

**Learning Services are committed to continuous improvement within all our service areas and in our approach to customer care.**

We were awarded Charter Mark status in 2005 and its replacement the Customer Service Excellence award in 2009.

Detailed below are our service standards and how we have performed against them in the academic year **2011-2012**.

Service Standard	Monitoring/Evidence
The University libraries will be open for a maximum of 75.15 hours, and a minimum of 52 hours per week during term time. Access to IT facilities will available in the LINC building, 24 hours a day 365 days a year, where possible.	The Learning Centres and Libraries were open at all the specified times. We extended our midnight opening hours in the University Library to 30 weeks for 2011-2012. 24-7 access has been maintained throughout the academic year in the LINC, apart from one occasion when a new carpet was fitted in August 2012.
We will make 97% of items available within 24 hours of their return, and will shelve them within 48 hours on working days.	Records are kept and monitored. In a sample month December 2011, records show all books were available on the correct floors on the day they were returned, and shelved within an average of 21 hours.
We will provide an out of hours book returns service at our 3 main sites.	All sites offer a book return box for out of hours returns.
The shelves will be tidied on a daily basis during Library opening hours.	19 members of staff have allocated tidying time and areas. Total scheduled tidying per week is 45 hours. Records are kept and monitored with follow up for shortfalls.
We will respond to any 'Comments and Suggestions' within 7 working days.	Monitoring records show the average response time was less than 3 days.
We will provide networked computers in a range of study environments suitable for group or individual study.	The Learning Centres and Libraries have a total of 362 networked computers, with a mix of individual computers in open access areas, bookable individual study rooms and group study rooms. All sites now have wireless access and there is a lap top loan facility at both Ormskirk and Woodlands.
Any computer faults reported before 1pm will be investigated by our staff and, where possible, repaired by 5pm the same day.	All faults reported via RMS for the ICT and Media team are investigated within the timescale and repaired, or referred on to IT Services or other departments, as necessary. The RMS software is used to monitor these jobs on a monthly basis.
We will dispatch available items, requested for postal loan, within 5 working days.	In sample month, February 2012, statistics show 736 items were dispatched in an average of 0.78 days
We offer training and support in the use of TV studio equipment for students and staff upon request.	Evidence and logs show we have provided training and support in the use of TV studio equipment and editing facilities for students, and staff, upon request. The studio is fully equipped with the latest in HD broadcast technology and studio sessions are supported by Learning Services staff.
All students can choose to access a range of learning literacy support including workshops, face to face sessions, online and printed resources.	Any student can book an additional support session via the ASK desk on the 1 <sup>st</sup> floor of the University Library or direct to the Inclusive Services team. Workshops are widely publicised and online booking is available to all students. Support ranges from accessing information resources and using ICT to academic study skills such as assignment writing and time management.

<p>We will ensure that all Learning Services staff will receive an induction, annual appraisal and on-going staff development.</p>	<p>The University's Staff Development Unit facilitates a centralised University induction for all new staff, as well as offering a year round staff development programme for all staff to participate in. Records are kept of all staff development activities throughout the year. All new staff receive a Learning Services based induction and all staff participate in the Annual Performance Review scheme.</p>
<p>We will undertake a customer consultation exercise every year and publicise the results.</p>	<p>In 2011 - 2012 we conducted a number of consultation exercises including an exit poll, a graffiti wall, and an online survey and we also led a University wide mystery shopper exercise. We also analyse data from the National Student Survey and use the feedback accordingly.</p>
<p>The University Library will be patrolled for noise and inappropriate behaviour at least 5 times per weekday, and noise levels will be monitored as appropriate at other sites.</p>	<p>In the University Library, staff monitor throughout the day between 8am and midnight for noise and inappropriate use. Any issues are dealt with immediately and referred to a senior manager when required.</p>
<p>We will satisfy 93.5% of telephone calls made to Learning Services help line at the first point of contact.</p>	<p>Records show that 97.8% of all calls were satisfied at the first point of contact.</p>
<p>We will respond to 95% of emails received at <a href="mailto:lsdesk@edgehill.ac.uk">lsdesk@edgehill.ac.uk</a> within 24 hours.</p>	<p>Records show that 100% of e-mails were responded to within 24hrs.</p>
<p>All books received and 'in processing' will be made available for loan within 2 working days of a customer placing a reservation on a particular title.</p>	<p>Monitoring shows 252 items placed on reservation whilst 'in processing' have all been made available within two working days.</p>
<p>We will make 95% of digitised items available via the library catalogue (for current modules) within 20 working days of the digitization team receiving the print version.</p>	<p>Monitoring shows that 99% of digitised items were available on the catalogue in less than 20 working days of receiving the request. The average was 4.8 working days.</p>
<p>100% of reading lists submitted to Learning Services will be available to view online via the library catalogue within 6 weeks.</p>	<p>771 lists were submitted during the academic year. All were available within the catalogue in an average of 25.5 days.</p>
<p>Each Faculty will have a designated Academic Liaison Librarian and an Academic Skills Officer to facilitate study skills. Each subject will have an Academic Liaison Librarian who will attend Faculty and Programme Boards, when possible.</p>	<p>For each of the three Faculties there is an Academic Liaison Manager who attends Faculty Boards. In addition, each Faculty has a designated Skills Advisor and at least one Liaison Librarian. Liaison Librarians attend Programme Boards wherever possible.</p>
<p>All new staff and students are offered an induction into Learning Services provision and how to access the technologies needed to support teaching and learning.</p>	<p>All new academic staff are contacted by the Academic Liaison Librarian for their subject area to arrange a meeting at which a welcome pack of relevant information is presented and discussed. All new staff also attend the University induction which includes information on Learning Services. A thirty minute induction session is arranged with each department for their new student intake each year. The session includes information about Learning Services and the support offered to students. Further subject specific information literacy sessions are offered to all departments for students at all levels, facilitated by the Academic Support division.</p>

<p>We provide a range of assessments, needs assessments and advice on funding for students with specific learning difficulties i.e. dyslexia or dyspraxia.</p>	<p>The SpLD team provide a range of informal and formal diagnostic assessments, needs assessments and advice on applications for Disabled Student's Allowances (DSA) for students with Specific Learning Difficulties (SpLDs)i.e. dyslexia / dyspraxia.</p>
<p>For students and staff who feel they may have a SpLD, the SpLD team will provide screening prior to diagnostic if indicators are apparent.</p>	<p>The SpLD Team will provide an informal assessment and make referrals for a full diagnostic assessment where relevant. Based on the effectiveness of our informal assessment process, the SpLD Team have a 98% success rate of students being formally assessed with some form of SpLD such as dyslexia.</p>
<p>We will respond to 95% of emails to the SpLD Support Team <b>(inclusiveservices@edgehill.ac.uk)</b> within 1 working day.</p>	<p>We have responded to 98% of email enquiries within 1 working day.*</p>
<p>In order to support the development of basic competencies with the Virtual Learning environment and enhance practice and engagement with technologies for teaching and learning all new academic staff starters will receive;</p> <ol style="list-style-type: none"> <li>1. An information pack containing details of the Learning Technology Department and Technology Enhanced Learning related services [New Starter Pack]</li> <li>2. A presentation introducing the Learning Technology Department and Technology Enhanced Learning related practice and opportunities [Academic Induction]</li> <li>3. Access to a staff development programme of ICT and Virtual Learning Environment / Technology Enhanced Learning related events [ePD Staff Development Programme]</li> </ol>	<p>An introductory communication from the Learning Technology Development (LTD) team provides information about the team and resources to help new staff get started using Learning Edge, (the core T&amp;L systems they will use). This includes key contacts (LTD &amp; Faculty Fellows), details of staff development opportunities and sources of further information including the intranet pages within the Learning Services wiki which contain learning technology service descriptors for systems supported by LTD, user policy documents, process guides and support materials to help staff build and manage course content and learner activity.</p>

\*Working days excludes weekends and Bank Holidays