



Information Services - IT and Library Customer Service Standards: 2022 Results

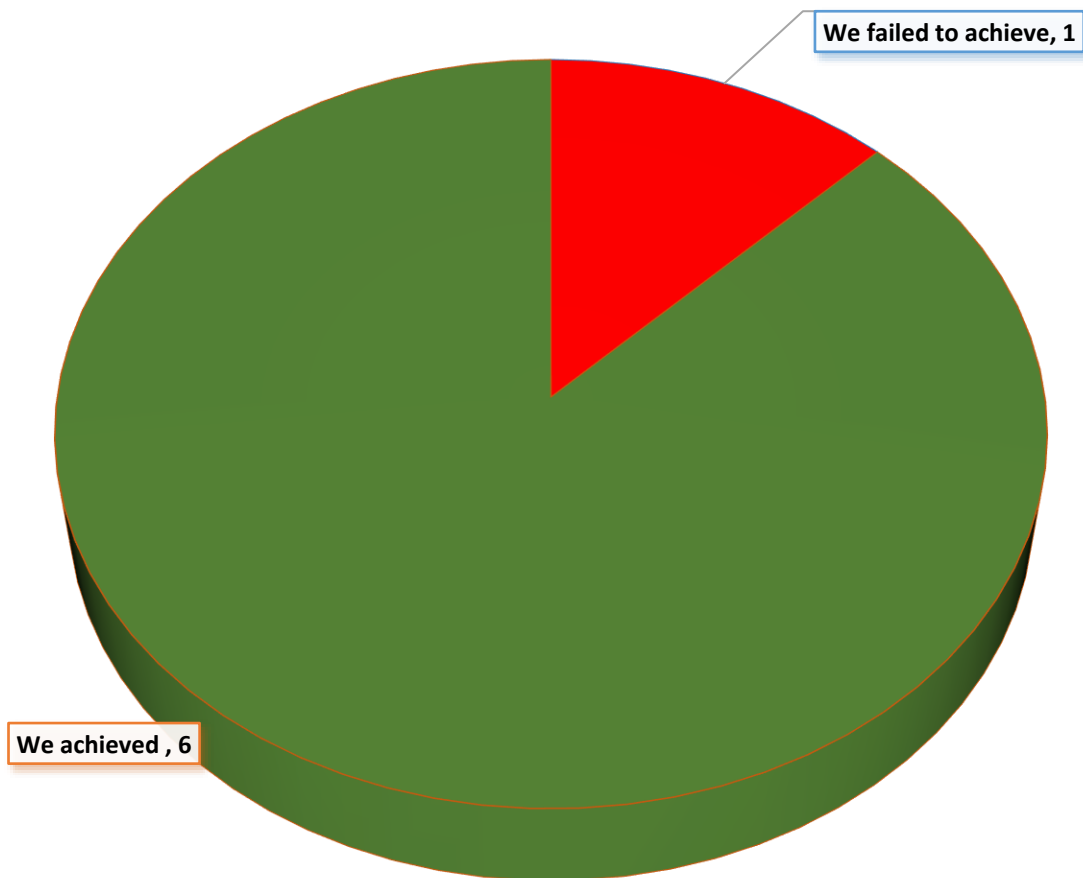
We achieved 6 standards.









We failed to achieve 1 standard.



INFORMATION SERVICES - IT AND LIBRARY CUSTOMER SERVICE STANDARDS 2022



	Standard	Customer Group	Comment	Achieved
Library Customer Services				
1	Library Information and Operation team will resolve and close 90 % of your phone, email and UniDesk library enquiries within advertised Services Level Agreement .	Students, Staff, External Users	We achieved 95.5%	
2	We will receive 80% of print book orders within 20 working days of order being placed and we will make them available to you straight away.	Students, Staff, External Users	We achieved 83%	
3	80% of e-books will be available to you within 5 working days of order being placed.	Students, Staff	We achieved 93%	
4	80% of Inter Library Loans requests will be available to you within 15 working days.	Students, Staff	We achieved 90%	
5	90% of deposited Repository output records are processed within 5 days	Staff, Researchers	We achieved 90%	
IT Customer Services				
5	IS Service Desk will resolve and close 90 % of your phone, email and UniDesk enquiries within advertised Services Level Agreement .	Students, Staff, External Users	We achieved 94%	
6	AV and Learning Spaces team will resolve and close 90 % of UniDesk calls within advertised Services Level Agreement .	Students, Staff	72.6%	