Library Survey - 2021

Number of responses	**345**
Undergraduate	48.40%
Masters	47.00%
Research degree	7.00%
Part time	51.00%
Full time	49.00%
Students with a Study Support Plan	25.20%
Students without a Study Support Plan	74.80%

How satisfied are you with the Library

Very satisfied	37.70%
Satisfied	52.50%
Dissatisfied	7.50%
Very dissatisfied	2.30%

How satisfied are you with the following aspects of the library and how important these are for you?

Availability of weekly readings on Moodle

Very satisfied	36.40%
Very dissatisfied	1.80%
Very important	58.90%
Not important	3.60%

Availability of e-books on reading lists

Very satisfied	32.20%
Very dissatisfied	4.40%
Very important	63.40%
Not important	1.20%

Availability of e-journals

Very satisfied	30.90%
Very dissatisfied	3.30%
Very important	68.00%
Not important	1.50%

Databases

Very satisfied	30.70%
Very dissatisfied	2.70%
Very important	59.40%
Not important	2.10%

Overall range of resources for your studies

Very satisfied	32.80%
Very dissatisfied	3.60%
Very important	66.00%
Not important	1.20%

Availability of online advice and support (e.g. Chat, email)

Very satisfied	47.20%
Very dissatisfied	4.10%
Very important	46.00%
Not important	2.70%

Quality of customer service received

Very satisfied	45.10%
Very dissatisfied	3.50%
Very important	51.60%
Not important	1.50%

Click and Post service

Very satisfied	30.50%
Very dissatisfied	2.70%
Not applicable	48.80%
Very important	37.10%
Not important	3.60%

Availability of study spaces since the Library has re-opened

Very satisfied	31.90%
Very dissatisfied	2.40%
Not applicable	41.60%
Very important	45.20%
Not important	3.60%

Have you attended training run by a librarian this year (e.g. workshop, class, 1-to-1)?

Yes	13.50%
No	86.50%

How well did the Library do in keeping you informed of changes during the pandemic?

Very well	50.10%
OK	36.50%
Not very well	6.10%

Where do you look for information about the Library?

|	
Library website (service adjustments page, subject guides etc.)	86.10%
Student bulletin	26.90%
Departmental communications	11.80%
Social media	5.90%
Other	6.20%

If you use social media, what platforms do yo use reguarly?

Facebook	48.80%
Instagram	58.60%
LinkedIn	39.60%
Pinterest	8.10%
Snapchat	6.70%
TikTok	9.10%
Twitter	33.70%
Other	8.40%

	Very satisfied	Very dissatisfied
Availability of online advice and support	47.20%	2.70%
Quality of customer service received	45.10%	3.50%
Availability of weekly readings on Moodle	36.40%	1.80%
Overall range of resources for your studies	32.80%	3.60%
Availability of e-books on reading list	32.20%	4.40%
Availability of study spaces (since the Library has reopened)	31.90%	2.40%
Availability of e-journals	30.90%	3.30%
Databases	30.70%	2.70%
Click and Post service	30.50%	2.70%
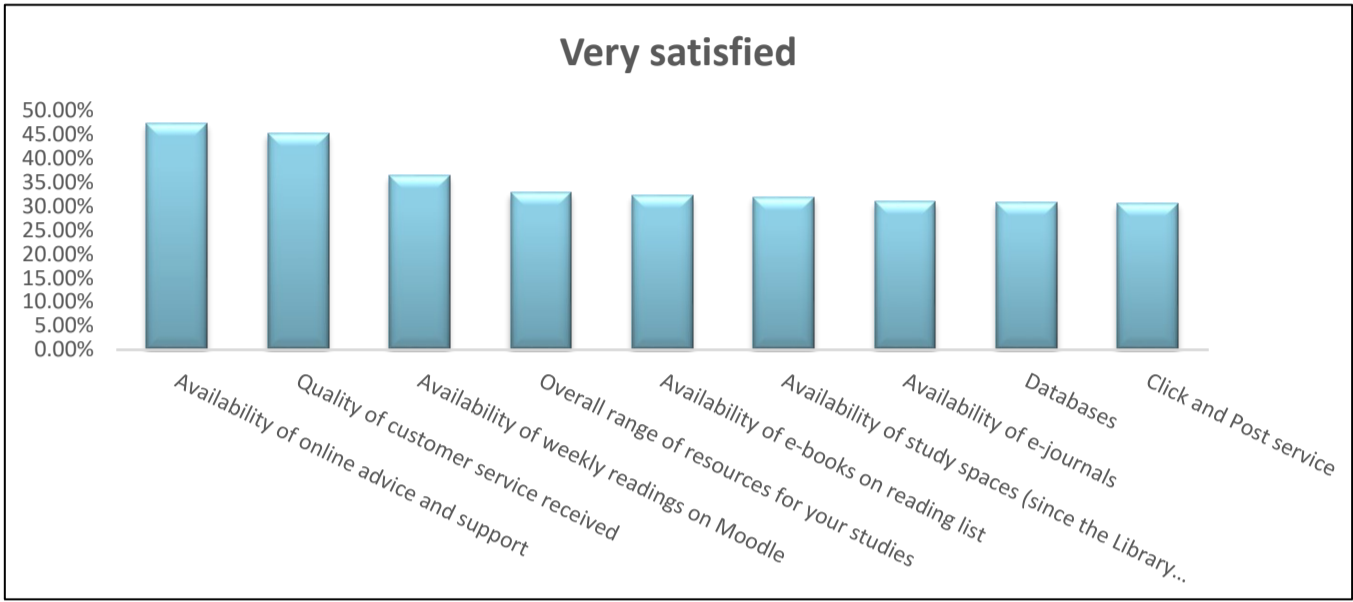
Very satisfied

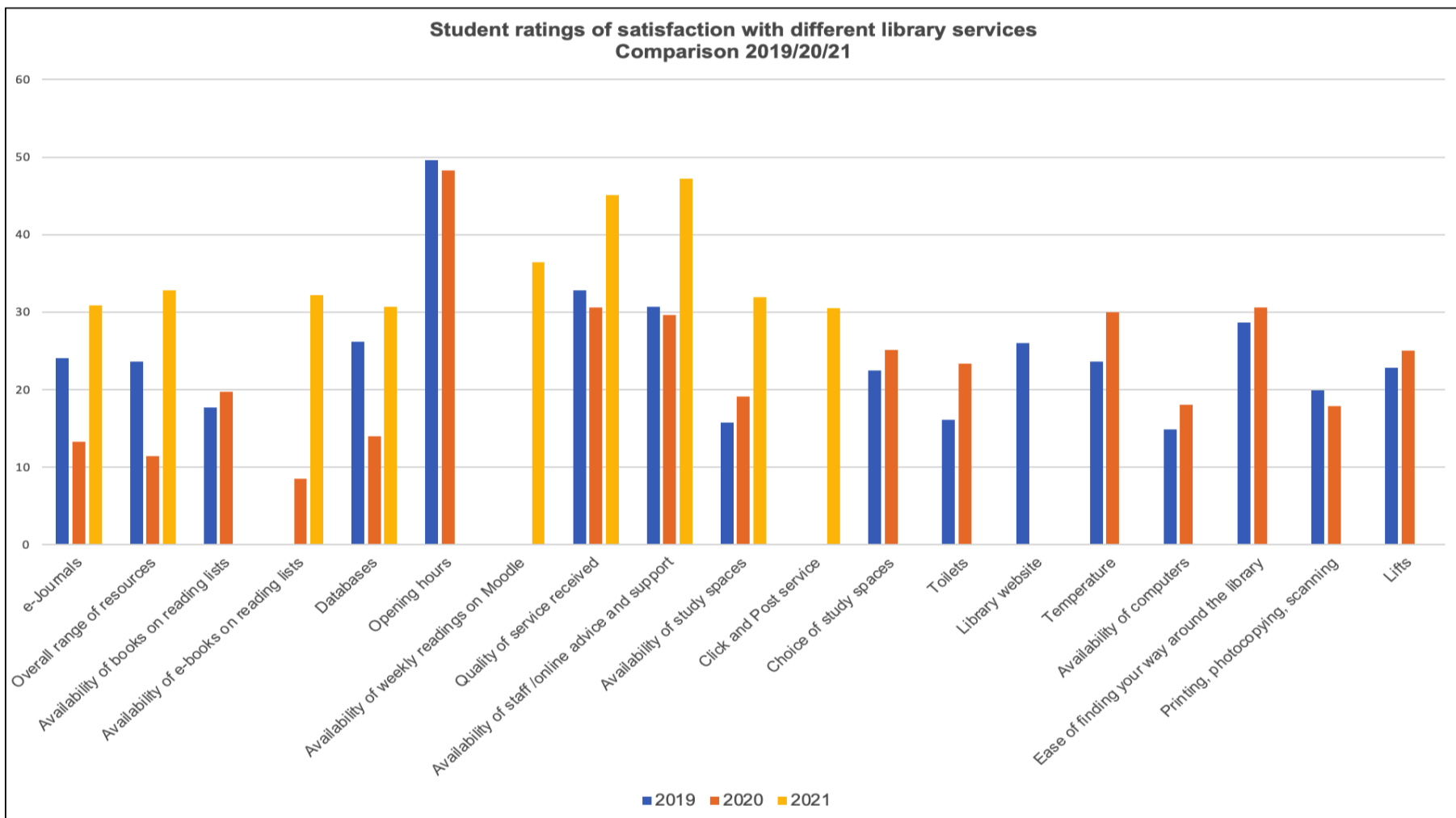|	Very dissatisfied	Very satisfied
Availability of e-books on reading list	4.40%	32.20%
Overall range of resources for your studies	3.60%	32.80%
Quality of customer service received	3.50%	45.10%
Availability of e-journals	3.30%	30.90%
Databases	2.70%	30.70%
Availability of online advice and support	2.70%	47.20%
Click and Post service	2.70%	30.50%
Availability of study spaces (since the Library has reopened)	2.40%	31.90%
Availability of weekly readings on Moodle	1.80%	36.40%
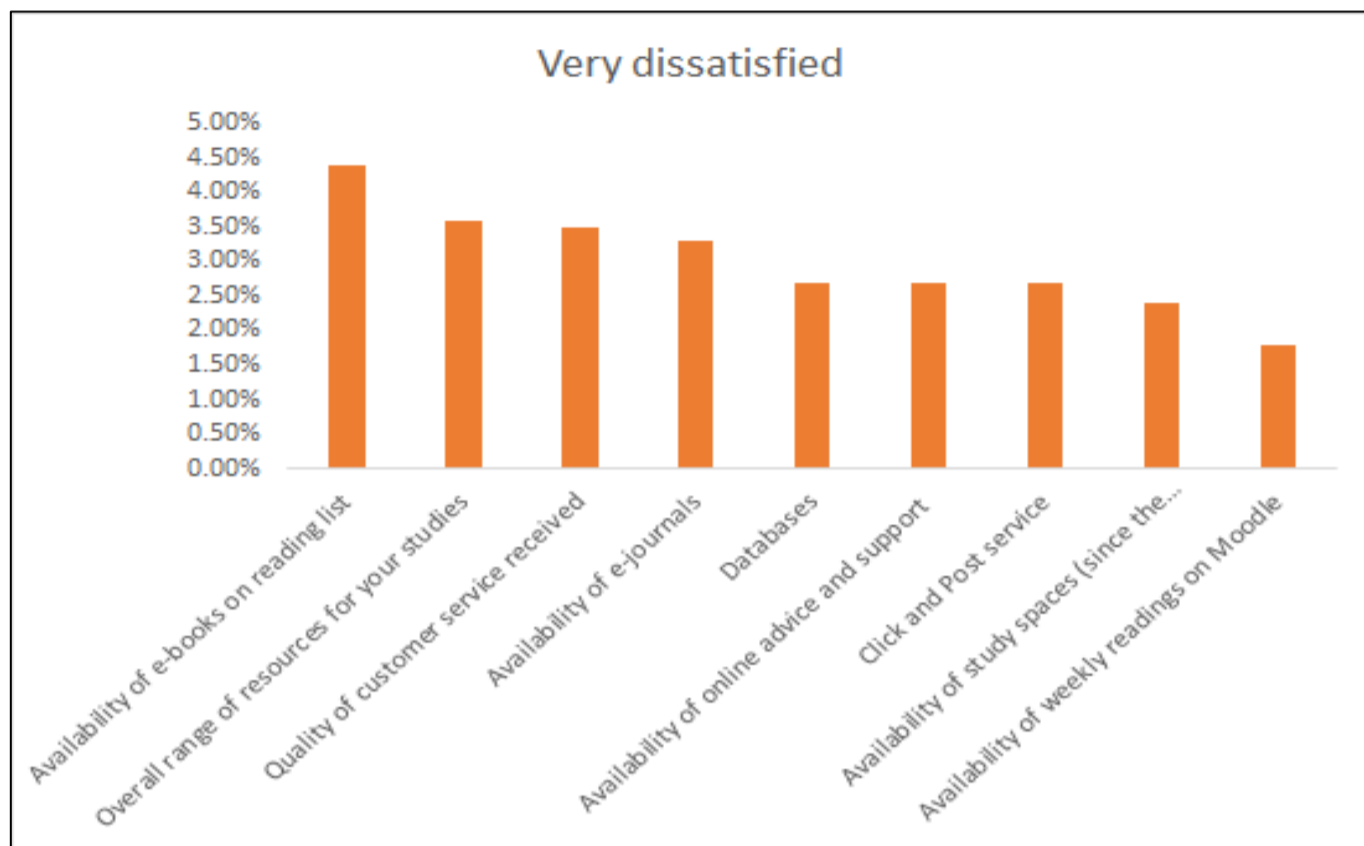
	Very important	Not important
Availability of e-journals	68.00%	1.50%
Overall range of resources for your studies	66.00%	1.20%
Availability of e-books on reading list	63.40%	1.20%
Databases	59.40%	2.10%
Availability of weekly readings on Moodle	58.90%	3.60%
Quality of customer service received	51.60%	1.50%
Availability of online advice and support	46.00%	2.70%
Availability of study spaces (since the Library has reopened)	45.20%	3.60%
Click and Post service	37.10%	3.60%

Very important — Bar chart showing the "Very important" percentages for: Availability of e-journals, Overall range of resources for your studies, Availability of e-books on reading list, Databases, Availability of weekly readings on Moodle, Quality of customer service received, Availability of online advice and support, Availability of study spaces (since the Library has reopened), Click and Post service.

Importance/satisfaction

	Imp Rank (2021)	2019	2020	2021
e-Journals	1	24.1	13.3	30.9
Overall range of resources	2	23.6	11.4	32.8
Availability of books on reading lists		17.7	19.7	
Availability of e-books on reading lists	3		8.5	32.2
Databases	4	26.2	14	30.7
Opening hours		49.6	48.3	
Availability of weekly readings on Moodle	5			36.4
Quality of service received	6	32.8	30.6	45.1
Availability of staff /online advice and support	7	30.7	29.6	47.2
Availability of study spaces	8	15.8	19.1	31.9
Click and Post service	9			30.5
Choice of study spaces		22.5	25.1	
Toilets		16.1	23.4	
Library website		26		
Temperature		23.6	30	
Availability of computers		14.9	18.1	
Ease of finding your way around the library		28.7	30.6	
Printing, photocopying, scanning		19.9	17.9	
Lifts		22.8	25	

Student ratings of satisfaction with different library services
Comparison 2019/20/21

Tell us one thing you think the Library is doing well

Resources
56

Staff
48

Miscellaneous
13

Opening Hours
12

Enviro...
(apart from
...
and noise)
6

Study
Spaces/
Zoning
5

Website
3

IT/
P...
1
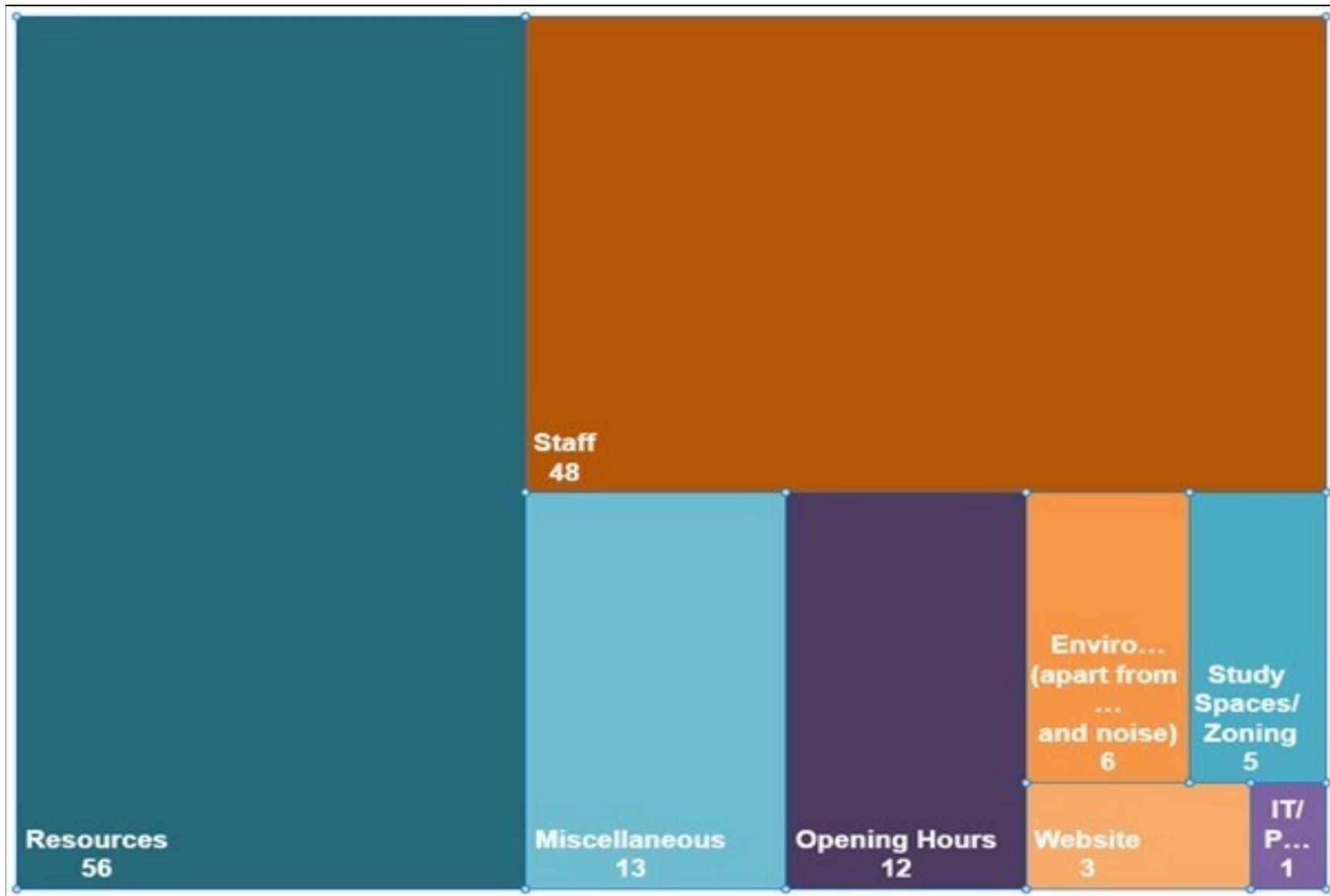
One thing you would like the Library to do better