

You Said, We Did 2022

Comment from	You said,	We did.	Customer feedback
Overseas recruitment staff	Overseas recruitment staff were unable to securely access University systems and data on unmanaged devices post Cyber Essential	On a recent visit to ENU IS ensured that each staff member received a managed laptop. A dedicated handover session for the user was given.	This was well received and these staff members are now using these devices around the world to safely and efficiently work with ENU
Craiglockhart students	Can we have MACs in the Quiet study room in the Library?	2 MACs have been provided in this area	
Sighthill student	Student with back problems asked if anything could be done to assist working at desk.	A desk riser was installed in LRC2.	
Disability & inclusion staff	Could you offer to staff and students ergonomic equipment?	The Library facilitated this for them, and all three libraries now hold a variety of ergonomic equipment, for example, noise-cancelling, laptop risers, and large print keyboards.	Customer response has been astounding. With desk risers and noise cancelling headphones being particularly popular. Comments have ranged from 'love it', '10/10', 'life changing'. Students had previously studied only at home as there were no comfortable option on campus. Student that was noise sensitive was extremely happy and felt much more comfortable studying.
Staff/students	Make digitised text accessible	Our digitisation requests have now been adapted to OCR readable which is better for screen readers	

Staff/students	Accessibility of online catalogue	Links for online resources were checked to see how accessible they were and changed accordingly. Databases were reorganised so that they were less complicated to use.	
Craiglockhart students	Can we have more double screens to be available in the Craiglockhart Library?	9 additional double screens were added throughout the space	
Sighthill students	Can we have large screens to be available in Sighthill Library?	A new all-in-one PC has been set up with larger screens throughout the library.	Very popular and much neater space to work in as less cables
Staff	Make Shelf Help Collection more user friendly and remove the confusion of it only being needed if you required help with an issue.	In response to comments about the LibGuide and the items held in the collection, staff rebranded the collection to Wellbeing Collection and simplified the LibGuide subjects and sections. They increased the number of text available, including items such as cooking on a budget and coping with university life. They reviewed all the text for relevancy and ensured that a variety of text were held on all three campuses.	Easier to use; more variety of books
ENSA	Can Library offer international power adaptors?	International adaptors were purchased for all libraries and made available for students to borrow.	Students happy with service, and on receiving further feedback more adaptors were purchased covering a wider range of countries
ENSA	Can students book library group study room for more than 2 hours during exams?	Study room booking slots were extended to a maximum of 5 hours, allowing for the longest online exam to be sat in them.	Proved very popular and will be repeated for the next set of exams
Craiglockhart students	Can we have more manga to be in the Library?	Posters in the relaxation space were put to help students find the manga items we have available in the Library.	
Staff	The Learning Technologists need to improve the visibility of what they do	The LT team created a Twitter account and a dedicated staff intranet page.	

Merchiston students	The silent area in the Library could do with more posters to remind people that it should be silent.	The signs were refreshed and regular noise patrols were set up during the day to check that students were respecting the area and not talking.	
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