Excellence

5 Library staff are:

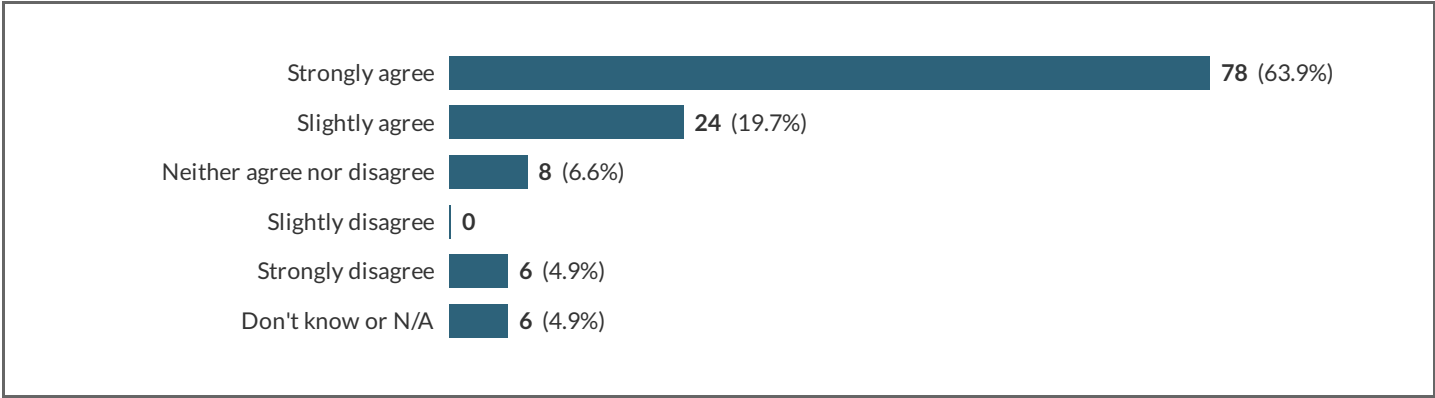
5.1 Friendly/approachable

5.1.a Friendly/approachable



5.2 Professional

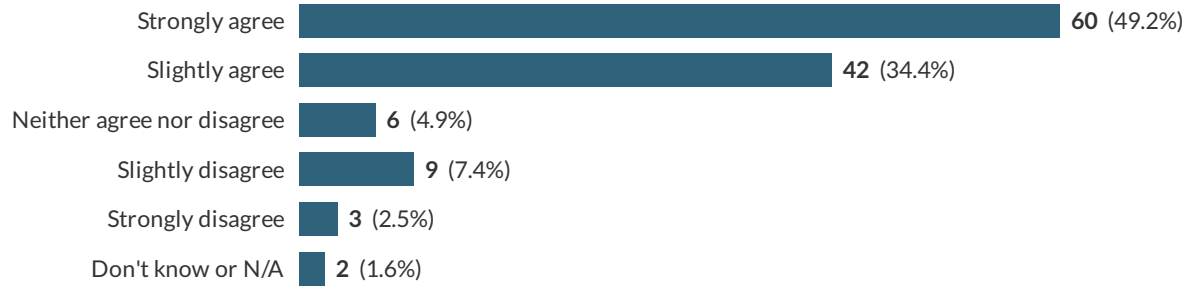
5.2.a Professional



6 Overall, the Library delivers good service to me:

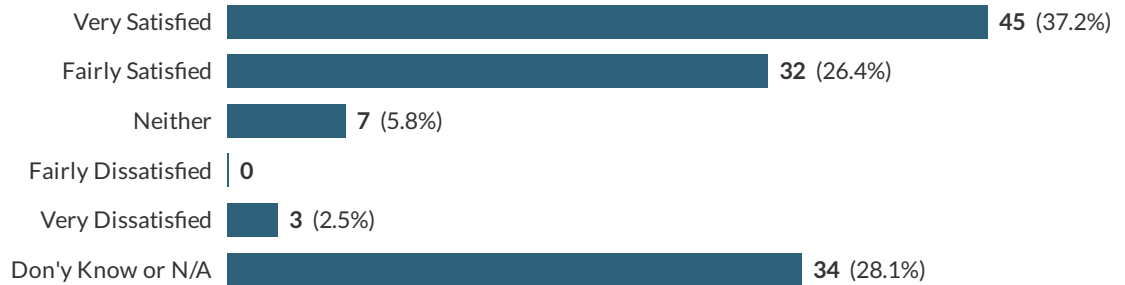
6.1 Overall, the Library delivers good service to me:

6.1.a Overall, the Library delivers good service to me:



Silent Study Zone

7 How satisfied are you with the new Silent Study Room?



8 Please leave any additional comments you may have regarding the new Silent Study Room.

Showing all 44 responses

The lack of consideration from other students surprises me. I do not think it unreasonable to expect silence in the silent study room. I have had to listen to other students music from their earphones, talking and crunching crisps?! I am really grateful for this amenity so it is frustrating it cannot be taken advantage of.
It is quieter in the other areas but it still surprises me how many people talk.

[46412-46406-2328581](#)

I feel as though the library facilities are good. However i would like to raise an issue about the cleanliness of the computers. The keyboards are extremely dirty and really need to be cleaned. This is my main issue with the library.

[46412-46406-2328583](#)

Never had opportunity to go and have a look around

[46412-46406-2328585](#)

Not enough computers in the library.. If you go in at a certain time there are non to use

[46412-46406-2328584](#)

Staff are sometimes rude and seem like they have better things to do if you ask for help to find a book..so now I don't ask

Overall, the library is always clean and tidy

| | |
|---|---------------------|
| N/A | 46412-46406-2328589 |
| Very few tables near electricity sockets for my own laptop anywhere in he library. | 46412-46406-2328588 |
| Can't answer this as i have not been in there. | 46412-46406-2328586 |
| you shouldn't get told off for talking quietly or asking questions to someone sat next to you | 46412-46406-2328590 |
| This is an extremely important and welcomed change. Thank you very much | 46412-46406-2328592 |
| There are a lot of students on my particular course and there are not enough books to go around. I manage with e books and appreciate why you have chosen this route to alleviate this issue. My personal preference would be to have a physical book to do research with. However I am aware of funding and money issues and I'm sorry this is now slightly negative feedback, but we as a class have struggled to access any books on our reading lists at all. The environment, facilities and staff are excellent and I love using the library. | 46412-46406-2328594 |
| There should be more plug sockets available at the desks that are not occupied by a computer. Many students like the flexibility of being able to bring their laptops in for studying. This is hindered by the fact that there are hardly any sockets available to charge laptops - this is an issue not just in the silent study area, but all over the library. Many other universities have addressed these issues by having a line of individual plug sockets for each desk. | 46412-46406-2328600 |
| Now that the silent area is enclosed students appear to respect the facility a lot better than before and there are fewer distractions from noise in other areas of the library. Staff are always friendly and approachable. 24 hour facility is excellent. | 46412-46406-2328603 |
| when there is access that is clear and suitable for wheelchair users and other students are able to get past and freely move about, that moving of students is just rather unnecessary when they are not causing an obstruction. If students are studying and causing an obstruction it is necessary to ask students POLITELY to move but when students are not causing an obstruction, and people ask you to move it seems rather unnecessary. | 46412-46406-2328605 |
| I hav used it many time and i feel it is excellent place for doing work. Great inclusion to the university :) | 46412-46406-2328608 |
| I'm fairly satisfied with the new silent study room. I think it is a much needed area. I do however feel that some students using the silent study rooms don't understand the meaning of silent and behave very discourteously. Ironically these are usually the students sitting directly in front of the 'silent study zone' sign on the wall. Maybe the silent study zone would benefit by having signs placed in it, directing learners to remain silent and signs that inform these learners to put there phones on silent and to whisper if they do need to speak. I also think an email sent to all students reminding them that the silent study room is that, a place to study in silence may help. Also, the lighting needs to be slightly brighter or the positions of some of the desks need to be reviewed. | 46412-46406-2328606 |
| Please if possible can staff ask students ignoring the policy of this important area to leave. | 46412-46406-2328610 |
| I dont like it. It was better the way it was. | 46412-46406-2328613 |
| It's generally quieter-but like the rest of the library it's barren and unwelcoming. | 46412-46406-2328612 |
| needs to be bigger and the keyboards seem to be a bit noisy | 46412-46406-2328614 |
| Checks need to be made as people still use mobile phones in the silent area. Plus the computers are ridiculously slow. | 46412-46406-2328629 |
| The silent study room was a great idea since even though the library was good, there was a bit of noise, at times. It is very helpful for me since noise distracts me a lot and i lose my concentration. | 46412-46406-2328631 |

| | |
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| I have not used the silent study room yet but plan to. | 46412-46406-2328633 |
| It took me 4 printers till I could print off my work. Causing me to be late to a class. | 46412-46406-2328638 |
| I use the silent study room every week and have heard talking, music and even people watching videos. | 46412-46406-2328639 |
| it is exactly silent and big. and I can easily find a computer available | 46412-46406-2328640 |
| Could music please be turned off? I asked one man the other day to turn his music down as even through headphones it was distracting when I was finishing off work for a deadline and he ignored me. | 46412-46406-2328644 |
| students can be disruptive sometimes, i.e. talking loud etc | 46412-46406-2328647 |
| The room is never silent. Occasionally a guy comes and politely asks people socialising there (which is ridiculous) to be quiet or leave. Five minutes later another group will make noise. This room needs to be only available to people working alone to avoid discussion. I have seen a group of four people helping each other collude their assignments and were very noisy and panicked in doing so. I have also seen people socialising there on every visit I go for silent study. The university has many places for group work and socialising and the silent study room seems more attractive for some reason. | 46412-46406-2328648 |
| It should be library staff controlling the noise. students are quite often disrespectful with the level of noise. It should be more plugs as many students use their own laptops in the silent study room and they need to charge them. | 46412-46406-2328654 |
| Some people whisper which is kind of alright as although they're not being silent, they understand they shouldn't be speaking. The ones that like to speak as if they're sitting at the bar, there the ones that annoy me. Sometimes I bite my lips to prevent me from telling them a little about themselves. Complete disrespect. | 46412-46406-2328655 |
| The Silent study room itself is exceptional. I just wish I could use it more to study. The students within it take calls on their mobiles, bring in food and crisps, listen to music so loud through their headphones that it is audible across the room, and even tutor other students within the room Whilst the signs clearly indicate these behaviours are against the rules, it does need a constant and firm presence so that the diligent and courteous students who care, can study in peace and assist the university in improving its profile with great results and careers. | 46412-46406-2328658 |
| I love this area, I used to use the silent study area last year and have had a problem with people not respecting the silent aspect. I even had a confrontation that was handled by library staff in a way that was second to none. I have never had an issue in the new area, I am confident that if I did I could bring it to the attention of staff who would resolve the issue. | 46412-46406-2328659 |
| The new silent study room is excellent - a big improvement, however some students are still coming in and talking, laughing, being disruptive etc., which is really annoying when you're trying to work. I'm always grateful to the staff who come in and ask them to be quiet, as a fellow student I'm wary of approaching them, as I don't know what kind of response I would get. Please just keep an eye on this, and do regular patrols to keep it quiet. Otherwise, it's a great study space. | 46412-46406-2328660 |
| The Animation section in the library is dire. I understand that it is not entirely the libraries fault that there is so little reading material to be spread between three year groups but it really is a struggle to get the right books I need in order to have the correct information and citations for my extended essay, which we have been told MUST be taken from books. I'm sure the section used to be larger before the construction of the silent study area | 46412-46406-2328662 |

| | |
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| used to be larger before the construction of the silent study area. | |
| in my opinion it is very importante to be quiet whilst you are using the library area, not to disturb other users and it helps more concentration to any individual whilst at work in a quiet area. | 46412-46406-2328671 |
| Some student make noise even in the silent study room. | 46412-46406-2328676 |
| I have utilised the Silent Study Room on 4 separate occasions and on each occasion, even though it has been fairly empty due it being weekend and / or evening time, some other users do not respect or seem to understand the concept of silent study. I have wondered why these people who want to work in groups / couples do not just place themselves in the main library area, particularly as the main library has been equally light of people at the time. Apart from that the Silent Study Room is really great. It just needs policing a little more vigilently to make sure people / students get the silent time they need to do their studies. | 46412-46406-2328677 |
| I have attended this University for a number of years and have seen the development of the library. Initially it was really difficult to locate a PC, that was really stressful, having to jump on the next available machine - that was resolved. The other issue I had with the library was the noise - that is now resolved with the silent study area. This has made a tremendous difference. I don't know where all of the chatterboxes have gone, or those who appear to be there solely to meet a partner! Anyway thank you for taking notice. Much appreciated. Maria Mallen. | 46412-46406-2328680 |
| since I am new to learning at a university I have found the library vey good every member of staff I have approached have been very helpful, thank you | 46412-46406-2328686 |
| People still chatting in silent study room, I go there when I need to concentrate on what I an doing, and people chatting does not help, and I find it very annoying as there are plenty of place people can work and chat, with out doing it in the only quiet place available. | 46412-46406-2328688 |
| Not used it | 46412-46406-2328695 |
| I wasn't aware of this facility. | 46412-46406-2328699 |
| ok | 46412-46406-2723038 |
| No comments. | 46412-46406-2752660 |

9 If you have any other comments or suggestions, please add them here:

| | |
|---|---------------------|
| Showing all 48 responses | |
| Consider more staff | 46412-46406-2328584 |
| Needs more copies of the same books on the teaching pathways. | 46412-46406-2328587 |
| N/A | 46412-46406-2328589 |
| Should have a private study area for revision where they are no computers to use and better variety of journals as they are not many within the library. Also not happy with the group rooms as half of the rooms screens are not big enough, are also cold and not happy that you can only book them once a day with a 2 hour limit is not good enough Overall the service given by staff is great as they are always there and available to help and provide information with an friendly environment. | 46412-46406-2328586 |
| We could have more books if we had less sports cars with half naked ladies dancing around them. Don't mind my money going on library books, library staff wages, journals. But not happy that it goes on almost naked ladies prancing around cars. | 46412-46406-2328591 |
| There has been some issues with regards to double booking for group study rooms | 46412-46406-2328590 |

| | |
|--|---------------------|
| There has been some issues with regards to double booking for group study rooms | 46412-46406-2328570 |
| Expand the electronic resources subscription to cover more journals access. I am particularly interested in ASCE database. | 46412-46406-2328593 |
| Have two copies that must be kept in the library so that we can study and return them. This may alleviate some of the stress for research. | 46412-46406-2328594 |
| Why can't there be a space in the library to eat. If im working really hard on an assignment i don't want to have to leave the library to eat. Especially if its 2 in the morning | 46412-46406-2328598 |
| The selection of academic texts and journals/e-journals at the library is disgusting. How we're expected to read around a subject, when only the core texts are available, or research a final year project, I don't know. And then there's usually only ever one copy of a book available, and THAT may be several editions out of date (has the subject area changed - according to our lecturers it has, but how are we supposed to find out if we can't access up to date books). And that's when it's not been booked out by one person, who keeps re-checking it out - how are you supposed to get hold of a book when there's only one copy for 30-40 students. | 46412-46406-2328601 |
| The only thing I'm not happy with is getting emails sometimes as late as 10.30pm to inform me that I need to return/renew my books. It would be more convenient and less likely to wake me up if they were not sent that late. I know is students are not renowned for having early nights, but I have been woken up on two occasions by these emails. I'm not able to turn off the notifications as they come through on my phone. Otherwise I think the whole library services in general are excellent. I would particularly like to say how excellent the staff are as I've asked for help on many occasions due to my dyslexia and being unable to locate the books I need. Thanks | 46412-46406-2328607 |
| Please send out emails to all learners informing them how to use the library facilities and the need for quiet please. | 46412-46406-2328606 |
| Some staff are exceptionally helpful, some staff are the opposite. Noise levels within the library seem to be more managed but behaviour is on the slide with other students using the library for leisure, playing music and eating/drinking leaving a mess and not being challenged by staff. | 46412-46406-2328611 |
| Steve Crimes is the best library member of staff there. | 46412-46406-2328613 |
| Shocked this year to find that students are limited to 3 inter library loans (or 10 with supervisor permission). Granted these are expensive to obtain but how will Bolton students produce innovative original research without access to a wide range of material? When we are paying £9000 per year the ILL allowance should be much more generous. | 46412-46406-2328612 |
| More sockets around desks to charge laptops, more parking available | 46412-46406-2328616 |
| Better and more big screens for the group study rooms, group study room 3 and 4 aren't very soundproof as you can hear a class above you. | 46412-46406-2328618 |
| Very organized when finding books, journals etc. Staff are very helpful. | 46412-46406-2328623 |
| Well done Library staff, great support | 46412-46406-2328625 |
| the library is NOT the silent zone dont ask me not to talk or listen to music through my HEADPHONES as i find this very rude and if people wanted complete silence there is a room for that! | 46412-46406-2328627 |
| Make sure computers are all updated when needed. I've had to log on three different computers to get word to work and the photocopiers constantly play up. | 46412-46406-2328629 |
| Only that the opening times on Friday and/or Saturday need to be extended. And maybe open on Sunday, but this is just me. | 46412-46406-2328631 |

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| it would be useful for the library to open all of its doors(ones near Athena café) earlier so that it can be used before lectures. Sometimes I feel like there are not enough skilled staff in the library when I want to check something with them,although I would like to say that they have all been friendly when I have approached them.The library staff also seem very busy at times dealing with other issues and students -Maybe need more staff or look dealing with requests.Also have found that a lot of the books on my reading lists are out on loan or reserved and this s difficult as I cannot afford to buy own books and not all on e-books. | 46412-46406-2328633 |
| No thank You :-)) | 46412-46406-2328636 |
| Have come across 'errors' when returning books....!!!! | 46412-46406-2328641 |
| If cameras are not in place throughout rooms like quiet study and group study, it might be a good idea to install them I would feel safer coming in the library at dark hours. Other than that I am very satisfied with my experience of the library so far :) | 46412-46406-2328644 |
| The printers are chaotic. People pick up all the print jobs and shuffle them. The copiers are poor print quality. I was spent an hour (maybe more) trying to organise my print job in order as somebody had shuffled them and I even found somebodies bank details in my job once because of this shuffling. I have witnessed one girl just pick up all the print jobs then throw the sheets that wasn't hers in the bin. I got them out of the bin which was lucky as they had somebodies work on who later collected it. I don't want to work for the library in that sort of case | 46412-46406-2328648 |
| need more study desks e.g group study | 46412-46406-2328651 |
| I am a mathematics undergraduate. Most of my needs in 1st and 2nd years of study have been met by the (relatively small) range of maths books in the library. In my 3rd year I shall be researching and writing a dissertation. That may expose the limitations of the maths section in the library. | 46412-46406-2328652 |
| Sometimes people forget their cards. If the library staff are confident they know you are a student or if you can prove so by logging on and showing you a picture of yourself and your login details, whilst linking this with your ID number then this would save a lot of hassle. The short curly haired fella takes his job very seriously, you can tell he gets very bored and needs to do something to keep him occupied. This usually consists of him being an absolute jobs worth. Major pain in the arse. | 46412-46406-2328655 |
| The printers are generally good, but could do with being better maintained at peak times. Whilst not usually a problem, the recent outage caused considerable disruption to my fellow students and I. | 46412-46406-2328658 |
| A lot of the books are really old, it would be great to get some new ones, particularly art, & art theory ones. Also, the keyboards are a bit grubby - is there a way to give them a more thorough clean? Other than this, the library is a really good place to study. | 46412-46406-2328660 |
| I have witnessed several times that some students log in to a computer, then leave to have lunch of a coffee, and return 30-40 minutes later. During these times several students have wanted to login but could not. I also witnessed on Friday 21st a gentleman sleeping at the terminal for 10-15 minutes at a time, then watching football video's on the internet feed. He did this 4 times during the morning. I know this because he was sat immediately in front of me. | 46412-46406-2328665 |
| Is there an expectation for staff and students to challenge each other based on reported events? | |
| more music business management books and sound engineering related. | 46412-46406-2328667 |
| Staff should be friendly and apply logic to their train of thought. Unprofessional | 46412-46406-2328668 |

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| Yes have more friendly security who talk to students in a friendly manner | 46412-46406-2328669 |
| no thanks | 46412-46406-2328671 |
| Would of liked more one to one attention from library help desk. On the one occasion that i called for advice re searches etc, the desk was chaotic, people queuing, phone ringing and other staff asking the lady who was dealing with me questions. Really would of liked more time and privacy to be honest. Disappointed basicly. I left the library with questions unanswered. | 46412-46406-2328673 |
| I think the range of books and journals I found for my particular course could be improved. After looking at other universities Library catalogues I found our library to be not so helpful to my particular needs | 46412-46406-2328674 |
| I am a mature student and have not studied for several years up until now. I feel very well supported by the Library staff - especially Dawn who has taught us how to use various databases. I am very happy with the study skills support provided by the library staff. I like the ease of borrowing and returning books. I tend to work more from home and find access to online material ok from home, and I have purchased a couple of relevant textbooks as the best ones aren't always available or have a limited borrowing time from the library. On the occasions when I have chosen to spend time studying, I have not had problems finding a work desk in the silent zone or a computer to work from in the I.T section. Thanks again for the service you provide! | 46412-46406-2328675 |
| To update electronic sources with more materials between 2010-2015 | 46412-46406-2328678 |
| windows would be nice, its very hard to judge time etc when you are in a centre with no natural light, regardless of time of day. easier use of online journals and access to them - seems overly complex for the end result | 46412-46406-2328689 |
| the range of journal that have the full text access is rubbish! | 46412-46406-2328691 |
| More books & journals in the health department would be a plus. More needs putting on the Ebooks department | 46412-46406-2328695 |
| Some of the staff are not as willing to help as I would like and I have sometimes felt that I am an inconvenience. | 46412-46406-2328699 |
| Development and improvement of remote access to online resources needs to be maintained | 46412-46406-2416655 |
| customer service is poor | 46412-46406-2723038 |
| No comments or suggestions. | 46412-46406-2752660 |