You Said, We Did

(October - December 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 Autumn term (October - December 2014)

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We have acted on the following suggestions:

All Libraries

You said you would like us to keep buying printed books regardless of whether we have it available online or not.

We are continuing to buy both printed books and e-books. The new Curzon Library will have to accommodate books and journals from two existing libraries. Space will be at a premium but we will continue to add print books to the collection in order to offer the broadest range of material for both academics and students.

Kenrick Library, City North

You said the library catalogue has shown that the book you needed was available at Kenrick library. On arrival at Kenrick Library the book was not on the shelves.

We have investigated this and found that the book has not been borrowed in the last two years; we have now instigated our missing books procedure. However, this title is available as an e-book, which can be accessed 24/7 on and off campus.
You said you asked for help at the IT Help Desk and were told the first time that staff were on their break, you went back twice and no one was there. You told us you experienced difficulties making contact with staff at the IT Help Desk in person and by phone.

We have passed on your complaint to Corporate ICT.

You said the book arrangement is very confusing, some Dewey numbers e.g. 340 are shelved in two locations.

This is a temporary arrangement as we need to prepare for the stock to be moved to Curzon Library (the new Campus) in July. You will find that books about law are primarily shelved at 340 on level three and books about sociology are primarily shelved in the 300’s on level 4.

You said the silent zone is too noisy and there should be more signs with the number to text, more patrols, and more study rooms.

We have reminded security to do their regular patrols and have also increased the number of notices about the noise text service.

We cannot increase the number of study rooms now as all the courses based at City North except Education are moving to Curzon Library this summer. You could make sure that you have study room by booking online in advance (following this link: http://bcu.iinsight.org/rooms.aspx)

You said the noise level in the study rooms is unacceptable, on occasions people were shouting, arguing and banging loudly.

The group study rooms are for people to use for group work and some noise is permitted, but shouting, arguing and banging is disruptive. We have asked the Security staff to patrol more often to control the noise. We also have text a noise service whereby if you text “Noise” and your location to 07792721749 a security officer will come and deal with the situation without you leaving your seat.

You said you study at Millennium Point but decided to come to Kenrick Library as it opens 24/7. However the Security Staff would not let you enter the library because you did not have your Library ID card with you. Security Staff also refused to do electronic verification or to phone the Millennium Point to confirm your student details.

The library rules and regulations state that “You must carry your University ID card at all times and be prepared to show it on request”. Services may not be provided without it”. During Library staffed hours an alternative proof of ID can be checked. Security Staff do not have access to our system to check your details.
Mary Seacole Library, City South

You said staff were helpful, but first year students are messy and noisy.

The library has an area for group study and this can generate noise but we do ask students to keep the noise level down. There is also a silent study area and individual study rooms for students to use.

You said the Library is too cold at weekends.

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. The thermostat is also set in advance as there is no one to regulate the temperature at weekends. If the library 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 is too cold.

We have informed the Estates Department which is in charge of heating the building. They will investigate and will call a heating engineer if necessary.

You said we should make sure there is a list of what is available to purchase and the locations of the items on the trolley.

The book sale is very popular and so we constantly refill the trolleys as books are sold. It is therefore impossible to provide an accurate list.

You said you would like us to provide an option to renew books which are reserved by other people for 24 or 48 hours, to enable books to be brought back on work days.

The end of loan period may be at the weekend if you renewed your books online at the weekend. At present, we are unable to make the system more flexible, but if you telephone and speak to a member of library staff it might be possible to do something on a case by case basis.

You said you would like us to adjust the timer for the light sensor in the study rooms to stay on for longer.

We investigated this and there has been an adjustment to the angle of the motion sensor so that it picks up movement more effectively.
Millennium Point Learning Centre and Library, City Centre

You said that you would like to have printed books as they can be read while travelling by train and the three books you wanted are only available in e-book form.

As these three books are amongst your recommended readings, we have bought printed copies.

You said there are not enough journals on display.

Unfortunately, we have insufficient space to display all journals so we made an editorial decision as to which journals should be on display. If you would like other journals from your area displayed please contact your Liaison Librarian to discuss this.

You said there is a noise problem in the library.

The noise in the Learning Centre & Library at Millennium Point is a problem at times and with the amount of space we have, it is difficult to solve but there is a quiet study room for students to use.

You said the Library should be open longer during vacation hours and should be staffed longer during term time.

Opening hours are being monitored. They are currently based on staff availability. We have identified a need for extending the opening hours and a bid for additional funds has been made. If staff or students have a specific need for support from a librarian out of staffed hours, please feel free to contact your subject librarian to discuss the possibility.

Library at Margaret Street, City Centre

You said that you are concerned that putting books into the book return box would damage them.

We can assure you that the books won’t be damaged when they are dropped through the slot, as the bases of the bins are spring loaded, allowing for a shorter, and more cushioned fall.