Learning Services are committed to the development of quality services, facilities and resources to all our customers. These standards set out the levels of service that you can expect in key areas of our activities at Aintree Library.

### Access to resources

- We will shelve 95% of items with 24 staffed hours of their return.
- 97% of reading list items ordered will be available to loan within 3 weeks.
- We will respond to all Athens and NHS Core Content related queries within 1 working day

### High quality facilities

- The LIRC will be checked on a daily basis to ensure good standards of cleanliness and to report faults in a timely manner.
- We will ensure 98% of student PCs within the LIRC are in working order.
- We will provide a range of study spaces including silent, quiet and group.
# Help and support

- Help and support will be available to customers face to face via help desks and roving support, and via telephone, email or online chat. Support is also available through group workshops and 1-2-1 appointments are available for more detailed/specialist support.

- 97% of telephone calls will be resolved at the first point of contact. 97% of emails to libdesk@edgehill.ac.uk will be answered within 24 hours.

- Customer feedback will be responded to within 5 working days.

# Clinical Information Service

- 95% of literature searches will be completed within 10 working days.

- 95% of Inter Library Loans will be actioned within 2 working days.
Appendix 1
Learning Spaces facilities monitoring framework

1. Overall aim

Our aim is to provide an excellent learning environment to all our learners and this involves ensuring facilities are of a high standard and that learning spaces are fit for purpose. To help us in achieving this we have designed and implemented a series of monitoring processes.

2. Specific objectives

- To ensure that our learning spaces are ‘ready for business’
- To ensure that facilities are clean and tidy
- To ensure that facilities are in good working order
- To ensure that faults are reported (and followed up) in a timely manner
- To monitor health and safety issues

3. Daily/weekly processes

There are a number of specific check lists which are in use throughout the day to ensure that the above objectives are met. Action will be taken as appropriate by the staff carrying out the checks. Anything that can’t be addressed immediately will be reported to the Operations Manager.

University Library

<table>
<thead>
<tr>
<th>Daily checks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Time</strong></td>
</tr>
<tr>
<td>8am</td>
</tr>
<tr>
<td>Time Period</td>
</tr>
<tr>
<td>--------------------------</td>
</tr>
<tr>
<td>On-going throughout the day</td>
</tr>
<tr>
<td>5-6.30pm Mon-Thurs 4-5pm Fri</td>
</tr>
<tr>
<td>Twice Weekly</td>
</tr>
<tr>
<td>Operations Manager</td>
</tr>
</tbody>
</table>

4. Review

The above table is not a static document, and will be reviewed an updated as appropriate by the Learning Spaces co-ordinator, Learning Spaces Manager and Customer Services Manager.