Overall Results

The Library score increased again this year by 1% whilst the IT score decreased by 2%. Both of these scores are still below the University score of 90% and 92% so there is more work to be done.

Trends

Since 2012 the results for the Library have remained fairly constant as have the IT score. Moving forward the aim is to ensure all programmes are in line with the university average.

Event Management

Event Management increased their scores by 3% and 4%. This year information literacy sessions were delivered to both 1st and 2nd year students and a separate libguide developed to reflect the specialism of the subject.
Hospitality Management

The results for Hospitality Management showed that all students were satisfied with the Library resources which is very encouraging.

International Hospitality Management 81% - 1 neither and 2 disagree 88%

The scores for International Hospitality are disappointing as significantly below the other programmes and university score. It is also a lot lower than Hospitality Management. As there were not many students completing the survey the numbers had a large impact on the overall percentage so one student neither agreed nor disagreed and 2 felt the Library did not meet their needs.

Tourism and Hospitality Management

Last year there was not a breakdown for this programme so is hard to compare. The main issue is the low IT score which is well below the university average.

Issues

All of the comments that mentioned the Library focused on negatives centred around lack of resources and lack of space.

The lack of space within the Library is a recurring theme and this was raised in the student submission to QAA. There is a commitment to increasing study spaces across the university. Following on from student feedback the Library is installing new toilets so that toilets will be available on all floors hopefully improving the working environment.

The University IT score increased this year reflecting the investment into the Library IT equipment. Last year the Library upgraded the hard drives in computers within the Library and Babbage open access rooms resulting in faster log in times. As this upgrade was only to machines in Babbage and the Library (due to lack of funding) problems may still persist in
rooms in Cookworthy possibly accounting for the discrepancy in score between the School and University. Plans to remove deep freeze from student machines however will hopefully see an improvement in log in times across the board.

Issues around resources will need to be addressed by encouraging the students to feedback with problems accessing resources or getting hold of books. The new designed LibGuides focus on showing students the different types of resources available so hopefully will help students find relevant information for their assignments.

**Action Plan**

- Continue to attend SSLCs, TLQCs and programme committees and address issues throughout the year.
- Liaise with staff to address shortage of library books and discuss digitalisation of key chapters
- The Lib Guides have been updated over the summer and academics are encouraged to link to relevant pages from their module site
- Promote the recall system and encourage students to feedback to Information Specialist problems getting hold of books & book requests.
- Continue to feedback issues with IT
- Encourage students to engage with quality open access resources
- Encourage students to feedback issues through the year.