

## University Library Suggestion Cards

The Library received a total of 45 suggestion cards in the 12 months between May 2014 and May 2015.

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

**Comment:** Have stick out indicators on the end of bookshelves, had to walk up and down the aisle as numbers were on face of bookcase and could not be seen unless directly in front of them.

**Reply:** *Thank you for taking the time to fill out one of the Library's suggestion cards. It is always good to get feedback from people who use the Library.*

*We have tried to get some new, bus stop style signs that stick out from the top of the shelving end boards but unfortunately there does not seem to be any manufacturers making suitable ones. We think this may be because most new shelving is designed to be lower than ours, so anything sticking out from them would be a health and safety hazard.*

*We will keep searching for some as we think they are a good idea too.*

**Comment:** Mattress' during exam period  
Bean bags for more comfortable reading seats

**Reply:** *Thank you for taking the time to fill out one of the Library's suggestion cards. With regards mattresses during exam periods; this is something we will not be doing as it is very important for people who are studying or revising to take proper breaks- and if people really do need to sleep they should be going back to their own rooms. There would also be a hygiene issue- the mattresses would become quite unpleasant fairly quickly! We also don't have anywhere to store them and they could become a Health and Safety problem if people tripped over them or if people started wandering around the building with them.*

*I'm afraid we won't be getting bean bags either. The main reason is that we'd have to get rid of some of other seats- the building has a limit on the number of people we can have in it due to the fire regulations and the current seating we have is at the limit the University feels it is safe to have.*

*There is another Health and Safety issue; we did consider having bean bags during the refurbishment in 2013 but when we did some checking we discovered that several places had purchased them only to get rid of them fairly quickly- mainly due to people tripping over the legs of the people sprawled out on them. At a couple of places they got rid of them because they burst and they ended up with polystyrene filling all over the place.*

**Comment:** The arrangement of anti-slip metal strips on the stairs leading to level 4 from the foyer area of level 3 causes visual confusion when descending. To a very large extent this is because the edge strips are identical to those steps further back in the steps themselves: this makes it difficult to judge where the edge of the steps is. I wear vari-focals but a colleague of mine who does not wear glasses experienced the same sensation as I did.

**Reply:** *Thank you for your suggestion card regarding the central stairs and their anti-slip metal strips.*

*Following our discussion about the stairs a few months ago I mentioned the issue to Facilities Management who are aware of them. They are not sure at this stage what will be done as we are still within the 12 months fault list period. There is a question as to whether the contractor who installed them should be asked to do something or FM themselves will need to.*

*Rest assured the issue is not being ignored but it does take time to sort this kind of thing out.*

*In the meantime can I please suggest, if they are causing you concern, that you make use of the other three staircases, A, B, C or the lift.*

**Comment:** The instructions on how to operate the moving stacks on level 1 be posted on the stacks themselves. The operation of these stacks is not intuitive. I was in the library yesterday (Sunday) and even the staff present did not know how to operate the mechanism and grant me access.

**Reply:** *Your suggestion re. instructions for the rolling stacks on Level 1 has been forwarded to me.*

*I agree that we need to produce some guidance as operating the rolling stacks isn't a particularly intuitive operation. My problem is that there are several possible scenarios and to explain them all would make the instructions impossibly wordy and complex!*

*I shall try to produce some simple instructions to attach to the shelves and will alert my colleagues to the various complications that may arise.*

*Thanks for your comments, it is always helpful to receive feedback from our users.*

**Comment:** Re: Fire alarm test; Announcement is at speed that allows comprehension, rasping quality of speech reduces clarity and impact of the announcement. Can this problem be addressed?

**Reply:** *Thank you for taking the time to fill out a suggestion card – it is always good to hear back from our users.*

*I have discussed your suggestion with our Facilities Manager. As you may be aware, a new fire alarm system was a major part of our refurbishment. When we went out to*

*tender we made sure that all parts of this system were fully compliant with all the relevant standards and health and safety measures required as user safety is of paramount importance to us. The system was fully tested to ensure it met these standards and so, according to the Health and Safety department, there isn't a need to adjust any of the settings on the system at present. However, as part of our ongoing performance measurements we will monitor the announcements together with the University's Health and Safety team (including the University's fire officer) and so if they feel an adjustment is necessary, we will certainly take the necessary actions.*

**Comment:** If the library could open at 08.00 am; also on weekends. I'm a morning person! Thanks for considering!

**Reply:** *At present, we are unable to extend the opening hours further than the 8.30 opening we currently maintain Mon-Fri. This is because, for health and safety reasons, we need to have a minimum number of staff in the building to ensure it can be evacuated safely and staff contracts do not begin until 8.30. We are currently working with the Vp for Education to gather user views on our opening hours so that we can put forward a joint business case to the University to increase our funding. I will make sure your card is fed into the data we gather.*

**Comment:** Please can we be provided with spray to clean the whiteboards : )  
Thank-you.

**Reply:** *Thank you for taking the time to fill out one of the Library's suggestion cards regarding providing whiteboard spray cleaners for general use. Unfortunately this is unlikely to happen for a number of reasons: First and foremost, as with all chemicals, whiteboard cleaners are covered by COSHH (Control of Substances Hazardous to Health) regulations. Most whiteboard cleaners contain chemicals which can harm people (eyes/skin) and therefore we decided it was safer if they are only used by Library staff. It would also not be safe to just leave these sprays around the building in case anybody just started messing around with them. Some are also flammable and need storing carefully. We do endeavour to clean the whiteboards as regularly as possible but unfortunately some people use whiteboard markers that have not been provided by the Library and they can sometimes be difficult to remove. These also damage the surface of the boards making them harder to keep clean in the long run. Secondly they are surprisingly expensive and it would be hard to justify spending so much on allowing Library users to clean boards.*

**Comment:** Utilise the space better so we can have more tables and don't have to fight/wait for space.

Library wardens to ensure selfish people don't take up a whole table to themselves  
But the staff are nice, don't want to overwork them, but longer opening times please.  
Xxx

**Reply:** Thank you for taking the time to fill out a Library suggestion card – it is always nice to hear the views of our users. Oh, and thank you for your comment about Library staff being nice – we like to think so :-)

Library space: As part of the refurbishment project, extensive modelling was done of the whole building for health and safety reasons. As a result of this modelling, we had to slightly reduce the number of people who could occupy level 3. We did also reduce the size of the tables because we found that with the old ones, people still wouldn't share a table that was designed to hold six people, so it was felt that having four seater tables was better. Apart from in exam times, we usually find there are plenty of spare seats around the Library – albeit, perhaps on the benches on the sides of the floors or on the lower levels. After student feedback last year, we also installed nearly 200 extra plug sockets, meaning the majority of the tables on L3 either had sockets on the table or nearby. The downside of getting this extra power to the desks was that they had to be fixed to the floor (the cables had to be run on the ceiling of Level 2 and then drilled up to attach power to the desks). This does, unfortunately, mean that there is less flexibility to move desks round for health and safety reasons. We do constantly look at ways we could improve the experience of our users, so I will make sure your views are fed into discussions of the Library's Building Development Group.

Library wardens: Staff will usually only clear desks during exam times as we simply don't have the staffing levels to clear items at other times of the year. However, if you do encounter specific problems with people being unwilling to free up space, please feel free to mention it to counter staff. They will then be able to speak to individuals on your behalf.

Opening hours: We are currently running a survey in conjunction with the VP Ed in the Union. If you or your friends would like to give your point of view, please feel free to share this link – we want to get as much feedback from users as possible to support budget bids for extra opening. The link is:

<https://www.survey.lboro.ac.uk/libraryopeninghourssurvey>

**Comment:** English, Drama and History students have important deadlines in November, early January and early May. I feel our courses are not catered for in terms of opening hours. Even staying open till 2am would be more helpful. I think it should be open 24 hours all the time if possible (staff v.nice though)

**Reply:** Thank you for taking the time to fill out a suggestion card – it is always nice to hear the views of our users. Oh, and thank you for saying the staff are nice, we certainly like to think so 😊

With regards to your comment about opening hours, the Library only receives a certain amount of funding from the University and previous requests for additional funding to increase our opening hours has been unsuccessful. You may have seen

*that we are currently running a survey in conjunction with the VP Ed in the Students Union. We have had over 500 responses to this survey, which is fantastic, but if you/your friends would like to give your views it only takes a couple of minutes to fill out. We will use the info gained from this survey in our budget bid for next year. The link can be found at: <https://www.survey.lboro.ac.uk/libraryopeninghourssurvey>*

**Comment:** The library should be open 24 hours all year round. This is done at other universities, such as Exeter. I believe this will have a dramatic impact on results as it is sometimes difficult to study and do coursework in halls.

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

*With regards to your comment about opening hours, the Library only receives a certain amount of funding from the University and previous requests for additional funding to increase our opening hours has been unsuccessful. You may have seen that we are currently running a survey in conjunction with the VP Ed in the Students Union. We have had over 500 responses to this survey, which is fantastic, but if you/your friends would like to give your views it only takes a couple of minutes to fill out. We will use the info gained from this survey in our budget bid for next year. The link can be found at: <https://www.survey.lboro.ac.uk/libraryopeninghourssurvey>*

**Comment:** Individual carrels bookable by the hour- can't always make start time & it gets taken.

Why put silent study area next to bookable booths & not make it soundproof.  
Whiteboards @ bookable booths/ study carrels/ all walls!

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

*With regards to your individual suggestions:*

*Booking carrels by the hour:* *this has been discussed a couple of times in the Library's management group. It was felt that letting users book a carrel for a long period was more beneficial than the hour long slots as it allowed people to settle down and concentrate – especially at revision periods. I will, however, feed in your comments to our next planning cycle.*

*Silent study area:* *in the original plans for the L4 refurbishment, we did actually have glass around the bookable booths. Unfortunately, this was engineered out of the design during the building process. We have added it to our annual budget bid – we have been told it will cost £50,000 to achieve this. We will have to see if the University decides this is a justifiable amount – although it is certainly something staff would agree we need. In the short term, if you have any problems, please let the member of staff on the L4 desk know.*

*White boards: I certainly agree that having more white boards near the booths is a good idea – as are whole walls in the study carrels/group study rooms. I will mention it to our building development group meeting next week to see if it can be included in our annual planning cycle.*

**Comment:** 1. I really hope that the library could open 24 hours per day, 7 days a week. I do most of my studying at night as I focus best during that period. What frustrates me is that the library tends to close when I start to get into the 'zone'.

2. It would be great if there's some sort of waiting area with chairs to wait at the PC clinic area. Moreover, I suggest a "queue ticket" system. I remember standing there for a long time while holding my heavy laptop.

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

*With regards to your comments:*

- *24/7 opening: the Library gets its funding from the University for all its late night opening. Unfortunately, at the moment, we haven't been successful in gaining funding to extend the late night & 24/7 opening past its current levels. We are currently running a user survey in conjunction with the VpEd at the SU regarding opening hours and have had over 650 replies. We will be using the results of the survey to help influence budget bids to the University, so if you/your friends have chance to fill it in, it's still open for a couple of days: <https://www.survey.lboro.ac.uk/libraryopeninghourssurvey>*
- *PC Clinic: the PC Clinic is actually run by IT Services, despite being based in the Library. I will pass your comments on to the person who manages the service. I do know we are looking at the queuing system and waiting area for the start of the next academic year, but it may be we are able to do something sooner.*

**Comment:** Recently there was a carrel room available for the 1-5 slot at 1:50 I booked the slot. Upon arriving at the library at 2:00 I was told that I couldn't access the carrel room as somebody was in it and the room becomes available to anyone after 1:15. So please make this unavailable to book at 1:00 as this was a wasted trip to the library and I live in town. Also in the day long slots are not flexible with lectures 2 hr slots would be better.

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

*You are actually the second person in a week to mention the booking slots in the daily study carrels. I will bring it up in the Library's Management Group meeting next week to see if we can tweak our policy. It is true that if a room is booked then you have 15 minutes to occupy the room or it is free for anyone else to use. Rooms don't currently have to be booked, however, so that is also something we will look at.*

**Comment:** There is a squeaky door to the silent area on level 4, and it is really distracting when you are trying to focus on work.

*Thanks for letting us know about the squeaky door – we have reported it to Facilities Management, but I will chase it up again for you.*

**Comment:** On-line searching for books in “catalogue”: when you find a book it offers “suggested new searches” for other books on the same subject. This is a great feature but could be improved to give more relevant searches on similar topics.

**Reply:** *Thanks for your suggestion card regarding the browse feature on the catalogue. This was only introduced this summer when we upgraded to the latest version of the catalogue and so we don't have a lot of experience with it. We will feed your comments back to the supplier so they can check the algorithms and see what can be done to tweak them.*

**Comment:** Please can you consider positioning more printers on floor 3. This is the most populated floor. Long queues at the printers are too frequent at nearly all times of the day.

**Reply:** *You may not be aware that the control of printers around campus has recently passed from IT Services to Design and Print. I meet regularly with our colleagues in D & P and I know they are reviewing the location and quantity of all printers and have new developed software that records exactly how much each printer around campus is used.*

*I will certainly raise your query with them as I know from experience that there are frequently queues on L3. Just incase you weren't aware, there is a printer in the high demand collection on L3 which is quite often not being used - it might be worth checking there first rather than queuing for the two in the middle of the floor.*

**Comment:** It isn't very nice to have to walk past smokers when trying to enter/leave the library. It's a horrible smell and the smoke bothers me. Is there anywhere else they can go? - or can they be moved along?

It's also incredibly off putting to work next to people who smell of smoke after a fag break or even don't understand how important personal hygiene is. Could the library stock deodorant / toothpaste / toothbrushes / shave gel for these people? And maybe the library could promote personal hygiene? I understand you can't tell people not to smoke but can they go elsewhere rather than directly outside the doors? So I don't have to walk past them? When a space is such a difficult thing to find in the library these days I struggle debating whether I want to take the one seat in between the smoker and the shower hater or to just go home, and it's not helping my studies.

Yes I could be less sensitive to smells & just get on with it, but it's really frustrating & I think that at least moving the smokers away from the entrance is an achievable task. As it's probably not appropriate for me to request that you hose people down or ask them to leave if they've neglected to shower.

**Reply:** *Thank you for your suggestion card.*

*I completely agree with you about the smoking issue – staff who work on the main counter have suffered from second hand smoke ever since the building reopened as people huddle under the canopy and the doors act as a wind tunnel, funnelling the smoke into the building. As a result of this, we have been liaising closely with Facilities Management and the Health and Safety Committee on campus to try and remedy this situation. We have recently had a smoking shelter installed next to the bike racks in the car park opposite the Library and the entire triangle in front of the Library is now a no-smoking area. There are signs by the entrance to the Library and on the lamps by the roadway stating this. Unfortunately, people either don't see (or ignore) the signs and so we are still finding people stand where they are not supposed to. We are still working with FM and H&S to see if we can control the smokers outside the building - I know I tell people to move away every time I go outside and that other staff do as well. We will continue to monitor things and if you notice problems at specific times when entering the building, please let one of the staff members know and we will take action.*

*With regards to hygiene, the Library shop does stock various toiletries. Unfortunately, there isn't much we can do about individuals, but I have mentioned it to the VP for Education at the Students Union and she has said she will look at it when they run their exam campaigns.*

**Comment:** The individual study carrels as well as group study rooms would benefit from coat hooks for our big winter jackets. Same suggestion for the bathrooms so you don't have to hold onto it while washing your hands.

**Reply:** *Thank you for taking the time to fill out a Library suggestion card.*

*It may be possible to install coat hooks in some of our Group Study Rooms, especially on Levels 1 and 2, but there are some where the walls are not strong enough to hold them. We will do some investigating and add your suggestion to our current list of possible building improvements.*

*We do have hooks on the back of each toilet cubicle door but again we can investigate the areas where we may be able to install coat hooks and then, where it is possible, add them to the possible improvements list.*

*Thank you again.*

*Kind regards,*

*Brant*

**Comment:** Longer opening hours for the Taste shop and the Fuel bar. 24/7 during December (until Christmas break).



**Reply:** *The Library doesn't, unfortunately, control the opening hours for the cafe and shop – it is run by Campus Living. We do work closely with the management team of the cafe to try and ensure it is open as long as possible, but will certainly feedback your comments to Campus Living for their planning cycle.*

*With regards to 24/7 funding, the Library receives money in its budget bid for 24/7 opening from the University. The Library asked for extra money to open from the first day of term in January instead of the Thursday in its budget bid, but this was refused by the University. Despite this, the Library has used its own funds to pay for these extra three nights, so we are open 24/7 from today. We have also worked closely with the VP for Education at the Students' Union on a survey of our users regarding our opening hours and had about 750 replies, which was very pleasing. We will be taking the findings of this survey to the Learning and Teaching Committee so that we can try and get support from them for an increase in our opening hours for next year.*

*If you have any other queries about our services, please feel free to contact me directly and I will be happy to discuss things with you in person.*

**Comment:** Please offer salad in the café! Our only options are carbs; panini, baguette, Jacket potato. If I'm eating two meals a day in here it's so unhealthy!

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

*As you may be aware, the Cafe and Shop in the Library are actually run by Campus Living, not the Library itself so we don't have a lot of say about what is/isn't sold in them. I have, however, spoken to Allison the manageress and she has said that if people want a salad, her staff are happy to make one up for them. They can add things like tuna crunch or humus to the plate as well – a bit like if you were to have a jacket potato or baguette, but at a slightly reduced cost.*

*The various menus are different in different cafes across campus – largely due to space and staffing issues, but cafe staff are usually able to adjust things if asked. They have also added different lines to the cafe this year such as granola & yoghurts and fresh fruit in tubs in an attempt to give a wider option to people, but do recognise that they can't give as many options as those available in the bigger cafes on campus.*

*I hope that helps – when we have meetings with Campus Living Management in future, I will make sure they are aware of this as well.*

**Comment:** 24/7 Always please.

**Reply:** *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 24/7 funding, the Library receives money in its budget bid for 24/7 opening from the University. The Library asked for extra money to open from the first*

*day of term in January instead of the Thursday in its budget bid last year, but this was refused by the University. Despite this, the Library has used its own funds to pay for these extra three nights, so we opened 24/7 from the first day of the January term this year. We have also worked closely with the VP for Education at the Students' Union on a survey of our users regarding our opening hours and had about 750 replies, which was very pleasing. We will be taking the findings of this survey to the Learning and Teaching Committee so that we can try and get support from them for an increase in our opening hours for next year.*

*Any changes will be announced online, so please keep a look out for this later this year. If you have any further queries, please feel free to contact me again directly.*

**Comment:** During exam period, especially at weekends cleaning staff need to be employed for a continuous cleaning role. Due to the volume of people using the library it becomes very quickly in quite a state. Especially the toilets. This is not pleasant and is something I feel needs to be addressed. If it's okay to have 3 security guards watching TV by the door then even 1 cleaner doing a continuous cleaning role would be of benefit. I am a lifeguard and part of my job is to clean continuously throughout my day so I understand it is much easier to clean often rather than once a day also the job that is done by the cleaners in the toilets is appalling!! I went in the toilets straight after they had been cleaned this morning and it just was not clean. The effort put in must have been minimal and if I had done that at work I would have been told to do it again and do it properly.

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

*As you may be aware, the Library doesn't actually employ any cleaning staff – they are all provided to us by Facilities Management and are either funded by them or the Library is charged for extra services. FM do not employ cleaning staff for any building over the weekend, but the janitors will empty bins etc. We do also ask the security staff to try and keep on top of things overnight, although this is not their primary role.*

*During 24/7, the Library does pay for extra cleaning but, as you can appreciate, cleaning while the building is occupied becomes increasingly difficult. Despite this, the Library has decided to pay for extra cleaning at the weekends as well for the rest of the January 24/7 period to try and alleviate some of the problems encountered. This will hopefully help manage some of the more immediate problems. We have also placed it in the review we have after every 24/7 period so that we can discuss concerns with our colleagues in FM in time for the summer exam period.*

*I hope this message shows how seriously we take the comfort of our users. If you have any further queries, please do not hesitate to contact me.*

**Comment:** Provision of a CASHPOINT In the library.

**Reply:** 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 suggestion regarding a cashpoint in the Library, we do periodically get requests for this from our users. However, due to the presence of a cash machine just behind the Library and also the cost of implementing and maintaining the service, it isn't something we are intending to pursue at the moment. We are working with Finance to review how students pay for things in the library – we have introduced card, note and coin payments on our self-service machines for payment of fines at the beginning of the year and one of the vending machines also accepts card payments. We are looking to see if the other machines can be converted/replaced with machines that accept card payment. We are also investigating the possibility of adopting Campus Living's Cash + system to pay for print credit/fines at our counters to see if this helps the situation.*

*I will keep your suggestion to hand, so if the possibility of a cash machine arises in future, I will certainly say that our users would appreciate it.*

*I hope this helps to clarify the current position. If you ever have any further queries, please don't hesitate to contact me directly.*

**Comment:** Can you please wash the whiteboards in the 2<sup>nd</sup> floor study rooms : ) they're messy + you can't see what you're writing.

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

*I have passed our comment on to our Facilities Manager and he will get the Library Attendant to clean the white boards in the rooms. We do try and keep on top of it, but with it being so busy at the moment, the times we try and access the rooms have not been possible as they have always been busy. We can't leave cleaning fluid for other people to use due to COSHH regulations – the chemicals are quite harsh if not handled correctly, but will keep an eye on them in future too.*

*I hope this helps – if you have any other queries, please don't hesitate to contact me directly in future.*

**Comment:** Fire alarm message is clearly audible but insufficient info on evacuation and fire assembly point(s)

Lack of signs? Longer recording? Practice(s)?  
I suggest that there is a great risk of confusion.

**Reply:** Thank you for your suggestion card regarding the fire evacuation systems within the Library.

*As I have mentioned in my previous replies, our fire alarm system has been installed to the highest possible standards by experts in the field. We have followed all the required elements as outlined by law and best practice – indeed, as part of our refurbishment a couple of summers ago we spent almost £500,000 on upgrading our old system to what we have now.*

*We are required to have weekly alarm tests (which sound at noon every Monday). We also have to have two full fire evacuation tests per academic year where we test all our procedures. The Library is considered to be an exemplar on campus for our fire evacuation procedures by the University's Fire Officer. We evacuate approximately 800 people from the building in under 4 minutes, which is considerably quicker than the fire regulations dictate. The major benefit we have is that each member of Library staff is assigned a specific area and all members of staff are expected to help clear the building. When running our fire drills the University's Fire Officer and Health and Safety team are on site to observe how Library staff deal with evacuations. We have a full debrief meeting after each evacuation to see how things have gone and how they could be improved. I am, therefore, satisfied that we have done everything both necessary and desirable.*

*I hope this puts your mind at rest. If you would like to discuss things in person I am happy to arrange a meeting at a mutually convenient time.*

**Comment:** I was wondering if the Pilkington Library actually has magazines such as Time, Newsweek, National Geographic, Discovery Channel Magazine, etc.... I am from Malaysia and back in my college in Kuala Lumpur, I used to be able to read the newest issues of these magazines in the library and even borrow the older issues. Do inform me, if these magazines do exist in the library. Otherwise, I would really recommend that the library subscribe to these magazines as they are very informative.

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

*Having checked the catalogue, we do subscribe to both Time and Newsweek. We also have older copies of National Geographic. As far as I'm aware, we are not intending to expand our collection of generic magazines like this due to subscription costs but I will certainly feed your comments back to our Head of Collections Management when we do our annual review.*

*If you're not sure how to access these titles on the catalogue, please feel free to ask at one of the enquiry desks next time you are in the Library.*

**Comment:** I am very aware that there was a change machine near the café in the library. It has brought so much convenience to me and the other students. I relied on the change machine for using in the laundrette in the village park. However, I am also aware that the change machine has been removed from the library recently. It

has been a big hassle to my mates and I to look for change now. I would really appreciate it if the management could bring the change machine back. I would like to hear back from you.

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

*Unfortunately, the Library has no plans to reintroduce a change machine at this time. We originally installed the machine to support our self-service machines as the first generation of self-service machines only accepted coins and did not give change. However, the self-service machines we have in the Library now take credit/debit cards, notes and coins and will give change if the user hasn't got the exact money to pay off a fine. As a result, there is no longer a business case for us to pay significant amounts of money from the Library budget to support a change machine that is used in laundrettes around campus when it could be better spent purchasing resources for our users. The webpage for the laundrette facilities around campus is:*

*<http://www.lboro.ac.uk/services/campus-living/accommodation/currentstudents/laundrettefacilities/> I note that many of the laundrettes accept Cash+ payments, so you don't actually need change to use them.*

*If you are struggling to use the laundrettes, I suggest you take the matter further with Campus Living. I have copied the Customer Services Team from Campus Living into this reply so that they can contact you to discuss this further.*

**Comment:** Please check the source of the quotation on the wall behind reception (currently given as Confucius). I think it's from Benjamin Franklin, but could be wrong!

**Reply:** *Thanks for your suggestion card – I must admit never to have thought to check the quote myself (it was just part of the designs from the company that provided the refurbishment). I have had a quick look online and it seems as if Franklin was very taken with Chinese philosophy and may well have said something similar, but it is taken from an earlier Chinese book: <http://www.quora.com/Where-and-when-did-Benjamin-Franklin-say-Tell-me-and-I-forget-teach-me-and-I-may-remember-involve-me-and-I-learn>*

**Comment:** Add a hot water station/ tap so students can make tea or coffee. Add hand cream dispensers in the toilets.

**Reply:** *Thank you for taking the time to fill out a Library suggestion card – it is always nice to hear the views of people who use the Library.*

*When we had the refurbishment a couple of summers ago, we did install cold water fountains on all four floors of the library. To be honest, we didn't install hot water ones at the same time due to lack of demand, minimising cost and to make the plumbing simpler (getting pipes to fountains in a solid concrete building is not easy to do. We have had a number of requests from users to add hot water supplies in the intervening 18 months, however, so we have it on our list of potential projects*

*depending on funding in the medium/long term. I will certainly feed in your suggestion to the Library's Building Development Group when this is discussed again.*

*With regards to hand cream dispensers in the toilets, we don't actually have any say about these facilities – they fall under the remit of Facilities Management on campus. As far as I'm aware other toilets on campus don't have handcream, so I think it unlikely we would have it installed here. We are, apparently, getting new gel soap dispensers in the next couple of months with a less stringent soap in them, which may help. Again, I will pass your comment on to the relevant people in FM.*

**Comment:** There could be an automatic email sent out immediately when a book is overdue. I was in the library and had a high demand book that was overdue at 14.30. If I had received an email I would've returned it without any fine. Now I only remembered the next morning and was fined £5.

**Reply:** *Thanks for your suggestion card. I'm afraid that our current Library system (and, as far as I'm aware, all other Library systems) cannot generate an instant email. The system has to generate all our emails overnight when the admin programmes run. Staff then transmit these emails the next morning. We are having demonstrations from Library system suppliers over the next few months as we are reviewing our current library management system, so I will see if they have this additional functionality.*

*We are aware that high demand books sometimes catch people out, which is why it is possible to check return dates on the screen and on the receipt you can choose to print out. We do also have a large poster next to the self-service machine in the high demand section reminding users to be extra careful about ensuring the book is returned on time.*

**Comment:** A hot water tap in the library would be very useful so that library users can spend a day in the library without being forced to spend money in the café. At the very least, the café would provide free refills of hot water on request. Also after 1 pm the upstairs (4<sup>th</sup> floor) female toilets run out of soap and toilet paper every day, without fail. This is something I've noticed.

**Reply:** *Thank you for taking the time to fill out the Library suggestion card. With Regards to the provision of a hot water tap- we will do some investigating to find out if it will be possible to provide one. Thank you for the suggestion. The toilets and the state they are in are the responsibility of the Facilities Management department. If you have any issues with the toilets please feel free to contact FM on [fmhelp@lboro.ac.uk](mailto:fmhelp@lboro.ac.uk) or 222121. I did speak to the cleaning supervisor who acknowledged there had been a problem with the soap dispensers and that is why FM replaced all of them recently with two new gel soap dispensers in each toilet. Hopefully that will solve the problem. I also mentioned the toilet rolls running out and she will advise her staff to make sure they are checked more regularly.*

**Comment:** With the warmer weather there has been a significant increase in Crocs footwear. Can we ban these!?

**Reply:** *Thank you for filling out a suggestion card – it is always useful to hear the views of our users.*

*With regards to your specific suggestion about banning crocs – believe me, if I could, I would. Being somewhat toe-phobic myself, you can imagine the horrors that present themselves on a daily basis as I walk around the Library – I think flip-flops are part of the student uniform at Lboro! Unfortunately, despite scouring the Library regulations and health and safety policies, I haven't found a legally binding justification for such a ban. If anything changes with regards to this matter, I promise you'll be the first to know!*

**Comment:** The library still requires more pcs. Have looked over each level two times and not found a single unused pc.

**Reply:** *Thank you for taking the time to fill out a suggestion card – it is always useful to hear the views of people who use the facilities and services in the building.*

*I do understand the frustration faced in finding a PC, especially at busy times. We did add an extra 40 PCs as part of the Library refurbishments a couple of summers ago and yet I do agree that we could do with more. We are currently costing out plans for extra PCs in the Library to be installed over the summer vacation – an extra 20% on top of what we have and are looking into things like laptop loans. We do also have a number of short stay PCs in the Library where you can log on for 20 minutes at a time to print things off/access emails quickly. In busy times around deadlines this service works pretty well, although I appreciate it doesn't resolve longer study periods.*

*We are also working with colleagues across campus to advertise where alternate study spaces are when we are particularly busy – there are a number of PC labs that are open access 24/7 so we will be letting people know about them during the exam period.*

*I hope this shows how seriously we are taking things. If anything happens in the short term, we will let people know.*

**Comment:** The library could do with a cash machine- this would make it easier to buy food/ drink when studying for long periods of time.

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

*We have had previous requests for the installation of a cash machine in the Library. Unfortunately, for security reasons we are unable to have a cash machine in the Library. I do know the cafe and shop will now accept card payments for anything above £1 if you don't have cash to hand and one of the vending machines does*

accept cards. We are working with the vending machine suppliers to see if we can get the other machines to accept cards as well, which may help. The Library cafe and shop also have extended opening during exam periods – e.g. I know the cafe will be opening until 11pm in the upcoming 24/7 period – so this will make things easier.

**Comment:** Have at least one librarian working when the library is open. I made one particular trip to the library and could neither return the book I needed to or borrow the ILL I had ordered. The security staff were EXTREMELY helpful, but not being able to do what I needed was a wasted trip and an inconvenience. If you offer extended opening hours, these should, at least, be useful. Some of the library users can only come outside of working hours, on weekends, and a single member of library staff would be extremely useful.

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

*I'm sorry you visited the Library and feel it was a waste of time due to lack of Library staff. We do have extensive staff presence in the Library (8.30am-10pm Mon-Fri, 9am-5.30pm on Sat and 10am-9pm on Sundays – 97 hours a week), but do keep the Library open until midnight during term using security staff (a further 19 ½ hours). I'm glad you found the security staff helpful, but appreciate your point about not being able to collect your ILL. As you can appreciate, with budgets being tight and professional services having to make 2.5% cuts to their staffing budgets, we are not in a position to extend our professional library staffing at the moment, but it is something we will bear in mind for future budget bids. In the meantime, we do have self-service machines in the Library so that you can issue and return "normal" Library stock even if Library staff are not present – although you would still need to see a Library member of staff to collect ILLs as they have to be signed for and added to our system manually – a system we are unable to give security staff access to.*

*I hope this helps to clarify things. If you have any further questions or comments, please feel free to contact me directly.*

**Comment:** I really suggest our library have a place of lockers.

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

*With regards to lockers in the Library, we do occasionally get requests from our users for this service. We have decided against them in the past for a number of reasons:*

- *Cost – they are relatively expensive and with almost 1000 students in the Library at a time, we wouldn't be able to satisfy the demand with the few we could afford*
- *Space – we don't have space that could easily be used – they would need to be placed against a wall and most of our wall space is taken up with desks/laptop bars for our users*



- *Stock control – if a student has access to a locker, they could potentially place stock in there without issuing it to their record. This would prevent other users from accessing material, especially at busy times.*

*We will keep your suggestion on file and if the Library's Building Development Group have any funds remaining at the end of the year we will happily add your suggestion to the list of things we could purchase.*

*I hope that helps to clarify the situation. If you have any other queries, please feel free to ask me directly.*

**Comment:** Please make the interlib loans system on the website a bit clearer; it doesn't show up unless you're logged into Learn, which makes it a bit confusing. On the interlib loans page there's a link, but it's quite small and a bit unclear. Thanks.

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

*The new inter library loan system is still being tweaked – as I think Liz explained at the desk, logging on instead of having to hand in a signed request only went live about a month ago. We are keeping a log of user comments about the new system and so we will add yours to the list, which will be reviewed over the summer to see what changes, if any, are possible to improve the interface and visibility of the service.*

**Comment:** I feel strongly that more effort to ensure computers are not left logged in for excessive periods of time should be made.

A friend of mine went to Harvester for 2 hours today with his computer still logged in. This is such a waste of valuable resource.

Can options such as more regular patrols of computer areas(to ensure 30 minute rule is adhered to), or automatically logging computers off after a period of time please be explored.

**Reply:** *Desk clearing is a perennial problem during exam times and is something we have been working on. We do regularly patrol during office hours in exam period and will clear desks if we know people have been away for 30 minutes or more – despite being abused on social media sites for doing so. However, our hands are tied when it comes to computers or laptops as we have been advised by Security and IT Services not to log people off in case they accuse us of losing important work. We have a review of the exam procedures after every session, so I will certainly bring this up again as I am not completely satisfied it is working as well as we could hope for.*

**Comment:** Please arrange more coffee machine (GEM). Happened to find the machine broken twice.

**Reply:** *Thank you for taking the time to fill out a suggestion card. It is always useful to find out the views of our users.*

*I'm sorry the vending machine was out of order last night. We will let the Gem engineer know when he visits the Library today. He is coming every day to stock up the machines so, hopefully, he will be able to fix it quickly.*

**Comment:** Please bring the change machine back!!!

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

*Unfortunately, the Library has no plans to reintroduce a change machine at this time. We originally installed the machine to support our self-service machines as the first generation of self-service machines only accepted coins and did not give change. However, the self-service machines we have in the Library now take credit/debit cards, notes and coins and will give change if the user hasn't got the exact money to pay off a fine. As a result, there is no longer a business case for us to pay significant amounts of money from the Library budget to support a change machine. We have also worked with the cafe to provide a vending machine that accepts card payments and will be trying to get one that does the same for drinks if possible.*

*I hope that helps explain why we no longer have a change machine. If you have any further queries, please don't hesitate to contact me.*

**Comment:** More water points. More printers and upgrade them. Extend opening hours like what Surrey uni did.

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

*With regard to your specific comments:*

- *More water points – we had cold water fountains fitted on each floor as part of our refurbishments a couple of summers ago. We are not likely to have extra water fountains installed at this stage as it is quite an expensive thing to do and we have other priorities. However, I will feed your comment into the Building Development Group so that they can add it to the list of possible jobs if we are given any additional funding*
- *More printers – the printers are actually controlled by Creative and Print Services on campus, not the Library. I know they do an annual review about how much printers are used, so I will discuss things with them at our next meeting. I do know they are hoping to replace the printers with newer ones in August as they are coming to the end of their lifecycle (we replace them every 5 years).*
- *Opening hours – the Library has placed a bid with the University to extend its opening hours for the next academic year. We are hoping to open until 2am rather than midnight during term time. We will not be funded for 24/7 opening as this would cost over £400,000 extra on top of what we already pay, which the usage figures simply wouldn't justify.*

**Comment:** I regularly use the library for my studies, however for lunch I tend to have to walk back to my house to heat through some food. I really feel like the library would benefit from microwave that was free to use for the students. It would save a

great amount of time and would be incredibly convenient, especially during exam times.

I'd like to know whether this would be an option?

**Reply:** Thank you for your suggestion via ask a Librarian.

We occasionally get asked if we can provide a microwave in the Library and we have investigated the idea before.

We have raised this with the University's Health and Safety department in the past and there are several Health and Safety concerns, which mean it's not just a matter of installing one. The first problem would be regarding people using it safely and responsibly. There have been problems reported, from other places that have one, of inappropriate items being microwaved- this could easily cause a fire and/or hurt people nearby. Signage could be placed next to it but unfortunately a lot of people don't read notices regarding safety or appropriate use. For example we used to provide an electronic stapler which could automatically staple up to 50 pages. There was a clear notice next to it stating this. However, you would not believe how many times we had to go out and help people whose work had got stuck in the stapler because they'd put anything up to 100 pages in. These staplers cost over £300 each so eventually we stopped providing the service. Misuse of the stapler was not likely to cause any damage to anyone or the surroundings but a microwave could.

Secondly there is a question of who would be responsible for cleaning it?

Microwaves in public locations always tend to look fairly grubby. I have seen the state of microwaves in several halls of residence- they are not a pretty sight! It certainly wouldn't be the Library staff and Facilities Management would probably not offer this service free of charge.

As the microwave is more related to services offered by Campus Living it might be worth contacting them although I think they would be reluctant to provide one for the same reasons.

**Comment:** That the library be 24/7 all year round.

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

*The Library gets all its funding from the University for the extended hours we provide. For the last couple of years, we have been open until midnight during term and 24/7 during the two exam periods each year – this was an extension from our old opening hours of 10pm Mon-Fro, 5.30pm on a Sat and 9pm on a Sunday. We have also started opening at 8.30am on weekdays to allow people into the building earlier.*

*As part of a big project with the VP Education, Amy Ward, this year we ran a survey and completed a lot of benchmarking work with other institutions. As a result of this work, we have asked the University to provide us with extra funding to open until 2am during term time. We are waiting to hear the results of this funding bid sometime later this month and will advertise our opening hours for next year as soon as we find out. We didn't ask for increased 24/7 funding because we do not feel it would be used sufficiently to justify the extra £400,000 per year it would have cost – money that we could spend more effectively providing resources to our users.*

*I hope that the above shows how seriously we take the views of our users. We have presented a strong case for extending our hours to the University and so it is now up to them to see whether they will fund it for us.*

**Comment:** Thank you for making the library 24/7. Could you do it earlier next year. I have to study for 4 modules in 4 days- I'm scared.

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

*We receive funding from the University for extended opening during term time and exams. We have submitted our budget bid to the University to open until 2am during term (instead of the midnight we close at the moment), opening until 8pm during the Easter vacation and extending our January opening hours to 24/7 from the start of term. We don't get the results of the budget bid until mid June, so keep your eyes out on our opening hours page for when you get back to see if we were successful.*

*Good luck with your exams!*

**Comment:** Microwave in café for public use  
Reggae Reggae crisps in vending machine: )  
Café has OVERPRICED average food. More options and ketchup + sauces.

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

*With regards to your specific comments:*

- *Microwave: we will not be installing a microwave for public use. There are problems for health and safety if people put things inside the oven that shouldn't be in there and also the problems of keeping it clean*
- *Reggae Reggae crisps: we will feed your comments back to the vending machine company*
- *Cafe: As you may be aware, the Cafe and Shop in the Library are actually run by Campus Living, not the Library itself so we don't have a lot of say about what is/isn't sold in them. The various menus are different in different cafes across campus – largely due to space and staffing issues, but cafe staff are usually able to adjust things if asked. They have also added different lines to the cafe this year such as granola & yoghurts and fresh fruit in tubs in an attempt to give a wider option to people, but do recognise that they can't give as many options as those available in the bigger cafes on campus. I will mention your suggestion to the cafe manageress, but it might be worth speaking to them in person as well.*

*I hope this helps explain our position. If you have any other queries, please don't hesitate to contact me.*