You Said, We Did

(January – April 2018)

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 2018)

We have acted on the following suggestions:

Environment

You said that Mary Seacole Library was noisy, with students raising their voices and being disruptive.

We’re sorry that you have experienced noise disruption. You can report noise to library staff, the security officer outside of library staffed hours, or discretely via the noise text service.

We will raise this issue with the faculty so that academic staff can reinforce the message about quiet/silent study zones in the library.

You said that the yellow ‘quiet’ zones in Curzon Library were too noisy, with students being noisy in groups and shouting down from the atriums. You use the text noise service and it works well, but it is impossible to monitor noise on a constant basis.

We’re sorry to hear that you have had a negative experience whilst studying in 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.

We have introduced zones to the library areas to enable users to select a preferred study space in terms of silence, quiet or group work but we do recognise that more work is needed to promote these areas and to advocate to all users the need to be considerate.

You said you weren’t aware of any silent facility at Mary Seacole Library as was advertised during the exam period at Curzon Library.

We do have a silent study area in Mary Seacole Library, where you can use your own laptop or borrow one from the Lapsafe. It is located at the far end of the library. Past the printers and through the double doors. Help staff are on hand to direct you.
Customer services

You said that you would like to receive email notifications when somebody reserves a book you have on loan.

Reservations go on all copies of a book, and the first copy returned satisfies the reservation, ‘unreserving’ all other copies of that book. This means the situation can change regularly, so it wouldn’t be helpful to send you an email requesting you return a book if you might not need to a day later. You can check your account via the red library iCity tile to see if any of your items are currently reserved.

You asked if there was a chance that Mary Seacole Library could open for longer hours.

During term time we are open:

- Mon 7:15am – 12am
- Tues 7:15am – 12am
- Wednesday 7:15am – 12am
- Thursday 7:15am – 12am
- Friday 7:15am – 6pm
- Saturday 10am – 5pm
- Sunday 10am – 5pm

We have looked at our usage figures between 6pm and 12am and at present they are quite low and therefore it would be difficult to justify extending this provision for a 24/7 period. We will, however, continue to monitor usage figures and investigate an extension of the offer should there be an increase in demand.

IT

You said that the computers at Mary Seacole and Kenrick Libraries are too slow to log in.

We have forwarded your comments to the IT Department and they will investigate.

You said that since the arrival of additional students, and since the 3rd floor computer room has closed, there is a lack of space and computers in Mary Seacole Library.

The Vice Chancellor has visited Seacole Library and is aware that there are space pressures. We are monitoring how space is used with the aim of providing a study environment that our students want.

Whilst we cannot increase the size of the library, there is a lot of new study/computer provision in the new building.