A Library Response
to the 2017/18 BGU Student Satisfaction Survey (BGUSSS)

The 2017/18 BGUSSS was conducted in early 2018. It included questions on all aspects of university life and was completed by 757 BGU students. This document summarises the feedback, provides a response, and busts some myths!

SURVEY HEADLINES

<table>
<thead>
<tr>
<th>Overall satisfaction with the Library</th>
<th>Satisfaction with access to the Library &amp; its resources</th>
<th>Satisfaction with online services</th>
<th>Satisfaction with number of books &amp; journals available</th>
<th>Satisfaction with range of books &amp; journals available</th>
<th>Satisfaction with help &amp; support provided</th>
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<tbody>
<tr>
<td>96%</td>
<td>96%</td>
<td>91%</td>
<td>85%</td>
<td>88%</td>
<td>96%</td>
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FREE TEXT COMMENTS

478 free-text comments were made about the Library in the survey, on 13 different topics. About 50% of the comments were positive, about 40% were negative and the remainder were neither positive nor negative. These were some of the positive comments:

The Library has really helped me get through the course. Drama student.

Extensive subject area matter, both in print and online. Business (Team Entrepreneurship) student.

Great opening times and a studious atmosphere. Education Studies & SENI student.

The library staff have really been a massive help to me. Education Studies & SENI student.

I like that the Library will invest in more books when necessary. History student.

The online library is easy to use with lots of resources. PGCE student.

The Library provides plenty of support and everyone is very friendly. Primary Education student.

Outstanding library facilities and staff. MA in Education student.
ROOM FOR IMPROVEMENT

Of the less positive comments we received, almost all were about access to resources. The vast majority were about the Library not having enough copies of printed books, whilst others were about the range of materials available, difficulties accessing resources online, or not being able to find books on the shelves. We also uncovered some misconceptions, which we’ve attempted to address on the next two pages.

We know it can be challenging to access resources that are in heavy demand. It’s a frustration that students all over the country experience, and, like other university libraries, we employ a variety of strategies to prevent resource bottlenecks and act quickly if and when they occur:

- We aim to provide a reasonable ratio of printed books for the number of students enrolled on a given programme and we buy e-copies of those same books, if available.
- We liaise with your lecturers to put digital copies of book chapters and journal articles on Blackboard.
- We monitor holds and order extra copies when we can see they are needed.
- We review feedback about the Library from module evaluations to identify resource gaps.
- We regularly buy new stock: between August 2017 and July 2018 we added over 5,000 print books and ebooks to the library. (Over the past 10 years we’ve added 43,852!).
- We offer a More Books service, which allows you to request books we don’t already have; we purchased 120 new books in this way last year.
- We allocate a Subject Librarian to each course. They act as a named contact (for you and your lecturers) and will do their best to address and resolve any concerns you have about library resources.

Please know that if you contact us to ask a question or report a fault we will respond, usually within 1-2 working days, and, if it’s within our power, we will take action to resolve the issue ASAP.

SO FAR THIS ACADEMIC YEAR...

- We have purchased over 1,600 new books.
- WorldCat has a new interface and new functionality, including the facility for you to report broken links.
- With the help of the IT team we have introduced the facility to login to your library account (via WorldCat) with your BGU credentials (email address and usual password).
- A new printed guide about what to expect from the Library is being given to all first year students at their library orientation session.
- The library team has embarked on two ambitious new projects: 1) to reclassify the Library and introduce RFID technology by September 2019, making it faster and easier to locate and borrow books, and 2) to lead the implementation of a brand new online reading list system across the University by September 2020.
LIBRARY MYTHBUSTING

All of the green comments below were made by members of the BGU community in 2018. Each appears to contain an element of misunderstanding or misinterpretation, so we’ve provided a response to each comment to clarify the situation.

Not all library access online is free of charge
This is not true. All resources provided by BGU Library are free for the BGU community to use, except items requested via inter-library loan (for which a small admin fee is payable). If you find yourself being asked to pay to access an online resource it will either be something the Library doesn’t subscribe to, or it will be something the Library does subscribe to but you may be accessing it incorrectly. Either way, please get in touch to ask for clarification.

Library staff should stay on until 6/7pm, just in case we need to collect books
During term-time library staff are on duty until 8pm Monday to Thursdays, and until 5.30pm on Fridays, Saturdays and Sundays. After these times a Library Security Officer takes over, and is happy to retrieve reserved books from behind the Service Desk for you.

Access to e-books is only available for one person at a time
This is the case for a relatively small proportion of our ebooks. The number of people that can access an ebook is determined by the publisher: some can be accessed by 1 or 3 users at a time, and some by an unlimited number of users. A large proportion of our ebooks auto-upgrade meaning that if two people try to read a 1-user ebook it will automatically upgrade to the next available licence, e.g. a 3-user licence or an unlimited licence.

Ebooks often have faults and are not accessible or are not working / Many academic articles and journals are inaccessible on WorldCat
We know that links sometimes don’t work. Some of them we can fix ourselves or we can tell you how to access the item by alternative means; others have to be referred on for someone else to fix. However, there may also be instances when you’re accessing the item incorrectly. Either way, please report faults to us straight away so we can take action to correct them and/or provide you with appropriate guidance and advice. As of September 2018 there is a ‘report broken link’ button next to every online resource link in WorldCat, so it’s really easy.

I have fines because I am only in on a Monday but someone put a hold on my book on a Tuesday
If you take a book out on a Monday and someone puts a hold on it on a Tuesday, you are still entitled to keep it for the full loan period (normally 1 week or 3 weeks). The hold just means you won’t be able to renew the loan. You would only be charged a fine if you returned the item after the date it was originally due back.
There is a complete lack of articles on WorldCat

WorldCat provides access to around 30,000 journals and (literally) millions of articles. We recommend that this student speak to their subject librarian and/or book a 1-to-1 training session with a librarian, to ensure they know how to access all the resources at their disposal.

The library seems to be removing books related to my course, which isn't very useful

We do dispose of old, out-of-date books, but it’s an important part of keeping the library collection relevant and appropriate. When we do this we routinely liaise with academic teams to ensure we don’t remove items that might still be needed. This comment may have been related to a sale of music books in spring 2018—the result of a thorough review of our music collection following the closure of a music programme. We ultimately disposed of around 20% of our music books but left a healthy collection of about 2,000 books still fully accessible.

It needs to be mandatory that all students attend a WorldCat training session. We had a choice, and all the available slots were taken quickly, so some of us were left out

If you miss a training session don’t panic — there are loads of opportunities to catch up. The easiest way is to book a 1-to-1 appointment with a librarian (go to LibGuides and click on ‘Make a Booking’) but you can also approach staff at the Service Desk or Enquiry Desks and they’ll be happy to help.

Often many journal articles that are on reference lists are unavailable

If by ‘reference lists’ this person meant reading lists given out by lecturers, then every item listed should be available via the Library. If this is not the case please contact your subject librarian.

Our best advice?

If you are confused or frustrated about something library-related please contact us.

That way, we can clarify the situation, support and advise you, and take appropriate action ASAP!