



## Libraries & Information Services

### Our Feedback on Your Comments/Suggestions 2020 - 2021

#### Dufftown Library

- Glad to see the Dufftown Library will be open again. I am a regular user of the Library and have been going to Aberlour over the last several months. I wanted to say that the lady at Aberlour library has been super helpful during this period and did an excellent job and was very helpful.

*We are so pleased to be able to re-open Dufftown at last. Thank you for your kind feedback on our member of staff.*

#### Elgin Library

- Library is very well-organised for Click and Collect. Feels very safe. Hope it continues.

*Thank you. We have worked hard to make the Library as safe as we can.*

- I requested a book on Tuesday afternoon and someone from the team managed to pick it up very quickly and put it on the Burghead shelf to catch the van on Wednesday so that I was able to collect yesterday!! Brilliant!! I really expected that it would be next week but I am really pleased to have it so fast and am half way through reading it already. So thank you thank you - in these very difficult times - for doing what you do!
- Thank you to the library service for doing a wonderful job. Greatly appreciated by myself and husband – I'm in a better mood when I can read!
- App very difficult to use to browse/request if you don't know any keywords or names. Not much blurb or info on each title to know what the story is about. But otherwise a great service.

*The App is due to be updated and we hope will be easier to use.*

- Well impressed with service. Delighted to have found a new favourite author though the bundles selected by staff.
- Thanks so much – I haven't read any of these before. Well done, gold star to the ladies choosing the books!
- I appreciate all your hard work. It's a wonderful system. I have had the chance to read books I'd never have tried myself. Just great.



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#### Elgin Library continued

- Great selection in bundle – thanks
- Good service, thanks in general
- Thanks to the lady choosing my books – I am very happy!
- Very happy with the selection of books – some new authors.
- Thanks for my bundle – a great selection of books!
- Thanks so much to you for the selections of books you have been choosing for me. They are always so interesting and I love to discover new authors. I want it to continue when you reopen!

*We are delighted to get such a positive response to our Order and Collect service and will continue to offer it while there is sufficient demand.*

- Thank you all so much, you are all so kind.
- Thank you for all you are doing – this is a great service.
- You're all doing a wonderful job in extremely difficult circumstances.
- Thank you so much, you have made my day!
- World Book Day stuff looks fab! Well done!
- What a marvellous service you run!
- You're doing a great job!
- You're doing such a wonderful job keeping us all going! Thanks so very much.
- Really pleased with service.

*Thank you for the lovely comments. We were so glad to be able to continue to offer a service during the second lockdown.*

- Send out details of current opening hours and updates of branch opening hours to school librarians. Perhaps with posters or leaflets of opening information for them to utilise.

*To be actioned once Libraries move on from Order and Collect.*



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#### FORRES LIBRARY

- Thanks to all Forres library staff for your continued help in providing my list of reading. It's been so helpful to know you are still providing books. I'm so grateful.
- Terrific you are open again. I'm so pleased.
- Wonderful Service
- Thank you for the bundle. You choose better books for me than I choose for myself!
- Thanks to a very helpful member of your team at Forres library I was able to drop off the books that I needed to.

*Thank you for such positive comments.*

- When will you re-open normally??

*Libraries are permitted to re-open for limited browsing and PC use in Level 3 or under.*