You Said, We Did

(January - April 2016)

We are interested in what you have to say about our services and your experience 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 2016).

We have acted on the following suggestions:

Electronic Resources

You said you would like to see a history of your Inter Library Loan requests in your online account.

Unfortunately the system can only show current requests, and not completed ones. We have raised a support call with our system supplier regarding this.

Environment

You said that the rolling shelves at Curzon Library get stuck and become inaccessible, and that items are shelved incorrectly there.

There is an occasional issue with the shelves locking in place which we are aware of. We have put instructions on the shelves for operating the stack safely, however please ask a member of staff if you would like help. We acknowledge that the layout of the stack makes browsing difficult, so items are often left in the wrong place. We have asked our tidying team to prioritise these shelves.

You said that Curzon Library is used as a common room, and you have been unable to find a seat on a number of occasions. There is also excessive noise, and the library is too stuffy.

We have asked our security officers to be extra vigilant when patrolling the library. If you text the word ‘Noise’ and your location to 07792721749 officers will attend to deal with the noise issues. We have a number of individual and group study rooms that you can book online. We also have a silent study room situated on the ground floor. There are four teaching rooms in the Curzon Library: outside each room is a notice displaying when the rooms have been booked. At all other times you are most welcome to use these rooms for study. This is also the case that throughout Curzon, Parkside and Millennium Point any rooms that are not in use for teaching can be used by students as study space during normal
You said that you had booked a study room in Curzon Library and when you went to use it, somebody was already in there who hadn’t booked the room. You suggested we add a notice to say rooms can only be used if booked.

The study rooms are very popular and we do not want to make it so that students cannot use free rooms, especially when they are often booked but the student leaves early or arrives late. The bookings system is there to help you reserve a space but otherwise, empty rooms are available to all so that we can maximise the space. If you do not feel confident in asking somebody to leave a room then please ask a member of staff for assistance.

You said that security had stopped you from eating hot food in Curzon Library but you had eaten in there before.

Our policy is that cold food i.e. sandwiches, and drinks in sealed containers can be consumed in the library. You may eat hot food i.e. takeaways in the library café on the ground floor.

You said that the individual study rooms at Mary Seacole Library were being misused by people who were being noisy and who left their belongings unattended (stopping other people from using the rooms), and you were trying to find a silent place to study. You would like us to have a time limit before removing belongings and to check people are actually using the rooms to study.

Unfortunately we don’t have the staff resources to police these rooms by removing belongings and supervising their use, and expect library users to be responsible for using the rooms appropriately. We advise that if there is a problem in the silent study room, you ask the staff to intervene. We apologise in advance for construction work outside of the library which will shortly make the silent room potentially noisier as well.

IT

You said that you are an External Library User at Mary Seacole Library who finds connecting to the internet via Eduroam to be unreliable. You would like temporary/visitor logins to be made available.

We have passed your comments to the IT department as they are responsible for wifi access in our buildings.
You said that the top-up machines were not working and the PCs were too slow at Mary Seacole Library.

*We have passed on your comments to the IT department.*

**Customer Services**

You said that you should be able to reserve a book for collection at its home site, even if it is available on the shelf.

*Unfortunately we don’t have the considerable staff resources required to offer a click-and-collect service. The reservations system is intended for books to be requested by a library user if they are on loan or require delivery from another campus library. Books on the shelves are available on a first-come first-serve basis. If an item is missing from the shelves, please report this to staff.*

You said that there was confusion over the use of the Conservatoire Library by non-music students on Saturdays when the Junior School is in session.

*We can confirm that any Birmingham City University student can use any of our libraries for study regardless of whether they are based at that campus, including on Saturdays at the Birmingham Conservatoire. The Head of the Junior School has been asked to clarify this situation with parents/guardians of those studying at the Junior School.*

You said that you incurred a fine as recent library reminders automatically went into a ‘clutter’ folder in your email account. You thought that text messages should be used instead of emails.

*We reported this to IT and they have adjusted the settings so that library emails do not go into the clutter folder. We expect library users to check their accounts regularly rather than rely on courtesy emails. We would not want to move away from emails as they are easily accessible and do not incur a cost, whereas unfortunately text messages do.*

You said that you liked using Curzon Library because the staff are friendly and helpful.

*Thank you for your positive feedback. We have passed this on to our staff at Curzon.*

**Opening Hours**

You said that you’d read our iCity pages and believed you could use the computer rooms on level 2 in Curzon Building on a Sunday but that security had asked you to leave.
We apologise that the information on iCity was unclear. We have asked security to confirm the rules about classroom/PC room usage in Curzon: all rooms can be used during ‘core business hours’ but when the building is only open out of hours for the library (Sundays and overnight) then only the library should be used. We have amended our iCity page to reflect this. We advise that if you are unsure about what space is available on any given day, that security staff at Curzon Reception will be able to advise.

Resources (paper)
You said you were happy to see we had two 18th Century novels which you wanted to read.

We have passed on your kind comments to our team.

You said that you had seen a copy of the Quran at Kenrick Library and was concerned about its location and handling as a holy book. You recommended it should only be touched by clean hands, and should be shelved in an elevated position.

We can confirm that we seek advice from religious studies academics within the School of Education regarding the handling of holy books. Whilst it is not practicable in a library to check if all users handling the item have clean hands, we do ensure it is shelved at head-height.

You said that you would like more books for your business and accounting modules, including a copy of Owen’s Using Excel and Access 2010 for accounting.

We can confirm that we have all of the books on the reading lists for each module, including the Owen’s title, and advised that these reading lists can be accessed from your Moodle module page. Although some of these books are only a one-week loan, this is a fairest way of giving all students a chance to access them. You can reserve any item which has all copies out on loan.

Resources (electronic)
You said that you would like to know if we have a subscription to Rock’s Back Pages and Melody Maker magazine, and if not could this be arranged?

You can gain access to Rock’s Back Pages by visiting the library iCity pages and selecting ‘A-Z of Electronic Resources’ from the ‘Find Resources’ link. This website is listed there. We have passed your request to access Melody Maker to the Collection Management Team; however you can request specific articles via the Inter Library Loans system. Some articles from Melody Maker are available via Rock’s Back Pages.