

Edge Hill University

Our Customer Service Policy



Learning Services commitment to you

September 2012

Our Mission Statement:

Learning Services' purpose is to support learning and to develop a responsive learning environment for all, through services and facilities, research and development, information and support.

We are committed to achieving our mission through:

- Providing a service that is customer focussed, professional and responsive to your feedback
- Treating all of our customers with courtesy, respect and consideration
- Providing a wide range of services and facilities to support the diversity of our customer needs
- Staff that are friendly and approachable in their customer care, informed and professional in the service they deliver
- Providing access to up-to-date resources, in a variety of formats, that are appropriate to curriculum needs
- Close consultation with Edge Hill's faculties and departments
- Working in partnership with our external stakeholders
- A continuous programme of investment into our staff, buildings, equipment and resources

We are committed to maintaining and developing our service excellence through a process of ongoing monitoring, evaluation and review.

Our Service Standards

Our Standards set out the current level of service customers can expect in key areas of Learning Services activities. Our performance against these standards will be reviewed annually, and the results published.

They include a commitment to:

- Make 97% of library stock items available within 24 hours of their return, and to shelve them within 48 hours (on working days)
- Satisfy 95% of telephone calls made to the Learning Services Help Line at the first point of contact
- Ensure 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.
- Respond to any 'Comments and Suggestions' within 5 working days.

Full details of all our Standards can be found on our web pages;
www.edgehill.ac.uk/lis

We continually monitor, evaluate and review our services and welcome feedback from our customers. Please let us know about your experience of the services we provide.

- Complete a 'Comments and Suggestions' form, available at any University Library help desk, or online at the web address above.
- Contact a member of staff in person at any Learning Services help desk, email: lsdesk@edgehill.ac.uk, or call 01695 584286

Help us to help you

You have an important part to play in helping us achieve our commitments

Be a responsible customer of Learning Services

- * Bring your card with you whenever you visit a University Library. You shouldn't lend your card to anyone else, or borrow items for others
- * Take care of the items you borrow, return or renew them on time, and pay charges for any overdue, lost or damaged items

Keep in contact with us

- * Respond promptly to emails, letters or phone calls
- * Use our Comments and Suggestions scheme to let us know your views about Learning Services
- * Ask Learning Services staff should you need assistance

Help us maintain a working environment suitable for all

- * Turn your mobile phone to silent when in a University Library
- * Respect the policies relating to noise and acceptable behaviour within the University library
- * Do not bring hot food into any University Library
- * Supervise children to ensure that other customers and staff are not disrupted
- * Treat Learning Services staff and other customers with courtesy and respect

Make effective use of the facilities and services we offer

- * Attend an induction session and workshops, and put into practice what you learn
- * Take advantage of support sessions to assist you with your study
- * When using IT facilities be aware of Edge Hill's Acceptable Use Policy and abide by its principles
- * When photocopying material be aware of copyright restrictions

We aim to work in partnership with our customers to maintain a learning environment beneficial to all