You Said, We Did

(May - September 2014)

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 2014)

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We have acted on the following suggestions:

Kenrick Library, City North

You said you cannot access several journal articles from Summon.

We investigated this and found that it was an IT system problem. Corporate ICT rebooted the server and this has solved the problem.

You said the social zone of the library was very noisy due to students who had finished their exams disturbing other people.

The social area in Kenrick Library is intended for group work and moderate noise levels are acceptable in this zone. Level 3 and 4 are available for silent study. We have reminded the security officers to patrol more regularly particularly during exam periods.

We do provide a Noise Text service by which you can text "Noise" and your location to 07792 721749 to alert a security officer.

You said the sensor light switches in the study rooms of level 3 switched off too soon and would like us to change the time setting.

We have passed your comment to Campus Management & Services.

You said that we should make it possible to book the disability study room online.
At the moment the online booking system is unable to access the database that identifies students as being eligible to book this specific room.

The University is investigating a new room booking system which may overcome this problem but at present there is no date for its introduction.

To save you having to come in to the library, you can also book the room by contacting the Help Desk on 0121 3315282 or via email at LendingServices.KenrickLibrary@bcu.ac.uk and we will book it on your behalf.

You said the printers were not working before exam period.

We have passed on your complaint to Corporate ICT as it is responsible for the printing system.

Conservatoire Library

You said you had problems printing as it said your account had expired when you tried to log in.

We have passed on your complaint to Corporate ICT as it is responsible for the printing system.

You said the library should close at 10pm rather than 7pm.

In term time the Library is open until 10pm Monday to Thursday and until 7pm on Friday. We are also open on Saturday from 9am until 6pm with a closure for half an hour between 12:00pm - 12:30pm.

Mary Seacole Library

You made the following comments about the library disability study room –

- the room was not sound proof
- the room should not be labelled as “reserved for Disabled students”
- the power socket is concealed under a hatch in the floor making it impossible for wheelchair users to reach.

As a result of your comments we have done the following:

- We have investigated the cost of noise reduction for the room and at present we cannot commit to it. We will reconsider this later in the year.
- The door has a notice on it with the room number and the wording has been changed to “This room is reserved for students who have been recommended priority booking by Student Services”.
- An electrician has moved the power socket from the floor to the wall.