

## University Library Suggestion Cards

The Library received a total of 4 suggestion cards in the 12 months between May 2013 and May 2014.

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

**Comment:** Just to say I'm really happy about the new carpets on all floors. The old ones were getting quite dusty which caused me allergic reactions. Thank you!

**Reply:** *Thank you for taking the time to fill out a comment card. It is really good to hear the positive feedback from our refurbishment – we were quite pleased to see the back of our thirty year old carpet tiles too!*

**Comment:** I think the printers on the 2<sup>nd</sup> floor should be moved somewhere else, away from a study area as they are quite noisy and people keep using them. I'd really appreciate it.

**Reply:** *Thank you for taking the time to fill out a suggestion card. The printers across campus are controlled by IT Services. It is usually the case that they are situated next to pcs so that people who want to print things out can easily locate a printer. I do appreciate that this can be noisy at busy times, but it is unlikely that they will be relocated. I will, however, pass your comment on to the team who manage the service in case they review positions over the next 12 months.*

**Comment:** Please could you stock more international poetry collections e.g. Latin Americas/African

**Reply:** *Thank you for filling out our suggestion card. I have passed it to our academic librarian who is responsible for the English department and they will see what money is in the budget to purchase things. If you ever have a specific title/author in mind, please let us know as we are happy to buy stock if there is money left in the budget.*

**Comment:** Sometimes when seating in the computer area on second floor I notice people printing entire books out which makes a lot of noise and is terrible for the environment. I think the payment system should be different: the first few prints each day should be very cheap, but then the more we print in a single day, the faster the prices should climb. This would discourage people of printing or photocopying large book that they should borrow instead.

**Reply:** *Thank you for your suggestion. Unfortunately, the print credit system we have at the University is not able to price things at different rates depending on quantity. However, in the new academic year, Design and Print will be launching a new online print service which will allow people printing off larger documents to do so via an*

*online store and collect it from Design and Print themselves rather than have to stand next to a printer/photocopier and wait for it.*

*Different courses need to print and copy different amounts of materials – many of the science/engineering courses have a large lab presence, whereas things such as politics and English are much more text based. We have to make provision for all types of user in the Library. It is important that the user makes note of the copyright restrictions we advertise next to the printers – they certainly shouldn't photocopy entire books. If you notice this in future, please let a member of staff know so that we can enforce the legislation.*