You Said, We Did

(January 2012 - April 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.

Library and Learning Resources response to the National Student Survey.

Have Your Say 2011

You said we did (to September 2011)

You said we did (September - December 2011)

These are some of the suggestions for how we can improve our services that you have made during the period January to April 2012:

The number of comments and suggestions per category received:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td>7</td>
</tr>
<tr>
<td>IT Support</td>
<td>2</td>
</tr>
<tr>
<td>Room Booking</td>
<td>2</td>
</tr>
<tr>
<td>Access to Library</td>
<td>2</td>
</tr>
<tr>
<td>Opening Hours</td>
<td>21</td>
</tr>
<tr>
<td>Library Stock</td>
<td>6</td>
</tr>
<tr>
<td>Equipment</td>
<td>5</td>
</tr>
<tr>
<td>Staff</td>
<td>8</td>
</tr>
<tr>
<td>External Borrower</td>
<td>1</td>
</tr>
<tr>
<td>Disability</td>
<td>2</td>
</tr>
<tr>
<td>Inter Library Loans</td>
<td>1</td>
</tr>
<tr>
<td>Fines</td>
<td>2</td>
</tr>
<tr>
<td>Ideas</td>
<td>2</td>
</tr>
</tbody>
</table>

We have acted on the following suggestions:

All Campus Libraries

External borrower wanted to be able to borrow more books at any time.

- We have increased the number of books external borrow can borrow from 3 books to 4 books.

You wanted us to allow hot drinks in the library

- We have now changed the rules you can bring a hot drink in provided that it is in a sealed container.
You wanted to pay less to renew an Inter-library loan book

- 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 on to students, we only ask for the £4.15 renewal fee.

Kenrick Library, City North

You wanted the library to open 24/7 over the whole of Easter Holiday

- We opened 24/7 from 16 April for 7 weeks and again in July for 2 more weeks.
- For the first time this year we opened over the Easter Bank Holiday (3 days) when the University was closed.

You wanted the library to open 24/7 all the year round

- It is not possible to open 24/7 all the year round because of funding. It cost £1700 per week to offer 24/7 so it would cost an additional £68,000 per year if we were to offer 24/7 all the year round.

You said it is too noisy on level 2 of the library

- 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 wanted the room booking system to allow you to be more than 15 mins late

- It is not possible to allow students to be more than 15 mins late. The study rooms are very popular and in great demand during term time.

You said the Security Staff were rude

- This complaint has been passed on to Director of Security Services.
You said that a member of security staff wrongly accused you of making too much noise in the library and took your card without warning.

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

You wanted more laptops and wanted to be able to use laptops after 6pm.

You wanted to be able to borrow laptops for use outside the library

- We only have 2 laptops, and as our budget is severely restricted at the moment we do not have the resources to purchase additional laptops.

You said an old edition of a book was missing and the catalogue stated that it was out on loan

- When a book is not found in the library we won’t mark it as “missing” or take it off the catalogue until we are certain that we cannot find the book.
- We have bought the new edition of the book you needed.

You said that a book you wanted is so popular that you have not a chance to borrow it

- There are copies of this book in the High Demand collection; we always put one or two copies in High Demand if the book is very popular.
- We recommend that students reserve books on loan as this prevents people from renewing them.
- We purchased 5 extra copies of this title.

You said the toilets outside the library are dirty and wanted them cleaned

- We have passed on your comment on to Campus Management and Services and they have been cleaned.

You wanted a water fountain in the library

- We have asked the Estates Department but at the moment they have no plans to install more water fountains.
You wanted to have computers installed in the 2 disability study rooms

- We do not have a budget to purchase new PCs. However, we have asked CICT to look out for PCs that are being replaced elsewhere in the University for this.

You said the change machine did not work and that library staff would not change the £10 note

- The change machines are not the responsibility of the library. They are emptied by the University’s Cash Management Department and we do report faults to them as soon as we become aware.
- It is a University financial regulation that library staff are not permitted to give change from the till. We will have further discussions with Cash Management regarding the situation.

You said there was no internet access the day before an exam

- We have passed this comment on to Corporate ICT.

You suggested that we consider ukpressonline for newspaper articles

- We already subscribe to Nexis UK which covers newspaper articles.
- We will investigate the option you suggested.

You said you needed help with using software in a study room and found the CICT help desk closed before time advertised

- We have passed on this comment to Corporate ICT.

You said you have fines because you could not renew the books and the system did not allow you to renew because the University made a mistake about your fee.

- We have renewed the books for you and waived the fines.
Mary Seacole Library, City South

You wanted the library open 24/7

- The library is not self-contained building so we cannot open the library without the whole of the Seacole building being open. With the budget cuts in the last few years we cannot afford the extra opening hours. The library is opened from 7:15 am to 9:00 pm.

You wanted the library to be open at 7:15am during the Easter holiday and all the other holidays, as the Faculty of Health is open all the year round and some courses start in April.

- During Easter this year, the Library was open from 7:15 am from Tuesday the 11 April.

You wanted the library to stay open after 4pm during holiday time.

- The Library is now open till 9pm Monday to Thursday during holiday time, but closes at 4pm on Friday.

You said the library is too cold particularly the silent study area.

- There was a problem with the heating system during January and the Estates Department have now repaired it. The building relies on a heating system that circulates air from the outside and is not effective when the outside temperature is cold. The Estates Department aims to keep the temperature between 18 – 21 degrees. If this is not warm enough you may need some extra layers with you particularly if you are sitting studying for a long time.

You wanted us to subscribe to more journal titles in Radiology

- We are trying our best to subscribe to as many journals as we can but with budget constraints we are not able to subscribe to more. If you need any articles we don’t have you can get them via the Inter-Library Loan service and the fee is only 25p per article. The library pays £9 for this.
You said you didn’t know about the Inter-Library loan service until it was almost too late

- This comment has been passed on to Mary Seacole Library librarians.

You wanted to have current journals put separately from the bound volumes

- This has been investigated and the current journals are now on display racks in the silent study area.

You wanted to pay less to renew an Inter-Library Loan book

- 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.

TEE Library

You said the Library is poorly stocked for books on SAS programme

- Based on your comment we have bought a number of e-books on SAS.