

## WHAT YOU TOLD US ABOUT BORROWING FROM ANGLIA RUSKIN LIBRARY

We recently ran a quick survey to find out your views on borrowing items from the library including loans, requests/recalls and fines.

The answers to several of the questions highlighted that we haven't got our message across about our policies on buying multiple copies and e-books.

You said buy more copies – and we do. In fact we have a report which colleagues check which tells us which items are in demand. And Course Tutors, when recommending Key Texts expect students in receipt of [Books Plus](#) to purchase these.

You said get e-books – and we do. We have a policy of electronic first and multi user access as priority. This is dependent on publishers making resources available through this route, so if we don't have it electronically it may not be available electronically.

The majority of respondents think we should charge if someone has lost an item they borrow.

Just over 50% of respondents think we should charge for those returning an item or laptop that they are waiting for, but this drops to just over 40% of respondents if it applies to them returning an item someone else is waiting for. And over 40% think that we should charge for those not returning an item after a year's loan.

When we have asked similar questions in the past there was more of a marked difference between people thinking we should charge if someone is waiting for an item but not if no one is waiting for an item. And surprisingly in the past less of a difference between if the charge was applied to them or to someone else.

Less people (just above/below 30%) think we should charge for temporary access cards, even though it does cost to get replacements produced.

How much we should charge you if you are late returning an item, someone else wants, came out quite even with 25p and 50p joint highest answers. If it was someone else, more people thought we should charge, but 25p per day got the most responses. It was also interesting to note that charging nothing was an option, but this was chosen much less by respondents!

For laptops (which are separate as they are generally more expensive items and on loan for less time) most respondents said we should charge £2 per hour or part thereof and the next chose was a flat £5 per day. In the comments some respondents suggested lower amounts and one person thinks we should have more laptops.

On the request/recall options the responses are close with a small number more. thinking we should just recall one copy not all copies. Most respondents (over 75%) thought that the request service works for them. There were comments made by some individuals pointing out the difficulties they feel they have with the service.

For details of our current position on loans and charges follow the link:

<https://libweb.anglia.ac.uk/services/charges.htm>

Current borrowing limits are on our membership page:

<https://libweb.anglia.ac.uk/members/members.html>

If you want to read the complete results:

<https://www.surveymonkey.com/results/SM-BPF6Y9LLL/>

~ Diane Hilton, Customer Services Manager Chelmsford (May 2018)