



# Library Life Pulse

Understanding your students' library experiences

Storytelling Images

Year 1: 2017 – 2018



The University of Manchester



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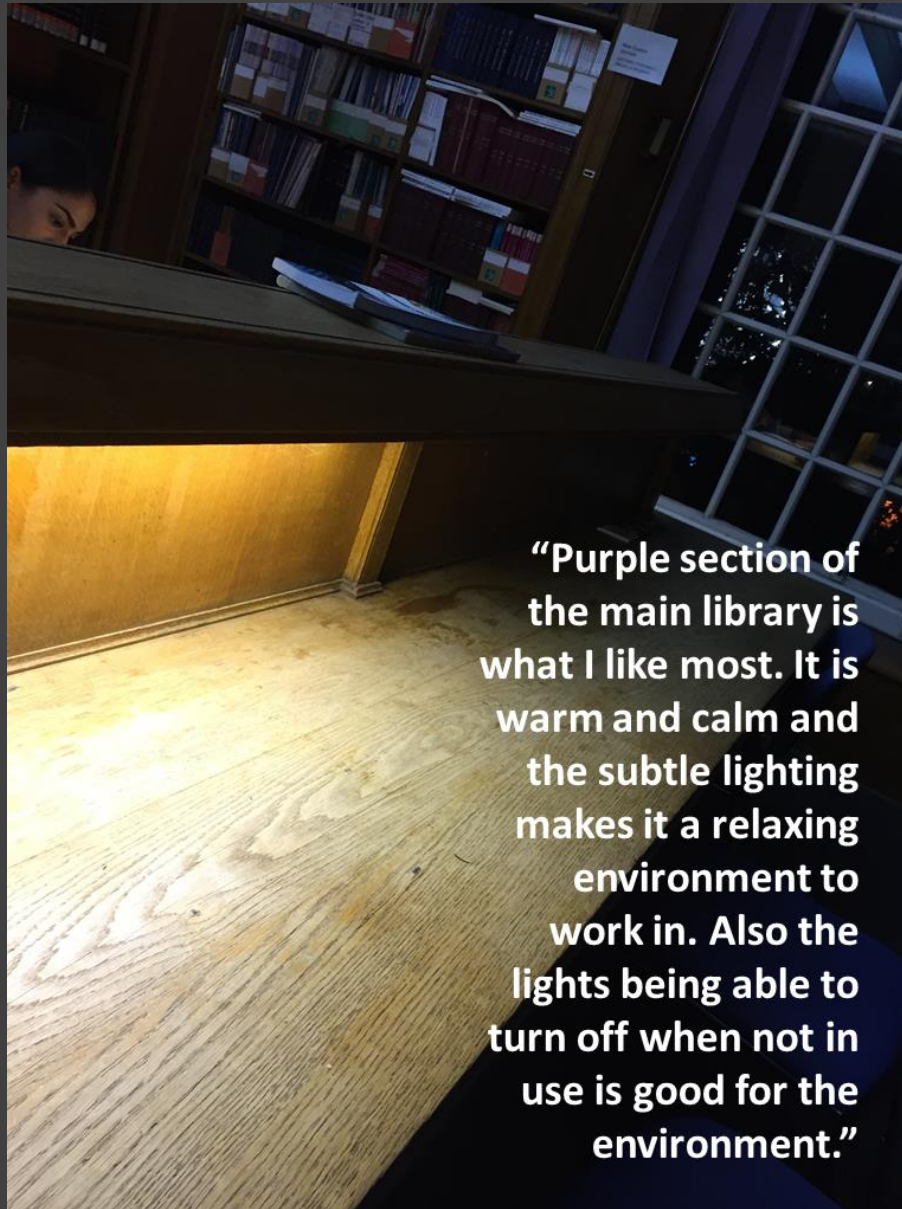
**“I think these machines make the process of taking out or returning books very easy and fast. They also make the library look very modern and forward-thinking about technology.”**



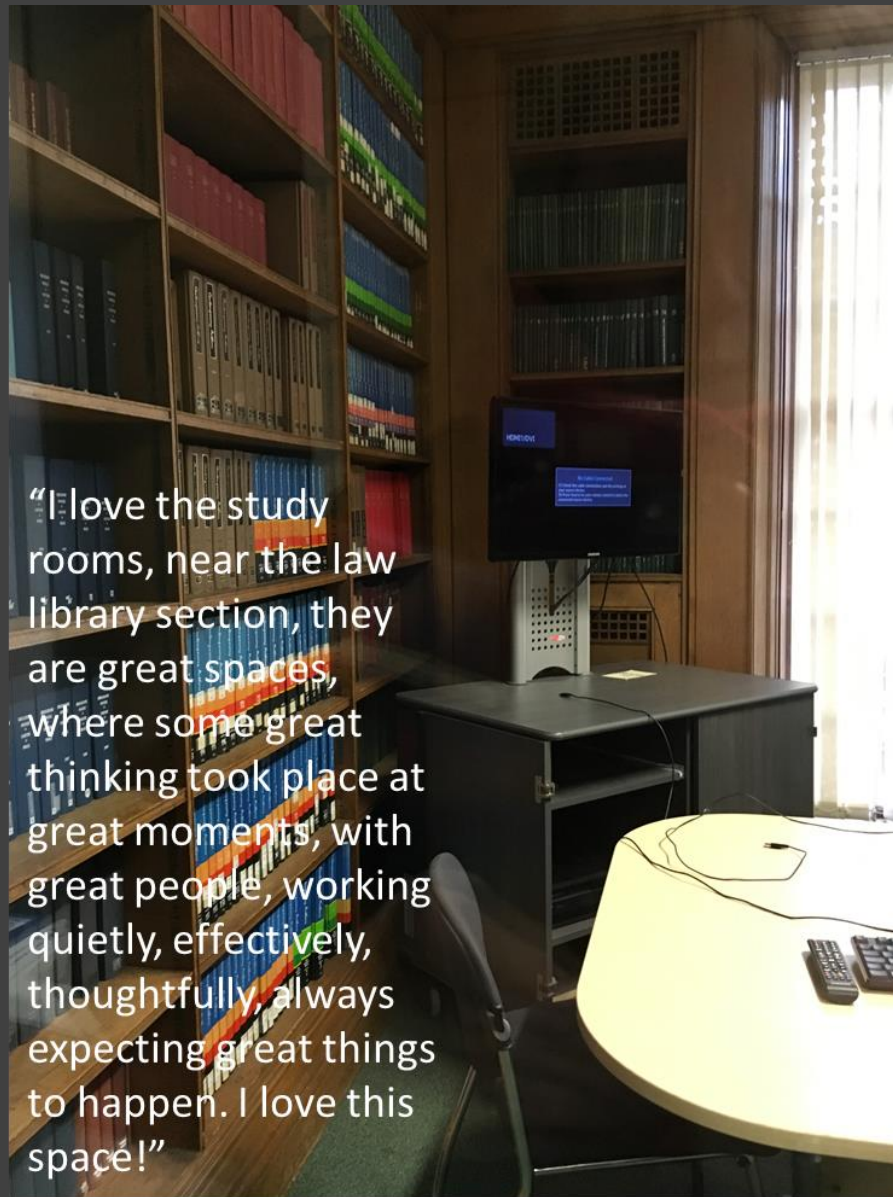
**“This is the study area in the Blue 2 part of the Library. It is quite serene and conducive for private study, hence, aids concentration. It is unlike what is obtainable at the ALB, where noise is like the order of the day. Here, everyone is serious minding his business, thus research in such an environment becomes an enjoyable venture.”**



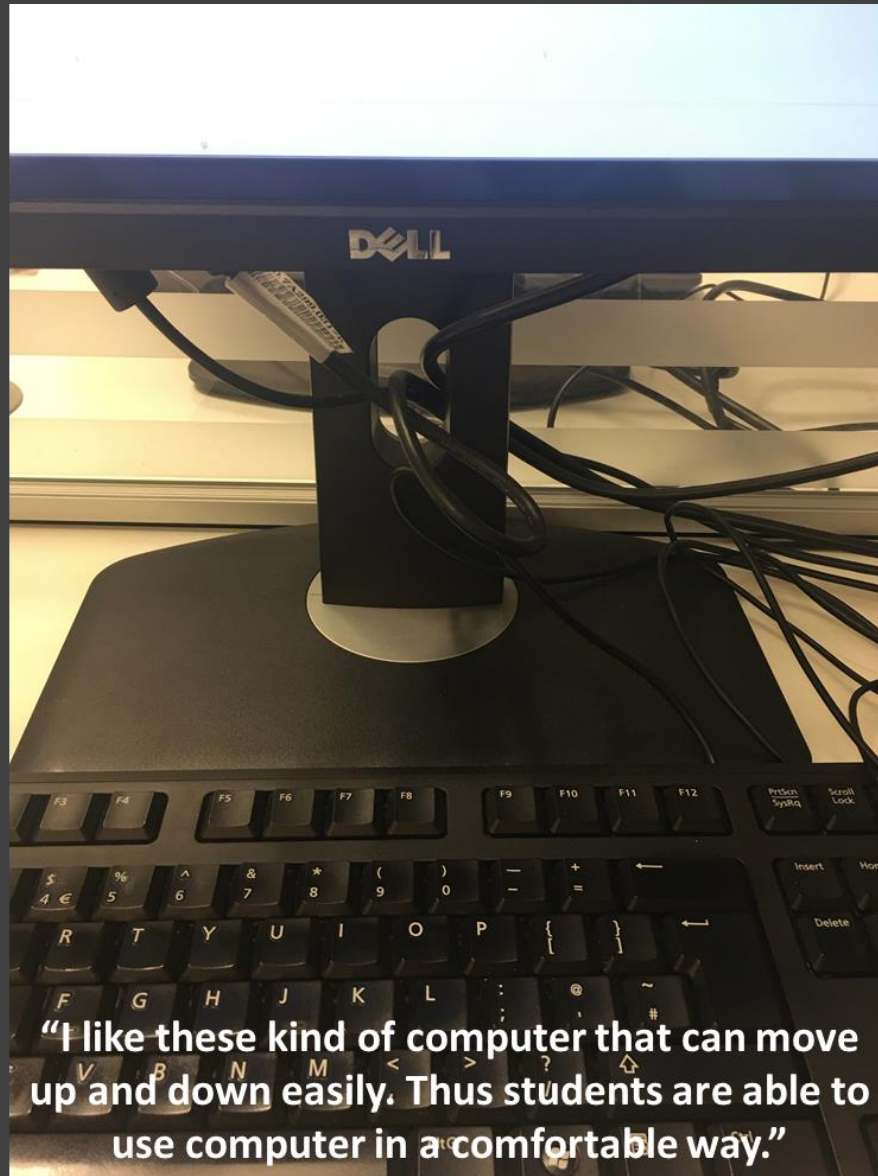
**“The purple area is one of my favourite ones. The setting and lighting is so studying friendly. There is a lack of plugs but the vintage look of high bookcases around is perfect.”**



**“Purple section of the main library is what I like most. It is warm and calm and the subtle lighting makes it a relaxing environment to work in. Also the lights being able to turn off when not in use is good for the environment.”**



“I love the study rooms, near the law library section, they are great spaces, where some great thinking took place at great moments, with great people, working quietly, effectively, thoughtfully, always expecting great things to happen. I love this space!”

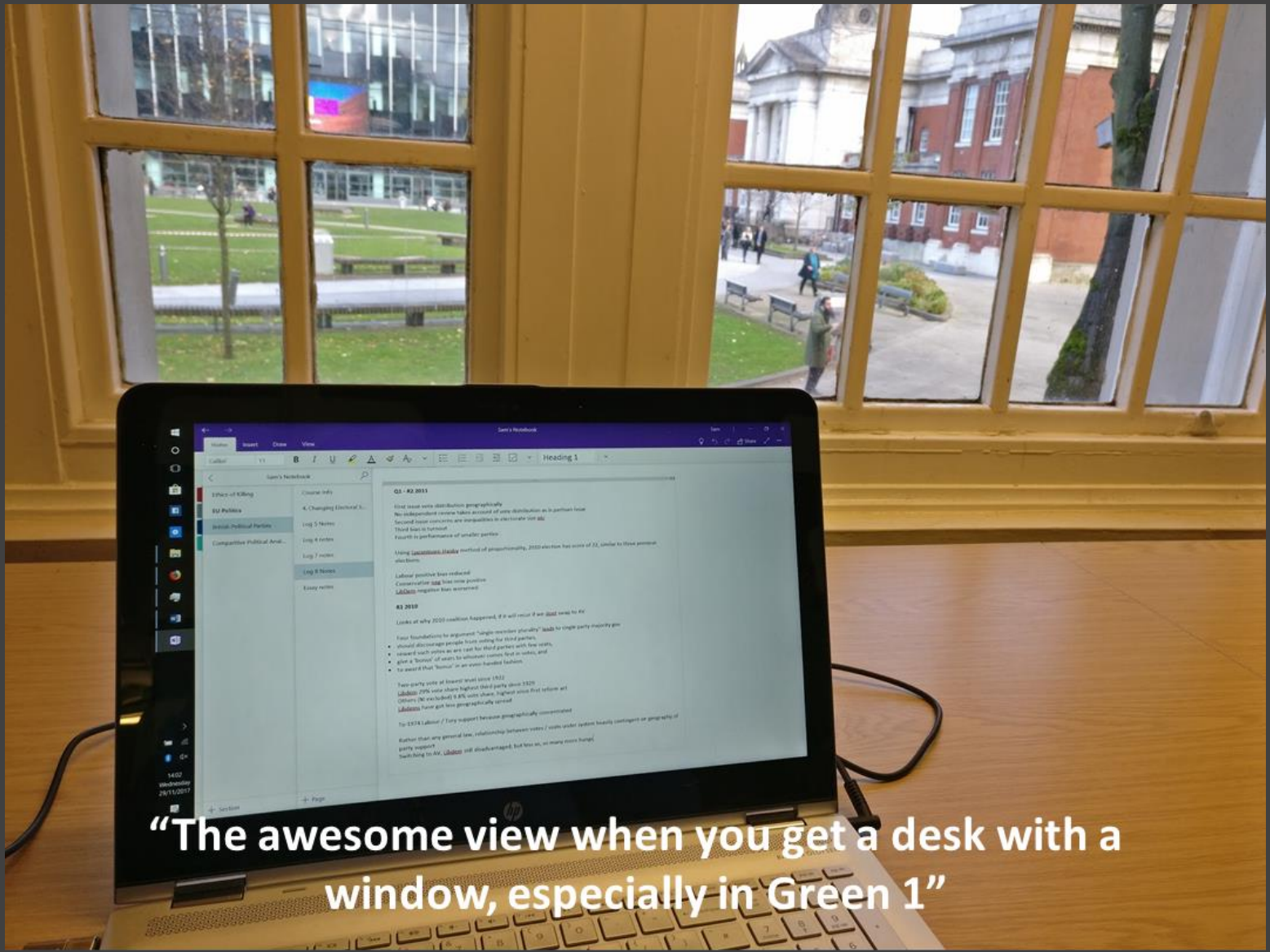




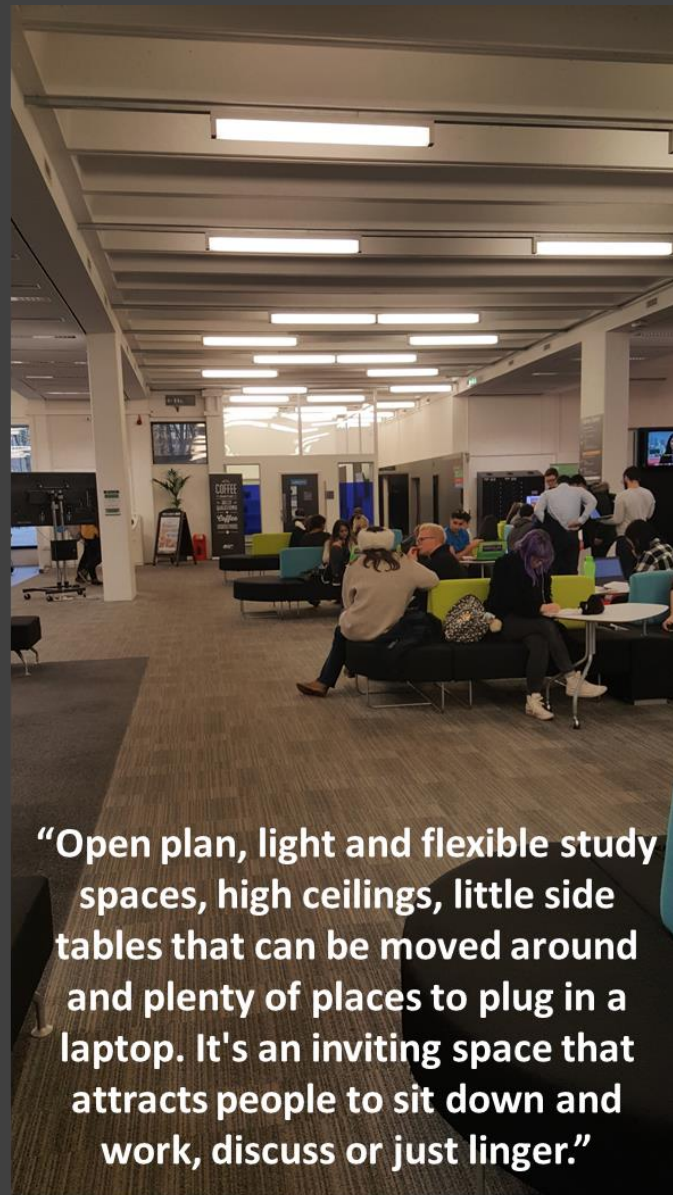
**“I like how spacious the library is. There is a good combination of computer space and desk space for people who prefer to work using laptops.”**



**“I love all the charging points on blue two but there should be more around university.”**



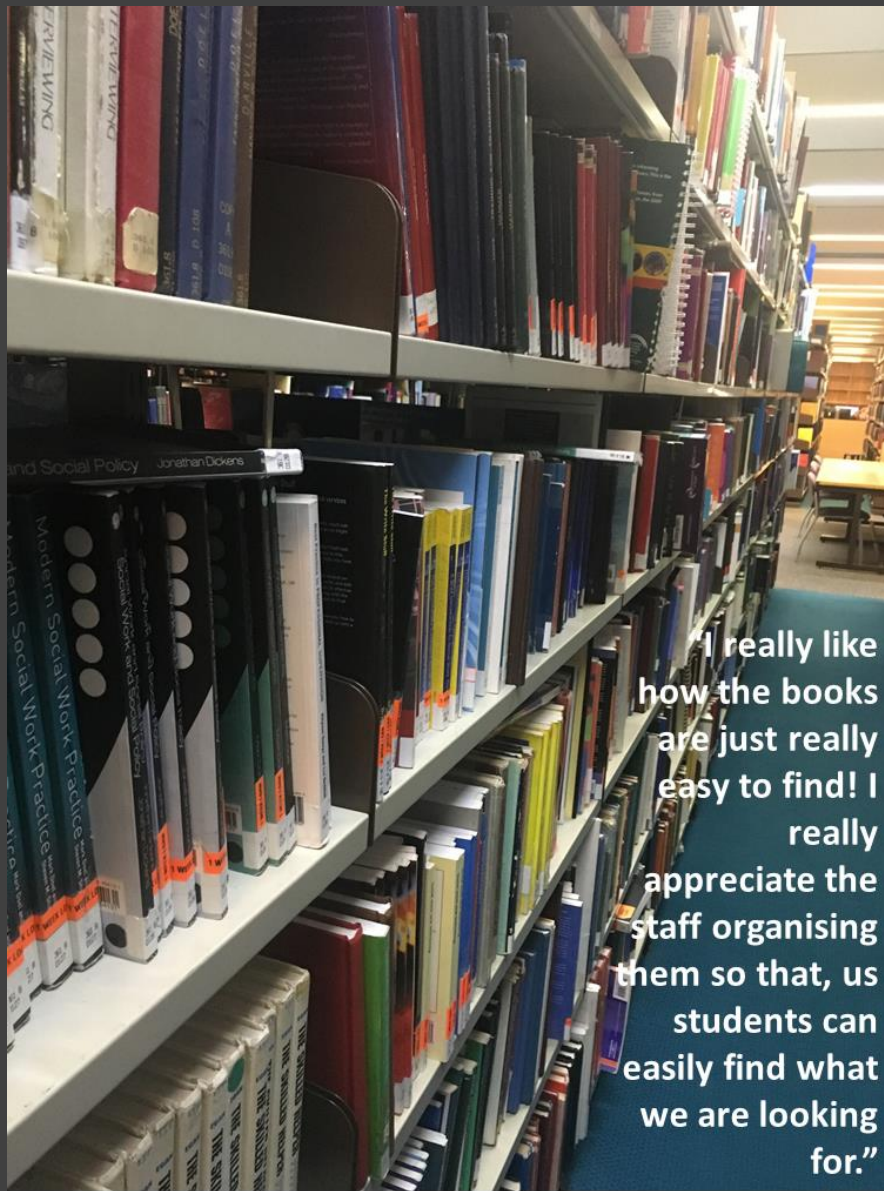
“The awesome view when you get a desk with a window, especially in Green 1”



**“Open plan, light and flexible study spaces, high ceilings, little side tables that can be moved around and plenty of places to plug in a laptop. It's an inviting space that attracts people to sit down and work, discuss or just linger.”**

“I do love bookmarks and reading hard copies. Why not make the library a bit more nerdy?”





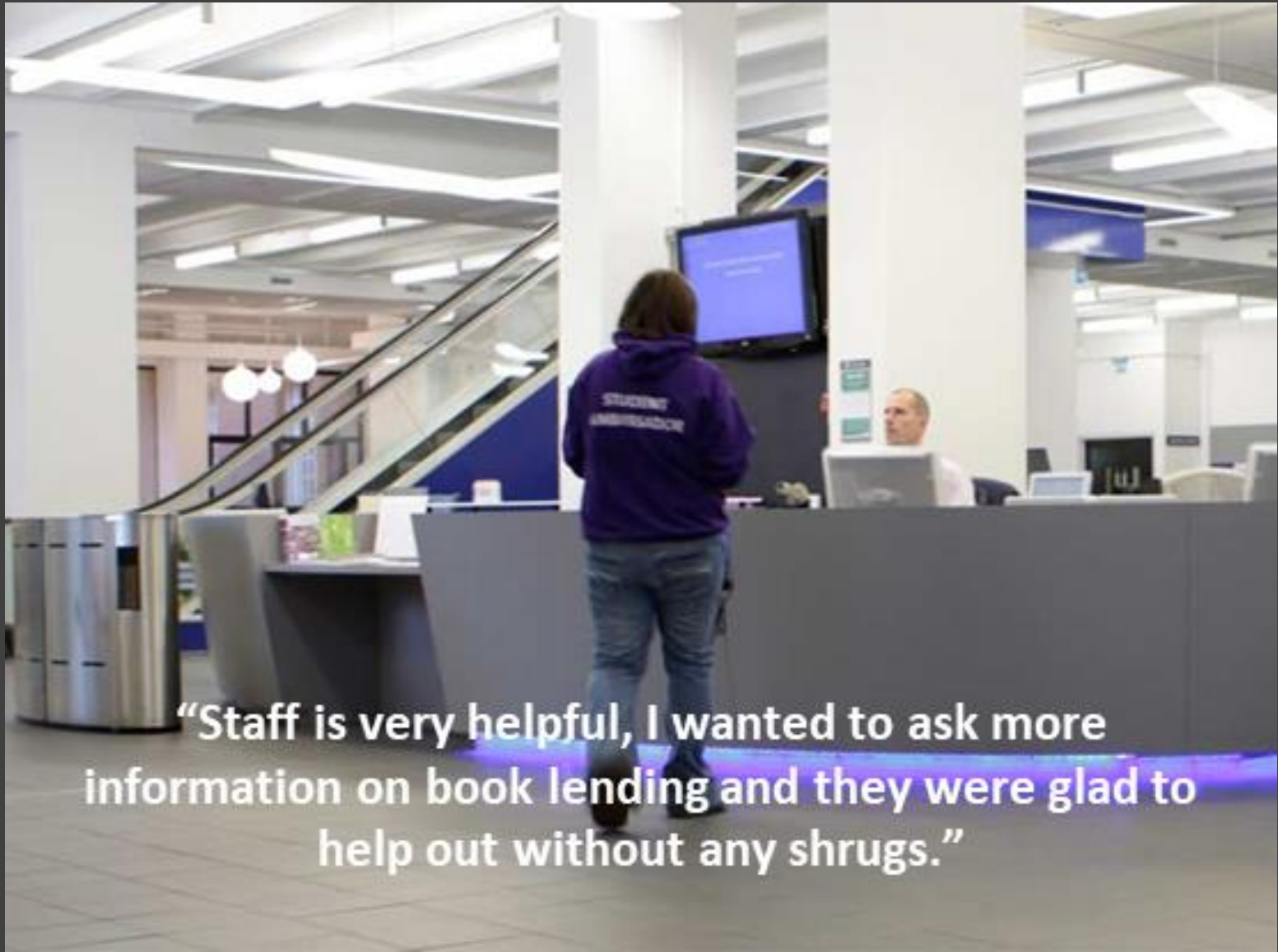
"I really like  
how the books  
are just really  
easy to find! I  
really  
appreciate the  
staff organising  
them so that, us  
students can  
easily find what  
we are looking  
for."



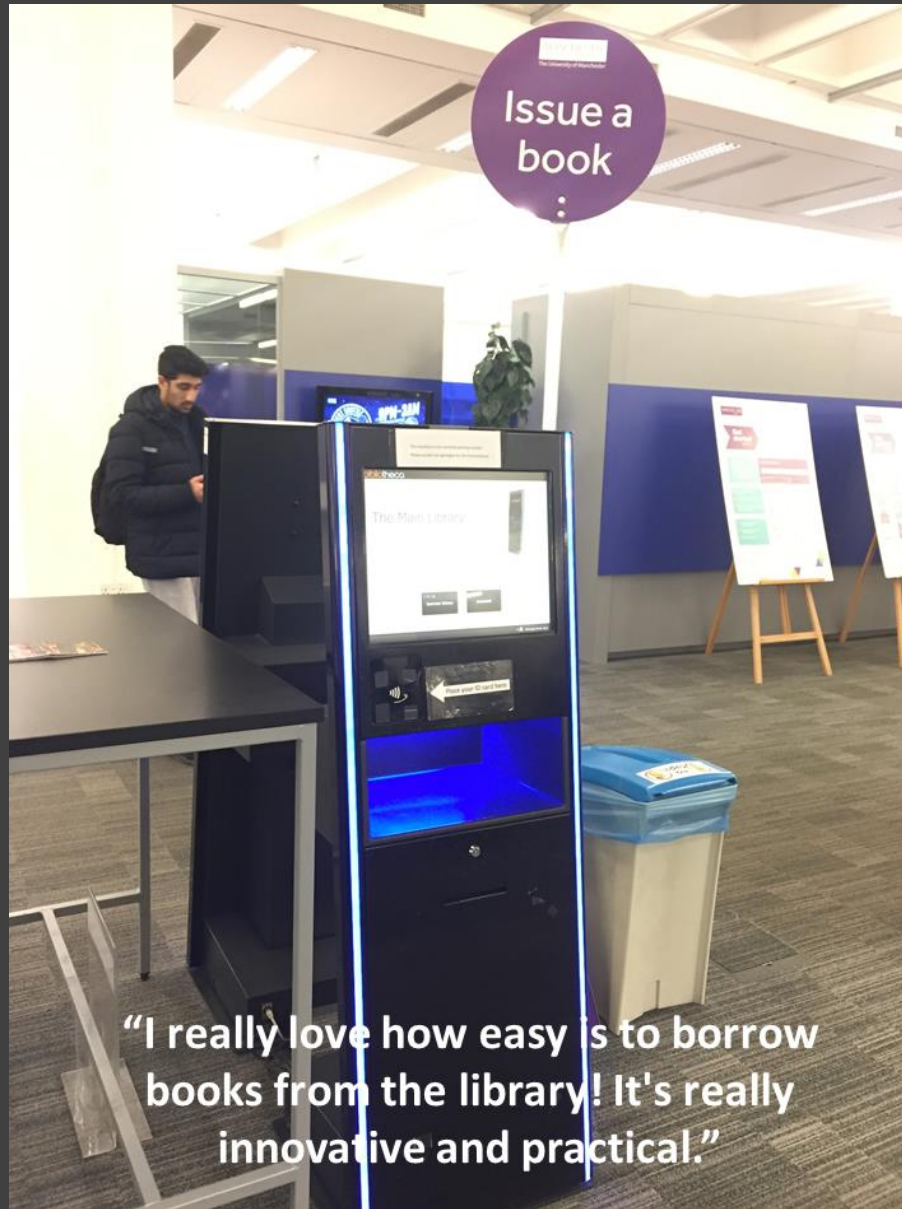
**“A lot of spaces to sit down and study in a peaceful and quiet environment”**



**“I like the wide range of books.”**



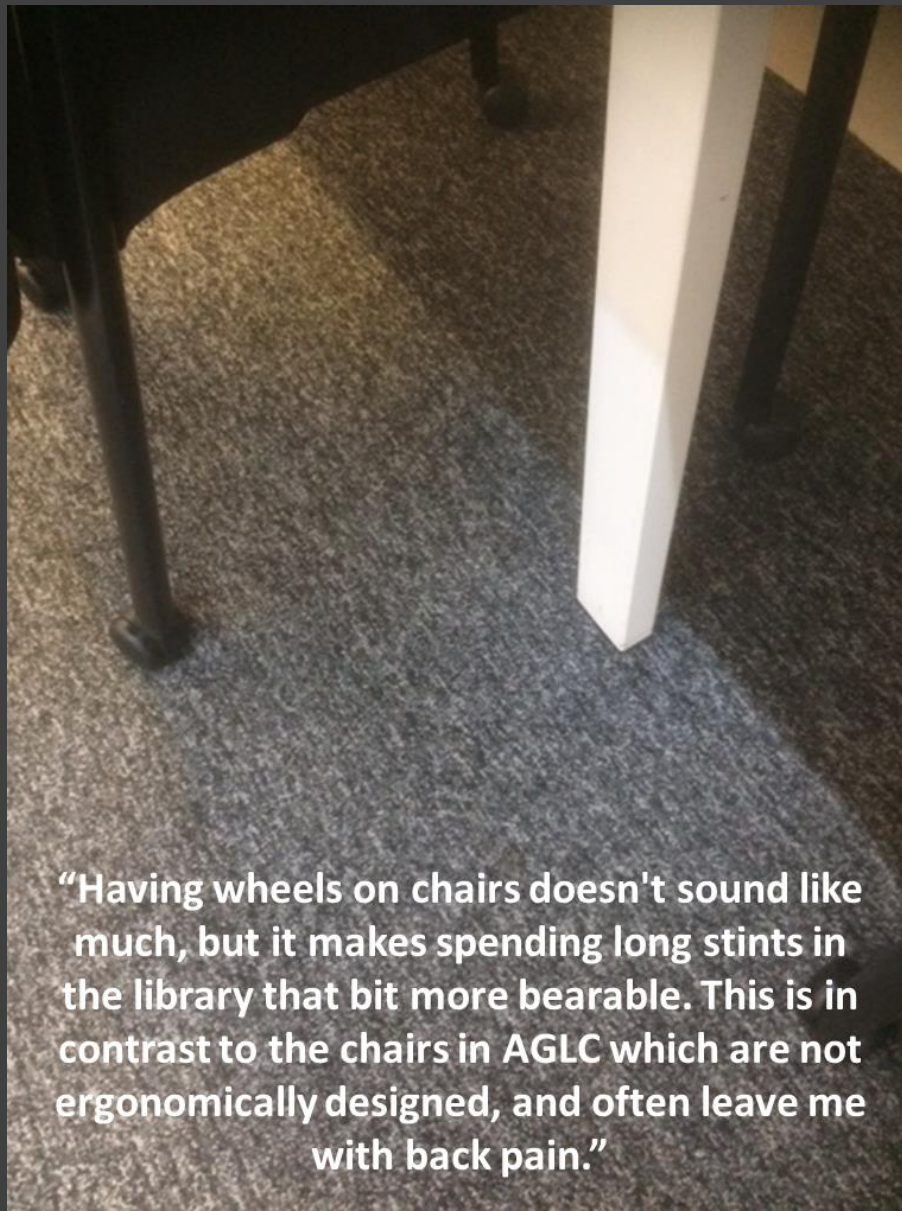
**“Staff is very helpful, I wanted to ask more information on book lending and they were glad to help out without any shrugs.”**



**"I really love how easy is to borrow books from the library! It's really innovative and practical."**



“Friendly coffee point”



**“Having wheels on chairs doesn't sound like much, but it makes spending long stints in the library that bit more bearable. This is in contrast to the chairs in AGLC which are not ergonomically designed, and often leave me with back pain.”**

# Individual Study Zone

This area is for  
silent individual study

You may:

drink from containers with lids

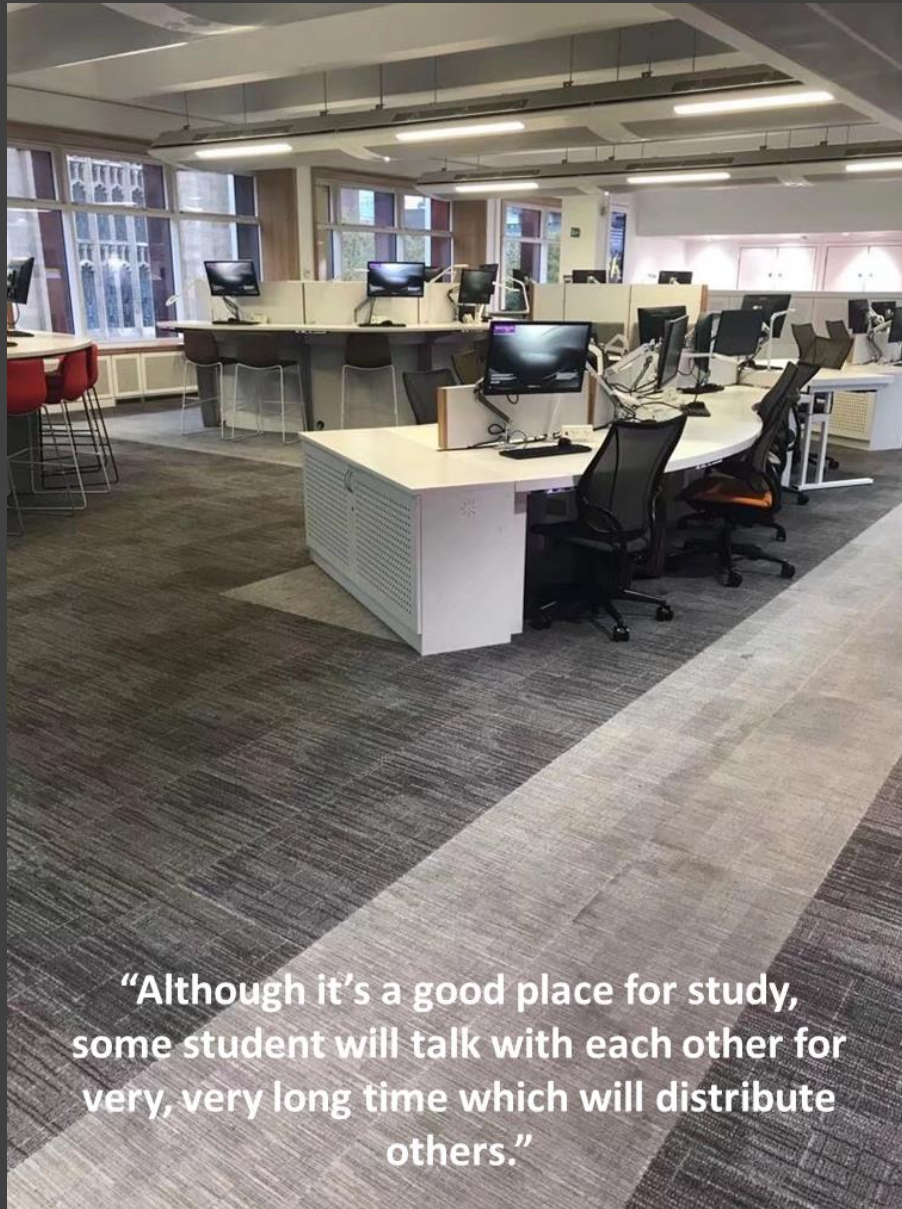
You must not:

eat food

use your mobile phone

use devices which can be heard by others

**"I don't like the posters telling us not to use mobile phones as a lot of people want to use their phone to listen to music via earphones to focus. Me included. The posters should say please keep mobile phones on silent and use earphones quietly, if you want to make a phone call please do so outside of the library."**

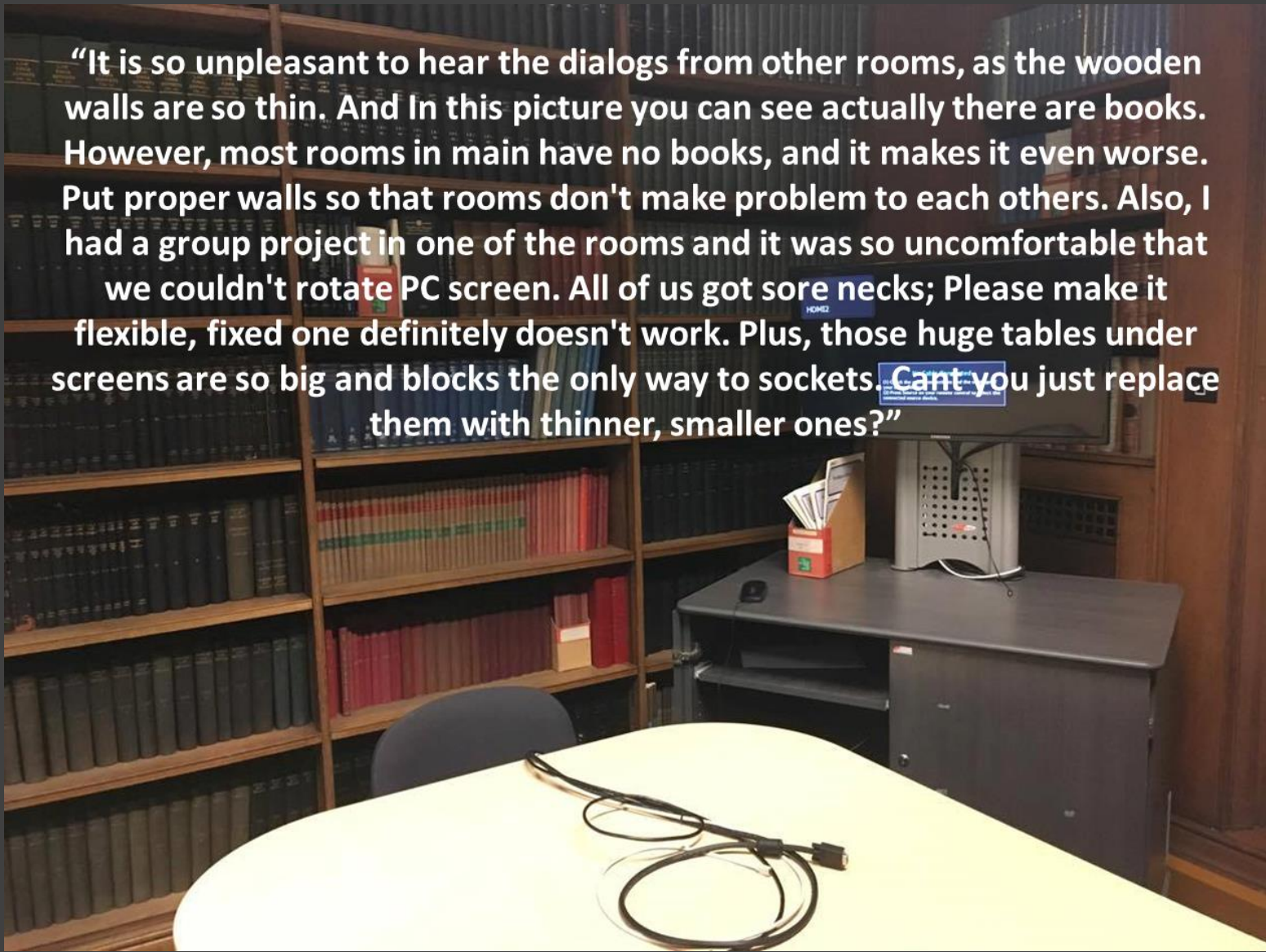


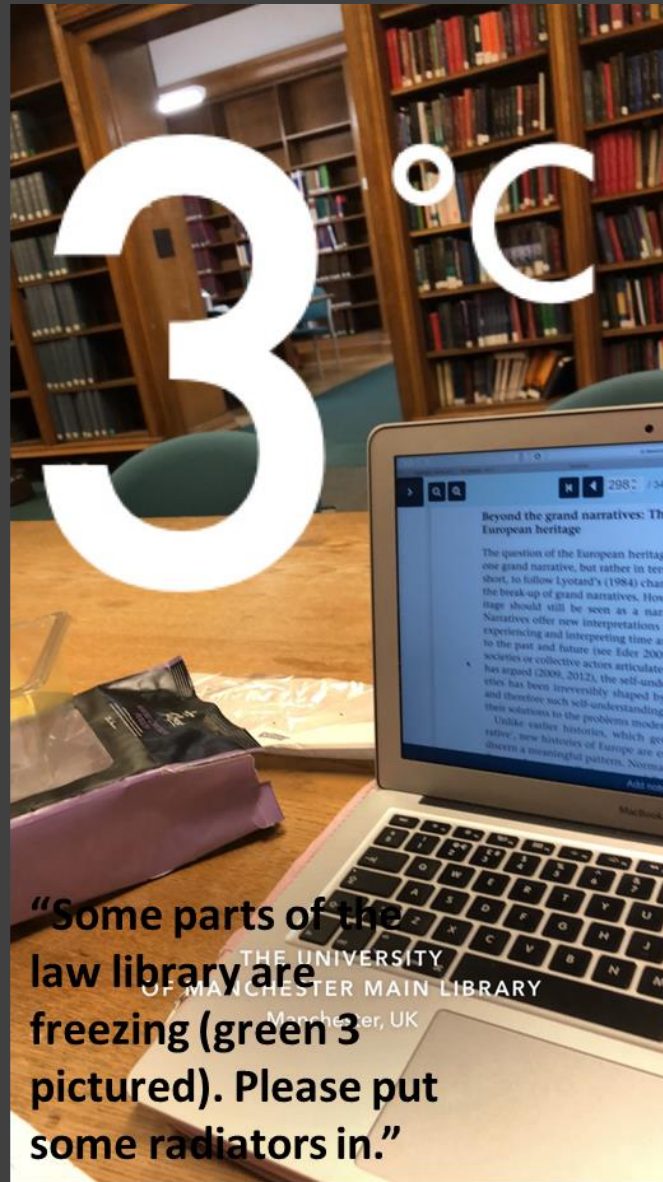
“Although it’s a good place for study,  
some student will talk with each other for  
very, very long time which will distribute  
others.”



**“Provide a good place for student who need to talk.”**

**“It is so unpleasant to hear the dialogs from other rooms, as the wooden walls are so thin. And In this picture you can see actually there are books. However, most rooms in main have no books, and it makes it even worse. Put proper walls so that rooms don't make problem to each others. Also, I had a group project in one of the rooms and it was so uncomfortable that we couldn't rotate PC screen. All of us got sore necks; Please make it flexible, fixed one definitely doesn't work. Plus, those huge tables under screens are so big and blocks the only way to sockets. Cant you just replace them with thinner, smaller ones?”**

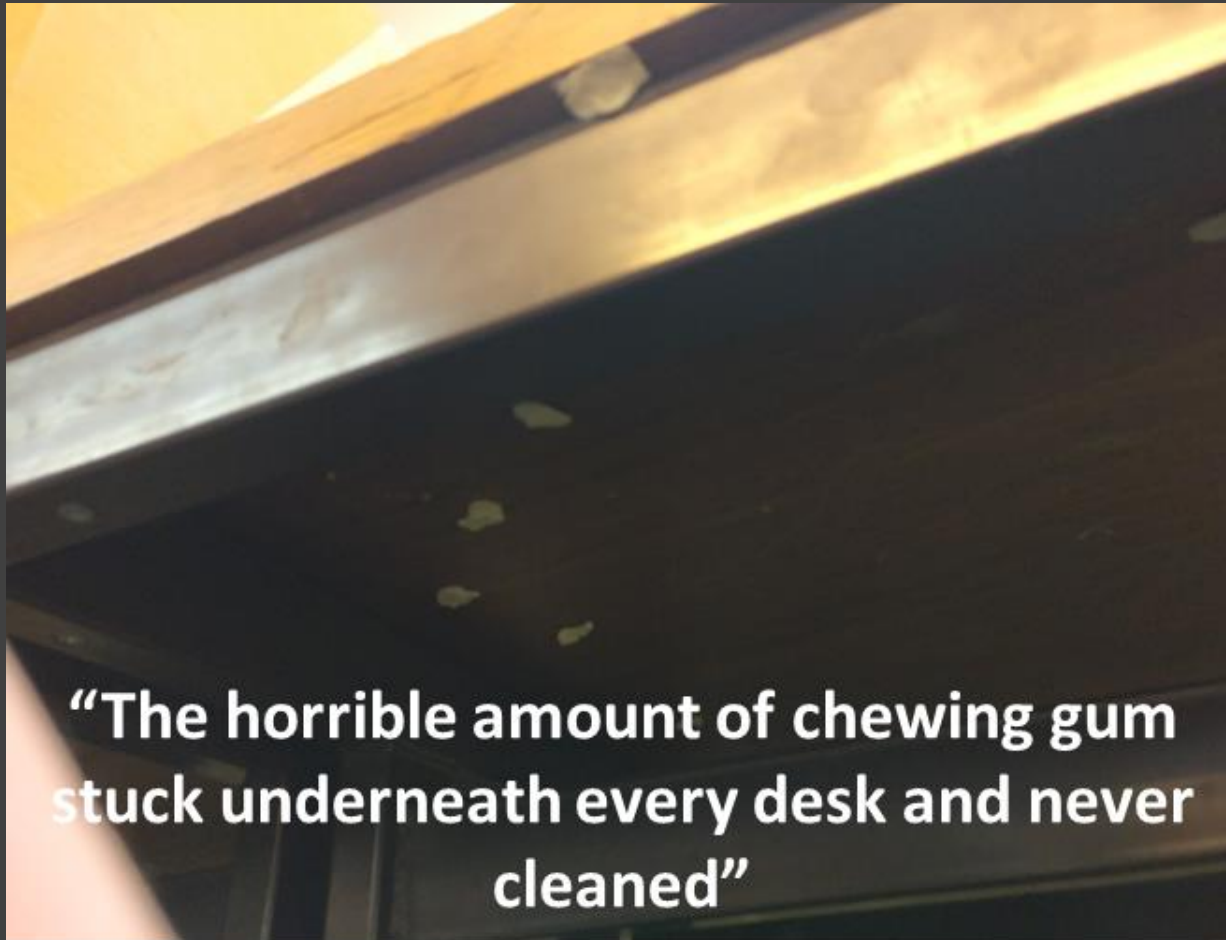




**“Some parts of the law library are freezing (green 3 pictured). Please put some radiators in.”**

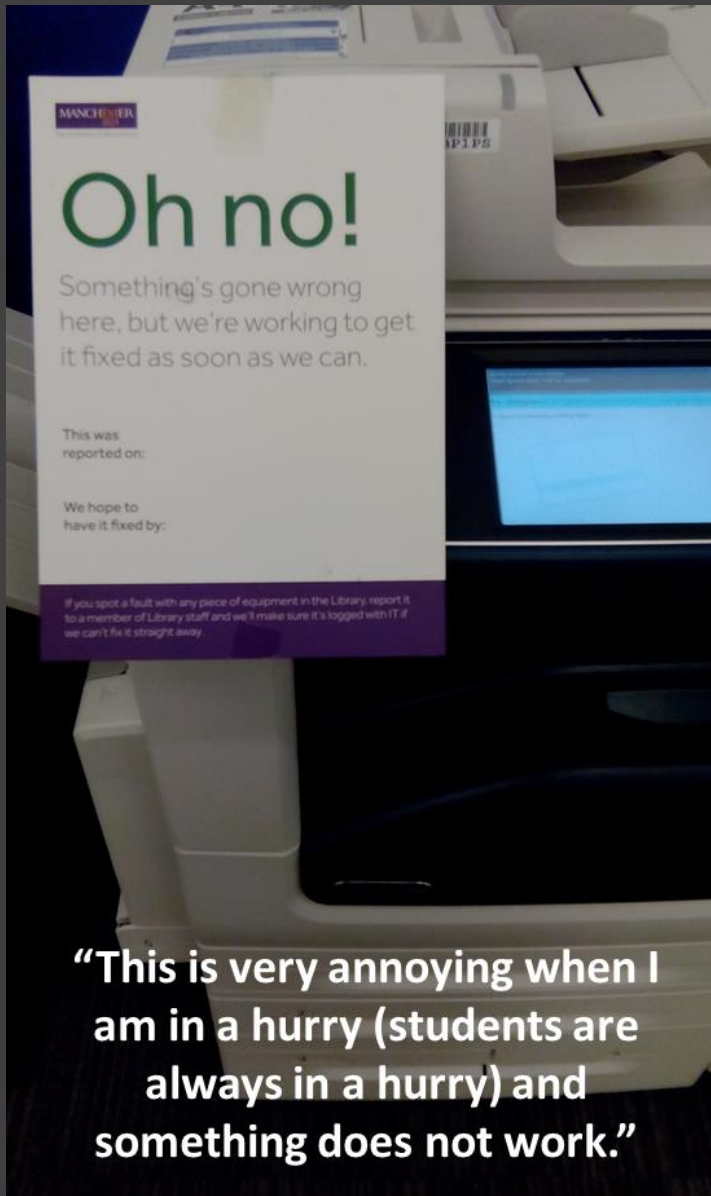


**“Dark study corners like this one. Low ceilings, limited light, surrounded by narrow corridors.”**



**“The horrible amount of chewing gum stuck underneath every desk and never cleaned”**

**“Image shows scuff marks on the walls from what I can only assume are the tables. Been at the university four years now and pretty sure it has remained like this. Would a lick of paint not go amiss in the summer when majority of students are not here? Similarly, on the window sill there is small debris from the window fitting(?). Isn't much but just looks messy and as if library isn't well maintained.”**



**“This is very annoying when I am in a hurry (students are always in a hurry) and something does not work.”**

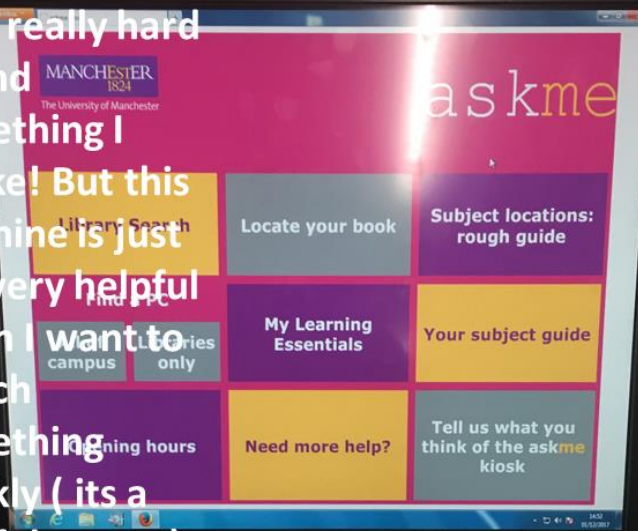


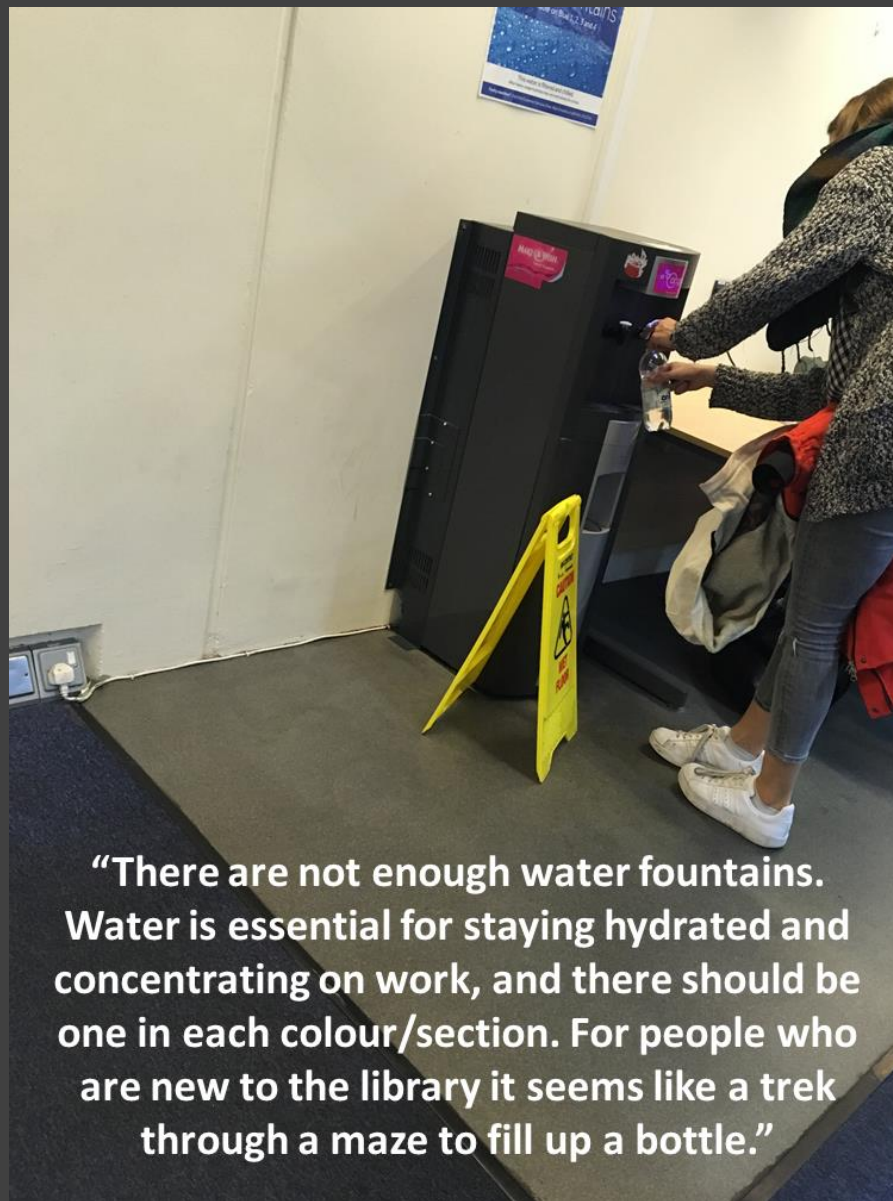
**“Empty, abandoned shelves laden with nothing and yearning for something. Wasted space or wasted opportunities?”**



**“I understand the idea of give a modern look to the library but those sofas in the ground floor are dirty and especially uncomfortable. The back cannot rest, students always have a bad posture when sitting on them that may causes back pain. They are horrendous and badly designed.”**

**“It is really hard to find something I dislike! But this machine is just not very helpful when I want to search something quickly ( its a helpful source), but using the machine is just really bothering! The “mouse” takes ages to get used to and I usually avoid it nowadays.”**



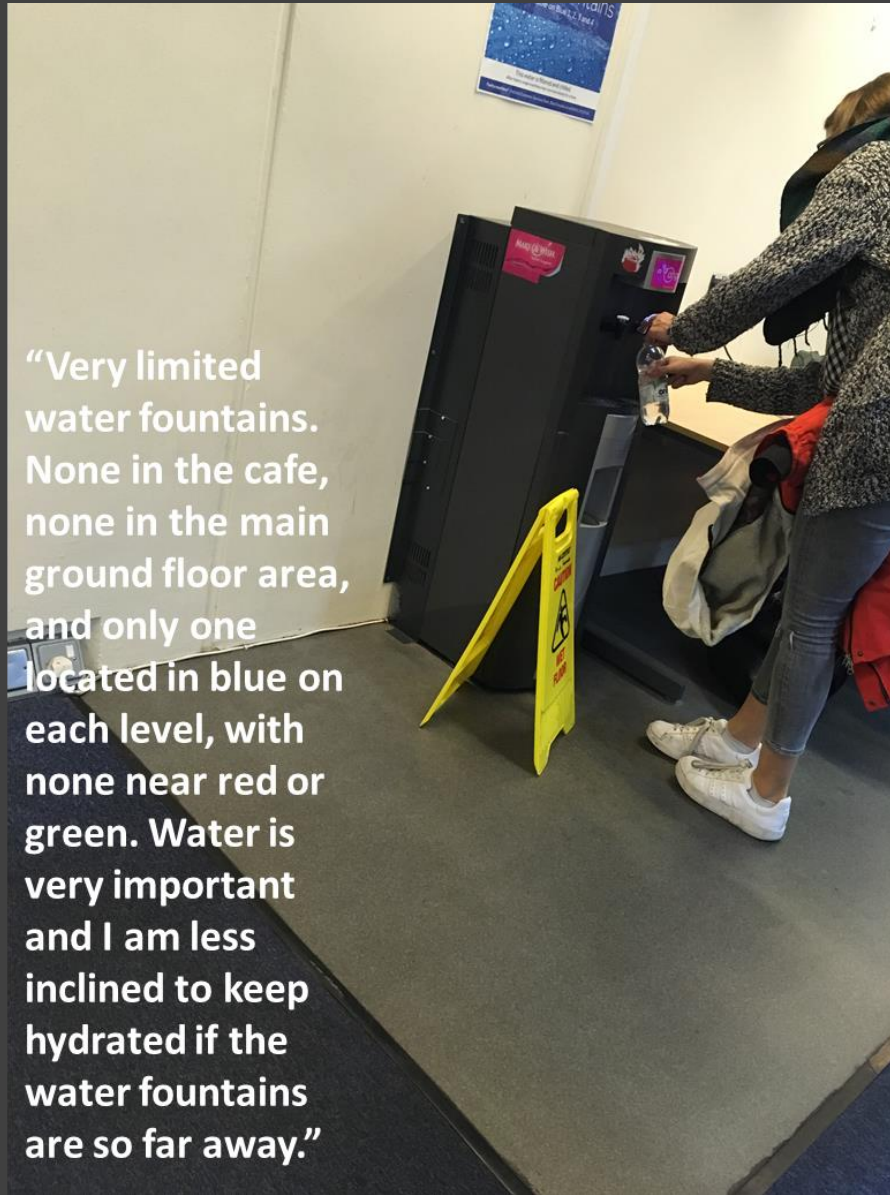


**“There are not enough water fountains. Water is essential for staying hydrated and concentrating on work, and there should be one in each colour/section. For people who are new to the library it seems like a trek through a maze to fill up a bottle.”**



**“I don't like all the water fountain only have cold and chill water. If it can provide hot water or warm water, that would be great for such a cold winter.”**

“Very limited water fountains. None in the cafe, none in the main ground floor area, and only one located in blue on each level, with none near red or green. Water is very important and I am less inclined to keep hydrated if the water fountains are so far away.”





**“This is the male toilets on the 2nd floor. Three toilets in here, little for the population visiting the library. I guess the other facilities in the building are also of such number. Sometimes, when you pressed,, you find the whole three are occupied, and its quite inconvenient to locate another.”**

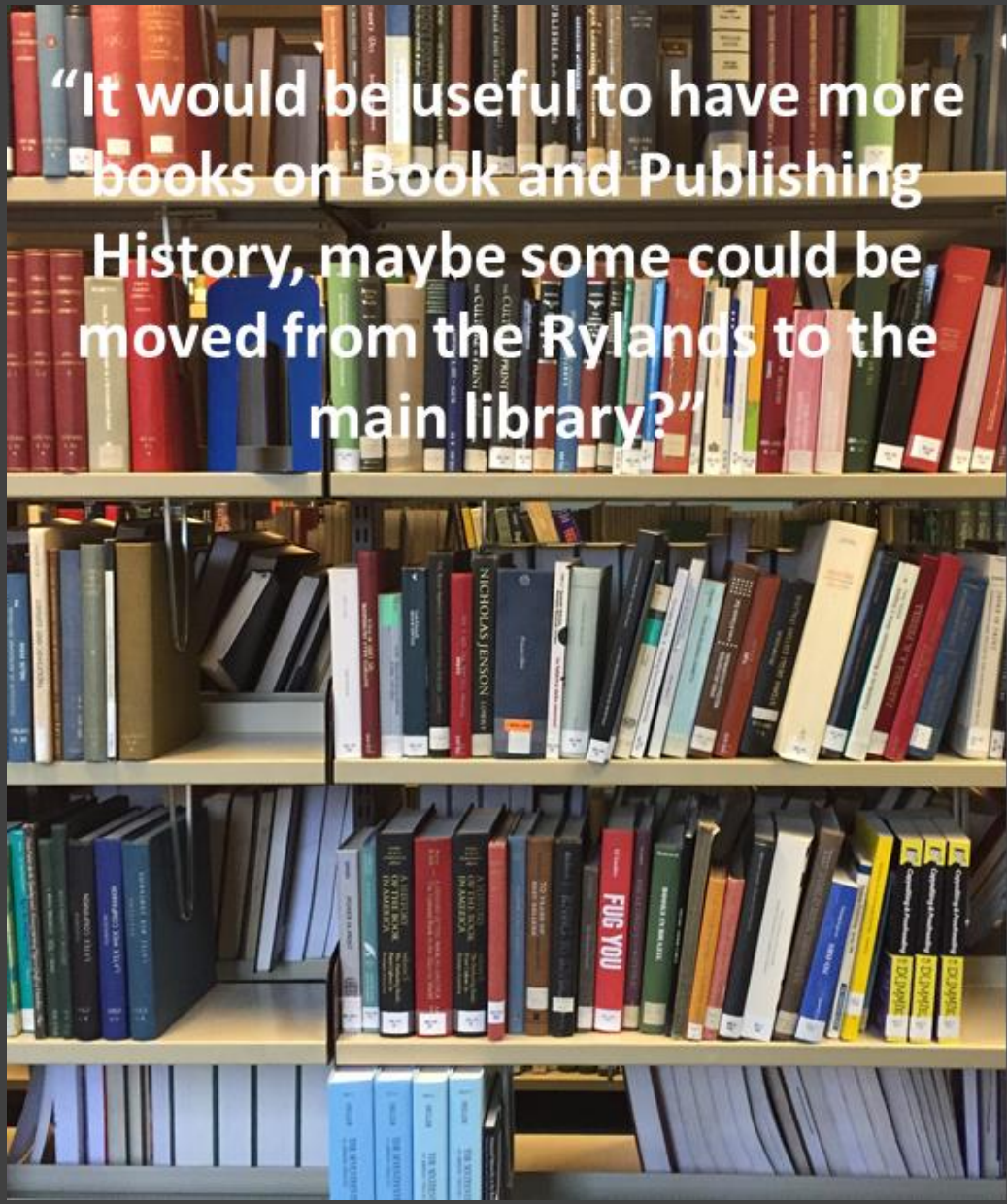


**“The toilets are always very dirty”**



**“The last time I went into the blue area next to the toilets (2nd floor) I noticed the sound of the toilets' closing doors is really loud and makes it kind of difficult when it comes to be concentrated. It would be really nice if this little issue could somehow be solved”**

**“I hate the journal section because I always get lost if I go up and go down by its narrow stairs, I can't find the exit, all the place is so enclose. In one occasion I needed a print journal and it took me ages to find it, it was hard to follow the orange indications, I went around different floors. I never have problems locating books in the other sections.”**



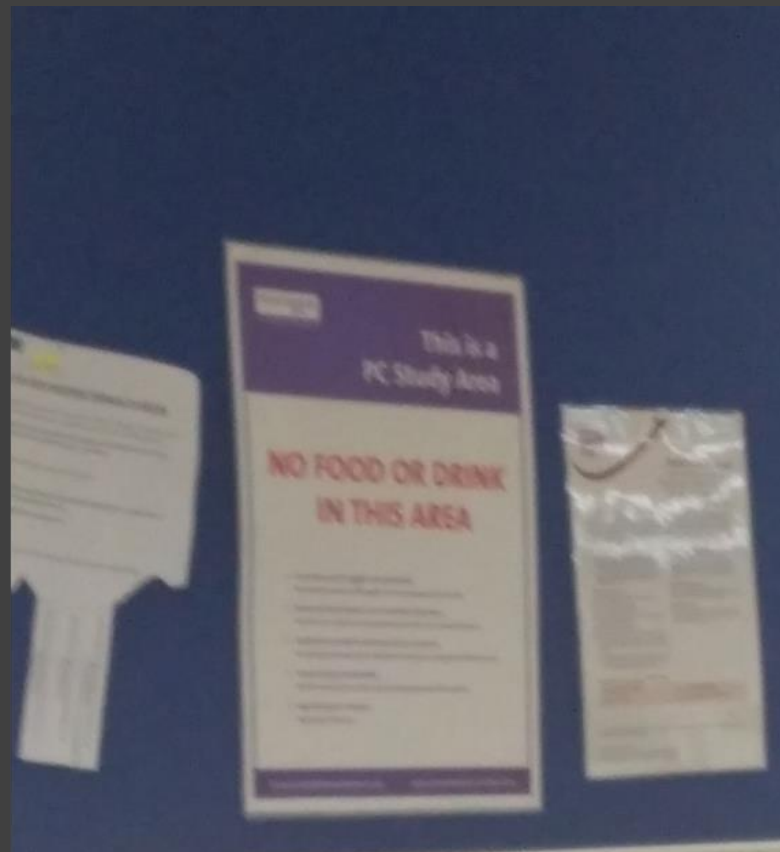
**“It would be useful to have more books on Book and Publishing History, maybe some could be moved from the Rylands to the main library?”**

“Sometimes very hard to find a book  
as goes to very small decimal places  
and many numbers.”

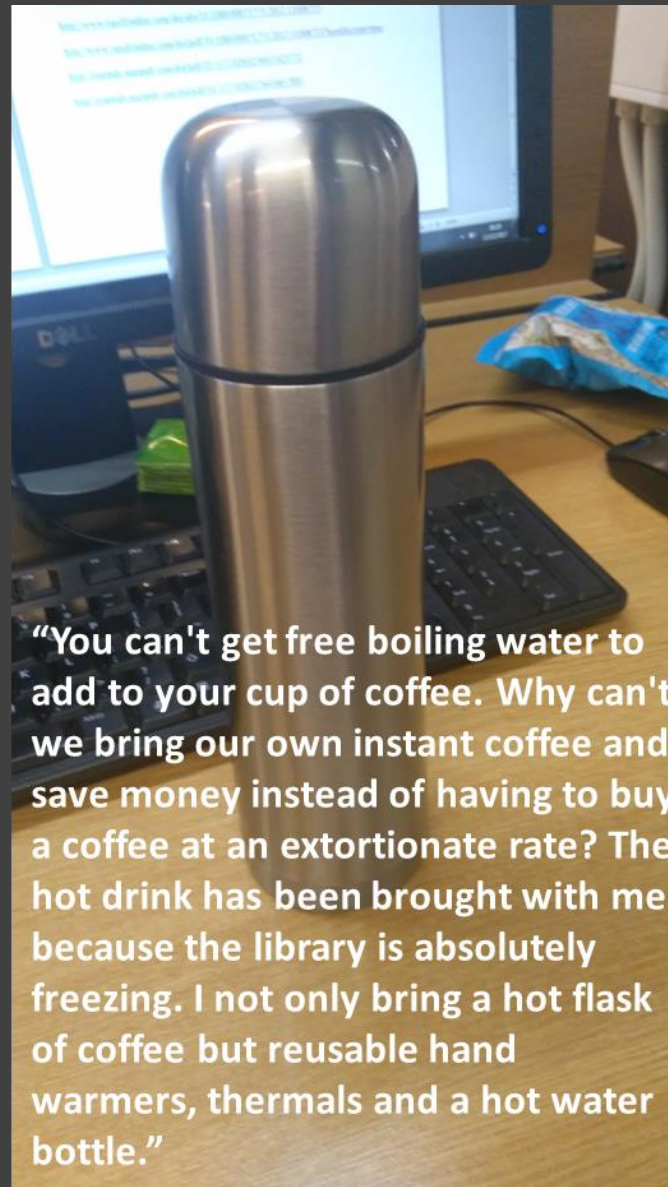


*"It is always very crowded and in most cases you can't find a seat! I have to arrive at times earlier than 8:30 am in the morning to reserve a seat. When I have courses and then come back I can't find a seat and need to study somewhere else where I don't find it as comfortable."*





**“To come to an environment where I'm not trusted with food or drink, (where I am at work) is incredibly confusing. It'd be really nice to be treated as an adult within this institution instead of some pseudo-adult and student.”**



**“You can't get free boiling water to add to your cup of coffee. Why can't we bring our own instant coffee and save money instead of having to buy a coffee at an extortionate rate? The hot drink has been brought with me because the library is absolutely freezing. I not only bring a hot flask of coffee but reusable hand warmers, thermals and a hot water bottle.”**