

University Library Suggestion Cards

The Library received a total of 11 suggestion cards in the 12 months between May 2012 and May 2013.

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

COMMENT: At Birmingham Uni Library, Students are able to text the library staff desk/ security when people are making too much noise in the silent floors. I think this would be really handy, especially in exam periods, since I am disturbed quite often by people talking loudly, particularly people talking to each other/ on phones in the study carrels, which can be heard at least a couple of carrels along, but they probably don't realise.

What about an email address to send noise complaints to? If not all the time, just in exam periods? Thanks!

Thank you for taking the time to fill out your suggestion card – it is always helpful to see the ideas generated by our users.

You are correct that we don't currently have a dedicated text number to contact staff if you want to report a problem, although this is something we will be reviewing again in the summer while we have our refurbishment work done. We do have a number of staff who roam through the building during the day to monitor noise levels, but there are, inevitably, times when students are noisier than we would want. In the short term, if you are being disturbed, please feel free to inform one of the staff at the enquiry desks – they will happily come and speak to individuals/study rooms.

We do have an email address you can contact: library@lboro.ac.uk, but this might not get an immediate response as it is only checked every hour or so during office hours. I will check to see if it is viable to monitor this more frequently during exam times and we will be looking to publicise quiet study during the exam periods together with the Students Union.

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

COMMENT: Return bin should be emptied more.

Thank you for taking the time to fill out a suggestion card – it is always helpful to get feedback from our users.

We do regularly empty our return drop boxes – at least once an hour between 9-5 in the week, and often more frequently at busy times. There are, undoubtedly, some occasions when things can happen less frequently than we would like at peak times such as the beginnings/ends of term. We will make a special effort to focus on this for the remainder of the academic year.

If you have any specific problems, please feel free to ask for assistance at one of the help desks or feel to contact me directly.

COMMENT: A place for prayer especially for Muslim.

Thank you for your suggestion card. Unfortunately as space is at a premium in the library it is not possible to provide specific space in the building for prayers. One area that has been used in the past is the foot of the stairwells on any of the three staircases. This is an area where you wouldn't

be disturbed as the stairwell is only used to evacuate the building in case of emergency and there is space for a prayer mat. There are more details about support offered for various faiths at: <http://www.lboro.ac.uk/international/offerholders/uk/faith/index.htm> and <http://www.lborofaith.org/>

COMMENT: Please sort out the internet, I am a student here and have had to travel to Leicester to use their library as doing coursework without internet is close to impossible. This is absolutely ridiculous!!!

Thank you for your suggestion card. I am not aware of any specific problem with our internet supply – indeed, statistics show that the Library’s network is the most heavily used on campus and as part of our refurbishment, we are increasing the number of pcs in the Library by 20%, improving our wi-fi network and adding additional short stay pcs on all levels. If you have any specific issues whilst in the building, please feel free to ask for assistance at one of our enquiry desks.

COMMENT: I love the layout. Everything is nice and clean. Well done

Thank you for taking the time to fill out one of our suggestion cards. It is really good to get positive feedback from our users, especially during our busy periods. I hope you continue to enjoy your visits and can look forward to an even better Library after our refurbishment in the Summer.

COMMENT: Where/ when possible I think it would be good to have the group study rooms on level 1 free – if others are available. They are often occupied but people have no concept of their own noise and disturb those working at desks nearby. It is quite disturbing and inconsiderate for a silent level of the library.

Thanks for making the effort to fill out a suggestion card – it is always good to hear the views of our users – whether good or bad.

With regards to your specific comment, I’m afraid it isn’t possible to force people to book study rooms on L3 on our current system (indeed, we tend to find that users only book the ones on the lower floors if none of the others are available). I will feed your comments to our systems team, however, so that if they do further work on the room booking system, they can bear your comments in mind.

In the meantime, if groups are being overly loud in any of the group study rooms, please feel free to mention it to one of the staff on duty on the level and they will be happy to intervene (or at the very least ask myself or the facilities manager to have a word with the group to remind them of their responsibilities).

I hope this has helped to answer your query. If you have any other comments/questions, please feel free to either come and see me in person or email me directly as I would like to try and make your time in the Library as positive as possible.

COMMENT: To consider Signage for the Toilet facilities on level 1

Thank you for your suggestion card regarding signage for the toilet facilities. It is always helpful to hear the views of our users.

As part of the major refurbishment of the Library over the next 18 months, we will be looking at our internal signage, so we will feed your comments into the working party. As part of the refurb, we are spending a considerable amount of money on the toilet facilities throughout the Library, so ensuring our users know where they are seems sensible to me.

COMMENT: Please clean the carpet more often, the bottom floors are really dusty and I am allergic to excess amount of dust. Thank you.

Thank you for taking the time to fill out a suggestion card.

I have discussed your query with our Building Manager and he assures me that staff from Facilities Management do Hoover the floor on the lower levels every day. The problem is that the orange carpet on the lower two floors of the Library is the original one from when the building opened 32 years ago and so there has, inevitably, been a build-up over the years. He has assured me that he will pass the message on to the cleaning team to see if they can focus on it over the next couple of weeks. As part of our major refurbishment this Summer all floors of the Library are being re-carpeted, so this will also hopefully help.

COMMENT: Live computer availability screen at entrance. I noticed a similar facility on Leeds Uni website. Perhaps if only one PC is available in the library, don't show it to avoid a 'click-and-run' scenario at exam time.

Thanks for your suggestion card regarding a screen outlining live computer availability.

Just to let you know, IT Services have taken control of all the PCs in the Library this summer so it isn't something the Library can directly control any more. However, I am lead to believe that they already do something similar in the other labs they control on campus on their website, so they may well be intending to do something in the Library as well. I will pass this comment on to IT Services so that they can look into options as I agree it would be a useful development.

Update: IT Services launched their PC availability webpage in Feb 2012:

<http://www.lboro.ac.uk/services/it/labs/labs-availability/>

COMMENT: For returning books, why not have a book machine in EHB or/and the Union specially for returning books. The Library can be quite a long walk from town!

Thanks for your suggestion card – it is always useful to hear the views of our users.

We have explored the possibility of installing a self-service machine in the Students Union building before. However, it was felt that this wasn't practicable for a number of reasons:

- *The cost of the machine (each self-service unit costs in excess of £10,000)*
- *There wasn't a secure space available – once a book is returned it needs to be stored somewhere it cannot be removed from to ensure it doesn't go missing.*
- *The Library has no way of transporting books from elsewhere on campus (over 10,000 books have been returned already this month). If only a small proportion of these needed to be transported, it would cause major logistical problems and health and safety problems for whoever has to transport the books*
- *It was felt that it would cause major problems (especially around exam time) when high demand/requested books were returned other than at the Library – high demand items due back at 2.30pm with a booking*

couldn't be excluded from a remote drop box, so could lead to people missing out on key resources at peak times

I believe that it is now possible to get a campus shuttle free of charge to get from one end of campus to the other (and there is a stop right outside the Library). It is also possible to get a friend to drop the book off for you at the Library as you don't need to swipe your student id card when returning books.

COMMENT: To place signs in the carrels that if not occupied in 15 min (if booked the room) they are free to use. Several occasions in the carrel 45 min after booking time for someone to come and say it has been booked.

I am very sorry to hear you had a negative experience when using the Library today. The Library's policy has been in place for a number of years now and it was decided to leave the option to use rooms if not booked to ensure the maximum take up of space. Having said that, we do make it clear when the rooms are booked that if they are not taken up within 15 minutes of the start of the booking, they are free to be used by other students both on our webpage (<http://www.lboro.ac.uk/services/library/using/spaces/>) and on the email we send out when booking rooms.

If you have booked a room and someone is refusing to move within the 15 minute timeframe, please come and speak to one of the staff on the counter. We will happily ask the student to vacate the room on your behalf as it is completely unacceptable for you to be exposed to people who are rude.

I will also raise this at our next Customer Services Group meeting to see whether we can tweak our policy – especially as we will be refurbished over the summer vacation, so there will be more group study space available.