

Your Comment

Upon completion of a year, media students should be able to access next years equipment. This would allow us to get some practice in prior to the next years learning.

We love the fact you're keen to get practicing! The reason we do not allow this is because you have not been trained on the kit and you may accidentally damage it. If you would like to get a early start then have a word with the Department of Media who may grant you special permission through the non-standard loan procedure.

The Mac in study room 107, Adobe Flash plugin is out of date on Firefox, please can this be updated as you can't play YouTube clips.

Our Action

Thank you for bringing this to our attention. IT Services have resolved this.

The library is and should be at the heart of every University. The staff who support us here are offering an outstanding service.
I LOVE THE LIBRARY!

The library feels as though it needs more investment and celebration. I wish we had more books as every time I attempt as assignment I am faced with empty shelves or slim choices. Please offer more books for education students?

We are so glad that you love the library and you find staff supportive. Your feedback has been passed to staff and specifically to the Education Librarian who works with your Department to improve the Education stock. Please do reserve items that are on loan so you can get the next available copy, this also alerts us as to what is in high demand. We also have lots of advice online which will help you find alternative resources. Take a look! www.edgehill.ac.uk/ls/subject/teacher-training-and-education/

Your Comment

New auto renewal library system was a nice idea but doesn't work in application. People are trying to take books out that are out already. People are not bringing books back. People placing reservations wont receive books in time. Influx in reservations making work for staff + many more issues.

We would love to try and keep the concept of auto renewals if we can, as we have had many positive comments from students in regards to only being charged fines on books that are in demand. We are actively encouraging students to place holds so we are happy to see an increase in reservations. This is what students need to do if they want a book to come back. I have passed your comment on to the project group who are evaluating the impact of this change. Please bear with us while we review this service as there may be elements we can improve to make this service work more efficiently

The online reading list is a fantastic idea. It's efficient and articles can be viewed fully – Great Improvement!

Thank you, the team are delighted that the hard work implementing this is paying off!

What a positive change the 24/7 library is. I am able to work at a time suitable to me that meets when I work best. Thoroughly enjoy the discussions with the brilliant night staff on entry and exit. Please keep this after xmas.

Thanks for letting us know. 24/7 opening will be back after Christmas but not until 22nd February. Don't fear though the library will be open til midnight and the LINC is 24/7 throughout the year.

Pen devices which can scan selected text and paste onto a document instantaneously would be a worthy investment. Helpful for withdrawing key information from lengthy journals and books. It's like an infrared highlighter or something along those lines.

Our Action

These sound really handy! I have passed this on for consideration, so watch this space

Can we please have more than 2 days notice to return a book, as if we don't see the email on the same day it is sent to us, we can't arrange the delivery of the books in time, as the postal system takes 48 hours.

We have looked into this but unfortunately the system can't do this for a specific group, such as those registered for postal loans. I have passed your comment on to the project group who are evaluating the impact of this change. Please bear with us while we review this as there may be an alternative solution.

A 3rd year student advisor helped me to understand the system to access library books, ebooks etc. As a mature student I found it hard to access the library online however he helped me and now I am more confident and can easily find my way around.

Great news! There is lots more help online too. Take a look at our webpages or try searching our knowledge base Ask us. www.edgehill.ac.uk/ls

Kate Johnson was lovely and helped me a lot with concerns I had. I felt very comfortable speaking to Kate and was made to feel like I can go to Kate with any issues relating to my course and she will be able to help. She definitely deserves acknowledgment

Your comment has been passed to Kate and her line manager. Positive comments always give us a boost, so thank you!

Your Comment

Sharon - Academic Writing Advisor - This was the most helpful session, she came down to our level and really explained everything. We came away feeling very confident and much more informed. Thank you.

We really appreciate you sharing your experience with us. Positive comments are always passed back to the relevant team and their managers.

Sharon - Academic Writing Advisor - was absolutely amazing, she made me feel so much better and gave me lots of reassurance which I needed, her expertise and knowledge was fantastic.

Wonderful to hear this! If you need any further support, why not book on to one of the Uni Skills sessions. www.edgehill.ac.uk/ls/uni-skills

24/7 hour service at the library is great! As a trainee teacher everything I need to plan my lessons are under one roof. The staff are great and always polite and helpful.

Thanks for taking the time to let us know. Positive comments are always appreciated.

Our Action

I find the 24/7 library really useful. I work better at night and the library is quieter so I can get more work done. Please keep it if possible.

I have really appreciated having the library 24/7, in fact it is one of my favourite things about the University. I am in here most nights as I have found the library to be the only place I can work successfully and I am a night worker. I actually don't know what I would do if the library wasn't open all night. I have found that at certain times of the day the library can become very busy (another reason I like it at night) and I feel this could become a problem if students did not have access to it at night. Overall I do understand that some nights there are simply not enough people in to justify it remaining open, however I do believe it should remain open all night on at least a few days a week. I genuinely believe my work would suffer if I did not have 24 hour access to the library. I find the 24/7 library very useful and use it often. It's a good feature that a lot of students benefit from as they work better at night. Please keep it if possible

Just wanted to say please keep the 24/7 library full time over the academic year. It helps me study better, it's quiet environment, I can concentrate, today 22nd I came here for the first time to study and write an essay. I feel much more confident and feel I have learned something.

Having the library 24-7 has been really helpful to me. It allows me to work on projects without rushing, having the freedom of the library means I don't have to rush and can achieve the best grade possible.

I think the library being open 24-7 is highly beneficial because it removes the limit of when you can study. I personally struggle in my home to study and prefer to study in an educational environment at more unorthodox times.

The library is a great place to get assignments done as it has lots of resources and usually has the books needed. Being a 2nd year I really value the library being open 24/7 as it means I can peacefully get important assignments done before the deadline. So I really hope it stays open 24-7.

The library plays an essential part in my leaning process and I would be very appreciative if the remained open 24-7 as it is always useful to have all the resources available to myself and my fellow students.

Lots of nice comments coming through on the 24/7 opening. It's lovely to hear it is helping so many of you.

Although there will be a short period without 24/7 access, it will be back on the 22nd Feb. Between these times the library will be open til midnight and the LINC is 24/7 throughout the year.

The 24/7 opening is agreed and budgeted for in advance so we are unable to make any change this academic year. However I can assure you that your comments will be used as evidence to build our case for extended opening next year.

This research was a driving force to continue with midnight opening throughout term time and introduce the 24/7 pilot last year. It has also allowed us to give you approximately 800 extra hours of library access this year compared to 14/15.



Thank you for your feedback