

## **Library Services – Customer Engagement Commitment**

Library Services will provide customers with information on the services and facilities available to them in order that they remain informed of service developments and changes. Library Services is committed to engaging with and fully involving our customers in development activity, ensuring feedback and suggestions influence our service improvements and developments and our policies and strategies.

### **‘Tell Us What You Think’**

As part of our Customer Engagement Commitment, Library Services will ensure that a ‘Tell us what you think’ campaign is continually publicised, with a view to encouraging customers to engage with Library Services in order to provide feedback, ideas and suggestions

We will use a range of methods to engage with our customers and encourage feedback:

- Library Services Critical Friends Group
- Regular liaison with Liverpool Student Union Sabbatical Officers
- Student Voice Focus Groups
- Print and online comment forms
- Library Twitter and Facebook channels
- Surveys
- Customer Service Questionnaire
- University/faculty liaison and consultation
- Email Lists

These channels provide a variety of platforms through which library users can engage with library staff and managers and contribute suggestions and feedback to the discussions around Library Services and the facilities, resources and support provided

Feedback received from customers through the above channels will be considered and acted upon by the appropriate member of library staff or team and where appropriate will be passed to the Library’s Customer Service Group. The Customer Service Group will consider any feedback which may result in proposals for major service changes or developments, referring where necessary to the Library Management Team.



### Feeding back developments to our customers

In order that customers are able to see how their 'Tell us what you think' suggestions, ideas and discussions have had an impact on Library Services we will publish a summary of all the feedback received with details of actions taken or planned, each semester. This will include 'You said – we did' publicity in order that customers can clearly see the results of their engagement with the service.

### Review of customer engagement

We will review our consultation and feedback methods regularly to identify ways in which they can be improved. This will include benchmarking ourselves against other university libraries and looking at best practice.