

Davison update

December 2017

Responding to your feedback

In just 12 weeks the Davison Building has become the new heart of campus providing you with an inspiring environment and access to opportunities, resources and facilities to help you achieve success.

We're all still in the early stages of settling into our new building and testing new ways of working. We've had some fantastic feedback, you love the building but as with all new buildings, there are some adjustments we need to make to get it just right for you and we're prioritising changes on the areas that matter to you.

From your feedback, we've identified 10 key areas to focus on as a priority:

- Study space availability
- Silent study areas
- Resource hubs (printers, laptops, self-service and book returns)
- Temperature
- Lighting
- Charging points
- Free hot water
- Rolling stack shelves
- Litter.

We've already made progress in some of these areas and in this update you can find out where we are with each of them, what's happened, what else we're working on and how you can help.

4,441 queries answer by the Library team.

38,933 items loaned from the Library's extensive collection.

Over **6,000** exhibition visitors.



13,538 queries answered at the Students Services Centre, a **21%** increase on this time last year.

2,000 student enquiries responded to the Careers help desk.

123% increase in the number of careers appointments.

770 students attended 27 employability events.



142,063 sales in the Union Shop:

- 6,472 ready meals
- 32,529 chocolate bars
- 28,755 meal deals
- 17,274 bottles of water.

81,093 sales in Café on the Square:

- 31,562 coffees
- 14,790 café lattes – the most popular coffee!



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Study desk availability

You said... you love the different study spaces but you can't always get a seat where you want and you'd like to have more desks.

We're going to be adding over 100 additional seats into the Library, the desks are on order and will be here in the spring term. We've also just moved some of the soft seating out of the silent study and replaced it with additional temporary desks.

We're using the soft seating to create a new social study space in the Windsor Building where you'll also be able to get a coffee. Your new social study space will be open from the start of the spring term.

Additional study desks are on their way!



The Library@ service, providing extra study space across campus, will also be running over the busy summer term.

Outside, there is some great new seating on the front terrace and in the new year the roof terrace will open up providing external study space in the warmer months.

At the start of this term in addition to opening the new Library we also opened up refurbished PC labs in the Computer Centre all of which are available as study spaces throughout the day.

Later in 2018 you'll have additional space to study in the original reading room in Founder's West. The freshly decorated room will give you an impressive and traditional alternative space for silent study. The redecoration work is going to take a bit of time, as with any work in a Grade I listed building it's a bit more complex than the norm, and it takes time to do carefully.

Be a good neighbour

If you're going to be away from a desk for over half an hour, free up the desk for someone else to use it. In the spring term we'll be introducing Study Space Assistants who will help to keep an eye on this.

Silent study

You said... you'd like dedicated clearly marked silent study areas.

We've changed one of the group study areas into a silent study area, taking the total silent study spaces up to 744, we've also added in some temporary signs to show that the north side of the Library and the whole of the second floor are for individual, silent study and we'll be introducing some new permanent signs in spring term.

The design of the building and the type of furniture has created the right environment for silent study and together with the signage in general it's working. You can help by choosing the right space to study, if you are looking to study in a group the new social study space in the Windsor Building will be opening soon too.

Increased silent study space

744 silent study spaces and more to come.

Resource hubs

Printers, laptops self-service and book returns

You said... you can't swipe into all the printers, they don't all work and there aren't enough.

We're working with the manufacturer to solve the issues. This is a priority and we'll keep you updated on progress. In the meantime, Library staff will be roaming around to help make sure the printers are up and running.

Once we have all the printers up and running we'll be able to see if we need any more. We're also working on improving the reliability of the self-service areas, book returns and laptop cabinets.

Temperature and lighting

You said... some of the rooms are cold and when it's quiet the lights can go off automatically.

The temperature and lighting are both managed through building systems and we're working with the contractor to get these how we want them before we take control of them. We know there are a few areas that need adjusting, for example the lights in the mezzanine area and the temperature in the study rooms, we're getting these adjusted at the moment. Our maintenance team will shortly have control of the systems and then it'll be a lot quicker to make adjustments.

Contractors at work

You'll have noticed that there are still contractors in the building, it's not ideal but it is necessary to finish some minor works and make adjustments. We're trying to manage it in a way that it causes the least distraction, but the work does need to be carried out during the working day.

We're also working on fixing the beeping and the lift

Replacement parts have been ordered and as soon as they arrive the intermittent beeping and the third lift will be fixed.

Charging points

You said... having so many power points is great but some don't work.

All of the study desks should have working power points, but some weren't set up properly. Over the Christmas break all of the power points will have been checked and fixed, ready for the new term.

Problems with power?

If you've had problems with multiple power points it might be worth visiting the IT support team to get your equipment and cables checked.

Accessibility

You said... the accessible study area is great but some of the doors into and around the Library aren't easy to use.

The building meets modern regulations for accessibility and as well as the accessible study area there are other extra features such as height adjustable desks throughout. The accessible study area is primarily for people who need additional support. It's not totally finished yet, we're working on getting the final pieces of technology set up as quickly as possible.

We've already made a change to the side doors on the main entrance which can now open automatically with a push button. There is still an issue with one of the doors which we're working on at the moment.

We're aware that some of the doors, particularly those from the bridges can be difficult to use. These are fire doors and as such need to open both ways, which is why they are not power assisted. We are committed to ensuring the building is accessible and inclusive for everyone and are actively looking to find a solution.

Vending machines

You said... you'd like free hot water.

In January the vending machine on the first floor is being amended so you can get hot water from it. We're not able to change the machine to provide this for free, so there will be a charge of 20p. Four out of six of the vending machines accept card payments and we're looking into whether the other two can be adapted.

Rolling shelves

You said... you can't all reach the top and bottom shelves and are concerned about how the rolling stack shelves work.

The Library customer services team can help with access and there are also stools to help you reach materials on the high shelves. There are guides on how to use the shelves safely. In summary, use the handles at the ends to lock them in place when you are inside the stacks and unlock them when you've finished. All stacks open to at least 1 metre, but if at first you can't open it wide enough, unlock any others that are locked and move them along to create a wider gap.

Rolling stacks are becoming common place in libraries as they seek to maximise the use of floor space for study space rather than book stack. We understand they may take some time to get used to so please call on our friendly staff and guides to help you.

Not sure how to use the rolling shelves?

The Library customer services team can help.

Litter

You said... there's often rubbish left lying around.

We've got a beautiful new building and we can only keep it this way if everyone takes responsibility for their own waste. To help with this, we're also going to increase the number of bins and get them emptied more regularly.

Your waste, your responsibility

You can help to keep our new building looking great by using our new bins and encouraging others to do the same.

Vacation and Christmas opening times

Library

Vacation: open 24 hours, 7 days a week.

Christmas: closed 9pm 21 December until 9am 2 January, during this time study space will be available in the George Eliot Centre between 8am and 10pm, 7 days a week.

Student Services Centre

Vacation: Monday - Friday 9.30am - 5.30pm.

Christmas and staff training: closed 15 December, 22 December to 9.30am 3 January.

Careers & Employability

Vacation: Monday - Friday 10am - 5.30pm.

Christmas: closed 22 December - 10am 2 January.

Café on the Square

Vacation: 7am - 7pm

Christmas: closed 22 December - 7am 2 January.

Union Shop

Vacation: 8am - 11pm

Christmas: closed 9pm 21 December - 8am 2 January.

Exhibitions and Events

Until Friday 8 December

Hospitality on the Pilgrim Road to Santiago de Compostela

Last a chance to see the exhibition by Manuel G. Vicente on the 'Camino de Santiago'.

6 December

LinkedIn Day: Does your profile photo do you justice?

Come along to get a professional head shot taken and tips on improving your profile.

Mindful Walks

At 12.30 join the last in the series of mindful walks.

15 January - 17 March

Suffrage! Education, Activism and Votes for Women

The provision of women's education provides a unique insight into the campaign for Suffrage. This exhibition will include diaries and letters from Royal Holloway and Bedford New College students and staff as well as materials from the Museum of London to give the wider context of the campaign for women's rights.

15 January

Finding internships and work experience

Get advice on how to approach this area of the job market, where to best search for vacancies, how to make the best application.

23 January

Multi-language careers

Come along to our multi-language events and hear from speakers who use their language skills in their careers every day.

30 January

'Museums, galleries and heritage day'

Find out everything you need to know about careers in Museums, Galleries and Heritage, including a new session on curator skills and an exclusive archive drop-in session.

Your feedback

Get in touch with the **Library** team, they will be happy to get together with you to discuss your queries.

Library @rhul.ac.uk
01784 443823

You can also get in touch with **Clem Jones** RHSU's Vice President Education. The first Education Council in November focused on gathering your feedback about the new building and the Library and Clem will help make sure your feedback is addressed.
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