

Dear library user!

You commented and made suggestions to improve library services during the satisfaction survey in March. Thank you for that!

Some of the questions can be answered right now, please read them below.

We will definitely use your suggestions as a starting point to improve and renew our library and services.

YOU ASK	WE ANSWER
open for longer hours	During the last years library has been open longer before examination session . In this May, too, the library will be open longer than usual.
	BORROW DEVICES FOR YOUR COMPUTER
provide more screens/monitors that one can connect own laptops	It is possible to borrow different computer accessories at the 4th floor service desk with your library card, there are monitors, keyboards, ID-card readers etc. For more information look here https://www.ttu.ee/institutes/library-3/services-2/computers-wifi/
	BORROWING BOOKS, DUE DATES, RENEWING
could borrow the required course books for longer period (5 months). longer book leasing period	Lending periods are different because of the number of items we have in our collection. Less items means shorter due dates. If no one wants to borrow the same book and you have no debts to the library, it is possible to renew due date several times during the year, it makes the lending period longer.
Borrow the periodicals too, or provide digital edition of the Economist for library members only	Printed periodicals are for reading in the library because only one copy of each periodical is ordered. For most of the journals, including The Economist, access to e-version is also available. If you do not find the necessary book or magazine, please turn to the library's Help Desk .
	STUDY AREAS, PHYSICAL ENVIRONMENT
Not all employees talk well english	We are learning and taking courses, trying to be better every day .
By increasing the time for an individual rooms	There are individual study rooms on the 4 th floor where you can be all day long , you just have to find an empty one or pay for the service, so you can use the same room for all day long just for yourself. More info here https://www.ttu.ee/institutes/library-3/services-2/group-and-individual-study-rooms/
the AC is too cold Also nap room would be nice.	Temperature is different in different areas of the building, maybe you can find a warmer and more comfortable place somewhere in the library. Due to the restrictions in our physical environment, the library cannot provide a nap room. We suggest taking a short walk instead.
Lights of the desk could be improved. after 6 the library tends to be dark	Lighting will be modernized.
	24/7 STUDY ROOM/ NIGHT LIBRARY
24/7 could include an individual/group room kind of room Make the 24/7 bigger	This room is planned for study and research purposes . There are soundproof movable walls to create a group room area. New decisions about the size and other features of the room will be made by the start of 2019.

<p>maintain quiet atmosphere in 24/7 study room Also, if cleaning staff could also clean more frequently.</p> <p>if here was clean drinking water dispenser in the room it would be nice if there is a microwave to heat food and a water boiler.</p>	<p>Twice a day is the frequency with which a librarian and the cleaning staff are visiting the room. Most of the time users are responsible for keeping quiet and maintaining clean surroundings by themselves.</p> <p>Eating and drinking in the room is allowed, but you have to take your own food and beverages, we are not offering this room as B&B, this room is for studying.</p>
SILENCE	
<p>More silent rooms/zones</p> <p>I was wishing more quiet space for reading.</p>	<p>The entire 4th floor is a quiet study area and it is not allowed to speak in that area. Also it is possible to go to the individual study room to be alone in the quiet place.</p>
EATING AND DRINKING IN THE LIBRARY	
<p>Eating area. Coffee.</p> <p>I really wanna bring coffee inside :) I'd need is an area where eating and drinking would be allowed inside the library. Kind of "resting room" where people could talk and eat and stuff.</p>	<p>There is a cafeteria on the 1st floor of the library building. It is a good opportunity to make a study break and stretch your legs. Eating and drinking is more comfortable in the place where it is meant to be done. It is also better for other people working in the library because there is no mess and everyone can concentrate on studying rather than dealing with their desk partners' eating habits.</p>
COMPUTERS	
<p>computers were slow Group room computers are outdated computers with normal keyboard</p>	<p>Computers will be upgraded by autumn, after which they should be faster and better.</p>
DATABASES, PRIMO	
<p>Increasing access to more journals Better access to e-books access the local and external digital databases like IEEE.</p>	<p>The best way to find all available databases, e-books and e-journals is to start from e-resources portal Primo https://tutl-primo.hosted.exlibrisgroup.com/primo-explore/search?vid=372TUTL_VU1&sortby=rank&lang=en_US If you do not find the necessary book or journal, please turn to the library's Help Desk.</p>
USER TRAINING, REMOTE ACCESS	
<p>I tried using the online library to find texts but more often than not, google scholar was more helpful Maybe by training in how to search effectively in literature. Provide training on how to access these sources remotely</p>	<p>Come to the library's Help Desk, we will help you with searching and finding articles and books from licensed databases. You can also make an appointment with a reference librarian, specify your topic and all the searches will be done on the subject of your interest. More info: https://www.ttu.ee/institutes/library-3/for-students/information-retrieval-lecture-training/</p> <p>Members of TTÜ can access library databases remotely via toru.ttu.ee VPN service, UNI-ID is needed.</p>

<p>a digital repository that would be indexed in Google Scholar</p>	<p>The manual is here: https://wiki.ttu.ee/it/en/doc/lib_toru</p> <p>TTÜ library's digital repository includes dissertations, graduation theses, textbooks, other study materials and publications. Digital collection will be indexed in Google soon. https://digi.lib.ttu.ee/</p>
<p>Have some video tutorials how to...</p>	<p>Video tutorials are now in the making process. There is a tutorial for e-resources portal Primo, look under the User Support link http://exl-edu.com/02_Primo/Primo%20Extended%20Training/Primo-Using_Primo/story_html5.html?lms=1</p>