

**Comments and suggestions submitted - 2013/2014**

Your comment!	Our feedback and action!
Wasps from a nest outside are getting inside despite the windows being closed.	The Learning Spaces Manager assessed the area and the job was raised with the University's Facilities Management department. This has now been resolved.
Compliment about library tours, and a suggestion for these to run earlier to catch PGCE students.	Thank you! The compliment was fed back to staff and the tours for 2014 will start earlier to accommodate PGCE students.
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 the University's Facilities Management department, who will come across to action it as soon as possible.
Additional library needed on the Eastern Campus.	There are currently no plans for an additional library on the eastern campus this academic year, but watch this space! In the meantime 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 the University decided not to renew it under the existing model. However, Blackwell do have a pop up shop in the HUB and the Library have installed a stationary vending machine for customers with a range of items at a very reasonable price.
More animation books required.	Library stock for animation students is selected by the tutors, but customers can now use our Add a Book facility to request a purchase for the library. Go to the library catalogue <a href="http://library.edgehill.ac.uk/">http://library.edgehill.ac.uk/</a> and choose Add a Book. You can also find a range of online animation resources here: <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?	The decision to have this stock on no loan was made by the teaching staff in Education, however we will feed your comment back to them for consideration.
Compliment about midnight staff.	Thank you! This lovely comment was fed back to the Buildings Manager.
Noise in the Library	We do try our best to encourage customers to respect the library study zones and will ask people to move or leave the library if they are behaving inappropriately. We do 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 also run specific noise campaign at key times throughout the academic year to highlight acceptable use of study areas.

<p>Why are users allowed to use the study rooms when they have not booked the room?</p>	<p>If there are no bookings on a study room then other customers are welcome to use one, however they would need to vacate the room when the person who has booked it arrives. Study rooms can be booked online 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.</p>
<p>Can library notifications be sent later on the weekends?</p>	<p>We don't see why not! In response to this feedback library notifications are now sent later in the mornings.</p>
<p>Electronic Cigarettes being used in the library.</p>	<p>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> Please do report any instances to a member of staff.</p>
<p>Can double sided printing be available at the Woodlands site?</p>	<p>In response to this suggestion the printers at Woodlands were upgraded and double sided printing is now available.</p>
<p>Can we reduce fines on 7 day loan items? – they are too high.</p>	<p>Not currently, however Learning Service are currently reviewing all fines and charges for the academic year 14/15 and will take your feedback on board.</p>
<p>Can holds be made on available items?</p>	<p>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></p>
<p>Can an email be sent when a hold is placed on items you have out so it warns you that you may not be able to renew?</p>	<p>This is a good idea, but unfortunately it can't be done with our current reservation system. However we are in the process of procuring a new library management system and may be able to include this option in the specification. Please do try and renew the item a day or two before it is due so that if it is reserved you have time to bring it back and if you do encounter any issues contact us <a href="http://www.ehu.ac.uk/askus">www.ehu.ac.uk/askus</a> and we will do our best to support the renewal.</p>
<p>Can you enable changes to printing preferences through web print? Eg duplex, pages 5-12 etc.</p>	<p>The web print system is provided by our colleagues in IT Services. We have discussed your suggestion with them and although this option is not currently possible they have agreed to look at this as part of the next upgrade.</p>
<p>Why are individual study rooms booked out for exams and not being used?</p>	<p>You may find rooms booked out for exams but not in use, as the PCs have to be manually taken off and put back on the network by our colleagues in IT Services. We allow one hour either side of the exam for this process to happen. If you find rooms empty but would like to use the space we may be able to offer a solution so please speak to one of the helpdesk staff. We have also made Academic Registry who look after the exams aware of your</p>

	comment. They have confirmed that these room are only used as a last resort.
Can puppets be made available to loan, they are currently no loan?	We passed your comment to the liaison librarian for Faculty of Education who raised the issue at a programme board, however the faculty felt it was important to keep these reference for now.
Can the library open 24/7?	24 hour opening in the library is unlikely in our current building. If the plans of a new library go ahead then we will certainly take your comment on board! Remember the LINC building already has 24/7 access to PCs, all you need is your Unicard.
Compliment about evening staff	Thank you! It is always nice to receive positive comments. This has been passed to the Buildings Manager.
Noise and lack of space in the library	We do try our best to encourage customers to respect the library study zones and will ask people to move or leave the library if they are behaving inappropriately. We do have roving staff pro-actively patrolling the building, and there are phones by all 4 print stations if customers wish to report any issues discreetly.
Quality of media equipment is poor	Your comment has been discussed at our monthly media loans meeting. We are currently investigating how this issue can be improved. As a response to this feedback we now have a member of staff checking kit every weekday afternoon.
I am a PGCE student on placement, please can I have access to the Postal Loan Service?	The Postal Loans Service is only available for students on distance learning courses. However we do have other services that may be of interested to you such as Sconul Access. This allows you to use another university library nearer to your placement. We also have vast range of electronic resources that you can use away from campus, if you would like any support with this please visit your subject resources webpage. <a href="http://www.edgehill.ac.uk/lis">www.edgehill.ac.uk/lis</a>
Please can we have blinds or curtains on the windows in the library?	If there is a specific area that you think would benefit from blinds please let us know and I can recommend this. However all the library windows have tinted film on them to reduce sunlight and we do already have blinds in recommended areas such as the group rooms.
No facility to accommodate video interviewing in the library.	This is an interesting idea, we will look it to this.
More training on Media Equipment	If you go to <a href="http://www.edgehill.ac.uk/lis">www.edgehill.ac.uk/lis</a> and click Media Facilities, you will find some videos Learning Services have produced for some key pieces of equipment. We also have a technician available weekday afternoons in the library who can deal with basic issues. Outside of this please contact your tutor as training on how to use the media equipment is the responsibility of the Media Department. All students should be offered scheduled training on

	cameras, lighting, sound recording and editing software, as well as ongoing support through the media technicians.
People eating hot food in the library.	Hot food is not allowed in the library. We do have roving staff pro-actively patrolling the building and will address any instances if we see it. There are phones by all 4 print stations if customers wish to report any issues discreetly.
The postal loan service is excellent, I couldn't have done my course without it.	Thank you! We are glad to hear the service is of value to you.
Disappointed to find that most of the phonics resources were no loan.	This was raised again with the Faculty of Education. The response was that they expect these types of resources to be available in schools. The resources in the library are examples of the kinds of resources that are available so students can think about how they can use them in their practice.
Compliment about Library staff	Thank you! Positive comments are always appreciated and will give staff a boost during this busy period. This comment has been shared with relevant staff and managers.
Thanks for helping me find journal articles.	Glad we could help! I have passed your feedback to the member of staff who helped you and their manager.
Can we have an electronic way to report noise?	This is a great idea! We will look into this and hope to have something in place for September 2014.
Thank you for helping me format my dissertation!	You're more than welcome! I have passed your feedback to the help desk team.
Thank you to midnight staff for all their help over the years.	Thank you! This comment was fed back to the Buildings Manager.