

### **Suggestion cards and replies May 2011 - May 2012**

The Library received a total of 18 comment cards in the 12 months between May 2011 and May 2012. Of these 18 comments, 4 were about the state of the toilets and 4 were about problems with borrowing books

Below are transcripts of the comments and the replies given by Library staff.

#### **Comment: Need cash machine in Library**

*Thank you for your comment card dated 22/02/2012.*

*We investigated the possibility of having a cash machine at the Library a year or so ago. Unfortunately we found that it was going to be very expensive for the Library to install and operate and there were issues with security as well. The Library would have to operate it at a significant loss.*

*Most companies we spoke to also felt that the location of the existing cash machine, just behind the library –opposite the entrance to Village Restaurant- meant that it wouldn't be financially viable from their point of view.*

*When the Library shop is open it does offer cash back.*

*Kind Regards*

*Brant*

#### **Comment: Wanted to take out Books for my course without having my University Card present.**

I had my Driving Licence for verification and I knew my University Card number and the Library representatives at the desk refused to accept this as proof of who I am.

I have taken out books previously without my University Card- why not this time.

I know it is possible to do so.

This puts unnecessary strain on me at a time where I do not need it. It also wasted my day - going back to retrieve the card when it should be easy enough to put the books through the system in an alternative way.

Please change this policy. It seems completely pointless and makes using the library unnecessarily difficult for students.

*Thank you for your comment card. It is always useful to receive feedback from our users, both positive and negative.*

*In reply to your specific point about needing your student ID card to borrow items, it has always been the Library's policy to require users to show their student/staff ID card in order to borrow. This was as a result of a request from the Students' Union, because your student ID card is proof of registration on*

*your course and because of previous difficulties arising from people borrowing items using other users details.*

*It is also explicitly stated in both the University and Library webpages, that you will need your id card to use the Library:*

[http://www.lboro.ac.uk/admin/ar/student/enquiries/id\\_cards/](http://www.lboro.ac.uk/admin/ar/student/enquiries/id_cards/)

<http://www.lboro.ac.uk/services/library/using/borrowing/>

*If I am on duty, I have access to the Student Database and so can check your status to ensure you are correctly registered and, as a one off, will allow users to borrow without their card. However, this exception would have been explained to you at the time and so I am satisfied that my staff acted correctly at the weekend.*

*Regards,*

*Matt*

**Comment:** Could we take out a max of 20 books because 15 is too little – esp. during exams, and most essays require 20 (at least) sources.

Thank you

*Many thanks for your suggestion card – it is always interesting to find the views of our users.*

*At the moment, it is unlikely that we will extend the number of books you can borrow from 15 to 20 in your first and second years as we only amended the loan allowances last year:*

<http://blog.lboro.ac.uk/blog/news/changes-in-loan-allowances-fines-and-hold-periods>

*However, we are holding our Library user survey in May, so if there is enough feedback from our users that they want us to increase allowances, it is certainly a possibility at the start of the next academic year, so I encourage you to answer the survey next month and encourage all your friends to do so as well.*

*On an individual basis, if you can provide me with a strong argument as to why I should extend your total loans for a specific exam etc, I am happy to look at this on a case by case basis. As you have only borrowed 30 items since the start of the academic year, however, you would need to show why borrowing the extra books all at once would be justified. I have done it in the past for other users, however, so am not ruling it out completely.*

*I hope this helps. If you need more information, please don't hesitate to contact me either by email or popping in to see me at the Library – and please keep an eye out for the survey next month.*

*Regards,*

*Matt*

**Comment:** Pegs to hang personal possessions on in the ladies toilets (cubicals and by sinks)

*Thank you very much for filling in a Library suggestion card.*

*I think your idea for pegs to hang personal belongings on in the toilets is a good one and we will try and make sure we get some fitted in both the ladies and gents toilets in the near future.*

*King Regards*

*Brant Hickman*

**Comment:** Why not having a USB-port device, directly on the printing machine?

This way one won't need to find a computer, if he just wants to print a paper. In days when the library is packed, finding a computer can be a problem.

*Thank you for your Library suggestion card – it is always useful to gain suggestions/comments from our users.*

*I answer to your question as to why we do not have a usb-port directly on the machine, it is a two-fold reason.*

*Firstly, the Library does not control the print system on campus, it is handled by IT Services. They are the ones that administer the student print network and choose the printers we have on campus and so we cannot purchase our own models with this feature.*

*Secondly, if there was a usb-port on the printer, it would mean that users could print documents off without paying for them as they would not have to go via the University's network. This is something the University couldn't afford to subsidise.*

*To try and help with queues during busy periods, the Library is introducing three trial short stay pcs at the start of the next semester (where you can only log on for a maximum of 20 minutes). If this trial proves to be popular, we may well look to expand the number of terminals this applies to next year.*

*It is also possible to print from a laptop or from another pc on campus and simply collect it from the Library as the print queue is now the same for the whole of campus: i.e. student mono for black and white or student colour.*

*I hope that helps. If you have any further questions, please do not hesitate to contact me.*

*Regards,*

*Matt*

**Comment:** Scrap paper cut into small pieces left by computers you look up library books from to write down book locations.

*Thank you for your suggestion card – it is always helpful to hear the ideas of our users.*

*The reason we do not place scrap paper next to the catalogue pcs is to try and control the mess (and subsequent time cleaning up) that this causes. We do, however, keep a supply of scrap paper at the information desks on all the levels that you are welcome to use if you ask one of the staff on the desks.*

*Regards,*

Matt

**Comment:** The womens toilets is absolutely disgusting. I do not even like to use them as they are extremely un-hygenic having sanitary waste left around the side and tissue everywhere.

The toilets need to be cleaned regularly throughout the day, this is a health and safety issue.

*Thank you for your suggestion card.*

*I am sorry about the state of the toilets at the Library. I have passed your complaint onto the University's Facilities Management Department as they are the people who organise the cleaning of the University's buildings, including the library.*

*We have received a number of complaints about the state of the toilets this weekend due, we think, to how busy the building was over the Saturday and Sunday. Additional cleaners were requested but I at, at present, trying to find out if they turned up.*

*If you have any further concerns please feel free to contact [FMHelpdesk@lboro.ac.uk](mailto:FMHelpdesk@lboro.ac.uk) directly as well as letting me know.*

*Again please accept my apologies.*

*Kind Regards*

*Brant*

**Comment:** There is not any single copy available of this book in short loan section, as it's a high demand book, it would be a great favour if you can put atleast one copy of this book in short loan section.

*Thank you for your suggestion card recommending we move a copy of the book 'Derivatives' into the short loan section. Just to let you know that I have requested that a copy be out into the short loan section and it should hopefully be there within the next few days.*

*I will also look into purchasing more copies of the book (we currently have 18 copies in stock) as it is obviously a popular text amongst our students.*

*Kind Regards*

*Louise Fletcher*

**Comment:** On the catalogue PCs dotted around the library would it be possible to get them to display a QR code?

Therefore this would allow students to get the books location quickly without writing and fumberling through their bag, as they can take a quick snap shop with there Phone

I have already been able to do this easily. Please give me an email if you have any issues.

*Thank you for your suggestion card regarding QR codes and the Library catalogue. I am afraid that currently we are still in the implementation phase of Library Catalogue Plus and as such do not have access to the system to implement QR codes, as access is restricted at this time to EX-Libris our supplier. However we expect to move out of implementing and gain access to the system by the end of this calendar year, so will be able to take a look at implementing QR codes in the New Year. We would be very happy to receive tips on implementing the code if you have already been able to do this.*

*Thanks again and best wishes*

*Jeff*

**Comment:** Can the Library Catalogue be developed into an iPod/ iPhone application please?

*Thank you for your suggestion card regarding the Library catalogue and iPhone application. In the next few weeks we shall be launching Library Catalogue Plus which combines the catalogue and MetaLib functionality in one interface and does have a smart phone view. We are currently testing the system and ironing out a few gremlins. However if you would like to try it out before we go live, you would be welcome to do so. It is currently at: [http://lb-primo.hosted.exlibrisgroup.com/primo\\_library/libweb/action/search.do?vid=LB\\_VU1](http://lb-primo.hosted.exlibrisgroup.com/primo_library/libweb/action/search.do?vid=LB_VU1)*

*This is a live system so any actions you take (e.g. making a hold request) will be effective. To access your account details or the Select Databases option you need to sign in using your standard University username and password. There are likely to be a few changes to the system over the next couple of weeks but we would welcome any feedback. The link to the smart phone application os on the home page.*

*I hope this answers your suggestion but please let me know if you require any further information.*

*Best Wishes*

*Jeff*

**Comment:** Main floor toilets smell awfully “fruity” Possibility of an air freshener?

*Thank you for your suggestion on the Library comment card.*

*I agree - the toilets can get quite smelly at this busy time of year, especially when the weather is so warm.*

*I will contact Facilities management and see what can be provided. In the past we have put out air fresheners but they either got stolen, put down the toilets or left in the urinals!*

*I will ask FM about wall mounted ones. Unfortunately this may not happen in the near future.*

*Kind Regards*

*Brant*

**Comment:** I was not sent an email reminder regarding books due back. This led to them becoming overdue. I got a reminder however that my fines were increasing. I really got the email reminder since slips of paper from check out machines do get lost easily. Please check the system – I hear some other people have also been affected.

*Thank you for your suggestion card – it is always useful to get comments from our users.*

*Normally our automated system works extremely well in sending out thousands of emails each day. However, in this instance, the emails were not generated due to the Library being closed for extra days in the Easter vacation due to the late falling of Easter and the royal wedding. As soon as we were aware of a problem, we did amend our system to nullify the fines. However, in a few instances, people such as yourself had already renewed/returned their books. In these cases I have been waiving the fines when they are brought to my attention. If you are aware of anyone else in this situation, please ask them to contact me and I will review their cases individually.*

*In your case, I have waived the fines that were incorrectly charged and so this just leaves £2 in fines to pay.*

*I hope this helps. If you need any further assistance, please do not hesitate to contact me.*

**Comment:** During my 3 years at Loughborough University I have always seen an increasing no. of students from Burleigh College/ Loughborough College attend Pilkington Library during crucial exam periods. The facilities at the library are good and well maintained however due to increasing number of students applying at universities there is always competition for study spaces. This becomes hindered even more when college students also come to study. Many of them do not study hard and are constantly talking or messing around due to their immaturity. I am not saying that every university student is well behaved but when we need to work, we work. I can't understand why their respective colleges cannot provide extra facilities or even direct them towards local Charnwood Library. Personally I don't think they should attend the library during this period. Even after speaking to the Library staff they also share the same views and have had problems in the past. The library should seriously look into this matter as university students are pay high tuitions fees and we expect a majority of the facilities to be available to us. This will be an even bigger case when future students will be paying £9000 for tuition.

It is extremely unfortunate if those college students who are genuinely working hard for their exams here at the library are also removed, but this is due to the action of the majority.

I have taken time to write this suggestion for the library considering I have an exam tomorrow morning. I can ultimately say that they have prevented me from using the time I have at the library to my utmost potential.

The sooner a change can be made the better.

*Thank you for your considered and heartfelt plea about the challenges in using the Library to revise when there are distractions around you caused by non-university students. I am very sorry that these negative experiences have occurred when you have been working at these examination and revision times. I also very much appreciate that you have taken time to write such a lengthy statement the night before your exam.*

*Your concerns and views will be taken very seriously by the University Library. There have been two unfortunate incidents in the library in the past fortnight in the Library, both caused by non University Students. Loughborough University Library has been monitoring the situation nationally and is aware that other university libraries are restricting access to non university students at exam times.*

*As a result of your comments and suggestions, I will take the proposal that the Library restricts access to University students at the next Library Management Committee. I will report back to you the resulting discussion and actions. I am grateful you have alerted me to you views and am more than happy to meet if you wish to express them personally.*

Regards

Graham

**Comment:** Email students when they have reached a fine amount to remind them to return the book. Rather than when a book is 2 days late. £5 would be a good level.

*The system we use doesn't allow us to send out reminder notices when a user reaches a certain fine limit. The process works by sending out a reminder email before a book is due for return (usually 3 days before). If someone acts on this reminder there is no need for them to incur a fine. The dates for all book returns are also printed on the receipt you are issued with when borrowing books and it is also available by accessing your Library account. If you are not sure how to do this, please feel free to ask at one of the enquiry desks, where we will happily show you what you need to do.*

*Once a book is overdue the email is generated that evening by the system and is sent out the next working day. Again, this is the way the system itself works and as it is a product that we buy in, not one we have developed in-house, it does have limitations we cannot alter – this being one of them. I will certainly feedback your comments to our supplier to see if they can take them into account when developing future upgrades.*

**Comment:** More plug sockets on 3<sup>rd</sup> floor lefthand side.

*Thank you about your comment about the sockets on Level 3.*

*This has long been an issue raised with the Library and we have looked at a variety of ways to try and solve it. Unfortunately the main problem we have is that each level of the library has a solid concrete floor which is extremely difficult to cut through. This means that we are not able to get power cables into it. We also asked Facilities Management about dropping power from the ceiling but they were not keen on the idea and neither were Health and Safety.*

*We have installed laptop benches with additional sockets under all the windows on Level 3 and along some of the walls towards the back, near Training Room 2. However, we know that people need power on the tables in the middle of each area – but we are going to struggle to be able to do this. We are currently looking at getting power down two of the pillars on open 3 that don't have computers around them.*

**Comment:** Enforce the 30 min rule please!

*Thank you for your suggestion card – it is always pleasing to see our users are interested enough in our services to leave feedback, even if the comments are to point out problems in the service we provide.*

*In answer to your comments, we do try to enforce the 30 minute policy as much as possible, although we do recognise that it is not always evident when we are at our busiest. We have cleared desks every day since the 24/7 period began, including at the weekend and bank holidays. This year, in a change from previous ones, we do not have set times to collect them, but stagger the process throughout the day, having previously found that users were quickly “cottoning on” to the timetable we had drawn up for collection in previous years. We do also instruct the security guards to clear the desks overnight and this has meant that the problem of desk reservation has greatly improved since last year.*

*I will take your comments back to the Library’s management team when we review how this period has gone to see if we can put some more resources into it. We are also looking into how users can use social media to tell people where there are free desks or to inform us if someone has been away from an area for an extended period of time.*

Regards,

Matt

**Comment:** New Books. It could be handy to have a printed list of new books stuck up somewhere on each floor. The list could be broken down by category.

I saw it in George Green Library Nottingham and it was very useful. A quick glance to see the latest books.

*Thank you for your suggestion. We are reluctant to add further posters to the Library’s walls as this tends to dilute the messages being broadcast via this medium. However a list of new books, broken down by subject, is available via the Library’s Ad-lib blog at: <http://blog.lboro.ac.uk/blog/new-material-in-the-library>*

**Comment:** I am currently studying for my final exams, and have thus been using the library for the past three years. I am happy to say I have found the majority of your services meet a high standard, and my time spent studying has been made more enjoyable by the friendly atmosphere. However one area you really do need to improve on is the state of the female (and potentially male) toilets, they are disgusting! They are frequently filthy, have no toilet paper and contain overflowing sanitary bins; I often leave feeling unhygienic . I appreciate that during the exam periods there are more people than normal using them, but this is no excuse. You know when there are going to be large volumes of library users and therefore need to act appropriately by recruiting more cleaning staff. This has been a problem for the whole three years I have been here, and talking to many of my university

colleagues I know they feel the same way. Please could you ensure me that this matter is going to be addressed?

*Thank you for your comments about the poor state about the library's toilets. I am truly sorry that the state of the toilets is not up to the rest of our services but the cleaning of them is the responsibility of the University's Facilities Management department. FM were made aware of the Library's opening hours, as they are for all our hours, way in advance of 24/7 starting and I requested additional cleaning staff for the whole period. FM does not actually employ any cleaning staff over weekends or Bank Holidays, which obviously makes it very difficult for the Library. They let us know that they would provide some caretaking staff to empty bins and clean toilets over the long weekend and we apparently had two doing this each day but it was obviously not enough. We will be meeting with relevant staff from the departments involved after 24/7 has finished to try and address all the issues we have and try to resolve them for the future.*

*For a few years now we have been asking FM to upgrade our toilet facilities, as they are old and worn out but, apparently, there are other toilets on campus that are in worse state than ours. I know this will not benefit you but we are hoping that, when the Library is refurbished over the next couple of years, all the toilets in the building will be upgraded and that more will be made available on levels 3 and 4 – in fact I have just seen an email from FM indicating that this should be the case. Let's hope so.*

*Again please accept my apologies for the state of the toilets and best of luck with your exams.*

*Kind Regards*

*Brant*