

Group study rooms: FAQs

Q: I don't know which room I've booked – how do I find out?

A: See the member of staff on the Reception desk: your study room number will be assigned to you as soon as we have checked that your campus card to confirm you are the person who booked that timeslot.

Q: I've forgotten my campus card – can I use the room I have already booked?

A: Sorry - we need to check your campus card against the booking you made, before we assign one of the rooms to you.

Q: I've got outstanding loans and/or fines on my library account: can I book a study room?

A: Sorry – you need to clear those before you can use the online system. Please see a member of staff on the issue desk or call 023 9284 3249 to sort this out.

Q: I've already made a booking – why can't I make another one for later this week?

A: The online system is set up so that you can only make one booking at a time. As soon as you have used your study room, you are free to make another booking online within the next 7 day period.

Q: I've already made a booking – can I cancel it and book another time instead?

A: Yes. Go to the library catalogue and click on **My Account**.

- Type in your **library number** when prompted, then click on **Logon**.
- In your Account Summary, click on **Bookings**. You are shown your current Booking, like this:
- To cancel the Booking, click on the box to the left of the title, then click on Cancel Booking.

Title	Booking Site	Date	Time
<input type="checkbox"/> 1. Study room, University Library , . - 5353547705	UNIVERSITY LIBRARY	23/09/2008	2:00 PM

To cancel one or more bookings:
1. Click on the boxes to the left of the title(s) you wish to cancel
2. Click on

To view your past bookings:
1. Click on

- You can also cancel via the Reception team on 023 9284 3231

We'd appreciate as much notice as possible, so your timeslot can be offered online to another student – so please cancel your booking online or via the Reception team as soon as you know you aren't going to need it!

Q: I've made a Booking but I've forgotten when – can I check?

A: Yes. Go the library catalogue and click on **My Account**.

- Type in your **library number** when prompted, then click on **Logon**.
- In your Account Summary, click on **Bookings**. You are shown your current Booking here.

Q: I'm a member of staff: can I book one of these rooms?

A: Sorry – the study rooms are for student use. There are alternative facilities for staff within the Library. To book one of the pooled teaching rooms, contact Space Management on 023 9284 **3781**; to book one of the Library's seminar rooms, contact the Library Office on 023 9284 **3222**

Group study rooms

There are six Group Study Rooms in the University Library. Each room can be booked by a minimum of 3 and a maximum of 6 people.

- The rooms are intended to meet the needs of students who need to work together on projects. They may not be used for individual study.
- Each room can only be booked by a group for a period of **2 hours per day**, while the Library is open.
- Bookings can be made up to one week in advance.
- Timeslots start on odd hours for three rooms and on even hours for three rooms.
- If a room is not claimed within 30 minutes of the booked time by the person who booked the room, it can be used by other people, once they have booked.
- The person who booked the room should be present for the whole of the booking period and remains responsible for the group's use of the room during the booking.
- Rooms should not be left unattended: if unattended, your room will be offered to another group.
- Rooms should be cleared 5 minutes prior to the end of the booking period. If you finish early, please let the Reception team know.

Conditions of use

For the benefit of all users of the rooms and of the Library, please:

- Only use the chairs and tables in the room
- Keep noise to a minimum
- Leave the room clean and tidy
- Return all books to the trolleys or shelves

Any abuse of the facilities will lead to the removal of your booking rights.

If you would like this guide in a different format, please ask.

