Library and IT Services

Helping us to help you

Library and IT Services continue to implement significant improvements to service. Changes are being introduced in direct response to feedback from students gathered through surveys such as the National Student Satisfaction survey (NSS), the Student Barometer, and other feedback channels.

We would like to thank everyone who has shared their views in the past year. With your help we will continue to review and improve our services to benefit you, and future generations of students at Royal Holloway.

Library Services

In response to your feedback, we've been working to improve access to more books and resources, e-books, e-journals and digital copies of course reading, extending our opening hours and increasing the number of study spaces.

Your feedback

"More reading list items, especially multiple copies of key textbooks"

The College has allocated an additional £275,000 to the Library for the academic year 2010-11 to provide more books, journals, DVDs, CDs and online resources.

The way the Library budget is allocated between academic departments has been revised to provide a better match with the academic profile of the campus. This means many departments have a bigger budget for library materials, and additional funds to enable the Library to buy extra copies of key course texts.

"Greater availability of e-journals and e-books"

The Library now provides more than 25,000 e-journals and 250,000 e-books. Wherever possible the Library is buying core texts as e-books and obtaining digitised book chapters and journal articles which can be accessed via Moodle.

"The library system is too complicated"

Our new search tool LibrarySearch makes it easy to find library books, journals, DVDs and CDs, as well as information from e-journals, e-books, online newspapers and academic indexes. You can find a link to LibrarySearch on the Library website: **www.rhul.ac.uk/library**

"Longer library opening hours"

We are pleased that, in response to demand, we have been able to increase opening hours for
2010-11 significantly. The longer opening hours apply during term time and also during the busy Easter vacation:

Monday to Thursday	8.30am – 1am
Friday	8.30am – 8pm
Saturday and Sunday	11am – 9pm

Bedford Library will again open 24/7, from 26 April to 20 May 2011, to enable maximum access to library resources and study spaces during the exam period.

"More study spaces in the libraries"

We have been working hard to make best use of the available space in Bedford and Founder's libraries. Five library staff offices have been converted into group study rooms bookable by all students and researchers (one in Founder's Library, four in Bedford Library). This follows the refurbishment of levels two and three of Bedford Library in 2008 and 2009 which dramatically increased the number of study spaces.

Additionally, the Library worked together with IT Services and academic departments on the Space to Study initiative during the 2010 exam period to make study rooms available in the International, Arts, Horton and McCrea buildings. This project will continue in 2011; more details to follow in the New Year.

"Being able to access London libraries from right here is excellent."

3rd year History Student

What's more, we have put in place:

Borrowing more books

Undergraduates can now borrow 15 items from the Library at any time (up from ten items last year). This includes three Short Loan items.

'Ask a Librarian' virtual enquiry service

You can now use online chat to contact the Library's Enquiry Desk: simply go to the Library homepage (**www.rhul.ac.uk/library**) and select Ask a Librarian.

Laptops in Founder's Library

The hugely popular laptop loan service has been extended from Bedford to Founder's Library for 2010-11. If you would like to borrow one of 20 new laptops for use within the Founder's Library, please ask at the helpdesk

Senate House Library is here

In cooperation with Senate House Library we have introduced remote sign-up to Senate House Library's e-resources. There is also a new drop box available right here on the College campus where you can return books borrowed from Senate House Library. Please help spread the word about these changes.

Future enhancements to the Library

To make even better use of the limited space available in the libraries we have joined a national scheme designed to reduce space used to store print journals which are in low demand. Participation in this scheme will allow us to reduce the space we currently devote to storing underused print journals and to further increase the number of study spaces in the libraries.

IT Services

IT Services made a number of significant changes over the summer vacation 2010 in preparation for the new academic session. In response to your feedback, we've been working hard to provide more high quality PCs, spaces to study in the computer labs especially during exam times, better internet connectivity and more storage space for your emails.

Your feedback

"We want more high quality, fast PCs"

Over the summer vacation 221 lab PCs were replaced. There are now new PCs available in:

- Moore CBT lab (31 PCs)

- Tolansky HITT Lab (38 PCs)

- Bourne Yorkon (92 PCs)

- Both the CALL Lab (20 PCs) and PC Lab 1 (40 PCs) in the International Building

"We want a quiet place to study"

PC Lab 4 in the Computer Centre has been designated a quiet space.

"We often find it difficult to find a spare PC simply to print"

We have installed a PC dedicated to printing in the foyer of the Computer Centre.

In addition, the Follow-Me printing service allows you to send print jobs at any time and then print from a print release station at your convenience.

"No internet connectivity in my room"

Over the summer any remaining Royal Holloway student residence rooms have had internet connectivity installed. All student halls now have wired internet connectivity.

"We want a centrally visible list of learning spaces across campus for the exam period"

As part of the Space to Study initiative rooms across the College were made available for study in the build-up to and during the exam period. This initiative will be repeated for the 2011 exam period.

"We want an increase in space available to store emails"

All students who commenced study after September 2009 have been provided with an Outlook live account with 10GB storage both for use while they are students at Royal Holloway and afterwards as their life-long email account. We have received positive feedback from students using the service and support calls are at an all time low.

Future enhancements to IT services

The wireless network capability will continue to be expanded across the campus to further improve access to the College network.

In early 2011 IT Services will launch a new Servicedesk product with an enhanced customer Self-Service web portal which will make it easier to log and deal with calls.

We value your thoughts about the Library and IT Services, so we are making it easier for you to share your ideas, comments and complaints about the services we provide for you. Suggestion boxes have been installed in each Library, and an online feedback form and a 'Book suggestion form' have been given a prominent link online at: **www.rhul.ac.uk/library**

We will continue to listen to your comments and ideas and make every effort to act upon your suggestions.

Email: Library@rhul.ac.uk   ITServiceDesk@rhul.ac.uk