USER FEED BACK- 2013

|  |  |
| --- | --- |
| **Period: September-December, 2013** | |
| **What you told us** | **What we did** |
| User unfriendly arrangement of books | Organized as per DDC, 21st Ed, an International Classification Code. Initially difficult for the existing users as they were familiar with the previous arrangement. Received satisfactory feedback from new students. Organization of collection based upon a standard code is absolutely necessary. |
| Permission to wear apron | This type of precautionary measures is common in every library. It never means that we are considering the users as thieves. We have arranged property counters outside the library where the users can conveniently keep their belongings. More such counters will be made available soon. |
| No parking lot | Not under the purview of the Library. Will bring to the notice of authorities. |
| More number of books to Interns | Most of the interns are not even collecting their library cards. However, the request will be considered later when we have sufficient number of multiple copies. |
| Timely starting of programmes | Not under the purview of the Library |
| Rigid timing for book issue-return | The timing is flexible as from morning 8.45 am to 6 pm book can be returned and from 8.45 am to 7 pm books can be borrowed. |
| Instruments in Audiology | Not under the purview of the Library |

Books on the shelf sometimes is not in order which is really hard to find the right one

Many times the books I have tried to locate are missing

many times I have looked up books on the catalogue which are "in library" but when I get to the shelves they are not there.

* The Library collection is used in many ways, one of which is borrowing. Many students, however, prefer to use Library resources within the Library without borrowing. These items show as 'in Library' but are not on the shelves.
* If an item is missing, please let us know. Inform our staff at the Lending Services desk. They will help you to look for the item and if it still can't be found, they will start the 'Missing Book Process'. This means our staff will continue to search for the item. If it can't be found after a week of searching we will purchase a new copy or a suitable replacement, e.g. if out of print.

Did you know?

* The collections in the Library are checked for correct shelving order at least twice a year and heavily used areas are checked more frequently.
* We ensure returned materials are shelved promptly with high standards of accuracy by our staff.
* We want to hear from you if you can't find what you are looking for