



## Argyll and Bute Library Service

***You said, we did***.....we are continually striving to improve our services and we take feedback seriously. We welcome customer feedback and run a number of surveys throughout the year to review our service and ensure that it best meets the needs of library users.

**2016/17**

<b>You Said</b>	<b>We Did</b>
That the internal doors to Oban Library were heavy and stiff to open.	Install automated internal doors in Oban Library.
That the gallery walls in Helensburgh Library were tatty.	Re-paint the gallery walls in Helensburgh Library.
That the event chairs in Rothesay Library were too hard.	Purchase 12 cushions for these chairs.
That the disabled door at the side of Rothesay Library was too heavy to open.	Contact the Council who installed a bell for library users to attract the attention of library staff.
That popular authors in paperback were hard to find in Dunoon Library.	Shelf the paperbacks with the hardbacks in Dunoon Library, thereby keeping the popular author titles together.
That the lighting was poor over the crime section in Helensburgh Library.	Add additional lighting over the crime section in Helensburgh Library.