

“How Are We Doing?”

Survey Results

2007-2008

Survey Participants

These results represent the views of both new and existing registered authors surveyed between 1 April 2007 to 31 March 2008. The survey was sent to all active authors* who do not currently use our online registration service. Online authors were surveyed separately.

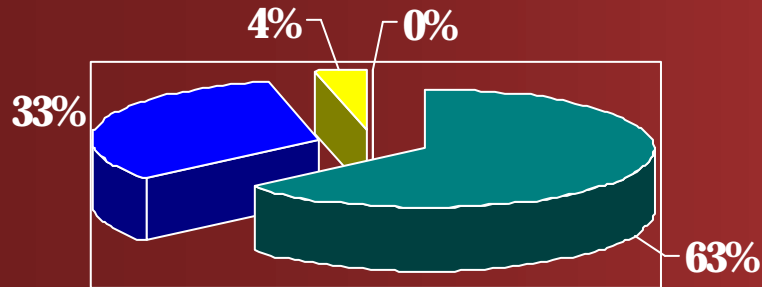
* Authors who submitted book registrations or personal details changes during 2007-8.

Results Summary

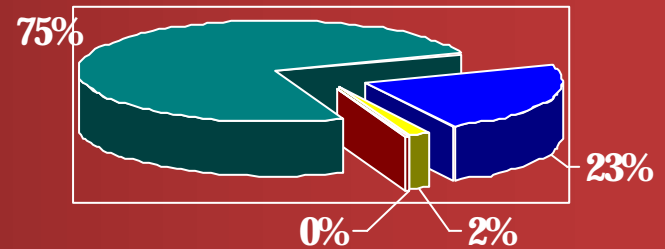
- 298 Surveys Returned
- 99% Satisfaction achieved
- 68% of responses marked “excellent”
(up from 67% in 2006-07)

Breakdown of Results

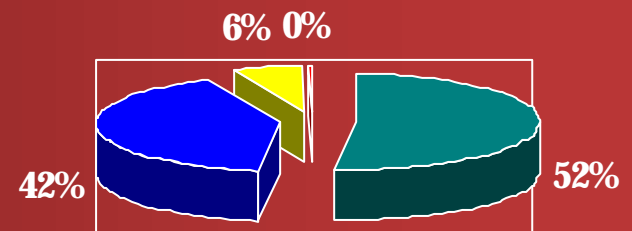
Speed of Service



Accuracy



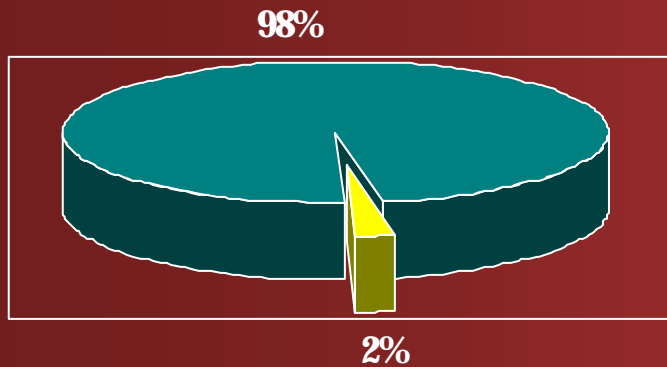
How Easy/Useful are Forms?



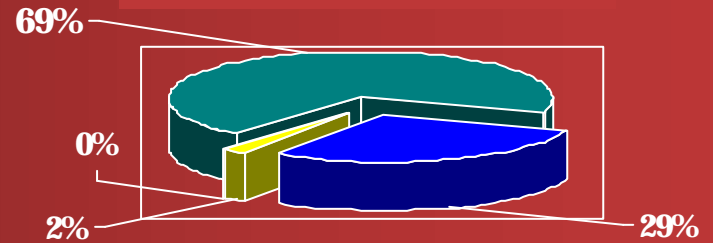
Results Breakdown

Continued

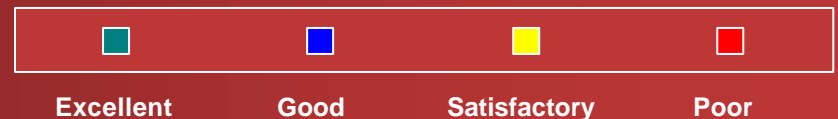
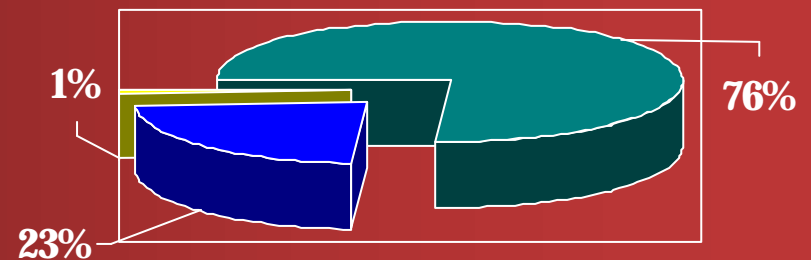
Are PLR Rules Understood?



Written Communication



Telephone Service



How can we Improve?

Authors' suggestions – and our responses

- **“With computer systems as they exist, surely applications could be dealt with more speedily.”** – As we are a government funded body, and to ensure that we have the maximum funding available for distribution we operate with a small team of staff. Our turnaround times for processing applications is usually two weeks, however during busy periods this can extend to up to six weeks. For a quicker response to applications, authors may wish to consider applying for a login to our online service. We are able to process online applications much more quickly than paper forms.
- **“Please maintain a full postal service. I know that it is modern and such to convene on the internet but it is not appropriate for many of us who are not conversant with its delights.”** – Although it is more cost effective for us to encourage online applications, we are aware that there are a number of people who are unable to or do not feel comfortable with using the online service. We will always offer a paper based service and we have implemented ways to make this more efficient.
- **“I could not find info on website on how to register further titles.”** – The website and online service have now been re-designed therefore it should be much clearer how applicants can register books.
- **“Fine as is - no need to waste money on surveys.”** - With effect from 1 April 2008 we are no longer sending out surveys.

How can we Improve?

Suggestions from 2006-07 – Now implemented

- **“Improve website to give a more professional image”**– The PLR website was completely re-designed in 2007.
- **“The PLR rules could feature more prominently on the website”** – The new PLR website is much easier to navigate. We have included more FAQs and a wider range of advice and information.

A Selection of Comments...

- “My PLR income is small and I appreciate the fact that I am treated as an equal of the ‘big’ authors.”
- “The level of service is and always has been excellent. The guidelines are clear and concise and paperwork received is self explanatory. On the few occasions that I have found it necessary to discuss anything on the phone, help has always been at hand.”
- “I wish that other organisations I deal with were as helpful and efficient as you lot!”
- “Telephone staff EXCELLENT. Postal service very good.”
- “The service is great. The staff I have spoken to have been both helpful and charming.”

More Comments...

- “Very effective service. Clear and informative information. Much appreciated the latest PLR news.”
- “Couldn't expect better. Though it looks wonderfully simple, I would say it was simply wonderful!”
- “Take and teach your affirmative and alert spirit and sense of public service to many other public departments. One is looking for a personal touch and not a mechanical and pre-recorded service.”