

Communication and liaison with students and staff; outreach activities

What is the service?

Communication and liaison with students and staff; outreach activities

Who may access the service?

LJMU students, LJMU staff, External visitors and Members of the public

What are the benefits of the service?

- Provides the opportunity to give feedback & make suggestions to help us improve our service

What is included?

This service includes

- A range of methods to engage with our students and other users and encourage feedback:
 - Regular liaison with Liverpool Students Union Sabbatical Officers
 - Print and online comment forms
 - Social Media and email lists
 - Surveys and questionnaires
 - University/faculty liaison and consultation
 - Marketing/communications
- Hosting Coffee mornings
- Library Roadshows
- Library Services Critical Friends Group
- Maintaining our social media presence
- Marketing and communications

What should I expect?

Standards
We will acknowledge and respond to 95% of feedback from comment cards within 24 hours of receiving it
100% of feedback received from Facebook and Twitter will be responded to within 1 hour

Availability

This service is available within Library Services [Full Service](#) hours