YOU SAID, WE LISTENED

You said: There should be more study spaces.
We refurbished the Library in summer 2019, increasing the number of study spaces overall from 440 to 520. There is now a new silent study area with over 150 seats, larger spaces for group study and two additional study support rooms for disabled and dyslexic students.

You said: It isn’t straightforward to top up your print account online.
Together with IT Services, we have improved the online payment page and lowered the minimum top-up charge for printing from £2.50 to £1.

You said: The printers are often out of order.
We’ve involved more staff in the checking of the Library printer/copiers so that faults can be reported and fixed more quickly. All copiers were in working order throughout the Autumn Term.
YOUR FEEDBACK

How you contacted us

In person

Feedback type

Compliment

Comment

Suggestion

Complaint
<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study spaces/Zoning</td>
<td>41</td>
</tr>
<tr>
<td>Environment (apart from</td>
<td>19</td>
</tr>
<tr>
<td>temperature and noise)</td>
<td></td>
</tr>
<tr>
<td>Temperature</td>
<td>15</td>
</tr>
<tr>
<td>Behaviour of others</td>
<td>15</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>12</td>
</tr>
<tr>
<td>IT/Printing</td>
<td>14</td>
</tr>
<tr>
<td>Noise</td>
<td>8</td>
</tr>
<tr>
<td>Resources</td>
<td></td>
</tr>
<tr>
<td>Opening hours</td>
<td>4</td>
</tr>
<tr>
<td>Staff</td>
<td>24</td>
</tr>
</tbody>
</table>
WHAT MATTERED TO YOU

Type of feedback per category

- Compliment
- Complaint
- Comment
- Suggestion

- Temperature
- Noise
- Environment (apart from temperature and noise)
- Study spaces/Zoning
- Behaviour of others
- IT/Printing
- Staff
- Books/resources
- Miscellaneous
CONTACT

For further information about this report or to give feedback contact:

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