

2015/16 Performance Against Service Standards

Detailed below are our service standards and how we have performed against them in the academic year 2015-2016.

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 print stock from a reading list 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.

Access to resources

Performance

The University VLE (Blackboard) service has continued to be robust and reliable in the 15/16 academic year with 100% 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 2015 release was undertaken outside of core teaching hours and completed within 12 hours. Additional maintenance to apply a CU2 update was also undertaken outside of core teaching hours and completed within 4 hours.

We record the rate of items being processed and shelved through a time sheet on each full trolley. A sample of 25 is then collated monthly & our records show 100% of items are available within 24 hours of their return. On average items are shelved within 12 working hours.

This service standard is determined by a national Consortia agreement with library suppliers. Through close liaison with our suppliers Learning Services has continued to improve performance in 2015/16 with 90% of reading list items available within 3 weeks of the order being placed. The timescale between print books being received from the supplier to availability on the shelf is within 1 day.

Learning Services purchases electronic copies where available of items where high demand is anticipated. In addition to this our patron driven acquisition of ebooks in 2015/16, enabled students to select 488 ebooks to support their learning, providing instant access at the point of need.

Standard

High quality facilities

Performance

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.

Our 2015/16 facilities framework ensured that our buildings were checked regularly on a daily basis. The buildings are checked pro-actively for cleanliness, health and safety as well as general maintenance repairs. Any issues are reported immediately to our Facilities Management department.

In the University library staff monitor noise and inappropriate behaviour during all opening hours. Any issues are dealt with immediately and/or referred to a senior manager when required. During key times of the year we have a noise campaign that promotes working in the correct learning space. Customers are encouraged to report noise issues anonymously to our roving team via telephone, text message or on social media.

In 15/16 there were 8 months out of 12 when 100% of student open access PCs were in working order. The lowest monthly average was 99.29% in September 2015.

In 2015/16 a refurbishment saw the installation of 22 new PCs, a new soft seating area and new group study desks with integrated power. This added to an already established 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 is available to customers at our help desks, through roving support and via telephone support. 97% of these enquiries will be resolved at the first point of contact. We also have a team of student advisors who offer peer to peer support.

We also provide a range of virtual support via email, text, 24/7 live chat, social media and our online knowledge base Ask Us. 95% of enquiries received via Twitter will be responded to within 2 working hours. On average enquires submitted via Ask Us will be answered in under 5 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

This was our first year of monitoring the number of enquiries resolved at first point of contact for all our main support channels; Welcome Desk, Ask Desk, Roving Support, Telephone Support and enquires through Ask Us. The standard we set for 15/16 was for 97% of enquiries to be dealt with at first point of contact and we managed to achieve 98.98% across the academic year.

Despite already improving our service standard target for answering enquiries through our Ask US knowledge base from 8 hours in 2014-15 to 5 hours in 2015-16 we still managed an average turnaround time of 2hours 53 minutes.

2015-16 was our first year of monitoring our response time to enquiries via Twitter. 86% of twitter enquiries were responded to within 2 working hours. Although the service standard of 95% was not achieved, further support has been put in place to support the achievement of this target in 16/17.

The quality of our interactions throughout the 2015-16 academic year were monitored through spot checks and biannual queue and service quality monitoring exercises. Excellent service practices were shared with all help desk staff and any training needs were identified and organised.

For the last 2 years our monitoring records show that the average response time for replying to customer feedback via our comment and suggestion scheme was 2 working days. With this in mind we are improving the standard to 3 working days for 2016-17.