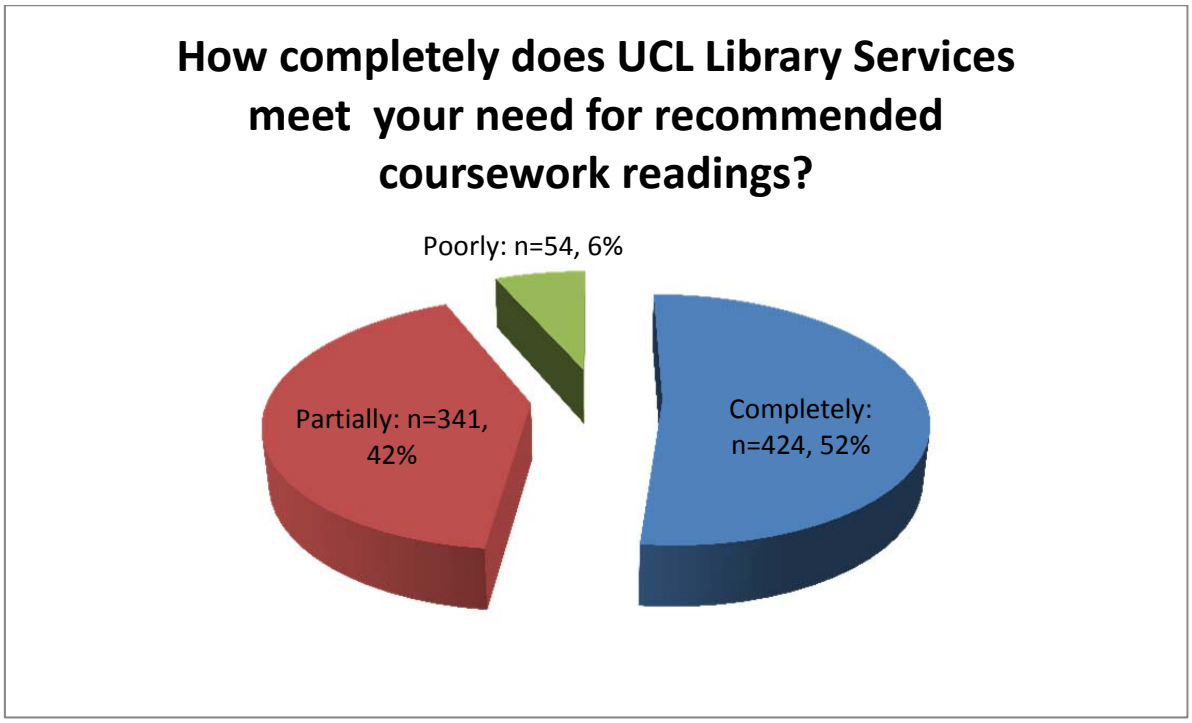
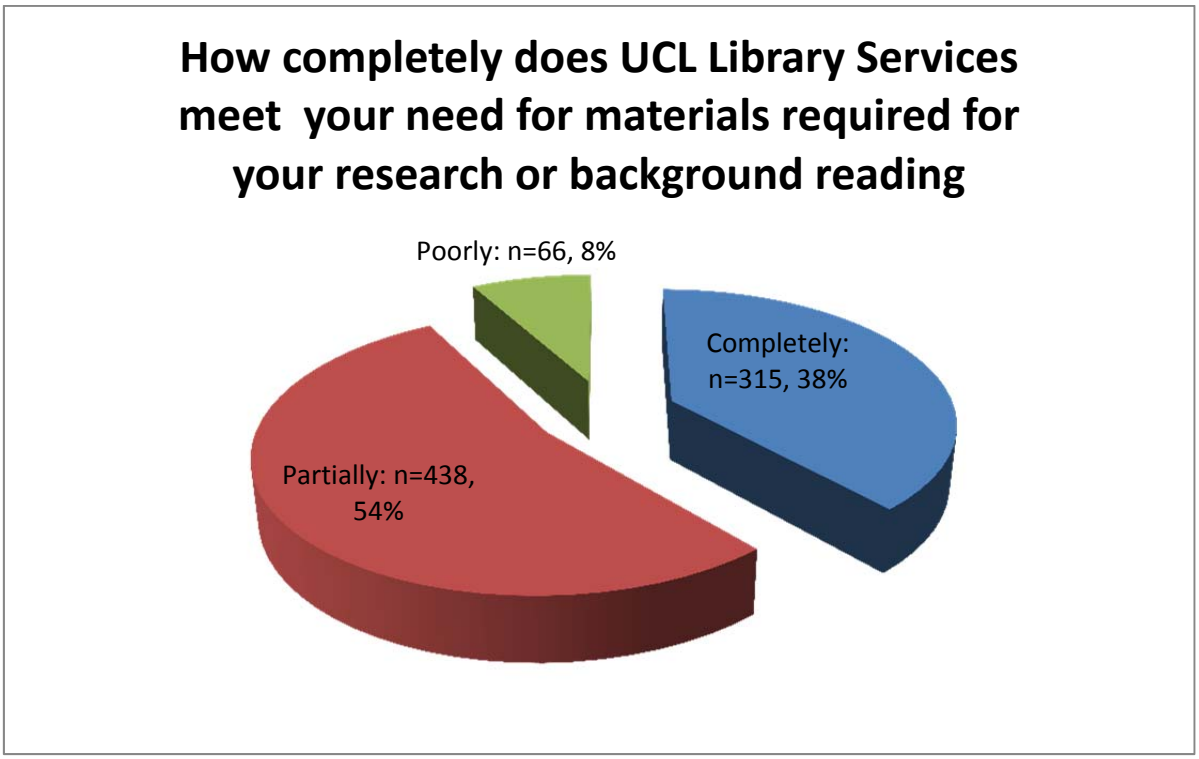
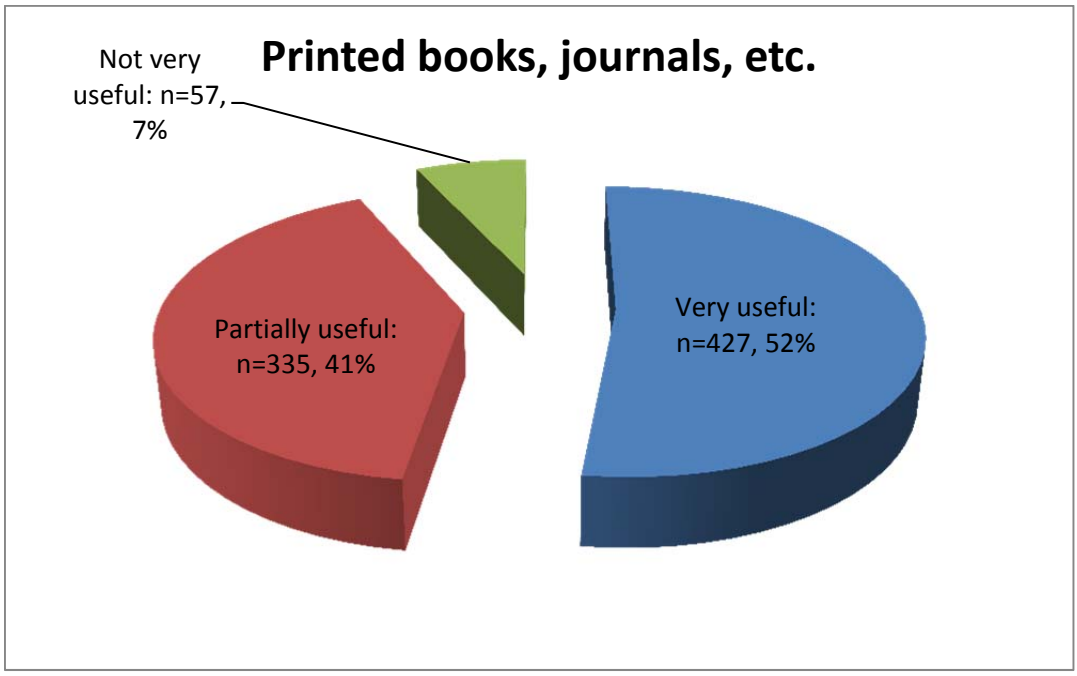
F: Library

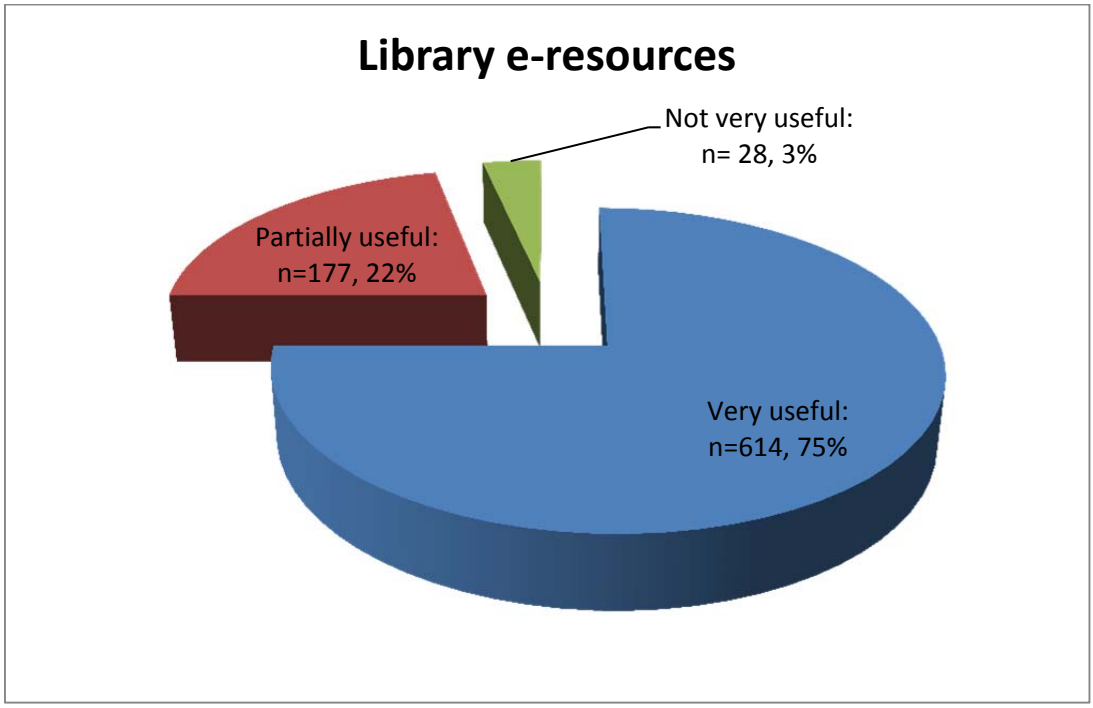
Just over half of respondents (52%) felt that UCL Library Services completely met their needs with regards to recommended readings for coursework, however only 38% of respondents felt that UCL Library Services completely met their needs for materials required for research and background information.



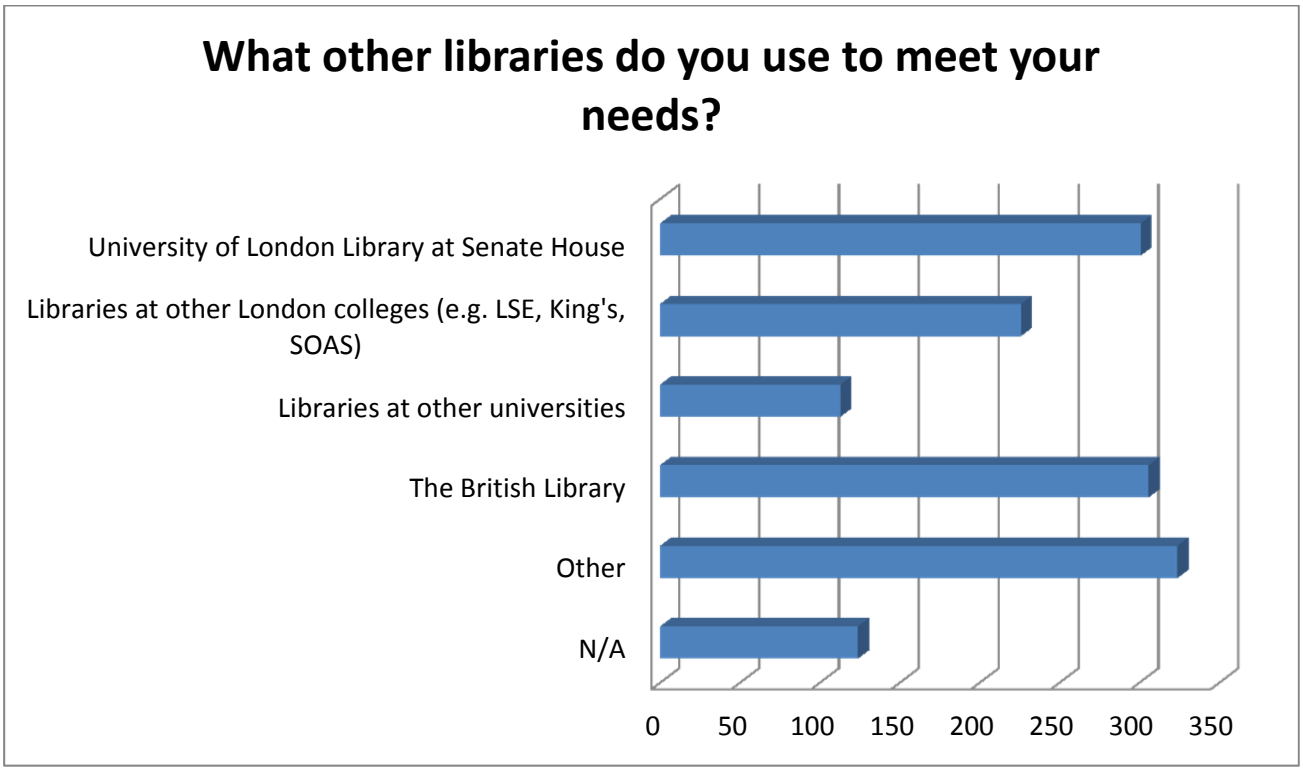


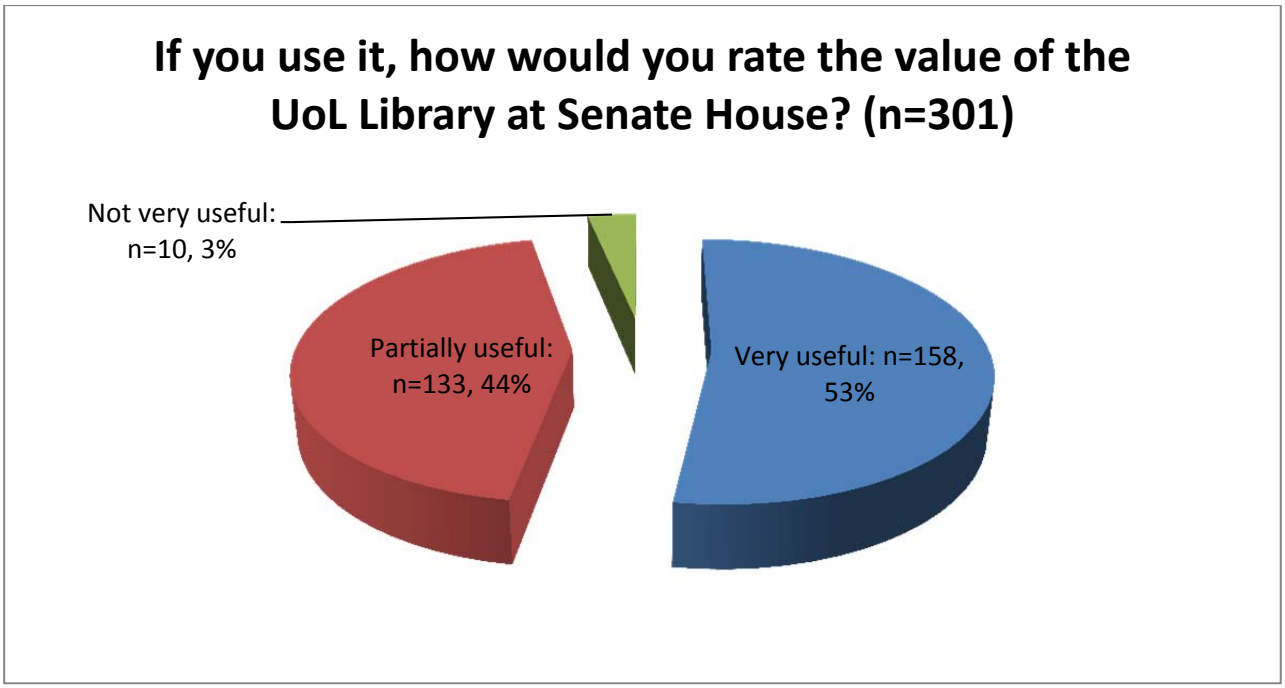
52% of respondents found the UCL Library Services book and journal collections 'Very useful', and 75% of respondents described electronic resources at UCL as 'Very useful'.



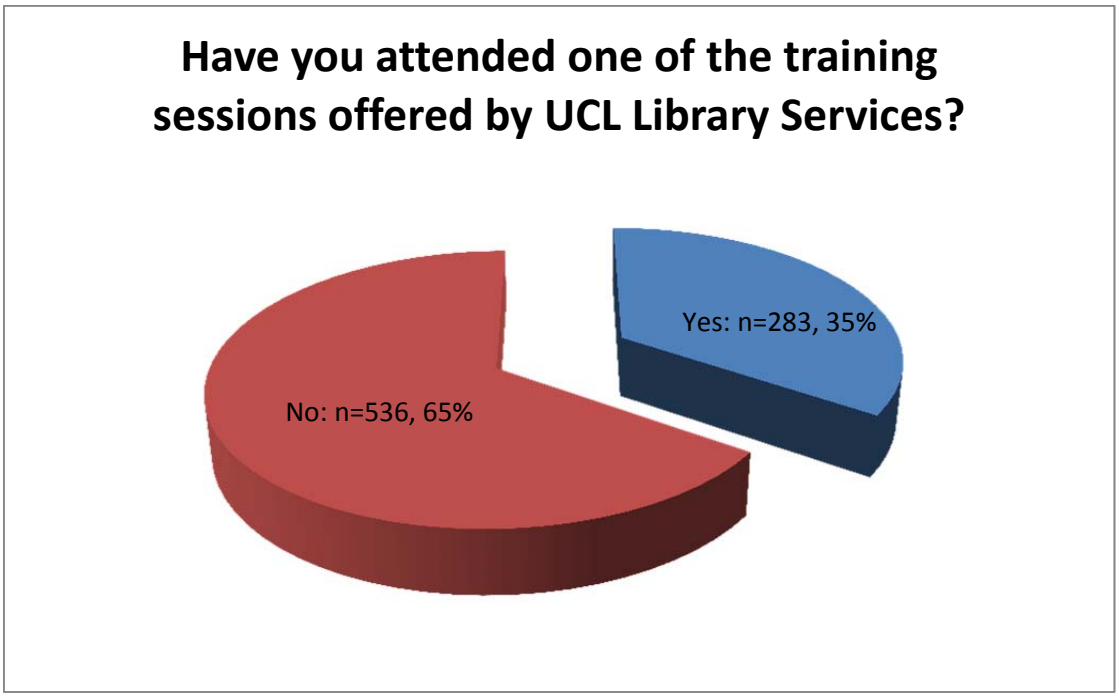


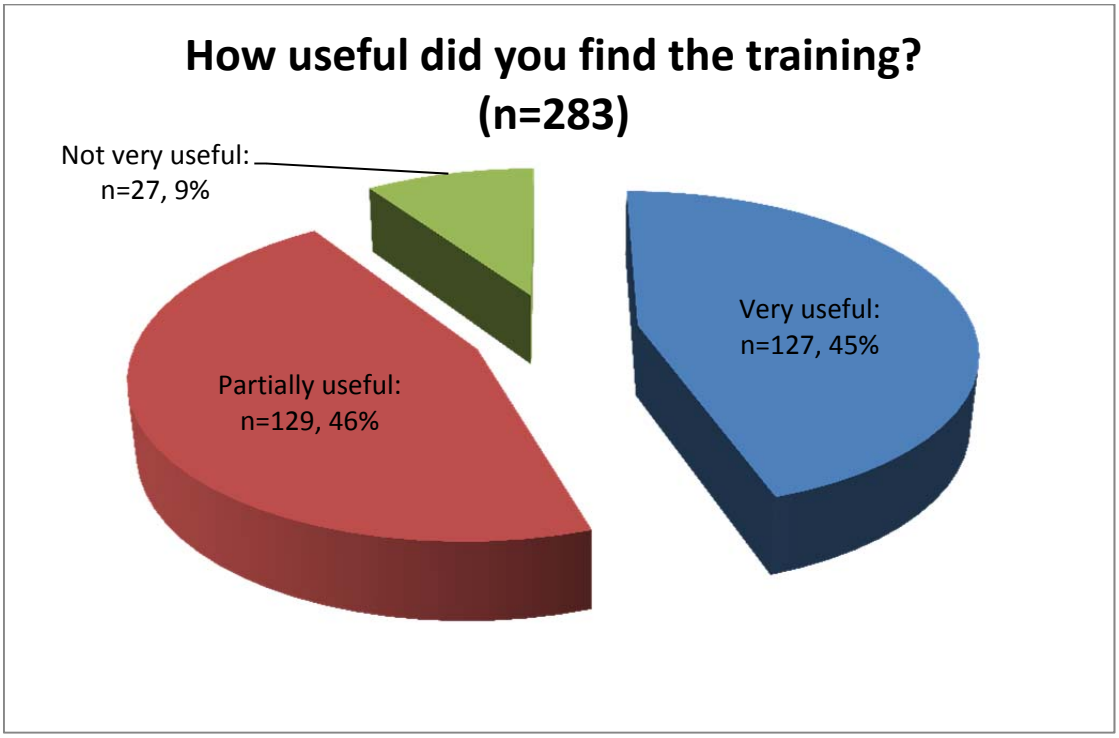
The most commonly used libraries outside UCL include the University of London Library at Senate House (301 of 819 respondents) and the British Library (306 of 819 respondents). Libraries at other universities (such as LSE, King's and SOAS) are also used by a substantial number of respondents (226 of 819). Of the 301 respondents who used the UoL Library at Senate House, 53% rated the use of this library as 'Very useful'.



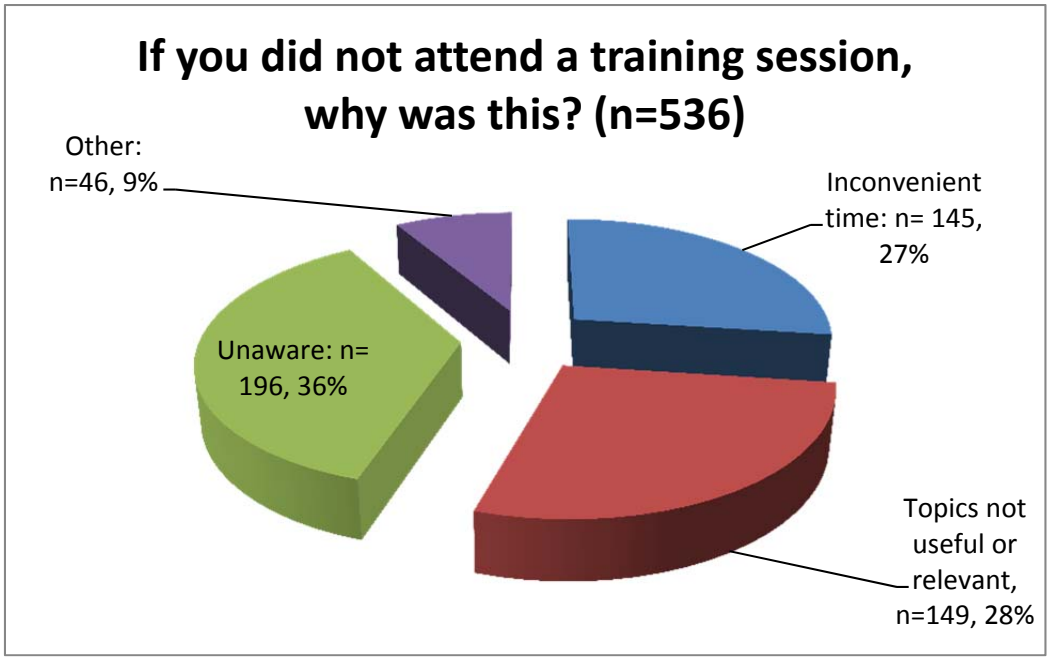


35% of respondents attended one of the training sessions offered by UCL Library Services and, of the 283 respondents who attended, 91% found the training 'Very useful' or 'Partially useful'.

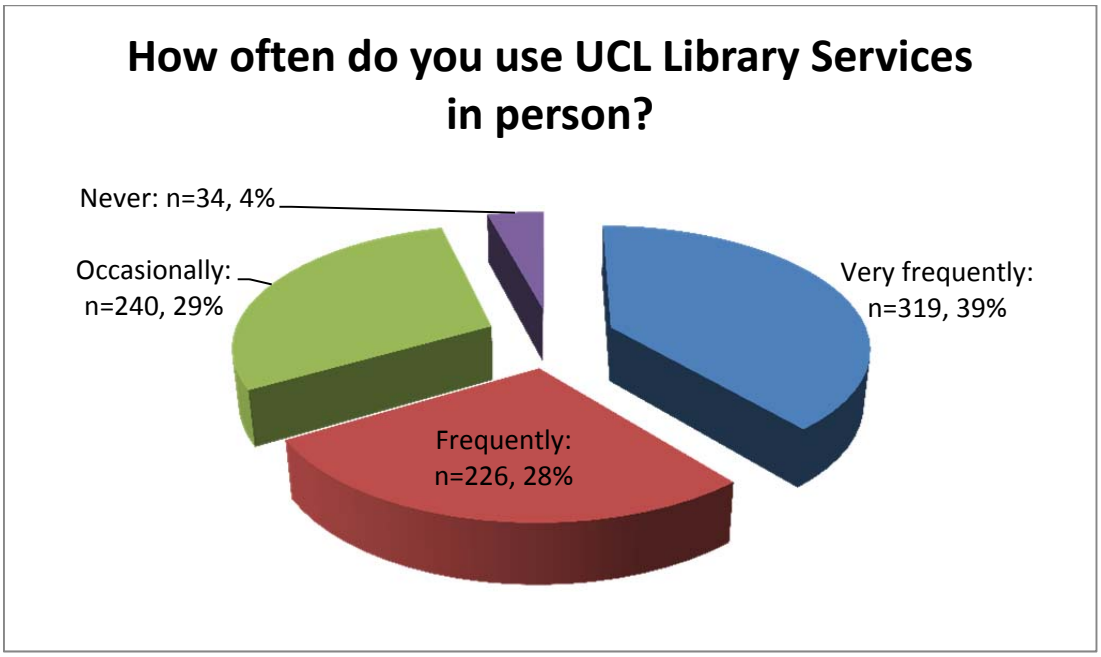


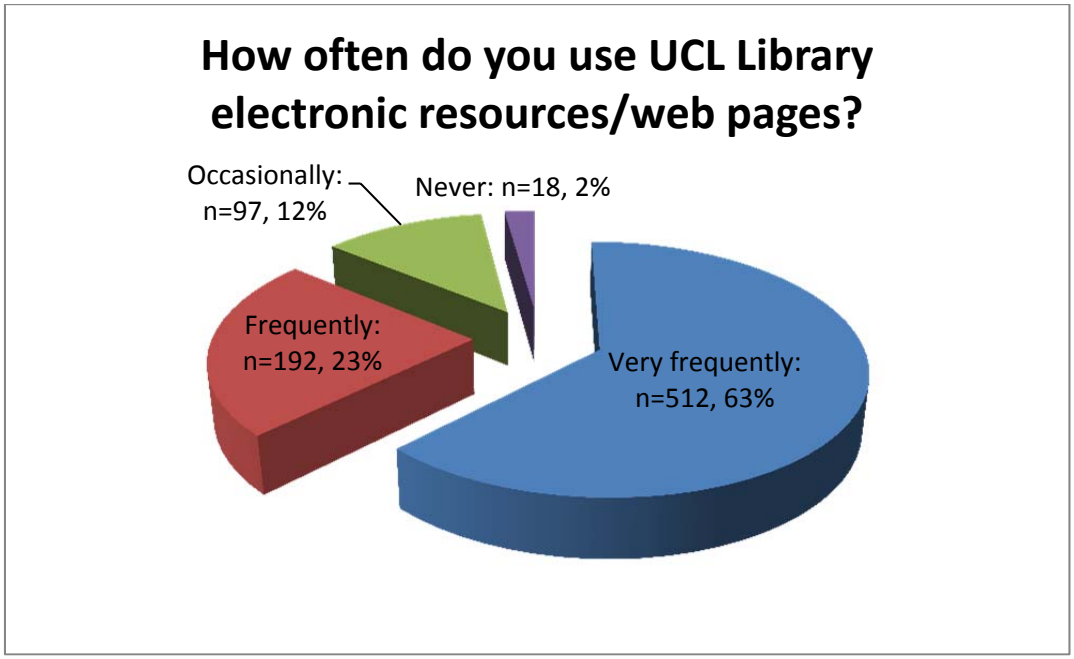


Of the 536 respondents who did not attend a training session offered by UCL Library Services, the main reasons for not attending were that they were unaware such courses were offered (36%), that topics were not relevant (28%) or that sessions were held at inconvenient times (27%).

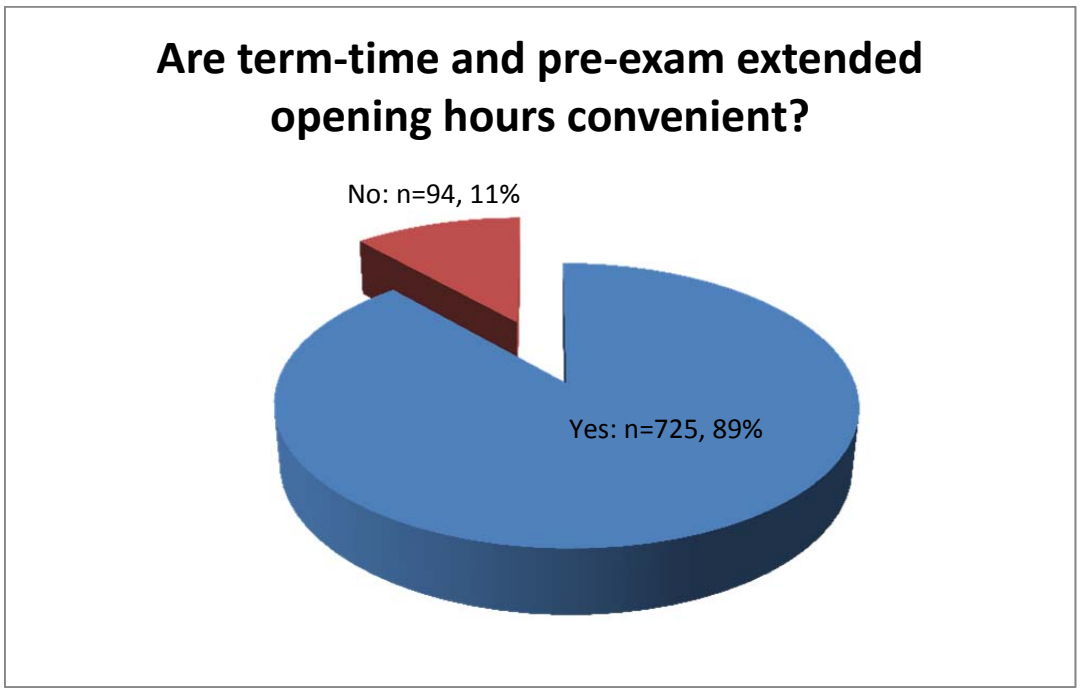


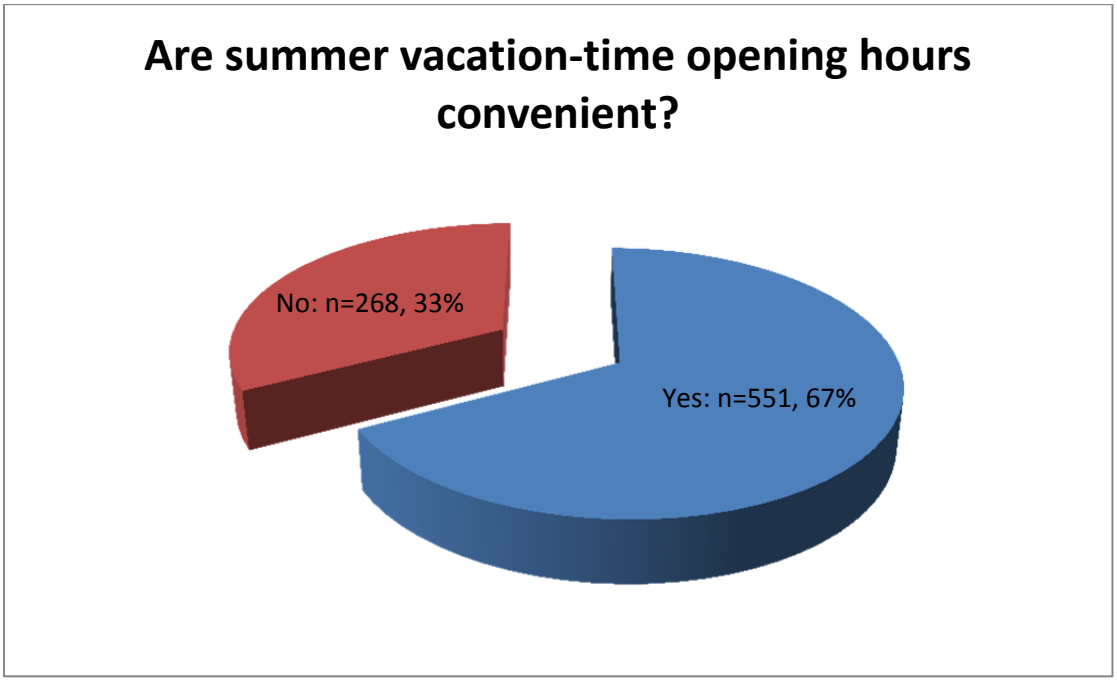
The majority of respondents (67%) visited UCL library services in person 'Very frequently' or 'Frequently' and even more respondents (86%) use UCL Library electronic resources and web pages 'Very frequently' or 'Frequently'.

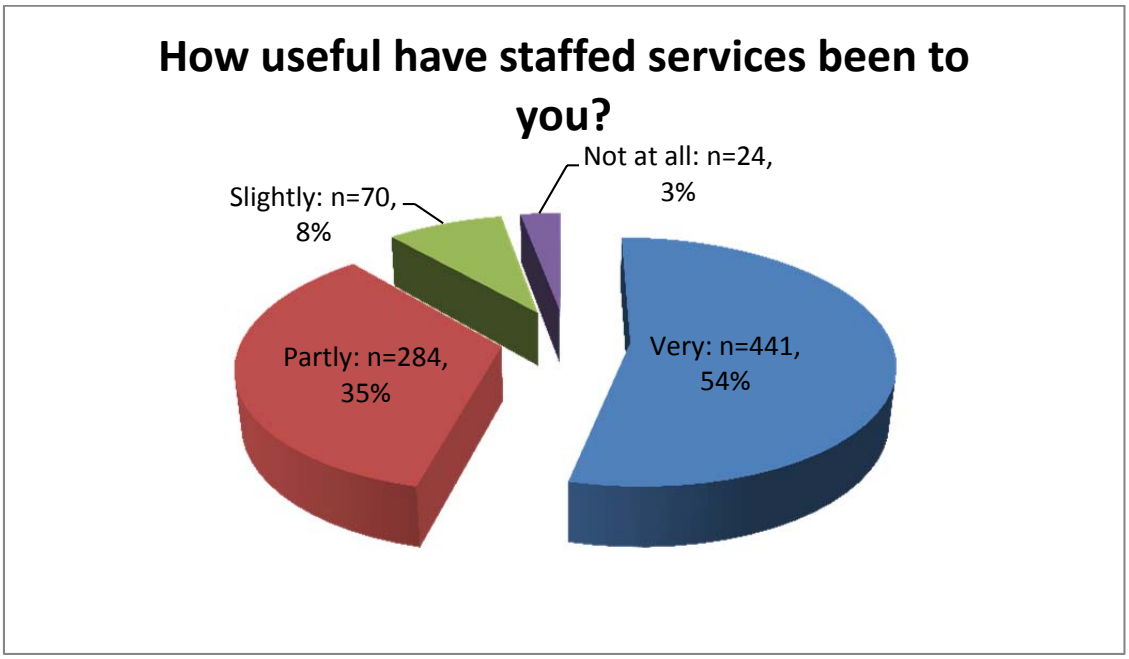




The vast majority of students (89%) found the extended opening hours during term-time and pre-exams to be convenient. A smaller majority (67%) found the summer vacation opening times to be convenient. Overall, the majority of respondents (54%) found UCL staffed services (e.g. enquiry desks, Subject Librarians, email help and issue desks) to be 'Very useful'.







The libraries at UCL generated a lot of feedback. Limited opening hours were a particular cause for complaint, especially during the summer when students needed to work on their dissertations and part-time students who could only use the library at weekends felt particularly put out. Some students felt that more diversified space would be useful, e.g. space to eat lunch or for group work, and a few students complained of overcrowding in the libraries. One student complained that there are not enough printers or scanners. Another student found the interlibrary loans service particularly useful.