

## Service standards 2013 – 2014

Learning Services are committed to providing 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.

### Access to resources

- The University VLE (Blackboard) will be available 99.9%\* of the time throughout the year. Planned downtime is undertaken outside of core teaching hours where possible and communicated at least one week in advance.
- We will shelve 95% of items within 24 staffed hours of their return.
- 75% of reading list items will be available to loan within 3 weeks of the order being placed on the item.
- To maximise access to library material, we will purchase an electronic copy of high demand items where available.

## High quality facilities

- Learning Services buildings will be checked on a daily basis to ensure good standards of cleanliness and to report faults in a timely manner.
- The University libraries will be patrolled for noise and inappropriate behaviour on an hourly basis. Customers behaving inappropriately will be moved to a more suitable area of the Library.
- We will ensure at least 98% of student open access PCs within our buildings are in working order.
- We will provide a range of study spaces including silent, quiet and group. We will also provide bookable individual study rooms and group rooms, as well as lap top loans.

## 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 to our centralised help line will be resolved at the first point of contact.

Enquires via Ask Us will be answered within 12 working hours.

- The quality of all interaction with our help desk staff will be assessed by our quality framework which includes mystery shopper activity and quality spot checks.
- Customer feedback received via our comments and suggestions scheme will be responded to within 5 working days.

\*excluding scheduled service interruptions.