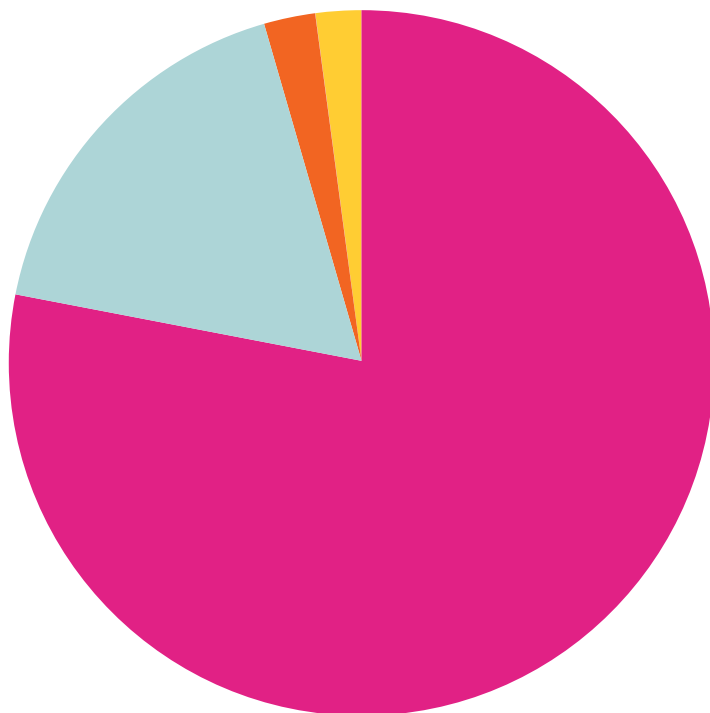


Rate your Library 2018 Responses



■ **Excellent 78.9%** ■ **Good 18.9%** ■ **Average 1.1%** ■ **Poor 1.1%**

Thank you to everyone who completed this year's Rate your Library. We appreciate all of your feedback as it enables us to continually develop and improve the Library service.

If you didn't manage to fill in this year's Rate your Library but would like to comment on the Library service please do so via the link on the Library page of Moodle.

Overall 98% of respondents rated the Library as either excellent or good.

Rate your Library

2018 Responses

Over two thirds of respondents found what they needed via the Library catalogue most of the time.

Moodle remains the top place you would go to find information about the Library so we'll keep putting all the information there. We will also continue to use social media to give regular updates.

Overall respondents thought the best things about the Library were the staff and the range of stock. You also loved our purchase requests option, so keep suggesting things you think we should buy.

We have passed on all IT and Estates related responses to the relevant departments. Below are the things you said needed to be improved which relate directly to the Library:

Courtesy notice emails would be good on the day books are due as well as several days before

We send a courtesy email three days before an item is due (for standard loans) to give you enough time to renew the item either online, over the phone or in person. From September we will also be able to send another courtesy notice on the day as well, as requested.

Add YouTube to the Listening stations as it is a good resource

We removed YouTube from the listening stations as they are open access PCs and it was decided that it was inappropriate for JRNCM students, who can also access them. YouTube is available on all student PCs once you're logged in.

The charges students face when another student has lost a part from e.g. string quartet

We know that it can be difficult to get parts back from all the players from chamber sets, and if you let us know we will try and help you

get the parts back. The only way to lend sets of parts is to one individual, which can mean that they become responsible for missing parts. We only charge what it would cost us to replace the item, but unfortunately individual parts are not usually available for sale and it is the whole set that needs to be replaced.

Headphones on computers are problematic/missing

We reported these comments to IT and they have provided replacement headphones for all of the student PCs. If you encounter any further problems please report it to the Library counter.

Overnight loans are not long enough

From September short loan (overnight) items will be borrowable for two nights instead of one, e.g. if you borrow a short loan book on Monday it will be due back any time on Wednesday. We will also be moving the short loan items onto the main shelves, so they will be located with all the other books on the same subjects.

Needs more resources that would be useful for students on the popular music course

We are constantly looking to increase our resources for the BMus Popular music course. Following recommendations from popular music tutors we have purchased several core texts, and we are always happy to take requests from any student, so please let us know if there is anything you would like us to add to stock.

Our favourite comments:

'The Librarians are lovely!'

'Staff are always happy to help (particularly in acquisitions!). It's easy to get books ordered in.'

'It's quiet and friendly and full of books, what more could I want?! An enjoyable place to study.'

'Staff go above and beyond to help with requests.'