

Many thanks to all of you who took the trouble to complete the Library's survey.

Here are your top concerns and what we are doing about them:

Resources

95 of you said there are not enough books or DVDs and 39 said there are not enough journals or e-resources.

In 2008/9 we received a substantial increase in our budget for books and this has been continued this year. However we still receive less than most 1994 Group academic libraries and we have many years of underfunding to make up. In order to use our funding as effectively as possible, we try not to duplicate electronic resources that are available through Senate House Library. We will try to persuade them to let Goldsmiths staff and students sign up for electronic resources without having to visit Senate House to sign up.

Opening hours

118 of you asked for longer opening hours, and 11 of you said that we should not open for longer.

We will be piloting 24/7 opening during the summer exam period. This will be monitored and a decision taken by Senior Management as to whether this experiment should be continued.

Quality of service

108 of you said that the service was good and/or the staff were helpful.

Thank you very much!

Noise

38 of you complained about levels of noise in the computer rooms and reading rooms. 16 of you (mostly postgraduates) asked for better facilities for individual silent study.

We will increase staff patrols of these areas, but please remember that if you want to talk, eat or drink you can do so on the ground floor, and let those who wish to study in silence do so!

We will see what we can do about providing more individual silent study space in the next phase of the building refurbishment.

Computers, printers and photocopying

43 of you made comments about the computing and photocopying services.

Our colleagues in the IT Services department are looking at your suggestions and seeing what they can do.

Access to electronic resources

30 of you complained about problems accessing electronic resources.

We are very sorry that there have been problems in changing from Athens to Shibboleth, and in particular that a couple of publishers have not yet changed their systems, although they say they will do so this year. We have tried to put workable systems in place to cope with this.

If you are still having problems, please ask at the Enquiry Desk in the Library or email Sally Houston s.houston@gold.ac.uk.

Space

30 of you commented on the lack of space for people, books, computers, etc.

This is something that will take time to solve, but we are talking to Senior Management about creating more space for the Library.

Unhelpful staff

29 of you commented on the unhelpfulness of staff, either generally or on a particular occasion.

We are really sorry about this and will try to improve.

Shelving

15 of you complained about the difficulty of finding books that should be on the shelf but can't be found.

Over the Christmas vacation we have changed our shelving procedures in order to improve this situation. Our aim is get every book back in the right place on the shelf within 24 hours of its return. We also hope that we will have more time for tidying the shelves. Please bear with us as we get used to the new procedures.

Mary Nixon
15/01/10

Heating

15 of you complained that the Library was either too hot or too cold.

The problem lies with the chillers and ducting in the air conditioning system, which is being refurbished this term. We apologise for any inconvenience this may cause you but when it's done working in the Library should be much more comfortable.

Once again, thank you very much for your comments. We are always happy to receive comments and suggestions.

Best wishes for a very happy New Year from the Library staff.