

Customer Feedback 2018-19

**Student
Voice**

You said | We did

Some students on courses taught during the summer vacation felt our summer opening hours didn't meet their needs.

We extended our opening hours, Mon-Thurs, until 9pm.

You told us that there weren't enough walk-up group study spaces.

In summer 2019 we installed 4 new four-seater collaborator desks with built-in PCs.

You said that it was difficult finding the information you needed on the Student Hub.

Students and academics told us that it was taking too long to get new texts onto their Reading Lists.

We consulted you widely on the redesign. Renamed MyHud, it now provides personalised information through a single sign-on. We hope you like it!

We reviewed our processes and improved our performance by 60%. On average e-books are now available to students within 48 hours from request.

Some of you fill up your K: drive too quickly. You must be working hard!

Some of our self-service laptop loans were physically out of reach for some of you.

All students now get an extra terabyte of free file storage through Microsoft OneDrive.

An upgrade to the system has now let us prioritize some of the drawers that are more within reach for students with a specific needs status.

Some of you told us that there weren't enough copies of book titles on your reading lists.

You tell us that it's difficult to find your way around the Library, especially when you're new.

We try to buy the most appropriate licences to e-copies to optimise access and we have bought extra paper copies of almost 100 titles in high demand this year.

New floor plans have been installed at the entrances to every floor and some of you have said that they have helped you find stuff.