You Said, We Did

(May – September 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 Summer term (May – September 2017).

We have acted on the following suggestions:

Environment

You said that Mary Seacole Library was too cold.

*We’re sorry that you have found the library to be too cold. The heating system is not always a responsive as we would like, so we always advise you to bring layers if you intend to be studying for a long time. We will contact the heating engineer to see if improvements to the temperature can be made.*

Customer Services

You said you weren’t notified that a book you had loaned had been reserved by another library user.

*We are unable to send out notifications of this kind due to reservations being made on all copies.*

*We do send email reminders before your items are due back, and if you are unable to renew a reserved item we can renew it for one day if you contact the Help Desk. This will give you additional time to return it either in person or via post, where we take the date of posting as the date of return.*

You said that two particular members of staff had been very helpful.

*Thank you for your kind comment! We’ve passed this on to the staff who helped you.*

You said that there should be some signage up in the old High Demand Collection space at Curzon Library, pointing students to the new room.
We are reviewing signage in this area as part of the wider Conservatoire relocation project, and have put up some temporary notices in response to your feedback.

Electronic resources

You said you placed an inter-library loan request but it did not arrive in time. You spoke to staff at Mary Seacole Library who were very apologetic, and informed you that there had been a reorganisation of the inter-library loans system and this had caused the delay.

We’re sorry that our levels of service were not up to scratch on this occasion, and it’s disappointing to know we’ve let you down when normally we handle a high volume of inter-library loan requests successfully. In this case it was because our main supplier (British Library) were unable to send us a copy, and we sincerely apologise that we failed to contact you. We’re ensuring that our communications are monitored more carefully so that it doesn’t happen again.

You said that the red library iCity tile did not show the full overdue item charge that you had to pay. You cleared the charges that were there, and was surprised to find that a further charge incurred after returning your overdue items a few days later.

The iCity tile only shows charges that have already been generated (on items that have been returned/renewed late). If you click into your full account from the link on the tile, any potential fine that is accumulating displays next to each overdue item. The final fine is only generated once the return/renewal takes place.

We agree that this isn’t ideal, and will investigate ways of improving the information that is displayed.

You said you were grateful that the Inter-Library Loans team were able to supply books for your assignment quickly.

Thank you for letting us know about your good experience with the ILL team – best of luck with your research!