

**UNIVERSITY OF ULSTER
FINANCE & INFORMATION SERVICES DIRECTORATE
LIBRARY**

From the 2013 LibQUAL+™ survey the general view of the Library services at the University of Ulster continues to be positive. Overall, the attitude, behaviour, knowledge and skill of Library staff members and their willingness to help more than exceed your minimum expectations. However some issues were raised and are listed below, with the Library response.

Your comment	Our response
<p>Electronic Resources</p> <p>You have difficulty accessing electronic journals and databases, especially off campus</p>	<p>As a first step to enhancing the discoverability of Library material and improving the user experience in locating and accessing the Library's e-resources, we have introduced USearch, a new discovery service which offers a Google-like search across many of our databases and e-journals. There is also a new Library e-journals A-Z list offering a simple way to find full-text titles and their coverage.</p> <p>In practical terms the Library has undertaken to improve the user experience, particularly when accessing our electronic resources off-campus by:</p> <ul style="list-style-type: none"> • Upgrading our identity and access management system to further streamline the user experience when accessing the Library's web-based services. This enhancement will work alongside a new proxy service which the Library will also implement during this academic year. <p>All Library users can get help and support with off-campus access issues from the following web-based services:</p> <ul style="list-style-type: none"> • The LibraryHelp service: http://help.library.ulster.ac.uk/ • The LibGuide to support off-campus access at: http://guides.library.ulster.ac.uk/offcampus OR • Contact a member of the Subject Team directly, contact details can be found at: http://library.ulster.ac.uk/contact/contact_subject.php
<p>Extended access to electronic journal archives is needed</p>	<p>The Library currently spends over 50% of its budget for information resources on providing access to electronic journals. All information resources are reviewed regularly and the Library is committed to increasing the availability and range of material available in e format including the provision of electronic archival access to journal literature, as funds permit.</p> <p>The Document Delivery service can be used to provide access to books and journal articles that are not available at Ulster. The Library is preparing to launch a new online request form during the first Semester of academic year 2014/15 which will introduce a number of enhancements to the existing service.</p>

	<ul style="list-style-type: none"> • The online request process will be closely integrated with the intelligent search functionality of the Library catalogue • Access to this facility will be extended to include Undergraduates • The entire request process will be completed online, with a new tickbox agreement to associated terms and conditions • There will be no end user charge per request • Requests will be satisfied by Secure Electronic Delivery of journal articles to the requestor's institutional email, where possible.
Print Resources	
Too few copies of texts on reading lists	<p>The Library Collections and information Access Policy states that, where possible, the Library will provide access to multiple copies of Required Reading textbooks and ten copies is normally the maximum number of copies that will be purchased in print format. As part of the Library's strategy to increase the availability of material in electronic format and provide flexibility of access to reading material the Library will:</p> <ul style="list-style-type: none"> • Purchase multi-user licence E-Books where available, for texts that are designated as Required Reading where it is cost-effective to do so • Usually provide one copy of all recommended reading; this includes single-user access to e-books, costs and space permitting • Seek to replace the existing reading list database with an enhanced service to provide quick and easy access to required and recommended reading as well as facilitating secure electronic access to journal articles and book chapters which have been digitised using the University's Copyright and Scanning Licence
Library Space	
Noise is a problem in all campus Libraries	<p>It must be recognised that the campus libraries have designated zones for specific activity. The open access areas in our Libraries where PCs are located are regarded as social learning spaces. Changes in teaching and learning methods, in particular, the emphasis on group work requires most undergraduates to have access to learning environments where talking and interaction is acceptable.</p> <p>In those areas which are zoned for quiet or silent study, we will address the issue of noise with a range of approaches to include the following:</p> <ul style="list-style-type: none"> • Reviewing the signage in all Libraries to provide clearer information on zoning. Improved signage will be in place for the 2014/15 academic year

	<ul style="list-style-type: none"> • We will use Twitter to remind students of the variety of learning spaces available in our libraries and the importance of finding a zone that suits the user's preferred learning style. These messages will be timed to coincide with key periods in the academic year i.e. assignment and course work completion dates and during exam weeks • We will provide signposting on the Library Home Page to inform users of the range of group study rooms available in each campus Library and the equipment that is available for use in each room.
<p>You would like the Library to provide additional networked quiet spaces for independent study</p>	<p>The use of space is continually reviewed in the Library to respond to changes in user demand. We have been able to repurpose space in two of the campus Libraries to provide access to additional networked quiet study space.</p> <p><u>Belfast Library</u> Providing additional networked quiet spaces in our present accommodation is difficult. However, networked computers in quiet areas will be considered as part of the planning process for the Library relocation to Block BB in Summer 2015.</p> <p><u>Coleraine Library</u> Reading Room 1 is designated as a silent study zone and is Wi-Fi enabled. A Silent Study Room is also available with 22 desks for individual study. This room is wireless enabled.</p> <p>In order to increase the availability of quiet, networked study spaces at Coleraine, the Library IT Suite can be used as a Silent Study Room when it is not in use for Library classes. The IT Suite has 40 study spaces with networked PCs.</p> <p><u>Jordanstown Library:</u> A Silent Study Room is available with 34 desks for individual study 12 of which have networked PCs. The facilities in the room will be increased during summer 2014 to give more access to electrical sockets and additional PCs have been requested.</p> <p>Space in the Short Loan Room at Jordanstown has been repurposed as a quiet study area with benching and increased access to electrical sockets to provide increased capacity for quiet, networked study spaces.</p> <p><u>Magee Library</u> A Silent Study Room is available with 12 spaces. This room is wireless enabled. There is a designated Quiet Zone with 84 spaces for individual study, 60 of which have networked PCs.</p>