

<b>Comments and suggestions submitted 2013/2014</b>	
<b>Comment</b>	<b>Our action</b>
Wasps from nest outside are getting inside despite windows being closed.	The Learning Spaces Manager assessed the area and the job was raised with Facilities Management. This has now been resolved.
Compliment about library tours, and a suggestion for these to run earlier to catch PGCE students.	The compliment was fed back to staff and a recommendation to start tours earlier next year was included in the evaluation.
Toilets unclean	The toilets were checked as soon as the comment was received. Toilets are checked twice a day by cleaning staff. If any issues are reported between these checks then staff report this to Facilities Management, who will come across to resolve as soon as possible.
Additional library needed on the Eastern Campus.	There are currently no plans for an additional library on the eastern campus, we are trying to respond to the additional need for resources by improving electronic access, mobile technology and online help.
Upset to find Blackwell gone from the library.	Blackwell's lease came to an end and it was decided by the University not to renew it. Blackwell have a small pop up shop in the hub and the Library have installed a stationary vending machine.
More animation books required	This comment was fed back to the Librarian who looks after animation. Library stock for animation is selected by the tutor and any improvement to stock would have to be made in conjunction with the subject department. Additional online resources are available via: <a href="http://www.edgehill.ac.uk/ls/subject/animation/resources/">http://www.edgehill.ac.uk/ls/subject/animation/resources/</a>
Many of the phonics resources are no loan - can some be changed to 1 week loans?	This comment was fed back to the subject librarian who looks after Education. The decision to have this stock on no loan was made by the subject department. Any decisions about altering the loan lengths will be in conjunction with the subject department.
Compliment about midnight staff.	This was fed back to the Buildings Manager.
Noise in the Library	We have roving staff pro-actively patrolling the building, and there are phones by all 4 print stations if customers wish to report any issues of noise discreetly. We are also running a noise campaign in November to highlight acceptable use of study areas.
Why are users allowed to use the study rooms when they have not booked the room? Is it worth booking? Can someone go around	Study rooms can be booked up to 2 weeks in advance. Due to the high demand on study rooms you need to occupy the room up to 15 minutes after the booking begins, otherwise your slot will be offered to another customer.

and check the person in the room is the person on the booking system?	
Can library notifications be sent later on the weekends?	We are currently investigating this option in conjunction with our library systems manager. The library notifications at weekends have now been set to a later time.
Electronic Cigarettes being used in the library.	Electronic cigarettes are not permitted anywhere in the library. <a href="http://www.edgehill.ac.uk/ls/learningspace/university-library/">http://www.edgehill.ac.uk/ls/learningspace/university-library/</a> Report any instances to a member of staff immediately.
Can double sided printing be available at the Woodlands site?	The University is committed to an environmental friendly approach and to reducing the amount of paper produced. As part of this there is a policy to upgrade all printers across the sites.
Can we reduce fines on 7 day loan items? – they are to high	Not currently, however Learning Service are currently reviewing all fines and charges. Any changes are planned to be ready for September 2014.
Can holds be made on available items?	Unfortunately holds are only available on items that are out on loan or at another library site.  For advice about accessing resources please visit the Ask Desk in the Library or contact your subject librarian - <a href="http://www.edgehill.ac.uk/ls/subject/">http://www.edgehill.ac.uk/ls/subject/</a>