

Let them eat cake! And then ask them about the library

Gathering feedback from student reps



Image courtesy of YaiSirichai at FreeDigitalPhotos.net

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Why?

- New library
- New automatic renewal system
- Are our students satisfied?

The strategy

- Identify course and college reps
- Email them individually
- Ask specific questions
- Invite them in
- Offer tea and cake!



Dear

I hope you don't mind me getting in touch. I'm emailing on behalf of the library's College of Engineering [Subject Support team](#) – Alasdair, Naomi, Giles and me, Philippa. We're very interested in getting some feedback from students on the library and library resources. We welcome comments and questions from any students at any time in the library or through our team email – engineeringlib@swansea.ac.uk – but thought it might be useful to contact student subject reps directly to find out if you have any feedback you could share with us.

So, if you have any thoughts either from yourself or from others on your course, do please let us know. For instance, are you finding the books and journal articles that you need? Do you have enough referencing support? What do you think of the Bay Library?


If you have anything to share with us, you can email me directly – p.price@swansea.ac.uk – or use the team email address – engineeringlib@swansea.ac.uk. We would also like to arrange a face-to-face meeting next week. It will be a chance to raise any issues you may have, or just come along and say hello if you don't have anything particular to say. We will be providing refreshments as a thank you for your time, so please come along and have some cake with us! We'd like to make sure as many of you as possible to attend, so have set up a Doodle poll to help us schedule a good time: <http://doodle.com/poll/pciip8q2k44u9iya>. Please follow the link and let us know your availability.

Best wishes,
Philippa

The response

- 45 reps: 7 responded (4 emails, 4 visits)
- Positive replies
- Substantial feedback
- Common themes
- No one turned up when they said they would!



A group of diverse young people, mostly in light blue shirts, are shown in a library or study environment. They are expressing various opinions through speech bubbles. Some are shouting or covering their mouths, while others are looking thoughtful or surprised. The background is slightly blurred, focusing attention on the people and their comments.

We hate the tables!

Reps are the best way to share info

We want a microwave

We want some more traditional study space

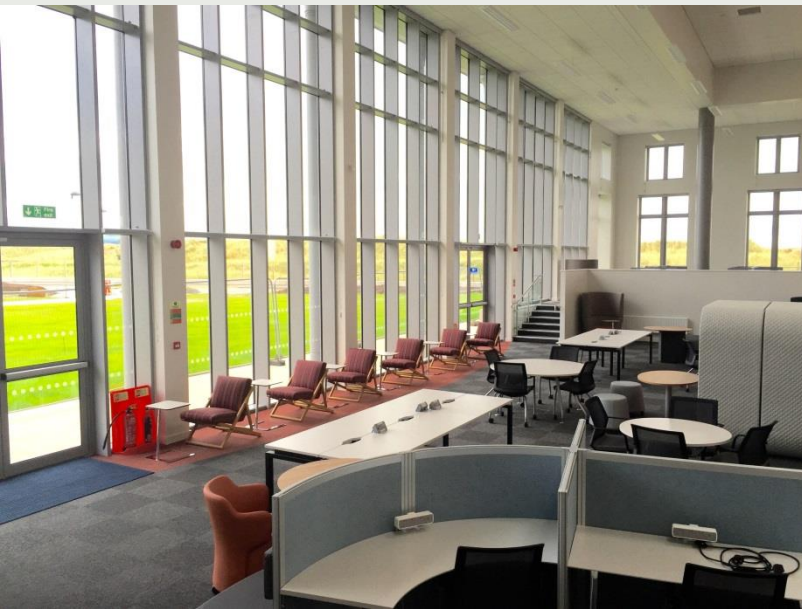
We like the look and feel of the library

We love/are worried about/haven't noticed automatic renewals

We want a bigger library

This happened to my friend...

Bay Library



What we learnt

- Engineering students aren't punctual!
- Get some mini rolls in
- Reps are more willing to pass on feedback if asked
- Reps will probably get our message out more effectively than we can



What next?



- Mince pies at Christmas...
- Focus on specific issues
- Try to maintain a dialogue without being a nuisance
- Reps are willing to help – Facebook pages etc.



@BayLibrary

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