

Comments and suggestions submitted - 2014/2015

Your comment!	Our feedback and action!
Thanking a member of staff for helping print their dissertation.	It is so nice to receive such a positive compliment about one of our members of staff. I fed this back to the named staff member and her manager and they were both delighted. Thank you!
Some of the windows in the library do not open.	Thank you for making us aware of this. Staff regularly check the building and report any broken windows to our Facilities Management department to repair where possible. We are sure any broken window will soon be fixed.
Keyboards need cleaning, some are sticky and do not work.	We have put in a request for Facilities Management to clean the keyboards in the library.
Staff are very helpful and friendly, resources are very useful. Library atmosphere is encouraging and quiet for study.	Thank you! This lovely comment was fed back to all staff.
The Assistive Technology room doors are too heavy for wheelchair users.	We have removed the doors so this should no longer be an issue. Thank you for the feedback.
Library login times are terribly slow.	IT Services were contacted about this, however we could not replicate any problem. If you are finding login in times slow in the University Library please contact a member of staff, who will log the details to IT Services.
Support room 1 PC is not working	Good news! The PC has now been replaced with an upgraded one.
Please can we have a scanner in the Assistive Technology Room	Yes! This is now in place for you.
Since the doors have been removed from the Assistive Technology Room it has become noisier.	A decision was taken to remove the doors following student feedback. Whilst the room may be noisier without them, its position away from the main area of the floor should mean that it remains a study friendly environment.
Not enough media kit.	The purchasing of additional equipment is the responsibility of the Department of Media so we have passed this feedback to them. To increase the chance of getting the equipment you need please request your equipment in advance online. http://www.edgehill.ac.uk/Is/tv-studio/equipment-bookings/
Thanks to a member of the midnight team for help with printing in colour.	I am glad to hear our staff have been able to help you. I have fed your comment back to the relevant managers.
Frustration that Internet Explorer would not allow creation of Ebrary accounts when Google Chrome will.	This issue was not found to be universal and down to the individuals PC. Using an alternative browser or clearing the cache will resolve this issue.

Student querying a book on their library account that was left in a pack.	We have searched for the item and found it!
Thanking a member of staff for showing them how to use the Library Catalogue and find DVDs.	I am pleased to hear we have helped you. The named member of staff and their manager have been informed of your comment.
Well done with the 24/7 Library, keep it up!	Thanks for your feedback! We are hoping to run this again during the run up to exams at Easter.
Could you please make ArcGIS available in the library or on USB for MACs, as the Geo Sciences building isn't open at the weekend.	<p>Good News! ArcGIS is available in our 24/7 room on the ground floor of the LINC building. You will need your unicard to swipe in out of core hours.</p> <p>Unfortunately ArcGis is not Mac compatible so a USB solution would not work.</p> <p>I have also passed your suggestion of having it available in the Library to IT Services. They have agreed to take your suggestion and discuss it wider with relevant departments and University colleagues to see what can be accommodated/or planned for future provision.</p> <p>Hope this helps.</p>
Thanks to a member of the midnight team.	Positive comments about are staff are always shared with mangers and relevant teams. It really give us a boost, so thank you!
The libraries history resources are not up to standard.	<p>Sorry to hear you feel this way. I have passed your feedback on to our history subject librarian. She is working closely with the history department to improve the collection. This year they have increased the amount of digitised chapters. You can access these by searching for your module code in the library catalogue.</p> <p>Customers can also use our Add a Book facility to suggest purchases. Go to the library catalogue http://library.edgehill.ac.uk/ and choose Add a Book.</p> <p>You can also find a range of online history resources here: http://www.edgehill.ac.uk/ls/subject/history/</p>
Keep an eye on the quick print area, people seem to be doing work and not just printing.	<p>I will ask the team to keep an eye on this. Don't forget you can now collect your printing from any machine on campus. You can also look for available computers here. http://ehu.ac.uk/computers.</p>