

# Cruciform Library User Survey

We had an excellent response to the survey on the Cruciform Hub, which was completed by 1,054 people. The survey conclusions and the 300 free-text comments received (over 5,000 words) will be passed to the architects involved in the design and development of the Cruciform Hub.

## Summary of main findings

### Demographic data

The survey covered the Cruciform Library used by UCL students and staff and also by NHS staff. Half of respondents (51%) were postgraduates (32% taught, 19% research), 44% undergraduates, and the remainder were staff (3%) or alumni (2%).

### Library usage

Half (53%) of respondents used the library less than monthly. 16% visited monthly and 18% visited once or twice a week.

10% used the library more than three times a week.

The majority of respondents also used either the Science Library (76%) or the Main Library (53%). The main reasons for using other libraries were:

- Collections (63%)
- Quiet Study Space (60%)
- Computer Access (43%)
- Laptop points (21%)
- Group Study Space (15%)

### Priorities highlighted by Cruciform Library users

Respondents were asked to rate facilities and services on a scale of 1-4, where 1 was "Not important" and 4 "Very important". In the figures below, responses with a score of 3 or 4 have been combined.

#### 1. IT Provision and Audio Visual services

The top priorities for IT Provision and AV services were:

- Photocopying/scanning facility in the Library (88%)
- Laptop/mobile device points: power socket and network access (80%)
- Fixed (cluster) computers with print book collection (78%)
- eAccess terminals for accessing UCL electronic journals and databases (72%)

There was very little demand for audio-visual terminals or laptop loans from the Library; respectively 84% and 76% scored 1 or 2. It would be interesting to explore the reasons for the strong preference expressed for fixed cluster computers rather than laptops.

#### 2. Study space

The top priorities for space were:

- Quiet study space (91% of responses scored 3 or 4)
- Private, individual silent study space (65%)

- Project work space / Collaborative work rooms, equipped with display facilities (65%)

The majority of respondents (79%) felt that there should be a water fountain and space to consume food and drink in the library. There was less demand for a café (40%), especially if this can be provided elsewhere in the Cruciform or an adjacent building.

77% of respondents rated 24hr access to study space as important or very important.

### 3. Collections

The top priorities for resources were:

- Increased remote access to electronic journals (91%)
- Ability to browse a broad range of books on open shelves (85%)
- Provision of textbooks in print as well as electronic format (84%)
- Provision of journals in electronic format instead of print (83%)

These were followed by three further priorities:

- Access to multiple copies of reading list textbooks in the Cruciform, with access to a broader range of books at a different site on the Bloomsbury campus (79%)
- Ability to request print journals from Stores / Interlending & Document Supply and collect from the library (69%)
- Provision of textbooks in electronic format instead of print (63%)

More than half (55%) of respondents rated 24hr access to the Cruciform Library collections as important or very important.

### 4. Specialist Library services

The main priorities for services were:

- IT/technical support in the Library (70%)
- Access to an enquiry service staffed by library subject specialists (67%)

These were followed by two lesser priorities:

- Individual support and training, eg. for undertaking systematic literature reviews, publishing research and bibliometrics (55%)
- Group training, eg. on using bibliographic and reference management software (46%)

## Priorities for development in the Cruciform Hub

Library Services will now work with UCL Estates to develop the Cruciform Hub. We will aim to set up a focus group of users to continue to shape the Cruciform Hub and develop an innovative learning space for medical students.

Key preferences from the survey are listed below:

1. Provide separate areas for
  - i) Quiet working, eg. individual study
  - ii) Noisy activities, eg. collaborative working, staffed enquiry desk, copying facilities and possibly including an area for snacks and drinks
2. Offer facility to plug in laptops at all study desks
3. Improve computing facilities usable by students

4. Extend opening hours beyond current library hours, especially for study space
5. Increase electronic provision to resources, particularly e-journals
6. Maintain a browsable collection of books on the open shelves