

Study Carrels Question & Answers v1.0

Why have you introduced booking now?

It was always our intention to have the study carrels available for booking, the services at the former Central Library offered study carrel booking for over 25 years and this service was very popular with our customers. Building issues had previously meant that we were not able to lock the carrel doors consistently and therefore we were not able to ensure that any booking could be honoured. We are pleased to say that these issues have been resolved and we are able to secure the carrels and control access.

Do I need to be a member of the library to make a reservation or use a study carrel?

Yes, you should have your membership card with you for identification and it should be free of any restrictions that would normally prevent you from using other library services.

Why have you put restrictions on advanced booking?

This is so we can ensure fair and reasonable use. Other public services use similar restrictions such as sports centres for the booking of courts.

The carrels are very big why can't more people use them at one time?

The carrel design is based upon a British Standard for wheelchair access in interview rooms. The study carrels are this size only to ensure that there is sufficient room to allow a wheelchair to be manoeuvre in a restricted space and around furniture. As such there is then a restriction to the amount of furniture that is allocated to the room. The purpose of the carrel is quiet person study and it is our experience that when more than two people occupy the carrel then the likelihood of noise disruption in the carrel, to adjacent carrels and near-by areas increases dramatically.

Why can't I eat my lunch nor have a meal in the carrel?

There are designated places in the library where you can eat your own food. For the reasons of tidiness, cleaning, hygiene and the comfort of other carrel users it is inappropriate to eat in the study carrels. You are given an access card and you are permitted to take a reasonable break during your booking for refreshment.

What is a reasonable break?

20 minutes is thought to be a reasonable break in planned study. If you intend on spending more than twenty minutes away from the carrel whilst your booking is in progress then it would be more appropriate to make your booking or reservation to for allow this. This would mean that you have two bookings. On completion of one booking you vacate the carrel, take your extended break then return (usually) to another carrel for your second booking of the day. Staff will monitor carrel use. After twenty minutes of inactivity in a study carrel the lights will automatically turn off and this will be one indicator that the carrel is not being used to a reasonable level and for its purpose during your booking.

Can I leave my property in the study carrel?

We encourage all of our customers to ensure that they have their property on and about them at all times. The carrels have a lock but the purpose of this is to control access for bookings and are not intended or designed to be resistant to extreme force. If you choose to leave any of your property in the study carrel whilst your booking is in progress this is done it is at your own risk.

If I am allocated a carrel with two study spaces and I am on my own am I obliged to share the carrel if asked?

No you are not obliged to share the study carrel with anyone. Library staff will not make this request or liaise on behalf of other customers in this respect. We will endeavour to allocate the single study carrels to those customers who intend to study alone and the two person study carrels to persons who wish to study together. Advanced and on the day bookings are offered on a first come first served basis. This may mean that a two person carrel is allocated to a single person for study whilst it is not the best use of resources it is fair and reasonable to do so.

Locking the door on the inside with the turn-key is a reasonable indication to others that you do not wish to be disturbed. If you find that you are being unreasonably disturbed or you are receiving harassment in this respect **please alert a member of our library staff.**

Can I use the study carrels for meeting colleagues, for tuition or to conduct an interview?

No. There are rooms that are available for commercial hire within the Library of Birmingham. The carrels are offered 'free of charge' and for the purpose of study and it would be unreasonable to use this free service for commercial advance.

Who is responsible for the study carrel?

The person who has made the booking is responsible for the use of the study carrel within the study carrel Terms & Conditions for the duration of the booking. Every person within the library is responsible for their own conduct and adherence with the behaviour standards expected from library visitors and customers. If it became the case that the behaviour of any one occupant of the carrel fell below the expected standard the booking will be terminated for both occupants.

Is there an age restriction on the use of the study carrels?

No, but there needs to be a reasonable expectation that the carrel will be used for personal study by the occupant. Occupation of the study carrel should not present any additional risk for the organisation or the individual in terms of safeguarding of young people and/or of vulnerable adults.

If I need to bring in my child / children into the library whilst I study can I still use a study carrel?

Yes. We would not count the child as an occupant in term of the maximum number. We would ask that you take reasonable care to ensure that your child/children is with you and is safe at all times, that the carrel is not overcrowded, that your child / children are reasonably occupied and do not cause a disturbance to other library customers and visitors.

What happens if I want to leave before the end of my booking?

Please make sure that you have removed all of your personal property and that you have left the study carrel clean and tidy. Please lock the carrel, return the access card to the level 2 customer service desk and inform a member of library staff that you wish to finished the booking earlier than you anticipated.

If you are in a carrel with another person and the other person wish to stay until the end of the booking *this may be permitted*. The other person will need to be appropriately booked into that carrel for the remaining time and have an access card issued to their library card. The other person then assumes responsibility for the carrel and adherence to the Terms & Conditions. In this event you and the other person must come together to the level 2 customer service desk to ensure that this transfer takes place.