

FEEDBACK: You said we did

YOU SAID	WE DID
Not enough community information and no notice board at entrance to Simpson Library, Bathgate.	We installed a community information notice board in the foyer at Bathgate Partnership Centre, and a customer information noticeboard in the Simpson Library.
Staff have no time to discuss books	We are looking at setting up a Reading Buddy scheme in selected libraries.
Self-issue does not tell you when a requested book is in – therefore another trip becomes necessary.	Requested items are placed adjacent to self-service machines to enable customers to check to see if a book is waiting on each visit.
Have to queue at staff desks to collect requested items.	Placed requested items with customers name, beside the self-service machines.
Staff at Blackburn Library did not have time to discuss books with customers.	Plans are in place to set up a book group at Blackburn Library. There is also a Friday club book group for children.
Across West Lothian Libraries, customers wanted an increase in Bookbug activities.	Bookbug now takes place fortnightly instead of monthly at Blackburn Library. The times of sessions have also been changed to suit parents/carers. Staff at Blackburn listened to the needs of parents/carers at Blackburn Community Centre to influence how we deliver services.
The chairs in Broxburn Library were worn away.	We replaced and updated the chairs in Broxburn Library.
Headphones were required for the public access pcs at Broxburn.	Headphones are now available to purchase for a small fee.
Requirement for an increase in the activities delivered at Broxburn Library	There is a new book group for children and potentially a homework club for children to assist with coordination, expressing and handling information.
Stock was not always very tidy at Whitburn Library	We have tidied the shelves and moved stock to create a better layout. The library has been decluttered.
Help was needed to used PCs at Whitburn Library	We have put PC Buddies in place to help customers at Whitburn Library.
Windows Chrome was required on public access pcs.	Chrome was installed on all public access pcs when Windows 7 upgrade was done on all public access PCs
Public access PCs require to be replaced in Fauldhouse Partnership Centre.	The public accesses PCs in Fauldhouse Partnership Centre have all been upgraded.
Requirement for additional help in accessing eBooks, eMagazines and eTalking Books.	Staff from libraries and community learning and development, have organised workshops across libraries in West Lothian, to assist customers to access the eLibrary services.