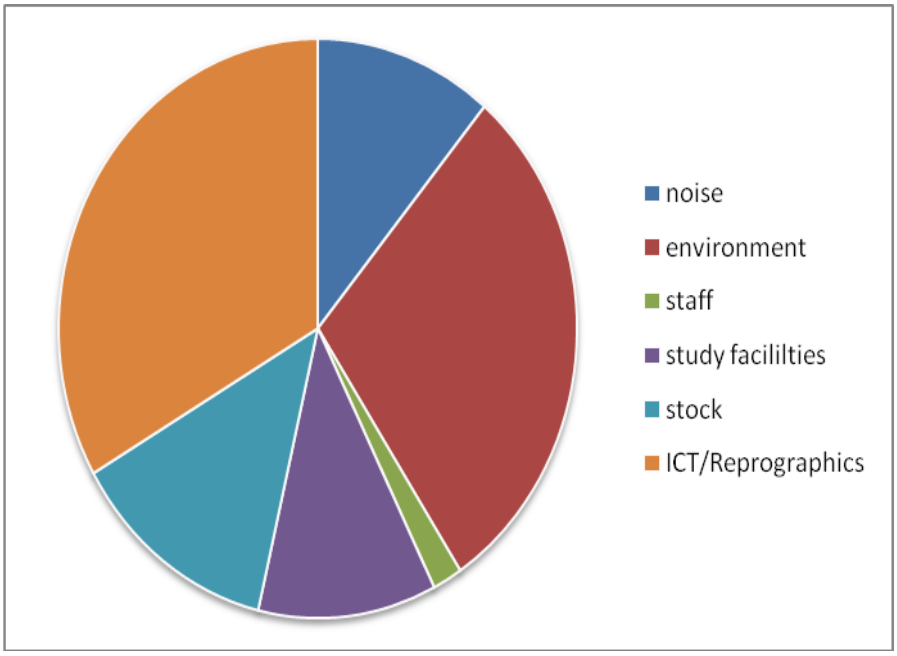
Information Services Department
The Library

Comments & Suggestions - Annual Report 1st August 2009 - 31st July 2010

Learning Resource Centres (LRCs) provide a one-stop shop for a variety of users with differing needs. We welcome feedback from our staff and students as this helps us to develop and improve the range of services offered to all users.

Suggestion boxes are located in all LRCs and users may submit their comments and suggestions online also. The data in this report summarises feedback received using the ISD *Comments & Suggestions* form or written letters, it does not include cards and notes thanking staff for specific help.

54 *Comments & Suggestions* forms were received this year, a decrease on the 70 received last year. Comments and suggestions fell into several broad categories, represented below:

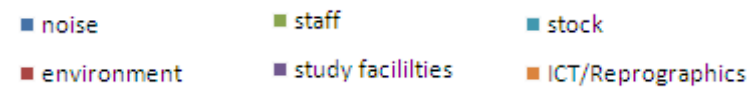


As can be seen above, the highest percentage of comments related to ICT and Reprographics services within the LRCs and these were referred to the ICT or Reprographics manager for action.

Comments relating to environment included those where the LRC was too hot or too cold as well as suggestions for additional recycling facilities. It is worth noting that 12 of the comments received at Magee related to low temperature on a single day in January 2010. As these services are provided by the Physical Resources Department, the comments were passed on.

Comments and suggestions relating to the library service were dealt with by an LRC Manager, one of the Subject librarians or a member of the library Systems team as appropriate. Facts and figures appear below.

Percentage of queries by campus

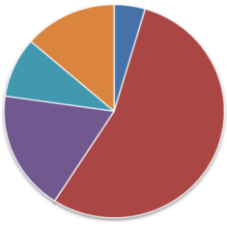


Belfast

Coleraine

Jordanstown

Magee



Breakdown

Comment or suggestion	TOTAL	UUB	UUC	UUJ	UUM
noise	6	0	3	2	1
environment	16	2	1	1	12
staff	1	1	0	0	0
study facililties	6	1	1	0	4
stock	7	2	2	1	2
ICT/Reprographics	18	6	3	6	3
TOTAL	54	12	10	10	22

45% of those who submitted comments or suggestions requested a reply and were sent a response within 3 working days - the ISD Student Charter performance measure.

Conclusion

The comments and suggestions made about the library will be taken into consideration during reviews of our service. The fact that the number of forms received has fallen again this year suggests that most LRC users are happy with the range of services provided. Analysis of the comments suggests that raising awareness of options available might lead to a further reduction in the number of forms submitted and help to manage the expectations of some users. Library staff will continue to liaise with other colleagues within the Information Services Department to develop services in line with the needs of staff and students on each campus. Feedback will continue to inform our decisions for the benefit of our users.

Marion Khorshidian
on behalf of the
Library User Services Group.