

<b>UOW LIBRARY - MANAGEMENT HANDBOOK</b>	
<b>Chapter:</b>	C GENERAL POLICIES AND PROCEDURES
<b>Section:</b>	C5 – Client Feedback
<b>Approved by:</b>	University Librarian
<b>Date Effective:</b>	1998
<b>Contact Person:</b>	Associate Librarian – Client Services
<b>Related Policies:</b>	
<b>Modification History:</b>	September 2002, June 2005, December 2008 Make available on Library web site

## **1      INTRODUCTION**

- 1.1      The University of Wollongong Library welcomes feedback from all clients. Compliments, comments and complaints allow the Library to review policies and procedures and are incorporated into planning wherever possible.
- 1.2      Suggestions for purchase are encouraged and if relevant to teaching and research, are acquired for the collection (See Suggestions for Purchase Policy).
- 1.3      The aim of this policy is to provide a consistent approach to the management of client feedback.
- 1.4      Client Feedback Procedures are available on the Library intranet.

## **2      DEFINITION**

- 2.1      Client feedback addressed in this document refers to compliments, comments and complaints received:
- via the "Tell Us: we welcome your feedback" form
  - via the Library web page "Tell Us"
  - in writing
  - verbally

## **3      RESPONSIBILITY**

- 3.1      The Client Feedback Policy is monitored by the University Librarian and Associate Librarian, Client Services.
- 3.2      The administration of written and electronic client feedback (ie. reporting/recording) is the responsibility of the Manager, Service Quality.
- 3.3      All Library staff are responsible for reporting client feedback.

## **4      FEEDBACK DATABASE**

- 4.1      The feedback database is a fully automated system for submitting, responding to and recording feedback. It is searchable by a number of fields and permits reports to be generated if required.

## **5      COMMUNICATION**

- 5.1      The Manager, Service Quality compiles biannual *Client Feedback Reports* as part of the

LEC reporting schedule.

- 5.2 A monthly email is sent to all Library staff reminding them to look at the recent feedback.
- 5.3 All clients who provide their contact details receive a personal email response within the guaranteed service standard time of two days.
- 5.4 All clients and staff can see the feedback and responses by logging into the feedback database on the web site.

## **5 USING THE INFORMATION**

- 5.1 Comments and complaints, which can be resolved quickly and which do not involve policy change or major resource allocation, will be addressed at once.
- 5.2 Teams are responsible for identifying areas needing improvement. Strategies to deal with these are discussed at meetings and may be included in the team action plans. If other teams are affected or a policy change is required then the proposed change is referred to Coordinators Action Team or Library Executive Committee.
- 5.3 The Manager, Service Quality forwards a half yearly report (including statistical trends) to the Library Executive Committee.
- 5.4 Teams analyse information and trends received from client feedback in order to improve services and review policies.

## **6 REVIEW**

- 6.1 The Client Feedback Policy and Procedures are reviewed every 12-18 months to ensure that they are meeting client and Library needs.

## **7 PUBLICITY**

- 7.1 The Library promotes the importance of feedback from clients through University and Library publications.
- 7.2 "Tell Us" icon is displayed prominently on the Library web page

## **8 TRAINING**

- 8.1 All staff are aware of this procedure through the induction process and procedure manuals.
- 8.2 Training in complaints management is included in client service skills training in which all staff participate.