

THE AWARDS 2020

Outstanding Library Team

Institution name	Northumbria University
Submission title or project name	Hearing the student voice in Northumbria's University Library: working together to create our 21st century library for learning and research
Nominee/key personnel	Northumbria University Library team
URL	
Submission	<p>Northumbria's Library team has radically transformed our spaces and services by listening to our students, building with them a new personalised learning environment reflecting a sense of support and community, available 24x7.</p> <p>2018-19 was the culmination of our developments and feedback has demonstrated a rise in satisfaction with Library services, support and spaces, as students recognised that these areas have been enhanced in response to their own suggestions.</p> <p><i>"It is great that people listen to students' suggestions and actually act on those suggestions resulting in a great learning environment — the library facilities are testament to this."</i> (Student feedback)</p>