

Have your Say - May 2011

Mary Seacole

You say you would like longer opening hours.

We say we know you would like to have longer opening hours. However a security presence costs money and we are able to provide only a set number of hours over an academic year. We will keep a record of your comments to see what might be possible in the future.

You say you would like longer borrowing periods and more books.

We say it's all to do with resources. We allow (mainly) 2 week loans because there are so many students who need to use the stock. This way more people have a chance of using the books. Where possible we buy e-books because they can be borrowed at any time during the day, not only when the library is open. You may also find that using e-journals will give you access to more up to date information. We buy what we can but we do have a restricted book budget.

You say our fines for books and laptops are too expensive.

We say laptops are a limited resource, and like books we have to encourage their prompt return. We provide a number of reminders and you can also check for yourself when your books are due back. Our fines are also on a par with other university libraries.

You say our staff are very helpful.

We say thank you very much – the staff always take pride on the quality of their service, and it is great that you recognise their efforts.

You say you like the Mary Seacole Library very much.

We say we do our best to make the library a place that people enjoy being in.

You say the Mary Seacole Library is both too hot and too cold.

We say that the temperature in the Mary Seacole Library can be difficult to get right. The heating/ventilation system works by the circulation of air (not air conditioning), and sometimes we hit extremes of heat and cold which can't be regulated immediately.

You say that people are too noisy – but also that it's quiet and peaceful!

We say we will be having a campaign to remind students about their responsibility to consider their behaviour/noise levels and the impact this has on others.

You say you don't know how to search online journals

We say, have you asked for help from any of the staff? We're there to help everyone use the resources.

You say you want more computers and printers.

We can't fit much more in to the Mary Seacole Library, and with the transfer of resources to support the part of the Faculty that has moved from City North, there is now less room to manoeuvre. There are a hundred and twenty laptops available for loan in the library, and there is a IT suite on the third floor with ninety eight PCs. The printers on campus will store your print requests for 24 hours so you can print things off when they (or you) are not so busy.

Kenrick

You say we need more books on law/business, economics and finance/human resources/e-books, and you want more to be available at key times for assignments etc

We say the number of books we can buy depends on the amount of money we have to buy books. Have you considered using more of the e-journals to which you have access through the library web pages? We also buy as many titles as we can from MyiLibrary with the budget we have. We try to make sure we put books likely to be heavily used into the High Demand Collection, and have short loan periods so that more students have the opportunity to use our limited resources

You say you would like us to reconsider our reservations system.

We say the reservations system isn't able to do some of the things we would like it to do, and we have looked at the alternative – but it would mean a huge increase in staff time to provide the service and would also increase the waiting time for the item for our borrowers. So even though it is imperfect, this is the system that we think works best.

You say you would like to be able to borrow more books.

We say we've just agreed to increase loans to 20 across the board for staff and students.

You say library staff are very helpful.

We say thank you very much – the staff always take pride on the quality of their service, and it is great that you recognise their efforts.

You say you want blinds or curtains in the study rooms.

We say we're sorry but it would cost too much to do this.

You say you want a bigger library with more study space and computers/laptops

We say that Kenrick's exterior walls cannot be altered but we constantly review the interior space, and from the beginning of 2011-12 academic year there is more room for you on Level 2 to study in. However we can't afford to make a computer available in each room.

You say you want us to improve the ventilation and sound proofing

We say that sound proofing has recently been investigated and improved where possible, but it is not possible to improve it further. The rooms on Level 3 were originally designed for single person occupancy, and individuals studying by themselves tend not to need sound-proofing! The

ventilation was upgraded as far as was possible when the library was refurbished a few years ago. The only other way to address the issue would be air conditioning and this would be too expensive and would be against the University's environmental policies.

You say library users talk loudly and disturb others.

We say we will be having a campaign to remind students about their responsibility to consider their behaviour/noise levels and the impact this has on others.

You say you want a catalogue that is simple to use.

We say we changed the catalogue to a new version at the start of the 2011-12 academic year.

You say you find it difficult to book study rooms.

We say we have introduced a new system in 2011-12 which has been devised specifically to book rooms.

You said you didn't see why you needed your university card to get into the library, and you don't like the security officers patrolling.

We say the controlled access system is important as it gives us the ability to maintain a safe and secure environment for our library users. The security officers do need to patrol the library at regular intervals to maintain an environment conducive to study.

You say you like to have the opportunity to speak to us.

We say library users can use the Comments system at any time of the year to let us know about issues. There are cards at the Help Desks and they are also available electronically at <http://library.bcu.ac.uk/frameContact.htm>

You say you want to eat hot food in the library.

We say library users are able to bring in cold snacks to keep brains working but we do not permit hot food as the smell can be disruptive to others who are trying to work in the library.

You say that sometimes things don't work properly or are broken

We say please let us know if something goes wrong then we can investigate it and put it right.