**Customer Feedback Report**

1. Complex issue process - Devised new system and implemented
2. Need multiple copies of important books - Started procuring multiple copies
3. Inconvenient issue return timings - Timings changed
4. Scattering of subject books on different locations - Implemented classified arrangement of books and brought book under same subjects in one location
5. Permission to wear apron inside the library - Rejected the request as the decision has been taken on security ground
6. Permission to bring note books inside - One note book permitted
7. Permission to bring printed material inside - Rejected the request on the security ground
8. Extension of loan period - Extended issuing of books in stack section to 7 days
9. Photocopy facility - Purchased the machine, the mode of operation has been worked out and submitted for the approval of the competent authority
10. While entering the library, library card shouldn’t be compulsory - Rejected the request as it is required for maintaining the usage statistics
11. Books are there available in OPAC but not in the location mentioned - Daily doing shelf rectification by library staff
12. Inconvenience to find the books - Location index has been incorporated in OPAC
13. Issuing of Question Papers - All courses question papers have been digitizing and uploading to library portal

Issuing of CD-ROMs - CD-ROM contents have been uploading to a database designed on web portal and providing access

**Suggestions/ Complaints Received (1st September- 25th November, 2013)**

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| **Sl.No** | **Complaint Category** | **Date** | **Comments/Action taken** |
| 1 | User unfriendly arrangement of books | 9.09.13 | Organized as per DDC, 21st Ed, an International Classification Code. Initially difficult for the existing users as they were familiar with the previous arrangement. Received satisfactory feedback from new students. Organization of collection based upon a standard code is absolutely necessary. |
| 2 | Permission to wear apron | 9.09.13 | This type of precautionary measures is common in every library. It never means that we are considering the users as thieves. We have arranged property counters outside the library where the users can conveniently keep their belongings. More such counters will be made available soon. |
| 3 | No parking lot | 9.09.13; 21.10.13; 16.09.13 | Not under the purview of the Library. Will bring to the notice of authorities. |
| 4 | More number of books to Interns | 16.09.13; 9.09.13 | Most of the interns are not even collecting their library cards. However, the request will be considered later when we have sufficient number of multiple copies. |
| 5 | Timely starting of programmes | 16.09.13 | Not under the purview of the Library. |
| 6 | Rigid timing for book issue-return | 26.09.13; 18.10.13 | The timing is flexible as from morning 8.45 am to 6 pm book can be returned and from 8.45 am to 7 pm books can be borrowed. |
| 7 | Instruments in Audiology | 14.10.13 | Not under the purview of the Library |