The Case for a 24-Hour Library

Warwick Students’ Union
EXECUTIVE SUMMARY

This report details the case for the University of Warwick Library to open for 24-hours a day throughout the year. It is based upon extensive research and conversations with other 24-hour university libraries, students’ unions, and student representatives. Crucially, it contains numerous case studies from Warwick students from a broad range of year groups and degree backgrounds, showing how popular and transformational this policy would be across different groups within the student body.

Warwick Students’ Union is proposing for the Library to open for 24-hours for 50 weeks of the year at an estimated additional cost of £250,000 per year. Without dismissing the implications of this financial cost, we believe student experience should be the driver for any final decision made.

This will have enormous benefits to students, particularly to international students, postgraduates and students with disabilities. It will encourage students to create a clear and crucial division between their rooms – a private space for relaxation – and study space on campus, where they can work in a collegiate and safe environment. In this sense, while we understand concerns relating to wellbeing, we actually believe that encouraging this separation between private space and study space has the potential to greatly enhance the wellbeing of Warwick students.

We have consulted widely across University committees and key academic stakeholders to appreciate any possible concerns. In this report we have addressed concerns about student wellbeing, work culture, cost and usage.

There is something strongly symbolic about having the main academic study space, located centrally with all its resources, functioning all the time. It speaks to the values of the University as primarily an educational body, conveying the message that learning is at the heart of this campus and University.
INTRODUCTION

“At Warwick, we are blessed with a fantastic library containing staff who genuinely care and look out for all students that enter - this is part of the reason why it feels like a home to so many students”

The campaign for a 24-hour Library was launched in 2014 after innumerable conversations with students from across the University regarding what they would like changed to improve their University experience. When our Postgraduate Officer Andrew Thompson took a motion on this to our All Student Meeting (ASM) in 2015, the amount of students who voted for this made it the motion with the highest majority in ASM history.

There were so many different reasons why students wanted this – primarily due to academic concerns, but also various social and welfare considerations together with specific reasons from various groups including International students, students with disabilities, and part-time postgraduate students. This is a genuine cross-campus campaign which, if successful, will improve the experience of the University of Warwick for many different demographics.

Students should have the ability to access key study resources at any hour of the day, which currently they are unable to do. In addition we believe that opening the Library 24-hours will encourage a positive work life balance to get students out of their rooms and working in a public space on campus.

Students with disabilities often have to work around their disability and may not suit the traditional 9-5 work pattern; they can miss out from using the accessible computers and software in the Library and the resources they require to work when they feel well enough to do so - this can sometimes be in the middle of the night.

International students, who often switch their working hours around to work at night so they can call back home, or those not yet adjusted to the UK time-zone, cannot get access to resources and a familiar place to study. Part-time students, who can often live long distances away from the University, are limited to the hours they can use the resources in the Library.

When writing this report we listened to the feedback and concerns from students and staff across the university. We have addressed the concerns surrounding student welfare, the Learning Grid, usage, and costs head-on in the section ‘Concerns and Responses’ on page 9.

At Warwick, we are blessed with a fantastic library containing staff who genuinely care and look out for all students that enter - this is part of the reason why it feels like a home to so many students. It is a safe place (which students also want more of!) and is not therefore somewhere that students want to access only up until midnight. The other top ten English Universities in the 2015 Guardian rankings all have 24-hour Libraries. We have the technology to be open 24-hours all year round, rather than just in Term 3, and it is time that the University of Warwick resources a 24-hour Library.

Isaac Leigh

Warwick SU President
STATEMENTS FROM STUDENTS’ UNION OFFICERS

Students’ Union Officers and Faculty Representatives from 2014-15 and 2015-16 have submitted pieces in support of the University adopting a 24-hour Library. These are detailed below, and reflect how the expansion of a 24-hour Library could positively affect all students.

Charlie Hindhaugh, Education Officer 2015-16:

“The motion for the SU to support a 24-hour library was one of the highest majorities for a policy put to an All Student Meeting (ASM). When I went around campaigning for the proposal, I was encouraged by the overwhelming number of students, from all years and courses, who were in favour of a 24-hour library.

The reasons I heard from students supporting the campaign were varied, but the common factor was a desire to access the central knowledge hub of the library when students wanted to and when it was convenient for them.

There is no ‘average’ student and no uniform way that students work. Some work best in the morning, others late in the evening, and some do their best work in the small hours of the night. We should provide the facilities for students to work to the best of their abilities.

Providing a 24-hour library ensures that students can study and work in a flexible manner, but it also reinforces a positive work-life balance that can be lost when living on campus. It’s much better for the wellbeing of students to get them out of their rooms and working in a monitored and open space such as the library, therefore keeping their bedrooms separate for rest and relaxation.

From my own experiences, I spent one-too-many late nights working on assignments due the next day in the library, only for it to close and have to move my mountains of books up the road (often in the rain) to carry on in the Learning Grid. Having the library open for the rest of the night would have taken out some of the stress of those nights.

A 24-hour library would allow students to study when they want and when is convenient to them.”

Nat Panda, Postgraduate Officer 2015-16

“The Library is the calmly-beating heart of student study space on campus. It is the space that students feel safe in, that students feel comfortable working in, and that students find they are most productive in. This is not surprising given the Library offers students a range of study areas, support and collections of resources unrivalled elsewhere on campus. I am sure that we all know from personal experience what a difference your work environment can make to the quality of your work. But furthermore, given the amount of time we spend in our work environments, I believe that having an appropriate study space has a significant influence on how we feel day-to-day and our overall experiences of University.

We know that there is often an anticipation from postgraduate and international students that the Library is open 24-hours based on their experiences at previous institutions. It also seems that this expectation is growing amongst undergraduate and home students, in part because
students can easily find information to compare and contrast the top UK institutions. While it is true that not having even one 24-hour main library puts us at a disadvantage compared to many other Universities, for me I am more compelled by the persuasive feedback provided by our students. I have picked out just two of these points on which to expand.

For many students, particularly at the research level, when the writing is flowing you don't want to stop, and unfortunately these periods of high-productivity don't always (nor usually - in my experience) come during standard hours. From personal experience, I know that being unable to access a relevant text because the Library has shut can put a halt to a streak of productivity.

More so than other students, PhD students often have to meet particularly tight external deadlines for conferences or papers. A 24-hour Library would not only provide access to extensive academic and research resources but would also provide extended access to the Research Exchange (REx). The REx is unique in offering just research students a sanctuary and a space where they can work. With space in short-supply (as reflected heavily through PRES and SSLC reports), the availability of such a high-quality and well-suited study space that does not depend a student's department or course should not be underplayed. Given the current constraints on physical capacity across the University, to artificially limit available spaces from a time perspective seems a wasted opportunity.

It is no secret that students often find it necessary or beneficial to work unusual or extended hours. For some of our disabled students working hours may be erratic not by choice and naturally they must work when they can work. In cases where studying occurs outside of Library opening hours, students will often work in their private rooms unmonitored. However, a 24-hour Library would give students the chance to work in a supervised environment tailored to studying. The importance of separating home and work-study space should not be underestimated for students' wellbeing. If students do not feel that there are appropriate spaces to work then their bedrooms becomes offices and finding that much-needed time to switch-off from study becomes even harder.

The overwhelming support for a 24-hour Library in our all-student referendum is further reflected, and with even more clarity, through the qualitative survey results. It is clear from the student responses received that the Library is seen as having a massively positive effect on our students' lives and study. Thus I believe that the extension of the Library to a 24-hour service will bring significant benefits to students and further improvements to the quality of the student experience at Warwick.”

Alexander Hammant, Medical Faculty Representative 2014-15

“I think that a 24-hour library is an essential service for any tertiary level institution with real ambitions for learning. The library should be at the heart of a university and because student working habits are more flexible than ever before, I believe it is essential for Warwick to keep pace.

At the forefront of this is having provision for study and learning at all hours. It would particularly benefit students in the medical faculty, especially post-graduates who work at drastically different times depending on their particular academic focus. It would be very unfortunate if a student was disadvantaged because their PhD involved particular experiments with particular time-pressures resulting that they couldn't access university resources.”
Rosie Hiscock, Arts Faculty Representative 2014-15

“A 24-hour library would benefit students in the Arts Faculty because many of our modules are predominantly coursework/assessment based, and is there is significant weighting on a dissertation in the Arts subjects in final year, for which 24-hour work spaces are vital. Students, especially those in Leamington, need a quiet space to focus that exists at all times and not just during Term 3.

The University House Learning Grid is often not convenient for those who wish to use the resources which are especially important to Humanities students for essays and assignments.”

Cindy Asokan, Social Sciences Faculty Representative 2015-16

“I'm really glad the SU has adopted the 24-hour Library policy following the last ASM, as well as noting that this must come with the provision of appropriate mental health services. Keeping the library open 24-hours a day all year round will particularly benefit students who live off campus, especially those who rely on buses which stop running past 1am. Although the University House Learning Grid is open 24-hours, it can often get full and does not contain many core texts which can be crucial for completing work.”
PROPOSALS

We appreciate that this project will require significant investment from the University to make the vision of a 24-hour Library possible.

To form a solid proposal, we have consulted members of the University Library to get an idea of how much it would cost to make the transition from the current 24-hour provision in Term 3, to a 24-hour Library all year round. Those consulted informed us that the cost would be just shy of an extra £250,000 to extend the opening hours to 24-hours all year round.

The SU’s Proposal:  24-hour Library, 50 weeks of the year

24-hour Library, 50 weeks of the year

This is the Students’ Union’s preferred model for a 24-hour library, as it is the fairest in addressing the needs of both Postgraduates and Undergraduates.

By opening the Library 24-hours a day for 50 weeks of the year, this covers Postgraduates’ term times and timetables, and benefits those on part-time courses. International Students would additionally benefit if they choose to stay in the UK in Undergraduate Vacation Time.

A 50 week opening would provide the greatest benefit to the widest range of students. Other options that were considered when writing this report was opening for 30 weeks during the undergraduate term time or for the whole year apart from the summer vacation; these options, however, would predominantly benefit undergraduate students. Having the library open 24-hours for 50 weeks would give all students, from part-time to postgraduate, access to the benefits of a 24-hour library.

As you can see from this report, we have conducted a lot of research with other institutions’ libraries, and key ways they manage their 24-hour provision. We have also explored University Rankings, and what other top institutions currently offer in the form of 24-hour Libraries, and the number of libraries.

Lastly, and more importantly, we have consulted with Warwick students, who are at the heart of this campaign, and whose needs should come above all when making a decision on this.

We hope that you will take our proposal on board, and that we can work together to achieve this end and provide students with the facilities that they require to get the most out of their studies at Warwick and continue to improve this world class institution.
CONCERNS AND RESPONSES ABOUT A 24-HOUR LIBRARY

Student Welfare and Work Culture
Is opening the Library 24-hours bad for the wellbeing of students? Does it symbolise that students should be working 24/7 at Warwick?

Wellbeing is a genuine and incredibly important issue. The outcome of the Library going 24-hours throughout the year will have a complex interaction of positive benefits and potential downsides for student wellbeing. In researching and presenting the case for the 24-hour Library, the impact on student welfare has been a primary concern. We have consulted with other university libraries, Students’ Unions, and student representatives to discuss the effects on student wellbeing, and from our research we suggest a few proactive steps that could be taken to mitigate any negative impacts on student wellbeing. Our research also highlighted the positive benefits of a 24-hour library on student wellbeing.

One of the most important wellbeing benefits of the all year round 24-hour Library is the creation of a positive work-life balance for students, particularly those living on or nearby campus. Working in the Library is better for students than working in their bedroom as it encourages both a physical and mental separation in their working space. This is why so many students that live on campus prefer working in the Library or one of the Grids; students living as far away as Leamington Spa travel on to campus just to work in the Library for this reason.

It is too easy for students to spend a long time working in their room without leaving or having any contact with other people. In comparison, the Library is a public space and it is reassuring to be studying late at night in the vicinity of other students. For some students, being surrounded by others is the only way they feel comfortable working.

The travel between the Library and bedroom offers an opportunity to mentally separate work and relaxation. Thus offering a centrally located space for students to work in when it suits them encourages the development of the positive habit of separating sleeping and working environments.

From anecdotal evidence, for many students, particularly international students and students from cultures which place a high amount of pressure on academic success, the reality is that they already work late or odd hours in their rooms. There is also the ability to promote wellbeing information and student support services in the Library which students may not see if they spend all their time in their room.

Unfortunately even students who are effective at managing their time still end up leaving an assessment to the last moment and having to work late or do an all-nighter. While this is not to be encouraged, it is reassuring for students to know that there is a 24-hour space available for them to work in with all the resources needed for completing an assessment.

Warwick has already operated several 24-hour study spaces such as the Learning Grid and Computer Labs, and the Library in Term 3. It will be essential to be ever more proactive in terms of mental health and wellbeing at the University - the SU and University departments should continue to work closely with and benefit from the experience offered by colleagues in Support Services.

The Library stewards do an excellent job at looking out for students. Such a mechanism does not exist for students who stay working in their rooms.

A 24-hour library means that students can get into their working ‘zone’ and not have to worry about the library closing and losing their concentration or stress about where they are going to move to once the Library closes. This was reported in the feedback we received from students:
“A 24-hour Library on campus all year round would benefit me immensely, as I find it a lot easier to work in the quiet areas of the library than in my bedroom or in the learning grid at University House. When the library closes at midnight, I am forced to work in my room where I am less productive, thereby resulting in a more unhealthy and sleepless lifestyle, as well as noticing a significantly poorer quality of my work.”

History, 1st year Undergraduate

The Students’ Union’s Disabled Students’ Officer Jenny Wheeler commented that for her and many other Disabled Students they have to work around their illness which often can affect their body clock leading them to work at odd hours of the day or night. For Disabled Students or those with chronic illnesses, they work when they can - hence having a 24-hour Library with all the resources needed for their degree would greatly benefit disabled students.

Please see the student comments for additional first-hand reasons for the need for a 24-hour library from page 22.

The Learning Grid
What’s wrong with the Learning Grid?

The Learning Grid demonstrates just how useful a 24-hour space is to students, but its functionality and benefits are limited by a number of factors.

One of the most important reasons why the Library is the ideal 24-hour study space on campus is its unrivalled learning resources. The Learning Grid does not have the books, texts, CDs, DVDs, specialised software, or journals that are accessible in the Library. While a lot of student work is done digitally, it is not a replacement for the books and resources in the library. Not all texts and journals are digitised. There is something strongly symbolic about having the main academic study space, located centrally with all its resources, functioning all the time. It speaks to the values of the University as primarily an educational body and conveys the message that learning is at the heart of this campus and University.

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The student feedback we received stated that the Learning Grid does not have a comparable atmosphere to the Library as it is geared towards group space, whereas the Library has dedicated floors for both silent study and group work.

The familiarity of the Library to students should not be understated. It is a building and location that almost all students know about, this makes a considerable difference to the decision to leave one’s room to study. For many students the Library is the space where they feel comfortable and can get into the right frame of mind to productively work. As the Learning Grid is not as well known about or used by students, there can be trepidation about using it for the first time, or having to walk to an unknown space at night. Additionally, the Library is closer to the Bus Interchange and Taxi Ranks for transport accessibility.

“On my course we have essays to write all through the year and I have found myself requiring library access or use of the library as a working space (as it has many books I need to use to study and write). The 24hr Learning Grid is not sufficient in this respect as it does not contain books relevant or useful to my course. Some people naturally are more alert in the evening and when close to deadlines midnight is far too early to close the library in my opinion. The 24hr library in term 3 benefits all but particularly those whose assessments are concentrated in Term 3 and exam-based but this isn’t fair on those like myself who would have benefitted from 24hr library all year round.”

Italian, 4th Year Undergraduate
The Learning Grid is a vital space for Westwood Residents and students, and provides an important study space that should not be removed even if the library goes 24-hours throughout the year.

For more information on and to read the student responses please see the Reflections on the Learning Grid section on page 22.

Usage
Would a 24-hour library be used all the time?

Usage would fluctuate in peaks and troughs throughout the year and depending on assessments and examinations. Other University Libraries have told us that certain groups use the library at different time, and that it is worthwhile keeping the library open for them.

UCL noted that visits to their learning spaces had increased by 48% in 2012-13 compared to 2006-07 before they were open 24-hours. This increase is greater than the rise in registered library users over the same time.

There is also a large cohort of students who would appreciate the early access to the library. With the problems students face getting on to campus with the buses and traffic, many prefer to get on to campus early and work in the library.

From our research, some libraries noted that usage may drop off by 2:00 a.m. but there are still groups of students that greatly benefit from the Library being open 24-hours.

One of the attractions of a 24-hour library is the sense of reassurance it provides to students that there is a space available for them to work when they need to or when an inevitable deadline approaches, particularly for disabled students.

It is also useful for Postgraduate students who feel left out of study spaces outside of the Undergraduate term times, visibly demonstrating that PGs, as 50% of the student population, are equally as valued. We know from the PRES results that PGR study space is a massive issue and that this becomes particularly acute late at night. Unlike most UG and PGT courses where work can be well spaced through course design, late working is harder to avoid at PhD level due to external deadlines occurring in close proximity (e.g. conference submissions, journal submissions, grant applications). Access to resources 24/7 can therefore be of particular importance to PGR students.

Additionally with students paying the minimum of £9000 a year, it is something that students expect to have available to them for the vast sums of money they are paying for their tuition. Whether or not we like it, there is an expectation from prospective students and sometimes parents that there will be a centralised study space available 24/7.

The business case for 24/7 opening was never based on numbers/costs alone e.g. how many people would need to use the building overnight to make it ‘cost effective’? Our argument was more around accessibility to services and focussed on the potential benefits to non-traditional users. 24/7, 365 has been extremely well received and our users never need to think about whether they can access the building or not - all that changes is the level of service available at different times of the day & the academic year.

University of East Anglia (UEA) Library

Costs
Is a 24-hour library worth the money?

We recognise that the proposal for an all year round 24-hour Library comes with a cost, however it does offer a considerable improvement to the student experience at Warwick. It is difficult to quantify the benefits a 24-hour Library will have on student groups in value-for-money alone. Several of the libraries we spoke to stated
that the decision to go 24-hours was always made to benefit students rather than purely on financial measures.

A 24-hour Library is accessible to all students and staff, from the Part-Time to the Post-Doctoral student. Every student and staff member will be able to take advantage of the Library being open 24-hours.

In comparison to other resource-intensive University projects, this proposal has breadth of staff and student benefit. The Shard teaching space cost £2.75 million pounds to renovate and over £800,000 per year in rent, and will predominantly benefit a small number of students. In comparison our proposal for a 24-hour library throughout the year is estimated to cost shy of £250,000 a year.

Given that students are paying at a minimum upwards of £9000 a year in tuition fees, there is a strong need to demonstrate value for money.

**Transport**

*Will students be able to get home at night?*

This is another important concern; however, it is also the status quo with the Learning Grid and the 24-hour Library in Term 3. During our regular meetings with bus operators we have had positive conversations with Stagecoach about providing a 24-hour bus service should the Library go 24-hours. The main Stagecoach Depot is open for 22 hours already so bridging the gap does not require a big expansion of resource for Stagecoach.

The Library is also close to several bus stops and the University Bus Interchange and Taxi Rank.

With the Library going 24-hours we would like to see increased measures for students living on campus to feel safe when walking back to their accommodation. While campus Security have told us that the Library opening 24-hours in Term 3 has not posed an increased risk to students, there still is the important consideration of student’s own perceptions of safety. Even on a safe campus such as Warwick, walking back alone at night can be a daunting experience.

To encourage students to use the Library and to make students feel safe at night we suggest the expansion of the minibus service and to investigate the introduction of a security walk-home service. Security escort services are successfully offered in campuses across the UK and the world, for example the University of Minnesota’s security escort service ([https://www1.umn.edu/pts/walk/escort.html](https://www1.umn.edu/pts/walk/escort.html)) Similarly, Keele SU provides a Safety Bus that operates throughout the night from their 24-hour library and drops students off at both on and off-campus accommodation ([https://keelesu.com/departments/security/safetybus/](https://keelesu.com/departments/security/safetybus/)).

**Security**

*What about the security of staff and students working and travelling late at night?*

Naturally, the safety of our students is always a high priority. However, having spoken with the University’s Security team, their experiences of a 24/7 Library in term 3 has had no noticeable implications in practice and raised no particular concerns from a security point of view.

**Staff**

*Is the Library going 24-hours bad for staff or the work culture at Warwick?*

Warwick already has a successful track record of managing 24-hour spaces, operating 24/7 shifts in the Learning Grid and in the Library during Term 3. The University has the managerial knowledge and experience of how to support staff that work late at night.

For staff that do choose to work late, it may be they have personal circumstances for which these hours are suited. However, as with other employees working night shifts, particular attention should be paid to potential
impacts on staff wellbeing and hope that any good practice that happens in other late-night working models can be shared.
COMPARISON TO OTHER UK HE INSTITUTIONS

In order to set the picture for where Warwick’s Library offerings sit, we have compiled a list of the institutions that are in the Top 20 for the Guardian Ranking, Complete University Guide Ranking and Times Higher World Ranking for 2015 and 2016.

The green indicates a 24-hour library all year round, red indicates during exam time and white indicates no offering. The (Exams) means that the Library is open 24-hours during exam times.

A key thing to note is that in the Top 10 Universities in the UK for both 2015 and 2016, only Warwick and St Andrew’s University are without full 24-hour Library offerings, and aside from Loughborough University, the Universities which only have one library have made it 24-hours all year round.

### Comparison Chart

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From the chart, you can also observe the number of Libraries that other institutions have to offer in comparison to Warwick. Where Edinburgh and Bristol are seen not to offer 24-hour provision (Edinburgh only during exam times), they do operate 27 and 10 Libraries respectively.

We have consulted with the main university libraries of the top institutions about how their 24-hour provision work and this is set out later on in this document. The full responses can be found on page 17 onwards.

**The International Picture**

As Warwick University is ever-increasing in global league tables, we felt it was important to look at what other International Institutions in the World Top 10 offer in terms of library provision.
Four out of the top ten in the global rankings offer 24-hour libraries all year round. Whilst this may seem like a smaller number; it is important to note that they offer more libraries per institution than the UK’s top Institutions.

24-hour libraries are becoming an international trend and a demanded resource by students, particularly across European and American Institutions and it is likely that the global number will only increase, meaning that UK institutions should be better resourcing their Libraries to stay ahead of their international competition. In summary, students expect to see 24-hour libraries on their campus.

Universities with 24-hour Libraries
As previously mentioned, we thought it important to engage with other top universities who have successfully implemented 24-hour Libraries to find out key information about how they operate and any issues they encountered.

The areas we looked at were:

- Staffing
- Powering Down of Facilities
- Wellbeing Services
- Usage
- Cost Benefit of Extending Opening Hours
- Motivations For Becoming 24-hours

The majority of libraries we contacted noted that usage had increased since they opened for 24-hours a day. UCL in particular stated that since they made the change, visits had increased by 48% - greater than the increase in student numbers over the same time.

Many of the contacted libraries said that they had received very positive feedback from students after the library increased its opening hours. UEA and Sussex in particular noted an improvement in their NSS feedback which they directly attributed to the change.

The reasons given for going 24-hours were varied, but a common theme in most of the responses was the strong student demand for a 24-hour library.

Both the London School of Economics and Imperial College London have provided a 24-hour library for over ten years:

The number of visits to our learning spaces had increased by 48% in 2012-13 compared to 2006-07, before we were open 24-hours ... We believe that [going 24-hours] has been cost beneficial, and that we are getting value for money from the money invested in 24-hour opening to enhance the student experience. Headcount and access control data does show significant usage during extended periods, particularly ahead of exams. ... There is a clear pattern in usage, which shows our students are choosing to break away from the traditional 9-5 work pattern and are using spaces when they wish. We cannot hope to create an inspirational student experience if we are shut when students want to study: learning spaces need be open overnight when our students choose to use them.

University College London (UCL)
<table>
<thead>
<tr>
<th>Staffing</th>
<th>UCL</th>
<th>York</th>
<th>LSE</th>
<th>UEA</th>
<th>Surrey</th>
<th>Imperial</th>
<th>Sussex</th>
<th>Lancaster</th>
<th>Leicester</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Four 24-hour libraries with 2 security guards at each</td>
<td>3-4 Facilities Assistants</td>
<td>3 security staff</td>
<td>2 security staff</td>
<td>2 security staff</td>
<td>2 security staff</td>
<td>2 security staff</td>
<td>2 security staff</td>
<td>3 security staff</td>
</tr>
<tr>
<td>Powering Down of Facilities</td>
<td>Motion sensitive lighting and rolling out of environmentally friendly computers</td>
<td>Built in to the library when it was refurbished</td>
<td>Motion sensitive lighting</td>
<td>Motion sensitive lighting, PCs powered down at low usage times</td>
<td>Motion sensitive lighting</td>
<td>Motion sensitive lighting</td>
<td>Lights</td>
<td>Motion sensitive lighting</td>
<td>Motion sensitive lights, PCs power down after 10mins</td>
</tr>
<tr>
<td>Wellbeing Services</td>
<td>Nightline and information online</td>
<td>Library and University staff have contacts</td>
<td>Water fountains and snack machine</td>
<td>Staff given wellbeing training, Nightline</td>
<td>Handled by Security Staff</td>
<td>University provides support services</td>
<td>None</td>
<td>Nightline</td>
<td>Nightline, Security staff for emergencies</td>
</tr>
<tr>
<td>Usage</td>
<td>Increased</td>
<td>Increased significantly</td>
<td>N/A</td>
<td>Increased</td>
<td>Increased</td>
<td>Increased</td>
<td>N/A</td>
<td>Increased</td>
<td>Increased</td>
</tr>
<tr>
<td>Cost Benefit of Extended Opening Hours</td>
<td>Cost-beneficial, enhanced student experience, and value for money</td>
<td>N/A</td>
<td>N/A Went 24-hours 10 years ago</td>
<td>N/A Benefit was always for students</td>
<td>N/A</td>
<td>N/A Benefit was always for students</td>
<td>N/A Improved NSS score</td>
<td>N/A Benefit was always for students</td>
<td>Very popular, would not consider going back</td>
</tr>
<tr>
<td>Motivations for Becoming 24-hours</td>
<td>• Student demand • Strategic priority for the University • To be more flexible for student working patterns</td>
<td>• Student demand • The “right thing to do” with £9000 fees</td>
<td>• Student demand • Accessibility to services • Benefits to non-traditional users • Improvement to NSS score</td>
<td>• Student demand • Accessibility to services • Introduction of £9000 fees</td>
<td>• Student demand • To provide an improved service • Accessibility for students • Expectations of international students</td>
<td>• Student demand • To improve NSS score</td>
<td>• Student satisfaction and choice</td>
<td>• Student demand • SSLC feedback</td>
<td>• Student demand • SSLC feedback</td>
</tr>
</tbody>
</table>
1) What staff are on duty when staffed facilities have closed?  
How many staff?

We have 4 libraries which are open 24hrs with 2 Security guards based at each location, and a Graduate Hub which is open 24/365. One Manager is also on duty. UCL Security have 15 operational guards, who will assist us, if the need arises. The campus is locked down out of hours and a valid ID card is required to gain entry onto campus.

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

Not at the moment. Desktop computers automatically log out after 30 minutes of no usage but do not power down. Plans are being drawn up for environmental friendly computers to rolled out in the near future. In new spaces, such as our Cruciform Hub, the lighting is controlled by movement sensors and does switch off during periods of inactivity.

3) Are there any wellbeing services on offer for students out of staff hours?

There are no physical wellbeing services on site, however UCL does provide full information the website about welfare and support services. London Nightline is also available to UCL students.

4) Has there been an increased usage of the Library since it became 24-hours?

Yes. The number of visits to our learning spaces had increased by 48% in 2012-13 compared to 2006-07, before we were open 24-hours. This increase is greater than the rise in number of registered library users over the same period (up 31% compared to 2006-07). Statistics show usage at 22:00 is level with 10:00. The evening has higher usage levels than the morning.

5) Has the extension of hours been cost beneficial?

As service providers, we believe that it has been cost beneficial, and that we are getting value for money from the money invested in 24-hour opening to enhance the student experience. Headcount and access control data does show significant usage during extended periods, particularly ahead of exams. We now receive very few complaints about opening hours and do receive some positive feedback about the extent of our opening hours.

6) Why did the University decide to opt for a 24-hour Library?

UCL is committed to giving our students the best support, facilities and opportunities, as articulated in UCL 2034 and UCL Library Services has placed the User Experience as one of its strategic priorities. There is recurrent demand by students for 24-hour access to the library and to study areas.

UCL 2034 sets UCL out as ‘a global leader in the integration of research and education, underpinning an inspirational student experience’. An integral part of this is for Library Services to provide a range of learning environments to our students that are accessible when they wish to use them. There is a clear pattern in usage, which shows our students, are choosing to break away from the traditional 9-5 work pattern and are using spaces when they wish. We cannot hope to create an inspirational student experience if we are shut when students want to study; learning spaces need be open overnight when our students choose to use them.

York

1) What staff are on duty when staffed facilities have closed? / How many staff?

We have teams of Facilities Assistants, and normally three/four to guarantee breaks etc

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

Yes, built in during the refurbishment

3) Are there any wellbeing services on offer for students out of staff hours?

Not specifically, but our staff and University security have contacts, and we do what we can in emergencies.

4) Has there been an increased usage of the Library since it became 24-hours?

Yes, significantly.

5) Has the extension of hours been cost beneficial?

No formal CBA undertaken, because that's not the really important issue to us (see below)

6) Why did the University decide to opt for a 24-hour Library?

Because students wanted it, and it is a competitive offering, and because we felt this was the right thing to do with new fees money received.

London School of Economics

1) What staff are on duty when staffed facilities have closed? / How many staff?

Three security staff are always on duty.

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

Computers go into sleep mode after 10 minutes unused. Most lighting is motion sensitive and will dim then go out if there is no movement

3) Are there any wellbeing services on offer for students out of staff hours?

Water fountains are available and a there is a snack machine in our foyer breakout space.

4) Has there been an increased usage of the Library since it became 24-hours?

Warwick Students’ Union is a charitable company registered in England and Wales, UK charity number 1136894, company number 7297865, VAT registered number GB 705318457.
You need to bear in mind that increased use of online resources is actually slowly driving total usage of the Library down but we still have over 1.7m turnstile entrances over the year.

5) Has the extension of hours been cost beneficial? And 6) Why did the University decide to opt for a 24-hour Library?

We’ve had 24-hour opening for over 10 years now and don’t appear to have the original records for why. However, our Librarian at the time was very keen and gained the support of the student body and the School as a whole. Note that we only open 24/7 in Lent and Summer terms. We have not considered it necessary to do a cost benefit analysis of the extended hours.

**University of East Anglia**

1) What staff are on duty when staffed facilities have closed? / How many staff?

We have 2 x 3rd party security staff

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

All PCs are powered off at some point overnight to allow software upgrades to take place. PCs in different sections/floors of the building are powered down at different times during the night - generally between 3am and 6am when usage is lowest. Most of our lights are on motion sensors but some lights in all areas stay on overnight to ensure students are not left in complete darkness if they are not moving around!

3) Are there any wellbeing services on offer for students out of staff hours?

No but our 3rd party security staff have been given information/training on what actions to take in different situations and know to signpost students to relevant services such as our voluntary Nightline phone service, the university security staff or the Student Services during normal working hours.

4) Has there been an increased usage of the Library since it became 24-hours?

Yes, but that may equally be due to the improvements we have made in other areas such as new PG study spaces & new group study rooms.

5) Has the extension of hours been cost beneficial?

The business case for 24/7 opening was never based on numbers/costs alone e.g. how many people would need to use the building overnight to make it “cost effective”? Our argument was more around accessibility to services and focussed on the potential benefits to non-traditional users. 24/7, 365 has been extremely well received and our users never need to think about whether they can access the building or not - all that changes is the level of service available at different times of the day & the academic year.

6) Why did the University decide to opt for a 24-hour Library?

It was something that students were asking for, especially our MED students, and other universities that had provided 24/7 access for at least part of the year appeared to see improvements in their NSS scores.

**Surrey**

1) What staff are on duty when staffed facilities have closed? / How many staff?

We have 2 members of a contracted Security Service who come on duty at 8pm and work together with a one hour break each until 8am when Library staff take over again.

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

Yes all lights in the building work on this basis. Computers go into sleep mode as per usual processes.

3) Are there any wellbeing services on offer for students out of staff hours?

No, out of hours welfare services not available at present, any emergency situations are handled by University Security staff.

4) Has there been an increased usage of the Library since it became 24-hours?

Yes but for us this was also tied in with the opening a new building which increased capacity by one third. Overnight opening is well used by students particularly in the run up to exams (Jan and June) but also well used in November and March.

5) Has the extension of hours been cost beneficial?

Don’t know the answer to this one – there are significant costs in Security cover 8am-8pm and for power and cleaning.

6) Why did the University decide to opt for a 24-hour Library?

Although it was before I started I know originally the Library chose to extend hours as a pilot for an exam period in June 2011 but had always been planned for the opening of the new Learning Centre building in September 2011. Obviously part of the rationale was improved student experience in the light of the new £9k fees at that time.

**Imperial College London**

1) What staff are on duty when staffed facilities have closed? / How many staff?

We use contract security staff who cover the service after core library staff go home (at 21.00 during the week). Usually there will be 2 staff on duty overnight.

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

We have movement sensors controlling the lights on level 1, and all pcs power down after 30 mins on non-use. The other 4 floors are mostly lights on or off.
3) Are there any wellbeing services on offer for students out of staff hours?

Not within the library, and I’m not aware of services delivered by other support services.

4) Has there been an increased usage of the Library since it became 24-hours?

We’ve had 24hr opening for 10 years now – it has gradually expanded from exam term only to throughout the academic year. We close on Friday nights 23.00 – 10.00 Saturday to allow IT to run software upgrade and remote pc maintenance.

5) Has the extension of hours been cost beneficial?

Not sure we’ve ever measured the cost benefits. Usage varies significantly – the win for us is the student experience we offer.

6) Why did the University decide to opt for a 24-hour Library?

We were probably slightly ahead of the curve and first did 24/7 about 10 years ago, The drive was of course improved service and access for students. As a university with a large no. of international students – they brought expectations from both the US and far east which also informed our decisions. We were also aware that some competitors were starting to offer 24/7 so we did want to keep ahead of the game.

24/7 is fairly commonplace in the academic sector now – I expect you will find plenty of evidence of other institutions doing similar.

Sussex

1) What staff are on duty when staffed facilities have closed?

2 security staff

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

Lights

3) Are there any wellbeing services on offer for students out of staff hours?

No

4) Has there been an increased usage of the Library since it became 24-hours?, 5) Has the extension of hours been cost beneficial? and 6) Why did the University decide to opt for a 24-hour Library?

We decided to go 24-hour (more or less - it's something like 5 1/2 days during term time) after a lot of student feedback and a poor [NSS] result. Most of the year there are not many students in at night - but during submission times it can be very busy. Our [NSS] results improved dramatically - although we did other things around the same time. My gut feeling is that the 24-hour opening was the real clincher.

Lancaster

1) What staff are on duty when staffed facilities have closed? / How many staff?

We have two security guards on duty from midnight to 8:00 am.

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

Yes. Outside core central areas and corridors, many lights are on motion sensors, so there is some energy saving.

3) Are there any wellbeing services on offer for students out of staff hours?

No.

4) Has there been an increased usage of the Library since it became 24-hours?

It's too early to say as we are only in our second year of 24/7. There was a 2% increase in usage in 2013-14 but there has been a decrease in 2014-15, although this is probably due to the extensive refurbishment currently being carried out which has resulted in a temporary loss of reader places. We may get a clearer idea at the end of 2015-16.

5) Has the extension of hours been cost beneficial?

24/7 was not introduced for this purpose so a cost-benefit assessment has never been carried out. In strict cost-benefit terms, it is usually more “efficient” to run a Library during core daytime hours (e.g. 10:00-20:00) when it is full than to keep it open during overnight periods when relatively few people choose to use it.

6) Why did the University decide to opt for a 24-hour Library?

The University opted for 24/7 in term time to increase student choice and thereby to increase student satisfaction. Fewer than 10% of students regularly take advantage of the overnight opening but, for those who do, it is a highly valued service.

Leicester

1) What staff are on duty when staffed facilities have closed? / How many staff?

After staffed services close we have 3 Security Officers on duty. We use a contractor called CORPS Security.

2) Does the Library have any power down facilities - where computers, lights etc power down after no usage?

If OPCs are not logged in, they power down after 10 mins or so. If they are logged on, they don't. This is because some students log pcs on and leave them, effectively making them unavailable unless a fellow student is brave enough to power it off. Printers and copiers go into sleep mode after a time (not sure how long). Some staffed areas have lights which switch off if there is no movement for a time, but not all. Most public areas are simply lit up at night, throughout the night.
3) Are there any wellbeing services on offer for students out of staff hours?

There is a Student Union run counselling telephone line called Nightline. It is available 8pm-8am during term time. There are also 24-hour University Security Officers on duty for emergencies.

4) Has there been an increased usage of the Library since it became 24-hours?

Going 24-hours is popular with a particular group of late night students. Usage patterns, as observed by CORPS, show that essentially there are few people who study through the night. What you have is discrete groups- one group that come in until 1-2am and leave, and another set that come in early. There are some users that occasionally move in, and seem to be here permanently. We obviously try to identify those people and recommend they get proper rest, and refer them to Welfare Services if we feel they are homeless. We don't have exit barriers so we don't really know when people leave...However in November there were about 500 entries between midnight and 1am (this is about 15-20 people per night), the lowest point was 93 people 4-5am, rising to 3000 at 8am. In May, our busiest time, we saw 2100 people coming in midnight-1am (that's about 85 people per night), lowest point was 643 between 4-5am and rising to 1200 at 7am and 4000 at 8am. Note that these are simply entry events, no idea how long they stay for. Note that daytime figures are over 10,000 per month- we average about 8-900 people per hour.

5) Has the extension of hours been cost beneficial?

We would certainly never consider going back; I think it is seen as very popular. I think it is one of those things that people like to know is there, even if they don't use it.

6) Why did the University decide to opt for a 24-hour Library?

The University went 24-hours because students wanted it! I think the feedback came from various sources- surveys, staff-student groups. There is still a vocal minority that want 24-hour opening during vacations as well.
STUDENT FEEDBACK

At the heart of this campaign are students; and improving their access to being able to study and get the most out of their experience at Warwick. This campaign originated with Postgraduate Officer, so consultation with a wide variety of Postgraduate and Part-Time students was core to ensure that their voices are particularly heard.

From the 2015 All Student Meeting (ASM) which saw the motion for a 24-hour Library result in the highest majority of students in favour in ASM history; we understand that this is a key priority for our students.

Following the passing of the motion, we conducted an exercise to gain feedback from Course Representatives, Societies, Sports Clubs and other students on how they would feel about a 24-hour Library and how this would benefit or disadvantage their course.

This involved collecting feedback via an online questionnaire, and holding Focus Groups in the Students’ Union. We appreciate that students at Warwick University study a variety of different courses, with differing studying patterns and requirements. Because of this we wanted to ensure that all students were given an opportunity to provide feedback to these proposals.‘

The responses received were from a variety of students from different faculties, courses, year groups and covering a wide range of benefits and issues.

From the responses, we were able to break them down into the following categories:

- The Learning Grid - Location, Safety, Accessibility and Student Welfare
- Capacity and Overflow of Other Study Spaces
- Access To Materials
- Balancing Other Commitments
- Managing Deadlines
- Access To Resources
- Disability
- Out Of Hours Working
- Group Work
- Students Living Off-Campus
- Alternative Work Spaces
- Expectations of Warwick as an Institution
- Exams and Essays Not Just in Term 3

At the start of each section we have summarised in bullet points the main points received from students.
Reflections on the Learning Grid
Safety, Accessibility, Location

In this selection of comments is feedback on the current Learning Grid offering, in terms of reflections on safety, location, resources offered, accessibility, and student welfare:

- The University House Learning Grid demonstrates just how useful a 24-hour space is for students. However its functionality is limited by the lack of books and learning resources compared to the Library.

- Working in a 24-hour space such as the Learning Grid or Library is preferable to working in a student's room.

- The Learning Grid is too far from the Bus Interchange and the main campus.

- The Library is easier and more convenient to get to for students living both on campus and off-campus.

- The bus stops are closer to the Library than the Learning Grid and the paths to them are better lit and more familiar.

- The Library has a better atmosphere for studying in and is more flexible for different types of study or collaboration.

“A 24-hour Library on campus all year round would benefit me immensely, as I find it a lot easier to work in the quiet areas of the library than in my bedroom or in the learning grid at University House. When the library closes at midnight, I am forced to work in my room where I am less productive, thereby resulting in a more unhealthy and sleepless lifestyle, as well as noticing a significantly poorer quality of my work.”

History, 1st Year Undergraduate

Student Comments

“On my course we have essays to write all through the year and I have found myself requiring library access or use of the library as a working space (as it has many books I need to use to study and write. The 24hr learning grid is not sufficient in this respect as it does not contain books relevant or useful to my course. Some people naturally are more alert in the evening and when close to deadlines midnight is far too early to close the library in my opinion. The 24 hr library in term 3 benefits all but particularly those whose assessments are concentrated in Term 3 and exam-based but this isn't fair on those like myself who would have benefitted from 24hr library all year round.”

Italian, 4th Year Undergraduate

“The 24-hour learning grid in University House is such a great resource to enable you to study in an environment that isn't your accommodation, regardless of the time of day. However its location is tucked away from main campus and the bus routes, as well as having a limited number of books. Having the library open 24-hours would enable there to be a place to study on campus at any time of day/night with accessibility to all library resources. Furthermore, from a welfare point of view, a 24-hour library would provide a safely accessible study space to students both on and off campus.”

History of Art, 2nd Year Undergraduate

“The library is a far more positive learning environment than our rooms and it would be very useful to be able to go there to work at any time of day, instead of having to walk all the way to university house for a 24-hour learning environment.”

Law, 1st Year Undergraduate

“It would benefit me a lot because I work better in the evening/night than in the morning. I don't think people's working time should be restricted by library opening times. Living on campus, if I'm up late doing work I have to walk in the dark to university house, when the library is closer, There also isn't a silent area at University House, and at times I have been frustrated when doing work or assignments there at night and people have been talking loudly etc. I almost feel sometimes there are groups at university house learning grid that treat it as a social hang out zone, rather than a place to work. On the other hand the library has more of a set hard working atmosphere and so it would be a lot more convenient to not just have the learning grid at university house as 24-hours.”
Law and Sociology, 1st Year Undergraduate

“I, as many other students, have a different sleep schedule to 'normal' sleep schedule. Especially for the preparation for the exams it is not rare to stay up late to study. Current 24-hour Learning Grid has not enough resources and it therefore not as suitable as Library would be. Make the Library 24/7! Please :)

Chemistry, 1st Year Undergraduate

“1) It offers a safe place for students during the night.
2) It's easier to study at the library than at home.
3) Work is not limited to term 3 studying, as our work is all year around.
4) The 24-hour library should NOT increase the tuition fees or other student fees of any kind.”

Doctoral, Postgraduate

“It would be so much easier as the university house atmosphere is not that suitable for studying.”

Management, 2nd Year Undergraduate

“The Library would provide a good place to work as University House is a bit far.”

Biomedical Science, 1st Year Undergraduate

“A 24-hour Library on campus all year round would benefit me immensely, as I find it a lot easier to work in the quiet areas of the library than in my bedroom or in the learning grid at University House. When the library closes at midnight, I am forced to work in my room where I am less productive, thereby resulting in a more unhealthy and sleepless lifestyle, as well as noticing a significantly poorer quality of my work.”

History, 1st Year Undergraduate

“I don’t have a working laptop, so all-nighters are almost impossible. I appreciate that University House has 24-hour access but the library is bigger, more central and vastly better stocked with resources.”

Mathematics, 2nd Year Undergraduate

“[It would mean] Less of a fight for library spaces in the evening. Late night reading for essay preparation is part of the norm for a Literature degree. It is frustrating to have to carry 15 books around with you for an essay, better to get the articles read all in one stint, which might mean staying past 12 o clock.”

English and German, 4th Year Undergraduate

Capacity and Overflow of Other Learning Spaces

We had a lot of feedback come from a variety of engineering students, who currently use the Computer Lab in the Engineering Department and other computer rooms. They have been experiencing a large capacity of students using the Lab, particularly when the Library closes.

Other students who spoke about issues with capacity and overflow in learning spaces, picked up on how their studies can be disrupted if the room they are in closes, or becomes too busy for them to continue.

Student Comments

“As the Computer lab in Engineering is 24hr (which is great) however it can get too busy and it is noticeable when the library and learning grids shut as more people come looking for computers to work from when they don't necessarily need the additional software F211 has.”

Engineering, 1st Year Undergraduate

“It's not just the library, but other, department specific working spaces which cause issues. I’ve been forced to leave the F210 computer room probably around twice a week for most of this academic year, which is incredibly frustrating when trying to focus on work. Having interruptions like this make it harder to perform pieces of work as they disrupt workflow for students. Having more dedicated 24hr workspaces will be incredibly useful as they will allow students such as myself to focus without any concern of being kicked out of a room.”

Mechanical Engineering, 4th Year Undergraduate

“Engineering computing rooms can become busy just before deadlines throughout the year even outside of main library opening times. 24 hr library would help. Freedom to work there at any time would be generally beneficial.”

Electronic Engineering, 3rd Year Undergraduate

“I would not have to shift from the Library to the University House to continue my work after 12am, particularly nearing the essays’ deadline. Additionally, there will not be a break in my study momentum, if there is no closure of the library.”

Economics, Politics and International Studies, 1st Year Undergraduate
Access to Materials, Balancing Commitments and Managing Deadlines

The comments provided here reflect upon how students being given 24-hour access to the Library would enable them to complete essays and seminar readings more easily, with greater access to the resources the Library offers, including computers and printers. This is particularly prevalent to those who have projects spread across the year and experience a high workload of essay-based work throughout the year, not just in Term 3.

Students who have sports fixtures and other extra-curricular activities have also fed back on how longer opening hours would mean they could still continue representing the University in fixtures such as BUCS, without worrying about it negatively impacting on their studies.

- Students want to be able to access books when needed. When writing assignments it’s often unpredictable to know when a certain text would be required.
- A 24-hour library would provide access to printers and computers for all students. Students may not own their own printer or computer.
- Many students like to study at night.
- Despite increased digitisation, physical texts are still a necessity for many degrees and cannot be substituted.
- Access to the library 24-hours throughout the year would reduce stress for the inevitable last-minute work.

Student Comments

“It would enable me to use the printers at more accessible times. Also, it would enable me to access books sooner. This is particularly important as many books, which are necessary for essays and seminar readings are of limited availability.”

History and Sociology, 1st Year Undergraduate

“Numerous times during late evenings I have found myself embroiled within essays and in need of certain books, books that I cannot amass due to the fact that the library is closed. Consequently my work is delayed, my stress builds and my work is vitiated.”

Philosophy, 3rd Year Undergraduate

“The engineering school provides a 24hr facility for us to work in, but this space is very limited and during deadline time in terms 1 and 2 it would be beneficial to have the opportunity to use the library. Particularly for the book access which is solely available from the library!”

Engineering, 3rd Year Undergraduate

“I would have more time to study and make use of the services available by the Library. As someone who likes to study during the night, I could really use the library as a place to do that so much more often. Would really want a 24-hour library all year around!”

Law and Business Studies, 2nd Year Undergraduate

“More time for using library facilities and thus, easier to revise, especially for people who study better at night. Great help on deadline days.”

MORSE, 2nd Year Undergraduate

“There are numerous reasons that a 24-hour library would be beneficial to me. As a history student, and despite the increasing availability of texts online, it is still essential for me to be able to access physical texts. To be able to do this around the clock would make essay periods both easier and more productive. It would also be likely that pressure on resources would be reduced simply because other students would have more hours in which they could access books during the day. In an ideal world, I would be organised enough to never have to do long stints in the library in order to get work done, and thus far I have been, However, there have been times when I have been unable to access texts due to being on campus too early. As a hockey player, I often have to balance work around competitive fixtures. To be able to stay on campus in library later or get to the library early in the day prior to a match would mean I could use my time far more effectively.”

History, 2nd Year Undergraduate

“I would be able to use the printers for resources and essays at any time. It is too expensive to have one of my own, but I often need to use one late at night when the library is already shut, meaning a panicked rush in the morning.”

English Literature, 1st Year Undergraduate

“I can come to the library earlier and finish my readings/prepare for seminars as I am an early riser! There are also
always times when you need to do some cramming and finish off an essay before the deadline (especially in the start of Term 2) - a 24-hour library will be extremely helpful. There’s no need to borrow books, bring them home, read them, reference them, and carry them back to the library the next day.”

Law and Business Studies, 3rd Year Undergraduate

“I would have a quiet place where I could work on projects. All-nighters do not help me with revision but they do help me with project deadlines. My course has multiple projects spread throughout the year so a 24/7 library would help greatly with managing those deadlines.”

Mechanical Engineering, 1st Year Undergraduate

“Because of a lot of sport I have time for studies mostly before bed which is from around 10pm up to 2am. It would be more efficient if I could spend that in library without distractions.”

Engineering, 1st Year Undergraduate

“The environment in library is perfect for me to study there. Having a 24-hour library will allow me to access the resources which is only available when the library is opened.”

Accounting and Finance, 1st Year Undergraduate

“Currently I do not have a computer in my accommodation. Access to a desktop computer is vital as most resources are online. It would also suit me as I need to work in silence; the library creates an environment for that.”

Engineering, Undergraduate

Out of Hours Working

A lot of comments were received about the benefits a 24-hour Library would give to students who choose to do out of hours working. Warwick offers a fantastic range of activities and opportunities for students to get involved with, and the 24-hour Library would offer more flexibility for students to fit their studies according to when they are able to study.

☐ Many assessments fall outside of term 3, particularly for postgraduate students, when the Library is 24-hours. Students still need to work in the library and have access to resources when is convenient for them throughout the year.

☐ The Library closing disrupts student’s workflow and concentration.

☐ Many students told us they work best at “odd” hours, such as late at night.

☐ Postgraduates and Medical Students are around on campus at different times to Undergraduates so often find they have reduced access to facilities such as the Library.

Student Comments

“Many times throughout my 3 years at Warwick I have found there is nowhere for me to work out of library hours when I have coursework or exams that do not fall within term 3. Having a 24/7 library would ensure students have the freedom to choose when they access the library facilities instead of being forced to work elsewhere when the library is not open.”

Biomedical Science, 3rd Year Undergraduate

“If the library is 24-hour open I would have more flexibility and liberty to work at any time I like.”

History of Art, 3rd Year PHD

“Sometimes I work better at night (from around midnight to 4am), and I can’t concentrate on studying in my room (possibly because I’ve psychologically associated my room with relaxation). Hence, a 24-hour library would definitely be useful for me, especially when I need to use library resources that can’t be borrowed/taken out of the library, for example to write essays. On a side note, I believe extending the Rootes Learning Grid hours to at least midnight would be really helpful too, but naturally the 24-hour library is a priority since the University House Learning Grid is already 24-hours.”

Accounting and Finance, 1st Year Undergraduate

“We are around when others are not, and often find services closed.”

MBChB (Bachelor of Medicine and Surgery), 4th Year Postgraduate
"It would certainly help since I do not have to worry about the closing time while haven't finish my work."

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**Group Work**

A number of comments were received from students from a variety of courses who have assessed Group Work to complete as a part of their course, and the benefits of having Library study spaces to carry out this work.

**Student Comments**

"Somewhere to work late in the evenings / early in the mornings when project and group work picks up."

Civil Engineering, 3rd Year Undergraduate

"Sometimes for group projects it’s necessary to work late into the night and there is no space on campus this can be done currently apart from university house but then this does not have all the necessary resources."

Economics, 2nd Year Undergraduate

"We had to study in learning grid because it was open all day long and as masters students we had many long nights studying, especially for group works."

Information Systems Management and Innovation MSc, 1st Year Postgraduate

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**Students Living Off-Campus**

A large number of comments were received from students who are not based on campus, particularly in Coventry and Leamington Spa.

A lot of these comments mentioned the lack of a University space in Coventry, unlike Leamington Spa, and a lot of them focused on interrupted learning as a result of having to catch early transport back home to ensure they could get back.

**Student Comments**

"Having 24-hour access to the library would benefit me as I live in Coventry where there is no Learning Grid, unlike in Leamington. If I needed to access university printers, or articles from journals which were not available online (which I rely heavily on for essays throughout the year), it would be very useful for me to access these later in the night. Although I like studying in the 24-hour facilities in the University House Learning Grid, I still have to walk to the library to access books and articles."

German Studies, 2nd Year Undergraduate

"It will benefit 2nd and 3rd year students who live in Leamington and may not have a quiet or suitable place to work before deadlines during the night."

"Somewhere good to study, as if lectures finish sometimes at 7-8 then I would like a longer amount of time to be able to study after this. I study better at night so having to leave the library at 12 has disturbed my work and I find I cannot get back into work as productively when I reach Leamington."

Engineering, 2nd Year Undergraduate

"I do not need to worry about getting the last bus back to Leamington when in the library doing an important assignment."

Mathematics and Physics, 2nd Year Undergraduate
Access and Disability

A priority for the Students’ Union during this campaign is to raise Disabled Students’ experiences of studying, and the need for the University to take this into consideration when reviewing the option of a 24-hour Library.

Disabled students and those with different access needs may often have to work outside of normal working hours, around their disability. The current system, whereby the library is only open for 24 hours in Term 3 as a result of exams does not cater for these students.

The comments below reflect those that have come in from Disabled Students and those who have different access requirements.

**Student Comments**

“As a Disabled Student, I study when I can and often that means outside of normal working hours. Next year my final exams will be in term 2 which will make it very difficult for me to work efficiently if I need access to resources but the library is shut.”

Chemistry, 2nd Year Undergraduate

“Would allow me to maximize my study time outside of standard working hours. As an insomnia sufferer, I feel my time spent awake could be most fruitfully used in a working environment where I can access many resources rather than the few that university house offers. This would streamline my study, simplify my schedule and prove to me that Warwick truly can live up to its “language of possibility.”

Philosophy, 2nd Year Undergraduate

Alternative Work Spaces, Working Environments and Flexibility

Following a similar theme to different working patterns, students were keen to share their desire for flexible working around their course and the need for a greater variety of work spaces. Different courses require different levels of working, which is reflected in the comments below:

**Student Comments**

“I am a part-time researcher who often stays up into the early hours of the morning to do my research. I have to fit this around my day job and find evenings and early mornings the best time to study. While we have the Learning Grid in University House, there is little flexibility here for different working styles. As an individual who requires very little noise in order to focus on my work, there are far more diverse spaces within the Library. With the Library not staying open 24-hours a day, I more often than not do my work at home. Any opportunity to create a better work/home balance by taking this work to another space will be a good thing!”

Theatre and Performance Studies, PHD (Part-Time)

“In the same way that it would benefit anyone, especially those living on campus - it would offer flexibility in where and when to study, particularly useful around assessment deadlines.”

European Law, 3rd Year Undergraduate

“I have varying studying requirements and preferences. Sometimes I prefer and need to study until late in the night. This is particularly important nearer deadlines of assignments.”

Mathematics, 3rd Year Undergraduate

“More flexibility to get the most out of my busy days! Usually busy in the day doing school related work: Meetings, lectures, seminars, presentations, group works after dinner; I would like to get a lot of work done in the library but find myself getting interrupted with the announcements of the library closing soon!”

Marketing and Strategy MSc, 1st Year Postgraduate

“Allows you to work at the time that is best for you. For someone who works better late night having the library 24/7 enables me to work more efficiently. It also allows me to access books and use the library’s resources anytime. Due to the nature of my degree I have to do a lot of research and write loads of essays, being able to use the library late night means I can be more productive.”

Politics, 3rd Year Undergraduate
Expectations of Warwick Having a 24-hour Library
This section reflects on comments received by students on their expectation for the University of Warwick to have invested in a 24-hour Library, and their feelings about the need to have one.

Student Comments

“Often you are in the middle of studying and have a good momentum going on and then the library closes and you have to leave. Can't believe a uni of Warwick's stature does not have an all year round 24-hour library.”

Engineering, 2nd Year Undergraduate

“It’s shaming that Warwick is one of the only English Unis without one.”

PPE, 2nd Year Undergraduate

“A 24-hour library is one of the most helpful and beneficial services provided by the university in term 3. It allows a place to work, dedicated solely to that, with no distractions. Throughout my time at Warwick, I have taken advantage of this resource as it allows the perfect place to work and venture to find additional reading on each specific topic I study. As such, I feel a 24/7 library all year around would be of great use to future students.”

Mathematics and Economics, 3rd Year Undergraduate

“Very much. Do all-nighters and will be in line with most other big universities!”

Politics, 2nd Year Undergraduate

“I often work better in the evenings than in the morning. There have been quite a few times I’ve been one of the people around in the library after 11pm wishing for it to stay open for longer so that I could get more work done at a time when I was most productive. Different people work best at different times, something which should be reflected by the opening times of the library at our university!”

English and Italian Literature, 4th Year Undergraduate

“There are many days on campus when there will be certain society events in evening which would cut into library study time due to its midnight closing time. I believe that 24-hour library facilities allow for greater flexibility, especially since the buses run till 1am and sometimes 2am. Many other Russell Group Universities have 24-hour libraries or libraries open till 2am. This greater flexibility helps students who work part time, have exams at different times in the year or who live in Leamington Spa, who may wish to spend longer in the library.”

Politics and International Studies, 1st Year Undergraduate

“I don’t study at night myself, but the library is so crammed full now - even far before term 3 - that in my 2nd year I stopped studying there for good. A 24hr library might free up some space for those who study in the daytime! I spent my year abroad in a university with seven libraries and a huge amount of study spaces, so it was incredibly claustrophobic coming back.”

History, 4th Year Undergraduate

Not Just Term 3
In this last section of comments, students were keen to point out that their main work does not just happen in Term 3, but at various other points in the year.

They also discuss the impact of the current provisions in the ability to help them prepare for their assessments. We feel this section is important, as we appreciate that the Library does open 24-hours for part of Term 3.

☐ The most resource intensive periods that require access to the most books are in Terms 1 and 2, whereas Term 3 is mostly revision.

☐ Students are telling us the Library is becoming increasingly busy year-on-year in Terms 1 and 2.

☐ Library computers can be preferred over students own devices’ as they have specific software and that they are more reliable and easier to work on.

☐ Exams and coursework happens throughout the year, not just in Term 3 when the Library goes 24-hours. Students still need access to books and resources to prepare for these assessments.
The 24-hour Library in Term 3 is extremely useful but predominantly benefits certain Undergraduates with assessments in Term 3. Extending the 24-hour period would extend this benefit to all students.

Student Comments

“In fact, Terms 1 and 2 are the busiest library-going terms for me, because Term 3 is predominantly revision of my own notes and books. In the first two terms, I have to take out lots of books! Living off campus, it's really important to be able to visit the library whenever I need it, especially on deadline days, knowing that it takes about an hour to get to campus. If anyone urgently needs a book or computer (especially computer) it's a really good idea to have it open 24h. I always need library computers because mine is faulty and I can’t email or use internet on it, so all my essays and submissions go through the library.”

Literature, 2nd Year Undergraduate

“It would be a lot better because exams don’t only happen in the Summer term and would allow me a better study space to revise for January exams and other tests. It also means if I’m staying up late doing an essay I'll have constant access to the materials I need.”

Psychology, 1st Year Undergraduate

“I have exams outside of term 3, as well as coursework and other deadlines, so having a quiet place to study whenever I want is useful. Also the Computer Science department at 3am is pretty grim; I’d rather be in the library.”

Computer Science, 2nd Year Undergraduate

“Like every student at Warwick, I have deadlines all year round and would benefit from being able to use the library whenever I need to—particularly when deadlines are close and large amounts need to be done. Students need constant access to study space all year round, not just in term three.”

Psychology, 2nd Year Undergraduate

“Every week in term one and two we had laboratory report due in. Having library open all year round would've allowed me to access the books I needed to reference my findings, it would've also allowed me to finish the report much earlier as some of the software needed is only available on library computers. Also now moving into third year next year, I will have exams at the end of term 2 rather than term 3. So having a 24-hour library in term 2 would be very useful.”

Chemistry, 2nd Year Undergraduate

“I could work on my assignments during the night -this is when my mind starts to work better because I feel stressed. Having a 24-hour library means I’m always able to work, always. Assignments and essay writing is mainly an issue in term 1 and 2 thus access to computers and books etc. for referencing, reading or just revision is important.”

Psychology, 1st Year Undergraduate

“For a Masters student, work never really ends. You move from one assignment to another to exams to dissertations in almost one breath. A lot of these assignments can be group projects apart from being individual. Term 2 of this year, especially has been crazy. And when you're working till late at night on any day and you have the focus and want to get certain things sorted before you go, a 24-hour library is needed. Especially if you are working as a group and want less distraction as often present in the learning grid.”

Economics and International Financial Economics MSc, 1st Year Postgraduate

“Third year of a Chemistry degree is different from most courses in that are main ‘end of year’ exams are in the last two weeks of term two rather than in term 3. This gives a big disadvantage in that the library is shut during a crucial revision time for us where many would be up revising late and would have nowhere to revise away from their accommodation, which many people don't prefer revising in. It would be a huge benefit having the library open 24/7 for future 3rd year Chemists.”

Chemistry, 3rd Year Undergraduate

“Have more places to study at night in terms and one and two would be very useful. Having exams at the end of every term means there is as much need for 24-hour library services in terms one and two as there are in term three for me and others on my course.”

Economics, 2nd Year Undergraduate
STUDENTS’ UNIONS FEEDBACK

We reached out to other Students’ Unions who had worked with their Universities to deliver a 24-hour Libraries to gather their feedback:

“We’ve always had 24-hour libraries since before I can remember. It’s extremely well used. Only students from our institution can be in it from 9:30pm onwards. We have security guards that take over from 6pm. Students already in the library get their student cards checked. When students come in they fill out their details on a form. It’s faculty they belong to, student card, time of signing in and something else if I remember correctly.

[In terms of pressure on wellbeing] Students are generally fine and in fact are the reverse. They spread their work out more and hence generally feel less stressed. We don’t provide transport because we are a uni in the city so transport links are usually pretty good.”

Jay Malpass-Clark, Leeds Beckett SU President 2014-15

“We have a 24-hour library, and we as an SU are in huge support of this. It is well used day and night. It has been 24-hour for 5 or 6 years now, and is a great advantage for us.”

Tom Wheeler, Imperial College SU President 2014-15

“It's very well used, and really missed when it's not 24-hour opening over the holidays

We have 24-hour security right at the front of the library. No late night transport; buses to campus run throughout the night though.

[on Student wellbeing] I've never known us to tackle these concerns in the last 5 years that we've had a 24-hours service. We find that if students can't get into the library at night on weekends then they just move to other 24-hour buildings on campus, so you're never really going to be able to tackle these welfare concerns. You can however make it as easy for these students to study as possible with 24-hour opening.”

Beth McGhee, Sussex SU Policy and Research Coordinator

“Huge usage. There are peaks at around midnight and 3am ish. Normally drops off by 4, but peaks again at 6am, so the argument is it costs more money to close it down.

I believe so, our library bid to the university to gain the funds to do it.

On the back of feedback from the library’s student survey and pressure from the SU. Mainly me informally lobbying the director.”

Jack Lay, Education Officer 2014-15, Kent University Students’ Union

“We successfully lobbied the University to trial 24-hours across two library sites last year, which has been reduced to 24-hours at one site and extended hours at another. This was following our annual survey and general demand from students for 24-hour access. The University financed more security staff, CCTV, and had to provide more cleaning because students were eating hot food in the library.”

Rhys Taylor, President 2014-15, Bangor University Students’ Union
FURTHER READING

SCONUL - The Value of Academic Libraries
http://www.sconul.ac.uk/page/the-value-of-academic-libraries

The Guardian - 24-hour Library People: All Work, No Play?
http://www.theguardian.com/education/2013/mar/12/24-hour-library-people

The Guardian - Should all Universities offer 24-hour libraries?
http://www.theguardian.com/education/poll/2013/mar/12/students-higher-education

The Etownian – Benefits of 24-Hour Facilities Outweigh Drawbacks

Student Room – prospective students
http://www.thestudentroom.co.uk/showthread.php?t=1937835
APPENDIX 1: WARWICK STUDENTS’ UNION POLICY - 24-HOUR LIBRARY

059 - 24-HOUR LIBRARY

This Union Notes:

1. The current opening times of the Library.¹
2. That the Library has opened 24-hours a day during the Undergraduate Exam period in term three in the past.
3. That the Library has the ability to be open 24-hours a day.
4. That some students have intense examination periods that are not during the period of the Undergraduate Exam period in term three.
5. That students have called for the extension of library opening times, including in SSLC Meetings, SSLC Annual Reports, and in SSLC Coffee and Cake sessions.
6. That twenty-four per cent of British universities have 24-hour libraries.²
7. That some students leave their work to the last evening, regardless of whether there are 24-hour learning facilities or not.
8. That the University currently has a 24-hour study space, the Learning Grid, located in University House.³

This Union Believes:

1. That students have different working patterns, with some students much more effective and efficient when they work late at night and in the early hours of the morning.
2. That some International Students organise their schedule so they can contact friends and family in different time-zones, meaning that they do their work during hours that the library is currently closed.
3. That a 24-hour library would provide students with increased flexibility.
4. That libraries have a social function as well as an education function.
5. That students should not be constrained by the University in the times that they are able to access books and resources.
6. That students being unable to access materials close to deadlines unnecessarily contributes towards stress and lowers academic attainment.
7. That in other Students’ Unions where welfare issues have been raised during the implementation of 24-hour library opening, reviews have concluded that in fact the reverse [is true]. They spread their work out more and hence generally feel less stressed.

This Union Resolves:

1. That the Education Officer, President and Postgraduate Officer will lobby the University for sufficient funds for the purposes of extending library opening time, at the next budget.
2. That the Education Officer, President and Postgraduate Officer will lobby the University to adopt the principle of working towards a 24/7 library.

¹ http://www2.warwick.ac.uk/services/library/using/libspaces/main/
² http://www.timeshighereducation.co.uk/news/you-want-to-go-to-the-library-at-3am-britains-the-place/413398.article
³ http://www2.warwick.ac.uk/services/library/students/undergraduates/learning_grid/