

IALS Library Reader Satisfaction Survey 2020 – Full Report

A survey of readers was carried out between Monday 2nd March and Sunday 8th March 2020 in order to find out how satisfied readers are with the Library's collections and information services. The original two-page survey questionnaire created in 2003 was used, as it has been every year since, to ensure consistent quality measurements. Having introduced an additional question on ease of access to electronic resources last year (and we look forward to building up useful data on this question over the coming years), a one-off question was added this year specifically soliciting ratings and comments regarding our recent IALS Transformation Project. A prominent weblink to the survey questionnaire was placed on the IALS homepage inviting returns. This weblink and encouragement to complete the questionnaire was also emailed to all of our current library members. Posters advertising the survey were put up throughout the Library for the whole of the survey week and survey questionnaires were continually available at the Library entrance, on the Issue & Enquiry Desk and on the IALS website. Members of the Academic Services team placed a copy on every public desk in the Library to encourage returns. A prize draw (£50 worth of vouchers) was also offered to encourage reader participation.

The survey asked readers to rate how the Library generally meets their needs in terms of books, journals, electronic databases, library catalogue, access to e-resources, computers, photocopiers, printing, helpfulness of staff, training sessions, study facilities, study environment and opening and closing times. Respondents were asked to rate their satisfaction on a 4-point scale. The definitions of each category were as follows:

1 = rarely satisfied

2 = sometimes satisfied

3 = often satisfied

4 = usually satisfied

In total 118 completed survey forms were returned, of which 60 were from LLM students or other postgraduate taught course students, 34 from academic and research staff, 20 from postgraduate research degree students, and 4 from legal practitioners and private scholars. Respondents did not always answer every question. The number of responses was lower than usual this year which may have been an affect of many University of London academic staff participating in the ongoing UCU strikes. In previous years we organised 'pop-up' notices on Library computers to appear at regular interval with a link to survey inviting submission. We stopped this practice this year as some readers complained that the pop-up notices were distracting. However, we will consider reverting to this practice next year to encourage a higher return rate.

Highlights of the survey:

IALS Transformation Project satisfaction rating

Although we were initially concerned that the IALS Transformation Project might have a negative impact on this year's survey results (as the building works have been ongoing throughout much of the beginning of the 2019/20 academic year), we are very pleased to report that not only was there no general drop in reader satisfaction ratings, but that almost all the ratings improved.

The improved individual satisfaction ratings are mirrored by the high rating and very positive comments given in response to the new one-off survey questions which asked about the long-term and temporary effects of the major IALS Transformation Project. Readers were asked, firstly, to rate and comment on the permanently transformed library space and new library services, and secondly, to comment on how the temporary building works were handled in terms of keeping the noise and disruption to a minimum and communications. The reader satisfaction rating for the newly transformed library space was **97.4%** which is very impressive. It is also very reassuring to have evidence that our detailed plans for the new library space and the new library services are meeting reader expectations and needs. Almost all of the comments for the new library space were very positive and complimentary and can be read in the **Appendix A** to this report.

The comments in **Appendix B** on the handling of the building works were more mixed with some readers complaining about the noise. However, a majority seem to understand the reasons for the noise and disruption and the long-term benefits for readers and some complimented us on our temporary arrangements to keep the library open throughout the duration of the works.

Above 90% satisfaction ratings

We are pleased to report that this year ten questions received above 90% ratings, showing a steady improvement across the board as two years ago only five questions received above 90% ratings and last year eight questions received above 90% ratings. The newly transformed library space has had a very significant beneficial effect on a number of reader satisfaction ratings as it has addressed and solved key building-related issues for which readers have marked us down in the past. These individual ratings will be addressed in turn below.

For the first time since the inception of the survey, the top rating of **98%** was for our electronic training sessions, having received above 90% ratings for the previous twelve years. This excellent rating mirrors the feedback from our training events and underlines the Library's central mission of research facilitation. We continue to place a great deal of effort into the expansion and development of these sessions and have started offering a wider range of training throughout the year as a direct result of feedback from students as to what sort of training they would like the library to provide. This result clearly shows that researchers and students continue to view our annual programme of research training skills sessions as a major value-added library service.

The overall satisfaction rate (those who indicated they were either often or usually satisfied) was **97.5%**, a pleasing slight improvement on last year's mark of 95.5% and consistent with our excellent mid-nineties score for this question virtually every year since the survey began. IALS Library is very pleased to have established a definite trend of overall reader satisfaction, particularly in light of the recent major refurbishment building works.

In addition to electronic training sessions at **98%** and overall satisfaction at **97.5%**, the other above 90% ratings were for helpfulness of library staff at **96.6%**, range of print journals at **96.6%**, study facilities at **95.1%**, range of electronic journals and databases at **94.7%**, availability of PCs at **91.5%**, range of books at **91.4%**, ease of use of the library catalogue at **91.3%**, and closing times at **90.4%**.

Although slightly down on previous years, our rating for helpfulness of the staff, at **96.6%**, is still excellent and the comments section is full of praise for our friendly and helpful librarians for which we take great pride. We are pleased to note that this particular question has never dropped below an above 90% satisfaction rating in the entire history of the survey.

The Library is very pleased to report that the range of print journals has retained an above 90% satisfaction rating for six consecutive years now. This **96.6%** rating has improved slightly even on last year's excellent result. This highlights that our continuing focus to maintain a relevant and complete collection has been successful, despite our collections budget not keeping up with average law book inflation and the ongoing issues caused by a weak foreign exchange rate for sterling.

IALS library is delighted to see such a high satisfaction rating for study facilities at **95.1%**. To put this in context, this question received a less than 80% rating as recently as 2016, and the comments section of previous surveys had contained complaints about the tired look of the building and desks and chairs in the library. Last year, this question received an above 90% rating for the first time in over a decade as a result of the building works being underway, and this trend of improved satisfaction is very gratifying now that the building works on the main floors are completed. This improved rating is mirrored in the welcome contrast seen this year in the comments section, where we received many compliments for the comfortable new desks and chairs and the general transformation of the library space, which is often commended as a much improved space to work. We have long campaigned to have our facilities refurbished and feel that this improved rating is a vindication of our efforts. We had been concerned that the library was reaching its maximum capacity in terms of desk space, so the acknowledgement in the survey comments that readers know we now have more desk spaces available is also reassuring.

As the national research library for law one of our priorities is to collect and make available the national research collection of printed law books and serials. In addition, we also endeavour to make as much research material as possible available digitally to our members, and are always keen to expand the number of legal databases if we can afford to do so. We are therefore very pleased to see that the satisfaction rating for range of electronic journals and databases at **94.7%** has remained above 90% for the fourth year running. We feel this shows that the Library has managed these collections well and, where possible, added appropriate new e-resources to our collection to meet the needs of our readers.

The rating for availability of PCs has risen sharply to **91.5%** after having remained virtually unchanged in the 80% satisfaction range for the last few years. The number of public PCs available after the refurbishment is the same as the number available beforehand. Therefore, we assume the better arrangement of the new library space with dedicated Computer Hubs on each reading room floor and the better designed desks and more comfortable chairs may well be the reasons behind this improvement in the rating.

The Library is delighted to report that the satisfaction rating of **91.4%** for range of books has remained above 90% for the second year running. The Library remains committed to maintaining its comprehensive and up-to-date national legal research collection, protecting our book purchasing budget and adding significantly to the collection. Indeed, the comments section of the survey mirrors this higher rating, being full of praise for our extensive book collection. This is particularly gratifying in light of the fact

that for several years the Library's book budget had not kept pace with average law book price inflation as the annual grant from *Research England* has been flat-funded. Last year we were fortunate enough to have our book purchasing budget increased to cover for average law book price inflation and the improved satisfaction rating this year shows just how important this has been.

The rating of **91.3%** for ease of use of the library catalogue also remains above 90% for the second year running. Two years ago the reference team introduced training on the use of the library catalogue into induction sessions at the start of the academic year and this may be responsible for the improved ratings.

The rating for closing times, which before this year had never received an above 90% rating, was this year awarded a rating of **90.4%**. The Library will monitor this pleasing development.

Above 80% satisfaction ratings

Ratings of **above 80%** were received for opening times (**89.7%**), quality of computing facilities (**88.9%**), ease of access to e-resources (**88.4%**), availability of photocopiers (**86.6%**), study environment – noise (**86.1%**), availability of printing (**83.9%**) and sufficient copies of LLM textbooks (**83.7%**).

Our rating of **89.7%** for opening times continues its improving trend first noticed last year (up from 83.7% in 2018 to 89% in 2019). Interestingly, there were only a few negative comments regarding our opening hours this year, possibly an effect of the Transformation Project and our readers' awareness that the majority of this work needed to take place when we were closed.

We were very pleased to see the increased rating of **88.9%** for quality of computing facilities, having dipped slightly last year to 83%. Our Information Systems team have been working effectively during the Transformation Project to ensure the smooth transition of computing infrastructure and services, which was achieved with the minimum of inconvenience to our researchers. Just before the Transformation Project started, they successfully migrated IALS to the new website, streamlined the Wi-Fi log on process, and simplified network printing. Also the WiFi access points were replaced and updated as part of the Transformation Project so it is good to report that this year's survey saw no complaints about the WiFi connection within the building.

We decided to include the question on ease of access to e-resources two years ago in light of feedback on this issue received by the School of Advanced Study (SAS) generally. We wanted to ascertain how much of an issue this was for students at IALS in particular. We find this year's much improved rating of **88.4%** to be reassuringly high (indeed, as with the previous two surveys, when this result is isolated to show only responses from IALS students, the result is 100%). IALS will continue to monitor this result.

Our rating for availability of photocopiers continues, puzzlingly, to remain below 90%, as anecdotal evidence from staff (and copying statistics pulled from the machines back this up) suggests that they are rarely all in use at the same time. This year's rating of **86.6%** is at least up on last year's mark of 82.9%. As our current machines are only a year old, they have not been experiencing many malfunctions. It may be that as our new machines are MFDs which also serve as printers students instinctively feel that they have fewer machines available to them. Interestingly, the rating for availability of

printing, which until very recently has related to standalone desk-top printers, has improved every year since the introduction of the MFDs, and currently stands at **83.9%**.

We are very encouraged to see the satisfaction rating for study environment – quietness improve to a respectable **86.1%** having been on a declining trend for the previous two years. This is particularly impressive considering the inevitable noise and disruption caused by the refurbishment building works. To try and mitigate this, we did continue with our regular patrols of the reading rooms to ensure silence and increased signage within the Library asking users to respect our request for silence. It is interesting to note from the survey comments section that there were still a number of positive comments specifically about how IALS is a quiet place to study.

We were very pleased to see a rating of **83.7%** received for sufficient copies of LLM textbooks, which is the highest rating since 2012. To put this improvement into context, as recently as 2016 this question received a rating of under 70%, so to see such a marked improvement is satisfying, and indicates that measures we have taken to improve in this area have met with success. We have noted in many previous surveys that there has been increased LLM traffic through the Library as some of the colleges are expanding their LLM intake, and competition for LLM textbooks has been affected in the same way as competition for space. Measures such as carefully monitoring circulation and usage of core texts, purchasing additional copies of heavily-used material and placing copies of key items into the Short Loan Collection, have already been undertaken. To improve matters further, we have been trying to meet more teaching material requirements through an increased purchasing of eBooks, and our Information Resources team have done excellent work in securing as wide and comprehensive electronic access to as many texts as possible for our LLM students. For example, recently we have subscribed to Brill Online eBooks, the Oxford Scholarship Online service, Cambridge Core Online law eBooks and Edward Elgar eBooks which contain many hundreds of legal textbooks. It is gratifying to see that a combination of such measures, and the LLM librarian remaining responsive to which items are in heavy use and ordering additional copies or placing items in the Short Loan teaching collection has led to such an improvement.

Above 70% satisfaction rating

A rating of **above 70%** was received for study environment - heating (**76.5%**). Despite the fact that this is the second highest mark we have ever received on this question, IALS Library is disappointed to note that the rating for heating has dropped slightly from last year's record high mark. Part of the recent refurbishment project included the installation of a brand-new library heating and cooling system with onsite temperature controls, which we hoped would assist in our control over local temperatures in the reading rooms. Despite its introduction, the comments section shows that we do not always seem to have achieved a comfortable temperature over all floors of the library. However, this is counterbalanced by some respondents praising the heating levels within the library. Library staff will continue to monitor temperatures in the reading rooms as part of their regular patrols and will ask the supplier to review the working of the new system.

Above 60% satisfaction rating

The lowest satisfaction rating (and the only rating below 70%) was received for the cost of copying, scanning and printing at **64.4%**, which is actually up a few percentage

points from last year. Indeed, this rating has been improving steadily for a number of years - between 2010 and 2016 this question had consistently scored between 52% and 56.4%, so we can see a general trend of improvement. This may be due to the increasing amount of information available directly for free download from our various databases, which is in line with our excellent rating for provision of e-journals and databases this year. The cost of photocopying at IALS Library was reduced on three separate occasions some years ago and last year we introduced a 1p reduction in the cost of scanning. A unit of copying or printing now stands at 5 pence per copy, and scanning at 4 pence, which compares favourably with similar research libraries and is broadly in line with other University of London college libraries.

In order to update its information, the Library has again enquired about prices at other libraries: most University of London colleges (e.g. UCL, SOAS and KCL) still charge 5 pence per A4 copy, with extra charges for larger or colour copying. LSE recently reduced its price to 3.5 pence per side of A4 for black and white copies, but this is for LSE students only – external visitors are charged 4 pence per side – with extra charges for larger or colour copying. QMUL also charge 4 pence with extra charges for larger or colour copying, with a small reduction for duplex. SOAS and UCL charge 5 pence per page, however it should be noted that the 5p charge is regardless of whether it is single or double sided. Most University of London colleges also provide their own students with free print/copy credit, ranging from £4 to £12.

Senate House Library have recently decreased the cost of a sheet of black and white A4 print or copy to 5 pence to bring them in line with the rest of the central university libraries who all now use the same system as IALS. The Bodleian Law Library (University of Oxford) has recently decreased its charges from 7 pence to 6 pence per copy (after having increased the cost from 5 pence), although double sided is available for 9p; and the Squire Law Library (University of Cambridge) offer one coin operated machine which provides an A4 copy for 5 pence. In terms of scanning, the situation is moving towards free scanning for own students, which is now provided by all of the college libraries. The Bodleian Law Library charges a reduced rate of 2p per scan. As the majority of our payments for reprographic equipment relate to the rental of the machines rather than per copy costs, IALS Library feels justified in continuing to charge for scanning. It should be noted that scanning remains free for our own IALS research students.

Finally, given the choice, the majority of all respondents wanted more books available in the library (**71.2%**) rather than more lending outside the library (**28.8%**).

This rating is up several percentage points on last year, and only slightly below the record breaking 75.7% of people in favour of materials in the library received in 2017 and is in keeping with our results in this area every year since the survey's inception. It is gratifying to see that our primary role of being the national law library is supported by the majority of our users. These results may also illustrate the fact that many more of our library resources are in digital format and available offsite which means that readers are becoming less concerned about printed book borrowing rules.

Comments section

For this year only we focused readers on providing us with comments and views about the long-term and temporary effects of the major IALS Transformation Project. Readers were asked, firstly, to comment on the permanently transformed library space

and new library services, and secondly, to comment on how the temporary building works were handled in terms of keeping the noise and disruption to a minimum and communications.

Views on the permanent effects of the project on the library space and services

The full list of comments regarding the new and improved library space are almost all extremely positive and can be read in **Appendix A** below. Our readers seem particularly impressed and complimentary with the new comfortable library furniture, the wonderful views into Russell Square, the natural light and the clean, professional and modern re-design of the library space. After such a long major building project with such a large financial investment made by the University of London, IALS Library is delighted that our readers feel the building work was worthwhile and that the newly transformed library will meet their needs in the years to come.

Whilst there are a few negative comments about temperatures in some parts of the library (which mirrors the slightly lower satisfaction rating above), there are at least fewer negative comments than last year with only five such comments (there were ten last year). Of these five negative comments, three were complaining about overheating and two were complaining about being too cold. The only other negative comment to occur more than once was for two people complaining that they could not locate the specific book they were looking for. This can be offset against the eight respondents who chose to compliment us on the excellent availability of material and resources. The remaining negative comments relate to our holdings in specific areas and have been passed to our collection development manager for consideration. By contrast, this year did continue to see the usual pleasing range of complimentary and positive remarks that we have seen each year in the past, with many comments praising our quiet and studious study environment, our helpful and professional staff, our research collections, and IALS library in general.

Views on how the temporary building works were handled

The full list of comments focusing on how readers felt the temporary building works were handled in terms of keeping the noise and disruption to a minimum and communications can be read in **Appendix B** below. Despite our concerns that the building works would prove irritating and annoying for our readers, we are relieved to report that most respondents have been very understanding of any temporary inconveniences that the IALS Transformation Project caused. We would therefore like to thank our readers for their understanding over the past two years.

We would also like to take this opportunity to sincerely thank our Project Officer, Andrew Beach, Deputy Director and Head of Capital Projects, Lee Winters, our architects Burwells and Overbury PLC for managing the building works so efficiently and effectively and for constantly considering the needs of our users and staff throughout the duration of this successful IALS Transformation Project.

To conclude, the Library is very pleased and reassured that since its inception in 2003, we have received consistently very high ratings across almost all categories in our annual user survey, despite our regularly changing membership. We will continue to monitor the areas which receive lower satisfaction ratings to find ways to improve them.

Laura Griffiths, Academic Services Manager, 6th May 2020

Full results of the survey:

The following full results of the survey contain responses across all reader categories to 19 specific questions all starting with the text: “Do you feel the Library generally meets your needs in terms of...”. By ticking category 3 or category 4 on the 4-point scale we have assumed that the respondents’ needs were either often satisfied (3) or usually satisfied (4).

Percentage and number of respondents who ticked category 3 (often satisfied) and category 4 (usually satisfied):

		2018		2019		2020	
Range of books?	LLM / other taught course students	83.9%	78	88.5%	54	90%	54
	Postgraduate research degree students	90.5%	19	94.7%	18	88.9%	16
	Academic / research staff	92.3%	24	96%	24	94.1%	32
	All reader categories (including others)	86.5%	129	91.9%	102	91.4%	107
Sufficient copies of core LLM textbooks?	LLM / other taught course students	71.6%	63	75.4%	43	78.6%	44
	Postgraduate research degree students	70%	7	100%	10	88.9%	8
	Academic / research staff	100%	14	92.3%	12	94.4%	17
	All reader categories (including others)	74.8%	86	81.7%	67	83.7%	72

Range of print journals?	LLM / other taught course students	94.6%	87	91.7%	55	94.9%	56
	Postgraduate research degree students	100%	21	100%	18	100%	18
	Academic / research staff	96%	24	100%	25	97.1%	33
	All reader categories (including others)	95.2%	140	95.4%	104	96.6%	112
Range of e-journals and databases?	LLM / other taught course students	94.6%	88	91.7%	55	96.5%	56
	Postgraduate research degree students	90.5%	19	100%	17	94.4%	17
	Academic / research staff	100%	22	96%	24	91.2%	31
	All reader categories (including others)	94.4%	134	93.5%	101	94.7%	108
Ease of access to e-resources?	LLM / other taught course students	86%	80	76.7%	46	86	51
	Postgraduate research degree students	95.2%	20	100%	17	94.4%	17
	Academic / research staff	95.7%	22	79.2%	19	87.1%	27
	All reader categories (including others)	88.7%	125	81.9%	86	88.4%	99

Ease of use of library catalogue?	LLM / other taught course students	82.4%	75	86.4%	51	90%	54
	Postgraduate research degree students	90%	18	100%	18	84.2%	16
	Academic / research staff	91.7%	22	100%	24	96.9%	31
	All reader categories (including others)	84.7%	122	92.5%	99	91.3%	105
Quality of Computing facilities?	LLM / other taught course students	84.8%	78	78.9%	45	91.1%	51
	Postgraduate research degree students	88.9%	16	82.4%	14	76.5%	13
	Academic / research staff	95.2%	20	90.9%	20	90.3%	28
	All reader categories (including others)	86.7%	118	83%	83	88.9%	96
Availability of PCs?	LLM / other taught course students	86.8%	79	82.1%	46	92.9%	52
	Postgraduate research degree students	78.9%	15	100%	16	100%	16
	Academic / research staff	95.2%	20	86.4%	19	83.3%	25
	All reader categories (including others)	86.8%	118	86.7%	85	91.5%	97
Photocopiers?	LLM / other taught course students	83.7%	72	80.4%	45	89.3%	50

	Postgraduate research degree students	78.9%	15	87.5%	14	75%	12
	Academic / research staff	95%	19	86.9%	20	89.3%	25
	All reader categories (including others)	84.7%	110	82.8%	82	86.6%	90
Printing?	LLM / other taught course students	77%	67	82.1%	46	89.5%	51
	Postgraduate research degree students	78.9%	15	75%	12	68.8%	11
	Academic / research staff	90.5%	19	90.5%	19	82.8%	24
	All reader categories (including others)	79.5%	105	82.5%	80	83.9%	89
Cost of photocopying and printing?	LLM / other taught course students	50%	43	60.7%	34	61.4%	35
	Postgraduate research degree students	64.7%	11	50%	8	56.3%	9
	Academic / research staff	85%	17	80%	16	77.8%	21
	All reader categories (including others)	58.6%	75	62.9%	61	64.4%	67
Helpfulness of library staff?	LLM / other taught course students	97.9%	92	98.4%	60	96.7%	58
	Postgraduate research degree students	100%	21	100%	19	95%	19
	Academic / research staff	100%	25	96%	24	97%	32

	All reader categories (including others)	98%	146	98.2%	109	96.6%	113
Electronic training sessions?	LLM / other taught course students	93.4%	85	94.9%	56	100%	57
	Postgraduate research degree students	90.5%	19	100%	18	94.7%	18
	Academic / research staff	100%	17	100%	18	95.8%	23
	All reader categories (including others)	93.9%	124	97%	96	98%	100
Study facilities?	LLM / other taught course students	77.7%	73	88.3%	53	96.7%	58
	Postgraduate research degree students	71.4%	15	94.7%	18	90%	18
	Academic / research staff	95.7%	22	100%	24	93.8%	30
	All reader categories (including others)	80%	116	92.6%	100	95.1%	109
Study environment – quietness?	LLM / other taught course students	90.4%	85	75%	45	85%	51
	Postgraduate research degree students	71.4%	15	89.5%	17	85%	17
	Academic / research staff	95.7%	22	83.3%	20	87.5%	28
	All reader categories (including others)	88.3%	128	80.6%	87	86.1%	99
Study environment – heating?	LLM / other taught course students	63.4%	59	75%	45	76.7%	46
	Postgraduate research degree students	52.4%	11	78.9%	15	70%	14

	Academic / research staff	91.3%	21	87.5%	21	78.1%	25
	All reader categories (including others)	67.6%	98	79.6%	86	76.5%	88
<i>Opening times?</i>	LLM / other taught course students	79.8%	75	83.3%	50	88.3%	53
	Postgraduate research degree students	90.5%	19	94.7%	18	90%	18
	Academic / research staff	87.5%	21	100%	24	93.8	30
	All reader categories (including others)	83.7%	123	89%	97	89.7%	104
<i>Closing times?</i>	LLM / other taught course students	79.8%	75	81.7%	49	86.7%	52
	Postgraduate research degree student	85.7%	18	100%	19	90%	18
	Academic / research staff	91.3%	21	95.8%	23	96.9%	31
	All reader categories (including others)	83.5%	122	88.1%	96	90.4%	104
<i>Overall, how satisfied?</i>	LLM / other taught course students	96.8%	91	93.4%	57	98.3%	59
	Postgraduate research degree students	95.2%	20	100%	19	95%	19
	Academic / research staff	100%	26	96%	24	100%	34
	All reader categories (including others)	96%	144	95.5%	106	97.5%	114

		2018			2019			2020		
More materials available in the library or more lending?	LLM / other taught course students	In library	58.5%	55	In library	62.3%	38	In library	63.3%	38
		More lending	41.5%	39	More lending	37.7%	23	More lending	36.7%	22
	Postgraduate research degree students	In library	57.2%	12	In library	73.7%	14	In library	70%	14
		More lending	42.8%	9	More lending	26.3%	5	More lending	30%	6
	Academic/research staff	In library	88.5%	23	In library	72%	18	In library	85.3%	29
		More lending	11.5%	3	More lending	28%	7	More lending	14.7%	5
	All reader categories	In library	64%	96	In library	67.6%	75	In library	71.2%	84

Survey results year by year

	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007
Range of books?	91.4%	91.9%	86.5%	89.7%	86.7%	89.7%	90.5%	91.9%	95.5%	93.2%	93.3%	92.2%	94.5%	94%
Sufficient copies of LLM textbooks?	83.7%	81.7%	74.8%	75.3%	68.9%	72.4%	63.6%	79.7%	82.1%	73.1%	73.3%	87.6%	81.5%	75.7%
Range of journals?	96.6%	95.4%	95.2%	94.2%	90.2%	92.6%	89.7%	87.2%	94.8%	93.7%	91.6%	93.3%	94.3%	91.7%
Range of electronic journals and databases?	94.7%	93.5%	94.4%	90.4%	86.1%	91.4%	89.1%	86.9%	94.7%	91.5%	89.4%	92.4%	91.9%	90.6%
Access to e-resources	88.4%	81.9%	88.7%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Ease of use of library catalogue?	91.3%	92.5%	84.7%	81.9%	84.3%	85.9%	77.9%	86.4%	88.3%	90.1%	91.6%	87.8%	95.7%	94.2%
Quality of computing facilities?	88.9%	83%	86.7%	90.7%	88.9%	82.5%	78.9%	88.9%	86.6%	84.2%	94.8%	91.6%	93.2%	91.1%
Availability of PCs?	91.5%	86.7%	86.8%	87.9%	84%	79.5%	76.7%	82.7%	79.3%	72.7%	82.2%	82.8%	81.4%	74.1%
Photocopiers?	86.6%	82.9%	84.7%	91.6%	85.6%	87.7%	83.4%	81.5%	78.1%	83.3%	86.1%	82.5%	89.3%	77.6%
Printing?	83.9%	82.5%	79.5%	88.6%	81.3%	83.4%	76.3%	82.2%	80.1%	82.8%	82.9%	89.9%	86.8%	77.7%
Cost of photocopying / printing?	64.4%	62.9%	58.6%	61.2%	52.9%	56.3%	54%	55.8%	55.7%	56.2%	56.4%	63.5%	53.3%	39.4%
Helpfulness of library staff?	96.6%	98.2%	98%	97.2%	97.3%	98%	98.9%	97.7%	99.4%	98.7%	99.9%	98.3%	99.4%	96.2%
Electronic training sessions?	98%	97%	93.9%	96%	92.1%	97.1%	92.1%	93.5%	92.8%	90.8%	90.7%	95.8%	91.7%	86.3%
Study facilities?	95.1%	92.6%	80%	83.8%	78.6%	85.9%	76.7%	89.1%	87.6%	80.6%	88.7%	91.4%	87.1%	88.4%
Study environment – quietness?	86.1%	80.6%	88.3%	90.6%	85.7%	88.2%	86.1%	85.6%	82.4%	87.2%	83.4%	86.5%	79.7%	78.8%
Study environment – heating?	76.5%	79.6%	67.6%	71.7%	65.2%	70%	70.3%	64.7%	45.1%	50.9%	67.5%	74.5%	71.6%	69.7%
Opening times?	89.7%	89%	83.7%	87.9%	84.7%	90.2%	83.9%	87.2%	92.4%	79.8%	85.4%	86.3%	89.8%	87.5%
Closing times?	90.4%	88.1%	83.5%	83.2%	79.5%	84.3%	75.9%	85.5%	87.5%	67.7%	67.3%	76%	80.2%	71.9%
Availability vs Lending	71.2% v 28.8%	67.6% v 32.4%	64% v 36%	75.7% v 24.3%	59.8% v 40.2%	67.5% v 32.5%	60.9% v 39.1%	73.41% v 26.59%	61.7% vs 38.3%	67.1% vs 32.9%	64.6% vs 35.4%	66.9% vs 33.1%	63.3% vs 36.7%	61.1% vs 38.9%
Overall, how satisfied?	97.5%	95.5%	96%	96.3%	95.3%	94.2%	92.6%	97.1%	93.9%	95.1%	95.3%	98.3%	95.1%	96.3%

Individual comments and suggestions:

Space was also made available on the survey form for readers to make individual comments and suggestions:

Comments made at least twice

The nice ones...

- Wonderful, quiet place to conduct research – I always have a productive day at IALS (x 16)
- Superb range of resources, the library has everything I need (x 15)
- The helpful and polite staff are second to none! (x 11)
- Quite simply, an excellent library (x 8)

Suggestions for improvements

- Always far too hot / Always far too cold. (x 5)

(Building related – we had hoped to address this issue during refurbishment when the original 1976 radiators were replaced with new ones with thermostats and a new sophisticated cooling and heating system was installed. We will monitor the effectiveness of the new system more closely and seek further training from the manufacturers.)

Laura Griffiths
6th May 2020

APPENDIX A: List of comments on the new transformed library space and new library services

Beautiful space
Well-conceived, optimized, modern.
Books are easier to find.
Love the desks and views.
I come here to be productive and am always happy with the spaces available.
The desks are nice and there is a calming atmosphere.
Chairs, desks, lights and environment are my main motivation for using IALS Library.
Wonderfully quiet and the computers are excellent.
A lot of light and personal space.
It seems nicer and cleaner. I wish there were a microwave somewhere.
It is now a modern, extremely well resourced study centre.
Good aesthetics.
SO much cleaner
There's always room, with plenty of computers and access to electricity.
A great improvement.
The new workstations are great, spacious and still secluded enough to be able to focus really well.
Better layout.
Very well laid out, and it is a better environment than ever in which to work.
Much more comfortable space, very happy with the improvement.
Such an improvement.
Looks great - very modern.
Feels more roomy.
Very professional.
More space. Only been there a couple of times since the change. Seems OK once you get used to new entrance layout.
Lack of water fountain on top floors and lack of eating facility except all the way downstairs.
it's very comfortable. However, it was extremely warm before the end of January and now (March) it is extremely cold, as the aircon is on for some reason!
Feels cleaner. Overheated and therefore uncomfortable.
The aircon/heating and inability to open windows is a pain.
It's great.

APPENDIX B: List of comments on how the temporary building works were handled in terms of keeping the noise and disruption to a minimum and communications.

Great, I believe. I always knew what was going on, either through Facebook or the info board at the entrance.
The drilling is seriously annoying but that's okay.
They have caused me no disruption.
Well, there is still quite a lot of noise form the construction works - I look forward to seeing the whole completed project.
Relatively smoothly.
Could have been worse. Builders always friendly and pleasant.
There could have been more signs warning users in the sections affected by the construction work so one doesn't sit down and then an hour later be confronted with all the noise.
Slowly.
It's OK. I could handle the level of noise.
Minimal / no impact - Thank you!
Fine as far as it goes. Did not generally attend during the works.
Sometimes very noisy. Works often take place early/mid-afternoon when the library is busiest which can be a bit disruptive. Worth it however for the quality of the new facilities.
No issues.
The construction workers have been very considerate.
The workmen have been very pleasant, but also quite noisy when they talk.
There were a few insignificant noises. I sit mostly at the 3rd floor and it didn't really impact my study experience.
Some serious noise issues, but this was inevitable. Otherwise excellent.
Very well - not inconvenienced at all. A big improvement.
Works went well. There was always provision made for working whilst work was going on.
Construction workers talk way too loud. The construction noise itself is tolerable, but their shouting is so distracting.
Have had to start using earplugs due to the noise, but hasn't stopped me from coming.
The result has been worth any inconvenience.
Apart from being a bit noisy on the upper floors, they did not cause any significant hindrance.
Very well it seems. I visit the library only periodically (a few times a year) so have not experienced any problems as a result of the building work. The end result will be a great improvement on the general layout.
Excellent.
Was expecting it to have been much worse.
Usually a roomy, quiet and clean place to study. But PLEASE tell construction workers to stop shouting in the reading rooms - they don't care for the people studying here at all!
All worked fine.
They have seemed to last forever, pleased we are reaching the end.

Quite noisy but we were kept well informed.

There was more noise throughout the working day that I had been expecting, but seems to have been worth it.

Too noisy during regular working hours. Difficult to study on 4th floor. Workmen shouting to each other.