

**YOUR
COMMENTS**

2018/19

“

You said

“Why are there no catalogue computers on each floor? Will we be getting them eventually?”

We did

Great news! Library catalogues have now been placed in the bird cages attached to the print landmarks on the first and second floor.

“

You said

“The printers aren't very easy to find,
no one to call on top floor.”

We did

Printers are located within the black landmarks on each floor and are labelled 'Printing Hub'. Roving Advisors can be contacted by simply picking up the black phone that is in each landmark.

“

You said

Can I recycle cans in the Catalyst? Seems we are lacking in appropriate recycling bins. I'll hop across to The Hub, but it would be nice to be able to recycle cans in the Catalyst, or at least have bins which clearly label where I can recycle them.

We did

Yes you can! Cans, plastic bottles & glass can all go in the 'bottle' recycling bin. We are working with Facilities Management to get the signage altered.

“

You said

Would like a canopy over wacom tablets as glare from window is terrible, makes it hard to work.

We did

We are currently in the process of finding a suitable solution for the light issues on the ground floor so watch this space!

“

You said

The 3rd floor gets very cold at night making studying unbearable. Could something please be done. Thank you.

We did

We passed your comments on to Facilities Management who have rectified the problem so you should now find it much warmer. If you have any further issues please let us know.

“

You said

There aren't enough copies of books.
There are 60 people on my course all
the doing the same assignment at the
same time yet the most recommended
book isn't an e-book and you only have 2
copies.

We did

Books are ordered by tutors, delivering
modules, in conjunction with our Academic
Engagement and Information Resources
teams. We will always try to order an eBook
of recommended reading but they are not
always available in that format. You should
also inform your tutor if you feel there are
not enough books for your course.

“

You said

It was too sunny to work so having electric blinds someone has to come up to change the position of the blinds - rather a hassle and you have to wait. Be simple if you could pull the blinds down itself.

We did

I have forwarded your comments to the Building Manager who is looking at possible solutions. In the meantime, if you need the blinds pulling down then you can contact the roving advisor by picking up the black phone in the print landmark and it will go straight through to them. You can also contact us via live chat or by text <https://askus.edgehill.ac.uk>

“

You said

I am really disappointed with the law books organisation. I have noticed whilst trying to find books for my dissertation that they say available online, then I go to find them and none of the books are in then correct place. It can be very time consuming to find them.

We did

If you are having problems find books then the roving advisor should be able to assist you, just pick up the black phone in the print stations and they will straight come to you. We can put reservations on any items that you cannot find. We will also ensure that extra shelf tidying is done in this area.

“

You said

Could you please start putting timetable on the Oak room door so that we know when the room is going to be used. It's really hard starting work and then being asked to leave, especially if the room is only being for a meeting between 2/3 people

We did

Rooms in Catalyst can be booked right up to the last minute so timetables on doors may not be accurate. This may lead to further disappointment if asked to leave a room that shows as free on the door so it is not something that we would consider at this time.

“

You said

Between the hours of 9-4 there are never
any computers!

We did

You can find out where there are free pc's
by using our computer availability app

<https://tinyurl.com/y3mz8yjq>

There are also 108 self service laptops
available on the ground floor that can be
used anywhere on campus. Staff can also
help you find a space if you just ask.

“

You said

I would suggest to make an area in the library for used journal articles to be recycled for other students to read. There should be a place where students can put resources they have used in accordance to their relevant course/topic area

We did

Unfortunately due to licensing restrictions articles downloaded or printed from an e-journal are for personal use only therefore can't be be shared. Thank you for your suggestion though.

“

You said

Could we please subscribe to the New Statesman. It would be useful for our studies. A number in my group have asked that this important journal be made available. The right wing Spectator is available. The NS should be too for political balance. Thank You

We did

New Statesman is available in hard copy on the 2nd floor. I have passed your query on to the Information Resources team to see if it is available in electronic format.

“
You said

Waited 20 minutes to use a binder.
Useful to invest in some more for future
students.

We did

We have 3 ring binders and 1 metal clamp and feel that this is adequate as they lie idle for much of the year. Going forward one of the departments is trialling online dissertation submission this year and if successful it may be rolled out further which may reduce the pressure or even eliminate the need for the binding machines pretty much altogether.

“
You said

Hot water please at night. Cafeteria
in the library is good but closes at
night.

We did

Unfortunately, this is not something we
are considering at the moment however I
will pass your feedback on the building
manager in case we introduce in the
future. I have spoken to the café on the
ground floor and they have said that you
can have free hot water from them if you
provide your own mug or flask to keep
water hot.

“
You said

Please open up the balcony! It's beautiful and just what is needed when having an awful stressed time at the computer!! It looks like it has been made to be enjoyed.

We did

Great news! The balcony will be opened up on a trial basis between 11-3 Monday to Friday. The trial will last until 30th Aug and at this point the Building Manager will decide about its future

“
You said

There are no standing desks in Catalyst

We did

We do have height adjustable desks in group rooms G2, F3 and S3 which can be booked through the room bookings database. Staff can show you how to use these if you are not sure.

“
You said

With the Catalyst bringing and welcoming more of us students, staff and other, it would be a fantastic idea to have antibacterial wipes and gel pumps facilitated in the build.

We did

Anti-bacterial hand gel and wipes are available at the help desk. If there any keyboards, screens etc... that need attention just let the staff at the desk know.

“

You said

The large study rooms need wireless keyboards and mice. It would be convenient if we could use them from anywhere on the table. Longer leads would also work.

We did

Great news! We have started installing longer keyboard leads in to the group rooms. I hope this makes it easier for you to use.

“

You said

I think you need to implement the old library system of having a quieter level on floors 1 & 2 and the third being a silent one as people can be quite loud on the 1st & 2nd floors

We did

To clarify the ground and 1st floor are for group study, 2nd floor is quiet & 3rd floor silent. We will shortly have some study zone flags on the floors to make this clearer to users. If you have any issues with noise please report to a member of staff

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You said

Wrong that the library closes at 8pm
during the summer

We did

On the back of feedback around the 8pm
closing we have extended the summer
opening hours until 11pm during the
week. This will be reviewed for summer
2020

“

You said

Not enough group tables struggling to find
a space which isn't in the Silent Room

We did

Thank you for your feedback. In response we have moved the large tables from the second floor to ground floor and the soft seating moved from the 3rd floor to create more social space by entrance. The area behind the helpdesk has also been reconfigured to make more group space.

COMPLIMENTS

I love the new library. It's so open and welcoming and there's a good place to sit and work no matter what sort of work you're doing. I love coming here keep it up!

Very impressed with the research room and facilities.

Offer a lot of help within the building and there's always lots of staff available if you need help

COMPLIMENTS

I am loving every moment I spend in the @CatalystEHU ...
Such a nice atmosphere to work in.

Loving @CatalystEHU today. Great working space and the views from the silent study areas are impressive.

Lorna assisted me with scanning. She made me feel welcome as I approached her, she left what she was doing and assisted me with an appealing smile. (Aintree Campus)

Thank you, all comments have been passed to relevant managers