

24/7– FAQs

What are the opening hours?

Building: the Drill Hall Library will be open 24/7 from 08:00 on Monday 20th March until midnight on Monday 12th June 2017 for the exam period, including Bank Holidays.

Wecome Desk: service hours are Monday to Friday 09:00 to 21:00, Saturday and Sunday 11:00 to 17:00. During the Easter weekend and Bank Holidays there will be a limited service of 11:00 to 17:00.

Transportation

Local bus services: please check the bus company's timetables <https://www.arrivabus.co.uk/>.

Greenwich campus bus: runs Monday to Friday 09:00 to 18:00 (20:00 on Thursdays).

Kent shuttle bus: from Medway Campus (term-time only); Monday to Friday 07:45 to 23:00, Saturday 09:00 to 01:00 and Sunday 09:00 to 23:00.

Parking

The barriers to the Parade Ground car park are open Monday to Friday 17:00 to 03:00, Saturday and Sunday 08:30 to 03:00.

Outside of these hours only University of Kent permit holders can use the car park.

Please refer to your own university parking rules for further details.

Praying

A multi-faith Prayer Room is available in the Blake building room 044. Further details on campus prayer facilities can be obtained from:

Medway Campus Chaplain, Lynne Martin at L.Martin@gre.ac.uk

University Student Services

Ask at our Reception and Security desk

Food and drink – in the library

To ensure the library is a suitable environment for all food is not allowed in all areas.

Archibald Hay Mess Café – hot or greasy food is only allowed here.

Group Study Zone of the main library floor – no hot, greasy or messy food.

Quiet and Silent Study Zones and Training Rooms – food is not allowed.

All drinks outside the café must be kept in screw-top bottles or lidded cups.

You can bring your own food into the library, but it may only be consumed in the designated areas. For Health and Safety reasons microwaves are not provided in the library.

Extended Archibald Hay Mess Café service hours: Monday to Friday 10:00 to 20:00, Saturday and Sunday 11:00 to 19:00. Outside of these hours vending machines are available.

Food – campus facilities outside the library

Deep End (Student Hub): open Monday to Sunday 09:00 to 18:00, food served 10:00 to 18:00 (subject to demand).

Other campus facilities: Pembroke Cafe, The Venue Café in Pilkington, No.1 Bistro in Rochester building and Touchdown café in Rowan Williams Court.

Please check with the venues for detailed opening times.

Members of the public and visitors

After midnight there will be no entry to Public Access, Alumni, Sconul Access, NHS Clinical Access or any other visitors or external users. All visitors and external users are asked to leave the library at midnight.

Library laptops

Please return and plug in the library laptops to the charger cabinets ready for the next user.

Save your work

Please make sure you save your work regularly to multiple locations such as your network drive: G:\ (Greenwich), N:\ (CCCU) or Z:\ (Kent), Cloud drive or USB memory stick.

The universities may need to carry out essential maintenance to IT systems when some software or services may not be available. The main 'at risk' period is on Tuesdays between 07:00 and 09:00, although interruptions may occur at other times.

'Use it or lose it' – unattended belongings and PC policy

Please use the 'Take a Break' icon on your desktop, which allows you a 30-minute break. Any items left unattended for a long time will be removed by staff and 'Take a Break' activated to free the computers for other users. Any unsaved files or documents will be lost. The library accepts no responsibility for items left in the library or lost files.

Please ensure you listen to any PA announcements and follow any instructions given.

Security – ID card policy

No ID, no entry – there is no access to the library without a valid ID card from the University of Greenwich, University of Kent or Canterbury Christ Church University.

Chill out in the Chill Hall

Take a break from study in the new Chill Hall, room DC019. Located at the end of the Group Zone, this is where you can relax with well-being activities or try our Lifestyle book collection.

To help you manage your exam stress, the Medway Campus Chaplain will run a series of "Chill & Chat" sessions and pop-up events throughout the 24/7 period. See further event details on our social media.

Facilities available after midnight

Main library resources including PCs, printers, scanners, photocopiers and the self-service machines are available. Vending machines are available in the Archibald Hay Mess Café.

There will be two security officers on duty who will be able to offer limited support and assistance.

Welcome Desk and IT services, poster printing, bookable study rooms and other Group Zone study rooms are not available.

Helping cleaners to keep the library tidy

To help maintain a pleasant study environment please leave your workspace tidy – clear up any rubbish before you leave and dispose of any liquids in the Liquid Bins provided across the library. This helps to keep the library a pleasant place to study for all.

Study Zones

In the **Silent Study Zone**: you can expect no talking, music, food or mobile phone use.

In the **Quiet Study Zone**: you can expect to be able to work in pairs, quiet and short conversation only, mobiles set to silent, no groups of more than two.

In the **Group Study Zone (including the Archibald Hay Mess Café)**: normal conversation and group work is permitted, quiet phone calls are allowed. Food is permitted but restricted to the café and the main library floor areas only. Hot or greasy food is only permitted in the Archibald Hay Mess Café to avoid spillages onto study desks.

Please respect others and adhere to the zone rules. If you wish to report any breach of the rules you can use the 'Noisy Neighbour' icon on all PCs or use the Serv Metric feedback system on all PCs, the website and the face to face terminal at reception. Alternatively please speak to the Reception and Security staff who will be happy to help.

Need help or want to ask us a question?

Please ask a member of staff, email your feedback to dhl-feedback@gre.ac.uk, or use the feedback system on all the library PCs, the DHL website or the face to face terminal by the entry gates.

