

# Marshall Library Survey 2014: Suggestions what to change

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## Context

208 student and staff of the Faculty of Economics, Development Studies and 3 other Faculties filled out the Marshall Library 2014 survey. Of these 208 people, 150 commented on the question “If you could change 1 thing in the Marshall Library, what would this be?”; most suggestions came from the 168 (out of 717 potential) undergraduate students.

All suggestions have been sorted into categories to show the areas that Marshall Library users feel are most important to change. 43 comments relate to how readers use (or would like to use) the library; 34 comments each focused on opening hours, loan periods, and access to materials and 19 comments on other concerns.

## Library environment

Summary: more space, less noise, too bright, too hot, too smelly, allow food, group work space, relaxation space

Survey comment	Our response
<i>More seats</i>	Unfortunately, there is not so much scope for us to create more seats in the library. We are, however, hoping to create an extra space in the library... Watch the library home page! Then we might be able to create 20 – 30 new work places in the library.
<i>Comfier desk chairs.</i>	Sadly, for conservation reasons (the library is a listed building) we cannot change all the desk chairs.
<i>Better blinds for the gallery - the sun is often too bright</i>	We will investigate over the summer how much this would cost. (All library blinds were replaced in 2008.)
<i>Less open plan, less bright</i>	There is not much we can do about this, I'm afraid, as the library is listed building.
<i>The temperature of the library is so hot! I choose to study elsewhere because I get sleepy in Marshall. / / 3) The drink ban should be lifted. Having a cup of coffee would be a good way to deal with the sleepiness that comes about because of the hot temperatures.</i>	According to our Survey (Question 5.) only 6% of those who responded are not happy with the temperature in the library. Could you please alert us to when and where it is too hot? Maybe it's cooler in another part of the library.
<i>Turn down the temperature it's far too warm</i>	
<i>Reduce the temperature, particularly where there are computers</i>	We will ask the IT officer whether there is anything which can be done to lower the temperature in the gallery (where the computers are). If you do not need to use any of the computers in the gallery please work in another area of the library where there are no computers.
<i>Put indications that a library is for single studying -which would decrease the noise level. Students can use other rooms for group studying (which is inefficient for undergraduates) and can go to the buttry if they need a break.</i>	Thank you for your comment. This is exactly the reason why we asked in question 6 of our 2014 Library Survey how important it was to those surveyed to have a "group study space", or an area to have a "break" (70% think that a Group Study Room would be extremely or very important; 56% were in this category for an "area to have a break").  The Buttery does not allow you to bring your own food, and some students don't live close to the Marshall Library. We have seen a fair number of students eating in the library, and that does not go very well with handling books, or having books nearby.
<i>Could it also be noted that while I am neutral to in favour of the idea, if the "study area" became a reality, I think it would be crucial that it be designed such that there be absolutely no distraction to other students. Overall, however, I think it is not too necessary as we have the buttry and many other places that we can go to take breaks from studying. Many thanks for the survey.</i>	

<i>Reduce the noise level and make it more cosy.</i>	Would you prefer library staff to get involved? If so, please let us know about noisy library users. With regard to making the library more cosy: it would be useful to know what you had in mind.
<i>People should not talk</i>	
<i>Less noise level</i>	
<i>Level of noise and disturbance</i>	
<i>The noisy stairs</i>	
<i>the smell</i>	What smell, and where? Some older buildings have a wooden smell, from the furniture and features in the reading rooms; sometimes it's the books.
<i>There should be a designated area in the library where people should be allowed to eat. A note near the area should emphasize that students have to clean up after themselves.</i>	We are considering exactly this. This was what we asked about in question 6 of our survey; and see above.
<i>A food area. I want to use the library as study area more, but the requirement of no food makes me reluctant.</i>	
<i>A place to eat/drink while studying!!!</i>	
<i>Allowed to eat food inside</i>	
<i>Area to relax and chat</i>	
<i>Create a place to relax</i>	
<i>Have a place to chat or break.</i>	
<i>it would be great if you would allow at least some food in the library</i>	
<i>Area to relax/ discuss work. Difficult questions can sometimes become easier if you can discuss them.</i>	
<i>Probably the introduction of an area where you can take a break/speak/work in a more relaxed atmosphere</i>	
<i>Legalise coffee.</i>	The reason why librarians have been reluctant to allow coffee in libraries is that a spillage can be very bad. We are a bit concerned that some people might not appreciate the coffee smell, and we are working on an area in the library where people can have a break, eat and drink.
<i>Allow coffee inside the library. The history library allows it so why not economics?</i>	
<i>Create a quiet area where eating is allowed.</i>	Sorry, we are not sure that quiet and eating go together very well. The new area for having a break will not ask people to be quiet, but as this space will be within the library, people will hopefully not be as noisy as in most eateries.
<i>Have a quiet area where students can study and eat/drink at the same time</i>	

<p><i>I don't think the library needs a place for eating or chatting as the foyer downstairs serves this purpose well, and it would be a shame to remove space from other users of the library. It should be ensured that other users are not disrupted by the noise as the current quietness of the library is a great asset.</i></p>	<p>Thank you for your concern. We are considering exactly this. See question 6, and above. IF we were to create such a space it would not be within the current area of seating, but in the area where the OPAC/Catalogue terminals are, and where the Library Staff sit. Watch the library's web page for further updates!</p>
<p><i>I think it would be good to have an area for group work. I think it would be necessary to complement this with a separate 'chill out' area to avoid the danger that the group study area would be used simply for chatting casually with friends. I also think it would be necessary for these areas to be well separated from the main library area to ensure that the noise is not disturbing to other library users.</i></p>	
<p><i>more private study space</i> <i>More studying space please.</i></p>	<p>I'm sorry, but we cannot create this easily within the current confinement of the library. We hope to change some areas of the library, and creating one new area might free up some space for more study spaces another area. Watch the library space change!</p>
<p><i>Have more reading spaces in the library, particularly small private and also group meeting/reading spaces. The gallery is too open and any movement can be distracting, especially if there is someone looking for a book in the spot you're in.</i></p>	<p>This will be difficult. We still have quite a number of books being borrowed, and not all can be in closed access! With regard to creating group meeting/reading spaces, we hope to be able to do something about this request.</p>
<p><i>I like the idea of a group working space to make it easier to work together.</i> <i>Add an area for group discussion</i> <i>Add an area for group work or breaks.</i> <i>An area for group work would be really beneficial.</i> <i>Group study area where we can talk</i> <i>Group study area.</i> <i>Space for group study.</i> <i>We need a group work/ discussion area</i> <i>I would like to have group study spaces as I feel group work is not done/encouraged/facilitated enough over the course in general particularly between colleges rather than just within them.</i> <i>Space in keeping with the library (i.e. still not social space) that could be used for discussing work, or reading etc.</i></p>	<p>Thank you. We hope to update you on our suggestions soon. Watch the Library Home Page and your emails.</p>

## Library opening hours

Summary: more student access on evenings and weekends.

Survey comment	Our response
<i>Library being accessible by card until about 10pm, allowing work after dinner.</i>	We know that this might sound like a cop-out, but we would need to make quite a number of changes to the library and the building to facilitate unstaffed access to the library. To my knowledge the number of Faculty and Departmental Libraries in Cambridge allowing such access is really quite low: the Betty and Gordon Moore Library, Engineering, Computing Library and maybe one or two we have forgotten.
<i>Consider operating the library outside working hours/unstaffed as, for example, Betty and Gordon Moore Library. Would be very useful for research purposes or quick reference to the needed book</i>	
<i>Opening times are too short - we need to adapt to US practices of nearly continuous opening</i>	
<i>Earlier opening time, maybe 8.30 or 8.45, so can return books before 9am lectures.</i>	If you just want to return books you can use our drop box outside the library. Its open whenever the library is closed
<i>Opening times. It would be nice if the library stayed open at least until 10pm in the evenings and open on weekends.</i>	The library used to be open longer, and apparently the usage was too low. However, we are planning to offer longer evening opening hours as a trial in Michaelmas Term 2014.
<i>I would have longer opening hours. In my old university, the library was open 24 hours and although this may not be possible I feel it being open longer in the evenings would be helpful.</i>	
<i>The opening hours be longer, at least till 21-22pm during the week</i>	
<i>Hours</i>	
<i>Longer opening hours</i>	
<i>Longer opening hours</i>	
<i>Longer opening hours</i>	
<i>longer opening hours</i>	
<i>Longer opening hours</i>	
<i>Longer opening hours to be able to borrow books more easily.</i>	
<i>longer opening hours.</i>	
<i>Longer opening times</i>	
<i>Opening times</i>	
<i>Closing times</i>	
<i>Longer library opening hours in Easter.</i>	We have been open on Saturdays and the first 6 Sundays (1-5pm) in Easter Term 2014, we hope that you and many others will have made use of the library being open during the weekend. The second, third, fourth and fifth Sunday were well attended – one more Sunday left: 1 June 2014.
<i>Longer opening hours (later in the evening and open on weekends).</i>	
<i>longer opening hours, especially on the weekend open longer</i>	
<i>Open on Saturdays.</i>	
<i>Open on Sundays</i>	

<i>Longer opening hours and increase in loan terms.</i>	Re the longer opening hours please see feedback above. For the increase in loan terms: we are planning to make changes to the loan terms/periods over the summer – as this will involve us physically handling several thousand items. Watch our web page, and be prepared for some change from Michaelmas Term 2014!
<i>I'd like it to be open on Sundays.</i>	
<i>The library being opened in Sundays</i>	
<i>Extended opening hours during term time on weekends</i>	
<i>I would love for the library to also be open on a Sunday afternoon, particularly during exam term.</i>	
<i>it would be great to have library open 7 days a week and during longer hours</i>	
<i>Opening hours - open on Sunday and longer hours on a Saturday (and if possible until 9pm on weekdays, at least in exam term)</i>	
<i>Open hours on Sunday afternoons would be great if it's possible.</i>	
<i>To be open on Sunday and Saturday morning</i>	A couple of years ago the use of the library on Saturday mornings was very low; students then suggested that we open afternoons. This was then done. We will investigate this further.
<i>Longer opening hours (if possible) so I don't need to enter the law faculty / / Although I do appreciate the basement is open 24/7</i>	See above re “longer opening hours”; If you ‘appreciate the basement is open 24/7’, I assume that you primarily want to use Faculty of Economics computers, not library terminals (such as Bloomberg & Data stream).

## Loan periods fines and borrowing in general

Summary: longer loans for open shelf and reserve books, courtesy emails should go out the day the item is due, fines are annoying.

Survey comment	Our response
<i>Loans system that differentiates: some books borrowable for a month, some for a week, some for 2 days, some for a day, some for 3 hours.</i>	<p>We are planning to introduce 1 loan category for books which is longer. We need to make this big change over the summer, and plan to implement this from Michaelmas Term 2014 (we need to physically process several thousand items to do this, so this change needs to be postponed until then). The plan is:</p> <ol style="list-style-type: none"> <li>1. Create a new short loan category (all the multiple copies/textbooks will be a 'short loan' book).</li> <li>2. The majority of the rest of the Open Shelf collection will then have a longer loan period (of 4 weeks) with a chance to renew this type of book, unless someone has put a hold on the book. We will also introduce 'recalls', so that books in demand can be recalled.</li> <li>3. To buy more textbooks, so that eventually, hopefully, we will be able to have some textbooks in the "short loan" category and some in the "Open Shelf" (longer loan period).</li> </ol>
<i>Borrowing for longer periods.</i>	
<i>Increase term time borrowing period by 1 week</i>	
<i>Length of check out time for books - it is currently too short</i>	
<i>Longer lending periods</i>	
<i>I also find the main textbook hard to borrow one as most are on loan or reserved. There is no point for casual books have very short loan periods</i>	
<i>A longer borrowing time. Two days is much too short; at least a week would be better</i>	
<i>Longer loan duration</i>	
<i>Longer loan periods.</i>	
<i>Longer loans</i>	
<i>Longer loan periods</i>	
<i>Longer lending terms</i>	
<i>Longer loans.</i>	
<i>Increase in loan terms.</i>	
<i>Longer renewal periods.</i>	
<i>The two-day borrowing period should be extended.</i>	
<i>To be able to take books out for a couple days longer</i>	
<i>I feel like the borrowing periods are potentially a little too short.</i>	
<i>allow students to borrow books for longer time</i>	
<i>Being able to take books out for longer</i>	
<i>Extend loan period to 1 week</i>	
<i>Length of time books can be borrowed for.</i>	
<i>books should be loaned for at least 1-2 weeks without having to renew online, with a provision for the library to recall a book if another student has requested it. (similar to the UL and most college libraries)</i>	
<i>Extend the 2 day loan period of books to one week when they are not heavily sought after, that is, if there are currently enough copies of that book available for other students.</i>	
<i>The borrowing time for books. It is the main factor that discourages me from borrowing books from the Marshall unless I have to (i.e. my college library doesn't have the book in.)</i>	

<p><i>The loan system. I very strongly resent the £1 per book per day fine at the same time as loans for all books being just two days. I would make the following points: / - It is particularly frustrating when the books I borrow are extremely rarely taken out of the library (often with a frequency of one borrowing per 2-3 years). Surely some rarely borrowed books could be loaned for more than two days. / -</i></p>	<p>As above, plus:</p> <ul style="list-style-type: none"> <li>- Basement books can be borrowed for 2 weeks already.</li> <li>- We have reduced the fines for Basement items to 10 pence per day</li> <li>- We are considering charging 50 pence per day for Open Shelf items (i.e. if the book is not a textbook!) from Michaelmas Term 2014.</li> </ul>
<p><i>Longer borrowing period!!! 2 days far too short</i></p>	
<p><i>I would change the allowed hours for Reserve books from 2 to 4-5 hours.</i></p>	<p>We are considering allowing readers to take Reserve books out of the library and allowing their renewal. This way, if someone else needs a book, they can put a hold on the item. The book will need to be returned, and fines will be accrued if someone does not return the book.</p>
<p><i>I would extend the check-out period. Taking a book out for just 48 hours is often not enough time for me to complete the reading.</i></p>	<p>Sadly, we don't have enough copies for all 150-200 students who are at some times during the year in need of a specific text book. We have recently increased the number of text books, where we can buy more copies, and the introduction of 50x renewals means that most books are out all the time, but that a hold on a book will make a copy available asap. We know that this is not ideal, but we have not got the space and money to have 200 copies of a book.</p>
<p><i>Also allow renewal of books online even when book is overdue and pay the fine later since the university library also uses this system.</i></p>	<p>This was implemented on 24 April 2014.</p>
<p><i>Allow online renewal until midnight on the due date.</i></p>	<p>We will not change this, as the time a book is due relates to when the library closes. The theory behind this is: if you have to attempt to renew a book before the Library closes, and another reader has put a hold on a book:</p> <ol style="list-style-type: none"> <li>a) The person currently borrowing the book can (in theory!) return the book without accruing any fines.</li> <li>b) The person who has placed a hold has (in theory!) the chance of obtaining a copy of the book sooner.</li> </ol>



<p><i>It is really irritating that the library's mailing system sporadically fails to send notification mails for books approaching their return date. I know of many PhD students who missed return deadlines and were fined because they did not receive a notification mail. While it may be our responsibility to know the return deadline, this is very variable with online renewal every few days and many of us have come to rely on the notification system. It is the library's responsibility to ensure that this system works.</i></p>	<p>We are very sorry about this. As any library in Cambridge which uses our library system (the UL, a lot of Faculty and Departmental Libraries): we can neither guarantee, nor assume that the courtesy notices work 100%, all the time. However, sometimes people miss these emails as they are treated as spam. Ph.D. students currently have a longer loan period which reflects that they do normally not need to look at any multiple copies/textbooks. We hope that the introduction of the longer loan periods from Michaelmas Term 2014 will alleviate these problems a bit. Longer term we hope to have a more efficient library management system.</p>
<p><i>Make vacation borrowing less stressful - maybe more availability of main textbooks?</i></p> <p><i>Making sure that all the books we have on our reading lists/ textbooks are available in sufficient quantities for us to borrow and extending the loan period: it is impossible to make a proper use of the books if we have to renew them every two days, and the one pound fine is by far too expensive.</i></p>	<p>This is one of our biggest bugbears too. We are also feeling your stress. Sadly, we do not have the space or money for up to 150 or 200 textbooks (i.e. one for every student on a course). However, we have started to buy many more copies, and hopefully – in connection with buying ebooks IF they are available, and Cambridge Colleges having a couple of copies – this will improve in the coming months and years. Sorry, this will be a slow-ish process.</p>
<p><i>Send emails out about returning books on the day that the books are due rather than the day before. This is too long a period of notice and people frequently forget to renew or return in time.</i></p>	<p>The reason we send out emails 1 day in advance is that this avoids the situation where you might receive that email at 9:15, when you are already in a lecture, or have left your room/home. Now, if you are based in Girton or Homerton, you would prefer to have a notice a day earlier. Also, if the book cannot be renewed this gives you the chance to return it via the book drop (if you cannot come to the library while we are open!), and then avoid fines. Some years ago the reminders were sent on the day when a book was due, and readers complained that this was too late. <i>Ideally, a system would let each reader choose when they would want to be notified, and how often!</i></p>

<p><i>The email reminder system seems very badly set up: a reminder is sent as soon as a book is borrowed informing the borrower that the book is due for return in two days time. It is unclear how someone could have imagined this is helpful. Surely the helpful thing would be for the reminder to be sent early on the day the book is due for return, so that it is in fact a reminder. A daily email for each day the book is late would also be very helpful. / - The £1 per day fine is not a large enough incentive to actually change my behaviour regarding returning books. I am no later returning college books (with a 20p per day fine, which is only due if the lateness exceeds 5 days), than marshall library books. However, the higher fine rate does cause me to resent the library and simply stop borrowing books from the library. In other words, the higher fine rate has high social costs and no benefits. Having a borrowing system that seems to discourage the borrowing of books (by being exceptionally mean spirited about both the length of borrowing period and size of fine) is surely not a success for the library.</i></p>	<p>Thank you for taking the time to give us a good idea of how our system deters you from borrowing. With regard to the reminder emails please see the comment above.</p> <p>With regard to the overdue notices: these are re-sent every 2 days. We feel that resending them daily might be perceived by some as not appropriate and by others even as us hassling people. However, we will consider adding this question in next year's Library Survey.</p> <p>Historically, the last raise of fines to £1, happened at the request of students! Students felt that a higher fine would make more books available. We are considering whether our introduction of a "short loan" category for high-in-demand books and multiple copies/textbooks, could mean that we can lower the fine for any other "Open Shelf" item. Since 24 April 2014 we have already reduced fines for Basement items to 10 pence.</p>
<p><i>Reduce fines</i></p>	<p>We have already reduced fines for basement items to 10p (since April 2014); we will also be able to consider reducing fines for "Open Shelf" items, once we have created a new category of "Short Loan" items over the summer. We plan to make this change for Michaelmas Term 2014.</p>
<p><i>The fine rates are higher than any other library I am aware of in Cambridge. Combined with a short borrowing term (so it is easy to miss renewals at least once -- no one is perfect), this seems more like an additional source of income for the Library than a device to ensure books are returned on time. If the system remains unchanged, could the Library at least provide evidence that the higher fine rates lead to lower overdue rates?</i></p>	<p>The reason for our high fines, and 2-day loans is that we have potentially 150-200 students after 1 title (so these economics of scale are a challenge to us as well as you!); obviously we aim to have multiple copies of textbooks, but even having 40 copies plus an ebook is not always sufficient. I think that Economics is somewhat disadvantaged by the fact that</p> <ol style="list-style-type: none"> <li>a) a high number of textbooks are in demand by a high number of students.</li> <li>b) Unlike a comparative subject such as Medicine (in terms of textbooks needed), we are unable to buy ebooks of most economics textbook titles.</li> </ol>
<p><i>The one pound fine is by far too expensive.</i></p>	<p>We are working on increasing the number of textbook copies, and hope that the changes, as outlined above will make borrowing of non-textbooks more attractive again, with fewer and lower fines occurring.</p>

## Library access to materials

Summary: more online content, more print copies, easier coordination with reading and lecture lists.

<i>Let people know more about Bloomberg terminals and DataStream terminals. I only found out about them by doing this survey. Perhaps tell people in the induction and remind them later in the year/mention it in dissertation/project preparation.</i>	That is one reason why we included certain questions. ☺ But more seriously: it was mentioned in your introduction, and we use an image to promote these through a “moving image” on our home page. We will, however, try to remind people with a poster campaign.
<i>Access to more datasets - many standard datasets available at other universities are not available.</i>	It would be really helpful if you could let us know which datasets you are missing specifically. Please send any requests to <a href="mailto:marshlib@econ.cam.ac.uk">marshlib@econ.cam.ac.uk</a> , and we will consider them.
<i>on-line search engines</i>	If you mean improving the search-ability of our catalogues (such as LibrarySearch or Newton), we will pass on this suggestion. It would be helpful to get further feedback to see what you feel needs improving specifically.
<i>It would be wonderful if some of the older books in the collection could be digitalised. The Marshall Library has such an excellent collection of books. I had the pleasure of browsing Torrens' (1815) "An Essay on the External Corn Trade" at the Marshall Library and took a lot of care of the book because of its frail state. I wonder how many more years such a book will last with repeated use. / / If copyrights are no longer an issue for older books, the digitalisation of such books could help prevent further wear and tear, and keep a record of the book for future generations of students.</i>	This is a very interesting suggestion. We will have to have a ponder about this – currently it is still rare for Faculty and Departmental Libraries to have their own digitisation (projects).
<i>Having more scanned copies of important chapters from reading lists made available online.</i>	I understand that you would like more chapters, but by law (copyright regulations) we are only allowed to make available <b>one</b> chapter of <b>one</b> book. For some papers we have up to 150 scanned chapters from 150 different publications on Camtools.
<i>To have more chapters from reading lists scanned in and available online</i>	
<i>More ebooks</i>	Yes, we would love to provide more ebooks too; especially of core text books – sadly, quite a few publishers do <b>not</b> provide ebooks to libraries (you might be able to buy an ebook directly from them – i.e. for a Kindle – but we would not get a library licence for these ebooks).
<i>More ebooks available.</i>	
<i>More material available online</i>	

<p><i>More of the specific reading list material online for Part 1A - and ensuring that the existing online material is available for access always (I have had problems accessing material I should be able to get to recently)</i></p>	<p>See above, but please contact <a href="mailto:marshlib@econ.cam.ac.uk">marshlib@econ.cam.ac.uk</a> if you have <i>any</i> access problems of materials online. We might be able to sort it out; or can explain why something is not available (any more).</p>
<p><i>More electronic access to journals and books. I realise this is not a Marshall-Library-specific issue, but one for the University libraries system in general. But by far the most important thing for my research and teaching is being able to get electronic access to journals and books without having to visit a physical library at all, since that saves me a lot of time. It also enables me to consult an item of secondary literature exactly when I need it to continue writing a lecture or a paper. So reallocating all possible resources to improving electronic access to journals and books would be the one single thing I would change</i></p>	<p>Thank you for your comment. We are planning to move <i>as-many-as-possible</i> Marshall library journals to electronic access only. With regards to books: sadly, quite a few publishers do <b>not</b> provide ebooks to libraries (you might be able to buy an ebook directly from them – i.e. for a Kindle – but we would not get a library licence for these ebooks).</p>
<p><i>Closer integration between teaching materials and the library.</i></p>	<p>If that relates to teaching materials not being available, please let us have your reading lists or suggestions via <a href="http://www.marshall.econ.cam.ac.uk/contactus/book-purchase-suggestion-form">http://www.marshall.econ.cam.ac.uk/contactus/book-purchase-suggestion-form</a> ; we aim to check all reading lists, but for various reasons we cannot always do that.</p>
<p><i>Availability of new textbooks from new lecturers.</i></p>	<p>We honestly try to tackle this: as soon as we know of a new lecturer arriving, we try to get reading lists from them.</p> <p>If you mean <i>Introductory Econometrics</i> by Arthur S. Goldberger specifically, we need to apologise. This was out-of-print for some time, and our first requests for more copies were met with “can’t supply” replies by our suppliers. The sourcing of second hand copies was quite tricky and time-consuming. Eventually we managed to obtain further re-printed (print-on-demand) copies, and now have 30 copies. Also, see below:</p>
<p><i>Buy more textbooks!</i></p> <p><i>Make vacation borrowing less stressful - maybe more availability of main textbooks?</i></p> <p><i>Availability of textbooks</i></p>	<p>We aim to buy many more copies of textbooks over the summer – at the end of our financial year.</p>

<p><i>Better availability of "Economics of Money, Banking and Finance". by Mishkin, Matthews &amp; Giuliiodori (EUROPEAN EDITION). / It is a key IIA text, and there has not been a copy in any time I've looked in Lent. This is made worse by the fact that people can renew 50 times so they don't return the text (although there is an eBook available which helps).</i></p>	<p>As you say the ebook helped; however, there were 200 students after this textbook. As we had an ebook we "only" bought 20 print copies. We ordered another 20 copies a couple of months later, and will continue to monitor the situation.</p> <p>With regard to 50 times renewals. You can always place a hold on a copy. We know that this might lead to "tug-of-hold" for the book, but it is an option. We appreciate that this is more work and cumbersome, but we cannot buy 200 copies of a book.</p>
<p><i>Greater number of copies of the books which are the core textbooks in non-core subjects (i.e. optional papers, so for example Freixas and Rochet, Berk and DeMarzo, both for Part IIB Paper 6). And obviously more core textbooks too. /</i></p>	<p>We didn't get the impression from our data that things were so bad, with regard to the 2 books you mention, but we have ordered more copies of these textbooks. Also, see below:</p>
<p><i>Have more copies of core textbooks, especially when they are needed by more than one year group.</i></p>	<p>Please alert us to any shortage of copies – within reason we will consider your request and buy more copies.</p>
<p><i>Lecturers could submit to the Marshall librarians at the start of the year a list of core textbooks they intend to follow for the year. If these have not been used in previous years the library could then arrange to purchase say 10 copies. Of course it is impractical to have enough for each student, but it is the case that some colleges will not buy all of the books if there are few Economics students, and then the Faculty library is the place to go. This saves students having to ask for books to be purchased later in the year, when its a bit too late - by the time a student realises they need this book it is time to be using it to do the assignment. Overall, I think the Marshall library is a good place to study and the librarians do a great job.</i></p>	<p>Thank you for your positive and constructive feedback. Since January 2014 we have adopted a policy of buying more textbook copies. We hope that this change in policy will lead to a noticeable improvement of availability of textbooks.</p>
<p><i>Making sure that all the books we have on our reading lists/ textbooks are available in sufficient quantities for us to borrow and extending the loan period: it is impossible to make a proper use of the books if we have to renew them every two days, and the one pound fine is by far too expensive.</i></p>	<p>For space and financial reasons we cannot provide, say, all 150-170 students with 1 textbook. However, we are aiming to improve the ratio significantly, and where we can obtain a library ebook, we will do so.</p> <p>The fine and 2-day loan period is intended to circulate the number of copies to the highest-possible number of students. We understand that this is far from ideal, but some Part 2B students have confirmed that this works well.</p>

<i>More "Governing Britain"!</i>	This book has been out-of-print; we are trying to buy second-hand copies. Sorry for the shortage of available copies.
<i>More copies of books on part 1 reading lists</i>	For space and financial reasons we cannot provide, say, all 150-170 students with 1 textbook each. However, we are aiming to improve the ratio significantly, and where we can obtain a library ebook, we will do so.
<i>More copies of books on reading lists.</i>	
<i>More copies of core books</i>	
<i>More copies of reading list material</i>	
<i>More copies of reading list material, but also a greater range of books on the same topics.</i>	
<i>more textbooks</i>	
<i>more textbooks for vacation borrowing</i>	
<i>more copies of books on reading lists</i>	
<i>Purchase bigger number of books that are on the standard reading lists (for all parts)</i>	
<i>More copies of the core texts, i.e. the textbook recommended by the lecturer for each lecture series.</i>	
<i>Much larger with a wider range of books.</i>	Please suggest any books that you are unable to find in the library. These can include books on your reading lists and those that you would like us to buy to support any additional reading you may be doing – for example to support your dissertation research. - Please see our web form at <a href="http://www.marshall.econ.cam.ac.uk/contactus/book-purchase-suggestion-form">http://www.marshall.econ.cam.ac.uk/contactus/book-purchase-suggestion-form</a> We undertake to obtain the books you suggest quickly and efficiently and to contact you as soon as the books are available for you to borrow.
<i>Better range of development books - I nearly always have to go to the UL to get books for weekly essays.</i>	

## IT-related

Summary: more computers, computers too loud, people locking computers, improve wifi, printing.

<i>More computers on the top part</i>	In the Library Survey we specifically asked about this, and the majority of those who replied to the survey have said that the number of computers is sufficient. However, in the near future we are intending to move the Bloomberg & Datastream terminals to the lower level, and then these tables could have additional workstations for office applications, internet, etc. As quite a number of people have their own devices, we feel that the current number of computers, plus the available machines in the basement should be sufficient; also see the comment below.
<i>More computers please</i>	
<i>To have more computers available in the library</i>	
<i>No computers-too loud.</i>	We will endeavour to keep the lower floor a desktop/workstation free zone. If you feel strongly about having “no computers at all” zones, please let us know.
<i>People prevented from leaving their belongings by the computer terminals in the gallery - at times when I've come into the library, half the computers, while not being used, have been left logged in by other people.</i>	This has been reported to us separately. When we investigated this it turned out to involve very few computers. We are continuing to monitor this situation, but please raise this issue directly with us if you notice it again.
<i>Improve the basement computer rooms - they feel dark and dingy.</i>	These are part of the Faculty of Economics IT support; we will pass on this comment.
<i>Improve the wifi access (Lapwing/Eduroam)! It is fairly temperamental unless I sit right at the back of the library, and even then keeps playing up.</i>	We will ask IT support to look into this. Another wifi router/point has been installed near the Issue Desk – this should help in “beaming” the wifi signal further into the library too. The IT officer has promised to order another access point and position it centrally within the library; this should hopefully give good signal everywhere in the library.
<i>The Wifi is really terrible. Neither eduroam nor Lapwing works without disturbances.</i>	See above. Some of the connectivity issues with Lapwing have been ongoing. Generally-speaking Eduroam seems to have been working more reliably.

<p><i>Sometimes while printing a number of people send prints at the same time and there is a confusion. So if maybe you have to use your card for the machine to start printing would be helpful. also while photocopying sometimes the machines gets stuck.</i></p>	<p>It is possible to send your printing to the printer and then login with your University Card to make the items actually print. We will produce a web page and poster with instructions.</p> <p>I have not heard of a multi-functional device which provides printing or photocopying and which <i>never</i> produces a paper jam. When there is an problem with the machine in the library, please report it to the Issue Desk at the library.</p>
<p><i>More printers can be provided in the studying space on the first floor</i></p>	<p>Sorry. Do you mean in the library, or in the postgraduate office. If in the library: we cannot have any further printers within the library. If you meant in the postgraduate office: we will pass on this suggestion to the IT officer.</p>
<p><i>Make printing more affordable, particularly in comparison to College printing which is 3p per A4 sheet Black &amp; White</i></p>	<p>There are libraries offering 4p/5p/6p/8p/10p per sheet on site, so we are one of the cheaper places to print. Printing charges include the price of toner and maintenance, paper, management fees to the Computing Service and also paying for the devices themselves. The service is not priced with the intention of making a profit, and any surplus that is produced will be used to fund services for students.</p>



## Other

Summary: attitudes to students, water availability

<p><i>The library's attitude towards students and the way they are fined, spoken to and treated in general. Students from departments other than economics are treated even worse. Library staff act as if they are Her Majesty's courts and here to sentence students with corporal punishment even if they are a minute late. If I could help it, I would never use this high handed library.</i></p>	<p>We are very sorry to read this. Could you please get in touch with cg474@cam.ac.uk to make an appointment with Clemens. We are very concerned about your comments, and we do not know in which contexts such behaviour might have occurred.</p>
<p><i>Senior members should not be expected to reshelve books</i></p> <p><i>Not have to re shelve books myself.</i></p>	<p>Due to the layout of the library, the lack of lifts and levels of staffing we are, unfortunately, unable to re-shelve all books which are returned to the library. When the library is closed you can use the book drop, if that works better for you.</p>
<p><i>Freedom of Speech!</i></p>	<p>Granted! How can the library help with this though? 😊</p>
<p><i>I've only been once, to check out the decor. Library search plus rocks. / /</i></p>	<p>We'd like to see you again, it would be nice to see what we might be able to do to encourage you to use the library more often.</p>
<p><i>library newsletter with new publications</i></p>	<p>You can sign up to our e-newsletter for new books: more info at <a href="http://www.marshall.econ.cam.ac.uk/news/alertservic esnewbooks">http://www.marshall.econ.cam.ac.uk/news/alertservic esnewbooks</a></p>
<p><i>There should be a more accessible water fountain around. Or a cleaner and better one than the one at the basement.</i></p> <p><i>Provide a water cooler (not just a fountain) with cups.</i></p>	<p>I do not think that this would be a very good use of library funds/money, and also believe that most water coolers are not very environmentally friendly. Providing cups creates more, unnecessary rubbish! This area is not part of the library, but we are happy to suggest such an improvement to the Faculty.</p>