You Said, We Did

(May – September 2012)

We are interested in what you have to say about our services and your experiences of using them. Your comments will be considered and used to improve our services wherever possible. Here is a form for you to fill in and send to us, with an opportunity to receive a reply.

These are some of the suggestions for how we can improve our services that you have made during the period May – September 2012.

The number of comments and suggestions per category received

<table>
<thead>
<tr>
<th>External Borrower (3)</th>
<th>Fines (1)</th>
<th>Library Environment (1)</th>
<th>Opening Hours (2)</th>
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<td>Electronic Resources (1)</td>
<td>IT (2)</td>
<td>Library Stock (1)</td>
<td>Security Staff (5)</td>
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We have acted on the following suggestions:-

All Campus Libraries

You would like to continue using the library after you have finished your course.

- You can become an External Borrower for an annual fee.
- If you would like more details about our External Borrower Scheme please visit the Library and Learning Resources page on iCity - http://library.bcu.ac.uk/frameAboutus.htm

Kenrick Library, City North

You want more computers in the Library.

- Students may not be aware that there are more computers available in the Café area as well as those in the Social Learning Area (level 2).

You said that the Internet connection in study rooms is unreliable.

- We have passed this comment on to Corporate ICT

You said the Social area on Level 2 is too noisy.

- We are monitoring the situation and how the social area is used
- We are in dialogue with the Students Union about this issue
- You might like to use level 3 and 4 as they are silent study areas.
• You might like to book and use one of the study rooms on Level 2 for more concentrated group work.

You are not happy that the library did not warn you that the book you borrowed cannot be renewed because someone else has reserved it.

• Our library management system is not currently able to inform users when a book is reserved by another borrower. We are investigating with the supplier for possible ways of introducing this.

You are concerned about managing your loans whilst on placement

• You can renew your books online 24/7 from home provided that nobody has reserved them. https://prism.talis.com/bcu/account
• You can also use the automated phone system or speak to library staff.

You wanted the library to open 24/7 for longer periods

• We increased the number of weeks of 24/7 opening this year.
• For the first time last year we kept the library open over the Easter weekend when the rest of the University was closed.
• We also opened 24/7 for 2 weeks in July 2012 for the first time.

You said the security guards were rude.

• This complaint has been passed on to the Assistant Director of Campus Management and Services - Security Services

You said the Law Journals section is not in series and date order and needed to be re-arranged.

• We reviewed and re-arranged the whole section over the summer holiday period.

You wanted a journal article which has no full text online.

• We checked the library catalogue and found that we have the journal you wanted in print form. Print journals are available for reference only but you can photocopy articles.
• If you check the library catalogue and find that we do not subscribe to a journal containing the article you want, you can request it by filling in a green inter-library loan form at the Help desk.

Mary Seacole Library, City South

You said the University does not have enough computers or printing facilities to cope with the number of students. The IT suite has been closed on a number of occasions to be used for exams.

• These services are run by Corporate ICT so your complaint has been passed on to them.