

# Postgraduate Researchers - Library Communication Survey 2015

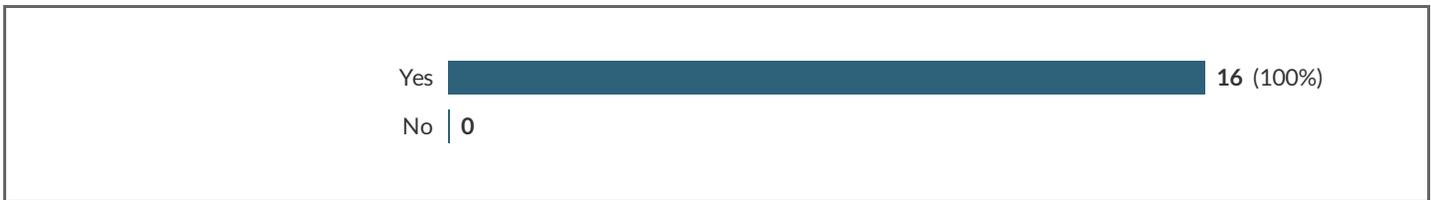
Showing 16 of 16 responses

Showing **all** responses

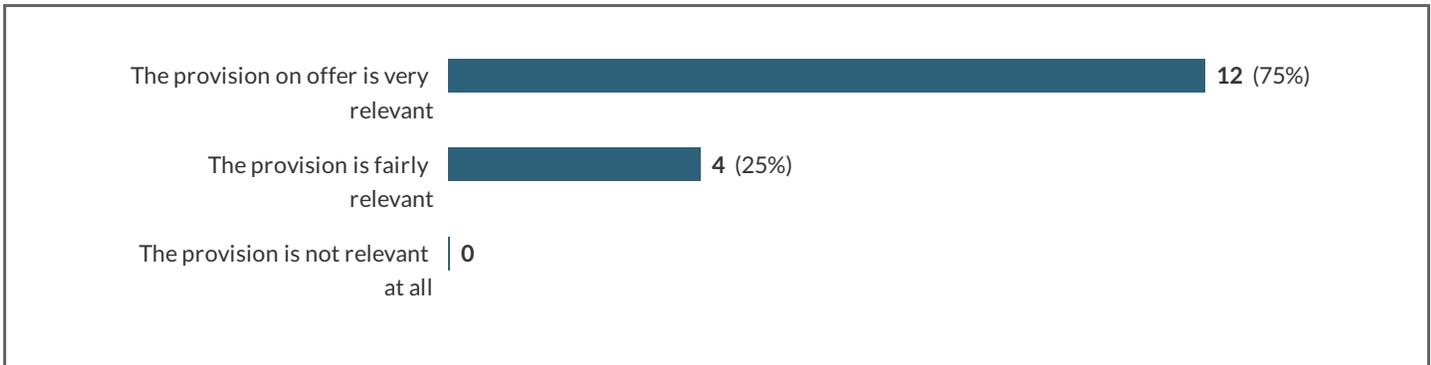
Showing **all** questions

## About you

**1** Have you attended the Research Induction event?



**2** How relevant is Library and Learning Services provision to your PhD?



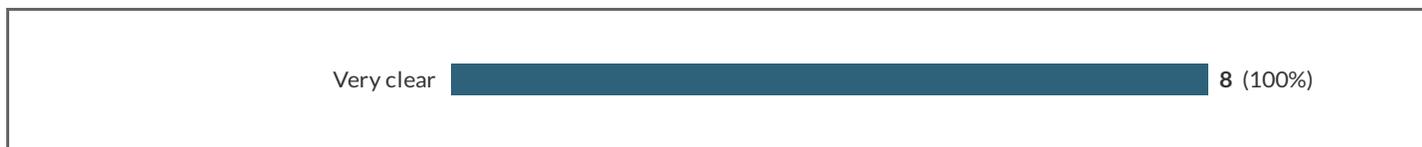
**2.a** Please write your additional comments here ...

Showing all 7 responses	
The library staff are excellent, and the CLaSS offer is first rate. Dr Petch deserves special mention here. Copyright restrictions that cause journal articles to be embargoed or restricted to the number from the same issue are a real pain, as is the use of the FileOpen software and British Library restrictions, but unfortunately, these are beyond the libraries reach to resolve.	<a href="#">160866-160860-9903589</a>
I welcome the additional study support that the library provides in terms of CLASS workshops, the thesis drop in and the writing group as well as 1-2-1 appointments with librarians. Additionally, all library staff have been particularly helpful when I have been looking for information.	<a href="#">160866-160860-9903844</a>
Communication is improving but still needs more work as little is known how to access journals from other sources that are not available otherwise. Great start though in the right direction!	<a href="#">160866-160860-9904950</a>
The Library and associated services are vital to my learning	<a href="#">160866-160860-9914798</a>
I would like to see more database on e-government research are made available	<a href="#">160866-160860-9923887</a>
As a part time student living away from Leicester it is the online access that makes a difference. Day to day use of the library and facilities is not possible	<a href="#">160866-160860-9977049</a>
Electronic resources are essential to my research, more so than physical books.	<a href="#">160866-160860-10004076</a>

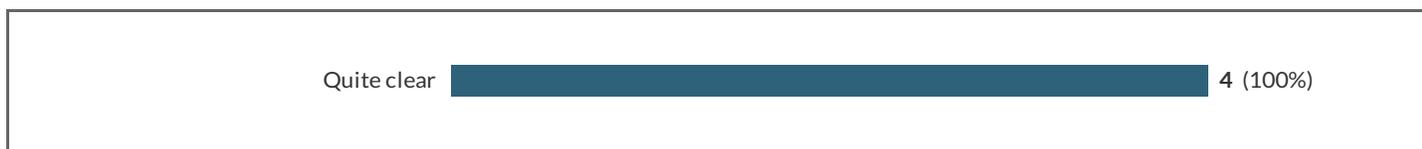
**3** What forms of communication have you experienced with Library and Learning Services? How clear was this communication?

**3.1** Email communication via the Graduate School

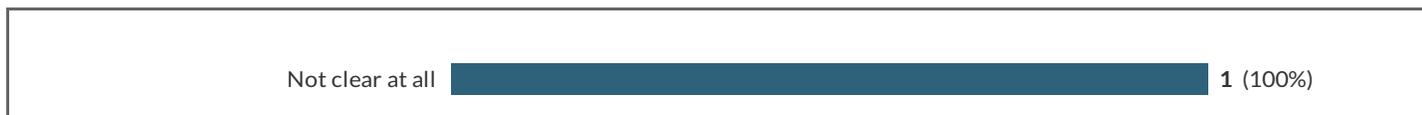
**3.1.a** Email communication via the Graduate School



**3.1.b** Email communication via the Graduate School



**3.1.c** Email communication via the Graduate School



3.1.d Email communication via the Graduate School

Not applicable  3 (100%)

3.2 Visiting our website

3.2.a Visiting our website

Very clear  7 (100%)

3.2.b Visiting our website

Quite clear  7 (100%)

3.2.c Visiting our website

Not clear at all  2 (100%)

3.2.d Visiting our website

Not applicable | 0

3.3 In the library spaces (Kimberlin, Eric Wood, The Greenhouse, The Law Library)

3.3.a In the library spaces (Kimberlin, Eric Wood, The Greenhouse, The Law Library)

Very clear  6 (100%)

**3.3.b** In the library spaces (Kimberlin, Eric Wood, The Greenhouse, The Law Library)

Quite clear  5 (100%)

**3.3.c** In the library spaces (Kimberlin, Eric Wood, The Greenhouse, The Law Library)

Not clear at all  2 (100%)

**3.3.d** In the library spaces (Kimberlin, Eric Wood, The Greenhouse, The Law Library)

Not applicable  3 (100%)

**3.4** Face to face with a member of LLS staff

**3.4.a** Face to face with a member of LLS staff

Very clear  13 (100%)

**3.4.b** Face to face with a member of LLS staff

Quite clear  2 (100%)

**3.4.c** Face to face with a member of LLS staff

Not clear at all 1 (100%)

3.4.d Face to face with a member of LLS staff

Not applicable | 0

3.a Please write your additional comments here

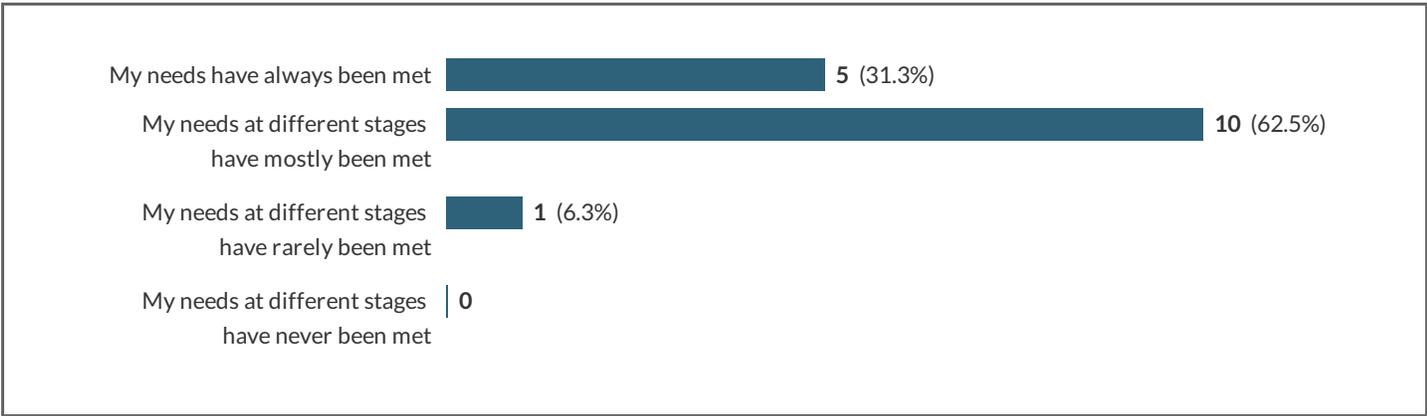
Showing all 5 responses

This refers to Q4 - this is phrased in a confusing way: do I answer 'yes' if I'm not aware and 'no' if I'm not not aware? I selected no, because I have had communication with LLS	<a href="#">160866-160860-9903589</a>
There is a lot of information on the LSS website including the CLaSS part. If you are looking for specific advice, for example how to use RefWorks the information is hidden quite deep down and is not that easy to navigate to.	<a href="#">160866-160860-9903605</a>
Not quite sure how this could be improved but it is not always straightforward to find something you may have been introduced to before for example.	
All experiences have been friendly and most helpful.	<a href="#">160866-160860-9903844</a>
The focus on the library spaces are more towards undergraduates.	<a href="#">160866-160860-9904950</a>
Question 4 is unclear, yes I have had communication from lls	<a href="#">160866-160860-9987773</a>

4 I am not aware of having had any communication with LLS

Yes 2 (12.5%)  
No 14 (87.5%)

5 Does Library and Learning Services offer provision that meets your needs at different stages during the PhD?



5.a Please write your additional comments here ...

Showing all 5 responses	
The staff are helpful and most of the time the resources you are looking for are available.	<a href="#">160866-160860-9903605</a>
Literature searching Reference management CLASS and writing workshops and groups GSO courses, eg. critical writing Resources - ILL loans due to the nature of my research topic	<a href="#">160866-160860-9903844</a>
No access to various journals or recent articles. Writing a PhD requires recent literature.	<a href="#">160866-160860-9904651</a>
Again, the need to access journal which are not otherwise available (through British Library) needs to be informed to students. I found out this information myself from external sources!	<a href="#">160866-160860-9904950</a>
I once had to ask for certain databases to restored when unsubscribed to.	<a href="#">160866-160860-10004076</a>

6 We want to know which provision within Library and Learning Services you have found particularly useful? Please list below ...

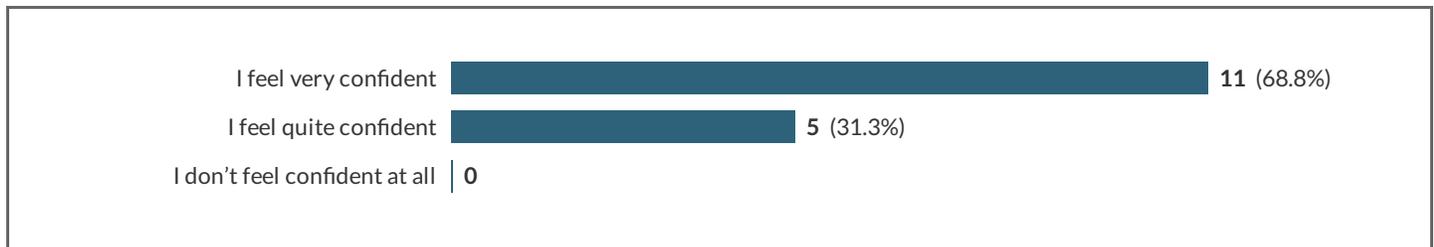
Showing all 16 responses	
CLaSS especially; also front of office staff have been very helpful	160866-160860-9903589
writing group area	160866-160860-9903702
Support with writing styles in different faculties, as i do interdisciplinary research.	160866-160860-9903605
Support groups Resources	160866-160860-9903844
Electronic Journals	160866-160860-9904084
information desk juskask	160866-160860-9904103
It would have to be e-journal databases.	160866-160860-9904651
Finding relevant databases and searching them.	160866-160860-9904950
Writing guides Literature research support	160866-160860-9908001
Staff knowledge and access to other libraries (Distance learner)	160866-160860-9914798
workshop and one by one tutorial	160866-160860-9921219
A special room for PhD student	160866-160860-9923887
Copyright advice	160866-160860-9933381
Courses, talking to staff, information packs	160866-160860-9977049
Legal databases	160866-160860-9987773
Electronic resources.	160866-160860-10004076

---

6.a How often have you accessed these services?

Showing all 16 responses	
Regularly, from once to several times a month as needed	160866-160860-9903589
4 times a year	160866-160860-9903702
Several times when appropriate.	160866-160860-9903605
Very frequently	160866-160860-9903844
3-4 times a week	160866-160860-9904084
as much as i need to get answers	160866-160860-9904103
Depends on the period. During writing up every couple of days, during field research weekly or less.	160866-160860-9904651
At the least 3 times a week, if not every day (Monday to Friday).	160866-160860-9904950
Weekly for literature research	160866-160860-9908001
yes	160866-160860-9914798
one or two time in the academic year	160866-160860-9921219
In all of stay	160866-160860-9923887
Once	160866-160860-9933381
A few times in the year, as required or to deal with a query	160866-160860-9977049
Several times a week	160866-160860-9987773
Frequently.	160866-160860-10004076

**7** How confident overall do you feel about making contact with Library and Learning Services?



**7.a** Please write your additional comments here ...

<b>Showing all 5 responses</b>	
not always they reply	<a href="#">160866-160860-9903702</a>
The staff are friendly and helpful.	<a href="#">160866-160860-9903605</a>
I am confident that the staff will be able to answer my questions and are always friendly.	<a href="#">160866-160860-9903844</a>
People in the libaray doing great job through the help and cooperation the provide for students. Their work is highly appreciated.	<a href="#">160866-160860-9904103</a>
Email, telephone and face to face contact has always been friendly and efficient.	<a href="#">160866-160860-10004076</a>