

## University Library Suggestion Cards

The Library received a total of 25 suggestion cards in the 12 months between May 2015 and June 2016

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

**25<sup>th</sup> August 2015**

**Add an entrance on the bottom floor facing the village restaurant.**

*Thanks you for taking the time to fill out a Library suggestion card – it is always helpful to hear the views of our users.*

*I have spoken to our Facilities Manager about your suggestion regarding an entrance on the bottom floor. As you may be aware, the library building is nearly 30 years old. As a result of this, any change to the exterior of the building would cause a significant cost both in the building work itself and also to the amount of space it would take up within the Library itself. The main plant room (where we have the controls for the heating/air conditioning and water/sewage controls) is actually on the ground floor directly opposite the village bar and so we couldn't place an entrance there. We could put an entrance close to the group study room. However, this would take up a significant proportion of this corner of the floor as it would need security desks/barrier access controls and alarm systems like we currently have in the entrance. This would dramatically reduce the number of study spaces on this floor – as well as being extremely expensive, so we cannot justify developing this at the moment. However, if we do ever decide to build an extension to the Library, this will certainly be one of the things we would add to our wish-list, so it may happen at some stage in the future.*

*I hope this helps answer your query. If you have any further questions, please don't hesitate to contact me.*

**2<sup>nd</sup> October 2015**

**Would it be possible to get computer/screen wipes as it would be more hygienic to use the library computers this way (and I've seen four people wipe their noses and then type which is disgusting).**

*Thank you for taking the time to fill out a Library suggestion card – it's always helpful to hear the views of our users.*

*In answer to your question, we do actually have antiseptic wipes dotted around the building in containers attached to the pillars – for example, there is a tub on the concrete pillar near the corner of the L3 desk. You are welcome to make use of these to clean the PC you are using.*

**7<sup>th</sup> October 2015**

**More copies of books for construction project management are needed.**

*Thank you for taking the time to fill out a Library suggestion card. It is always helpful to hear the views of our users.*

*We usually have a formula for the number of books we buy depending on how many people are on a course. Is there a particular title you would like me to investigate or is it just construction project management books in general you feel we need more of?*

**29<sup>th</sup> October 2015**

**Library Café:**

- **Prices do not make sense, supposedly cheese is the same price as meat? Please change price option to match the value of items.**
- **For £4.30 I managed to buy a wrap and a drink. Could you please look into ways to reduce this price (meal deals etc.) – seems extremely high for the amount and quality of the food! Also does not match other food prices around campus. Would really appreciate it if this suggestion card is considered, I am not alone in thinking this.**

*Thank you for taking the time to fill out suggestion cards – it is always great to hear the views of our users, even if they have issues they wish to raise with us.*

*With regards to your specific comments about the cafe within the Library, the Library doesn't actually have anything to do with the management or operations of the shop/cafe within the building – it is run by Campus Living. I will pass your comments on to the cafe manager and the Campus Living team so that they can respond to your queries.*

**3<sup>rd</sup> December 2015**

**To launch a programme in which alumni students may apply for library membership, with full access to the database (I have heard about the possibility to have access to books, but not to the database). Even through a paid service.**

**It would be useful to keep the research that is not finished during PHD.**

**Thank you**

*Thank you for taking the time to fill out our suggestion card – it is always useful to hear the views of our users.*

*With regards to your suggestion regarding alumni access to databases, we do have a walk in user scheme whereby people can visit the Library and use a large selection (although not all) of our databases/journals. However, this doesn't give access to*

*anything that requires an Athens password and there are some exceptions such as British Standards which won't allow such access. I do appreciate that this isn't always helpful for people if they are no longer in Loughborough, but we are one of only a handful of UK universities that offer this service.*

*The reason we don't have ongoing alumni access is down to cost – we already spend almost £2.5 million per year to provide access for our current staff and students to the resources we subscribe to. If we wanted to allow alumni access we would have to change the licence terms we sign and this would be prohibitively expensive as we would have to buy a commercial rather than an educational licence. Some individual database suppliers are starting to allow access, but again we would have to pay extra for this, which we simply do not have the money to do in the current financial climate. We do constantly keep these things under review, however, so if anything does change or we have additional funding, we will certainly look to expand access to alumni wherever possible.*

*We do also have a list of freely accessible resources that may be of use to you:*  
[http://www.netvibes.com/lbinfo#Business %26 Enterprise](http://www.netvibes.com/lbinfo#Business_%26_Enterprise)

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

**9<sup>th</sup> December 2015.**

**After spending the majority of my days sitting in the Library especially in the café. I would like to make a suggestion that would make it easier when feeling hungry, and the only option for food is here on campus I normally turn to the vending machine however, If I have decided I fancied some crisps, it is made extremely confusing and difficult. I believe it would be more helpful to have all crisps arrange more logically. Either all in the same row and then underneath each other or alternatively have all crisps in the same vending machine (including café options).**

**Therefore when making an informed decision on what crisps to purchase, especially when under exam stress, the decision is clear. Thank you for reading.**

*Thank you for taking the time to fill out a Library suggestion card – I agree that crisp selection is a daily dilemma!*

*I will pass your suggestion on to the vending machine company.*

**13<sup>th</sup> January 2016**

**Make the library 24 hours AND have some change with security to use the vending machines.**

**16<sup>th</sup> January 2016**

**I wish to complain about the amount of noise on Level 2 late at night. After complaining several times to security nothing has been done to help.**

*Thank you for taking the time to complete a Library suggestion card – it is always really helpful to hear from our users – especially when things occur when staff aren't in the building and we have had to rely on security staff during extended opening.*

*We are working with University security and the private security company to identify a group of students who seem to constantly misbehave and make excessive amounts of noise in the Library. I will feed your comments into this so that we have more evidence that we can use against students that cause issues for other staff. If you encounter the same issues, please take the name of the guard you have reported it to and let me know so that I can liaise with the relevant individuals to ensure that staff are doing the job they are paid to do.*

**1<sup>st</sup> February 2016**

**Do you mind adding a microwave for me to heat the food.**

*Thank you for taking the time to fill out a Library suggestion card – it is always useful to hear the views of our users.*

*Unfortunately, the Library has no plans on installing a microwave at the moment. There are various health and safety implications - not the least being who would clean the machine after use – even in halls of residence microwaves are apparently problematic. I will, however, keep your suggestion on file and if we ever revisit the provision of catering equipment, we will certainly bare your suggestion in mind.*

**18<sup>th</sup> February 2016**

**Free microwave for students. Cold/hot water machine.**

*Thank you for taking the time to fill out a Library suggestion card – it is always useful to hear the views of our users.*

*Unfortunately, the Library has no plans on installing a microwave at the moment. There are various health and safety implications - not the least being who would clean the machine after use – even in halls of residence microwaves are apparently problematic. I will, however, keep your suggestion on file and if we ever revisit the provision of catering equipment, we will certainly bare your suggestion in mind.*

*We do already provide free cold water fountains on all floors of the Library – if you aren't sure where they are, please feel free to ask at one of the enquiry desks and we will point them out to you. Again, we don't have any plans on getting hot water in these because of the health and safety issues that could arise (both the possibility of burns and the water quality issues connected with hot water pipes).*

**25<sup>th</sup> February 2016**

### **Longer opening hours during Easter holidays – till 9pm.**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views on our users.*

*We have actually extended the week day opening in the Library this Easter vacation, so we are open Mon-Friday until 8pm (instead of the 5.30pm last Easter vacation). We will monitor how successful this extended opening is to see if we can justify putting in further funding bids to the University, so I would encourage everyone to make use of our extended opening hours this year to give us plenty of evidence to present to the University.*

**25<sup>th</sup> February 2016**

**Could you please make some Carrels available for shorter periods i.e. 2hrs or 3hrs. This will suit some of us who spend longer periods of time in the campus with lectures in between. The booking times as they are at the moment, they make it very impossible for students like me to reserve one. For example every Thursday my lecture times are, 9am-11am and 2pm-4pm. It's impossible for me to book a Carrel between those times.**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views on our users.*

*I will take your comments to the next building development group meeting within the Library in March. We look at ways the use of the building can be improved and we have had a few students make similar comments as you with the study carrels. It may be the group decides to amend the policy for study carrels to allow individual booking slots, rather than the three hour ones we currently have.*

*If we do change it, I will let you know and will publicise it on our webpages.*

<http://blog.lboro.ac.uk/adlib/library/study-carrel-bookings-you-said-we-did>

**25<sup>th</sup> February 2016**

**Please fix the vending machine (food) that requires card payment. It never works.**

*I will pass your comments on to the manageress of the cafe. The machines are actually provided by an external company so we don't control them ourselves, but we will certainly ensure the company that owns them is informed about the problems you have been having.*

**10<sup>th</sup> March 2016**

**Bigger car park/more spaces.**

*Thank you for taking the time to fill out a suggestion card – it is always useful to hear the views of our users.*

*With regards to your specific comment about a bigger car park with more spaces, this isn't actually an area that the Library has control over – it is run by the main Corporate Services department for the whole of campus. As visitors are not currently charged for parking on campus (unlike staff who have to pay for their parking) it is unlikely that the University will prioritise car parking for this type of user. We are actually well served with parking on campus in comparison to most universities – we have 12 car parks on campus – including a multi storey car park 5 minutes' walk from the library that external users can park in. If you compare this to Nottingham – where they charge you £7 to park for the day and there is only one car park for external use – we certainly provide a better level of service as it stands.*

*I will, however, pass your comments on to the Corporate Services Team so that they can take notice of your views in any future planning.*

**13<sup>th</sup> March 2016**

**More copies of 'Digital Fundamentals' by Flloyd.**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*I have copied Library colleagues into this reply so that they can look into the feasibility of purchasing additional copies of Digital fundamentals Thomas L. Floyd author. Eleventh edition..; Global edition.. 2015 621.3815/FLO. We do have a number of copies of the 10<sup>th</sup> edition in stock, but I understand that you would like the most up to date information available.*

*In the meantime, I see that you have requested the Library's sole copy of this most recent edition. This should, hopefully, be returned later on this week. You will receive an email from us when it is awaiting collection.*

**28<sup>th</sup> April 2016**

- **2hrs a week for booking slots for group study rooms is grotesquely insufficient.**
- **I am a member of 3 group coursework's. All members have used their two hours of booking, we have to meet elsewhere.**
- **Timetabling system needs a long-awaited update.**
- **Level 4 computer area is according o the miniature posters in each booth, a quiet area with no phone calls/rings. Who is enforcing this? It is**

**an area of unfathomable sounds and distraction. Suggest more posters or ENFORCE it!**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*With regards to your specific comments, I agree that there does need to be more group study areas for students to use, not just in the Library, but across the whole of campus. During our refurbishment we increased the number of group study rooms we had available (adding an extra four on L4) and also added 7 bookable booths. Unfortunately, we only have a finite amount of space, so have to balance the desire for group work with the need for individual study spaces, so can't increase the number of slots available to people or we would have an even more limited number of slots available for the thousands of people that use this service throughout the year (we run at about 85% capacity annually, although this is closer to 100% if you just look at term dates).*

*This summer, we will be converting one of the staff rooms on L4 to add an extra group study room, so that may help a bit, but I'm afraid demand will always outstrip what we are able to provide. I am a member of the Student Experience Committee and will make sure this issue is raised there at our next meeting and will also pass your comments on to the University's Space Planning Group.*

*As you are a finalist, did you raise it on the NSS survey? One of the ways we manage to convince University management to invest in us is if we get feedback in these surveys that shows students aren't happy.*

*Which timetabling system are you referring to? Is it the one you use to book rooms in the Library? If so, if you have any specific improvements to suggest, we will happily pass them on to the team in IT Services who have developed this piece of software.*

*With regards to your comment about the use of phones on L4, we have recently decided to allow their use on L4 (apart from in the silent study area) due to customer feedback. We have changed the main posters for the floor to show this, but as we are having all the signage in the Library amended due to the University's rebranding exercise, we are in the queue to have this done by Creative and Print Services. We have asked for this to be done asap, but may well not have it supplied until after the end of term (as they are having to do a lot of redesign work for the whole of the University as a result of the rebrand). As soon as we have the signage, I will be put in place.*

*In the meantime, if someone is being particularly noisy, feel free to report it to staff in the Library and we will look into it and take appropriate action for you.*

*I hope this helps explain things. I'm happy to answer any other questions you may have about the Library and our services*

**17<sup>th</sup> May 2016**

- **Extended opening hours from 11 – 12, not 3 days before exam.**
- **More computers on floors 1 and 2.**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*To answer the points you raised:*

- *We have extended our opening hours substantially this year – we are now open until 2am every night during term (last year we closed at midnight). We also opened until 8pm every week day during the Easter vacation. Unfortunately we simply don't have the money to open 24/7 any earlier than we already do – please feel free to feed back your views to course representatives or when you get to fill out your NSS survey as this helps our business case to the University for more funding.*
- *We have extended the numbers of PCs in the building to 250 last summer. This means that we are currently at capacity both in space and network ability – it would be hugely expensive to add networking to the rest of the building. However, there is some good news in that we have gained funding to ensure every desk on Levels 1 and 2 of the Library will have access to plug sockets over the summer. This will help people with laptops.*

*I hope this helps answer your concerns. If you would like any further information, please feel free to contact me directly in future.*

**19<sup>th</sup> May 2016**

**Whenever I come, it is not possible to find a computer or place to sit to study. Library working space is definitely not enough for this university and quality of the screens is definitely not up to the standards.**

*Thank you for taking the time to fill out a suggestion card – it is always useful to hear the views of our users.*

*I appreciate how difficult it can be to find space in the Library at peak times. Despite having our refurbishment three years ago, we still reach capacity during 24/7 and exam periods. If you can get here earlier in the morning we do have computers that are free and we also have a number of short stay PCs in the Library if you just needed to nip in quickly to print something off. It is also possible to book group study rooms in advance for 2 hours at a time – although these do also get booked up. Unfortunately, all university libraries suffer from capacity issues – no library has enough space for all its student population. One of the ways Loughborough deals with this is by having alternate learning spaces e.g. the Haslegrave PCs labs are open 24/7, they have opened up spaces such as SMB for postgraduates and there are also things like the West Park Teaching Hub for study during the day. These first two weeks of exams are particularly busy, but after that the Library starts to quiet*

*down again and we are open all over the summer, when there is plenty of space and PCs available to PGs.*

*The Library doesn't control the PCs in the building – this is done by IT Services. I know they have invested in new PCs last year, with bigger screens. I'm not sure what is possible to improve the screen quality, but I will certainly pass your comments on to the lab team in charge of this service.*

**19<sup>th</sup> May 2016**

**More Tables during the daytime. Having to use the café tables as there is no room to work. There is a lot of wasted space.**

*Thank you for taking the time to fill out a suggestion card – it is always useful to hear the views of our users.*

*As part of the refurbishment we had to look at our fire evacuation routes. The health and safety team have told us exactly how many people we are allowed to accommodate on all floors and so we can't just add extra tables at peak times – however much we would like to - as it would be breaching the fire regulations for the building.*

*Most university libraries suffer from lack of space at peak times. One of the ways Loughborough tries to accommodate this is by opening up other space e.g. the Haslegrave PC labs are open 24/7 and areas like the new West Park Teaching Hub have seating that can be used.*

*If you feel really strongly about the issue of Library space, please feed it back to people like course reps/VP Education and on any survey such as NSS – these are areas that senior university managers really take notice of, so it's always worth doing if you have the chance.*

**22<sup>nd</sup> May 2016**

**Please organise change box.**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*I'm afraid we won't be getting a change machine in the Library again. We did have one for a number of years, but we removed it last year as it was costing us a lot of money to provide one – money that we can spend on resources instead. Our self-service machines now take cards as well as giving out change, so this area is covered.*

*We do not control the vending machines in the Library cafe, but we have asked the company to provide up to date machines that also take card payment – the coffee*

*machine and the first snack machine now do this. I will mention this to Campus Living management next time I see them to see if they can do anything about it.*

**25<sup>th</sup> May 2016**

**You should be able to check online and see how many people are using the library before coming (similar system to the one in powerbase) by the number of student cards scanned, would save people coming if it is full. Also can there be a microwave for lunchtime?**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*I am working with our web design team on our new Library webpages for the next academic year even as we speak. As part of this we are trying to incorporate a system similar to the ones at the gyms. Unfortunately, they had an external company to design their website, so there are some technical difficulties involved, but I'm hoping we can resolve them. In the meantime, I have been posting updates on Yik Yak when asked.*

*I'm afraid there is no likelihood of a microwave any time soon. This is for health and safety reasons and also because of the potential for mess that we would then have to clear up – apparently microwaves cause the most issues in hall kitchens, so you can imagine what it would be like in a library space. However, if we do decide to remodel the cafe space, we will certainly bear your suggestion in mind.*

**5<sup>th</sup> June 2016**

**Someone to go around with a brush (dustpan/brush) and clear all the desks! They always have dust/rubber/hair and it puts me off working!**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*With regards to your comments about cleaning the desks – we do actually do this already – cleaning staff are here from about 6am and one of their jobs is to clean the desks. It is a bit more difficult when we are open 24/7 as some of the desks are occupied when they are doing their rounds, but if you spot something that is particularly messy, please feel free to let a member of staff know and we can see what we can do to sort it for you.*

**5<sup>th</sup> June 2016**

**The silent study is not quiet due to the noise coming from outside. At busy time the silent study is actually noisier than other floors.**

*Thank you for taking the time to fill out a suggestion card – it is always helpful to hear the views of our users.*

*I'm sorry you are encountering problems whilst using the silent study area on L4. We have rearranged the furniture on this level to remove the small group tables from the area closest to the entrance and replaced it with high backed furniture to try and minimise the noise, but I do recognise it isn't a perfect solution. Please feel free to mention it to staff if you are aware of particularly noisy groups and we will be happy to look into it for you at the time.*

**6<sup>th</sup> June 2016**

- **Please make a proper praying area in the Library for the benefit of all staff and students.**
- **Prepare an ablution area in the toilet.**

**6<sup>th</sup> June 2016**

**A praying area (multi faith room like at the airport) and an ablution area for the Muslims.**

*Thank you both for taking the time to fill out a suggestion card – it is always useful to hear the views of our users.*

*With regards to your specific suggestion regarding a praying area and ablution area, neither of these are likely to happen in the near future. Library space is extremely limited and so we have to prioritise what little space we have for study activities. I know the University has created these sorts of facilities in the Centre for Faith and Spirituality <http://www.lboro.ac.uk/services/cfs/facilities/>*

*We are also aware that people use the space at the foot of Staircase B as an area to store prayer mats and pray. This isn't a problem as far as we are concerned as long as the material is stored away from the fire exit doors themselves. We will keep your comments on file and if we do have space that is developed in the future, we will add the possibility of adding these spaces.*