You Said, We Did

(October – December 2015)

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 Autumn term (October – December 2015)

We have acted on the following suggestions:

Electronic Resources
You said you couldn’t renew your books because the library iCity tile was showing no account information.

We reported this to the eLibrary manager and the issue was resolved shortly afterwards. Anybody affected by this issue is advised to contact the library.

Environment
You said that Mary Seacole Library was too cold to study.

We reported this to our heating engineer to see if they can make any adjustments. We advise bringing layers when it’s cold, especially if you are planning to sit and study for a long period of time.

You said there was no hot water facility for making hot drinks at night in the Curzon Library. We have forwarded this issue to the area manager at Sodexo, who run the catering facilities within Curzon Building.

You said that the Curzon Library is far too noisy, and that people are talking or typing loudly on keyboards in the silent study rooms.

We have asked our security officers to be extra vigilant when patrolling the library. You can also use our text service (text NOISE with your location to 07792 721749). Alternatively, study rooms in the library can be booked on iCity and all teaching rooms on campus can be used by students when free.
You said that the lights in the **Curzon Library** study rooms are too bright and cause a glare on the computer screens.

*We have considered different options and will be trialling the use of an anti-glare screen to see if it resolves the issue. We can also advise using the large silent study room which has a lot of natural light.*

**Fines**

You said it was misleading that your online library account only shows previously accumulated fines rather than the final amount owing, and were surprised when your fine increased after returning your overdue items.

*We understand that this can be misleading and that it would be beneficial to see this information. Unfortunately the system does not generate a fine until a book is renewed or returned late, therefore it cannot be displayed on your account prior to the return or renewal. We send email reminders prior to the due date to help you avoid fines.*

**High Demand Collection**

You said that when you were using the High Demand Collection at **Curzon Library**, students were being disruptive.

*We are sorry that other students were being disruptive in the High Demand room. We have placed additional posters around the library reminding students to keep noise to a minimum. There is a number you can text (NOISE with your location to 07792 721749) which will prompt security officers to come and deal with anybody behaving inappropriately. There is also a Silent Study room on the ground floor which you are welcome to use.*

**IT**

You said it would be useful to have computers in the quiet area of **Mary Seacole Library** in case the laptops are all booked out.

*There are computers at the far end of the library near the silent area which you are welcome to use. We are hoping to implement self-service laptops at City South Campus in the near future, which should increase availability.*

You said that the wifi connection at the **School of Art Library** is extremely poor.

*We have passed on your complaint to the IT department, who are responsible for wifi in the university buildings.*
You said that some of the computers in the study rooms at Curzon Library, as well as some of the electrical sockets on the first floor are not working.

We have passed on your complaint about the computers to the IT department, who are responsible for all computers on campus. We have also reported the electrical socket fault to campus services.

You said that you could not find a computer to work on in Curzon Library as they were all being used.

We have added an additional 26 computers during the Autumn term, however we are limited by space constraints. There are computer labs in Curzon Building which you are welcome to use when the rooms aren’t being used for teaching (255, 261, 262, 265, 269, 312), as well as in Millennium Point and the Parkside Bridge link, a short walk from Curzon Building. Laptops are also available to borrow from 5 University locations. You will find Curzon Library is very busy during peak times (11am-3pm Monday-Friday), but we are open 24/7 if you would like to study outside of these times when there is more likely to be a computer available.

You reported that on several occasions, the Uniflow printing system has been down.

We appreciate how frustrating the issues with printing have been this term. We have forwarded all comments to Digital Print Services who have been escalating the problems to our supplier. On most occasions, when the printing has been down in Curzon Building, it has been working a short walk away in Parkside. We advise checking to see if this is the case when printing is urgent.

Library User Services

You said that you are unable to reserve books for collection at Curzon Library that are showing as available there. You are based away from campus and would appreciate this option.

We understand that this can be frustrating, however the implications on staff workload would be immense if we offered a click-and-collect service for books, and we don’t have the resources to offer this at the moment.

You said you are an alumni member of Curzon Library and you are frustrated at being asked to sign in at the security desk when you have already registered with the library.

Currently, the cards we issue to external library users are not ‘chipped’ for access through the security barriers – they are just for borrowing items within the library. Security therefore have to sign you in as a visitor in order to allow access into the main building for health and
safety reasons. We are in the process of checking to see if alumni can be registered as university ‘Associates’, which would make you eligible for a chipped card. Until then, the current procedure of signing in at the reception desk still applies.

You said you would like an option to not receive a receipt when you issue items on the self-service machines as it wastes paper.

We are in the process of developing an email receipt function, which will help save paper for those who don’t want a paper receipt. This is also something which we may include in a feedback survey, to see whether customers prefer a paper receipt, email receipt, or no receipt.

Opening hours

You said that it would be helpful for students to have 24/7 access to library services at Curzon and Kenrick Libraries.

Curzon Library is open 24/7 during term time. Kenrick Library has slightly shorter opening hours as the volume of business is lower. You can view our opening times here.

Resources (paper)

You said that ‘Abnormal Psychology in a Changing World’ (9th ed.) has 4 copies in the High Demand Collection at Curzon Library, whereas it would be better served in the main collection as a longer loan for exam revision purposes.

This item is a ‘student to purchase’ item on a core reading list, with many reservations on the copies that are in the main collection. If the items were not available on a short-term loan in the High Demand Collection, then many students would not be able to access it at all due to the high number of reservations. With copies in the High Demand Collection, students are able to borrow the book for up to 4 hours (or until 10.30 the next morning if borrowed after 5pm), or use the study space and photocopier within the High Demand room.

You said that ‘Introducing Phonetics and Phonology’ was a required weekly reading which you were unable to access regularly because it is not available as an ebook, and the physical copies are usually in use at Mary Seacole Library.

We have 20 copies including a reference-only copy of this book (which should always be in the library, even if somebody is using it), and it is always possible to request this via the reservations system if all other 19 copies are on loan. This book is available as an ebook via the library catalogue, which although only one person at a time can view, is available 24/7.