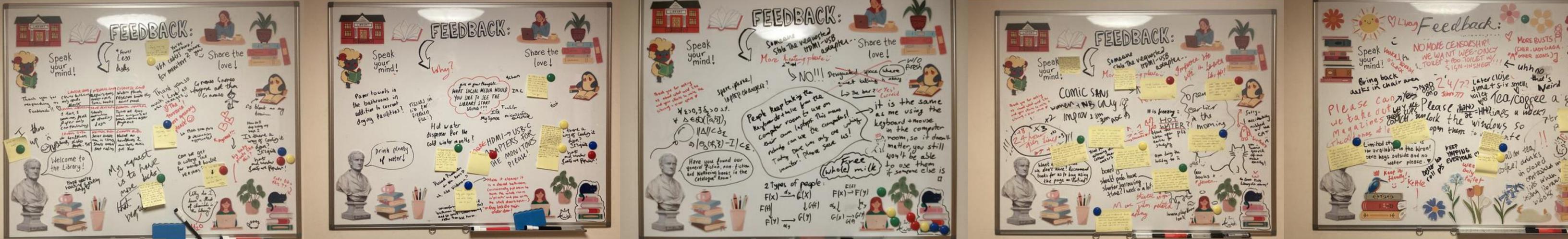


# Scribbles to SOLUTIONS



how a whiteboard changed  
our approach to student  
services

Evie Craggs, Graduate Trainee Librarian  
Elizabeth White, Library Assistant



# A practical solution: the feedback board project





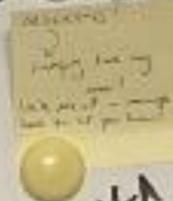
# FEEDBACK:



Speak your mind!



\* Fewer  
Less  
desks



YOU'RE AMAZING!  
VGA cables? THANK YOU  
for monitors? 😊

Share the love!

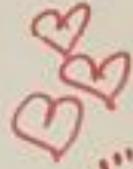
Thank you for responding to feedback!!

<b>LOWKEY GOOD</b> Cleans bathroom only reads Mark	<b>NEUTRAL GOOD</b> Repairs guns, toilet paper, some books	<b>CHAOTIC GOOD</b> Waters plants, reserves books they never read
<b>LOWKEY NEUTRAL</b> 1 fan, 2 book rack, peak paper only (no technology)	<b>TRUE NEUTRAL</b> Stretches ankles at standing desk	<b>CHAOTIC NEUTRAL</b> Takes all fees when everyone's at lunch, returns after payment
<b>LOWKEY EVIL</b> No headphones, loudly slides people - "sit"	<b>NEUTRAL EVIL</b> Secret bubble tea in library, steals other's seat cushions	<b>CHAOTIC EVIL</b> Notes, no headphones, 2 monitors, music full blast

Thank you so much! Love all the changes!  
Gnome knows where out there  
Gnome

The terraria! love greenery please! 😊

More green plants & decorations appreciated



is blank as my brain...

How do I stop losing my keys??

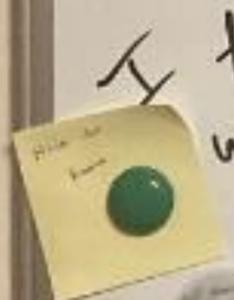
Is there a way of cooling it down?

big leafy plants like this?

It's quite hot and windows seats are popular!

Seats are Popular!

Cats like this??

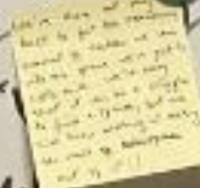


Welcome to the Library!

Hope you're having a lovely day!

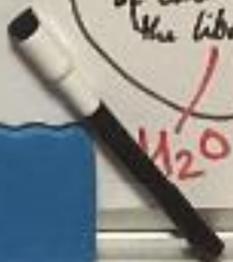


My request is to have more desks!  
that people



Can we get a college cat for mental health reasons?

Why do I have a flock of chemicals in the library?



# Why a whiteboard?

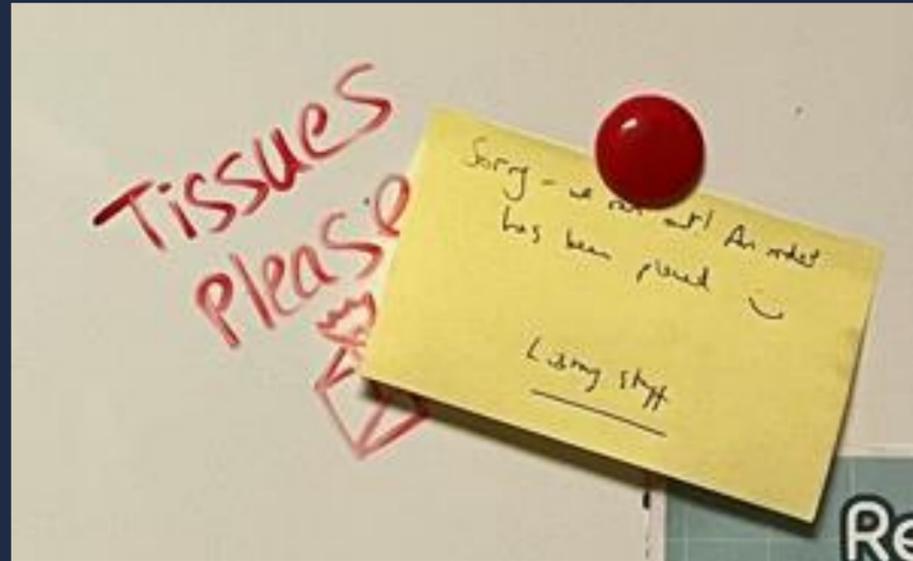
It's instant

Everyone can access it

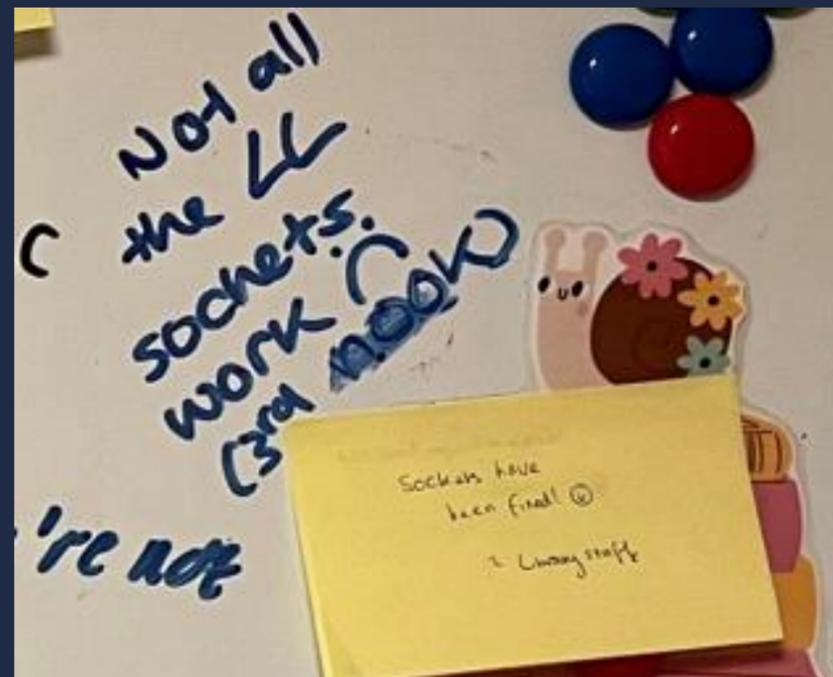
Constant dialogue

Creates community

# It's instant

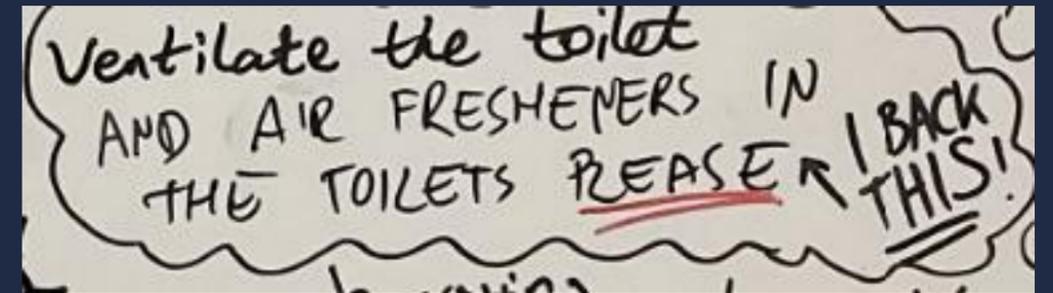


- **Instant Opportunity to Feed Back:** Students can give feedback whenever they want to or have a thought.
- **Quick Responses:** Allows immediate action based on student input (e.g. replenishing supplies).
- **Quick Adjustments:** Changes made quickly, like adjusting radiator temperatures or repairing broken items.
- **On-the-Spot Purchases:** New items (book rests, laptop stands, charging cables) purchased based on student requests.



# Everyone can access it

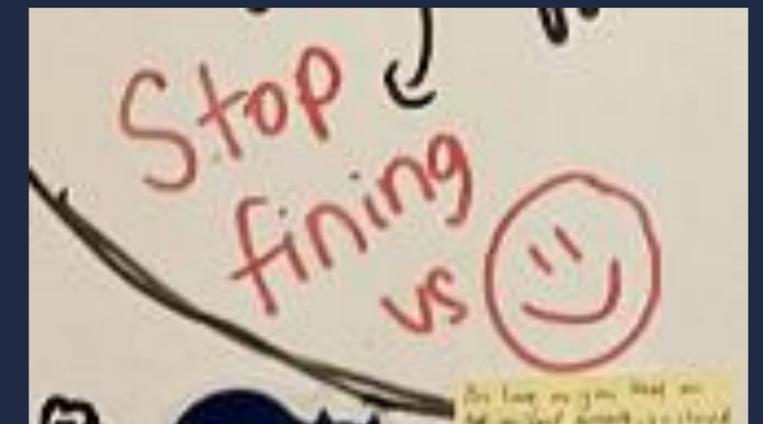
- **No Tech Dependence:** No website navigation needed. Works without stable internet or up-to-date software.
- **Anonymous Participation:** Encourages shy or hesitant students to share feedback.
- **Comfortable for Sensitive Topics:** Allows for honest comments on issues like fines, loan rules, and facilities. Led to improvements like new air fresheners, cleaning schedule adjustments, and the introduction of period products in bathrooms.
- **Discreet Location:** Placed out of sight to ensure students feel comfortable and not observed while leaving feedback.



Ventilate the toilet  
AND AIR FRESHENERS IN  
THE TOILETS PLEASE! I BACK  
THIS!



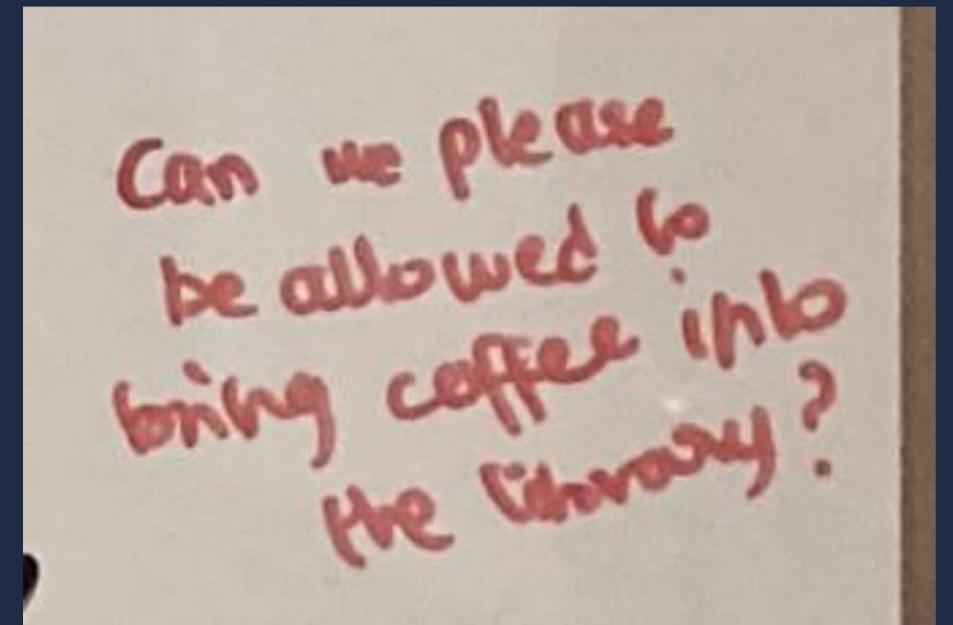
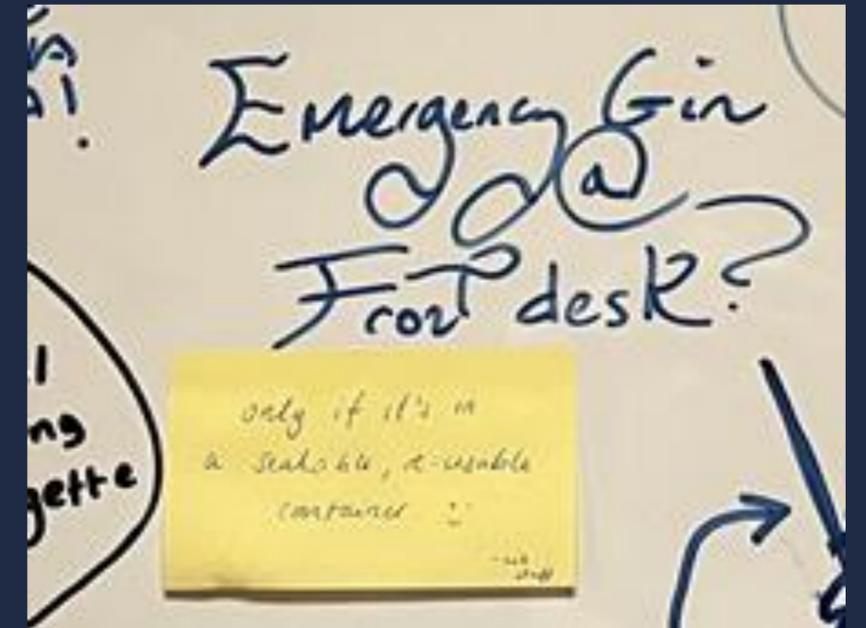
Sanitary  
products in  
Bathrooms



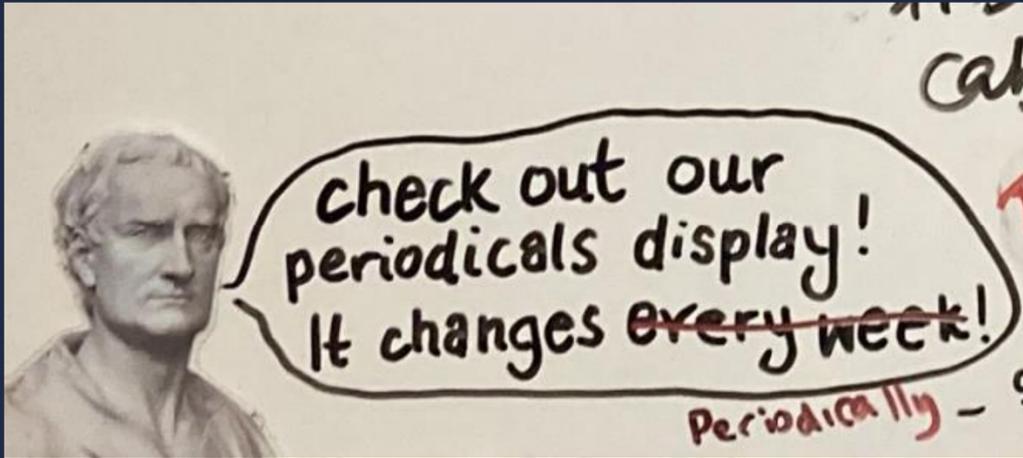
Stop  
fining  
us 😊

# Constant dialogue

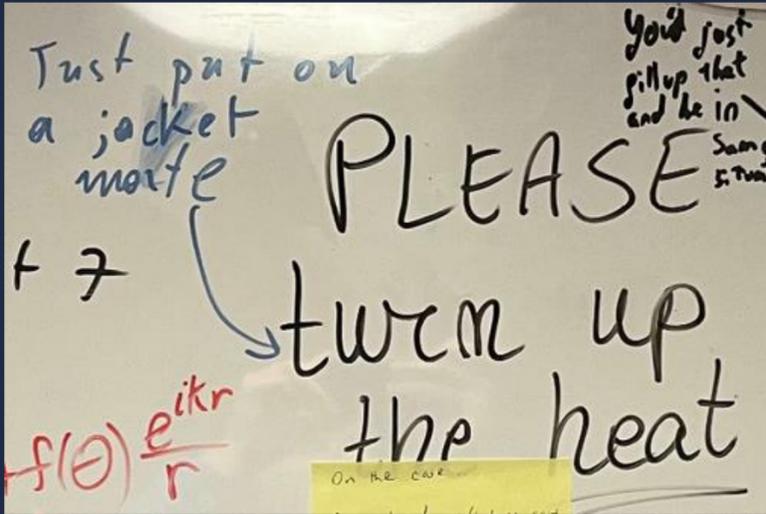
- **Encourages ongoing communication** between students and staff.
- **Importance of Responsiveness:** Even light-hearted suggestions are valued. Consistent responses make students feel heard and reassured that changes are being made.
- **Sustained Engagement:** Consistent responses keep the board popular and students motivated to participate.
- **Handling Unachievable Requests:** Responding to suggestions we can't act on (e.g. extended opening hours, vending machines) is just as important.
- **Opportunity to campaign for long-term change:** the board facilitates long-term campaigns, like the successful push for hot drinks in the library.



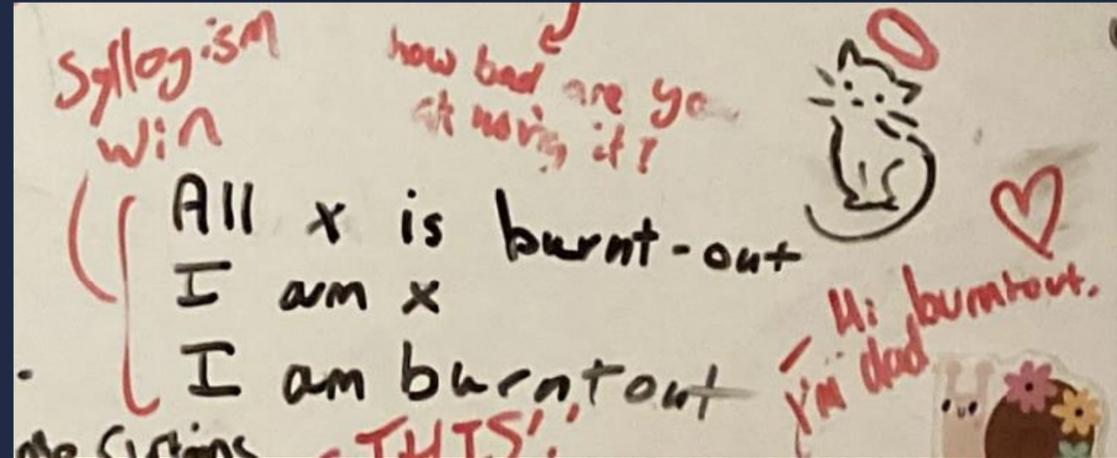
# Creates community



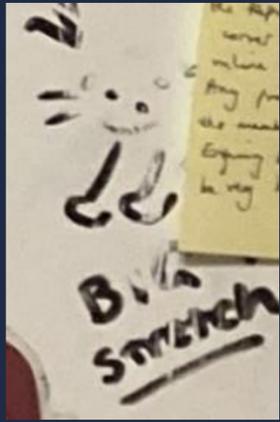
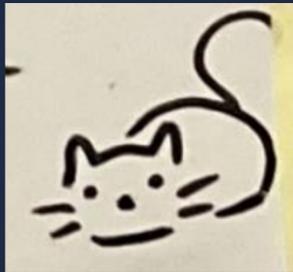
check out our periodicals display!  
It changes ~~every~~ week!  
Periodically -



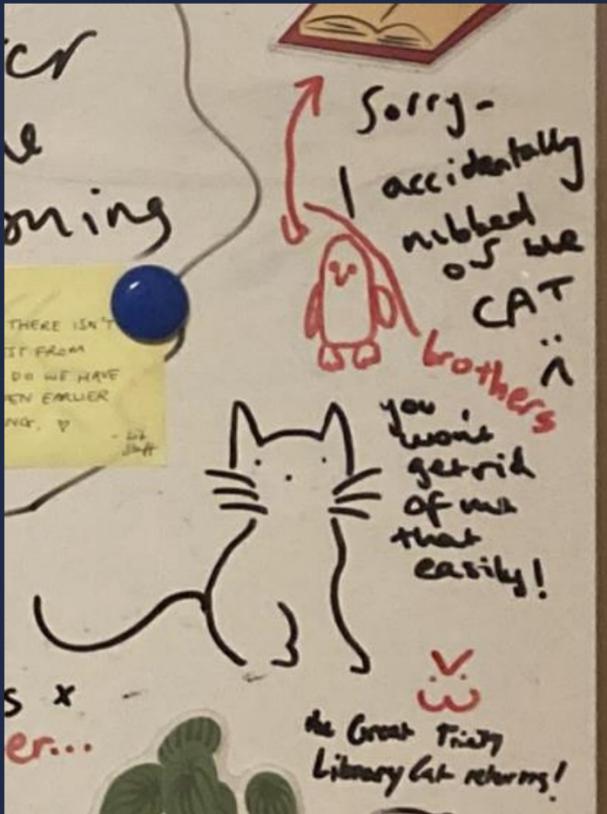
Just put on a jacket more  
PLEASE  
turn up the heat  
You'd just pillup that and be in  
Same  
f(θ)  $\frac{e^{ikr}}{r}$



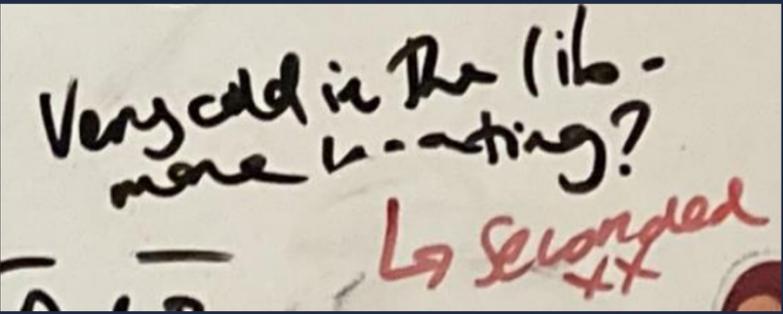
Syllogism  
win  
how bad are you at writing it?  
All x is burnt-out  
I am x  
I am burnt out  
Hi burntout.  
I'm dad  
THIS!



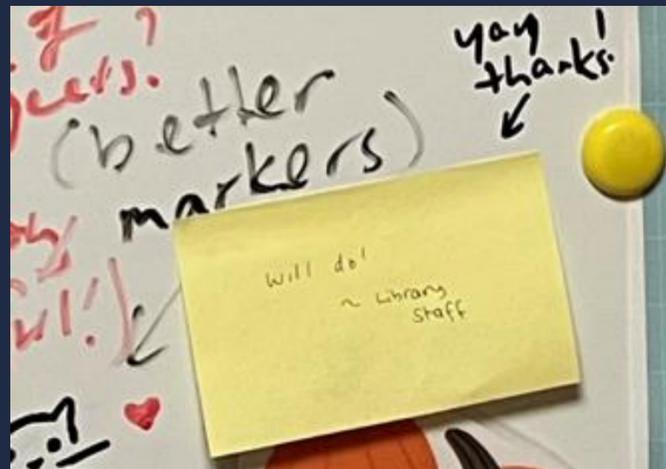
Stretch



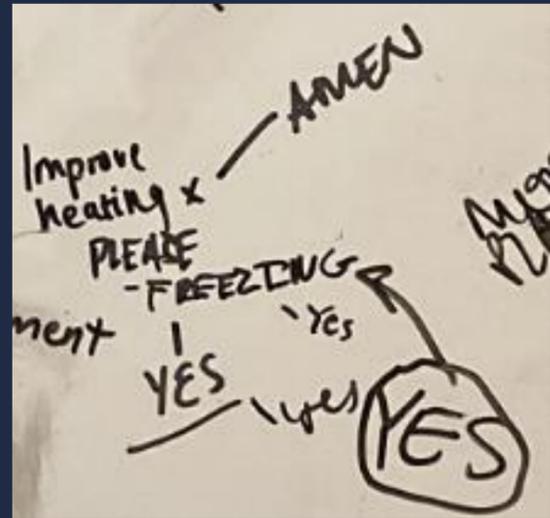
Sorry - I accidentally rubbed off our CAT brothers  
you won't get rid of me that easily!  
The Great First Library Cat returns!



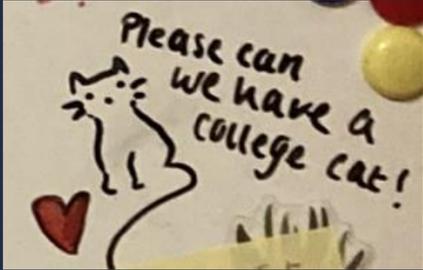
Very cold in the lib - more heating?  
↳ Sealed



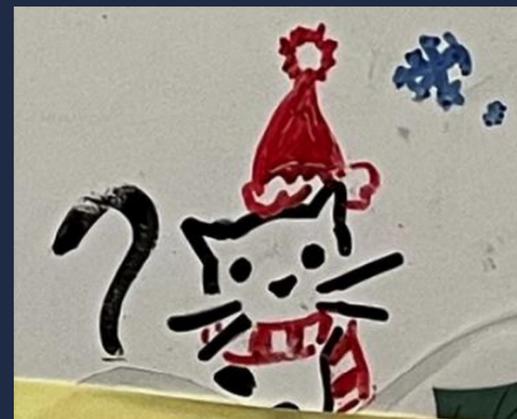
(better markers)  
Will do! ~ Librarians Staff  
yay thanks!



Improve heating x  
PLEASE  
- FREEZING  
- YES  
YES  
AMEN



Please can we have a college cat!



Thank you so much! Love all the changes; who

Hope you're having a lovely day!

I ♥ Trin lib

Good job library staff, keep it up!

Thank you for asking us about what we'd like and your efforts to make the library a nicer space ♥

As part of creating community, comments can provide great encouragement to staff.

Thank you ♥ This is so much needed before the exams

Thank you 😊

you! Appreciate library staff 😊

Thank you for responding to feedback!! ♥

Well done for making it to week 8! We are so so proud of you!

Sanitary products in Bathrooms

Thank you! I really needed this encouragement

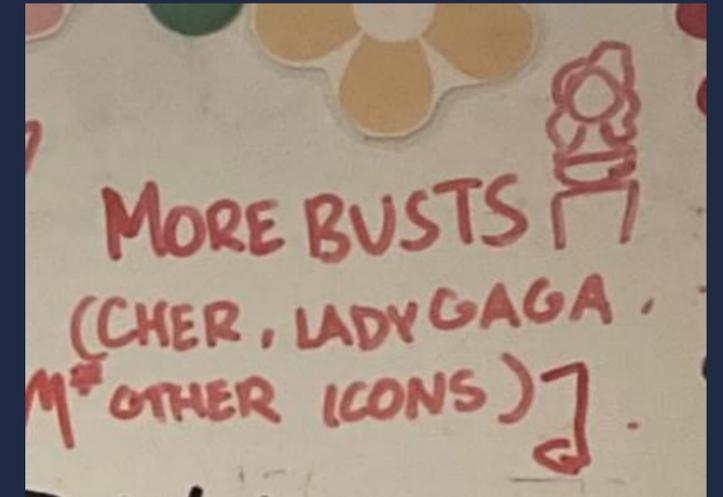
Improve heating

and we appreciate you! ☺  
~ Library staff

tuition Co



# C\*nsorship



- **No censorship (in principle)** – We maintain an unofficial policy not to censor anything a student writes, even if it is a little bit expletive. This is *their* space after all.
- **Exceptions** – The only exceptions to this have been rare occasions when personal info like mobile numbers, names, or email addresses have been written down, or if something offensive has been directed towards somebody.
- **Interventions** – A better alternative to erasing something controversial is to intervene in a playful but authoritative way.

# Preserving our progress

## YOU SAID. WE DID.

The Reading Room gets too hot in the summer...	We've applied a layer of UV film on the rooflights to regulate the temperature and to reduce the glare
Please could we have more fans...more monitors...more chairs...more book rests...some laptop stands...headphones...?	We've bought all of these! You can find them in the Reading Room
Could we have some relaxed, comfortable seating?	Absolutely! We've created a more relaxed section, with comfy chairs, in one of the bays in the Reading Room
It would be great to have some greenery! Can we get some plants?	It's a great idea! Trinity Fellow Dr Craig Walton has made four terraria specially for the Reading Room
Please take down the Covid screens on the tables!	They've been removed!
Can we have more toilets?	We know the situation isn't ideal. Whilst we can't provide more toilets at the moment, we have put in place a more frequent cleaning rota
Putting up some artwork might make the space more welcoming	We've specially commissioned several large images of items from the Wren Library's collections. You can see them on the walls in the Catalogue Room and Computer Room
Can the WiFi reception be improved throughout the Library?	Yes! We've added several new access points in the Reading Room so hopefully that should help with the Wi-Fi coverage

Please keep your comments coming! We're always looking for ways to improve the Library. If you have any ideas, why not pop them on our new permanent feedback board above the water cooler?

## YOU SAID. WE DID.

It can get a bit chilly in the Reading Room...	We know! Regulating the temperature in the Reading Room is tricky, so please grab one of our new blankets if you're feeling the chill!
Can term-time opening hours start a bit earlier?	We realise lots of you want to be working in the library at the moment, so we started term-time opening hours a week earlier this Easter term
Can we have more HDMI-USB cables, laptop stands, adaptors?	Absolutely! You can find them all in the Reading Room! Please keep the recommendations coming!
The monitors are really popular. Can we have more of these too?	Yes! More monitors have been bought, some with higher-resolution screens too.
It would be good to have sanitary products in the toilets...	Yes! Thanks for your patience with this. There's a basket in the toilets, which we'll keep stocked up.
Can we have more standing desks?	Space is pretty tight, but we've recently bought a taller laptop stand and a standing desk desktop converter. Let us know what you think!

Please keep your comments coming! We're always looking for ways to improve the Library. If you have any ideas, why not pop them on our new permanent feedback board above the water cooler?

## YOU SAID. WE DID.

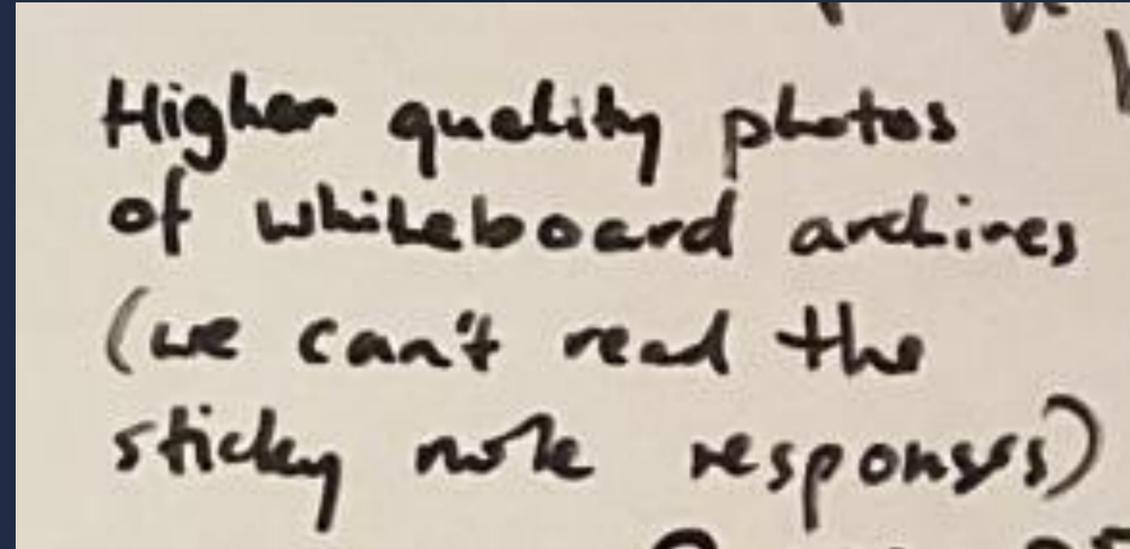
Please could we bring hot drinks into the College Library?	Yes! From now on, hot drinks in <b>sealable, reusable</b> containers are allowed in the College Library
The signage to help us find books on the shelves could be a bit better	We agree. To help with this, there are now maps at the entrances to the Reading Room and Lower Library, colour-coded by subject
It would be good to have some individual workspaces as well as the larger tables	The Lower Library now has six individual desks, as well as two new individual standing desks
We really like the plants in the Reading Room. Could we have some more?	We like them too! You'll now find new bits of greenery in the Reading Room, Lower Library and Catalogue Room
It can get pretty gloomy down in the Lower Library, and there aren't many power sockets either	Brighter LED lights are being installed throughout the Lower Library, and we've made sure the new individual desks all have access to sockets
Could we get some graphic novels for the Library?	Great idea! We've bought 17 titles to start the collection, which you'll find in the Catalogue Room. Please recommend new titles!
Can we make sure the College Library is only accessed by Trinity students?	We trialled undertaking 'spot checks' of University cards during Easter Term last year, and we'll continue with them over the coming months

Please keep the comments coming! We're always looking for ways to improve the Library. If you have any ideas, why not pop them on our feedback board above the water cooler?

# Preserving data long-term



2023-4

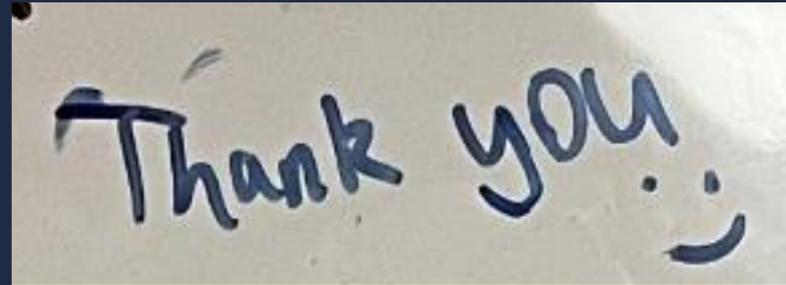


2024-5

- **A Step Further:** In response to comments on the board, we created a fully transcribed termly summary of all the comments we responded to and called this the Feedback Board Archive.
- **Retaining Photos:** Older whiteboard photos were made available alongside these summaries.
- **Going Digital:** Further requests for a record of the feedback comments to be available online presented a new challenge. A digitised version of the feedback board is now embedded in our website, complete with annotations.



2023-4



for  
listening!



2024-5

[evie.craggs@trin.cam.ac.uk](mailto:evie.craggs@trin.cam.ac.uk)  
[elizabeth.white@trin.cam.ac.uk](mailto:elizabeth.white@trin.cam.ac.uk)