

**Learning Services
Service Standards 2012-2013**

Learning Services are committed to maintaining and developing our service excellence through a process of on-going monitoring, evaluation and review. To help us achieve this Learning Services have agreed standards in key areas of our activities. These standards set out the level of service staff and students can expect from Learning Services at all our main sites, The University Library and LINC building Ormskirk, Learning and Information Resource Centre (LIRC) at Aintree and Woodlands Library, Woodlands Centre, Chorley.

Our Service, against these standards, is reviewed regularly and the results published. We are currently reviewing our service standards and we need your feedback on the services that we deliver and the standards that we have set. Please let us know what you think. Complete a 'Comments and Suggestions' form, available online at <http://www.edgehill.ac.uk/ls/cse/your-feedback/> or by email lsdesk@edgehill.ac.uk

- The University libraries will be from 8am to Midnight, Monday to Friday, during term time. Access to IT facilities will available in the LINC building, 24 hours a day 365 days a year, where possible.
- We will make 97% of items available within 24 hours of their return, and will shelve them within 48 hours on working days.
- We will provide an out of hours book returns service at our 3 main sites.
- The shelves will be tidied on a daily basis during Library opening hours.
- 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.
- We will make 90% of digitised items available via the library catalogue (for current modules) within 20 working days of the digitization team receiving the print version.
- 100% of reading lists submitted to Learning Services will be available to view online via the library catalogue within 6 weeks.
- We will provide networked computers in a range of study environments suitable for group or individual study.
- Any computer faults reported before 1pm will be investigated by our staff and, when possible, repaired by 5pm the same day.
- We will dispatch available items requested for postal loan within 5 working days.
- We offer training and support in the use of TV studio equipment for students and staff, upon request.
- We will satisfy 97% of telephone calls made to Learning Services help line at the first point of contact.
- We will respond to any 'Comments and Suggestions' within 5 working days.

- We will undertake a customer consultation exercise every year and publicise the results.
- The University Library at Ormskirk will be patrolled for noise and inappropriate behaviour on a daily basis, by a member of the flexi team, and noise levels will be monitored as appropriate at other sites.
- We will respond to 95% of emails to the SpLD Support Team inclusiveservices@edgehill.ac.uk within 1 working day.
- Each faculty will have a designated Academic Liaison Librarian and an Academic Skills Advisor; each subject will have a representative who will attend Faculty and Programme Boards.
- All students can choose to access a range of learning literacy's support including workshops, face to face sessions, online and printed resources.
- 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.
- We will ensure that all Learning Services staff will receive an induction, annual appraisal and on-going staff development.
- We provide a range of assessments, needs assessments and advice on funding for students with specific learning difficulties i.e. dyslexia or dyspraxia.
- For students and staff who feel they may have a SpLD, the SpLD Support Team will provide screening prior to diagnosis if indicators are apparent.
- 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;
 - An information pack containing details of the Learning Technology Department and Technology Enhanced Learning related services [New Starter Pack]
 - a presentation introducing the Learning Technology Department and Technology Enhanced Learning related practice and opportunities [Academic Induction]
 - Access to a staff development programme of ICT and Virtual Learning Environment / Technology Enhanced Learning related events (ePD Staff Development Programme).