You Said, We Did
(January - April 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 (January - April 2014)

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We have acted on the following suggestions:

Kenrick Library, City North

• You said the Self Service machines are too high for you to reach from the wheelchair.

We are investigating options that may be available. You can ask for help at the Help Desk and staff will be very happy to assist you.

• You said that the Social Learning area of level 2 is too noisy.

We are currently in discussions with colleagues to agree how this problem can be addressed. 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 that you could not access online journal articles for many days.

Our e-library manager investigated the problem and found that there was a network problem. This was reported to CICT and it was resolved the next day.
• You said that iMac computers in Kenrick are not connected to printers and you couldn’t find out how to print from the iMac on our website.

We passed your comment on to CICT. Printing can now be done directly from the iMacs.

• You said that if a person booked a room for two hours and was late more than 15 mins, that person should only lose the booking for the first hour.

We agree that you have a valid point and we have now amended this policy, so that you can now claim a room for the second hour even if you missed the first hour because you were over 15 minutes late.

• You said that the table in the study room for 4 was not big enough to accommodate 4 people.

We have been to look at the room and found that the wrong table was put in the room by another library user and we have now put the correct table back in place.

**Conservatoire Library**

• You said that the Library was too cold.

We have informed Campus Management and Services who identified the problem and it has been fixed.

**Mary Seacole Library, City South**

• You said that you were unable to renew your library books.

We investigated this and found that there was a problem with the link from iCity over that weekend, this was fixed within a few days and we have renewed your books for you.

• You said that kick-steps need to be kept in safe location. There was one left in the aisle between the bookshelves and you tripped over it.

Kick-steps are used by staff and students to access the higher shelves so we need to have them available near the point of need. We need to ensure that nobody hurts themselves by stretching to reach the higher shelves. We also do not want anyone climbing the shelves to reach books. Unfortunately there is also not enough floor space to group our kick-steps safely or conveniently.
Millennium Point Learning Centre and Library, City Centre

• You said that we do not have access to three important Marketing journals.

We have investigated this issue and found that although we do not have electronic copies of these journals, we do subscribe to 2 of the 3 journals you mentioned in paper format at Kenrick Library. You can visit Kenrick Library to browse the journals or if you would like specific articles from these journals, they can be photocopied and sent to Millennium Point library for you.

• You said that the Library is too noisy to concentrate on your study.

We are sorry that you have experienced an unacceptable level of noise in the Library. We do however have a quiet study room there which you can use. We have raised this problem with the Faculty and The Associate Dean for Student Experience and he has emailed all TEE students to explain the impact of noise and asked them to be more considerate. We have also asked Security Officers to ask students to keep the noise to a reasonable level.

• You said you have a valid University ID card but could not gain access to Millennium Point.

We apologised for the inconvenience that this caused. Unfortunately the old style student ID cards do not work on the controlled access points at Mary Seacole, Millennium Point and Parkside. New style cards to replace the old ones have been available since last year; however, if you are based at City North you may not have been aware of this. You can get a new card printed at City North from ELSS Reception (A106a), Business School Post Grad Reception (G521, G236), and the International Office (B301). We have now adjusted the policies and allowed students with old but valid ID cards access to Millennium Point.

Vittoria Street

• You said that there were not enough new publications in the Library.

We do buy copies of the latest and most relevant books available each year. The librarian responsible is always looking to purchase further items for the School of Jewellery to enhance the collection. If there are specific titles that you would like us to buy, please complete “the new book request card”. The cards are available on the Help Desk in each of our libraries.

• You said there should be IT Staff at Vittoria Street

We have passed on your comment to a senior colleague in CICT.