You Said, We Did

(May – September 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 Summer term (May – September 2013)

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We have acted on the following suggestions:

**Kenrick Library, City North**

You said you were not aware of the changes to the term of use of the External Library User Reference Card as you do not have internet access at home.

- We continually update information on our website for any changes. We are considering changing our application form so that our users can supply us with a telephone number so we can inform them of any changes.

You said the library was too hot; you could not concentrate on your work.

- We passed on your comments to the University’s Estates Department as they control the environmental conditions.

You said you would like us to improve the ventilation in certain area of the library in the summer months with air conditioning.

- Improving the ventilation in Kenrick is a difficult task. The University is committed to reducing its carbon footprint and actively discourages local heaters and coolers. The cost of installing and running cost of air conditioning is too high.

You wanted the library to extend the 24/7 opening hours until the end of August.

- We provided four more weeks of 24/7 opening hours than we originally planned. Due to financial constraints we were not able to extend this beyond the 12th July.

You wanted the 24/7 opening hours to be longer and not just for the exam periods.

- We provided four more weeks of 24/7 opening hours than we originally planned. Due to financial constraints we were not able to extend this beyond the 12th July.

You said there are not enough study rooms with computers.
- We have replaced the 4 old PCs with 8 new ones.

You said that the light in the study rooms turned itself off and on while you were in the rooms.

- The lights in the study rooms are fitted with motion sensors to save energy when the rooms are not occupied. The light may turn itself off if there is no movement in the room for a while and when you move again it triggers the light to come back on.

You said the member of IT staff on the IT Helpdesk was not helpful.

- We have passed on your comment to Corporate ICT.

You said it took too long to receive the book you requested to come from the Millennium point to Kenrick library.

- We are sorry about this. The delay of your request was caused by the merging of the libraries at Gosta Green and Millennium Point which was happening at that time. That, combined with the construction work at Millennium Point, led to some disruption of our services.

You said the study room for disability students on level 3 was dirty.

- We passed this on to Campus and Management Services.

You said that the internet connection on the computers in the social zone was not good.

- We have informed Corporate ICT.

Mary Seacole Library, City South

You said the Library was too cold.

- 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 said the library was too cold because the heating was not on at weekend.

- To resolve this problem, the heating schedule has been updated by the heating engineer. 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 said you wanted your library account investigated because you have renewed your books and the library has fined you incorrectly.

- We have investigated your library account as you requested and found that all the fines you have paid were incurred by renewing or returning library items after the date they were due back.
- When an item is reserved by another borrower, it is possible to extend the loan for one day to allow you time to return the item – to do this you must contact the Help Desk.

You said you wanted the Laptops in the library to have Firefox as the Internet Explore is not reliable when using for Moodle.

- All the week loan laptops now have Firefox, we asked Corporate ICT to install Firefox on the day loan laptops.

**Millennium Point Library, City Centre**

You said that the way we arranged journal and magazines in the library made it difficult for your students to browse the latest editions.

- The Millennium Point Learning Centre and Library has over 327 journals titles and we have restricted space to display these journals. To help with this problem, the latest issues of a selection of journals will be left on the tables in the social learning area of the library for students to browse.

You said that you have difficulty renewing books online as the library tile on screen did not lead to any information.

- To access your library account where you can renew your books, go to the red tile called “library” on iCity page. At the top right hand corner of this tile you will see 3 horizontal lines. Hover over these lines to obtain a drop-down list. Select “Your Account” from the list that appears. We realised that this is not very obvious. The e-library manager has raised this problem with Corporate ICT.

You said that we need to improve signage in the new building.

- This was addressed in collaboration with the City Centre Campus Project Team about this.

**Conservatoire Library**

You said the library should not be closed on Saturday the 22nd and 29th June as this is before the end of Junior Conservatoire term.

- It is a standard practice for the library to close on Saturdays at the end of the University term and we have not received complaints about this before.
- We will put your comments forward to the Principal of the Faculty for consideration for next year.
- The library is open during the week throughout the summer; 9:00 – 4:45 Monday to Thursday, 9:00 – 3:45 Friday.

You said you have problem with printing, it took too long and you also lost some money.

- We have passed this comment on to Corporate ICT.
You want longer Library opening hours.

- The Library is now open until 10pm Monday to Thursday and 7pm on Friday during Term time. Library staff are available until 6pm.