Quarterly Satisfaction & Complaints Report for Libraries & Collections

Quarter 1  →  September 2018 – November 2018

How you contacted us:

- Email: 16%
- Online: 53%
- Paper: 21%
- Phone: 1%
- Verbal: 8%

How you were feeling:

- Positive: 34%
- Negative: 9%
- Suggestion: 16%
- Neutral: 30%
- Complaint: 10%
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What you talked about:
Below are some samples of issues you raised and praise you gave. The following section highlights how we use what you tell us in our strategy for supporting your needs and evolving our service.

There have been a number of comments this quarter about the “brilliant staff” and how the libraries are “great”. It’s always great to receive feedback like: “Extremely helpful in sorting out a problem for me - most grateful.”

Also gratefully received was this note of thanks: “Thank you for taking my feedback from last year into account and listing subject topics on room signs. It makes it much easier to browse for books now.”

The consumption and storing of food on desks and in the library generally by other library users appeared as a theme this quarter, as has the lack of available working PCs and laptops.

There was also comments about study skills. These are in high demand: “finding it really difficult to find available slots for most of the workshops that may help us to build up our assignments better.”

How our physical space in configured has also raised comments, especially around noise ‘leakage’: “The personnel was speaking out loud apparently trying to help people that were having problems with their card to enter the library. It was very disturbing because I couldn’t concentrate”

There were multiple suggestions to reinstate binding, as well as suggestions around raising awareness of the Well Being room and requests to increase the availability of headphones.

We were also asked: “Is it possible for there to be a facility for returning Senate House books at the Maughan Library? It would be a big help!”

We do consider your suggestions and we will introduce the improvements or new services you ask us for where this is feasible.

There were a number of general comments received this quarter about facilities such as hot-water, vending machines and toilets.

We received several comments at the beginning of this quarter about a change in our opening hours. These seemed mainly to be retrospective comments about the change in opening hours between August and September.

“Please set the default on the photocopiers to B and W” and you commented on the quality of posters printed via King’s, noting that at other universities “students had their poster printed on photo paper, some of whom had paid as little as £10”.

There was also a complaint logged through the library regarding external computing facilities: “I would like to complain about the student’s computer room, I tried to study there several times, however, the smell of dust was suffocating, the dust accumulated on the tables, computer screen, keyboard and chairs.”

There were also comments that particular rooms were “freezing” and a complaint that sightings of mice continues.
Our strategy for supporting your needs and evolving our services

**REIMAGINING OUR COLLECTIONS**
Understanding the shape of our collections better, enabling us to make decisions about their location and layout for optimum access. Locating Archives and Special Collections together to make the most of these unique resources.

We have been receiving comments from you for some time about not being able to locate physical resources, especially in the Maughan. We are now undertaking a long term project to implement a solution whereby we will be using a system called Greenglass to help us better analyse, develop, arrange and locate our collections.

**SUPPORTING RESEARCHERS**
Understanding our researchers’ requirements and supporting them at every stage of the research lifecycle. Being the voice for Open Research at King’s.

As a research intensive institution, where research-enhanced learning is a pedagogical strategy, we are working closely with research institutes and centres at King’s and bringing this insight to bear in developing services in support of researchers.

**LEARNING ENVIRONMENTS**
Rethinking our physical learning spaces for the 21st century, making best use of the opportunities presented by reassessing the physical location of our collections. Understanding what a virtual library service looks like in the context of digital education at King’s.

We are looking at ways to ensure that our staff desks are used differently, so that staff helping people at the enquiry desk does not cause noise disruption to those studying nearby.

**ACCESS OVER OWNERSHIP**
Buying fewer resources outright, but ensuring access to more resources for more of the King’s community.

We are continuing to develop our relationship with Senate House library so that registration and access to resources held at Senate House becomes easier to locate and use by members of the King’s community.

**ENQUIRY MODEL**
Implementation of a more nuanced enquiry model, taking into account the different requirements at our different sites and for different customers.

Looking in to the feasibility of creating bookable slots where individuals or small groups can sit down with a skilled member of the team to give focussed support in to our community of learners.

**UNDERSTANDING FACULTY DRIVERS**
Ensuring we fully understand the planning processes, curriculum design, research development and strategic drivers of faculties and departments, becoming ‘structurally unavoidable’.

We are currently working with faculties and publishers to review our databases to ensure they offer the best subject coverage and better value for money by minimising content overlap.

**REBALANCING OUR RESOURCES**
Ensuring we have the right people and budgets in the right place in order to deliver on our goals.

In line with developing a system of bookable slots, we are ensuring that staff are skilled and available in order to make this service a success.