

2014/15 Performance Against Service Standards

Detailed below are our service standards and how we have performed against them in the academic year 2014-2015.

Standard

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 4 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.

Access to resources

Performance

The University VLE (Blackboard) service has continued to be robust and reliable in the 14/15 academic year with 99.96% scheduled availability achieved. Incident records are maintained for all Learning Edge systems and reviewed on a monthly basis. Scheduled system maintenance to upgrade Blackboard to the latest October 2014 release was undertaken outside of core teaching hours and completed within 12 hours.

We monitor and record the rate of returned items through a time sheet on each trolley, which is then collated on a monthly basis. In the sample months we made 100% of items available within 24 staffed hours of their return. On average items were shelved within 7 working hours, a reduction of 2 working hours on 13-14

This service standard is determined by a national Consortia agreement with library suppliers. Through close liaison with our suppliers Learning Services has substantially exceeded the standard in 2014/15 with 86% of reading list items available within 3 weeks of the order being placed.

Learning Services purchases electronic copies where available of items where high demand is anticipated, such as items in a reading list. In addition to this our patron driven acquisition of ebooks in 2014/15, enabled students to select 491 ebooks to support their learning, providing instant access at the point of need.

High quality facilities

Standard

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 laptop loans.

Performance

Our 14/15 facilities framework ensured that our buildings were checked on a daily basis. The buildings are checked pro-actively for cleanliness, and any issues are reported immediately to our Facilities Management department.

In the University library staff monitor noise and inappropriate behaviour between 08am and midnight. Any issues are dealt with immediately and/or referred to a senior manager when required. Customers are encouraged to report noise issues anonymously to our roving team via telephone, text message or on social media.

We use our service desk software RMS to report PC faults to the Media and ICT team. This standard has been met or exceeded in 14/15. The minimum recorded score from the sample weeks was 98.82%.

We provide a range of study spaces including silent study, quiet study and group study. We also provide 20 bookable single study rooms and 4 bookable group study rooms. Our assistive technology room also provides access to specialist software.

Help and Support

Standard

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 8 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.

Performance

For the full academic year, all service points remained open and available during core working hours in term time. The SpLD team supported 1,849 students during 1-2-1 sessions. The Academic Support division provided 1815 customers with support during 2014 – 2015.

98.40% of telephone enquiries to our centralised help line were resolved at first point of contact. On average email enquiries and questions asked via Ask Us were answered within 2 hours 18 mins. knowledge base.

A mystery shop exercise was carried out on our email enquiry service during 14/15. 100% of mystery shoppers believed the response time to their enquiry to be excellent. 67% felt the service offered was excellent with the remaining 33% feeding back that the service provided was very good.

As part of our quality framework, spot checks also take place each week to monitor the quality of our email enquiries.

Monitoring records show the average response time was 2 working days