Learning Services service standards 2015-16
Aintree Library

Learning Services are committed to the development of 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 at Aintree Library.

Access to resources

- We will shelve 95% of items with 24 staffed hours of their return.

- 97% of reading list items ordered will be available to loan within 3 weeks.

- We will respond to all Athens and NHS Core Content related queries within 1 working day

High quality facilities

- The LIRC will be checked on a daily basis to ensure good standards of cleanliness and to report faults in a timely manner.

- We will ensure 98% of student PCs within the LIRC are in working order.

- We will provide a range of study spaces including silent, quiet and group.

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 will be resolved at the first point of contact. 97% of emails to libdesk@edgehill.ac.uk will be answered within 24 hours.   - Customer feedback will be responded to within 5 working days.
Clinical Information Service
95% of literature searches will be completed within 10 working days.   95% of Inter Library Loans will be actioned within 2 working days.

<u>**Appendix 1**</u>
<u>**Learning Spaces facilities monitoring framework**</u>

1. Overall aim

Our aim is to provide an excellent learning environment to all our learners and this involves ensuring facilities are of a high standard and that learning spaces are fit for purpose. To help us in achieving this we have designed and implemented a series of monitoring processes.

2. Specific objectives

- To ensure that our learning spaces are 'ready for business'
- To ensure that facilities are clean and tidy
- To ensure that facilities are in good working order
- To ensure that faults are reported (and followed up) in a timely manner
- To monitor health and safety issues

3. Daily/weekly processes

There are a number of specific check lists which are in use throughout the day to ensure that the above objectives are met. Action will be taken as appropriate by the staff carrying out the checks. Anything that can't be addressed immediately will be reported to the Operations Manager.

University Library

Daily checks			
Time	**Checks**	**Method**	**Person responsible**
8am	All equipment switched on and checked. Book bin emptied and taken to returns for sorting. Printer checked and tidied.	Opening up checklist	Early opening staff

On-going throughout the day	Copier and printer working and with paper. PC unlocking. General tidiness and cleanliness - clear tables of rubbish. Furniture in the right places. Staplers filled. Fault reporting: IT/equipment on RMS, simple jobs to FM, more complex or on going to Learning Spaces co-ordinator.	Facilities check sheet	All library staff
5-6.30pm Mon-Thurs 4-5pm Fri	Collect and shelve all items Copiers and printers working and with paper. Staplers filled. General tidiness - clear tables Furniture re-arranged. 1 hour scheduled shelf tidying Check & lock rooms	Facilities check sheet	Evening staff
Twice Weekly			
Operations Manager	The Operations Manager will formally patrol the library twice a week. This is to pick up on issues reported by staff, and also to identify any issues or areas for improvement.	Visual checks	Operations Manager

4. Review

The above table is not a static document, and will be reviewed an updated as appropriate by the Learning Spaces co-ordinator, Learning Spaces Manager and Customer Services Manager.