2018-19 Student Satisfaction Surveys
A Library Response

This document refers to feedback about the Library provided by the BGU Student Satisfaction Survey (BGUSSS) and the National Student Survey (NSS), both of which were open during the first quarter of 2019. We summarise the feedback, provide a response, and bust some myths!

Survey Headlines

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<tr>
<th>Survey Headline</th>
<th>BGUSSS</th>
<th>NSS</th>
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<tbody>
<tr>
<td>Overall satisfaction with the Library</td>
<td>96%</td>
<td>84%</td>
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<tr>
<td>Satisfaction with access to the Library &amp; its resources</td>
<td>95%</td>
<td>95%</td>
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<td>Satisfaction with online services</td>
<td>93%</td>
<td>93%</td>
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<tr>
<td>Satisfaction with the number of books &amp; journals available</td>
<td>89%</td>
<td>89%</td>
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<tr>
<td>Satisfaction with the range of books &amp; journals available</td>
<td>90%</td>
<td>90%</td>
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<tr>
<td>Satisfaction with help &amp; support provided</td>
<td>96%</td>
<td>96%</td>
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Free Text Comments

544 free-text comments were made about the Library in the surveys, on a range of topics. About 56% of the comments were positive and 44% suggested ways library services could be improved. These were some of the positive comments:

**I absolutely love the Library and library service. They have relevant books, we can use WorldCat to get a range of resources, and the support I have received has been non-judgmental and individual! Absolutely great!** A Psychology student

**Library staff obtained journals and materials promptly and efficiently.** A Doctoral student

**I have 0 complaints, the staff are great, the amount of resources available online is excellent and the computer and study area access is brilliant. 10/10.** A BA Primary Education student

**The Teaching Resources Collection is a fabulous resource for training teachers.** A PGCE student.

**I'm really impressed with the amount of books there are available.** A Theology student

**The library feels like a friendly environment that has professional vibes. I like the personal touches of the blanket basket, the question board and food area.** A Drama student
Room for Improvement

Of the comments suggesting how the Library could improve, the vast majority were about access to resources. Others were about opening hours and study space. See below for our responses: for each topic we’ve included an example of a comment made, plus our response. We also uncovered some misconceptions, which we address over the page under mythbusting.

▶ "Not enough resources to cover all students on course."
It’s not feasible for us to buy a copy of every book for every student. That said, if you think there are too few copies of a particular text for the size of your group please tell your subject librarian—you are guaranteed a response and they may be able to take swift action to alleviate the issue. To find out who to contact go to LibGuides and click on Find out who your subject librarian is.

▶ “More ebooks which are on the reading lists would be very helpful.”
Our goal is to provide as much ebook access as possible. If an essential text is available as an ebook we will always acquire it, provided it’s not prohibitively expensive (i.e. hundreds of pounds!). However, some books are sold with limited licences, meaning only 1 or 3 people can access them at once, and, regrettably, some books (including essential texts) aren’t available to buy as ebooks.

▶ “I opened articles in WorldCat and they were not held by the Library.”
Just as some books are only available on WorldCat in print form, some articles are only available on WorldCat in abstract form, meaning you only see a summary of the contents, not the whole thing. You can however force WorldCat to only show you full-text results (perform a search then check the full-text filter box on the results screen). If you do this and still find something that isn’t full-text, it means there’s a problem with the record and it needs reporting as a broken link.

Another suggestion is to try searching a specific database instead of WorldCat — there are over 80 listed on our A-Z Databases site (libguides.bishopg.ac.uk/az.php) and you can filter them by subject. This approach may work better when you are trying to find full-text resources.

Lastly, if you are regularly confused or frustrated when searching online resources, we recommend that you book a 1-to-1 appointment with a librarian to talk through your concerns and see if there’s anything you could be doing differently. 85% of students who booked a 1-to-1 appointment over the past 2 years said it had a high impact on their ability to make effective use of the Library and that they felt much more confident using our resources as a result. The remaining 15% said they definitely felt more confident, but just needed to try applying their new knowledge.

▶ “There needs to be a wider range of online resources”.
Our A-Z Databases site contains links to over 80 databases, many of which aren’t searched by WorldCat, so if you only use WorldCat you could miss out on key resources. If, after sampling all the different databases, you still think we need a wider range of online resources talk to your subject librarian and tell them where you think the gaps are (e.g. “I can’t find any articles about x”).

▶ “Opening hours at the Library are too short.”
As of September 2019 we have extended our opening hours so the Library is open until midnight every night of the year except between Christmas Eve and New Year and over the long Easter weekend. This represents an increase of 85 opening hours across the year.

A few people said they would like 24-hour opening, but statistics show that the number of people using the Library in the run-up to midnight is not currently enough to justify overnight opening, especially given the availability of the 24/7 IT Suite.

Some of the comments were about Christmas 2018, when Christmas Eve 2018 fell on a Monday. This meant the campus shut down the previous Friday and the Library was ultimately closed for three days longer than usual. This was regrettable, and we will take your comments into consideration the next time Christmas Eve falls early in the week.
“More spaces in the library for group work.”
Unfortunately there are no plans to extend the Library at present, so it’s a case of using the existing space as best you can. Generally speaking, the building is less busy on weekdays before 10am and after 3pm, and weekends are less busy than weekdays. The run-up to assessment periods can get really busy, but again—early mornings, evenings and weekends are quiet by comparison.

To see a full schedule of our opening hours across the year go to <libguides.bishopg.ac.uk/opening>.

“People using the IT Suite at the weekend as a social gathering space.”
This is unacceptable: the 24/7 IT Suite is a study space, not a common room, and everyone should feel able to study in there without disruption or disturbance. Security Officers do patrol the campus at night and routinely check the 24/7 IT Suite. However, if things get noisy between their patrols we recommend you text the security number with your concerns so they can pop by and check things out — the text/phone number is displayed on the wall of the 24/7 IT Suite.

If someone is being loud or disruptive when the Library is open let us know so we can do something about it: email, call, visit the Service Desk, or speak to the Library Security Officer.

Mythbusting

All of the blue comments below and overleaf were made by members of the BGU community in the 2019 surveys. Each appears to contain an element of misunderstanding, so we’ve provided a response to each one for clarification.

[We] should be able to renew books online to make it easier for those who live off campus.
You can already do this. Go to WorldCat, click on the Sign In button (top left of the screen), and login with your full email address and usual BGU password (the one you use for Blackboard).

There are limits to the journal access which make it hard for me to access necessary documents for my assignments. I had to pay £40 to access a journal that I needed for research.
We provide access to over 30,000 journals, but there will inevitably be times when we don’t subscribe to the journal you need. However, you should never have to pay £40. This student probably purchased an article from a publisher’s website, but may have been able to request it via inter-library loan instead, in which case it would only have cost £1. If in doubt, always ask us what your options are, before spending any of your own money.

There are no physical journals available for quick reference [for psychology].
This is because journals are rarely published in print anymore—most are now online. Journals started being digitised and published online in around 1997, which is why a lot of our online journal access is from 1997 onwards. The only print journals we have tend to be local history focused, or titles published by professional associations.

The Teaching Resources Collection (TRC) is a fabulous resource for training teachers. I just wish I could access it after I have finished my course.
You can—all BGU graduates get free access to the Library for reference purposes. If you want to borrow resources we charge a one-off deposit of £50. This covers us in the event the books are not returned, but if you close your account you get the deposit back.
In addition to all of the above...

- Library staff are coordinating a 2-year project to implement online reading lists—a system called My Reading—across the University. The lists contain direct links for easy access to ebooks, articles, videos, and websites. This means you no longer have to look up each individual item yourself—you can just click to see how many print copies we have, or to open the resource up online. To find out more, and see which modules already have a My Reading list, visit <libguides.bishopg.ac.uk/readinglists>.

- Over summer 2019 we reclassified most of the books in the Library, adding the first three letters of the author’s surname to the spine label. Books are now arranged on the shelves by shelfmark and then in author order, making individual books easier to locate. If there’s something you can’t find, please do ask for help.

Our best advice?

If you are confused or frustrated about something library-related please contact us so we can support and advise you and take appropriate action ASAP!