

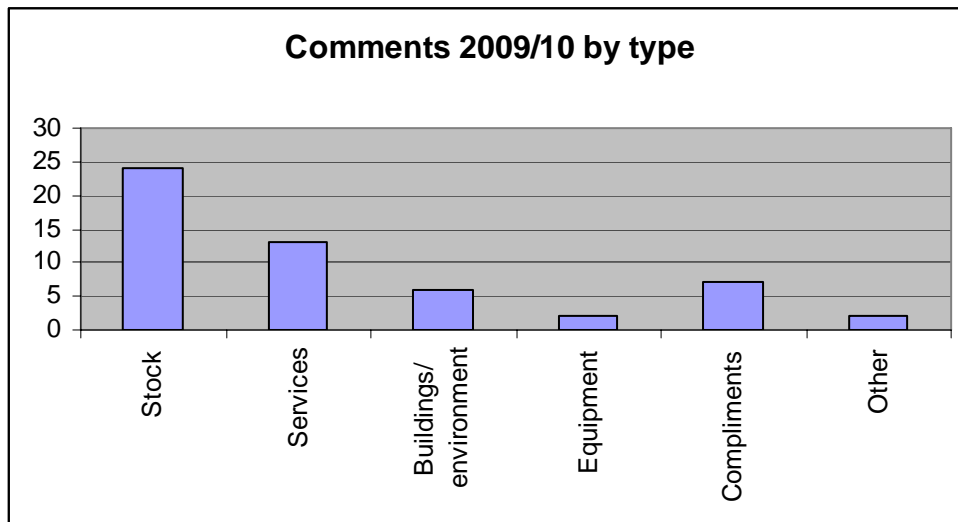
Suggestions 2009-10

Procedure

Customer suggestions forms are on display in all libraries. These are handed in to staff who reply to those where this has been requested. All forms are logged on a spreadsheet and then reviewed by managers to see what lessons can be learned or actions taken.

Overview

A total of 54 comments were received from customers from April 2009 until March 2010 giving an average of 4.5 per month. The graph below shows comments by type.



The comments in 2009/10 focussed mainly on the following areas

- Suggestions for purchases for stock
- Provision of batteries with Playaways (MP3 books)
- Request for longer free access to the library PCs
- Cleaning of PC keyboards
- Changes/ increases in opening hours
- Approaches to noise and mobile phones in the library
- New reader printer

This year in response to some of your comments:

- We purchased a new reader printer
- Re-introduced the Sunday Times for Central Library as a trial.
- Moved the date label on new talking books to inside the cover so it does not obscure the synopsis.
- Displayed clearly near the Playaways that customers will need to provide their own batteries and headphones to use these.