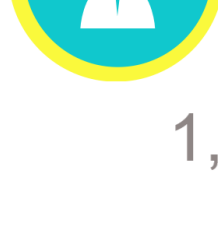
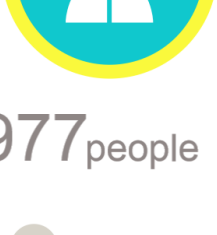




# LibQUAL+ Survey Results 2016



1,977 people



5 demographic groups

participated in our

## SURVEY

1,208

Undergraduates

477

Postgraduates

214

Academic Staff

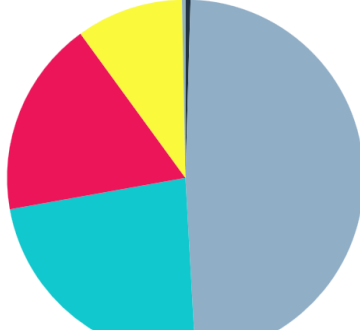
61

Other Staff

17

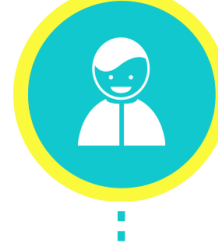
Library Staff

### Respondents by Age



■ Under 18 (0.46%) ■ 18 - 22 (48.65%) ■ 23 - 30 (23.07%)  
■ 31 - 45 (17.82%) ■ 46 - 65 (9.70%) ■ Over 65 (0.31%)

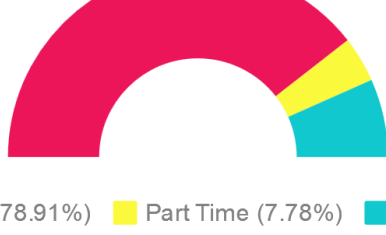
### Respondents by Gender



Male: 40.05%

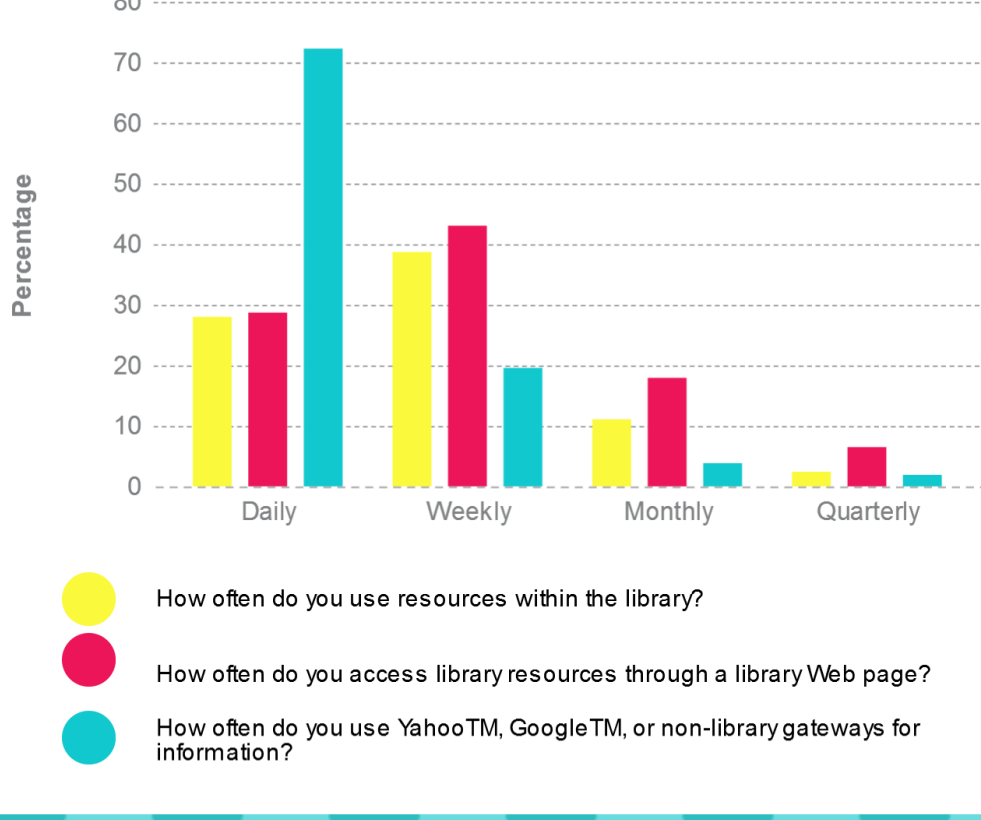
Female: 59.95%

### Respondent Profile by Full or Part-time Student



■ Full Time (78.91%) ■ Part Time (7.78%) ■ N/A (13.31%)

### Library Use



● How often do you use resources within the library?  
● How often do you access library resources through a library Web page?  
● How often do you use Yahoo™, Google™, or non-library gateways for information?

### You Said

### We Did



### Undergraduates

#### You Said

"The website needs to be updated, it's stuck in the 1980's. It's not very intuitive and I have experienced multiple broken links."

#### We Did

The design of the library's website now matches the University site. This means it works better on all screen sizes. We have also checked for broken links and fixed these.

#### We Did

We opened our Academic Skills Hub last September to assist users with information skills related queries – the desk is located in the Library foyer and is open from 10am-12pm & 2pm-4pm Monday-Friday.

#### You Said

"It would be great if the Library were able to provide help on how to search for a relevant topic."

#### You Said

"Short stay rule should be better implemented."

#### We Did

We introduced our new Study Break Policy in November – students can take a break for up to an HOUR now!

The policy applies during the following periods: 01 November - 16 December 2016 and 03 April – 10 May 2017.

#### We Did

We have a new Reading List service which helps us find out what books your lecturer is asking you to read. We have also added 30,000 e-books and 5,000 print books to our collection in 2016.

#### You Said

"I would love for there to be more books available online and in the library."



### Postgraduates

#### You Said

"The training workshops offered by the library are really helpful and informative."

#### We Did

Thank You! We continuously review our training workshops and rely on your feedback to help us provide relevant training for everyone!

#### We Will

We plan on installing additional study spaces which will give a more private study experience on Floor 2.

#### You Said

"I think in some areas there needs to be more regular enforcement of the 'silent' rule."



### Academic Staff

#### You Said

"Where possible, I would always prefer access to ebooks."

#### We Did

It is now our policy to purchase the e-book edition of every print book we buy where possible. We have also made an additional 30,000 e-books available in 2016.

We would like to thank everyone for taking the time to complete our survey, your feedback helps us improve our services. If you have any comments or suggestions for improvements we could make, please email us at [library@nuigalway.ie](mailto:library@nuigalway.ie)

Thank  
You

