

# Library Guides

## How do I make a suggestion, complaint or compliment in the Library?

We welcome enquires, along with your views on how we might improve our services. Please contact us if you have a query, comment, suggestion or complaint. We aim to respond to you within three working days.

You can contact us in the following ways:

Email: [customerserviceteam@swansea.ac.uk](mailto:customerserviceteam@swansea.ac.uk) , [library@swansea.ac.uk](mailto:library@swansea.ac.uk)  
or [miners@swansea.ac.uk](mailto:miners@swansea.ac.uk)

Telephone (answerphone when closed)

**Information Desk - Bay and Park** (renewals, overdues, fines): 01792 295500

**Miners' Library:** 01792 518603

Addresses :

### Swansea University Singleton Park Campus

#### Singleton Park Library

Singleton Park, Swansea

SA2 8PP

### Swansea University Bay Campus

#### Bay Library

Fabian Way

Crymlyn Burrows, Swansea

SA1 8EN

### South Wales Miners' Library

#### Hendrefoelan Campus

Gower Road, Swansea

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## SA2 7NB

Complaints about ISS services will be forwarded to the appropriate member of ISS staff responsible for that service. If they cannot resolve the problem then you will have the opportunity to discuss it further with the Director of ISS, or one of the Deputy Directors. If, exceptionally, this still does not resolve the problem, then a formal complaint can be made under the [ISS Complaints Procedure](#)

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