

Summary of comments received January/February 2009

Collections

Comment: The library catalogue entry for the journal 'Medieval Archaeology' indicates that it is available as an ebook from Vol 44 (2000) and earlier volumes can be found in hard copy at the JBM. In fact, vols 1-50 are available online and freely accessible on the Archaeology Data Service (ADS) website. Could the catalogue entry be updated to include this information?

Response: A free E-Journal link has been added from the SFX page to link to volumes 1-50. Users will initially be directed to the Terms and Conditions page which they will need to agree to before accessing the full-text.

Comment: I was wondering if the library was considering purchasing any books by Roberto Bolaño, author of 2666, "The Savage Detectives", and "By Night in Chile"? I think they would be valuable additions to York's collection.

Response: Thank you for this suggestion. I am happy to order "The Savage Garden" by Roberto Bolano from the English library budget and may review getting other items by him later in the year, subject to budgetary constraints.

Lisa Foggo (Academic Liaison Librarian, Humanities Cluster)

Comment: Books by Ayn Rand seem to be in short supply in York. I would be very grateful if you could add "Atlas Shrugged" and "The Fountainhead" - classics relating to a number of academic fields - to your collection sometime in the near future.

Response: Many thanks for your enquiry. Has a lecturer or tutor recommended the works of Ayn Rand to you? If so, I'd be very grateful if you would ask him or her to drop me a line in support of your request. "Atlas Shrugged" and "The Fountainhead" were both reissued in the Penguin Classics series in 2007 for £10.99 and £9.99 respectively. If you can't locate a supportive lecturer, please let me know.

Kirstyn Radford (Academic Liaison Librarian for Economics)

Comment: I'm often finding I require papers from the MIT journal Artificial Life -- given the strength of the Intelligent systems group in Electronics and the Natural Computation group in CS I am surprised we do not subscribe to this journal. Can I suggest it?

Response: Thanks for your e-mail. Journal subscriptions for the Department of Biology are coordinated through Dr Chris Elliott (cje2) who is the department's Library representative. I would be grateful if you could contact Dr Elliott with your suggestion in the first instance.

Martin Wilkinson (Academia Liaison Librarian for Sciences)

Environment

Comment: Please would someone see to it that the library stairs are regularly cleaned. Whenever I climb the stairs it offends me that there are heaps of dust hair and debris of some vintage on each step. I have repeatedly brought this point up during the four years I have studied at York, with library staff and cleaners.

Response: Thank you for your comments on the cleaning of the Library stairs, which have been forwarded on to the cleaning supervisor. Under the Service Level Agreement (SLA) stairs were only hoovered once a week, but the SLA has now been reviewed and the stairs are being cleaned daily.

Comment: It is incredibly hot in the Computer room on the ground level. I know that someone with a heart has tried to put two fans in it, but of course they don't really help. It is simply impossible to work in this room for a longer period of time. If it is technically not possible to adjust the temperature (=turn down the heating system, which is too loud anyway), I think the architect of this building should give his salary back (we'll invest it in cold drinks!).

Give the technical staff some heat on this issue!!!

Response: Many thanks for your comments on the excessive heat in our Computer Teaching Room in the J B Morrell Library. We have tried on many occasions to rectify the problem but unfortunately without success. The library is about to undertake a major refurbishment and one of our plans is to relocate the computer teaching room in a much better position. I am sorry this does not help in the short term, but we are committed to finding a solution.

Equipment/Fines

Comment: This library is ridiculous, I mean really really ridiculous. I was looking for a colour printer. There is not one. I was looking for scanner. There is only one and hidden somewhere in photocopy office. All that for the price of what. Well I was late to return a DVD for 7 hours. I returned in same day, still was charged £7.00. Ridiculous

Response: Thank you for your comments. I'm sorry about your frustrations with printers and fines

It would be a good idea to have a colour printer in the Library, and there are colour printers/scanners in some of the PC classrooms. We will talk to the Computing Service, who provide the PCs and printers in the Library, about providing a colour printer.

We charge large fines on the late return of DVDs because they are required for academic work by particular departments. Their leisure use is a benefit to students not in those departments, but we have to ensure that they are not kept overdue so they are available for academic use. The date and time for return is on the receipt you are given. Last year we changed the return time from 10am to 11am to allow plenty of time to get DVDs back to the Library & we changed the fines to be the same as those on Key Texts books. I'm sorry if you were not aware of the changes but they were widely advertised at the time. If you have any further concerns about Library services please contact Jane Henley, the Customer Services Manager.

Elizabeth Harbord
Head of Content and Customer Services