

**Library & Learning Commons
Feedback from InSync (Student) Survey 2015 (1st Semester 2015)**

Here's what you've said	Here's what we've done
<p>Provide more and better computing equipment</p>	<ul style="list-style-type: none"> ▪ 58 out-of-cycle and/or under-performing laptops were returned to ITS and written off, respectively on 23/07/2015 and 03/08/2015. Partial replacement of laptops will be considered by ITS in consultation with Finance, subject to budget availability. ▪ Liaised with ITS on 22/06/2015 to request for regular performance check for LLC desktops during semester breaks. ITS will run ad-hoc performance check for performance issues reported by students to LLC staff. ▪ ITS and LLC Management to continue meet on a monthly basis to discuss issues and address areas of improvement.
<p>Improve arrangement of items on shelves</p>	<ul style="list-style-type: none"> ▪ Reading and re-shelving activities completed on 22/07/2015 with appropriate arrangement of books according to LLC classification scheme. ▪ Regular shelf reading activities will continue on a weekly basis. ▪ In liaison with ILS Unit, academic librarians to monitor their assigned School's sections and report misplaced books to ILS Unit (to start Semester 2, 2015).

<p>Provide better customer service and professional assistance</p>	<ul style="list-style-type: none"> ▪ HR customer service training conducted in April 2015 for ILS front-liners. ▪ Soft and technical skills reinforced through ongoing in-service capacity building program conducted by ILS Unit. Includes: assessing and interpreting information needs, reference interview techniques, basic search strategies and on-the-job practice. ▪ Ongoing coaching for front-line staff for service excellence.
<p>Provide help using search tools and searching E-resources</p>	<ul style="list-style-type: none"> ▪ Academic liaisons to develop and promote additional information and research skills programs (Semester 2 onwards ...). ▪ Academic liaisons to work with Information Resources Unit to identify e- resources not accessible via Search and promote alternative ways of accessing resources (e.g. A-Z list, Lib Guides...). ▪ Academic liaisons to develop localised Lib Guides / online tutorials (Semester1, 2016 onwards).
<p>Library is too crowded all the times, there is nowhere to sit and study during exam time</p>	<ul style="list-style-type: none"> ▪ LLC management worked closely with campus senior administration to implement interim measures including library-managed space for collaborative work and quiet study. Anticipated Semester 1, 2016. ▪ Long-term library expansion project to be initiated in conjunction with the development of campus design master plan (Semester 2, 2015- 2016 +)
<p>Provide better study environment, increase Quiet Zone areas</p>	<ul style="list-style-type: none"> ▪ Removed reference shelves at Level 2 to provide additional individual carrels. Revised floor plan and furniture requirements for FMD consideration in Semester 2, 2015. ▪ Combination of collaborative space and quiet zone will be included in LLC interim space plan. Anticipated Semester 1, 2016.

	<ul style="list-style-type: none"> ▪ Patrolling of Quiet Zone (including LLC Seminar Room) to continue during LLC peak hours (11.00am – 05.00pm) in semester sessions. ▪ FMD preventive maintenance plan established between FMD and LLC in June 2015 to take place each semester break (July, October, and January). Semester 1 maintenance completed 07/07/2015. Included: power points check, replacement of faulty sockets, additional power points on walls, removal of broken furniture.
<p>Improve the overall cleanliness of the Library facilities , inc. cleaning computing equipment</p>	<ul style="list-style-type: none"> ▪ FMD preventive maintenance plan established between FMD and LLC in June 2015 to take place every semester break (July, October, and January). Semester 1 maintenance completed 15/07/2015. Included: toilet power cleaning, carpet peroxide washing, and upholstery cleaning. ▪ Revision of cleaner’s schedule to better align with LLC peak hours. Increased monitoring of work and feedback by FMD supervisor to contractor. Effective Semester 2, 2015.
<p>Extend the library opening hours</p>	<ul style="list-style-type: none"> ▪ Plan to extend library hours from 11.00pm to 02.00am for SWOT/exam period. Anticipated Semester 1, 2016 in conjunction with LLC interim space plan. Pilot implementation may be considered earlier subject to staffing requirements.