

# LibQUAL SURVEY

Thank you for your feedback in the LibQUAL survey held late last year - we received around 2000 responses. And three lucky people won iPod Touches.

*I love you my dear Library*

## YOU TOLD US:

- 90% of you use the Library at least weekly
- more than 94% of you are happy with the Library service and facilities.

## YOU THOUGHT WE COULD DO BETTER AT:

- providing **E-RESOURCES** for your work
- offering more **SPECIALIST SUPPORT** when you have complex needs.

## YOU PARTICULARLY LIKED:

- our modern equipment
- the Library website
- Library staff.

*Thank you - we like it when you like what we do!*

## WHAT ARE WE GOING TO DO ABOUT IT?

- We subscribe to 63,000 **JOURNALS** —52,000 of them electronic
- We have a **LIAISON LIBRARIAN** for each School and Research Institute
- But we will work harder to make information more **ACCESSIBLE** by:
  - improving your access to subject specialist help from your liaison librarian
  - improving point-of-need help on the Library website
  - giving more website navigation tips via posters and screen savers.

