

Customer Service Standards 2018-19

| Theme | Standard |
|---------------------------------|--|
| Environment | <p>We will provide a welcoming, inspiring and safe learning environment.</p> <p>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.</p> |
| Access to quality resources | <p>99% of items on reading lists will be in stock.</p> <p>The percentage of books that are back on the shelves within 24 hours of return will not drop below 95% each month.</p> <p>We will continue to increase the percentage of catalogued and digitised archival collections.</p> <p>All additions to Archives collections will be initially processed within 2 weeks.</p> <p>95% of programmed events in Heritage Quay will run as advertised.</p> |
| High quality advice and support | <p>95% of customers will be totally satisfied with the services that they receive.</p> <p>We will provide expert advice and support in a courteous, professional and timely manner to all customers.</p> <p>We will respond to all customer feedback and we will publicise any actions taken as a result.</p> <p>We will provide tailored services and support to defined customer groups.</p> <p>Customer support will be available on a 24/7 basis in a variety of formats.</p> <p>We will provide regular updates on the progress of your enquiry or request for support.</p> |
| Availability of services | <p>We will be open 100% of advertised opening hours.</p> <p>There will always be a computer available in the Library when you need one.</p> <p>We will continually invest, improve and upgrade our IT facilities.</p> <p>We will provide a robust, reliable and secure infrastructure with all core systems available 99% of the time.</p> <p>Students will have access to all essential IT systems within 24 hours of full enrolment.</p> |