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We have acted on the following suggestions:

**Opening Hours**

You want longer opening hours.

- There is a specific allocation of funding to provide 10 weeks of 24x7 hours opening at Kenrick Library, City North Campus each academic year. We were able to secure additional funds this year to open Kenrick Library on a 24x7 basis in December and March/April. To open on a 24/7 basis for the rest of this academic year would cost £68000 just for Kenrick Library.

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

We continue to keep opening hours under review and will make improvements where we can.

**Borrowing**

You want to be able to borrow more books

- We have increased the loan entitlement for all students to 20 items.

You want library notifications to be sent in different formats.

- We now send SMS Messages to students’ mobile phones as well as an email to their student email address when an item reaches the 3rd overdue. This is to reinforce the urgency of returning the item before borrowing rights are suspended.

You want week loan books to be renewable

- We have reviewed our policy and now do renew week loans as long as they have not been reserved by another borrower. This has been very popular with library users as it is now possible to keep the item for longer.

You want us to improve the way that Inter Library Loans are delivered.

- We are now delivering all journal articles received from the British Library electronically. Electronic delivery is faster and more flexible, allowing you to access articles at any time and wherever you are, via your University email address. For more information visit: http://library.bcu.ac.uk/ILL.htm
**Library Stock**

You want more copies of books.

- Within the constraints of the annual budget and where available all 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.
- Request for new stock cards are available in some campus libraries.

You want easier access to finding books

- A new and improved library catalogue is now available for the academic year 2011/2012 at http://prism.talis.com/bcu/

**Electronic Services**

You want us to improve access to electronic resources off campus

- We are simplifying your access to Athens-protected electronic resources so that your login is exactly the same as a Birmingham City University network username and password. You receive this when you register as a student, or when you join as a member of staff. (For help with your network ID see CICT’s student page). We are dropping the STAFF\ and STUDENTS\ format.

**Printing**

You want an improved printing and photocopying system

- The UniFLOW printing system provides secure access to printing and photocopying from any multi-functional device (MFD) in the University. For information and support visit the Student Guide to ICT in the University

**PCs and Computing Facilities**

You want improved computing facilities

- This service is provided by CICT. For information and support visit the Student Guide to ICT in the University

**Library Environment**

You want a better system to book study rooms at Kenrick.
A new room booking system has been introduced at Kenrick Library. Bookings can be made at http://bcu.insight.org/rooms.aspx. You will need to use your university network username and password.

For booking information and instructions please visit http://library.bcu.ac.uk/Insight.pdf

The following suggestions are being considered:

Library Environment

You want cold drink vending machines in Kenrick Library

We are currently considering the feasibility of providing a café within the Kenrick building.

You want the issues of noise levels in the libraries to be addressed.

We are investigating the possibility of making changes to the layouts of some libraries to try to reduce noise levels. Security officers at Kenrick Library have been asked to patrol more frequently. There are also bookable study rooms available at Kenrick Library and the Mary Seacole Library and a Silent Study area at the Mary Seacole Library. If you experience any issues regarding noise levels at any of our libraries, then please inform security or library staff.

You want comfortable working temperatures to be maintained in the libraries.

We continue to monitor the temperatures in the libraries and where necessary we will 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 to keep the temperature at approximately 20 – 21 degrees through a system that makes use of the natural air flow.