Computing and Library Services

Our commitment
to you on issues you
said were important

Customer Service Standards 2016-17

Theme	Standard
Environment	We will provide a welcoming, inspiring and safe learning environment. 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.
Access to quality resources	99% of items on reading lists will be in stock. 95% of books will be back on shelves within 24 hours of return. We will continue to increase the percentage of catalogued and digitised archival collections. All additions to Archives collections will be initially processed within 2 weeks. 95% of programmed events in Heritage Quay will run as advertised.
High quality advice and support	90% of customers will be totally satisfied with the services that they receive. We will provide expert advice and support in a courteous, professional and timely manner to all customers. We will respond to all customer feedback and we will publicise any actions taken as a result. We will provide tailored services and support to defined customer groups. Customer support will be available on a 24/7 basis in a variety of formats. We will provide regular updates on the progress of your enquiry or request for support.
Availability of services	We will be open 100% of advertised opening hours. There will always be a computer available in the Library when you need one. We will continually invest, improve and upgrade our IT facilities. We will provide a robust, reliable and secure infrastructure with all core systems available 99% of the time. Students will have access to all essential IT systems within 24 hours of full enrolment.

The Library LEARN CONNECT EXPLORE

University of Huddersfield Library

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CUSTOMER SERVICE EXCELLENCE CSE

University of HUDDERSFIELD
Inspiring tomorrow's professionals

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