You Said, We Did

(January – April 2017)

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 2017)

We have acted on the following suggestions:

Environment
You said that Curzon Library was very messy overnight one night, and sent us a picture of a table covered in rubbish that had been left by a previous group.

We’re sorry that you found the library in this state. The library is cleaned up until 10pm at night, but we also expect students to be responsible for their rubbish and use the bins provided. We have passed your comment to our cleaning partner who is continuing to monitor the situation.

You said that Curzon Library was too noisy, with many other students being loud and disruptive. You hoped there was a way of getting students to respect the noise zones.

We apologise that your experience has been a negative one. We take noise issues seriously, and are actively working on creating a better library environment, starting with a ‘Be Considerate’ campaign. Hopefully improved signage will mean students can more appropriately choose which study zone they should use.

You said that you had booked a room in Curzon Library at a weekend, but when you arrived the room had been left with a lot of rubbish and smelly food from the previous students in there.

We’re sorry that the room was found like this. We have passed this onto our cleaning partner, who has confirmed that there are less staff in at the weekend and their main responsibility is ensuring the toilets are clean. We do rely on students adhering to the rule of not bringing hot food into the library, and also being responsible for disposing of their rubbish appropriately. Your complaint has been passed onto the library Senior Management Team as well as the Service Manager for our cleaning partner.
You said that the motion-sensor lighting in the silent study room at Curzon Library went off very quickly, and at night when there are few people in the room it is very distracting having to move or wave every few minutes to keep them on.

*We reported this to Campus Services, and they have changed the timing of the sensor so that it remains on for 4 hours. We will ask security to monitor this.*

You said that you enjoyed working in the quiet zone in Curzon Library, and that although the toilets were clean, they were often smelly.

*We have reported the issue to Campus Services, and they are going to look at the extractor fans.*

You said that Conservatoire and Curzon Libraries were unpleasant to work in, noisy, with poor IT facilities and a lack of resources.

*We’re sorry to hear of the frustrations you have experienced. As the Conservatoire Library is closing at the beginning of June 2017, there is little scope to make changes in the library provision there. Curzon Building does present some noise challenges, however there is silent study space and improved services on offer for Conservatoire students that are moving in, including a text noise service and opportunity during 24/7 opening to work at times when the library is quieter. There is also much greater IT provision in Curzon, as well as the dedicated IT Help Desk.*

*The expansion of the building into Curzon B will take place in January 2018. This will give us opportunity to re-evaluate how we use our existing library space.*

*We advise liaising with the Collection Management librarian that supports your subject to discuss resource provision.*

**Customer services**

You mentioned that a specific member of staff always provides you with excellent support and guidance.

*We have passed on your kind comment.*

You said you really liked the ‘blind date with a book’ initiative at Curzon Library and enjoyed the book you picked up. You hope we will run it again.

*Thank you for your feedback! We think it was a successful campaign for Valentine’s Day and will definitely consider running it again.*
You have found the staff at Curzon Library to be extremely helpful, assisting you in finding resources, resolving IT problems, and giving advice.

Thank you for your lovely comment! We take our customer service delivery seriously, as recognised by our Customer Service Excellence Award. It’s nice to hear we’re appreciated!

Security
You said that a particular Security Officer at Mary Seacole Library is always friendly and approachable.

We also appreciate their work and they are very popular with staff and students. We will pass on your compliment.

Disability issues
You said that the space provision at Curzon Library is not adequate for disabled users. The study room provided for disabled students is often booked up, and has not been adapted with suitable software or printing/scanning equipment. You would also like the lighting to be adjustable.

We are sorry you feel that we are not providing enough resources to disabled students. You will appreciate that there is a lot of pressure on space in the City Centre, and we have to do our best for all our students. The University will shortly be deploying ClaroRead (read aloud software) and Inspiration (mind-mapping software) across all PCs. There are a number of printers/scanners close by.

There is a maximum booking of 4 hours at a time for the room. As people book this room in advance, it is not always possible to turn up and use the room without prior booking. In response to your suggestion, the lighting in the room has been upgraded and is now adjustable via a remote control.

You said that the disability study room at Curzon Library was booked out for 6 hours by the same two students and was left empty for at least an hour and a half during that period. You said that one room was not adequate, and that adjustable lighting was needed. You asked that a system of non-showing be in place so that others can use the room.

We have liaised with Disability Services about imposing the same sanctions as the other study rooms, whereby if a user who has booked the room doesn’t turn up within 15 minutes of the start time of their booking another student can use the room.

Customer Services staff are currently working on the necessary communications for this.
The issue of additional rooms for disabled customers has also been raised with the Deputy Director of Library and Learning Resources as part of ongoing space discussions within the university.

Electronic resources

You said that you were often locked out from reading ebooks, which made planning and writing assignments take a lot longer.

This issue relates to the licensing agreement when we purchase the book, which tends to allow for just one user at a time. Increasing the number of users is often very expensive. The Collection Management librarian for your subject will be able to review the usage figures for these specific books to consider whether we can buy additional copies.

You asked if we subscribed to the Ulrich website, which can assist in finding out if a journal is peer reviewed.

We do not subscribe to Ulrich, but there is the option to narrow your search results in many of our databases (and Summon), to only include peer reviewed articles.