You said we did

(January - April 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 period January – April 2013:

The number of comments and suggestions per category received:

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We have acted on the following suggestions:

Kenrick Library, City North

You said there is a very bad smell from the drains in Ladies toilets.

- We have passed this comment to Campus Management and Services and this has been rectified.

You said Kenrick Library is too noisy on level 3 particularly at the back of the library.

- We have a new text "Noise" service, 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 improved signage to make students more aware that they are in the silent study zone.
- We have asked the security staff to increase their patrols.
- We are looking at doing a joint campaign with the Students’ Union to ask people to respect other students when studying in the library.

You said that people talked on their phones in the silent zone of level 3 and 4

- We have a new text "Noise" service, 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 improved signage to make students more aware that they are in the silent study zone.
• We have asked the security staff to increase their patrols.

You said a group of noisy students behaved inappropriately after you pointed out that they were in a silent study zone.

• We have identified the students concerned and have sent each of them a warning letter. If they are involved in any further incident in the library they will be investigated under the Student Disciplinary Procedure.

You said that you could not return your library books due to illness.

• We have waived the fines.

You said that it would be helpful to include details of how to pay for lost books when we send you the request for payment.

• We will include these details in the future.

You said that High Demand books are always on loan.

• Books placed in the “High Demand” can only be borrowed for a maximum of 4 hours, to allow other students the chance to borrow them. If you are experiencing difficulty in accessing these books please contact the Help Desk with details and we will then review whether we need to make more copies available.

You said that you should be able to use the library without being charged as you are an alumni student.

• All students who have graduated from the University and who wish to use the libraries have to re-join as “External Library Users”. In acknowledgement of your status as a BCU alumni, we offer a reduced annual rate of £35 per year as opposed to £75 for general members of the public.

You said you wanted to be able to borrow more than 20 books at a time.

• The maximum number of books a final year student can borrow was increased from 15 to 20 after a review conducted in 2011/2012. Unfortunately we are unable to increase the limit on an individual basis as the Library Management System does not offer this functionality.

• We are planning to review the loan entitlements again next year and will forward your comment to the review team.

You said as you have SCONUL access from another University, you should be allowed to use the internet and the printing facilities in our library.

• We have passed on your comment to Corporate ICT for their consideration.
You said you sent several items to print but after waiting 2 hours they had still not printed.

- We have passed your comment to Corporate ICT as they are responsible for printing.
- Large PDF files can take a long time to print so it is often quicker to print them as an image.

To do this:

Open the document in Adobe Reader

Click **File** and then **Print**

Select the **Advanced** button from the Print window and choose **Print as image** - a tick should appear in the box

Click **OK** to print

You said that you were unable to connect to the internet in the library on many occasions.

- We have passed your comment on to Corporate ICT for review and action.

You said you had difficulty printing in colour despite clicking the box for printing in colour and the member of IT staff was unhelpful, resulting in an argument.

We have passed this complaint on to Corporate ICT.

You said you witnessed the misunderstanding which turned into an argument between a student and a member of IT staff about the printing, and you said the member of staff did not handle the situation professionally.

- We have passed this comment on to Corporate ICT.

You said staff chatted too loudly on level 3.

- Staff have been reminded to limit conversation to work matters and to minimise noise.

You said that some IT staff were unhelpful.

- We have passed your comment on to Corporate ICT.

You said the study room PC was moved and was not returned to the correct study room.
• We have now secured the PCs to the desks so they cannot be moved.

You said the PC in study room 306 is very slow as it took 13 minutes to login.

• We have asked Corporate ICT to resolve this problem. The PCs in the study rooms on Kenrick Level 3 will be replaced with new PCs over the summer.

You said Security staff spoke to you and your friend inappropriately.

• We have passed your comment on to the Assistant Director of Campus Management and Services (Security Services).

Mary Seacole Library, City South

You said the silent study zone is often noisy.

• We have increased the staff patrols in the silent study area.
• Should this happen again please come to the Help Desk and staff or security will speak to the individual concerned.