



# PLAIN Central Services Customer Survey Results

**DECEMBER 2005**



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# Customer Survey Results

## Executive summary

The 2005 Customer Survey was initiated by PCS to provide customer libraries with an opportunity to formally assess service provision by PLAIN Central Services. A total of 65 out of 94 library services responded which equates 69% overall return. The breakdown by library type:

- A (Metropolitan) = 13 out of 21 library services responded (62%)
- C (Country) = 21 out of 26 library services responded (81%)
- J (Joint Use) = 31 out of 47 library services responded (66%)

A list of libraries that submitted responses can be found in APPENDIX A. Over 95% of completed surveys contained comments and these are contained in APPENDIX B. The correlated statistical data is in APPENDIX C. Key customer issues have been identified and a PCS response provided in the Action Plan.

## Results

### Importance ratings

Services which scored 85% or higher across **all** library types ie % of A,C and J libraries were:

Internet, Courier, Catalogue records, Inter Library Loans and Selection

Services which scored 85% or higher across **some** library types ie % of A, C or J libraries were:

Suppliers contract, IT Support, Strategic planning, Grants, IT projects

The lowest ranking services in terms of importance across all libraries appear below. The percentages indicate how many libraries scored these services as High in Importance ie 40% of libraries scored Publicity as 5 = High.

### Importance ratings of lowest ranked services

Publicity	40%
Electronic resources	40%
Special programs	35%
SA Film & Video	33%
LOTE	31%
Statistics	26%

### Satisfaction

Three services scored **High** negative gap variances greater than 0.4 between Importance and Satisfaction. This is where importance and satisfaction differed.

Selection	(-0.53)
Catalogue Records	(-0.46)
Internet access	(-0.43)

Ten services scored **Moderate** negative gap variances between 0.1 – 0.4 between **Importance/Satisfaction**:

Statistics	(-0.39)
Courier	(-0.34)
Suppliers contract	(-0.33)
IT initiatives	(-0.28)
Training	(-0.24)
ILL	(-0.24)
Acquisitions	(-0.23)
Grant administration	(-0.17)
Program initiatives	(-0.17)
Strategic planning	(-0.12)

Four services scored **Low** negative gap variances of less than 0.1 between **Importance/ Satisfaction**:

Library support	(-0.09)
IT Support Desk	(-0.05)
Communications	(-0.04)
Publicity & promotion	(-0.01)

Five services recorded positive variance between **Importance/ Satisfaction** scores:

SA Film & Video	(+0.35)
Special programs	(+0.19)
LOTE/ Community Languages	(+0.18)
Electronic Resources	(+0.06)
Print Disability	(+0.05)

The above five services are 'over performing' in terms of the customer survey response but not to such a significant degree that intervention is required.

### **Conclusion**

Library comments indicate high community need and library support for all the services provided while satisfaction scores clustered in the Moderate to High for 90% of services. Key areas for improvement include selection, Inter Library Loans and cataloguing which are currently being reviewed.

Overall there is general satisfaction with the services PCS provides and the changes being put in place will address specific issues identified by clients.

## 2. Background

In August 2005 a Plain Central Services (PCS) Customer Survey was sent to all libraries. The survey focused on the range of services provided by PCS. Libraries were asked to rate the Importance (**I**) of individual services and their corresponding Satisfaction (**S**) using the ratings below.

### **Importance**

<b>High</b>	5 Service is of critical importance
<b>Moderate</b>	4 Important but not critical
<b>Low</b>	3 Not important, low or no usage
<b>Don't know about this service</b>	2 Not aware service exists
<b>Not applicable to our library</b>	1 Not relevant to our clients

### **Satisfaction**

<b>High</b>	5 No improvement needed
<b>Moderate</b>	4 Satisfactory
<b>Low</b>	3 Significant improvement required
<b>Don't know about this service</b>	2 Not aware service exists
<b>Not applicable to our library</b>	1 Not relevant to our clients

A total of 65 out of 94 library services responded which equates 69% overall return. The breakdown by library type:

Metropolitan (A libraries) =	13 out of 21 library services responded (62%)
Country (C libraries) =	21 out of 26 library services responded (81%)
School Community Joint Use (J libraries) =	31 out of 47 library services responded (66%)

A list of all libraries participating in the survey can be found in APPENDIX A.

Space was provided in the survey below each service so comments could be included with additional space at the end for general comments and ideas / suggestions for future services. Over 95% of completed surveys contained comments and these are contained in APPENDIX B.

A PCS response is provided against key customer concerns with an Action Plan at the end of the Comments section. The Action plan indicates work that is being done or is proposed to address customer issues.

A table of all responses with calculated averages is contained in APPENDIX C.

### 3. Overview of results

The most important services for all libraries were Internet, Courier, Catalogue records, Inter Library Loans and Selection. While priority rankings for each of these services varied with library type ie C, A, J there was also a marked consistency. Libraries demonstrated a good deal of commonality when identifying services that were most important to their ongoing service delivery commitment to communities. See Table 1 below.

#### 3.1 Importance ratings

Services which scored 85% or higher across **all** library types ie % of A, C and J libraries were:

- Internet, Courier, Catalogue records, Inter Library Loans and Selection

Services which scored 85% or higher across **some** library types ie % of A, C or J libraries were:

- Suppliers contract, IT Support, Strategic planning, Grants, IT projects

**Table 1 Top services ranked in Importance for A C and J libraries by percentage**

<b>A libraries</b>	<b>I</b>	<b>C libraries</b>	<b>I</b>	<b>J Libraries</b>	<b>I</b>
<b>Internet</b>	100%	<b>Selection</b>	100%	<b>Courier</b>	97%
<b>Courier</b>	100%	<b>Catalogue records</b>	100%	<b>IT support</b>	97%
<b>Catalogue records</b>	92%	<b>IT Support</b>	100%	<b>Selection</b>	94%
<b>Strategic planning</b>	92%	<b>Inter Library Loans</b>	95%	<b>Inter Library Loans</b>	90%
<b>Inter Library Loans</b>	85%	<b>Courier</b>	95%	<b>Catalogue records</b>	86%
<b>Selection</b>	85%	<b>Internet</b>	95%		
<b>Grants</b>	85%				
<b>IT Projects</b>	83%				
<b>Suppliers</b>	82%	<b>Suppliers</b>	82%	<b>Internet</b>	83%

While there is some variation in precise ranking there is substantial consistency in perception of core service importance.

The lowest ranking services in terms of importance across all libraries appear below. The percentages indicate how many libraries scored these services as High in Importance ie 40% of libraries scored Publicity as 5 = High.

#### Importance ratings of lowest ranked services

- Publicity 40%
- Electronic resources 40%
- Special programs 35%
- SA Film & Video 33%
- LOTE 31%
- Statistics 26%

These services still attracted a High rating from between 26%-40% of all respondents. The relative importance varied according to library type and the community served. It is clear that what is vital for one group may not be given the same significance by another. The lowest ranked service, Statistics was still rated as High importance by 26% of respondents. There is little evidence to suggest that any of the currently provided services could be dispensed with without effecting a significant proportion of customer libraries.

### 3.2 Satisfaction ratings

The following Satisfaction percentages are derived from the number of libraries scoring Satisfaction of the service as 5=High.

No service scored 85% satisfaction or higher across **all** library types ie % of A, C and J libraries. However, IT Support Desk service scored above 90% for J and C libraries. Many services clustered around the 50% mark.

**Table 2 Top services ranked in Satisfaction A C and J libraries by percentage**

<b>A libraries</b>	<b>S</b>	<b>C libraries</b>	<b>S</b>	<b>J libraries</b>	<b>S</b>
Internet	92%	IT Support Desk	95%	IT Support Desk	93%
Electronic resources	70%	Courier	76%	ILL	84%
Courier	54%	SA Film & Video	75%	Cataloguing	72%
IT Support Desk	54%	Print Disability	70%	Websites	70%
		Internet	66%	Communication	67%
		Suppliers contracts	66%	Grants	67%
		Grant admin	65%	Selection	63%
		ILL	62%	Acquisitions	60%
		Websites	61%	SA Film & Video	60%

Services which scored 50% or lower are listed below ie where less than half of the libraries scored their Satisfaction as High.

Lowest ranked services for satisfaction for **A libraries** = LOTE (0%), Statistics (0%), Cataloguing (7%), Selection (8%), Websites (8%), Print Disability (8%), Suppliers (11%), SA Film & Video (15%), Training (15%), Acquisitions (15%), Publicity (17%), Library Support (18%), Program initiatives (20%), Strategic Planning (36%), IT Projects (36%), Communication (38%), ILL (38%), Special programs (46%), Grants (46%)

Lowest ranked services for satisfaction for **J libraries** = IT projects (27%), Statistics (27%), Electronic Resources (34%), Library Support (35%), Program initiatives (35%), Library support (39%), Publicity (40%), LOTE (42%), Strategic Planning (42%)

Lowest ranked services for satisfaction for **C libraries** = Program initiatives (35%), Special programs (37%) Selection (38%) IT Projects (40%), Statistics (42%), Acquisitions (43%), Cataloguing (47%), Training (47%) and Electronic Resources (47%).

In many if not most instances, Satisfaction was rated as Moderate if it did not score a High rating. For complete figures see APPENDIX C.

### 3.3 Importance/ Satisfaction and Gap scores for all libraries by service

For all libraries, the ranking of services in terms of Importance appears below. Next to each Importance rating is the Satisfaction score, followed by the 'gap' between Importance and Satisfaction ratings. The scale used is 3=Low, 4=Moderate and 5=High in both Importance and Satisfaction.

Services fell into one of three categories based on variance between Importance : Satisfaction ratios.

**Low** variance between I and S indicators with a gap of less than 0.1

**Moderate** variance between I and S indicators with a gap between 0.1 – 0.4

**High** variance between I and S indicators with a gap greater than 0.4

The highest variances are highlighted in the shaded areas.

#### Importance and Satisfaction with gap ratings

All libraries (average)

Services ranked in order of Importance

Service	Importance average	Satisfaction average	Gap
Courier	4.97	4.63	-0.34
Selection	4.92	4.39	-0.53
IT Support Desk	4.91	4.86	-0.05
Catalogue Records	4.90	4.44	-0.46
Inter Library Loans	4.89	4.65	-0.24
Internet – public access	4.89	4.46	-0.43
Grant administration	4.73	4.56	-0.17
Suppliers contract management	4.62	4.29	-0.33
Acquisitions	4.59	4.36	-0.23
Training/ workshops on P2	4.56	4.32	-0.24
Communication eg PCS newsletter, email	4.55	4.51	-0.04
Websites eg PLAIN Libraries SA	4.48	4.48	0.00
Strategic planning	4.48	4.36	-0.12
Print Disability	4.37	4.42	+0.05

<b>Program initiatives eg Books in the Sky IT traineeships</b>	4.35	4.18	-0.17
<b>IT Initiatives eg SMS wireless</b>	4.33	4.05	-0.28
<b>Statistic collection and publication</b>	4.33	3.94	-0.39
<b>Library support – mentoring issues resolution</b>	4.29	4.20	-0.09
<b>Electronic resources eg EBSCO Gale</b>	4.27	4.33	+0.06
<b>Publicity &amp; promotion eg @ Your Library, iPod competition</b>	4.27	4.26	-0.01
<b>Special programs eg The Big Book Club</b>	4.21	4.40	+0.19
<b>SA Film &amp; Video</b>	4.16	4.51	+0.35
<b>LOTE/ Community Languages</b>	3.89	4.07	+0.18

Three services scored **High** negative gap variances greater than 0.4 between **Importance/ Satisfaction**

- Selection (-0.53)
- Catalogue Records (-0.46)
- Internet access (-0.43)

### 3.4 Selection – Customer comments (full comments in Appendix B)

Issues with Selection include the quality of the selection records, the composition of the lists and a sense that the selection module has become clunky and could do with improvement from a technical perspective.

Some libraries find that particular lists eg DVDs do not have sufficient materials to match their collection development requirements and do not include some high profile titles. Others have concerns about how the lists are constructed eg have few adventurous titles. The quality of the selection records was flagged as presenting some problems in terms of typographic errors, incorrect titles and duplication. Some customers find the lists are too long and would like more effective filtering mechanisms.

Customer suggestions for improvement of the lists include a review of Australian content, updating of popular authors listing, review of titles for videos and DVDs and improved quality control of records. Technical improvements which would be useful are effective 'on order' flags, faster viewing of dust jackets and improved navigation around the Selection module.

Several libraries commented on the crucial nature of the Selection function and highlighted the positive impact of collective purchasing power to service their client needs and make best use of often limited resources.

### **PCS Response**

#### **Quality of selection records**

*There can be some variation in quality of records and if libraries notify Technical Services we can pursue the issue immediately. Record quality is a key concern that is raised at monthly supplier meetings and the more information that is received from customers the more meaningful these discussions become.*

#### **Composition of selection lists**

*Selection lists are compiled via a profile provided to suppliers and can be changed at any point. If libraries have particular needs then they can contact Technical Services to ensure that their particular requirements are taken into account. Feedback on any selection list is always welcome.*

*Most selection lists have approximately 6000 titles which have been reviewed by PCS selectors. Of the 6000, 3,500-4,000 are selected by libraries. There is a cost benefit implication that as the lists grow, labour may be expended on titles that are not chosen. With up to date information about customer needs we can ensure that the ratio of selected to non-selected titles remains manageable.*

*Future supplier contracts may need to consider a different mix of suppliers with strengths in a variety of media eg more commercial suppliers. The selection data is provided to us from suppliers who in turn, source their information from publishing houses. To access more adventurous titles, information as to what topics, authors and so on that would fill this need is very helpful. Independently, suppliers are making an effort to source data themselves via surveys eg Australian Bookseller and Publisher, September 2005 issue, pages 62-63, two SA librarians contributed.*

#### **Selection module**

*It is timely to review the 'look and feel' of selection module in line with current user needs and technical developments. This is being addressed via our P2 review and current workshops with Fujitsu and the PLSA executive.*

### **3.5 Catalogue records – Customer comments (full comments in Appendix B)**

Quality of catalogue records is a key issue with some libraries concerned about the amount of information that is not required being included, inconsistencies in Dewey numbers, double records, some spelling mistakes, series statements not added and odd subject headings showing up. Some concerns were expressed about catalogue quality of LOTE materials and additional information needing to be added to records eg reading age.

Turnaround times for non-urgent fiction was frustrating for one library and another expressed concern at how 'dirty' the union catalogue had become. There were also positive comments which covered the continuous improvement process and ease of downloading records.

#### **PCS Response**

##### **Quality of records**

*Suppliers' contracts require that catalogue records have no more than 2% error rate and this is tracked in a monthly report for regular review and discussion. Timeliness is also of critical importance so we have negotiated a small error rate to balance against quick turnaround and human error. We are investigating the option of granting system permissions to some key cataloguers from customer libraries to make relevant changes to records. These changes would be*

reported on and included in supplier discussions. This may not be a complete solution but we believe that more quality control around the records will prove beneficial. The system will track changes as they are made and we can focus on any patterns if they exist.

### **Other issues**

*In 2005 the rethinking Dewey process occurred and this has been something new for both suppliers and libraries. As the system becomes more familiar we anticipate fewer issues in this field.*

*Series statements are often not included by suppliers and have to be identified manually. Often this is achieved, sometimes it is not. Any suggestions to improve our hit rate would be welcomed.*

*Odd subject headings need to be notified to Technical Services for follow up.*

*Additional information to be added to records eg reading ages has been taken up by the Little Big Book Club and from the launch of this program reading ages will begin to appear on the records as suppliers update their procedures.*

*With the new contract for LOTE, record quality will be formally addressed and improvement should be seen as a follow on from this process.*

*The accuracy of the Union catalogue is the responsibility of customer libraries for debiting and rotating stock on the system. This may be an issue to be raised at the Collection Development group meetings.*

*Cataloguing of all non urgent items turnaround occurs within 7 days and this is within our Key Performance Indicators.*

### **3.6 Internet access – Customer comments (full comments in Appendix B)**

The majority of concern focused on speed and lack of access to ADSL by some libraries. Libraries that had access to a high speed connection expressed considerable satisfaction.

#### **PCS Response**

*An IT strategy is in place to connect all public libraries in SA to ADSL or an equivalent service. In January 2005, there were 35 Broadband connected library sites in SA. By December 2005 the number will increase to 69 library sites with a proposed lobbying strategy to be rolled out to remaining sites in the first quarter of 2006. Libraries and their communities will be heavily involved in promoting the importance of this service to providers. PLAIN has been proactive in developing a strong business relationship with Telstra Country-Wide to raise our concerns for Broadband library access in remote and regional areas.*

*With ISP contract due for renewal in July 2006 the issue of speed for all connections will be a key negotiating point.*

Ten services scored **Moderate** negative gap variances between 0.1 – 0.4 between **Importance/ Satisfaction**

- Statistics (-0.39)
- Courier (-0.34)
- Suppliers contract (-0.33)
- IT initiatives (-0.28)
- Training (-0.24)

- ILL (-0.24)
- Acquisitions (-0.23)
- Grant administration (-0.17)
- Program initiatives (-0.17)
- Strategic planning (-0.12)

### **3.7 Statistic collection and publication – Customer comments**

Timeliness of statistics publication and what is measured are key concerns. There is a strong sense that it is time to review and update the statistical information gathered by public libraries.

#### ***PCS Response***

*Publication of statistics for 2001-2002, 2002-03, 2003-04 are being collated and will be made available to libraries by December 2005.*

*A review of statistical information is currently being undertaken to effectively capture data which reflects libraries key business. This information will be available when completed for discussion and consultation. PCS is investigating the purchase of online statistical packages to address the key issues.*

*Bibliostat*

### **3.8 Courier – Customer comments**

Most libraries were pleased with the courier service though there are some local issues that are proving difficult to resolve. Specific concerns about dirty boxes and a lack of ties will be addressed with individual libraries.

#### ***PCS Response***

*PCS holds regular monthly meeting with TOLL delivery contractors and issues are raised. The matters mentioned in the Customer Survey have been addressed and Peter welcomes ongoing feedback from customers.*

*Interesting aside. Some of our customers were experiencing very dusty boxes. Neither PCS nor TOLL could account for it until TOLL identified that a warehouse sweeper doing the rounds in the small hours was depositing large volumes of dust on everything, including PLAIN. This has been rectified.*

### **3.9 Suppliers contract management – Customer comments**

Timeliness of receipt of materials via PCS and arrival of materials in bookshops is an issue for some titles. Libraries were clear that they see negotiating with suppliers and monitoring contracts is ongoing role for PCS to derive the best value for the library materials dollar.

#### ***PCS Response***

*Overseas suppliers are now flying their titles to Australia via air cargo and this has reduced delivery turnarounds significantly. We accept that some titles do not arrive at libraries before bookshops but we have an ongoing commitment to aim for this and to ensure that our suppliers are aware of our customer expectations. With supplier contract negotiations we emphasise timeliness as an essential criterion. If libraries do experience delays, please let us know and we will investigate.*

### **3.10 IT initiatives eg SMS, wireless – Customer comments**

One library expressed concern at the selection process of pilot sites for IT initiatives. Several comments commended leadership of PCS in this area and the flow on benefits for other library sites after trial libraries have implemented the initiatives.

#### **PCS Response**

*PLAIN endeavours to get the best match but we are conscious that some customers would wish to be more involved in the preliminary stages. Pilot projects are usually quite small and we try to get the best mix between type of service, size of service and financial capacity. The variations in services across the network can make decision making for the pilot sites challenging.*

### **3.11 Inter Library Loans – Customer comments**

Refinements to the P2 ILL module and updating of availability status are key issues for ILL. Several suggestions about future directions for ILL were flagged with many libraries indicating that access to ILL is essential for client satisfaction.

#### **PCS Response**

*PCS has been meeting with PLSA Executive and service providers over the past month to develop a position paper for future direction of interlibrary loan. PLAIN is also developing a standards document for library management systems which has a direct bearing on regionalised sharing of resources including interlibrary loans and with the capacity to link with national databases. Refinements to P2 depend on the outcomes of this consultation process.*

### **3.12 Training / Workshops on P2 – Customer comments**

Issues centred on training more specifically for each individual group's needs, regional opportunities and a broader range of training options.

#### **PCS Response**

*Employment of a Program Co-ordinator (Belinda Spry) in September 05 is designed to forward the training agenda for SA public libraries. As part of her role, Belinda will work on establishing customer training needs/ priorities and customising training programs to ensure a greater match between user expectation and the material delivered. Regional training is also a strong feature of the new position. In metropolitan libraries, PCS will be working with interested libraries to consider best practice training modules in IT delivered to the community. Training is clearly a longer term initiative that will develop with customer needs.*

### **3.13 Acquisitions eg book replacement, cancellations, and delivery problems – Customer comments**

Cancellations, timeliness were key concerns. Additionally, libraries commented that they received good responses when they raised particular issues.

#### **PCS Response**

##### **Cancellations**

*PCS has reviewed the cancellation process and workflows have been adjusted and cancelled orders will be processed rapidly. If libraries have any issues please contact PCS so we are aware of your immediate concerns.*

### **3.14 Grant administration – operational, materials and community information – Customer comments**

Appears to be working well though some customers have issues with the complexity of the process and the timing of the grants does not mesh well with school budget cycles. Positive comments about how PCS staff manages the process.

**PCS Response**

*The timing of budget cycles is not under PCS control though we do try to assist our customers to minimise the inconvenience. If library managers require any help or advice please contact the Subsidy Officer who is very willing to work through any concerns.*

**3.15 Program initiatives eg Books in the Sky, IT Traineeships – Customer comments**

A range of views – can't really see a trend. Some libraries want to pursue their own projects, some are pursuing their own projects, and others do not see it as core business due to resource / technology constraints while still others are involved and producing tangible outcomes.

**PCS Response**

*New initiatives must be cost effective and inclusive to ensure the buy in of the network. With limited funding available this is often difficult as trials are small and are limited to a small number of libraries. Communication with the network and updating the network is essential. Although many libraries did not rate this area as important as others it is critical work to ensure the network remains progressive.*

**3.16 Strategic planning eg towards 2010, MOA – Customer comments**

Some libraries felt they would like to be involved in the strategic planning process but most indicated that they were satisfied and saw this process as essential to the ongoing viability of their services.

**PCS Response.**

*Greater involvement of the network is important. Focus groups at regional levels are a priority. Strengthening regional groups is a priority for PLAIN to assist with information exchange across the state. Although email is useful a poor response rate is often the result when papers are sent out for consultation. Adding a PCS News tag to the subject of askplasa emails has been introduced to highlight important messages.*

**3.17 Websites – Customer comments**

Websites scored equally on both Importance and Satisfaction.

**PCS Response**

*The new websites were implemented on 8<sup>th</sup> September 2005 and will continue to be updated to reflect library needs and requirements.*

Four services scored **Low** negative gap variances of less than 0.1 between **Importance/ Satisfaction**.

- Library support (-0.09),
- IT Support Desk (-0.05)
- Communications (-0.04)
- Publicity & promotion (-0.01)

### **3.18 Library Support eg mentoring, issues resolution – Customer comments**

The mentoring program received a number of positive comments with acknowledgement of the access to support from Tania and Teresa.

#### **PCS Response**

*The mentoring program has generated a strong response and we intend to continue and develop it to respond to customer needs.*

### **3.19 IT Support Desk – Customer comments**

Comments on this service were consistently positive with several PCS staff receiving specific commendations.

#### **PCS Response**

*The IT support team are committed to continuing outstanding service to all client libraries. In 2005 the IT team have continued to undertake regional library visits to better understand their client's needs. Feedback has been very positive and these visits will continue in 2006.*

### **3.20 Communications eg PCS newsletter, email – Customer comments**

Some issues flagged with the use of two email contact lists and positive feedback for the monthly newsletter. Some libraries having problems downloading the newsletter which is seen as an important communication medium.

#### **PCS Response**

*PLAIN is working on a strategy to streamline the various communications that are needed by our clients. We expect to consult with our clients early next year as to which options they would like implemented.*

*The newsletter is a rapidly growing means of sharing information and we may need to consider how to tailor the information to suit various needs. Once again, consultation will be the key. For libraries experiencing technical difficulties, we have been providing the newsletter in hardcopy.*

### **3.21 Publicity and promotion eg @ Your Library materials, iPod competition – Customer comments**

Consultation & communication with libraries prior to significant promotions was an issue with libraries reporting a range of responses from their customers depending on community needs.

#### **PCS Response**

*Recruitment of a Marketing Co-ordinator gives PCS more capacity to fine tune marketing opportunities and to provide a more timely service. There will also be an option for this role to work with libraries in developing their marketing strategies and programs.*

Five services recorded positive variance between **Importance/ Satisfaction** scores:

- SA Film & Video (+0.35)
- Special programs (+0.19)
- LOTE/ Community Languages (+0.18)
- Electronic Resources (+0.06)
- Print Disability (+0.05)

The above services are 'over performing' in terms of the customer survey response but not to such a significant degree that intervention is required.

**PCS Response**

*Recommendations from the LOTE review will be carried out as per the discussion paper and the SA Film & Video review is currently underway with a report to be published in due course. Print Disability will continue with services as usual with the BITS project informing us as to future directions of this collection.*

## Importance and Satisfaction with gap ratings

### A libraries

Service	Importance average	Satisfaction average	Gap
Internet	5.00	4.92	-0.08
Courier	5.00	4.54	-0.46
Catalogue records	4.92	4.00	-0.92
Inter Library Loans	4.85	4.31	-0.54
Selection	4.77	4.08	-0.69
Acquisitions	4.77	3.92	-0.85
Electronic Resources	4.77	4.62	-0.15
Grants	4.77	4.31	-0.46
Strategic Planning	4.69	4.00	-0.69
Statistics	4.62	3.31	-1.31
IT support	4.62	4.54	-0.08
IT projects	4.62	3.92	-0.07
Suppliers contract management	4.58	3.45	-1.13
Print Disability	4.54	3.75	-0.79
Training	4.46	3.92	-0.54
Project initiatives	4.45	3.92	-0.53
Special Programs	4.31	4.38	+0.07
Communication	4.31	4.31	0.00
LOTE/ Community Languages	4.27	3.25	-1.02
Websites	4.23	3.85	-0.38
Publicity	4.17	3.92	-0.25
Library Support	4.00	4.00	0.00
SA Film & Video	3.92	4.08	+0.16

**Low** negative variance between I and S indicators ie less than 0.1 **Moderate** negative variance between I and S indicators ie between 0.1 – 0.4 **High** negative variance between I and S indicators ie greater than 0.4

**Importance and Satisfaction with gap ratings**  
C libraries

Service	Importance average	Satisfaction average	Gap
Selection	5.00	4.38	-0.62
Catalogue records	5.00	4.38	-0.62
IT Support	5.00	4.95	-0.05
Inter Library Loans	4.95	4.62	-0.33
Courier	4.95	4.76	-0.19
Internet	4.95	4.48	-0.47
Suppliers	4.71	4.60	-0.11
Print Disability	4.70	4.70	0.00
Grants	4.70	4.60	-0.10
Communication	4.57	4.43	-0.14
Acquisitions	4.52	4.33	-0.19
Websites	4.52	4.57	+0.05
Statistics	4.50	4.26	-0.24
Library Support	4.47	4.41	-0.06
Training	4.45	4.37	-0.08
Strategic planning	4.40	4.50	+0.10
Program initiatives	4.37	4.24	-0.13
IT projects	4.31	4.13	-0.18
SA Film & Video	4.30	4.75	+0.45
Publicity	4.30	4.40	+0.10
Special Programs	4.25	4.32	+0.07
Electronic Resources	4.24	4.43	+0.19
LOTE/ Community Languages	3.90	4.45	+0.55

**Low** negative variance between I and S indicators ie less than 0.1 **Moderate** negative variance between I and S indicators ie between 0.1 – 4.0 **High** negative variance between I and S indicators ie greater than 4.0

**Importance and Satisfaction with gap ratings**  
J libraries

Service	Importance average	Satisfaction average	Gap
Courier	4.97	4.58	-0.39
IT support	4.97	4.94	-0.03
Selection	4.94	4.60	-0.34
Inter Library Loans	4.87	4.81	-0.06
Catalogue records	4.83	4.69	-0.14
Internet	4.81	4.26	-0.55
Grants	4.70	4.61	-0.09
Training	4.68	4.46	-0.22
Communication	4.65	4.65	0.00
Suppliers	4.51	4.50	-0.01
Acquisitions	4.57	4.50	-0.07
Websites	4.55	4.70	+0.15
Strategic planning	4.45	4.42	-0.03
Library Support	4.33	4.30	-0.03
Publicity	4.30	4.30	0.00
Program initiatives	4.27	4.18	-0.09
SA Film & Video	4.17	4.53	+0.36
Special programs	4.13	4.47	+0.34
IT projects	4.13	4.09	-0.04
Statistics	4.10	4.00	-0.01
Electronic Resources	4.07	4.14	+0.07
Print disability	4.04	4.52	+0.48
LOTE/ Community Languages	3.60	4.25	+0.65

**Low** negative variance between I and S indicators ie less than 0.1 **Moderate** negative variance between I and S indicators ie between 0.1 – 4.0 **High** negative variance between I and S indicators ie greater than 4.0

# Action Plan

<b>Service</b>	<b>Proposed actions</b>	<b>Responsible Officer</b>
<b>Courier</b>	Service is working well. Continue to monitor against contract and liaise with libraries as issues arise.	Manager, Business Operations Manager, Technical Services
<b>Selection</b>	<ul style="list-style-type: none"> <li>• Review use of profiles within selection lists</li> <li>• Feedback to suppliers via monthly meetings of customer requests for a wider range of titles including Australian content.</li> <li>• Future supplier contract negotiations to include different media</li> <li>• Consider 'look and feel' of selection module as part of P2 review with Fujitsu and PLSA executive.</li> </ul>	
<b>IT Support Desk Catalogue records</b>	<p>Maintain customer satisfaction and response times.</p> <ul style="list-style-type: none"> <li>• Review 2% error rate against turnaround times as part of monthly supplier discussions.</li> <li>• Investigate option of giving system permissions to some librarians to change records.</li> <li>• Rethinking Dewey workshop to address subject headings on records.</li> <li>• Additional information on records such as reading ages via TLBBC project</li> <li>• LOTE record quality to be formally addressed in suppliers contract for LOTE materials</li> </ul>	Manager, Computer Services Manager, Technical Services
<b>Inter Library Loans</b>	<ul style="list-style-type: none"> <li>• Union catalogue issues to be raised at Collection Development group meetings.</li> <li>• Options for delivery of ILLs to be investigated as part of P2 review with PLSA executive.</li> <li>• Develop standards for Library Management systems to support a range of ILL delivery models and to access national databases if required.</li> </ul>	Executive
<b>Internet</b>	<ul style="list-style-type: none"> <li>• IT strategy in place to connect all libraries to ADSL or equivalent services.</li> <li>• ISP contract to be negotiated in July 2006 – speed for all connections a key issue.</li> </ul>	Manager, Computer Services
<b>Grant administration</b>	Continue to assist clients with issues under PCS control. Subsidy Officer main point of contact.	Manager, Business Operations
<b>Suppliers contract management</b>	Continue to raise client issues in monthly suppliers meetings particularly timeliness.	Manager, Business Operations
<b>Acquisitions</b>	Timeliness has been addressed within the Acquisitions team particularly in relation to cancellations.	Manager, Business Operations

<b>Training/ workshops on P2</b>	<ul style="list-style-type: none"> <li>• Employ a trainer to design and deliver training targeted at specific customer needs and skill levels</li> <li>• Work with metro libraries to share training materials and develop new training modules</li> <li>• Design and deliver key training regionally eg TLLBC, School Community Libraries Handbook</li> </ul>	Manager, Library Support
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Review newsletter and provide PCS newsletter in hard copy as requested</li> <li>• Review use of email lists and issue of duplication</li> </ul>	Manager, Library Support
<b>Websites</b>	<ul style="list-style-type: none"> <li>• New websites launched September 8 2005. Updated to meet library requirements</li> </ul>	Manager, Computer Services
<b>Strategic planning</b>	<ul style="list-style-type: none"> <li>• Explore option of focus groups in regional areas to complement metro meetings</li> <li>• Add PCS News tag to AskPLSA emails to highlight important issues</li> </ul>	Executive
<b>Print Disability Program initiatives eg IT traineeships</b>	Continue with BITS project to inform future decision making for this collection Innovation component for the library sector. Continue offering opportunities as funding permits.	Manager, Technical Services Manager, Library Support
<b>IT initiatives eg SMS, wireless</b>	Continue with initiatives taking into account those who wish to participate and getting the fairest mix.	Manager, Computer Services
<b>Statistic collection and publication</b>	<ul style="list-style-type: none"> <li>• Statistics for 2001/02, 2002/03 and 2003/04 are being collated and will be available to libraries by Dec 05.</li> <li>• Review what is currently collected and develop more meaningful statistics</li> <li>• Investigate functionality and costing for online statistical packages.</li> </ul>	Executive / Manager, Business Operations
<b>Library support</b>	Continue with mentoring program and providing information/ support as needed.	Executive / Management team
<b>Electronic resources eg EBSCO, Gale</b>	<ul style="list-style-type: none"> <li>• Electronic resource training sessions will continue to be offered both in metro and regional areas</li> <li>• Selection of a range of databases offered regularly via selection list</li> </ul>	Manager, Public Library Liaison
<b>Publicity and promotion</b>	<ul style="list-style-type: none"> <li>• Recruit Marketing Co-ordinator to ensure consistent and focused marketing program</li> <li>• Articulate proposed marketing program at beginning of each year</li> </ul>	Manager, Public Library Liaison
<b>Special programs eg TBBC</b>	Continue to pursue relevant special programs that highlight partnerships and library capacity	Manager, Public Libraries Liaison
<b>SA Film &amp; Video</b>	Review of service currently underway	Manager, Technical Services
<b>LOTE/ Community Languages</b>	Review completed. Recommendations published for comment and endorsement.	Manager, Technical Services

## APPENDIX A List of libraries that responded to August 2005 PCS Customer Survey

Port Adelaide Enfield Library Service  
Unley Library Service  
City of Charles Sturt Library Service  
Marion Library Service  
Adelaide Hills Council Library Service  
Mount Barker Community Library  
Adelaide City Council Library & Community Centres  
Gawler Public Library  
Norwood, Payneham & St Peters Walkerville  
City of Burnside Library  
Kangaroo Island Library  
Clare and Gilbert Valleys Library Service  
Light Regional Public Library Service  
Renmark Paringa Public Library  
Alexandrina Library Service  
Roxby Downs Community Library  
Barmera Public Library  
Loxton Public Library  
Meningie Community Library  
Tailem Bend School Community Library  
Kimba School Community

Tumby Bay School Community Library  
Brown's Well School Community Library  
Andamooka School Community Library  
Mitcham Library Service  
Tintinara Coonalpyn Community Library  
Tea Tree Gully Library  
Barossa Public Library  
Berri Library & Information Centre  
Kadina Community Library  
Mt Gambier Public Library  
Murray Bridge Public Library  
Naracoorte Public Library  
Peterborough Library  
Port Lincoln Library  
Port Pirie Regional Library Service  
Victor Harbour Library  
Rex Coats Memorial Library  
Whyalla Public Library  
Balaklava Community Library  
Cambrai School Community Library  
Cleve School Community Library  
Coomandook Community Library  
Cowell School & Community Library

Cummins School Community Library  
Central Yorke Peninsula Library Service  
Karcultaby School Community Library  
Keith Community Library  
Kingston Community School Library  
Lameroo School Community Library  
Lock School Community Library  
Lucindale Community Library  
Minlaton Library  
Moonta School Community Library  
Orroroo Library  
Pinnaroo Community Library  
Port Augusta Public Library  
Port Broughton Area School Community Library  
Quorn School Community Library  
Snowtown School Community Library  
Strathalbyn Community Library  
Streaky Bay Community School Library  
Yankalilla School Community Library  
Yorke town Community Library

**APPENDIX B Comments on individual services**  
**Acquisitions**

**Responses A=7, C=8, J=8**

<p><b>Cancellations</b></p>	<ul style="list-style-type: none"> <li>• Quite a few cancellations and I feel books often take quite a long time to come once ordered. I'm aware some books are not published when ordered</li> <li>• Fine when things are OK - delays when items need replacing &amp; seem to be a lot of cancellations in AG NF lately?</li> </ul>
<p><b>Timeliness</b></p>	<ul style="list-style-type: none"> <li>• Occasional delivery problems eg books sent to wrong library</li> <li>• High quality service provided but timeliness is critical and there have been some unexplained delays.</li> <li>• Still too many hiccups for an excellent rating but problems are generally dealt with efficiently and effectively. Have made two claims recently - haven't yet had results either way</li> <li>• Delivery delays eg "CSIRO total wellbeing diet" was ordered in April, received in August but been available in shops for long time. Some old orders still open - have these titles been missed?</li> <li>• Problem books seem to take a long time to replace or for anything to be done about these</li> <li>• Slow</li> </ul>
<p><b>Suggested improvements</b></p>	<ul style="list-style-type: none"> <li>• Improvement could be made by direct delivery to the library site</li> <li>• Require greater detail about cancelled orders esp the category eg ANF 900s</li> <li>• Sometimes find popular titles have been cancelled, then have to reorder, would hope this can eventually be automatic so that it doesn't get missed</li> </ul>
<p><b>Comments</b></p>	<ul style="list-style-type: none"> <li>• Generally good.</li> <li>• Essential to our service that this centralised service continue to operate at the high and efficient standard it currently does</li> <li>• If we report a problem it is always efficiently dealt with</li> <li>• Any difficulties usually handled promptly and efficiently</li> <li>• Rarely use this service but just use the phone to sort out any problems - always courteous, helpful staff</li> <li>• No problems yet</li> <li>• Rarely use this service if ever.</li> <li>• Problems always attended to promptly</li> <li>• Always gets lots of help and prompt replacement of damaged copies</li> <li>• Have not had cause to use this very often</li> <li>• Staff communicate well re problems and get back quickly when we raise issues. It does seem to matter who is dealing with the issue. Some team members are excellent and some so so</li> </ul>

## Cataloguing

Responses A=8, C=6, J=5

<p><b>Record quality</b></p>	<ul style="list-style-type: none"> <li>• Some concern about the quality of bibliographic records, eg tags we do not require, multiple ISBN's that apply to other editions of the title etc</li> <li>• Inconsistencies in Marc records and cataloguing e.g assigned Dewey numbers - though this has improved since simplifying Dewey and new approach to NF classification</li> <li>• Quality is less</li> <li>• Consistency of quality is very variable. Many double records appearing in P2 which is impacting ILL system</li> <li>• In general we are very happy with the service although some records are very ordinary and need extensive editing. We are grateful that we don't have to do it ourselves though.</li> <li>• There are still quite a few mistakes detected in bib records eg spelling errors or wrong titles attached to items etc</li> <li>• Often series statement not added. Have to check physical details as sometimes these are incorrect</li> <li>• Still gets lots of unnecessary &amp; sometimes bizarre subject headings esp on AF and AG</li> </ul>
<p><b>Timeliness</b></p>	<ul style="list-style-type: none"> <li>• As high non-fiction users, find cataloguing time frame for items designated non-urgent too long</li> </ul>
<p><b>Suggested improvements</b></p>	<ul style="list-style-type: none"> <li>• Satisfactory but lots of opportunities to develop this and other aspects of making the item "shelf ready"</li> <li>• Disappointed with the union catalogue rather than the level of cataloguing - the union catalogue is becoming very 'dirty' with too many duplicate entries.</li> <li>• Generally OK - but NF &amp; reading age often require extra work</li> <li>• Great time saver. Wish call 082 tag was always filled</li> <li>• Some LOTE and newer collection Manga are not correctly catalogued - level of cat record could be reviewed, and cat by the library on return of item could provide benefits - shared catalogues would improve accessibility to existing cat records</li> </ul>
<p><b>Comments</b></p>	<ul style="list-style-type: none"> <li>• Improving all the time</li> <li>• Can rely upon catalogue records being to high standard and easily downloaded to our own in house system</li> <li>• Rely totally on this service to ensure correct cataloguing by staff not experienced in this area</li> <li>• We use SCIS as well and put things where we want them</li> <li>• Finding we have to change quite a bit, it may be a problem with our system also, we are upgrading shortly so will reassess then</li> </ul>

## Communications eg PCS newsletter, email

Responses A=5, C=3, J=10

<b>IT issues</b>	<ul style="list-style-type: none"> <li>• Compatibility issues with document formats.</li> </ul>
<b>Timeliness</b>	<ul style="list-style-type: none"> <li>• Often we are not receiving notice about things going on soon enough</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Improve "AskCLASA" - previous effort to reduce "nuisance" messages seems to have knocked out the broadcast of useful info: people tend to respond to individuals only. Perhaps separate list for book swaps type info which Collections people monitor locally</li> <li>• Emails - multiple emails are an issue.</li> <li>• Double listings for AskClasa and AskJula are a pain for email</li> <li>• Newsletter - needs editing. Too wordy - short sharp and shiny with links to further information/pictures if want more information</li> <li>• Would still prefer hard copy of newsletter, then it can be read over lunch or taken home. Not enough hours in the day to sit reading everything that comes down in email, so often miss info because have not had time to sit at my desk and scroll through them all</li> <li>• Would prefer hard copy newsletter Useful for finding out information re: conferences etc. Well informed ie IT traineeships</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Kept well informed about new processes, problems etc</li> <li>• New format very good</li> <li>• PCS newsletter great!</li> <li>• An excellent means of seeing what ( and how) other libraries are programming and operating</li> <li>• Like newsletter. Email communication good</li> <li>• Printing newsletter problems seem to be resolved.</li> <li>• Easy to read and understand</li> <li>• Great way of keeping in touch with what is happening in the field</li> <li>• Communication good. Need to upgrade computer for recent newsletters</li> <li>• Valuable resource for library promotion ideas training development opportunities Again - feel very much part of the system despite geographical isolation, small staff numbers etc. Much sharing of ideas and solving of problems.</li> <li>• Communication tends to only occur through quarterly meetings but little else unless you know someone!</li> </ul>

## Courier

Responses A=4, C=7, J=9

<p><b>Delivery issues</b></p>	<ul style="list-style-type: none"> <li>• From time to time we have received deliveries intended for other library services</li> <li>• Have had ongoing issue in relation to branches. Peter White has been excellent but problems persist with the couriers</li> <li>• Replacement courier staff have created problems due to lack of knowledge, attitude and customer service. There seems to be localized problems.</li> <li>• At one of our sites we have a good relationship with local courier and any problems are swiftly dealt with. At another site, we have a different situation with problems occurring all the time, never being satisfactorily resolved</li> <li>• We have a lot of inconsistencies with our deliveries and pick ups. They don't always come when they are supposed to and then I make a series of phone calls and they get back on track again</li> <li>• Occasional delays because black box in short supply</li> <li>• Some later deliveries lately because the local Toyota dealer has precedence as courier waiting for parts delivery before leaving Adelaide Some of the packing is a little suspect. Terrific service at the local end.</li> <li>• We have the occasional 'glitch' with couriers delivering at inappropriate times</li> <li>• When contractor changes communication mishaps sometimes occur and correct info doesn't always reach the correct people (in country)</li> </ul>
<p><b>Suggested improvements</b></p>	<ul style="list-style-type: none"> <li>• Service is fantastic-very reliable. Would be good if we could include schools</li> <li>• Seldom receive a tie in the box. Have been supplying own</li> <li>• Delivery direct from suppliers would reduce time spend where books are not accessible to the public.</li> <li>• We still experience issues with the black boxes being very dirty - our brand new books on ILL can come home looking very sad indeed! Some damage to books and not always clean bins</li> </ul>
<p><b>Comments</b></p>	<ul style="list-style-type: none"> <li>• Our deliveries are consistently on time</li> <li>• Haven't had any problems this year</li> <li>• Very reliable</li> <li>• Excellent service from local courier</li> <li>• A few hiccups but overall very efficient</li> <li>• Have had a few problems in the past but all seems to be OK now</li> <li>• Excellent service. Friendly, approachable, reliable</li> <li>• Good relationship with local courier</li> <li>• Friendly, efficient and reliable</li> </ul>

## Electronic Resources eg Ebsco, Gale

Responses A=5 C=4 J=12

<b>Access issues</b>	<ul style="list-style-type: none"> <li>• Problems experienced with accessing trial databases made consideration/assessment more difficult.</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Underutilised due to lack of staff awareness. Onsite/regional training needed</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Consortia purchase of core resources useful Accessible they are operational - stats reports ok - we could expand this area by 100% and still find more to purchase I am sure!</li> <li>• Both Gale and EBSCO are excellent databases but have taken the staff a while to use efficiently. Still need to promote locally. This service is really under utilized at our libraries. Customers are really still very book focused and that's OK</li> <li>• Not used by our borrowers, must promote the resources more as they are great one</li> <li>• Access to documents and newspapers has been well used and promoted - use by staff and patrons is high</li> <li>• Usage not high here</li> <li>• Great to have access to these databases</li> <li>• We love these here at ____!! Give us more!</li> <li>• I don't use or promote this enough.</li> <li>• Not used often</li> <li>• Excellent resources. We don't use them enough!</li> <li>• Limited use in our library. Staff use it to supply information for students (school and tertiary)</li> <li>• Despite promotion these resources are not often utilised in our library - we are glad to have these resources available and are generally satisfied with them</li> <li>• Often easier to just go to Google</li> <li>• Usage isn't high because we are a primary school. If we had a high school there would be greater need</li> <li>• This is an excellent resource and is being used by our clients</li> <li>• Our public hasn't taken off using databases to any great degree but again great to have access. I keep promoting. Thanks for making them available</li> <li>• Consortium purchasing makes these resources attainable.</li> </ul>

## Grant Administration

Responses A=5 C=3 J=2

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Hard to understand information provided and understand how monies are attributed, distributed and paid. Appears to more complicated than necessary creating a feel of 'smoking mirrors'</li> <li>• One or two hiccups in the last 12 months, like forgetting to add \$2000 donation cheque from FOL to the grid</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Grant information earlier for new budget cycles would be good</li> <li>• Would be appreciated if advice could be received in time for budget preparation</li> <li>• Forms a bit confusing when our school/bursar/statement for the financial year from Jan-Dec and PLAIN runs July-June. Same for most school community libraries I think. David needs a pat on the back for his patience but perhaps needs looking into so we can give accurate stats easily</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Would like the grants to be a closer reflection of the costs of operating a public library service!!</li> <li>• Excellent</li> <li>• The changing of Comm Info grant \$\$ has been fantastic for country libraries - allowing them to enhance their comm info areas and collections for customers</li> <li>• Occurred in timely manner</li> <li>• Staff always helpful</li> </ul>

## Inter Library Loans

Responses A=7 C=15 J=11

<b>Issues</b>	<ul style="list-style-type: none"> <li>• P2 is cumbersome. Refinements to this process would reduce workload significantly</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Would be useful is we only received requests for items that are actually available Could be done differently eg via regional consortia or Libraries Australia</li> <li>• Customers to order on line</li> <li>• Need to have up to date holdings list as it is frustrating to send and receive requests for items we don't have but indicate that we do</li> <li>• Union catalogue needs upgrading - libraries not debiting, not adding local purchase.</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Pat on the back to country libraries which are the backbone of the system</li> <li>• Many double records appearing in P2 which is impacting ILL system</li> <li>• Very efficient with items being received within 3-5 days of request.</li> <li>• In general we are happy but not all libraries are good at the housekeeping tasks that are required with the system and require lots o f chasing up</li> </ul>

	<ul style="list-style-type: none"> <li>• We sometimes find that other libraries do not rate replying/sending out quite as high as others</li> <li>• The life blood of small rural services</li> <li>• Excellent service available.</li> <li>• This system works well</li> <li>• Like notification ILL request</li> <li>• Excellent service indeed</li> <li>• It can take a long time for the issue of an ILL to be resolved ie available, not available</li> <li>• Some issues but they are well dealt with</li> <li>• Invaluable for small libraries</li> <li>• Quite efficient service</li> <li>• Important to us as we are very isolated</li> <li>• Excellent service; quick response times. Customer satisfaction very high</li> <li>• Generally this service is well used and appreciated</li> <li>• Very valuable service - especially for community / school libraries.</li> <li>• This is high on our priorities as ILLs enable us to access so many books we are unable to purchase.</li> <li>• Very much appreciated by patrons of all ages. Heavily used and expected by many now</li> </ul>
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## Internet

Responses A=3 C=11 J= 12

<p><b>Issues</b></p>	<ul style="list-style-type: none"> <li>• Although our service (not broadband) is very slow and frustrating - especially during selection times</li> <li>• Slow connection speed</li> <li>• Connection is slow - but we are on the list to be connected to ADSL</li> <li>• Clients complain about slowness</li> <li>• Not connected at present (Andamooka)</li> <li>• Slow access</li> <li>• Our machines are still too slow at times despite our upgrades</li> <li>• Still on dial up connection - download speed approx 2Kb/sec. Waiting to hear about broadband.</li> <li>• Waiting to upgrade to broadband - often very slow. PLAIN have been notified several times that Kingston has broadband available but nothing has happened</li> <li>• We keep dropping out several times daily. No access to broadband</li> <li>• Very poor response time</li> <li>• Need to increase speed</li> </ul>
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	<ul style="list-style-type: none"> <li>• Speed of our connection is a real issue. 64K ISDN is just not sufficient anymore when a Berri has had ADSL for 3 years. Apparently, Loxton has been upgraded to ADSL and I think we need to be as well.</li> <li>• Some firewall issues that restrict access to sites need to be resolved.</li> <li>• Some customers experience problems when trying to access Yahoo and at times some Bank sites</li> <li>• Sometimes we have problems with computers and the Council is slow to respond to requests to look at them.</li> <li>• Very difficult to access Yahoo and Hotmail at times.</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Policy re transient borrowers is vague.</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Since upgrade speed is great - few problems</li> <li>• Well utilised &amp; supported locally. Our upgrade to new Windows XP PCs has improved our speed as well</li> <li>• Good service and rarely out of action</li> <li>• Reliable; improved</li> <li>• Love the high speed broadband!!! It has made such a huge difference in our efficiency and customer service</li> <li>• No problems, very rarely down</li> <li>• Our public access computers are a must in our library. We have so many overseas and interstate travellers that come in off the freeway all the time More popular with travellers/tourists. Most locals who use Internet have their own connections at home</li> <li>• Fantastic. Please don't stop free access. We hope that importance of free access is strengthened in new memorandum.</li> <li>• Taken for granted a bit more now but very highly valued by locals and tourists. Much praised at local level.</li> <li>• Fantastic service for small libraries. Clients are usually really impressed</li> <li>• Essential service. Only public access in town</li> <li>• Use has dropped. Most locals have own access now. Many tourists use Info Centre in main street.</li> <li>• Public internet access has been a bonus for our library and is bringing in more clients and overseas and interstate clients.</li> <li>• Satisfaction high - based on receiving broadband very shortly</li> <li>• If there ever is a problem, which their rarely is, thank goodness, Telstra is particularly tardy at fixing things.Great product, shocking support</li> <li>• Since upgrade speed is great - few problems</li> <li>• Fantastic. Please don't stop free access. We hope that importance of free access is strengthened in new memorandum</li> <li>• Use of the public internet is waning as home internet becomes affordable and reliable</li> </ul>

## IT Initiatives eg SMS, wireless

Responses A=10 C=4 J=4

<b>Issues</b>	<ul style="list-style-type: none"> <li>Lack of transparency in selection of participants. Re wireless, talked Council IT into supporting a bid, but advised by PCS - prior to closing date for applying - decision already been made.</li> </ul>
<b>Suggested improvements</b>	<p>Nil</p>
<b>Comments</b>	<ul style="list-style-type: none"> <li>Can be driven locally or regionally if not by PLAIN</li> <li>Good initiatives. We don't always fit the mould so it's difficult sometimes for us to get the maximum direct benefits</li> <li>Happy that PCS is taking the lead on these types of projects, but not happy that we didn't get to be a trial library for wireless!!</li> <li>Our involvement in trials has largely depended on us pro-actively seeking out these opportunities rather than being approached.</li> <li>Keen to be kept informed of these initiatives. Again important PCS provides leadership in this area.</li> <li>Great but only if the majority can use the technology. Against projects that only benefit the few. eg Dynix users</li> <li>Not sure this is totally PLAIN's role but it is not a high priority for us as we are still focussing on the basics of service and our users are not pushing for a lot of the technology changes being implemented.</li> <li>Sometimes seems a long time coming to country areas</li> <li>SMS work was well done</li> <li>Would like opportunity to trial new initiatives. But good. We will take advantage of SMS this financial year</li> <li>Will be more valuable to us in the future - currently in development phase (or thinking about it anyway!)</li> <li>Again delivery to country areas &amp; use by clients is low and slow</li> <li>We are just a small country library which doesn't warrant services such as SMS. Great concept though</li> <li>We don't even have broadband internet. I can see the advantages for city libraries but our community borrowers are generally those that just 'drop in' to check for their reserves &amp; have a chat. Our school children are already on site.</li> <li>We're not there yet! Again-very grateful that those who can are investigation new technologies on our behalf. The whole system benefits</li> </ul>

## Library Support eg mentoring, issues resolution

Responses A=4 C=3 J=5

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Yet to have support from PLAIN for participation in mentoring program</li> <li>• One staff has a good rapport with her mentor. Another staff has not heard from mentor since the first contact.</li> </ul>
<b>Suggested improvements</b>	Nil
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Should/could be driven by (say) PLSA if required</li> <li>• Not sure we need these services</li> <li>• Great to have the mentoring scheme up and running. Excellent support and professional development opportunity</li> <li>• Mentoring program good idea</li> <li>• Not personally involved at the moment but value availability of such support</li> <li>• I know its available but not sure I can comment</li> <li>• I'm part of the mentoring system. This is a great initiative. It is wonderful to be exposed to large city libraries. I've learnt heaps!</li> <li>• I usually just ring up libraries close to us for support OR the tech people</li> <li>• Haven't made use of it</li> <li>• Fabulous - support is available at a phone call/ email/ conference levels. Tania and Teresa always supportive and approachable - as are all the other staff I have ever dealt with from PLAIN.</li> </ul>

## LOTE/ Community Languages

Responses A=6 C=3 J=6

<b>Issues</b>	<ul style="list-style-type: none"> <li>• When needed, really needed and customers want it now. Too slow and too difficult at moment to access materials if not a country or specialist library.</li> <li>• Recent improvements including decentralising collection for greater access - however the age of the collection is disappointing with more recent stock required</li> <li>• We get 20 German language books periodically for use in our German department. However, we never know when or what is coming. How do PLAIN know if we have had them previously?</li> <li>• Choice seems limited, and many of the items look old and damaged.</li> <li>• More up to date items would be good</li> <li>• Some of this material is pretty old</li> <li>• We have a very small number of readers who want specific authors/ titles in French/ Italian which are hard to obtain</li> </ul>
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<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Need better access to items held by other libraries.</li> <li>• More videos, cds and mags needed.</li> <li>• More videos/dvds would be helpful</li> <li>• PCS do not meet some of our needs eg assistance with suppliers of magazines/ AV in LOTE</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Improvements to the current contractual arrangements and removal of the central collection will significantly improve LOTE.</li> <li>• Not presently using but will in near future. Will need more information a about this service</li> <li>• While not heavily used by our borrowers when it has been, items have been sent to us very promptly and the material has been relevant and appreciated</li> <li>• We are only catering for Polish residents at the moment but our needs changes due to our transient population</li> <li>• Not used</li> <li>• For small country libraries there are not many other options to supply books in other languages.</li> <li>• Not used in this community</li> <li>• Don't use.</li> <li>• Need access but not usually in demand.</li> <li>• Very rare use of this service in our area</li> <li>• Currently limited use by community</li> <li>• Again, not used by us but I imagine a vital link for self esteem, literacy etc for some patrons</li> <li>• Good to be able to download records,</li> <li>• Here is not a huge demand &amp; our community &amp; interlibrary loans serve us well</li> </ul>

## Print Disability

Responses A=8 C=9 J=6

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Non-commercial not what our print disabled customers want. Expressed preference in review for commercial titles ignored. Cheaper ?? But sit on shelves while our commercial copies borrowed. Borrower - why do print disabled get inferior product.</li> <li>• Increasingly buying better quality commercial products</li> <li>• Occasionally items are rotated that are inappropriate for sight impaired borrowers and do not match the profile for this library</li> <li>• We would like to see some commercial titles in the pool collection</li> <li>• We don't want money spent on non-commercial audio books. They are not of interest to our borrowers. Could commercial titles be selected instead or return the money to us to buy our own. We've increased our audio book budget over the last couple of years but still can't keep up with demand.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Please weed this collection. The maroon books are very old but still circulating</li> <li>• Although we have significant demand for these items PCS is not meeting our needs at this time</li> <li>• Worth noting that commercial Hear-a-Books are very expensive and country libraries find it hard to purchase. So if want to rotate you need to find a library willing to do it with you. Choice not there anymore for customers.</li> <li>• Some customers have commented the titles tend to be old and outdated and not very "exciting"</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• More CDs please</li> <li>• More new releases</li> <li>• A few more American authors would be welcomed by some of our readers</li> <li>• Not much usage here</li> <li>• Would like to see more commercial tapes as the blind volunteer tapes are boring</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Relatively satisfied with what is allocated however not convinced that we take advantage of the special on offer</li> <li>• Not presently using but will be in near future. Will need more information about this service.</li> <li>• Centralised print disability collection essential to being able to continue to offer this service</li> <li>• Excellent service</li> <li>• Very keen to access Books in the Sky to see how this will aid our patrons</li> <li>• Usage is low because we do not have many users, but service is prompt when we make requests occasionally</li> <li>• We get very little demand in this area except for Hear-a-books. Good response given when asked for.</li> <li>• Our print disability clients are very low in number. We find rotation our best method to get different materials</li> <li>• Reliable service which we need access for customers who need it.</li> <li>• Really important for isolated communities</li> <li>• Rely heavily on this service to fulfil community need</li> <li>• We have a large proportion of seniors in our community. We find large print books too expensive. Service from print disability HABs is excellent</li> <li>• Only a few patrons here but I know they very highly value the service and other sites must have many more people who qualify and rely on it heavily</li> </ul>

**Program initiatives eg Books in the Sky, IT Traineeships**

**Responses A=7 C=2 J=9**

<b>Issues</b>	<ul style="list-style-type: none"> <li>• BITS - how many trials do we need? Very disappointed that we were not included. Some libraries seem to be included in trials.</li> </ul>
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<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Could be driven locally/regionally if not by PLAIN</li> <li>• Initiatives good - follow through seems to have problems e.g. traineeships</li> <li>• Need more resource sharing and co-operation with schools</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Would like the opportunity to be more involved in these activities.</li> <li>• Again not sure we need these services</li> <li>• Will be engaging with this in near future</li> <li>• Just an issue of workload on the library staff, I don't think this is always taken into consideration.</li> <li>• Looking forward to seeing Books in the Sky second stage pilot running</li> <li>• Books in the Sky is a great innovation but has been exceptionally slow in development as a library service</li> <li>• Opens opportunities for services we would otherwise be unable to provide</li> <li>• Number of teething problems.</li> <li>• Not yet involved - maybe in the future</li> <li>• I think they are valuable projects but haven't accessed them.</li> <li>• Excellent initiatives</li> <li>• IT trainee - one of the best initiatives we have undertaken. Support &amp; encouragement excellent from PLAIN and Jo Manuel.</li> <li>• Have not taken up either of these</li> <li>• Have deferred our trainee until next year. Took ages to get anything going this year.</li> <li>• Traineeship great idea but difficulties in country areas recruiting someone with the necessary qualifications</li> <li>• Not involved at this stage but as for IT initiatives, great benefits evolve for all of us from the efforts of the few and I thank them for their energy and commitment into taking us forward.</li> <li>• It is important that we keep up with new technologies and have these resources to access them.</li> </ul>

## Publicity

Responses A=7 C=5 J=6

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Materials - quality/visual impact lower level than expected</li> <li>• Low impact - already ran many programs.</li> <li>• This eats into staff time and we don't appear to always be consulted before the programmes are announced to the public, puts undue pressure on those that are unable to participate.</li> </ul>
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<b>Timeliness</b>	<ul style="list-style-type: none"> <li>• It would be useful to receive earlier notification of planned events so they can be more effectively incorporated into our own programs</li> <li>• Just need more lead time</li> <li>• Often at last minute - a scramble. No time to test e.g. iPod competition links didn't work, had to print copies for customers.</li> <li>• Difficulty downloading application forms</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Our customers have found this promotional information "a bit too generic"</li> <li>• Need a mandatory logo to link all public libraries eg brand that can be used on signage, publicity, library card.</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• State level promotion is essential, competitions we run all the time so that's not really a value added service although the prize was!</li> <li>• We use these and tailor them to our marketing projects. Very good promotional material. Contractor used for @Your Library very good with online coordination.</li> <li>• We have been able to use this promotional material easily and effectively and adapt the program to suit our community</li> <li>• It's great that this publicity and promotion is organized centrally.</li> <li>• Statewide promotions and publicity in the past 2 years has been fantastic</li> <li>• These have been great programs which have rejuvenated staff and given us momentum to come up with even more good ideas of our own</li> <li>• We did not receive any!!!</li> <li>• Display materials when supplied</li> <li>• Excellent way to label our service</li> <li>• Help with publicity is important</li> <li>• Still waiting for my purple library bags!</li> <li>• Great to be a part of a professionally produced resources. Some holiday programs more difficult for single school/community library staff to run in reduced hours during breaks</li> </ul>

## SA Film & Video

Responses A=8 C=4 J=8

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Registration process needs streamlining; needs good 'professional' pamphlet; needs good promotion. Highly valued by customers who aware/use it but - does PCS want to get rid of it?</li> <li>• This service is greatly appreciated by those who use it but it puts a burden on libraries that don't get much out of it eg stats.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Popular videos are too few - must be booked for months ahead &amp; customer lose track of them.</li> <li>• Too long a wait on new titles</li> </ul>
<b>Timeliness</b>	Nil
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Seems to be quite a lot of duplication with what libraries are buying, particularly in DVD. If service were to continue may be worthwhile looking at concentrating on very expensive items or series.</li> <li>• Needs better marketing and better definition of role particularly in relation to our popular collections. Should not be duplicating but rather providing more expensive non-fiction material</li> <li>• Good access to popular movie titles but some specialist subject areas limited eg art, music</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• A number of schools regularly access this collection through the Library Service</li> <li>• We stock most of the customer requests and fill them from our own stock</li> <li>• Putting items in bags is cumbersome</li> <li>• Increase use by our borrowers over the last 12 months has increase the importance of this service</li> <li>• To country libraries with small audio visual collections this service is essential to obtain a diverse selection for customers. We have also used the training material to advantage.</li> <li>• This is a very well used service within our community</li> <li>• Not requested a lot</li> <li>• Collection of limited use for us as we have built up our own video and DVD collections significantly. Some high profile not available. Very reliable service from staff.</li> <li>• Excellent service with high customer satisfaction and visibility</li> <li>• Most videos have arrived on time</li> <li>• An excellent service - well organised &amp; co-ordinated. Used by a growing number of borrowers.</li> <li>• More community &amp; staff learning of benefits &amp; utilising this service</li> <li>• High cost of items we couldn't hope to supply otherwise in range of titles/ topics</li> </ul>

## Selection

Responses A=6 C=11 J=7

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Some areas (eg DVD) selection does not meet our collection needs</li> <li>• Too much in wrong selection list; Don't like intermixing of Mills &amp; Boon apbs and hbks; need more hardback anf/anfq; selection tends to safe/standard, miss more eclectic interesting titles - not adventurous enough</li> <li>• Quantity of titles becoming hard to deal with, need more methods of refining. Quality of abstracts sometime questionable</li> </ul>
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	<ul style="list-style-type: none"> <li>• Selection records often have typos and incorrect titles. Since outsourced quality has deteriorated as having to report more problems. Staff resolve problems quickly.</li> <li>• List may contain titles of unsuitable format for library use.</li> <li>• Still the duplicate issue keeps coming up. Suggestions module is a bit clunky</li> <li>• Still some frustration with duplicate items on selection lists and previous selections not showing</li> <li>• Why are titles ordered for the Film and Video collection but they're not put on the selection list?</li> <li>• Inappropriate material on lists (especially for SA public libraries) eg "History of the Baptist Church in New Zealand"</li> <li>• Including titles in the 200s and 800s are not worthy of inclusion on these lists.</li> <li>• High profile titles are being missed eg DVDs "Garden State" and 'Alfie' 'Aviator'"Maria Full of Grace" etc. We received reader requests for titles that are available (especially DVDs) and don't know when they will be on the selection list so end up using local purchase money. EzyDVD have a list of forthcoming titles. If they know when a title is going to be released why isn't included on selection lists prior to release</li> </ul>
<p><b>Suggestions for improvement</b></p>	<ul style="list-style-type: none"> <li>• Our only constant concern is the lack of effective o/o or holdings flags on the selection list - duplicate selections</li> <li>• Significant increase in Australian content would be great</li> <li>• Viewing covers is too slow. A format similar to Dymocks where the cover comes up with the review on the book would be great.</li> <li>• Process is slow, having to go between selection list and description page - and the website to view the cover of the book, if it is available</li> <li>• Popular author lists need to be updated.</li> <li>• Selection time consuming - lots of scrolling. Need to have arrows and save buttons at both top and bottom of screens..?</li> <li>• Quality of Marcom stinks for videos and DVDs not of a high quality. How can we limit the audio book lists to only CDs?</li> <li>• Maintain suggestions very time consuming. One staff member had a query about a suggestion problem and it took 2 months to get a reply. Service needs more detailed review</li> </ul>
<p><b>Comments</b></p>	<ul style="list-style-type: none"> <li>• Highlights are particularly useful to avoid missing "must have" items</li> <li>• Without the selection list and the considerable work undertaken by the selectors to flag highlights and tailor the list to the needs of public libraries our selection process would be a nightmare!</li> </ul>

	<ul style="list-style-type: none"> <li>• Like centralised purchasing and perusing 1 list. Like being able to select from home.</li> <li>• This is very important to our service as we have such small collection budgets that we need to have effective returns of damaged items.</li> </ul>
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### Special Programs eg The Big Book Club

Responses A=5 C=6 J=8

<b>Issues</b>	<ul style="list-style-type: none"> <li>• I don't think this concept works well in large metro areas - a review would be good to establish if my thoughts are accurate. I also question the profile it gets with non users of Libraries and if there are actually benefits to Libraries.</li> <li>• Books selected are a bit of an issue.</li> <li>• Doesn't attract much attention here. We are still awaiting an author visit here</li> <li>• Don't really have the same access as city libraries to some of the promotional material</li> </ul>
<b>Timeliness</b>	<ul style="list-style-type: none"> <li>• Advanced notice has been shortened</li> <li>• Lateness in titles arriving is a bit of an issue I think</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Perhaps some new directions instead of overlaying current library programs</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• State coordination of marketing campaigns has been effective and provides a good resource</li> <li>• Haven't been able to engage fully yet but appreciate a profile in this marketing area</li> <li>• Has proven an excellent way of promoting our library service, extending our borrowers reading and promoting local authors</li> <li>• As a smaller rural library we are not always able to participate as these programmes take a lot of staff time. Would hope consultation is made before projects are publicised as happening.</li> <li>• Many programs are being undertaken in some form by libraries - however, this encourages wider participation/very valuable for small libraries.</li> <li>• Promotions in the past 2 years has been fantastic The regional areas have had such opportunities through the Big Book Club</li> <li>• The opportunity that we had to participate in a Big Book Club event was a great way of increasing our visibility within our community and was a great experience for staff and for all who attended.</li> <li>• Not a lot of public interest. Decreasing population means lack of time with more roles to fill</li> <li>• Low impact - already had many book clubs, few requests for titles</li> <li>• Has not really taken off here but the support posters, emails etc are excellent.</li> <li>• Has raised profile of public libraries in general. Titles not always popular in our community.</li> <li>• While it can be difficult to generate a lot of interest in our small community we recognise their importance to libraries in general and are always satisfied with service provision in this area</li> </ul>

	<ul style="list-style-type: none"> <li>• Appreciate all efforts to involve rural locations. Posters etc are great. Thanks to those who do it all on our behalf Centralised marketing and promotions have a very positive outcome for all libraries</li> </ul>
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## Statistics

Responses A=8 C=6 J=9

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Inflexible format</li> <li>• Comparative stats are useful for local planning but access to up to date stats across the network is an issue and type of stats collected needs reviewing so more useful for benchmarking</li> <li>• Delay in production of comparative stats</li> <li>• Am experiencing problems aligning our collection stats with PLAIN requirements so we too have problems in this area.</li> <li>• What we need to report on desperately needs to be reviewed. We send in the stats but they're not published. Why? Service needs more detailed review</li> </ul>
<b>Timeliness</b>	<ul style="list-style-type: none"> <li>• Disappointed about the very slow publication of statistical reports</li> <li>• Lacks timeliness in production of statistics - maybe we need a shame file for non return of stats survey???</li> <li>• Frustrated that this is still a manual system, it should be automated by now (I know that's in the works but it is taking a long time to get here)</li> <li>• Timing of release of data could be improved.</li> <li>• Difficult to answer questions about how we rate to stakeholders due to delays in stats production</li> <li>• Please publish the annual report a bit earlier - it's very out dated when we get it Abysmal. Needs complete revamp of annual statistics including categories which now outgrown. Too many variables which make many worthless e.g. operating costs can include IT if staff in library, but can exclude if in Council!</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• If they were online we could use them more easily. What about Biblostat?</li> <li>• Prefer online submission.</li> <li>• Suggest standardised, electronic KPI reporting template for PLSA. I am currently negotiating with Sirsi/Dynix to develop a suitable template which could work for all SA Public Libraries.</li> <li>• Form needs updating. More clarification needed</li> <li>• Whole statistics thing needs to be re-worked</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• We aren't all comparing "apples to apples" would be good to get some agreed way of producing stats</li> <li>• The type of stats and frequency of these being gathered and published should be improved - we should have greater access to know what each other is doing and also possible opportunities for more facilitated benchmarking through PLAIN are meaningful</li> </ul>

	<ul style="list-style-type: none"> <li>• The collection of statewide statistics has always been our best means of leading an argument for increased staff or collection development within our own council</li> <li>• Not always given enough time. Sometimes I don't quite understand what is actually required in relation to our library</li> <li>• Additional information on forms/letters have improved my performance because I now know more about how it works</li> <li>• Appreciate being able to 'compare' - very valuable when wanting stats for Council.</li> <li>• Not a high priority issue</li> <li>• Not referred to often but interesting to collate/ compare. Again probably used more elsewhere for bargaining than at our sites.</li> </ul>
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## Strategic Planning

Responses A=5 C=3 J=6

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Need to get to resolution more quickly;</li> </ul>
<b>Timeliness</b>	Nil
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• More formal advising of public libraries. Staff and time issues - often busy people trying to fit in even more - perhaps need more (contract) project officers or consultants.</li> <li>• I feel that the field could be involved more in strategic planning processes</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• The 5 year MOA strategy is effective in providing public libs with certainty and driving strategic analysis and planning for the network</li> <li>• Strategic planning is occurring which is great!</li> <li>• MOA is essential and very valuable</li> <li>• Need PCS to take leadership in this role on our behalf</li> <li>• Important to work with other gov depts especially in rural areas - helps to stop repetition of same services etc</li> <li>• Good how all libraries always given option to be involved.</li> <li>• Appears to be going well</li> <li>• Important to get this right - the future of public libraries is at stake</li> <li>• Necessary to ensure we remain such a good service to our community</li> <li>• Very important.</li> </ul>

	<ul style="list-style-type: none"> <li>• As a school - the PL strategies are interesting but DECS agenda is our planning basis and it is very hard to do both</li> <li>• Grateful others are working so hard on behalf of all.</li> </ul>
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### Suppliers contract management

Responses A=7 C=6 J=5

<b>Timeliness</b>	<ul style="list-style-type: none"> <li>• We still seem to have people who come in and say that they have seen new releases in our local newsagent before we have them</li> <li>• Sometime quite a long wait on arrival of new materials</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Contract is delivered upon in most cases exception maybe LOTE. The contract conforms to state government requirements. I am not sure they always are the best we could get, also need to explore cat records/door to door delivery as options.</li> <li>• We are very satisfied with book stock however it would also be great if this could be expanded to also include CD's</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• Consortia purchase useful</li> <li>• Although contracts took a long time to be finalised. See this is being an essential ongoing role for PCS as this is where we get best results by working as a network</li> <li>• Concern over catalogue records/but management generally good Very important that we high quality/cost effective service through our combined purchasing</li> <li>• This is essential to our library service</li> <li>• We would not have the expertise, ability nor size to attract suppliers and would have great difficulty without the assistance of P2 staff in this area</li> <li>• Almost 100% satisfaction. Hardly any problems</li> <li>• Materials provided speedily &amp; well presented</li> <li>• Shame we have to order so far in advance</li> <li>• Difficult to judge? Problems don't appear at our level so management running smoothly?</li> <li>• Don't ever seem to have problems. I guess lots happens behind the scenes that we don't see. Southern Scene calendars are beautiful and much appreciated.</li> </ul>

## Support Desk

Responses A=7 C=10 J=12

### Customer service

- Rarely need to contact the help desk, but whenever we do we need urgent attention. We have always been very impressed with the response from that team
- Always very helpful
- From IT staff - 'Graham is brilliant'.
- Very responsive and friendly staff - good customer service in following through with problems
- Can't say enough good things about this service. Always get answers & often later follow-up to make sure things are OK. A huge bouquet to Graham, Di and Chris
- The Help Desk is vital to the continuing operation of public internet and PLAIN - email support has worked extremely well and both Dianne and Graham should be congratulation on their ever positive and helpful manner.
- Support desk team unfailingly helpful!
- Excellent support, especially from Graham!!
- An excellent service provided by very helpful pleasant people. We depend on it because of our isolation and lack of technically trained local people
- Excellent - always ring back. Very good communication
- Both Graeme & Dianna are very helpful...always responding to our queries. Fantastic job!
- Support Desk is always responsive
- Problems always resolved. Communication good
- Fantastic support!
- Very helpful and effective
- Support staff are super!
- Excellent support and service from Graham etc
- Support has always been friendly and helpful
- Graham Arriola has excellent customer service skills. Friendly & approachable; passes on any queries he can't answer. Nothing is ever too much trouble
- Very necessary for country libraries. Very helpful staff
- Sometimes I wouldn't manage without them. Graham is a treasure!
- Can't speak highly enough - prompt, friendly, reassuring, sense of humour etc
- All queries are always quickly answered
- Always responsive and return calls promptly
- Support team very helpful and friendly

<b>Responsiveness</b>	<ul style="list-style-type: none"> <li>• Often no one answers the phone or hold times can be excessive</li> <li>• We don't need much support but I have had several emails to the generic support address disappear into the abyss. Guess it is one of those everybody things someone else is covering it</li> <li>• Have had to wait for a response when my request left to voice mail.- couple of times over a week - then I rang back.</li> </ul>
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## Training

Responses A=4 C=8 J=7

<b>Issues</b>	<ul style="list-style-type: none"> <li>• Needs to be more tailored to specific subjects and skill levels</li> <li>• When staff changes during the year it is difficult to access training when only available early and late in the year</li> </ul>
<b>Suggested improvements</b>	<ul style="list-style-type: none"> <li>• Consider doing training in situ particularly for regional areas</li> <li>• It is difficult to get to training courses as we live so far away. It would be great to hold some in country areas</li> <li>• Also needs to be 2/3s to 1.0 day to make travelling worthwhile.</li> <li>• Would like to see more training initiated by PLAIN. John Stanley type workshops and general how to use components of PLAIN.</li> </ul>
<b>Comments</b>	<ul style="list-style-type: none"> <li>• As yet we have not had any staff attend but we have a new person starting today who will be asked to attend</li> <li>• Generally worthwhile</li> <li>• Great service, really useful for inducting new staff &amp; giving them and overview of how the whole thing works</li> <li>• It is great that PCS staff are organising conference and training days</li> <li>• Good feedback on training</li> <li>• My staff have all benefited from the training workshops and found them to be both helpful in technical knowledge and as a way of networking with other library staff</li> <li>• I wasn't aware of any.</li> <li>• These are important, but we have had zero staff turnover in 10 years, so haven't had to use this service</li> <li>• Especially important with new staff</li> <li>• Intro to PCS good. Training appears to be geared towards those new to the public library field.</li> <li>• Intro PLAIN sessions at Hindmarsh especially valuable for new staff</li> <li>• Have a consistent &amp; well trained staff so have had little need for additional training</li> <li>• Unfortunately we are unable to access due to staffing shortages and council budgeting</li> <li>• We really don't use this service but know it is available.</li> <li>• Informative, well run, excellent service</li> </ul>

## Websites

Responses A=5 C=3 J=7

<b>Issues</b>	<ul style="list-style-type: none"><li>• Don't know that libraries SA website is kept current by all libraries or is made best use of</li></ul>
<b>Timeliness</b>	Nil
<b>Suggested improvements</b>	<ul style="list-style-type: none"><li>• Events calendar would be great, sometimes information seems out of date but recently this has improved</li><li>• It's difficult to find relevant information and should include stats and other benchmarking information for easy access</li><li>• Websites could do with some refreshing and reorganisation. Information dates quickly and LibrariesSA hard to find information sometimes</li><li>• Currency could be improved</li></ul>
<b>Comments</b>	<ul style="list-style-type: none"><li>• Improving</li><li>• Both the Public Library &amp; PLAIN sites are uninspiring</li><li>• Good site - well used by staff and patrons</li><li>• Once again excellent communication &amp; services when isolated</li><li>• Easy to follow and well maintained</li><li>• Pretty user friendly</li><li>• Great websites. Libraries SA should utilise it more often &amp; PLAIN is very easy to use. We use PLAIN constantly.</li><li>• Staff use important but not used by students or community much</li><li>• When used - always good. Often forget they are there</li><li>• Great resource for isolated rural site to feel linked and able to provide resources to patrons easily.</li></ul>