You Said, We Did

(May-December 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 (May-December 2018)

We have acted on the following suggestions:

Environment

You said that Mary Seacole Library was too cold and that you’d had to study in your coat.

We’re sorry that you were so cold in the library. It has always been difficult to get a temperature that satisfies everyone, especially at the weekend when there is nobody to adjust the controls. The heating is affected by the external temperature, so when there is a sudden dip in temperature like there was this weekend, it can take some time for the internal heating to adjust.

At the weekend it is sensible to come prepared with various layers of clothing so that you can put more on/take off as required.

I have contacted our Estates and Facilities department to ask them to make appropriate adjustments so that it is not so cold at the weekend.

You said that the IT Suite in Curzon B was too noisy, even though it is designated as a quiet zone.

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 or Curzon B 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 of Curzon Library or the Help Desk staff on the Curzon Library ground floor during staffed hours.

We introduced zones to the library areas and Curzon B to enable users to select a preferable study space in terms of silent, quiet or collaborative 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 that was noise coming from level 1 of **Curzon 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.

One of these ways is the provision of the Text Noise service, whereby library users can discreetly alert security to disturbing levels of noise, in order for them to address issues with individuals directly.

Library and Learning Resources actively promote this service to ensure that all users have the benefit of studying in a conducive environment.

If you are not already aware, we have now opened two new silent study rooms in Curzon Library (C101 and C112), in addition to the silent study room on the ground floor of Curzon Library.