

Your Comment

Our Action

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The Mac in study room 107, Adobe Flash plugin is out of date on Firefox, please can this be updated as you can't play YouTube clips.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

Our Action

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.

Your Comment

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 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 has 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.

I love the all night library as it allows me to do my work at a time that is suitable for me.

I really like the 24/7 library. The staff are so nice and it allows me to work when not many are here, which suits me.

The library is great!! I love working in the library during the night! I personally work better during the night so it's helpful having somewhere that I can work during the night. Also flatmates can be distracting at times.

I love the library being open during the night because I can't do work in my flat with noisy flat mates.

Nice and relaxed. I like it being open 24 hours.

It's good that it is 24 hours and chilled out when you come at night.

24-7 library is the best. Perfect for when you can't sleep and you're a bookworm.

LOVE!! LOVE!! LOVE!! Please keep it open. Helps me pass my assessments.

Having the library open at night is great as I find it easier to work at night.



24/7
comments

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

In responses to your feedback we increased the number of weeks we are open 24/7 from 16 weeks to 27 weeks. This is a extra 11 weeks!

Enjoy!

Your Comment

5 stars!

This library kicks ass. Always plenty of useful books and the staff are amazing.

It's the best Uni library ever!

Thanks for all your lovely comments!

Working in the library is easier than working at home. It's also good to use the computer and printing facilities.

More group space as many people take up the tables for individual work rather than group work. Sometime unbearable cold. Otherwise love working in the library - nice range of books.

The library is always full at busy times through the day, The tables on the bottom floor are always full. It's hard to get computers I did like the 24 hour library though.

Watch this space we have been given some money for a mini maker over of the ground full. We plan to add extra PCs and group study tables!

Update!

22 extra PCs have been installed and new tables are in place.

Enjoy!

Printing too expensive. We are students we have to complete at least 3 2000-4000 word essays a term plus drafts. If we print double sided it should be cheaper.

We reviewed our printing costs in 2014 and reduced them from 5p to 2p for black and white A4 and from 15p to 5p for colour A4.

Unfortunately we are not able to reduce this any further at this time.

The largest part of the printing cost is the ink rather than the paper which is why it is no cheaper for double sided.

To consider loaning laptops off campus for a couple of days. Could use a deposit system.

We are currently reviewing our laptop provision, so I have fed this back to the project group to see if they will consider this.

What this space!

Our Action

Library is too cold!

Very cold during the evening, windows not closing properly.

We have an ongoing issue with our windows and have been working with our colleagues in Facilities Management to resolve this. Temporary fixes have made where possible. Facilities Management have recently been out and conducted a full survey of the windows, parts are currently on order to fix them.

I am really unhappy that a fellow student on my course (same year) could take lenses out when I was told I couldn't. I had done everything he had and I am feeling that it's 1 rule for 1 and 1 for another. I am disgusted!

The Department of Media decide on which years can borrow the kit. This is inline with what you are trained to use.

You can borrow the item if you get a signed non standard loan form from the Department of Media.

Both 2 and 3 lens kits are for 3 year use only. I have reminded desk staff of this incase there was any confusion.

Your Comment

I come to the library frequently and usually find what I'm looking for although the shelves can sometimes be a little messy. Staff are really nice and helpful. Resources are so useful and the purple chairs are super comfy. Overall very good! This library has saved me so much in amazon money.

Happy to hear you like the new chairs and you are generally happy with the service we provide.

Staff are allcated a section to tidy and give a minimum number of hour to spend tidying. I have passed your comment to the manager of this so she can assess if any areas need more attention.

Please can you put British Wildlife Mag back on the library shelves. Very useful for MSC Conservation Management Students.

The libraries policy is to keep 5 years of any journal title on the open shelves, as we only have holdings from 1991 to 2009 these are now in the store - available on request. Our subject librarian for Biology will liase with your tutor to see if there is an alternative solution.

Not enough law text book in specific areas as students loan then and there are no copies in the library. Need to keep at least 3 copies that cannot be removed. 7 text books to be shared between roughly 80ridiculous!

Not enough law text books - theres like 7 to be shared around 80 student. We need these books for our coursework. :(

No text books on shelves. There should be copies of all text books in the library that cannot be removed to help with coursework. This is the 3rd piece of coursework been set this year and no text books to aid with topic.

Really sorry you have had a problem, we have passed this to the law librarian.

The department and your subject librarian have tried to address this by buying more copies and buying e-books whenever they can.

If you want to contact your subject librarian directly they will be happy to attempt to resolve your problems further.
www.edgehill.ac.uk/ls/subject/law-and-criminology/

Our Action

The WIFI signal in the group rooms/library is very poor and cuts out every 5-10 mins. On leaving the room and going into the library main ground floor full signal returns. Also group room 3 table: large table broke in Oct/Nov and still not replaced.

The WIFI in the library group room is at best patchy (maybe lasts 5 or 10 mins) and at worst non existent. Room 2,3, and 4 I think the first the first time I reported this was in 2013!

Please re-place small(ish) table in group room 3 with large table. Thanks

We have replaced the table in group 3 with a larger table.

We raised the poor WIFI with our colleagues in IT Services who have been trying a number of options to resolve this. A new access point has now been installed which has resolved this issue.

I requested a book to be sent to edgehill library from another site. I have not even had this book two weeks yet but I have been told to bring it in for someone else to use. This seems very unfair. Apparently you have 44 of this book on your system. Have all other students been notified? Surely those who have had it the longest should be notified first. Less than 2 weeks is not long enough to complete an assignment and read an entire book! I requested the book to be brought in and I'm now having to give it back before i've even started my assignment. This seems very unfair.

To ensure books are circulated fairly among students we have a reservation system. Once a reservation is placed we do not renew any of the copies out on loan. Once the holds are satisfied you will then be able to renew online.

Your Comment

New coffee machine is not very good! Need one like McColls it's a lot nicer!

Hot drinks vending machine did not work again! This is by no means the first time, infact accessing the hot drink you want is providing to be more the exception than the norm. I am now £1.40 out of pocket and I've had to spend long hours in the library without a hot drink. Library is wonderful - access to hot drinks would be truly wonderful. Many Thanks

We agree the coffee machines are not up to standard.

The coffee machines are managed by Facilities Management and we are currently working with them to provide a better solution.

If you have any problems with the machines, then please let helpdesk staff know so they can advise you on the best option.

Update!

We currently have a new coffee machine on trial!

Library looks good now. However the books for computing student are not so good. Technology has increased immensely but the books or lack of books are out of date. Any chance of updating to newer versions.

Learning Services work in collaboration with your department in deciding what is available to you.

The subject librarian has been informed of your comment and will work with the department to improve this for you.

Comb binding was difficult and needed help. A screen would have been useful.

What a good idea about the tutorial screen! This will really help during self service only hours. We will look into the this.

Comb binding machine needs guidance instructions or a screen with tutorial. I asked staff for guidance who tried her best but didn't know either.

In the mean time we will train staff who work till midnight and update the written instructions.

The new computers (in the Law area) on the 3rd floor are very much easier and faster. If possible, it would be really nice to have more of them.

Good news we also have new PCs on the ground floor. I'm afraid we have no plans to replace the older style keyboards as yet.

Your Comment

Windows doesn't close in group 4 and its freezing

This window has now been repaired. Thanks for letting us know.

It is always a pleasure to see Danny in the nights. He's very engaging with us and always asks how we're doing.

I have shared your comment with Danny and his line manager, they were both delighted.

Is there any possibility that I could borrow a laptop from the library and take it off campus, ie home I live in Ormskirk?

We are currently looking into this, so watch this space.

Our Action

Media Loans should be in the media building.

I am afraid there isn't the space or infrastructure to put media loans into Creative Edge at this time.

I went over to get some lunch, was about 20mins I came back and my computer had been restarted by a member of staff. As I was only gone to get some food I didn't save my work just locked the computer. I had the hassle of trying to recover my work which is ridiculous. It takes longer than 15mins to get food and find books!

I understand this must have been a worrying time for you and I am glad to hear no work was lost.

Think it is appalling how your staff believe it is acceptable to log you off a computer, this being when all your books, bags and essentials are still there because you exceed the 15 minute time limit of being away from the computer. Do you realise the time it takes to find books? On a 3rd floor library...had my dissertation work been lost due to this, I would have been taking the matter a lot higher!!!

In response to student complaints about locked PCs in the library we have an unattended PC policy. The policy is displayed on posters around the library and explains that if a PC is left unattended for more than 15 minutes then staff may unlock the PC to make it available for other users. This to ensure fair access to PCs.

Your Comment

The restricted opening times of the library restrict those who have lengthy work due imminently such as dissertations and assignments. Allowing students to work in the library allows for greater flexibility and productivity. This problem is also highlighted by the lack of satisfactory computers in the LINC building.

Although we would like to offer 24/7 opening throughout the year we are not currently in the position to do so. Therefore we do our best to predict when the extended opening hours will benefit the highest number of students. With the University being officially out of term we know our footfall drops significantly which is why we opt for it to be one of the periods without 24/7.

The University made a great change by keeping the library open 24 hours. But I can't understand why the decision has been made to close at 12 during Easter, which is a crucial time for exam prep, assignments and dissertations. Also computers in the LINC need to be repaired.

Although we are not in the position to change the opening hours I can assure you your feedback plays a large part in providing evidence to continue to grow our extended opening going forward. On the back of student comments last year we have managed to increase our opening hours by 47% compared to 14-15.

Love using the library it's a very helpful place when my house is busy or I need to do a long piece of work. Shutting at 12pm is silly Easter or not many students stay to get work done. Many dissertations are handed in after Easter. Also the number of working computers in the LINC is shockingly low. Please sort this.

Thank you for alerting us to the low number of working PCs in the LINC. This has now been resolved and additional checks of the LINC have been added to our daily monitoring. We have also cleaned the keyboards and carpet to make this environment more appealing.

I think that the library should have more 24 hour opening over Easter. Dissertations are due. The LINC is awful, please open IT2 for quieter study to avoid groups gathering to play video games.

Could the drinks machine vend hot water for those of us who prefer to bring in our own tea and coffee (the new machine that was there originally did give hot water for 20p).

We will speak to our colleagues in Facilities Management to see if this can be done.

All Staff were absolutely superb. Helped me through a difficult period of finalising my dissertation - 5 stars!! Great job guys.

Thanks for the lovely comment. Staff enjoy being able to support you with such an important piece of work.



Thank you for your feedback