YOUR COMMENTS

Aug 17 to Feb 18

" You said

Please provide charging services for mobile phones on the ground floor of the Library.

"

We did

Good news!
This suggestion has been taken forward. We are looking to install charging stations for mobile phones, similar to those seen at airports, in the new Catalyst building opening Summer 2018.

In the meantime please feel free to bring your own charger and use our power.

You said

"Just to let you know that the computers in the library don't have the "Windows Photo Viewer" app on them or any app like that. The only way you can view images you've downloaded is opening them in Paint, or emailing them to yourself."

We did

Thank you for making us aware of this problem.
IT Services have now rolled out an update to all PCs that offers an alternative to Windows Photo Viewer which is no longer supported in Windows 10.

You said

"

Need more lockers, defo in new library!
Coin return = no lost keys.

Way more lockers needed. Make sure lockers are actually being used.
Coin Return/card scan?

"

We did

We are planning to increase the number of lockers available in the Catalyst building opening Summer 2018. These will likely be coin operated.

In the meantime, I have repurposed some old lockers to ease the pressure on the current facility.

You said

"People are booking the group rooms on the ground floor of the library and not showing up on a regular basis. Suggest! 3 strikes and you are out or some format to encourage better discipline."

We did

In response to this issue, we have a policy already in place, that allows us to reallocate unoccupied rooms, if the person has not turned up within 15 minutes of the booked timed.

Just inform your nearest help desk if this has occurred and we will cancel the existing booking for that hour.

You said

"

The lift is out of order so I couldn't go and get my books. A staff member had to go and get the books for, me which is an inconvenience and it needs to be fixed so wheelchair users/ disabled people can use it.

"

We did

The lift is now working.

Apologies for the length of time this took to resolve. The lift company came out numerous times but the underlying problem was difficult to identify.

Staff will always be happy to assist you in retrieving stock if we ever experience this again.

You said

"It's good that we can borrow laptops but a hassle when they die. I understand people would be able to occupy laptops all day with chargers but providing them at off-peak library times would be great for those of us who like to get comfy and study for 6/7 hours at a time."

We did

To provide chargers during off-peak times isn't something we can consider during this time.
As off-peak times sit outside current helpdesk opening hours, no staff would be available to facilitate this process.

You said

"It would be more helpful if the referencing system on the website - Discover More/library matched Edge Hill Harvard referencing."

We did

You may not be aware but there are many different referencing systems used across the University (e.g. MHRA, APA and Harvard to name a few) so any information we provide on our digital libraries must be compatible with all referencing systems in use.

You said

If a book is requested please give longer for us to return books. While on placement it is difficult to get the book back and a fine for this seems unreasonable.

We did

Last academic year we extended the notice period from 2 days to 3 days. However, we do understand it can be difficult for placement students to return items. To help you further we offer 24/7 returns and Sconul Access Membership - this allows you to use other University Libraries nearer your placement.

You said

Is there a way to see my final results for a module in Blackboard? I know I can see separate grades and feedback but where is the transcript with the final grade awarded at the subject board?

We did

Unfortunately, there is not a way to view this information within Blackboard as the overall pass or fail of a module is decided by the Academic Board and this is not fed back into Blackboard. The criteria for passing each element of the module and procedures for you to be notified of your results will be outlined in the module handbook.

COMPLIMENTS

"I have to say I am very impressed with the support I received from one on the library staff. She was very helpful and took her time to help me with my IT stuff as well as helping me access material in the library. Keep up the good work."

"Fantastic - Great place to study (Aintree Library)"

"This is a compliment for Mike, I came in today on my day off to ask for help on installing Microsoft Office and help with how to set up my laptop to print. Mike was absolutely brilliant, considering I was asking for help at 8am. He was so patient with me. Please say thank you."

"Staff were really helpful when I had a problem with the self-issue machines. Thank you, Christine and Michelle!!"

"Please pass on my thanks to all of the library staff as they make the library the most useful resource in the University and I would be lost without them all. Their willingness to help and competence is second to none! Please let management know how much these staff members (including cleaners) are valued."

"I would like to express my gratitude and thanks to Declan who helped me with obtaining my books. He was polite and professional. Thank you as I would have really been lost without him."

Thank you, all compliments have been passed on to relevant staff and their managers