

**All Student Email**  
**Wednesday 1 April 2020**

Dear Students and Staff,

Firstly, I'd like to start by wishing you and your loved ones well during these exceptional times for our community and our wider communities. Our collective efforts to follow national guidance will help ensure we can return to the freedoms we once enjoyed when our nation overcomes the impact of this pandemic.

I am writing with some good news. After a period of reduced service hours as the Support & Information Zone (SIZ) adjusted to its remote delivery methods, we're now in a position to extend service hours midweek and reintroduce a weekend service. **From Friday 3<sup>rd</sup> of April, the SIZ service hours will be as follows:**

**Support & Information Zone (SIZ) – online, email and telephone only**

<b>Dates</b>	<b>Opening Hours</b>
03-04-2020 onwards	9am to 6pm: Monday to Friday 10am to 2pm: weekends

These hours will remain fluid as we carefully manage staff availability during these challenging times. Our aim is to continue to increase service hours and return to our full service as soon as we can. In the meantime, the SIZ continues to be there to support you. Our service is very much up and running and we can be contacted as normal via phone (01243 816222), email ([help@chi.ac.uk](mailto:help@chi.ac.uk)) or online. We're also close to finalising a frequently asked questions list which will be shared as soon as we're able.

**Please note that physical access to both Learning Resources Centres (LRCs) remains unavailable until further notice.**

The Library Team also continues to make new resources available for online access. This is constantly being reviewed and enhanced and the latest information regarding available resources can always be found on the [Library's Moodle page](#). Also, don't forget that further help and support can always be found on our [Help Pages](#) which are regularly updated with new information about home working, accessing resources and lots more.

We're very grateful for your ongoing support and understanding as we deal with the implications of the Covid-19 virus on our community. I'm hopeful that this message will go some way to reassure you that we're constantly reviewing our services and will continue to adapt as we all adjust to the national restrictions that have been put in place.

Kind regards  
Vito