



# FESTIVE FEEDBACK TREE RESPONSES

HERE ARE SOME  
RESPONSES TO YOUR  
FEEDBACK FROM THE  
2024 FESTIVE  
FEEDBACK TREE.

## IT'S TOO NOISY!

We know that the library can get noisy, especially around lunchtimes!  
As new social spaces open up around the university campus, we hope to direct groups of students towards those areas to reduce noise levels in the library.



## LOVE THE PODS!

Thank you! We're happy our pods are so popular, and our new pod booking system is working well for our students!



## THANKS FOR THE WATER FOUNTAIN!

We're very happy to have a new water fountain in the Group Study Area of the Library!  
We'll be putting up new signage to make sure students know how to find it, so keep an eye out!



## MORE TABLE/STUDY SPACE

We are reviewing the library space and looking at how we can optimise the study areas for everyone.





## CLEANLINESS



We hear your concerns about keeping the library spaces clean, especially around the bins and the toilets.

We are working with Estates and Facilities to improve cleaning.

## TEMPERATURE



We've received lots of different feedback on the temperature in different parts of the library. Some areas, like the Silent Study can feel too cold for some, whereas other areas like the Group Study Area can get too warm.

We are working with Estates to resolve this.

## WE NEED FANS IN THE PODS



Each pod has a ventilation fan (and light) which can be turned on using the switch controls.

We know the pods can still get warm especially during the summer, so we now have USB desktop fans that can be borrowed from the Library Helpdesk.

Just show your pod booking to borrow a fan, and make sure to return the USB desktop fan as soon as your booking ends to avoid a fine!

## PLEASE FIX THE PLUGS IN THE SILENT STUDY!

We have reported this to Estates and hope to have this resolved soon!

In the meantime, we are labelling all plug sockets with ID numbers, so students can report broken plug sockets as soon as they stop working. Please report to

[library@sgul.ac.uk](mailto:library@sgul.ac.uk)



## REPLACE THE CHARGING CABLES!

We know it's frustrating when cables go missing from the charging lockers, so we have started to encourage students to borrow a power bank from the library helpdesk if the charging lockers run out of cables.

These power banks have cables with 3 types of adaptors inside and can be borrowed for the day!

