

**Library & Learning Commons
Feedback received for the period Jan-June 2016**

Here's what you've said	Here's what we've done
<p>Extend library operating hours, an hour earlier (7am)</p>	<ul style="list-style-type: none"> ▪ Since 16 April 2016, the newly launched “Create” and “Engage” informal learning spaces open at 07.00am. ▪ They provide a seating capacity of ~ 120 seats.
<p>Open library as 24 hours, especially study area</p>	<ul style="list-style-type: none"> ▪ Starting Sem 1, LLC has extended its opening hours until 02.00am during SWOT-exam period ▪ As a result of discussions between MUSA President and FMD, FMD arranged for several classrooms to be available 24/7 during the SWOT/examination period.
<ul style="list-style-type: none"> • New ITS printing arrangements are not helpful • Express terminals are no longer express as users have to queue to print their documents 	<ul style="list-style-type: none"> ▪ With the new FUJI Follow-U printing in place since 27 June 2016, students can collect their print jobs at any of the 10 FUJI Xerox printers available at LL ▪ 2 additional FUJI printers were installed in the Lounge at Level 3 (expansion). ▪ All EXPRESS terminal printers were replaced by FUJI printers at Levels 1 and 3
<p>Prepare trash cans inside the library (and not just in the toilet)</p>	<ul style="list-style-type: none"> ▪ Large rubbish bins are provided in proximity to each lift and at the entrance of washroom areas at Level 1, 2 and 3 ▪ Rubbish is removed by the cleaning staff on a daily basis.

<p>Do strict rounds at Level 2; it is noisy as soon as the librarians leave the Quiet Zone</p>	<ul style="list-style-type: none"> ▪ Patrolling is performed on daily basis by 11 library staff in continuous shifts from 11.30am to 5pm. ▪ Ongoing communication with MUSA President is taking place to raise awareness about the different types of academic environment LLC provides to cater to students' varied learning styles and preferences ▪ Students to be respectful of their peers, in particular when accessing Quiet Zone
<p>Water fountains in Library (outside toilet): Are the water filters regularly changed?</p>	<ul style="list-style-type: none"> ▪ The filters are changed every 6 months under the control of FMD supplier. ▪ The last water filter was changed on 15 April 2016 as recorded in FMD registry.
<p>Toilets are not clean and do not function properly. Always wet and with no toilet paper by the end of the day.</p>	<ul style="list-style-type: none"> ▪ FMD Cleaning schedule for the toilets is 4 times per day (7am, 11am, 2pm and 4pm) aligned with peak traffic in the library. It is monitored by FMD supervisor with regular feedback from Facilities Coordinator. ▪ Faulty toilet cubicle flush was fixed by FMD on 17 June 2016 ▪ Toilet rolls are replenished every morning (Mon – Sat).
<p>Plugs in the study section at Level 2 do not work</p>	<ul style="list-style-type: none"> ▪ Assigned Library staff performs a daily round to check the facilities and reports any faulty equipment to ITS and/or FMD for immediate follow-up. ▪ A weekly facility checklist is communicated to FMD to ensure efficient monitoring and timely follow-up ▪ All plugs/power outlets are checked during the preventive maintenance scheduled in semester break. FMD conducted the last exercise on 21 July 2016. ▪ Students are encouraged to report any faulty equipment at the Information Services Counter at Level 1.

<p>Some computers are not usable and peripherals are dirty</p>	<ul style="list-style-type: none"> ▪ Since December 2015, the “clean-up” of computers and mobile devices is scheduled on a yearly basis. The last cleaning exercise was conducted on 7/12/2015; and the next one will be performed in December 2016. ▪ All faulty devices identified during this exercise were replaced with new devices. ▪ Students are encouraged to report any faulty equipment at the Information Services counter located at Level 1.
<p>LLC sofa chairs have a lot of permanent, dark stains</p>	<ul style="list-style-type: none"> ▪ The batch of old study chairs (200 units) was replaced with new study chairs in February 2016. ▪ The batch of old sofa chairs (120 units) was replaced by new armchairs in July 2016.
<p>WiFi is sometimes slow and Moodle inaccessible</p>	<ul style="list-style-type: none"> ▪ WiFi breakdowns and internet disruption are reported immediately to ITS for follow-up action ▪ Only 4 complaints on WiFi connectivity were reported to ITS service desk for the period.