You Said, We Did

(January – April 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 Spring term (January – April 2015)

<table>
<thead>
<tr>
<th>CICT (1)</th>
<th>Resources (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment (4)</td>
<td>Security Staff (1)</td>
</tr>
<tr>
<td>Library User Service (1) Fine</td>
<td>Self-service (1)</td>
</tr>
<tr>
<td>Noise (6)</td>
<td>Staff (1)</td>
</tr>
<tr>
<td>Opening Hours (1)</td>
<td>Study Room (1)</td>
</tr>
<tr>
<td>Printing (2)</td>
<td></td>
</tr>
</tbody>
</table>

We have acted on the following suggestions:

**Kenrick Library, City North**

**You said the heating in the Library is set too high and it is too hot.**

We have passed on your comment to Estates who control the temperature of buildings. We have also followed up to make sure that Estates have adjusted the temperature setting.

**You said it is too noisy in the silent study zone**

The security officers do patrol level 3 and 4 to ask noisy students to be silent or relocate to level 2. If students continue to be noisy in the silent areas they are told to leave the library. We also have a text ‘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 used the text service to complain about noise from the study room on level 3 and there was no response from either Library Staff or Security staff. If the Library provides a Silent zone, this should be enforced.**

The text ‘noise’ service is linked to BCU Security and an officer should have responded by coming to sort out the noise levels. We have contacted BCU Security and asked them to investigate what happened, it may be that they did not have an officer available as they were dealing with another incident. We have also asked them to be more vigilant.

**You said you have a day pass and were not sure how to enter the library. A member of security staff was very rude to you and made a threatening remark.**

We have passed on your comment to the Assistant Director of Campus Services who is responsible for security.
You said an area of Kenrick library level 3 does not have adequate lighting.

More powerful light bulbs have been installed.

You said you were told off by security staff for talking on the phone for only a short time but that the sound of book scanning is more disturbing than your short phone call.

Talking in the silent areas is prohibited for the benefit of all students wishing to study. We acknowledge that we have had to undertake some important stock work at the shelves in preparation for the move to Curzon Library which we wanted to complete before the main exam period started. The work is now finished so there will be no more disturbance.

You said the book you borrowed to revise for your exam is in such a bad condition that it is difficult to use and that the library should have done something about it.

We apologise for this. We do have procedures to identify and properly repair or replace damaged items. Once you give us the details of this book we will make sure that the book is replaced.

You said the printers were not working properly; when you tried to print, the file disappeared without printing and the system charged your account.

We have passed on your comment to the person who looks after the printing system and he has confirmed that there was a problem on Saturday. As you chose to remain anonymous, he has no way of refunding you the money.

You said a member of the library Café staff did not treat you the same as she treated others

We have passed on your complaint to Campus Management & Services (Catering Services).

You said you would like the Library to reconsider the limits it has applied to External Borrowers.

We have reviewed our policy and have agreed to allow External borrowers to use the library 5 times a year starting from the 3rd August 2015.

Mary Seacole Library, City South Campus

You said you could not print the lecture notes because the top-up machines were not working

The University printing service has confirmed there was a problem that weekend which has been resolved. You can also top up your account online using your credit or debit card.

You said the laptops for students were taking too long to load

We have passed on your complaint to CICT

You said we need to give clear instructions on how to reserve books.

We have put instructions on how to make reservations in the section “Find Resources” in the Library Catalogue.

You said it is too noisy in the library particularly with some groups of students

If you would like a quiet area to study, there is a separate silent study area at the far end of the library. You may also like to consider ear plugs or noise cancelling headphones.
Millennium Point Learning Centre and Library, City Centre

You said the fines display on Moodle is not accurate.

The library fines do not display in Moodle. The fines are displayed on iCity. Please contact your library to talk to staff about how to avoid library fines in the future.