Library and Learning Resources

You said we did

(September 2011 - December 2011)

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.

Library and Learning Resources response to the National Student Survey.

Have Your Say 2011

You said we did (to September 2011)

These are some of the suggestions for how we can improve our services that you have made during the Autumn Term 2011:

The number of comments and suggestions per category received:

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<th>Category</th>
<th>Number of Comments</th>
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<td>Catalogue</td>
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<td>Inter Library Loans</td>
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<td>Computers</td>
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<td>Library Environment</td>
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We have acted on the following suggestions:

All Campus Libraries

You said the Inter-Site Loan form is very hard to find.

- We are investigating how we can simplify the process of applying for items at other campus libraries and also where to locate the form online.

You want to access electronic resources from home.

- The majority of electronic resources can be accessed off campus. To access electronic resources you need your network ID and password, which should be given to you when you enrol. Your Network ID and password are also used to access Moodle and iCity. The library’s electronic resources should always be accessed via iCity.

You said the links to some electronic resources do not work.
• From time to time this happens and when it does, we contact the publisher to restore the link. Please inform library staff if you find such a problem and it will be pursued.

You want to have access to UK newspaper articles.

• NexisUK is one of the library’s electronic resources, which is accessed via the A-Z of Electronic Resources and searches all UK daily newspapers. If you do not know how to access/search this please ask to speak to a librarian at the Library Help Desk.

You want us to buy a specific journal for our collection.

• We are unable to purchase every journal because of budgetary constraints. If you need specific articles from journals which the library does not subscribe to, we can obtain the article for you. The Inter Library Loan service is very fast and normally if the article is available electronically it will be delivered within 3 days.

You want to be able to renew books requested on Inter-Library loan without being charged.

• It costs the Library £9 for each book requested from the British Library and they charge £4.15 to renew the book. Unlike other universities we do not pass the initial charge of £9 onto students, we only ask for the £4.15 renewal fee.

You want more new books and more copies.

• Most items requested by Academic staff are purchased.
• Whenever available, Library & Learning Resources has a policy of purchasing electronic books because they are available on and off campus 24/7.

You want to be able to suggest books to be purchased for the library.

• We have introduced a “Request for New Books” card. You can complete a card for any book which is not on the library catalogue and hand the card in at any one of the Library Help Desks. This card is available at all campus libraries and will be available online soon.

You said there are fewer journals on the shelves.

• We still subscribe to as many journals as before, but there are fewer print journals on the shelves as we are moving more towards electronic journals. These do not take up any space on the shelves and they are available 24/7 on and off campus.

Kenrick Library, City North

You said that some of the catalogues and tables have been removed making it difficult to search for books. You also said that you had to wait to use the catalogues and can no longer access reading lists.

• We removed the tables and some of the catalogues that were on level 3 as part of a campaign to reduce noise. These are now located on level 2. There are still 5 catalogues on level 3.
• Reading Lists are now back on Catalogue – please choose option “TalisList”.

https://icity.bcu.ac.uk/Library-and-Learning-Resources/you-said-we-did 13/02/2013
You want laptops to be cleaned on a regular basis and any viruses removed.

- CICT periodically check laptops to ensure that they contain the latest Windows updates. However if there is a problem with a particular laptop this is addressed immediately.

You want somewhere quiet in the Library to use computers.

- Computers have now been installed in several study rooms on level 3.

You want CICT Desks to be staffed for the same hours as the Library.

- This comment has been passed on to CICT.

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 want the Library laptops to have software for the visually impaired.

- The software licence means that the University can only install ALL of the software on fixed computers or some of the software on laptops setup on the wireless domain.
- All computers and laptops have ClaroRead and short term loan laptops have JAWS installed.

You want the Library Help Desk to be disability friendly.

- As a result of your comments, we have made changes to the way the desk is organised and provided an extra chair for users.

You want to know why hot drinks are not allowed in the Library.

- This rule has been reviewed and from the start of the new academic year (Sept 2012) you will be able to bring hot drinks into the library as long as they are in re-sealable containers.

You said the Library is too cold.

- We continue to monitor the temperatures in the libraries and where necessary we contact Campus Management to report any changes that make studying in the libraries uncomfortable. However it is difficult to maintain temperatures according to individual preferences, therefore the aim is keep the temperature at approximately 20 – 21 degrees. You may still find this not warm enough so you should make sure you have appropriate layers with you.

You said it is very noisy on level 2.

- Level 2 is now a ‘Social Learning Area’. Levels 3 and 4 are now silent study areas.
- We are monitoring the situation and how the space is used.

You said you can no longer book study rooms.

- Students can still book study rooms. There is a leaflet explaining how to book a study room and this has been made available both in print and online. The new
booking system shows clearly which rooms are available and when you can book them. Bookings can be made via any computer that has internet access on and off campus – [http://bcu.insight.org/rooms.aspx](http://bcu.insight.org/rooms.aspx)

You said the study room booking system does not allow you to book a room on the half hour.

- The system was designed by an external software company. We have investigated whether it would be possible to enable what you suggested, but the interface would have to be much wider and harder to read. We have tried very hard to give students as much flexibility as possible as to when they can book a study room.

You want more new books and more copies.

- Most items requested by Academic staff are purchased.
- Whenever available, Library & Learning Resources has a policy of purchasing electronic books because they are available on and off campus 24/7.
- Books that are identified as being heavily used, have a copy placed in the ‘High Demand Collection’ (which you can issue for four hours at a time).

You said that there are not enough Education books and some are too old.

- We are buying more e-books whenever and wherever possible. These give all students an equitable chance to access the book without waiting for a copy to be returned to the Library. They can be read 24/7 on and off campus via the Library’s electronic resources. As e-books will not appear on the shelves of the Library, please check the catalogue to see all the books we have available from the library.
- We do replace older items with newer editions but sometimes older material is recommended by lecturers on reading lists.

You said the journals shelves are too close together making it difficult to get the journals out of their boxes.

- We have now re-arranged the shelves.

You said that Library staff are not always available.

- Library staff are available during term time between 8.30am and 5.45pm Monday to Friday. After this time we operate self-service hours until 11pm with security guards. At weekend will also operate self-service hours Saturday and Sunday from 9am to 9pm (with security guards). However during main exam periods we are open 24/7 with security guards on duty the whole time.
- We continually review opening hours and make improvements where we can.

Mary Seacole Library, City South

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- The heating system relies on a system of heating air from the outside and is less effective when the outside temperature is very cold.

You said it is too noisy in the Library and you need somewhere quiet to study.

- We do have some study rooms and a quiet study area that are available to all students. There is also a Library Training Room which is available for students to book when not in use for official training sessions and a large group work area too.

You want longer Library opening hours

- We have tried to maximise available hours to give benefit to the maximum number of students.
- We are monitoring the situation and where possible we will make changes.

Conservatoire Library

You want longer Library opening hours.

- The Library is now open until 9pm Monday to Thursday and 7pm on Friday during Term time. Library staff are available until 5pm.

Attachments

- Have Your Say (May 2011)
- Your said we did 2011

Last Updated: 12 September 2012 by John Mcmullan | Report a problem with this page