

**Learning Services are committed to continuous improvement within all our service areas and in our approach to customer care.**

Detailed below are our service standards and how we have performed against them in the academic year **2012-2013**.

<b>Service Standard</b>	<b>Monitoring/Evidence</b>
The University libraries will be from 8am to Midnight, Monday to Friday, during term time. Access to IT facilities will available in the LINC building, 24 hours a day 365 days a year, where possible.	The University Library Ormskirk was open 8am till midnight throughout term time. Access out of term time was extended to 8.45-7 Monday to Friday. On 2 occasions the building had to close at 5pm due to staff sickness. IT facilities have been available in the LINC building, 24 hours a day 365 days a year with an appropriate Unicard.
We will make 97% of items available within 24 hours of their return, and will shelve them within 48 hours on working days.	We record and monitor rate of return through a time sheet on each trolley. In sample months we made 100% of items available within 24hrs and on average books were shelved in 27hrs.
We will provide an out of hours book returns service at our 3 main sites.	Ormskirk, Aintree, and Woodlands all have an out of hours book return box.
The shelves will be tidied on a daily basis during Library opening hours.	In sample months we had 33hrs 30mins of staff time allocated to shelf tidying in specific areas. This was shared between 17 roles. Flexi staff, student assistants and midnight assistants also offer support when appropriate
All books received and 'in processing' will be made available for loan within 2 working days of a customer placing a reservation on a particular title.	This year monitoring shows that 150 items placed on hold and in processing have been made available within 1 working day.
We will make 90% of digitised items available via the library catalogue (for current modules) within 20 working days of the digitization team receiving the print version.	Monitoring shows that 99.43% of digitised items were available on the catalogue in less than 20 working days of receiving the request. The average was 3.59 working days.
100% of reading lists submitted to Learning Services will be available to view online via the library catalogue within 6 weeks.	879 reading lists were received during the 2012-13 academic year Titles were made available on the catalogue in an average of 28 days.
We will provide networked computers in a range of study environments suitable for group or individual study.	The Learning Centres and Libraries have a total of 362 networked computers, with a mix of individual computers in open access areas, bookable individual study rooms and group study rooms. All sites now have wireless access and there is a lap top loan facility at both Ormskirk and Woodlands.
Any computer faults reported before 1pm will be investigated by our staff and, when possible, repaired by 5pm the same day.	All faults reported via RMS for the ICT and Media team are investigated within the timescale and repaired, or referred on to IT Services or other departments as necessary.
We will dispatch available items requested for postal loan within 5 working days.	In sample months statistics show 650 items were dispatched in an average of 0.33 days.
We offer training and support in the use of TV studio equipment for students and staff, upon request.	Evidence and logs show in 2012-13 we have provided 2770 hours training and support in the use of TV studio equipment and editing facilities for students, and staff, upon request. The studio is fully equipped with the latest in HD broadcast technology and studio sessions are supported by Learning Services staff. The TV Student recently relocated to Creative Edge.
We will satisfy 97% of telephone calls made to Learning Services help line at the first point of contact.	On Average 99.6% of calls made to Learning Services help line were dealt with at the first point of contact.
We will respond to any 'Comments and Suggestions' within 5 working days.	Monitoring records show the average response time was less than 4 days. (3.94%)
We will undertake a customer consultation exercise every year and publicise the results.	In 2012-2013 we conducted a number of consultation exercises including comment and suggestions, surveys, focus groups, as well as observations. We also liaise closely with the Student Union and academic departments through program boards and analyse data from the National Student Survey. We also publish a 'you said/we did' table on our web pages.
The University Library at Ormskirk will be patrolled for noise and inappropriate behaviour on a daily basis, by a member of the flexi team, and noise levels will be monitored as appropriate at other sites.	In the University Library staff monitor noise and inappropriate behaviour between 08am and midnight. Any issues that need to be passed to the next member of staff are recorded in a diary. Any issues are dealt with immediately and referred to a senior manager when required.

<p>We will respond to 95% of emails to the SpLD Support Team <a href="mailto:inclusiveservices@edgehill.ac.uk">inclusiveservices@edgehill.ac.uk</a> within 1 working day.</p>	<p>We have responded to 100% of email enquiries within 1 working day.</p>
<p>Each faculty will have a designated Academic Liaison Librarian and an Academic Skills Advisor; each subject will have a representative who will attend Faculty and Programme Boards.</p>	<p>For each of the three Faculties there is an Academic Liaison Manager who attends Faculty Boards. In addition, each Faculty has a designated Skills Advisor; at least one Liaison Librarian; and at least one Learning Technology Development Officer. Liaison Librarians and Learning Technologists attend Programme Boards wherever possible and provide both a verbal update and a written update from all Learning Services divisions which is included in the minute pack.</p>
<p>All students can choose to access a range of learning literacy's support including workshops, face to face sessions, online and printed resources.</p>	<p>We provide a variety of mechanisms to ensure students can access additional support. One to one sessions are available for study skills and information literacy and are booked via the ASK desk on the 1st floor of the University Library; directly with the Inclusive Services team or directly with the Liaison Librarian or Skills Advisor - contact details for Liaison Librarians are available via the Learning Services website. In addition to one to one sessions, we provided workshops 'Steps to Academic Success'. These are widely publicised and online booking is available to all students. Steps to Academic Success sessions range from accessing information resources and using ICT to academic study skills such as assignment writing and time management.</p>
<p>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.</p>	<p>A thirty minute induction session is arranged with each department for their new student intake each year, this is all year round, including weekends. The session includes information about Learning Services and the support offered to students. Library tours are also offered to all new starters and can be facilitated by student assistants or Liaison Librarians. Further subject specific information literacy sessions are offered to all departments for students at all levels, facilitated by the Academic Support division.</p>
<p>We will ensure that all Learning Services staff will receive an induction, annual appraisal and on-going staff development.</p>	<p>All new staff attend a centralised University induction and a Learning Services induction. It is compulsory for all staff to participate in the Annual Performance Review scheme, this is included in all new job descriptions. Learning Services staff can also participate in a number of internal and external events and conferences (if funding allows) throughout the year. This year we offered 2 week in house development program and staff are asked to attend at least two sessions; an annual conference; senior staff (grade 6+) also undertook AUA projects. Records are kept of all staff development activities throughout the year.</p>
<p>We provide a range of assessments, needs assessments and advice on funding for students with specific learning difficulties i.e. dyslexia or dyspraxia.</p>	<p>The SpLD Support Team have provided informal assessments, formal diagnostic appointments, feedback appointments, and cerium overlay assessments. We also provide students with a SpLD advice and guidance on accessing DSA funding and Study Needs Assessments through consultation appointments. This information is recorded on the Inclusive Services database.</p>
<p>For students and staff who feel they may have a SpLD, the SpLD Support Team will provide screening prior to diagnosis if indicators are apparent.</p>	<p>Appointments made on the Inclusive Services database show that students and staff who feel they may have a SpLD (e.g. Dyslexia, Dyspraxia, Dyscalculia), were given the opportunity of a an Informal (screening) Assessment before being referred for a full Diagnostic Assessment. Statistics collected show that 98% of student who were advised to have a formal diagnostic appointments were found to have some form of SpLD.</p>
<ul style="list-style-type: none"> <li>• In order to support the development of basic competencies with the Virtual Learning environment and enhance practice and engagement with technologies for teaching and learning all new academic staff starters will receive; <ol style="list-style-type: none"> <li>1. An information pack containing details of the Learning Technology Department and Technology Enhanced Learning related services [New Starter Pack]</li> <li>2. A presentation introducing the Learning Technology Department and Technology Enhanced Learning related practice and opportunities [Academic Induction]</li> <li>3. Access to a staff development programme of ICT and Virtual Learning Environment / Technology Enhanced Learning related events (ePD Staff Development Programme)</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. 100% of new starters received an introductory communication inviting them to meet with their Faculty Academic Liaison Librarian and Learning Technologist. New starters who accepted the offer received a welcome pack, an opportunity to discuss their support needs and advice to help them in their new role. Sources of ongoing support and information are also signposted which include: The Learning Services wiki, eShare repository &amp; YouTube channels (which include system service descriptors, user policy documents, process guides, and training and support materials) and the service blog and twitter channels (where regular updates, advice and practice exemplars are communicated).</li> <li>2. 3 academic inductions (1 per term) provided a high level overview of Learning Services which referenced staff, systems and support for learning technologies.</li> <li>3. 29 scheduled 'Digital Practitioner' sessions, 66 bespoke workshops and 48 one-to-one meetings were delivered to increase the digital capability of academic, administrative and support staff. In addition to the face-to-face events, an open access online course environment on Learning Edge (Blackboard 91.) provided staff with a one-stop-shop to browse events, contact facilitators, communicate with other colleagues and access a wealth of self-help information. All new staff were also provided with their own Test Course space in the VLE to experiment with new ideas.</li> </ol>