

Customer Service Standards 2016-17

Theme	Standard		Update
Environment	We will provide a welcoming, inspiring and safe learning environment.	😊	In response to your feedback and demand we have created 6 new bookable Group Study Rooms on floor 6. The Take-a-Break facility on our PCs means your work is secure whilst you are retrieving items from the Library shelves or taking a comfort break.
	We will support the University's green agenda and commitment to sustainability by being environmentally responsible and we will seek to recycle all our equipment and furniture.	😊	We passed on 15,000 out of date items from Library stock and recycled 14 tonnes of old IT equipment. Every toner cartridge plus all waste paper is recycled. We have installed new recycle bins throughout the Library to encourage students to dispose of all their recyclable waste ethically.
Access to quality resources	99% of items on reading lists will be in stock.	😊	Of the random reading lists sampled 99% of all references were available as full text.
	95% of books will be back on shelves within 24 hours of return.	😊	In November 2016 we achieved 96.4% and in February 2017 we achieved 97.1%. We now monitor this target throughout the year.
	We will continue to increase the percentage of catalogued and digitised archival collections.	😊	Between August 2016 and July 2017 the proportion of collections catalogued (by volume) has increased from 32% to 46%. Information on all catalogued collections is freely available online.
	All additions to Archives collections will be initially processed within 2 weeks.	😞	In 2016, 83% of collections were initially processed within 2 weeks of deposit. It was a busy year with events in Heritage Quay so we hope to do better in 2017.
	95% of programmed events in Heritage Quay will run as advertised.	😊	Between August 2016 and July 2017 106 out of 107 (99%) events ran as scheduled.
High quality advice and support	90% of customers will be totally satisfied with the services that they receive.	😊	95% of customers surveyed stated that they were totally satisfied with the service that they received.
	We will provide expert advice and support in a courteous, professional and timely manner to all customers.	😊	We have introduced development and accreditation frameworks to aid the continuing professional development of all our staff and your positive feedback indicates our customers appreciate the results.
	We will respond to all customer feedback and we will publicise any actions taken as a result.	😊	We are receptive to your feedback and implement changes as a result. These are publicised via our 'You said, we did' posters and via liaison meetings with the Students' Union, Course Committees and School Boards.
	We will provide tailored services and support to defined customer groups.	😊	We provide tailored services to help groups such as students with a disability, researchers and international students. Next year we will be focussing on the needs of local commuter students.
	Customer support will be available on a 24/7 basis in a variety of formats.	😊	We continue to provide printed guides and help sheets and our revamped Library web pages have been positively received. Online Library chat is available and a telephone IT helpline is available out of hours.
	We will provide regular updates on the progress of your enquiry or request for support.	😊	November 2016 90% of enquiries were responded to within 24 hours and 96% within 48 hours, February 2017 95% of enquiries were responded to within 24 hours and 99% within 48 hours.
Availability of services	We will be open 100% of advertised opening hours.	😞	Between August 2016 and July 2017 we only had to close the Library unexpectedly once for a minimal period of 1½ hours for health and safety reasons whilst the evacuation alarm system was being extended to the adjacent new Oastler Building.
	There will always be a computer available in the Library when you need one.	😊	Even during our busiest sample periods there were still 72 computers available. There were times when all the laptops were out on loan but we continue to invest in this popular facility.
	We will continually invest, improve and upgrade our IT facilities.	😊	We continue to meet this standard by replacing Library PCs on a 4 year replacement cycle and investing in IT and AV equipment in teaching rooms and core infrastructure so that you have the best IT experience possible.
	We will provide a robust, reliable and secure infrastructure with all core systems available 99% of the time.	😊	Our core systems were available 99.9% of the time and when unplanned downtime has occurred actions have been undertaken to reduce impact in the future.
	Students will have access to all essential IT systems within 24 hours of full enrolment.	😞	All essential IT systems were available within 24 hours. Unfortunately it can take a little bit longer for automated access to Library systems to be available, but we are working to improve this.