

## 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.	New automatic doors have been put on the Assistive Technology Room. We hope this allows easy access and a quiet place to study.
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. <a href="http://www.edgehill.ac.uk/ls/tv-studio/equipment-bookings/">http://www.edgehill.ac.uk/ls/tv-studio/equipment-bookings/</a>
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 going 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!</p> <p>ArcGIS is available in our 24/7 room on the ground floor of the LINC building. You will need your uncard 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.</p> <p>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 <a href="https://capitadiscovery.co.uk/edgehill/">https://capitadiscovery.co.uk/edgehill/</a> and choose Add a Book.</p> <p>You can also find a range of online history resources here: <a href="http://www.edgehill.ac.uk/ls/subject/history/">http://www.edgehill.ac.uk/ls/subject/history/</a></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.</p> <p>Don't forget you can now collect your printing from any machine on campus. You can also look for available computers here. <a href="http://ehu.ac.uk/computers">http://ehu.ac.uk/computers</a>.</p>
Please can you stop people highlighting in library books!	<p>We totally agree this unacceptable!</p> <p>If you find any more items defaced then please hand them into a library help desk so we can investigate and take relevant action.</p>
Could you please fix the draft around Atrium on the 2 <sup>nd</sup> Floor?	Facilities Management have been out and done their best to resolve the draft. Thanks for letting us know.
Too many locked PC!	<p>We understand this is frustrating.</p> <p>We do regularly patrol the building for this issue. If we find any locked PC's then we allow the users 15 minutes to return to the computer before unlocking it. The best thing to do is alert a member of staff immediately so we can start the 15 minute count as soon as possible.</p>

	<p>This web link will help you find an alternative available computer.  <a href="http://ehu.ac.uk/computers">http://ehu.ac.uk/computers</a>.</p> <p>Hope this helps.</p>
I am an external student and would like to be able to access the Wifi on my own devices.	<p>Unless you are part of another HE institution that is registered with the Eduroam network there is currently no way for you to log in to the WiFi. The library will however log you in as a guest to one of our machines, as long as there is the capacity to do so. During peak times we must give priority to our own students.</p> <p>We have also passed your comment to IT Services for investigation.</p>
Bring back 24/7 opening after Easter.	<p>We continually monitor and review our service to try and make informed decisions and predict when the need for longer opening are required. 24/7 opening times need to be agreed and budgeted for in advance, therefore we will be unable to implement this suggestion at short notice. Your feedback will however be taken into consideration when planning our opening hours in the next academic year.</p>
Please can you allow reservations to be placed on available items?	<p>We changed the reservation system a number of years ago to only facilitate holds where all of the items are out on loan. This was on the back of analysis of the high number of uncollected holds and the staff time that this service was taking to process.</p> <p>If you cannot find an available then please alert a member of staff and we will place a reservation for you</p>
Please can you ensure there is free drinking water available at the LINC. A hot drinks machine would be nice too!	<p>Staff have been reminded to keep the water filled.  The consideration of a hot drink machine is the decision of Facilities management, I have forwarded your suggestion to them.</p>
Thanking a member of Academic Support for help and advice they received at the Ask Desk.	<p>It is so nice to receive such a positive compliment about our staff. Positive comments are always shared with managers and relevant teams. It really gives us a boost, especially during this busy period so thank you!</p>
In the run up to exams would it be possible to open 24/7 at Aintree.	<p>Aintree would like to be able to open 24/7, however the nature of the Clinical Sciences building means that the Trust will not permit this and cannot provide the security needed to maintain it.  We have been looking into getting a small room with PCs in the main hospital, so watch this space!</p>
Disappointed courtesy notices have stopped.	<p>We are pleased to inform you that the issue we were having with courtesy notices has now been resolved.</p>
Bring back 24/7 opening.	<p>24/7 opening times need to be agreed and budgeted for in advance, therefore we will be unable to change the opening hours at short notice. The good news is it will be back next year. Keep an eye on our webpages for details.  <a href="https://www.edgehill.ac.uk/ls/opening-hours/">https://www.edgehill.ac.uk/ls/opening-hours/</a></p>
Please can we book individual rooms for longer than 3 hours?	<p>Individual rooms are very popular, the ability to book rooms for 3 hours strikes a good balance in terms of allowing fair access and providing adequate time in the room to get work done. I feel increasing it to 4 hours would just be a little too long at this stage. However if the room</p>

	is not booked or the previous user doesn't turn up by quarter past then please do ask staff to book you in for another hour.
Please can we have a hot water machine in the library?	This would be down to Facilities Management, I have passed your comment to them.
It would be helpful if I could print on coloured paper as I have an SpLD.	Over the summer we are reviewing our support to SpLD students. With this in mind I have passed your comment to the Manager of this department for consideration. In the meantime if you have your own paper the Roving Advisor will help you print on to it, just ask for them at the help desk or pick up the phone by the printers on the 1 <sup>st</sup> and 2 <sup>nd</sup> floor. You can also purchase coloured overlays and rulers in a variety of colours from the Ask Desk.
Student couldn't concentrate due to the noise from an event near Performing Arts.	We are very sorry to hear this. This event was not organised by Learning Services. I have fed your comment back to the event organisers and they have agreed to hold this event somewhere else on campus next year.