

Information Services Student Satisfaction Survey 2007

1. Summary

- I. The annual Information Services Student Satisfaction Survey 2007 took place during the Spring Term. We received an excellent response which will help IS gain a valuable insight into the effectiveness of services and help identify what changes are needed to help meet the challenging needs of students.
- II. The University of Kent has almost 16,000 registered students, nearly 13,000 based in Canterbury.
- III. We received a 13% response rate by Canterbury students and an 11% response rate overall.
- IV. Overall satisfaction levels with library and computing facilities have improved. The individual comments reflect the popularity of café in the Templeman, acknowledge the increased number of group study places and the new presentation rooms.
- V. This year sees an increasing number of students with laptops (75%) and fewer students with personal desktops. The number of students who do not have access to either has dropped to just 3.6% (half the number of last year). Therefore, 96.4% of our sample has access to a laptop, a desktop or both.
- VI. The analysis reveals a slight shift (particularly among the undergraduates) to express their opinion in stronger terms using 'very dissatisfied' more frequently than in previous years. This has led to a decrease in students claiming to have 'no strong opinion.' The change has made little difference to overall dissatisfaction levels and arguably identifies the university as merely a microcosm of current society thinking that the individual can influence change.
- VII. Three central themes emerge from the increased number of student comments in this year's survey: availability, accessibility and ambiance. Availability is about resources (books, computers, printers), and accessibility about the demands and constraints of accessing these resources. This year has seen a record number of comments that collectively fall under the heading of ambiance. While the demands on availability and accessibility (including requests for longer Library opening hours) require the management of resources, ambiance (addressing layout, comfort levels, staff attitudes) is more about change which acknowledges the student's physical and emotional needs. There is possibly an argument to suggest that if we can get this right, the perennial demands and consequent budget restraints on availability and accessibility are made more bearable for the student.

2. Background

Prior to the 2005/06 academic year the annual Information Services Satisfaction Survey addressed both staff and students. The decision was taken to split the

survey to target specific questions to the two groups of users. Now in its second year it is hoped the repetition of questions will give some meaningful comparison of data.

3. Overview

The survey invites feedback from University of Kent students across all campuses. Questions focus on services provided by IS principally in the area of library and computing services. While recognizing that results are about perception and not necessarily reality they do nevertheless help focus attention on customer perception about the effectiveness of a given service. Of equal value are individual comments that can, and do, drive change needed to meet the challenging needs of students.

The Drill Hall Library will be carrying out a similar survey with Medway students in mid March.

4. Objectives

The survey is identified, as integral to a continuous quality monitoring process by IS whose aim is to achieve best practice through quality enhancement. Without feedback it is difficult to gauge if students are satisfied with services – the different levels of satisfaction help identify improvement opportunities. Feedback helps identify changing needs in working practice and sheds light on student demands and expectations.

5. Methodology

The survey is web-based using the Bristol Online Survey (BOS) software. Although paperless, the option exists for students needing help to telephone or visit the Helpdesk for assistance with completing the online questionnaire.

6. Communication

Prior to launch contact was made with C&DO, the Student Union, Estates, the Drill Hall Library and the Tonbridge Centre to avoid any clash with other survey groups. Posters, on-line announcements, student flyers, and email were used to promote the survey.

7. Incentive

A prize to the value of £50 is offered as an incentive and awarded to a randomly selected student when the survey closes.

8. Responses

1,802 completed questionnaires have been received.

9. Main Themes

- I. Templeman library services and facilities
- II. General library feedback
- III. Campus computing services and facilities
- IV. Web pages and online information sources
- V. Student access to personal computers

10. Data Type

- I. Demographic
- II. Opinions positive/negative (closed questions)

- III. Identifying hardware (open questions)
- IV. General comments (optional)

11. Survey Characteristics

- I. Survey launch 14 February, closed 8 March
- II. Addresses University of Kent students
- III. Questions build on previous survey data for comparison
- IV. Web-based questionnaire
- V. Closed questions to elicit response: *Very satisfied, Satisfied, No strong opinion, Dissatisfied, Very dissatisfied, No experience*
- VI. Four optional comment areas
 - (a) Public PC rooms (all campuses)
 - (b) General computing facilities (all campuses)
 - (c) Templeman Library facilities
 - (d) Drill Hall/Tonbridge Centre Library facilities

12. Analysis

The University of Kent has 15,954 registered students (1 December 2006), 12,938 based in Canterbury¹.

The majority of students who responded are Canterbury based (1,721). The remaining students are based at Medway (62), Tonbridge (5), Brussels (6) and Folkestone (1).

Over 80% of the students surveyed are fulltime undergraduates, and little over 10% full time postgraduates. Nearly 7% are part time (undergraduates and postgraduates), with the remaining students attending Access and Diploma courses or part of Erasmus (*European Community Action Scheme for the Mobility of University Student*).

Although 115 part time students responded (up from 108 last year) this segment of the student population remains under-represented.

The majority of students are using XP as their Operating System. 2.9% are using Vista, (launched just prior to the survey). This is a similar percentage identified in the recent Study Bedroom Services Survey. 75 students or 4.3% of our sample are Mac users, (double that of 2006).

I. Library Services - Templeman

Library Visits, Study Materials, Services and Facilities

Over 96% of students use the Templeman, with just over 76% using it more than once a week. The frequency of use shows an increase on the figures for 2005/6 with 52% using the Library three times a week or more (up from 48% in 2005/6) and 23% using it less than once a week (down from 27% in 2005/6).

77% of users said they were satisfied or very satisfied with study materials, services and facilities. 10% expressed dissatisfaction and 13% expressed no strong opinion.

¹ https://www.kent.ac.uk/registry-local/spdo/snpl/files/ah_real3.xls

Help & Enquiry Desk, Loan Desks and Short Loan Collection

The Library Enquiry and Computing Helpdesk were this year combined and renamed the Help & Enquiry Desk. Together with the Loan Desk, satisfaction levels for customer waiting times and service quality is very high. Dissatisfaction levels across the board are exceptionally low for both service quality and waiting times (3% to 6%).

Availability of books on the open shelves and waiting times to borrow material have seen slight increases in satisfaction levels but dissatisfaction is high at 29% and 24% respectively. Analysing these results further reveal dissatisfaction is slightly higher among fulltime undergraduates.

The Short Loan Collection has seen a small improvement in satisfaction levels for availability of material – overall dissatisfaction remains the same as last year (18%) but service quality has improved by 5%.

An additional question this year asked students how they felt about not being able to browse the short loan collection. A three way split reveals 25% want to browse, 43% have no strong opinion and 32% are satisfied with the status quo.

Study Areas (comfort, availability and opening hours)

There has been an increase in satisfaction levels in general while dissatisfaction levels have remained static in some areas but increased in others. Availability of study areas (student comments identify the group study areas in particular) and what are seen as limited opening hours (clearly identified by Canterbury students as the Templeman) triggered higher levels of dissatisfaction than noise, lighting or comfort.

Because library opening times impact on the different groups in similar but different ways, it is worth looking at dissatisfaction levels by group:

- 21% Fulltime undergraduates say they are dissatisfied
- 20% Fulltime postgraduates are dissatisfied
- 22% Part time undergraduates & postgraduates dissatisfied

The overall dissatisfaction levels [see Question 13c results] are similar to last year (21%) but this year has seen a shift in emphasis from feeling dissatisfied to feeling very dissatisfied (very dissatisfied 5% last year and 6% this year).

Templeman Library Skills training

A high number of students in our sample (54% a big increase from last year's 40%) say they have no experience of Library Skills training. Of those who underwent training, satisfaction levels for quality and range are around 64%.

Of the 54% that said they had no experience of Library Skills training the break down by student group is as follows:

54% Fulltime undergraduates
44% Fulltime postgraduates
58% Part time undergraduates & postgraduates

Web pages and online information services

Overall satisfaction levels remain high for the usefulness of the library web pages (75%). for the usefulness of the Library web pages show a sharp rise from 53% last year to 67% this year. Those saying they have no experience of the Library web pages also shows a drop from 18% last year to 7% this year.

80% of students are satisfied with using the Web Catalogue (OPAC) the 8% who have expressed dissatisfaction is the same percentage as last year.

For students who use electronic information sources (CD-ROM or online) satisfaction levels for ease of access remains similar to last year (around 67%). However this year 32% of students say they have no experience of the service - a big increase from last year's 24%.

Cross tabulating the data reveals the student group percentages who said they had no experience this year:

33% Fulltime undergraduates
28% Fulltime postgraduates
34% Part time undergraduates & postgraduates

II. User Services

General level of satisfaction & preferred location of public PCs

It is interesting to note that 10% of our total samples never use a public PC and 29% use them less than once a week. If we tease the data further we can see:

8% Fulltime undergraduates never use a public PC and
27% use them less than once a week

13% Fulltime postgraduates never use a public PC and
36% use them less than once a week

26% Part time undergraduates/postgraduates never use a public PC
and 43% use them less than once a week

It is interesting to note that the Templeman remains the preferred location for Public PC rooms, with 67% preferring the location this year showing a marked increase on the 56% from last year. The most popular is Level 2 Centre (in spite of there only being 6 PCs) followed by Level 2 Extension (94 PCs) and Level 3 Extension (97 PCs)².

² <http://www.kent.ac.uk/is/computing/students/locations/locations.html>

Among the colleges Keynes N1-4 (Room 1) is the most popular followed by Eliot (4th Floor Study).

Overall 80% of students expressed satisfaction with computing services and facilities, a slight increase over last year with fewer students registering their dissatisfaction with services.

Although a small sample, Medway students expressed satisfaction (72%) and Tonbridge (63%), with just over 25% and 33% respectively, expressing no strong opinion.

PC Room - comfort, opening hours, availability of PCs & printers

Addressing noise, lighting and comfort, satisfaction levels are up 1% to 73% but again we see a shift by undergraduates to register stronger dissatisfaction levels - the overall dissatisfaction percentage has nevertheless remained static at 13%. The overwhelming majority of students say they are satisfied – the percentage of fulltime undergraduates that are very satisfied has climbed to 17% from 16% last year.

Availability of computers has improved by 6%, satisfaction levels rising to 62% with overall dissatisfaction levels having fallen by 2% to 23%.

Printer availability satisfaction has risen by 1% to 67% but total dissatisfaction levels have doubled to 30% in a year this suggests a general shortage of printers or a printer shortages in areas where students work?

Cross tabulating the data reveal that students who are the most dissatisfied use Templeman Level 2 Centre and Level 3 Extensions followed by Level 2 Extension as their preferred PC location.

Students were not asked if they had access to home printers or their preferred location to print work – these are two questions we might want to ask next year.

Web Pages

The majority of students are satisfied with the computing services web pages with less than 1% expressing any kind of dissatisfaction.

Printed information and publications

The decision was taken this year to measure the satisfaction levels of two publications both of which are made available to all students. Students were asked to comment on other computing or library publications made available.

i. *Library Resource Book: Students*

Satisfaction levels are high at nearly 72% among students who have seen the book. If we analyse the data a little it reveals a higher percentage of part time undergraduates (13%) who are very satisfied closely followed by 12% full time undergraduates. Dissatisfaction levels are very low across the board.

However, 29% of our sample said they had no experience of the publication. This breaks down by student group to:

- 29% Fulltime undergraduates
- 26% Fulltime postgraduates
- 31% Part time undergraduates & postgraduates

- ii. *Computing Resource Book: Students (Canterbury and Tonbridge)*
If we discount the 6% who we wouldn't expect to see this publication the percentage with no experience is the same as the Library Resource Book (29%). Satisfaction levels are again high among those who have seen the book. The percentage of student expressing dissatisfaction was minimal at 1.5%.
- iii. *Computing Resource Book: University of Kent at Medway Students*
The sample size is too small for any meaningful understanding of the data.
- iv. *Other computing or library publication, made available*
46% of our sample have used other publications, the majority expressing satisfaction.

Access to a personal computer – all students

A high percentage of students have access to a personal laptop and or a desktop, among the part timers it is almost 100%. Fulltime postgraduates have the highest proportion of laptops (78%). Fulltime undergraduates are a close second with 74%.

With a high proportion of students having access to personal laptops and desktops it is tempting to draw conclusions that having one or the other increases dissatisfaction levels if a public PC or printer is not available. And to some extent this conclusion is probably true. Anecdotal studies show that car drivers for example, who occasionally use public transport are more likely to complain if things breakdown than the general public that use public transport every day.

There is probably a relationship between increased printing dissatisfaction and the number of students who have access to a personal laptop or desktop. If we assume students work on their own computer and only want to use a university machine to print, there is an argument for dedicated printers for laptops and, or dedicated PCs used to print work from memory sticks.

13. Optional Comment Area

Four areas of the questionnaire invited students to share comments on different aspects of services and facilities provided by Information Services. A total of 1,640 responses were received, many with detailed feedback about one or more topics.

Question 12 addressed public PC rooms, group study spaces, and presentation and practice rooms. Question 18 invited general comments about the computing service facilities. Question 19 asked students to comment about the services

provided in the Templeman Library. Question 20 asked students who use the Drill Hall Library and Tonbridge Centre Library for their comments.

Responses this year gave an insight into what students perceived as computer shortages. Not as in previous years, insufficient numbers, but PCs not meeting an immediate student need.

In a similar but different way the comments support the Results which show that this year there is a shortage of printers. The percentage of students having access to laptops and desktops has increased. The comments reveal that students look for computers to access printers and it is their frustration at having to queue (possibly because of a broken printer) that has undoubtedly led to the doubling of last year's dissatisfaction levels.

Library opening hours attracted an increased number of comments this year, maybe because of the changes following last year's Survey. The stronger levels of dissatisfaction could well be seen as the means to drive even further change. The comments expose the ideal opening times the students want to see.

Among the comments in Question 19 was one that backs up the Survey results on the Templeman Library Skills training issue, a part time student who was unaware that training even existed.

So although the comments don't really tell us much more than the Survey results themselves they do add a little more meat to the bone. For example the detailed comments in Question 12 remind us that it is the noise levels in public PC rooms and study spaces rather than in the main library area of the Templeman that gives cause for concern. The opening of the Café and its success (expressed very vocally) together with the increased number of group study areas may help to explain this year's drop in the number of complaints.

A Question 12 – Do you have any comments about “ANY” public PC room (all campuses), Templeman/Drill Hall/Tonbridge group study spaces and/or Presentation Practice rooms?

Students responded with 442 comments which when sorted fall under two headings: working environment and PC & printer availability and accessibility.

I. Working Environment - Templeman Library³

Sixty students commented on heating (too hot/cold), lighting (too dark), seating (uncomfortable, not adjustable, broken) and workspace limitations (inability to use a book, write and use a computer on a desk at the same time).

Two students described the décor as shabby and tired, a third thought the building a bit depressing.

The general consensus is that the large public PC rooms are too big and that smaller working areas would aid concentration, stop people talking loudly and discourage the use of mobiles.

³ 165 comments

Twenty-nine comments all positive refer directly to group study/discussion and quiet areas and the newly introduced presentation rooms – several students suggested more of these areas are needed. A single criticism was directed towards individual students working on computers in areas designated for groups. There were requests for USB ports to be fitted to the front rather than the back of computers to facilitate access. One student requested access to a projector because not all lecturers allow PowerPoint.

Noise in the Templeman generated 68 comments (slightly less than the 84 comments last year).

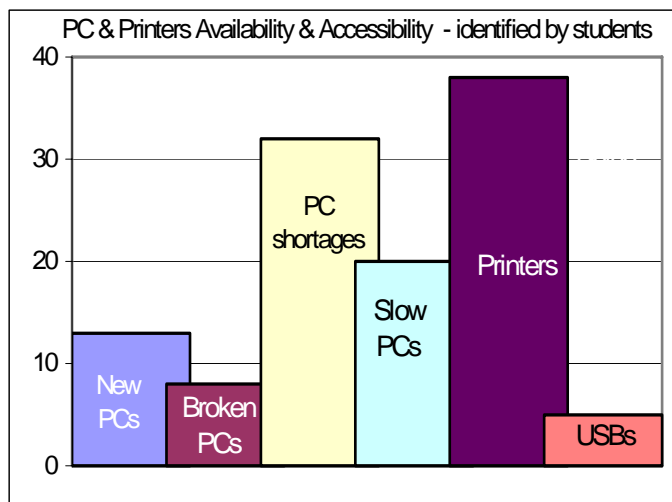
i. College & Public PC Rooms⁴

A key criticism was the number of dirty monitors, sticky mice, and rubbish (leading to infestations of fruit flies). There were also a high number of complaints about slow computers, and computers and printers not working. Keynes and Eliot identified in 42 of the 55 College Room responses.

ii. Drill Hall Library

Five students commented on noise, lack of wireless access limited opening hours and the need for more studies areas and study space.

II. Availability & Accessibility (computers, printers, opening hours)⁵



There is an argument to suggest that shortages of PCs are not necessarily about a demand for increasing numbers. This is supported in one sense by comments about repairing broken computers, upgrading those that run slow, making dedicated machines for print-only jobs, and extending opening hours. If we look at what is being described as a shortage in this context the University is not perceived by students to be computer poor.

Further evidence of this is the requests by students for additional computers (in the Café, group discussion areas and colleges) which look to support growing needs not a short-term shortage.

i. PC Availability & Accessibility

Thirty-two comments talk about computer shortfalls during busy periods with several expressing frustration when they see students using public PCs to play

⁴ 113 comments

⁵ 164 comments

games, send email or surf. One suggestion was for dedicated email terminals to free up machines for those that want to work.

There are references to what students describe as slow computers that take a long time to boot up, and process work. Given that most students are probably used to new computers it is not surprising that some are seen as slow.

One or two students said that broken PCs sometimes remain out of service for what to them seems a long time.

ii. Printer Availability and Accessibility

There is little doubt from the comments made that students consider that there is a shortage of printers. Several have said they only use public PCs to print their work and feel frustrated at having to queue.

Half a dozen or so students have pointed out that there is a need for additional Printing Credit Machines - currently when the Templeman is closed students have to visit Keynes to purchase credits, extremely frustrating, as one student pointed out if you are attempting to print in Darwin.

Slow printers, broken printers, printers that jam, poor quality printing and paper shortages are responsible for 42 comments. At least four say they do not know whom to contact when a printer stops working or where they should go to find additional paper. The printer in Eliot is mentioned five times as being one that regularly breaks down, similarly one in Keynes too. Printers in the Templeman are also seen as a problem – one comment is that once broken printers take forever to repair.

iii. Extending Wireless

A couple of students asked about wireless access closer to Parkwood and hoped that Parkwood and Tyler Court would get streaming.

iv. Opening Hours

Thirty-four students commented about opening hours, requesting earlier opening on weekdays and particularly at weekends. (An additional 114 comments directly refer to the Templeman opening hours in response to Question 19).

A postgraduate said shutting all the public PC rooms during the Christmas break was unhelpful.

An electronics student pointed out that the Electronics PC room was not open in the evenings or at weekends.

Last year students said they wanted the Templeman to open later; this year there has been a noticeable shift to more requests for earlier opening times. Twenty-four hour opening was the second most popular choice last year, this year it is for extended hours during the weekend.

B Question 18 – General comments on the computing services and facilities provided by Information Services.

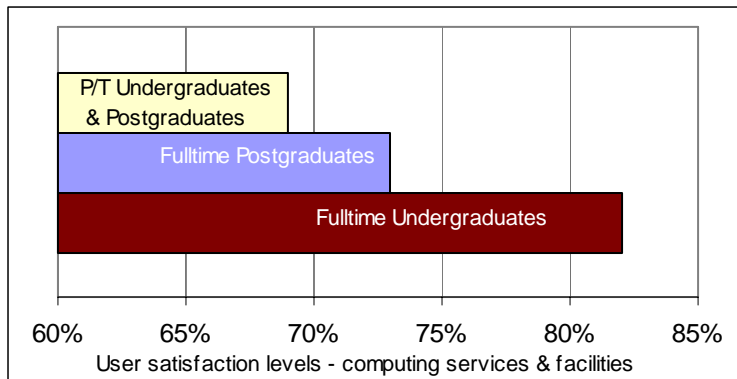
A similar question last year resulted in 299 responses this year 460 have been received, 186 are one or two word comments of praise:

- ✓ excellent x 9
- ✓ very good x 120
- ✓ good x 42
- ✓ adequate and or satisfied x 15

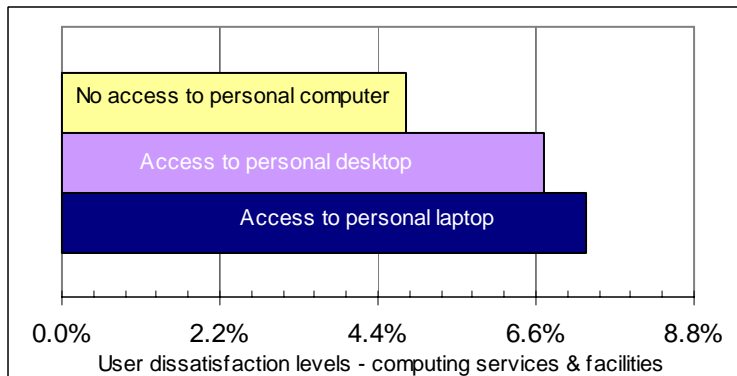
A further 49 compliment the high-speed connections, the number of computers made available to students, extension of the wireless network, applause for the Café, and several comment on a noticeable improvement in service since last year.

There were just 11 negative comments including an accusation that the University is Windows-centric. There was also criticism of IPTV slowing down connection speeds, and several unhappy students who cannot use FTP or peer-to-peer clients.

Among 28 general comments was a student who expressed surprise that the University is not championing Open Source operating systems *and Project Gutenberg* (the University of Kent is one of the major mirror sites for Open Source software in the world).



82% of undergraduates were satisfied with services. Part time undergraduates and postgraduates said they were 69% satisfied - this group also expressed a slightly higher percentage of dissatisfaction (9%).



Although a small sample, students who did not have access to a personal computer recorded marginally less dissatisfaction (4.8% against 6.7% of students with access to personal desktops and 7.3% laptops).

I. Computing User Services⁶

The challenge of meeting computer and printer demands especially towards the end of term and during exam periods inevitably focuses attention on whether resources match needs.

i. PC and Printer Availability & Accessibility

Over forty responses recognise that there is an end of term demand on computers and printers. The majority felt there were sufficient PCs during the term but conceded when it was busy, the demand for both computers and printers was often the cause of long queues. One student recounted a tale of waiting in a queue for an hour only to learn that Helpdesk had cancelled the print job because of a problem experienced with another student.

Several students suggested having a dedicated printer for anyone using flash memory, and plug-in memory-sticks – to log in to print only - thus freeing computers for those that needed to work.

Another student asked if consideration could be given to purchasing top-up printer credits online, using a debit card?

ii. Slow PCs

There were another 23 comments about slow computers (last year this question resulted in just 8 reports), several students claiming it takes up to ten minutes before everything is finally loaded.

iii. Helpdesk and Helpdesk Staff

A lot of praise, students stating they are impressed with the speed and quality of service. Three Mac users did raise concerns about being identified as second class citizens. They argue that support for Macs comes across as little more than a haphazard afterthought.

iv. Study Bedroom Services

Several students describe SBS as fantastic. Just two criticisms: one about the written instructions explaining how to connect to the network which one student described as badly written. Another said he wasn't happy about having one port, which limited his choice of which to connect his laptop, or his PC.

v. Laptop Users

A few students who work in study areas identified a lack of electric power sockets, which limited the time an individual, could work given the short battery life of some laptops.

II. Computing Operations

It is easy for background improvements to be overlooked. When things are working no one notices, our attention is only drawn to a service when it doesn't work properly. This year there were no criticisms about virus infections (several were made last year); and no comments about any loss of service due to outages. The implementation of the network access control system introduced at the beginning of this academic year may go some way to explain the former, while Message of the Day as a communication tool to keep students informed may

⁶ 128 comments

explain the latter. Interestingly, one student who values being kept informed suggested text message notifications would be even better.

i. Spam

Only three comments about the amount of spam at the beginning of the academic year all acknowledged improvements since then.

ii. Slow Network

Fourteen students said they had noticed the network was slower (the same number as last year). Some claim it was faster last year, and one observed it had started to slow down at the beginning of last term. A student on SBS network said they had been told that bandwidth provided to campus accommodation has been decreased and traffic shaping installed.

iii. Wireless

A lot of praise for expanding the network and now calls for it to be extended even further. Students at Parkwood, Darwin, Marlow Building and Drill Hall are hoping they will get access to the wireless network soon. Several comments about incompatibility with some Intel processors, a known problem currently being addressed – perhaps now is the time to communicate how the problem is to be resolved? Students in Woodlands believe the network is slower than it should be and that a review should be carried out.

Two students ask if wireless is going to be extended into lecture halls?

iv. Electronic Library Recall

Several comments ask about some form of electronic book-recall-reminder either in the form of an email or text message to alert students that a fine is imminent if a book is not returned.

v. Books/Journals/Catalogue

One student asked if it would be possible to set up searches according to book content on the online catalogue and not just by title. Another sung the praises of the online databases and library systems.

vi. Ambience

Students reiterated what they had said in Question 12 – an additional comment addressed the need for smaller rooms for dyslexic and ADHD students who found it difficult to concentrate in large rooms when people were talking.

C Question 19 – General comments on the Templeman Library and its services.

Students responded to this question with 710 comments (last year we received 552). Of these 121 comments expressed praise for the services provided by the Templeman.

Forty-two were a collection of suggestions and a few questions. Among the suggestion one student asked if it would be possible to re-program the system to permit reservation by title rather than an identified copy of a book – the student

said they waited over a week and then found several copies on the shelf, the book she reserved having still not been returned. Another student asked if it would be possible to browse actual videos and DVDs rather than having to search a database. Another suggested updating to Word 2007 because it has a 'converter' preinstalled to help open a non-Word document. Among the questions was one asked several times: why hadn't the photocopy card machine been repaired? A part time student wanted to know why library training wasn't advertised. Having completed four years of study it was only now they could find their way around the shelves.

I. Books, SLC, Catalogue and Electronic Information Sources

A hundred and twenty three of the comments addressed themselves to book shortages: core texts and required reading materials. There was criticism about lost and missing books, which appear in the catalogue but cannot be found on the shelves. Suggestions include ensuring a copy of all core text and required reading is in Short Loan and that the additional copies are restricted to one-week loan periods until the end of the module. A number of comments make reference to tutors and Library staff not communicating about book lists.

Recalling books before their due date attracted limited criticism as did allowing students to renew books multiple times. A student suggests that if several people are reserving a book, the loan period should be restricted – being told you could borrow the book a week after the deadline was not helpful.

There was praise for the Short Loan Collection that promoted the sharing of texts, although several students thought there should be more multiple copies when the demand was high. Four users also felt that the 10 am return time could be later.

One student felt the electronic information sources system was too complicated to use, while another believed that e-journals should be searchable by topic rather than subject key words.

A postgraduate argued that restricting the number of inter-library loan items acted as a deterrent. Essentially being told 'you must be vigilant about what you order' is difficult. There is no way of knowing whether an article is useful until you have read it.

II. Self Service Checkouts, Fines and Notification of Overdue Books

There were 11 comments, 10 very positive about the self service checkouts – one student believed there was a need for additional machines.

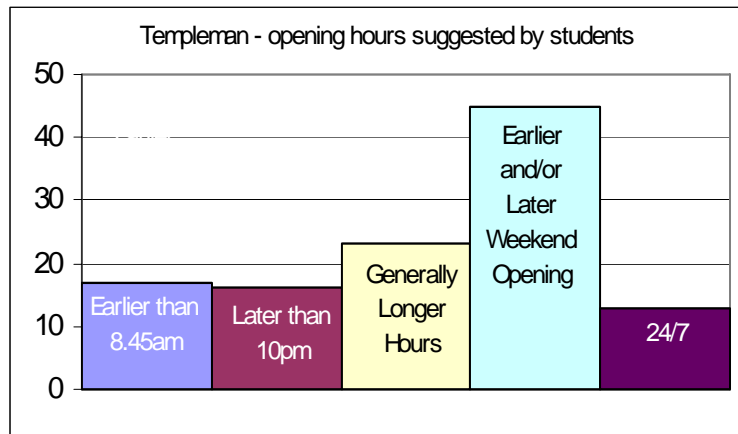
Seventeen students commented about fines, all believed them to be too high. Several students thought the £5 fee for forgetting a library card was excessive.

A number of students complained that receiving emails after a book was due back was not helpful – an email notification that a book was due would help to avoid paying fines.

III. Staff Praise & Criticism and Library Opening Hours

Sixty-six comments were received about staff, twenty-five very positive describing individuals as polite, friendly and extremely helpful. Other comments described

the vast majority of staff as approachable, professional and willing to help. Forty-five responses criticised staff for being unhelpful, rude and unfriendly.



Next to book shortages, opening hours dominated student responses - 114 recorded this year against 60 last year.

Whereas last year's survey saw a demand for later opening and 24/7 access this year, opening earlier, closing later and widening access at weekends proved the most popular.

Cross tabulating results show that 10% of undergraduates and 21% of the part time student sample expressed dissatisfaction with the current opening hours.

IV. Study Areas and Café

There is a demand for more group discussion areas with additional PCs. One student's opinion was that the smaller enclosed areas are preferable to the larger study areas such as those on Level 2.

There is little doubt that the Café has proved overwhelmingly popular with students (32 recorded their praise). Students now want more PCs, additional seating, some are calling for its extension.

V. Ambience: Heating, Lighting, Seating and Noise

Words used to describe the building vary from depressing to melancholic to those who think it needs a 'cosmetic' update to open up dark, dingy areas. One suggested introducing some works of art.

Students have recorded a lot of criticism about temperatures (too high and too low) which some blame on a lack of ventilation and over enthusiastic air conditioning.

Several students have highlighted the harsh lighting in study areas while others suggest lamps are needed in reading areas.

Seating is described as uncomfortable by many especially in computing rooms and study areas.

There were just eleven complaints about noise in the main Library, considerably less than the number who complained about noise in study areas and the public PC rooms (Question 12).

VI. Computers, Printers

There were references once again to computer shortages, PCs running slow and the need for more printers.

A number of students refer to power point shortages in study areas where laptop users need to power up.

VII. Training issues

Several comments from this question suggest a need for increased user training in some areas, either because the respondent has not realised that a service does already exist or that users are expecting systems to do things for which they are not designed. Issues which may need particular emphasis in training include :

- a. Placing a reservation
- b. Using online resources
- c. Finding journal literature.

D Question 20 – General comments on the library services provided by the Drill Hall Library and Tonbridge Centre Library.

Sixty-seven students (63 Medway and 5 Tonbridge) responded to the survey and of these twenty-eight students responded to this question, six expressing general praise (excellent, good, satisfied) – unfortunately students did not always identify which site their comments addressed.

Similar to the student experience with the Templeman a shortage of books dominated concerns. A couple of students said they would prefer longer opening hours, and several complained about the level of noise. Library staff are praised for being approachable and helpful. One student was impressed that she could return books destined for the Templeman and another said the range of materials was fantastic including the number of photocopies supplied. The intersite loan service is also popular with users.