

Marshall Library Survey 2015

If you could change one single thing in the Library, what would this be?

132 responses (out of 191 total respondents):
 119 responses from 168 UG, MPhil and Diploma students;
 13 responses from 23 Academics & Ph.D. students.

[Groupings of comments done by A. Richards]

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Compliments

Your comments	Our response
I quite like the Marshall!	<i>Thank you!</i>
Nothing	
Nothing springs to mind. A lot of changes made to the library in the last year are to be commended.	
The librarians are very efficient and highly commendable. In terms of library services, I feel the Marshall Library is already operating at an exceptionally high level	

Environment

Your comments	Our response
Probably have a map with an overview of where the different sections of books are (if there isn't one already)	<i>There is one already. Could you please have a look at http://www.marshall.econ.cam.ac.uk/library-guide/where-things-are/finding-books and let us have your feedback?</i>
Although it's not really practical, putting as many books lower down, will make it easier to reach. But there is always a helpful member of staff/student willing to get the book.	<i>We have a number of kick stools which should help; however, we will have an audit and see whether we could buy a couple more.</i>

<p>Perhaps an added luxury could be for some locker space (that can be rented each time for a fixed fee or that could be rented with an ID card) may be useful for students looking for a short term usage as they are using the library. Some students may want to use that to store their laptops as they make a short break for lunch. However, a system will need to be in place to ensure that students do not abuse this privilege.</p>	<p><i>I think that this is a good suggestion. We will investigate this further.</i></p>
<p>I'd like it to be quieter!</p>	<p><i>This is tricky, as the building layout allows for noise to travel from the library staff area, via the Issue Desk area to the lower and upper level of the Library. There isn't an easy solution to this, and it would also involve removing the printer/scanner and more of the desktop computers which would not be popular with those students who like to use them in the Library.</i></p>
<p>quieter keyboards</p>	<p><i>The IT colleagues, who support the public workstations in the Library, have promised to look into this.</i></p>
<p>[1] Change the keyboard so that it is quieter when people type.</p> <p>[2] and also reinforce to people who are having loud conversations to be quiet and considerate.</p> <p>[3] Also, not have random tourists walk in and take pictures of us working without asking our permission, it's very disrespectful and violates our rights in a space that is meant to be safe</p>	<p><i>Re keyboards – see above.</i></p> <p><i>Having worked as a librarian and as a student and researcher in several libraries before (in Cambridge, at the British Library, and in other university libraries), I don't think that it is common for people to having loud conversations in the Library. However, if you look two comments above: we have some specific architectural features which mean that sound travels far within the Library. If you have any particular concerns could you please come to the Issue Desk.</i></p> <p><i>This should not happen! I'm very sorry about that. There is no convincing, practical solution, as currently our doors are open Mon-Fri between 9 and 16:30; we cannot constantly have a member of the library staff looking out for such tourists, and once they have entered and taken a photo, telling them politely that this is not deemed appropriate is not going to stop the next 'random tourist' from doing the same.</i></p>

Designated area that are free of laptops so people can study without the noise of typing on the keyboard. I have seen this in the law library and some college libraries.	<i>We will include a question in next year's Library Survey, and might trial for a small area of the Library to be a laptop free zone.</i>
More desks for studying maybe (without desktops)	
Not needing to reshelve	<i>Due to a lack of a lift, it is much harder for library staff to reshelve books. However, we hope to run a trial relating to this in 2015-16.</i>
Not reshelving books	
Not having to re-shelve your own books!	
When everyone who returns books has to reshelve them, this creates a lot of noise as they are passing through the relatively narrow walkways in the study area. This is more bothersome than when people are coming to look for books or are coming to study since student returning books are often in a hurry, carrying books, bags and other things that make noise and can crash into things. Also, since they are not coming to study, they will often stop and talk briefly with classmates or friends. The noise level and disturbances are the main reason that I come less to the library now, although I would enjoy working there otherwise.	<i>You are making a very good point here. We will discuss this at our next library team meeting.</i>
Ps: All the librarians are great, thumbs up to you!	<i>Thank you for your kind words!</i>
more space to work!!	<i>In September 2014 we reduced the library staff area, and bought high tables (in the Social Area). We are currently unable to provide more space, but we might be able to look into this again in 2015-2016.</i>
Individual seating for study in the library.	<i>Do you mean like study carrels? Again, we might be able to investigate this further for 2015-16; however, I fear that due to various restrictions we will never be able to provide enough of such spaces for the number of students who would prefer to use more private spaces.</i>
Try to create a group study room where there are going to be desktop computers and we can discuss without disturbing others.	<i>We are planning to introduce this for 2015-2016; there are a couple of issues we will need to sort out before, and I cannot promise anything about IT equipment, but</i>

<p>Make rooms available for students to book online. This is so that if a study group would like to discuss work in a conducive environment possibly with a white board, they can do so in that room without having to worry about making too much noise (as opposed to being in the main library)</p>	<p><i>there is definitely a plan to create a group study room.</i></p>
<p>I find that in busy period, between lectures, there is just not enough space to work comfortably and spread all your work out :(thus for this reason I normally go to the Law Library where there is much more desk space and thus can get out laptop and papers and books and have lots of space to work.</p>	<p><i>I agree! We often see that when two groups of students come to the Library after having attended a lecture on the Sidgwick Site all our spaces in the Library are easily being used. Obviously, when the Marshall Library was commissioned the student numbers were much lower, and when the Law Library was built (more recently) the architect could factor in that each student would need more space (e.g. for a laptop). Until we get a new library building – unlikely in the foreseeable future – I don't think we will be able to address this issue very well.</i></p>
<p>Also I dislike how the books are so close to the desks so if you need to get a book then you have to disturb someone</p>	<p><i>Thank you for this feedback. Sadly, there isn't much we can do about this at the moment. Maybe in the near future there will be less need for physical books and then this problem won't be so pressing any more. Sorry.</i></p>
<p>These are both issues that I realise are basically impossible for you to solve, I think that the staff and the availability of books in the Marshall are excellent, I just don't like the working space and hence would always take the books out and work somewhere else.</p>	<p><i>Many thanks for your praise! If you read this, and if the reasons for you "not liking the working space" are not covered above, could you please email your more detailed feedback to us, or we could have an informal chat about this.</i></p>
<p>Make it more bright</p>	<p><i>If you refer to the colour of the walls (the dark green) and the dark shelves within the Library this is actually protected by this building being a listed building; our understanding is that we cannot change this part of the original library/interior design.</i></p>
<p>getting more sunlight!</p>	<p><i>Sadly, books and natural light are not good partners (for preserving the books, but also making reading with artificial light easier).</i></p>
<p>The air circulation in the library could be improved. This is a key issue why I do not come more often to Marshall.</p>	<p><i>We are sorry to read this. There are a couple of windows which can be opened, and when you are next in the Library and go to the area were you work, please let the Library Staff know, and one of us will show you which windows can be opened. We know that this is not ideal, though.</i></p>

Free food and alcohol should be provided	<i>Alcohol in the Library? Are you sure this is a good idea? Can we talk about your understanding of 'free'?</i>
Install a well-priced vending machine in the social area	<i>This would most probably be very noisy, but we will discuss this with the library team.</i>
Toilet	<i>Do you mean for a toilet to be located nearer to your desk? This would probably mean additional noise which we definitely should try to avoid. Sorry.</i>

IT

Your comments	Our response
adding more computers	<p><i>Our IT colleagues replied:</i></p> <p>Our plan is to move an additional 4 computer to the gallery over the summer, going from 16 to 20 in total. We are likely to be replacing all the computers along one side with newer/faster machines.</p> <p><i>There is also a demand for a laptop-free zone – so some readers would prefer there to be some areas with no machines at all. We need to try to balance these contradicting preferences.</i></p>
availability of computers	
Please have more desktop computers for students to use.	
More desktop computers	
Update computer capacity	
Increase the number of desktop computers available in the library.	
A few more computers in the main library	
More computers	
Wifi printers (no need to print from desktop computers)	<p><i>Our IT colleagues informed us:</i></p> <p>This is possible, and the official instructions are at: http://www.ucs.cam.ac.uk/desktop-services/ds-print/individual</p> <p><i>Our IT colleagues also added:</i></p> <p>We are happy to help you with making DS-printing work from your own laptop. Please contact us: Office: Room 53, 3rd Floor Austin Robinson Building Tel: + 44 (0)1223 748160 Email: it@econ.cam.ac.uk</p>
I would like to be able to print items using the Marshall printers using my own laptop. This would be fantastic and save me a lot of time.	
It would be quite helpful if one could print wirelessly with a laptop by accessing Raven. This would streamline the printing process, and reduce demand for available CPU's at the library.	

Opening hours

Your comments	Our response
It should be open 24 hours.	<i>This is nearly impossible to do, sorry. We know that this might sound like a cop-out, but we would need to make a high number of structural 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 providing such access is really quite low: the Betty and Gordon Moore Library, Engineering, Computing Library and maybe one or two we do not know about.</i>
The opening times.	<i>It would be really helpful if you could be a bit more specific than that (i.e. which exact hours on which days); also it would be useful to know whether you primarily would like a study space, or access to computers, or whether you feel you need to borrow books.</i>
Opening hours	
open longer hours to work	
Extend the opening hours in the evenings all week.	<i>In 2014-2015 we increased the opening hours from 54 to 67 hours per week, including longer hours on Saturdays. There does not seem enough and consistent demand for library use outside the current Mon-Fri: 9am to 9pm hours, to justify having library staff working earlier or later. Our opening hours compare well with similarly-sized or bigger Faculty Libraries (such as History, Law, English, MML).</i>
Later weekday opening hours	
I would prefer it if the library could open earlier during the weekdays for example at 7 or 8 rather than 9.	
Earlier open hours instead of from 9am.	
Longer opening hours. Maybe 8am- 11pm	
Extend opening hours at the weekend.	
Longer opening hours on Saturday	
Better opening times on weekends	
open on Sunday at least for one hour so that I can borrow books	<i>This Easter Term, as in Easter Term 2014, we were open Sundays (until 31st May) from 1-5pm – as extra exam support. However, there are not many other Faculty or Departmental libraries in Cambridge which are open throughout the year on Sundays. We might be able to have a trial with longer Sunday hours – but we also need to manage to stay within our budget.</i>
Opening for at least a short period on a Sunday	
Open Sundays, please	
Sunday opening!	
Longer opening hours during exam periods, at my old university the subject specific library was open 24 hours during exam time with security guards there overnight not library staff. / It was	<i>Re more exam support, please see above (our opening hours are comparable to other, similar-sized Faculty & Department Libraries.</i> <i>To my knowledge no Library in Cambridge</i>

extremely welcoming as there don't seem to be too many spaces to revise on campus and my college (Clare Hall) is pretty terrible at providing good spaces to learn and do not have any useful books in their library.	<i>just works with a security guard to provide 24/7, but I can see how this would be useful, if we were able to afford this.</i>
same weekday hours on the weekends	<i>I'm sorry, but we are unable to afford this with our current budget.</i>
Open from 9am on Saturday	<i>We are going to assess whether we can open earlier on Saturdays.</i>
It is exam time for M.Phils and first year PhD students. Library should be open on weekends in Easter break or at least 2 weeks before the exams (starting from first week of April). We frequently need books and good work space.	<i>I am sorry that we did not meet your expectations. We will aim to have the Marshall Library closed for fewer days around Easter in 2015-2016; however, we cannot currently afford to open during weekends outside full term times.</i>
In the Easter holidays and Easter term, we need longer opening hours. / -	<i>We have been open on Sundays in Easter Term, but I appreciate that this might not be as many additional opening hours as you would like.</i>
The library currently closes at 5pm during holidays, which makes it very difficult for people to commit to coming - after all, if they have to leave at 5pm, eating at 6pm or 7pm, this implies that we need to find another place to study for 1h, which is very inefficient.	<i>Re opening outside term time: Sadly we cannot currently afford this, and a lot of Faculty and Departmental Libraries reduce their hours outside full term.</i>
I would thus prefer the library to be closed on weekend (it being open for 5 hours doesn't help), but instead open during the week until 7pm /	<i>You are the only person who responded in this manner in this survey. Most respondents want longer opening hours during the weekend. Sadly, I feel that you are in a minority, but we can ask about this specific scenario (opening until 7pm outside term, but then not open during weekends in term time!), financially this might be viable within our budget constraints – at least for a couple more weeks after the end of full term.</i>
- In Easter term, the library being open till 9pm is also not great, since most people work till 11pm. So for me to look for another place to study for these 2 hours is inefficient and implies for me that I leave Marshall after dinner.	
Again, keeping it open until 11pm (possibly having it completely shut on Sunday) would be much better than the current arrangement. / /	<i>Again, several people specifically asked for the Library to be open on Sunday – even if that was only for 1 hour to borrow books.</i>

<p>You likely do this survey, because the library isn't as full as you'd expect it to be. The reason for this is solely the opening hours, because they imply that one needs to find a new place to study for 1-2 hours.</p>	<p><i>I'm sorry, but I have to disagree with you on this one. I would want us to ask for your feedback whether the visiting or borrowing figures are up or down; such a survey is just useful to see how our services are perceived; as you can see from the comments here, different students have different ideas of what we should change.</i></p>
<p>1. Want it to be open during the weekends even in Easter break. 2. A suggestion on opening hours during weekends: 11am is too late and 5pm too early. I would use the library more during the weekend if eg I could spend either the whole morning (9-14) or the whole afternoon (13-19) there. Current opening hours are a bit awkward because they are over lunch and finish too early for dinner.</p>	<p><i>We might be able to open earlier on Saturdays, and be able to close a bit later (6 pm), but I cannot promise anything yet.</i></p>
<p>Please extend the opening hours, or have the basement (PC rooms) better equipped for library-off-hour study. (Currently it is freezingly cold without any heating at all.) Thanks!</p>	<p><i>Re extending opening hours: it would be great to know what you had on your mind; you can see our responses to a couple of specific suggestions about extending opening hours below and above.</i></p> <p><i>The heating for the Austin Robinson Building is not controlled by the Faculty and is turned off at evenings and weekends when the building is mostly unoccupied. It is not possible to turn on the heating for the basement separately. So at periods when the Marshall Library is closed the basement will be unheated and this isn't something we can change.</i></p>
<p>Let us know how to activate our cards for entry on weekends.</p>	<p><i>Normally, this gets mentioned in the inductions when you start studying here. Sorry that this does not seem to have been the case. If you have such questions, please do not wait for the Library survey, but just ask us in the Library. Alternatively, see on http://www.marshall.econ.cam.ac.uk/library-guide/openinghours%20and%20calendar, or our "How to..." page about this: http://www.marshall.econ.cam.ac.uk/library-guide/howto/activate-your-university-card-for-access-to-the-library</i></p>

Access to resources

Your comments	Our response
Provide more online versions of textbooks, because there are usually not enough copies in the library if they are on the reading lists.	<p><i>Please provide us with specific titles. The majority of publishers of textbooks for Economics will not sell us an ebook, or not sell it to us for a realistic price. We would, for example, be prepared to buy an ebook of Wooldridge's Introductory econometrics, for about £1,000 to £2,000 (which is only the equivalent of about 20-25 paperback copies), but to my knowledge this is simply not an option, or on offer.</i></p> <p><i>We are continuing to work on increasing the number of textbook copies at the Marshall; also, your college library might be able to buy an additional copy (it's definitely worth asking your College Librarian).</i></p>
Better provision of books from the reading list, preferably online	
Greater availability of ebooks	
Increase the number of books available online - especially course textbooks	
Textbooks are made available online.	
More e-books. More online books	
More books available online (especially newest version of Floud Humphries Johnson 2014 edition)	<p><i>See above; and: CUP had not offered us an ebook when we asked for it in October 2014. They promised to reconsider our request in the coming months. We did buy many additional copies, and hope that our and College libraries' copies will have improved the provision. We are continuing to monitor the use of the particular textbook, and its availability as an ebook.</i></p>
More copies of the books on reading lists	<p><i>Please provide us with specific titles. Either email us at marshlib@hermes.cam.ac.uk or use the web form at http://www.marshall.econ.cam.ac.uk/contactus/book-purchase-suggestion-form</i></p> <p><i>Please note that we are currently unable to obtain certain books because they are out-of-print, and copies are rarely being on offer via Amazon, or second-hand booksellers;</i></p> <p><i>e.g. Nigel Knight's Governing Britain Since 1945, and Wooldridge's Introductory Econometrics (at least for the Wooldridge there is a new edition scheduled to be published in September 2015).</i></p>
More copies of the niche textbooks	
More core text books	
Have more copies of course textbooks specifically for vacation borrowing.	
Availability of core textbooks (some Colleges have none at all)	
have enough of the main textbooks	
More copies of textbooks that the majority of a year group need.	
The number of copies of Wooldridge's econometrics textbook	<p><i>We currently cannot buy any copies of this textbook (the pirated copies on Amazon are also of low quality; i.e. only B&W copies so</i></p>

	<i>the illustrations are not good enough). The next edition is scheduled to be published in September and we hope to order many more copies than of the current edition.</i>
For core text books have a selection of short and long loan versions - often they are all short loan	<i>The reason our textbooks are usually on short loan is that the short loan copies usually circulate more quickly and therefore more people have a chance to consult the copies we have. If any of our textbooks were on 4-week loan (there would be a constant fight via recalls for them).</i>
More copies should be available for NON short loan books.	<i>Could you please give us specific titles?</i>
More ebooks and in a better format (i.e. in a limited page pdf, not on some hideous browser)	<i>Often due to DRM restrictions we have little choice – for some books we only have 1 possible ebook platform we can buy from. We are, however, aware that some platforms are more user-friendly than others and we will try to avoid certain platforms where a choice exists.</i>
More e-journals and e-books to be available, and with off-campus access.	<i>Can you please give us specific e-journal titles? (re ebooks: please read also the comments above).</i>
Even more scans of key reading list items (maybe online access to textbooks?) (I am poor and live in Girton).	<i>Copyright laws of this country allow us to only scan 1 chapter or 5% of any book (whichever is greater) for 1 cohort of students. However, if you think that we might have missed an opportunity to scan something from a book for your year group, please let us know by email (marshlib@hermes.cam.ac.uk), or via http://www.marshall.econ.cam.ac.uk/contactus/scanning/scanningsuggestionform/</i>
Greater number of photocopied chapters from reading lists available online	
I love having the scanned chapters of books available to download. If this could be done for more books that would be great! Thanks you!	
Ensure that every piece of reading on lecture/essay reading lists is available in the Marshall library (rather than some only being available in the UL)	<i>That's exactly what we are trying to do, and normally (with the exception of some non-Faculty and non-Centre papers) this should be happening. However, sometimes we do not manage to obtain reading lists, and the current reading lists are – on rare occasions – only handed out to students reading the paper. Please let us know of any titles we are not providing. We are keen to improve this.</i>

<p>Have a standard one-stop downloadable journal list of all the journals in the reading list.</p>	<p><i>This is possible, but would require all lecturers to provide us with this information, or for us to have a database of reading list titles, or a reading list tool. Sadly, this is not currently happening, so it is impossible for us to provide such a service, at least in a comprehensive and up-to-date way. Sorry.</i></p>
<p>Access to more datasets</p>	<p><i>Whereas we are unable to cater for every possible dataset need, it would be useful for you to suggest specific titles, and then we can investigate access further.</i></p>
<p>I would not get rid of great books which, just because they haven't been borrowed in the last few years, seem to be systematically removed from the library shelves and basement, and got rid of. This looks like short-termism and lack of understanding of what a library should be. Yes, I know that no book is thrown away if there does not exist a copy of it in any other Cambridge library, but that is not enough of a reason to get rid of a book. We are the Economics library in Cambridge and we should not be throwing away books that have just gone out of fashion, e.g. many books which were written in the high times of Economics in Cambridge, a few decades ago. Libraries are not supposed to follow fashions. We should aspire to be a bit more mature than this.</p>	<p><i>I assume that you are the same person who talked to me about this, but hope that you wrote your comment/thoughts before we talked. For the benefit of those who didn't hear our discussion:</i></p> <ol style="list-style-type: none"> <i>1. No Library of our size can continuously add books to stock (in our case: for the last 90 years), and never withdraw any – we would just not have any space for any new volumes.</i> <i>2. Most of the copies we removed are duplicate copies, for example we already have two copies of The collected writings of John Maynard Keynes in the Library, and felt that having a third copy wouldn't add anything. The same applies to the following two titles you mentioned to me: Joan Robinson's and John Eatwell's An introduction to modern economics and A biographical dictionary of women economists / edited by Robert W. Dimand, Mary Ann Dimand and Evelyn L. Forget (of which we have retained 1 copy).</i> <i>3. Most universities have only got one University Library, or only one collection per subject area – at Cambridge we have the Main UL, plus Faculty and Departmental Libraries. Just in comparison to Oxford: they have the Social Science Library which caters for Economics and International Development, and the total of books in</i>

	<p><i>this library is given as 250,000 but it has 15 other collections housed in this Library. The Marshall has at least 100,000 books, but has lost shelving space in the last 10 years.</i></p> <p><i>4. If we truly “followed fashions”, as you suggest, I reckon that we could whittle down the collection to about 50% or less of what’s on the open shelves and in the basement; however, that is not what our aim is, has been, and - I hope – ever will be.</i></p> <p><i>5. Ultimately, any smaller-sized library will need to rely on the UL, British Library and other major libraries to provide access to most books ever published; a small, working library like ours must be pragmatic and occasionally remove some titles, especially if they are not unique for Cambridge.</i></p>
<p>I was disappointed that you do not have print editions of "The Economist" any longer.</p>	<p><i>It is still available! Before October 2014 all the journals and magazines were moved to a different type of shelve, you might have missed it. If you read this, please ask a member of library staff to show you where the most current and the issues of the last 2 years are.</i></p>

Borrowing

Your comments	Our response
<p>Increase the maximum number of books borrowed to 7.</p>	<p><i>As a member of the Faculty of Economics, or the Centre of the Development Studies, this is already possible IF you are a “good library user” (i.e. your account is not blocked and you haven’t accrued too many fines). Every permanent member of library staff is able to issue one or two extra books. However, please be aware that the fines limit is set to £6.00, and that if you have borrowed 7 short loan items, and forget to renew them once, you are automatically blocked by a fine of £1 per book per day. Also: the more books you can borrow, the more fines you can accrue.</i></p>
<p>Increase the number of books that can be taken out.</p>	
<p>People should not be allowed to place holds on copies of a book that you have borrowed if there are multiple copies of the</p>	<p><i>Sadly, this is a ‘feature’ of our Library Management System (which we are hoping to replace next year); a lot of the libraries at</i></p>

<p>book still on the shelf</p>	<p><i>the University are using 'our' system, so it is not just a Marshall Library problem, but we are one of a couple of libraries which are in a position to provide multiple copies of textbooks.</i></p> <p><i>The only current way of resolving this issue would be to disable any holds placed by any user; i.e. only Library staff would be allowed to place any holds. Currently, we feel that this would – overall – make matters worse.</i></p>
<p>Having to renew books every two days is annoying.</p>	<p><i>I agree. However, seeing that we cannot buy 150-200 copies of the textbooks (or regularly are unable to purchase an ebook of these titles), the two-day loan period gives more people a chance to put a hold on copies, and therefore more people can potentially use these textbooks.</i></p>
<p>Change the reminder notice of books. Since the current borrowing period is 2 days, the reminder does not work well as the email is sent on the morning the day before the book is due. It will be more effective if the email was sent at midnight the day it is due, so that students can remember to renew/return the book more easily.</p>	<p><i>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.</i></p> <p><i>Some years ago the reminders were sent on the day when a book was due, and readers complained that this was too late. Ideally, a system would let each reader choose when they would want to be notified, and how often! Maybe the next Library Management System will be more customisable.</i></p>
<p>Reduce fines, cap fines, extend short loan, improve the reminder for returning books (it comes one day before, when it should come on the day itself given that the loan period is only 2 days), or have an automatic renewal system for maybe 3 extra days until it gets called back and make the system for doing both of that more straightforward</p>	<p><i>Reduction of fines: See below</i></p> <p><i>Cap fines? You mean a maximum fine per overdue item? What would be the incentive for a reader to bring back a book which other readers might be waiting for? I cannot see how this would work – you might as well not bother with fines then, and I fear in our competitive environment for textbooks some students would then just not bother to return</i></p>

	<p><i>them as often as they would need, in order to share 'their' textbook with other students.</i></p> <p><i>Extend Short Loan borrowing period: See comment above and below.</i></p> <p><i>Re reminders: See comment above, please.</i></p> <p><i>Re automatic renewals: See comment below.</i></p>
<p>Have short-loan textbooks renew automatically if not all of the copies have been issued/there are no holds on them (so that instead of getting an email every other day reminding you to renew, you would just get one when someone else wants the book, asking you to return it)</p>	<p><i>We would love a system which could do that. Our current system cannot do this.</i></p> <p><i>We hope that we will get a new Library Management System next year. We have asked for this feature, but we are only 1 out of about 100 libraries in Cambridge.</i></p> <p><i>However, if this would be possible, I believe it would be better if the book is needed by another reader that the system will email the current borrower and then the book needs to be returned within 12 or 18 hours of receipt of email.</i></p>
short loan books	<p><i>Cambridge is a fast-moving learning and teaching environment; if we made the short loans longer, some people would not be able to consult any of our textbooks by the time they would need them for a deadline or a supervision. Sorry.</i></p> <p><i>We hope that the new Library Management System will offer automatic renewals, and also offer a better system for holds and recalls. Then it will primarily be an issue of circulating Short Loan books more quickly when more students would need them, and at other times the loan period would be longer.</i></p>
Short Loan time	
extend the short loan books period	
Increase the time/duration for short loan books	
Increase loan time and decrease fines.	
Longer borrowing period for core textbooks (i.e. the recommended textbook for a course)	
Longer opening hours and longer loan periods	
Opening Hours and Loan times	
An extension of the short loan to 3 days	
Longer Short Loans.	
Increase the short loan period beyond 2 days.	
The library is currently perfect for me how it is. Maybe extending the short loans to 3 days could be beneficial for some	
Longer loan period for textbooks	
Extend the borrowing period for short loan books	
longer short loans.	

Allow longer loan periods.	
I would extend the short loan borrowing period to 3 days	
Longer borrowing periods	
Fines and short loan periods	<i>We reduced the open shelf and basement loans' fines last year, the short loan fines work well in making sure that people return or renew books regularly.</i>
Lower fines	
Lower fines for overdue books - so high at the moment.	
Longer short-term loan, especially when books on reading lists are not in high demand - can it be made more flexible somehow? I needed books for my dissertation, but because they appeared on the reading list for one second year lecture, I had to renew them all the time, although all copies but mine were in the library.	<p><i>This is a tricky one. In the summer of 2014 we moved over 5,000 volumes onto short loan, so the majority of the about 100,000 books in the Library are not short loan. However, with our current system it would cause more of a headache to have some books on reading lists as short loan, and other copies as 4-week- /open shelf loans.</i></p> <p><i>Unless there was a Total Recall of short loan books (1 day before the Christmas and Lent Vacation borrowing starts), we might have been able to change the due date of the particular copy you are using, when no one else is using this textbook in this term. As you write 'dissertations' I fear that you might leave us after this year, so this information is of not much use to you any more. Sorry.</i></p>
Increase the short loan period for PhD students and faculty members by having separate copies of short loan books for them.	<i>This is not easily done (i.e. create a special shelf/stack for certain readers). However, from October 2015 we will trial longer loan periods for PhD students and academics of the Faculty of Economics and the Centre of Development Studies only.</i>
I find the short loan policy for lecturers offensive. It seems that it is in place to discourage any improvement in teaching on the part of the lecturers. I asked who decided which books are put on short loan and was told that it was decided by the library and that lecturers can offer suggestions, but that their input isn't followed.	<p><i>I believe that we have communicated about this since you wrote this suggestion/comment, and I have re-assured you that this is not official policy.</i></p> <p><i>However, what is problematic is for reading lists to have 'further reading' sections (which are then higher in demand than books which are not on a reading list), and for the Library to forecast and evaluate the demand properly. The other problem is that some students just decide that a particular textbook</i></p>

is useful, and then in order to satisfy demand we buy more copies – then there would be more recalls (if they were open shelf books as opposed to on the short loan category) – in the end we must put them on short loan to make the circulation of these copies manageable. Maybe it would be best if we stopped thinking of Short Loan as “on reading lists” only, but more as: in high demand by students. I’m happy to talk about dropping specific titles further (i.e. turning them into open shelf loans).