

You said, we did 2016-17

You said	We did
You needed a place to take a break when working in the Library	We have opened Scholars' Rest where you can eat, drink, and relax with your friends.
Research students need a separate space where they can concentrate on their work.	We have set aside a separate computer room that can only be accessed by research students. So now, research students won't be distracted by other Library users.
You need more spaces to study – at busy times you can't find a seat anywhere in the Library.	We have created additional study spaces near the Library entrance area, and provided more space and better seating in the Music Library.
You would like to be able to get drinking water on each floor of the Library.	Together with our colleagues in the Estates department, we are installing drinking water on each floor in the Library.
You love the Take a Break feature on our computers, but you said you would like to be able to alter the length of time you can leave your computer unattended.	We are developing a new version of Take a Break that will let you leave your computer for longer than 15 minutes.
During the Christmas break, you would like to see the whole Library open, and not just the 24-hour PC rooms.	From Christmas 2017, we will be opening the Library round-the-clock each day over the Christmas break, including on Christmas Day and Boxing Day.
You need more laptops that you can borrow. There are never enough!	We have installed ten new laptops over the Summer, with more planned for the future, including some Macbooks.
You would prefer to work on your own laptop or tablet when you are in the Library, but you need somewhere to keep them charged up.	We have introduced many new charging and USB points, with more planned to come in future years.

Compliments and praise

Great student service and a great way to get set up for my course - Thank you!
I want to thank you for organising the Library Tour for our Czech visitors on Monday. They have enjoyed it and were very happy about the facilities and services that our Library offers and, said it was great to see how staff is passionate about what you do! :-) Thank you and best wishes
Before I leave, I wanted to thank you for giving me the opportunity of working with such an amazing team and I wanted you to know what a pleasure it was working here these past two years. I appreciated the support and management style and I feel I learned a great deal about customer service and working in a team.
Just wanted to say thank you so much for your help last Friday at short notice. Was great to see the enthusiasm for the service and our commitment to customer care.

Can I thank all of those who attended and supported the Stakeholder Event yesterday. The room and staging were set out appropriately and in a timely fashion and the AV all worked well. Many thanks to colleagues in Estates & AV support. These are essential for a well-run event.

You very kindly helped to set me up on using Slido for the mobile phone voting I wanted to do in a lecture today.
Thank you so much for your help because up until that point I was struggling with some of the other software I had found online, so I really appreciated your help thank you.

From my initial enquiry at the desk in the Library to tech set up and input and on-the-day, support was fantastic and ensured we could feel supported, work effectively and demonstrate to the international partner on the Skype call that we offer a professional experience.

Thank you for organising what was an extremely interesting and instructive evening, working with the Conservator from West Yorkshire Archive Service. They gave us a very informal but useful introduction to conservation techniques.

Our students have told us they were really happy with the new automatic renewals system, they feel it's a great improvement and that the system for reserving/recalling books is fair. They liked that they get seven days' notice to return a book – that was felt to be especially helpful for those who were only in University part time.

The PGR space on floor 5 is very quiet, actually mostly silent, which makes it an excellent space to work. Great idea.

The 24/7 computer room is a good place with lots of computers. Makes it easier instead of going to the library if you only need a computer. The 24/7 room is a good place to study

Many thanks to Computing and Library Services who went beyond the bounds to ensure that an NVivo copy was created for borrowing for students. It was of great use to me as I was initially stuck. Keep up your hard work.