You Said, We Did

(October – December 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 Autumn term (October – December 2017).

We have acted on the following suggestions:

IT

You said that you would like to reduce the number of catalogue computers in **Curzon Library** and turn some into quick print PCs.

*We have turned 3 of the 6 ground floor Curzon catalogues into normal PCs – we’re waiting for IT to confirm we can have an automatic 15 minute log-off installed, and once this has happened we will be labelling them as quick print PCs.*

Environment

You said that **Mary Seacole Library** was too cold and this made it difficult to study in there.

*We’re sorry that you have experienced problems with the temperature in Mary Seacole; it is a difficult area to get the heating correct, but we will contact our Estates department and ask them to adjust the temperature. We advise wearing layers if you plan on studying for a long time in the library.*

You said that **Curzon Library** was great for resources but too noisy to study in, with people bringing food into the silent zones and playing music too loud through headphones. You would like us to extend the red silent zone.

*We’re sorry that you’ve had a negative experience in using the library. The security team and the library team take noise issues very seriously and are continuing to look at ways to monitor noise levels and maintain a conducive study environment.*

*If you are in Curzon Library you can text "Noise" and your location to 07792 721749 to alert a security officer. Alternatively you can email security@bcu.ac.uk (During the day) or CORPSDuty.Controller@bcu.ac.uk (During the night). You can also report noise directly to the security officer stationed outside the level 1 entrance, or Help Desk staff on the ground floor during staffed hours.*
We will continue to work with security to ensure that the food policy is adhered to and we will work with our Communications Co-ordinator to look at ways we can improve our messages regarding being considerate to other users.

You said that the silent study room in Mary Seacole Library was too noisy, with students not observing silence. You would like library staff to patrol in that room more regularly.

If library staff notice that students are being noisy in this area we ask them to be quiet, and it should also be possible for anybody using that room to politely remind fellow users that it is a silent area. We currently patrol this room once an hour, but are looking at the possibility of widening staff participation in this activity.

Customer services

You said that one of the Mary Seacole Learning and Teaching Librarians had been extremely helpful, showing patience, understanding, and helping you get the most out of our resources.

This is wonderful to hear! We will pass on your lovely comment to the librarian.

You said that one of the Mary Seacole Customer Services Librarians had been extremely knowledgeable and helpful and took the time to make sure you understood everything.

We take our customer service delivery very seriously as recognised by our attainment of a nationally recognised, Customer Service Excellence award.

Therefore it is always nice to hear when our staff and service are appreciated. We will pass on your compliment to the librarian.

You said that you had recently graduated from the University and had paid for alumni library membership. You were disappointed that this did not include being able to book a room in Curzon Library.

Unfortunately the pressure on library space means that we have to limit the study room bookings to current students. You are welcome to use the general library space for study, including the rooms if they are empty and not booked by students.

Physical resources

You said that you would like us to order some copies of “Managing Successful Projects with PRINCE2” to support your Project Management module.

We have now ordered copies of the new edition of this book.
You said that you always have to reserve books to be delivered to Kenrick Library because the stock you need is kept at Curzon and Seacole Libraries. You said you often have to wait for 4 days before the books are ready to collect, and you would like the wait time to be shorter or more stock added to Kenrick.

*Thank you for your feedback. We advertise a 3-4 (working) day turnaround because this is the time it takes to transport items between sites, if they are not on loan. Sometimes items are available much quicker than this. Some of your reserved items were also available electronically, which means they can be accessed online at any time.*

*The reason these books were at different sites is because they were bought for courses that run at City South or City Centre campuses. Please let us know if you have any purchase suggestions to support your studies.*