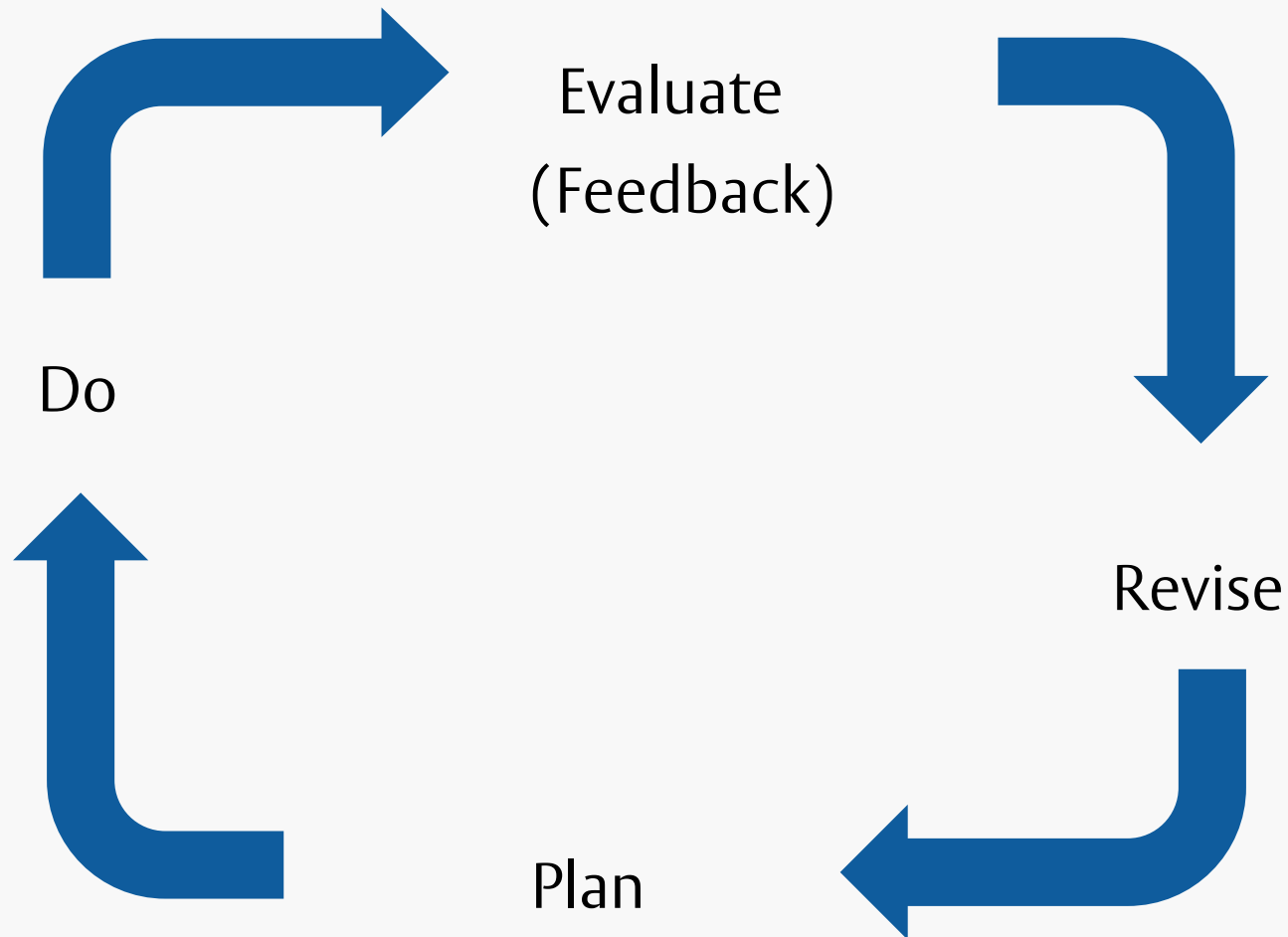


Library planning- feedback circle

Rachel Redrup, Marketing Co-ordinator

That circle



What do I want? ... Expectations



Library feedback

- Liaison Librarians for each school
(Teaching, surgeries, email, staff-student committees, board meetings etc)
- Daily interaction in Library
- Comments (online/print)
- RUSU - President , VP Academic Affairs & course representatives
- Surveys
 - [Library surveys](#) and mystery shopping at service points
 - National Student Survey

National Student Survey

Satisfaction overall: 76%

Some grateful comments


‘Wish list’ comments:

- Longer opening hours (24/7)
- More information resources
- More plug sockets
- More study spaces


Feeding back on feedback

- Humans notice more negatives than positives
- so advertise good to balance bad
- Let students know what we've done so far
- Manage expectations
eg Library textbook provision

FAHSS/Library campaign 2011


- Faculty of Social Sciences 

What have we done for you lately?
Better Wi-Fi




The University has improved Wi-Fi access in the Library and campus teaching spaces

For further information, contact
Dr Martha-Marie Kleinbans
Director of Teaching and Learning
Faculty of Social Sciences
0119 278 7349
m.kleinbans@reading.ac.uk www.reading.ac.uk/fss

Library 


What have we done for you lately?
115 new study spaces




The University has refurbished a number of study rooms on the Library's 5th Floor

www.reading.ac.uk/blogs/librarynews

RAIR_08.02.2011_renew_blog@16.08.02.2012

Library 

What have we done for you lately?
50 new sockets



The University has installed more power sockets for laptops in the Library for you

www.reading.ac.uk/blogs/librarynews

RAIR_08.02.2011_renew_blog@16.08.02.2012

- Library/Palmer display screen
- *University Library News* blog '[What have we done for you lately?](http://www.reading.ac.uk/blogs/librarynews)'

Subsequent Library publicity 1

- Blog/Twitter - [What have we done for you lately?](#)
- Posters
 - limited to Library



Library University of Reading

What have we done for you lately?
Plasma screens



We've installed plasma screens in Library Group Study areas for you to work together from laptops

www.reading.ac.uk/blogs/librarynews



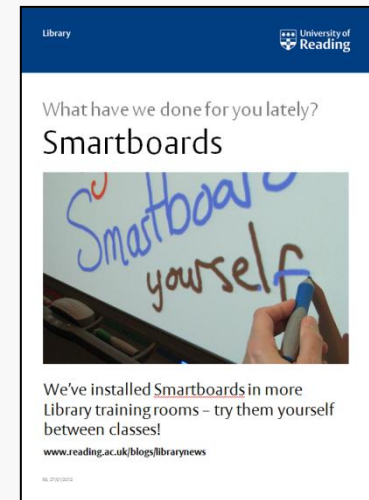
Library University of Reading

What have we done for you lately?
More study space



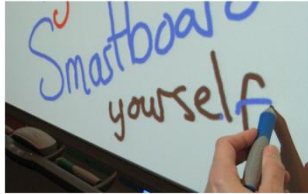
We've created more study space on the Library's Ground, 2nd, 3rd and 5th Floors. The whole Library 5th Floor is now for Silent Study – and we're installing better lighting, and some data and power sockets

www.reading.ac.uk/blogs/librarynews



Library University of Reading

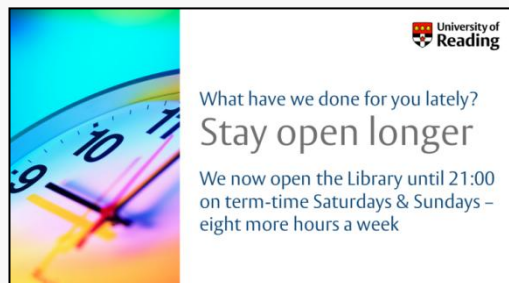
What have we done for you lately?
Smartboards



We've installed Smartboards in more Library training rooms – try them yourself between classes!


www.reading.ac.uk/blogs/librarynews

- Library/Palmer [screens](#)
 - Uni wide-screen template, email ITS-help about scheduling it

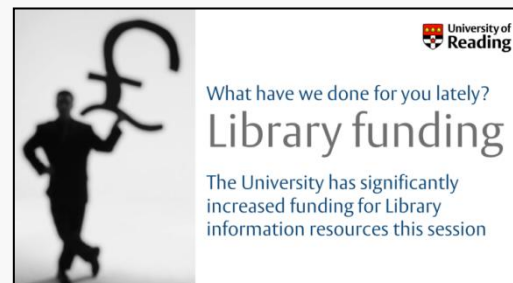


University of Reading

What have we done for you lately?
Stay open longer

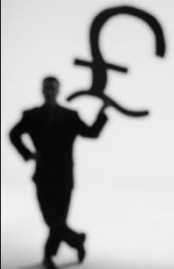


We now open the Library until 21:00 on term-time Saturdays & Sundays – eight more hours a week



University of Reading

What have we done for you lately?
Library funding

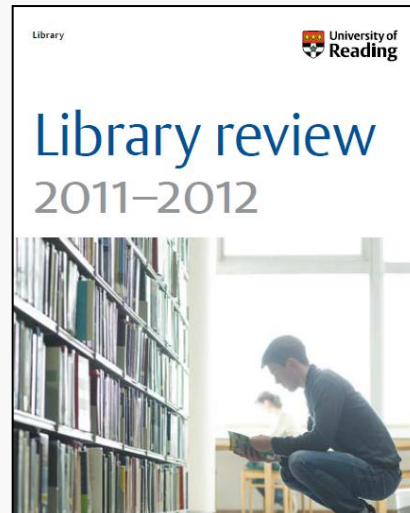


The University has significantly increased funding for Library information resources this session


Subsequent Library publicity 2

- Library student newsletter
 - [Essential Reading, Autumn 2012](#)

- [Library review](#)



- Video
 - [Student views on the Library: What the Library does for us](#)

Library


Essential Reading

News for students
No 55 | Autumn Term 2012

What we did in your holidays!
Here's a whole page of improvements to the Library and its services, completed summer 2012!

New Library catalogue
We replaced the Unicorn Library catalogue with Enterprise. It should help you find relevant items more easily across three collections – it covers Special Collections of rare books and archives and the Museum of English Rural Life's collections too.

Longer journal loans
You told us you wanted to borrow print journals longer than one day as most are also available online. We listened. You may now borrow them for seven days. To be fair to other borrowers, you cannot renew or place holds on journals and an 80p per day overdue fine encourages prompt return, as for 7-day loan books.

Last RUSU Safety Bus midnight!
The RUSU Safety Bus now runs Monday-Thursday from 18:00 to midnight. Meet the driver in the Library's CafeLibro. www.rusu.co.uk/education/academic_information_point/Safety_Bus_Service

Improved Library wifi
This summer IT Services doubled the number of wifi access points in the Library and increased connection speeds. Tell IT Services if you like it better now at its-help@reading.ac.uk

More study space
We've managed to fit in 65 more study desks on subject floors and the 5th (Silent Study) Floor. The whole 5th Floor has now reopened to Library users after occupation by Library staff this summer during the Rewiring Project.

Better lighting on 3rd Floor
Essential rewiring work added brighter (and greener!) lighting to the 3rd Floor and potential for extra power sockets to be installed.

650s moved to 2nd Floor
We moved material classed in the 650s – accounting, business, marketing and typography – from the 4th Floor to the 2nd Floor. Putting all the 600s together should make them easier to find. This is part of our ongoing Collections Project 2009-2013. See: www.reading.ac.uk/library/collections-project

Microform reference material
Microforms have been moved to the Basement Reference section, together with reader equipment. You should get a clearer picture away from windows.

Online with links: www.reading.ac.uk/library/essential-reading

Any questions?