

You Talk, We Listen

February 2011

Here are some of the recent actions taken by the Library in response to student comments and feedback

Library Building

You suggested more power sockets for laptops, more PCs and improvements to the Library building

We installed additional power sockets and 12 new PCs on level 2 and 6 PCs and a printer on level 5. Lighting on levels 4 and 5 has been upgraded with Level 2 due to be completed at Easter.

Watch this space for more information about the extension to the Library which will be opening in summer 2011

You asked us to provide free water and improve the vending options

A free water machine has been installed in Whispers Café and the vending machines have been updated to provide an improved choice of food and drink.

You asked us to manage the study zones more effectively

The study zones are advertised in the building, on flyers and on the Library web pages. Staff keep an eye on the zones but we also rely on students to respect the zones and to choose one appropriate for their type of study.

Library Resources

You said you wanted to be able to locate books more quickly

The new website provides simplified access to e-journals and now includes a new 'My Subject' area. Old editions are regularly weeded out to make space for books in higher demand.

Support for Your Study

You asked us to extend Library opening hours

The Library was open overnight during the exam periods with three weeks of 24/6 opening between January 9th -29th. A second period of extended opening will commence in May for 7 weeks. We have also increased the resources available in electronic form so that you can use them on or off campus.

You said you wanted more help with study skills and literature searching

We extended the one-to-one help available from SPLASH, added new workshops, and developed new online tutorials and podcasts.

Keeping in Touch

We have been making improvements in how we pass on information about new developments to the student community.

Over the last year this includes:

- Launch of a new and improved Library and Learning Support Services website
- A new online newsletter, Word, to ensure you can catch up with all Library news; Issue 2 now online
- A new blog:
<http://surreylibrary.wordpress.com/>
- Find us on Facebook too!
University of Surrey Library