You Said, We Did

(October – December 2013)

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 Autumn term (October – December 2013)

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We have acted on the following suggestions:

**Kenrick Library, City North**

**You said you have legal practical research coursework to hand in soon and that LexisNexis and Westlaw are down.**

We investigated the problem and found that it was due to Corporate ICT work on that particular day and that access was resumed the next day. Our eLibrary team provided you with links to two alternative routes to access LexisNexis and Westlaw.

**You said that level 3 silent study zone was noisy and people were speaking loudly on their mobile phones.**

We have asked the security staff to increase their patrols of the library.

We have a text "Noise" service, so you can text your location anonymously to Security without leaving your seat and an officer will come up promptly to address the problem. Text 07792721749.

We have also improved signage to make students more aware that they are in the silent study zone.

**You said the study rooms on level 2 were too cold**

We continue to monitor the library temperature and where necessary we contact Campus Management & Services to report any changes that make studying in the library uncomfortable. It is difficult to maintain a temperature to suit everyone, therefore we aim to keep the average temperature at approximately 20 – 21
degrees. You may still find this not warm enough so you should make sure you have appropriate clothing with you.

You said you had a problem with your email account and you did not receive emails from the library about the books that needed to be returned.

We have investigated this and found that you had two accounts in the student registry system. We have contacted Corporate ICT and this has been resolved.

You said the rules for room bookings were not strictly complied with as you were asked to leave by the security staff after the 15 mins time limit for the person who had originally booked the room.

We have investigated this. The security staff believed that the students who booked the room were only 10 minutes late. However we checked our controlled access system and found that they had actually entered the library at 12:15 and therefore you were within your rights to stay in the room. We have reminded the security staff that we do have the facility to check entry times.

You said you there was insufficient food and drink in the vending machine.

We have passed your comment on to Campus Management and Services who control these machines.

You said the water fountain in the library was not working.

This has been repaired.

Mary Seacole Library, City South

You said you would like us to extend the loan period of books while you are on placement as it is difficult to come in to return them.

You can return books you borrowed by post.

Providing that no one has reserved them, you can renew your books online by going to My Account” on iCity or by phone 0121 331 7071.

We also have electronic books and journal articles which you can access while you are away on placement.

You can also use another university library near where you are on placement by using the SCONUL Access Scheme. For more information about SCONUL Access please follow the link https://icity.bcu.ac.uk/library-and-learning-resources/enquiry-service/Study-Support/Visiting-Other-Libraries.

It should also be possible to use the NHS Trust library where you are on placement.

You said that you wanted to be able to reserve a laptop in advance.
The laptops are extremely popular and are all in use most of the time. Unfortunately we do not have enough to provide a reservation service.

You said you have had problems with some of the Library laptops when they closed down Microsoft Word and you lost your work.

We have asked Corporate ICT to have a look at the problem laptops and rectify the problem.

You said you wanted IT support later than 17:30 and at weekends.

We have passed on your request to Corporate ICT.

You said you have had difficulty in printing as all the computers were being used. You wanted to have more than one computer allocated for printing only.

We have passed on your request to Corporate ICT but you may not be aware that you are now able to print from mobile devices. See https://icity.bcu.ac.uk/CICT/Students/Printing-Copying-and-Scanning for more details.

Conservatoire Library

You said the library is too cold

Campus Management and Services were experiencing problems heating the library to the required temperature and brought in an additional temporary heater. The Library reached an acceptable temperature 2 days after your complaint.

You said the computers in the library did not work well

We have passed on your comment to Corporate ICT.

You said the printing service is complicated

We have passed on your comment to Corporate ICT.

You said you wanted the Wifi to reach the desks by the windows in the library

We have passed on your request to Corporate ICT.

Millennium Point Learning Centre and Library, City Centre

You said you have difficulty locating books in the library since the move from Gosta Green and it is difficult to get help from staff as they are busy.

We have taken your comment on board and are looking at ways to make the resources easier to find.
You will find help at the Help Desk or either chat to us online or email for help at
http://library.bcu.ac.uk/frameAsk.htm

You said that you wanted the library to have racks for current magazines /
journals as there were at Gosta Green.

We have added some shelving which has allowed us to display some of the more popular
current journals with additional signage for these journals.

You wanted to access a resource that the library does not subscribe to.

We subscribe to several alternative databases such as Keynote, Mintel and Passport that
will give you access similar information. You can ask to see a librarian at the Help Desk who
will show you how to use these databases.

You have a fine as you could not come into Birmingham to return the overdue
books.

You do not need to come in to the library to return books. They can be posted to us. You
can also renew books either online by going to “My account” via iCity, or by phone (0121
2022500 for the Millennium Point Learning Centre and Library).

Margaret Street Library

You wanted us to buy a specific book

Thank you for your suggestion, we have bought the book as this is a useful addition to our
stock.