

Information Services - IT and Library customer service standards 2023 results

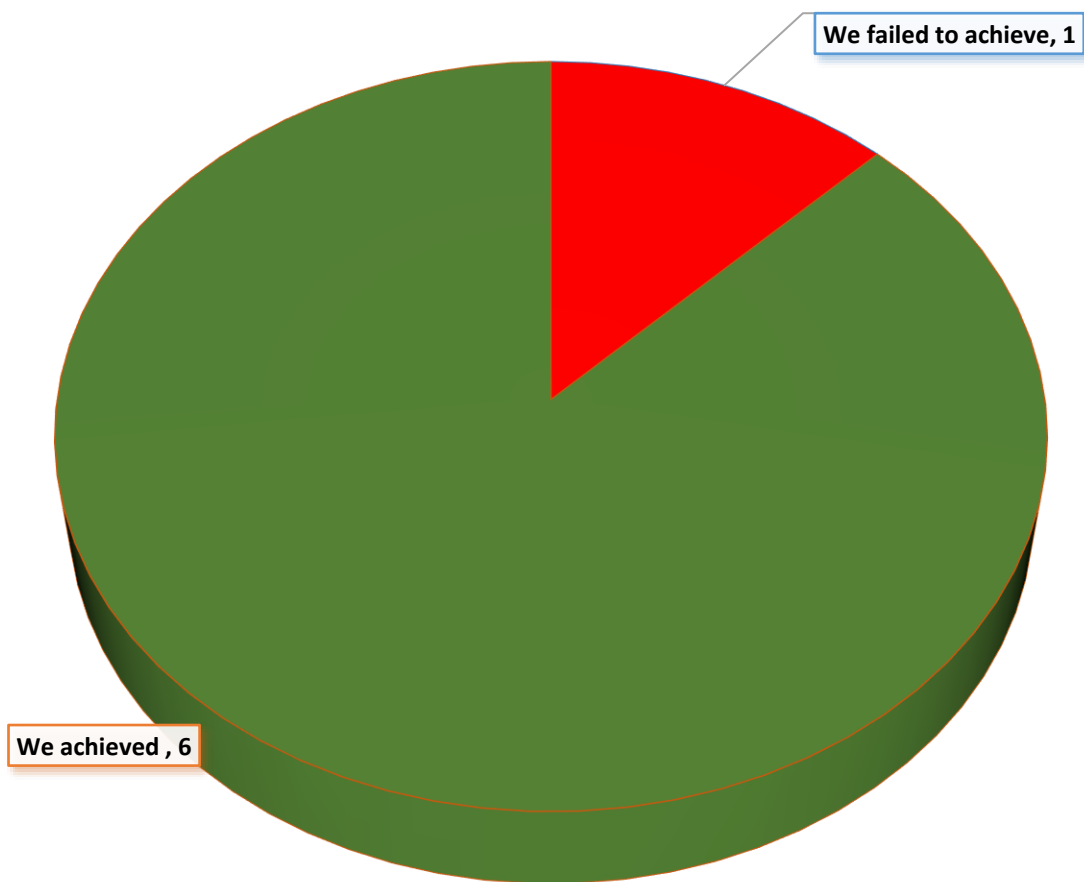
We achieved 6 standards.



We failed to achieve 1 standard.



INFORMATION SERVICES - IT AND LIBRARY CUSTOMER SERVICE STANDARDS 2023





| | 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 99% | Yes |
| 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 91% | Yes |
| 3 | 80% of e-books will be available to you within 5 working days of order being placed. | Students, Staff | We achieved 98% | Yes |
| 4 | 80% of Inter Library Loans requests will be available to you within 15 working days. | Students, Staff | We achieved 93% | Yes |
| 5 | 90% of deposited Repository output records are processed within 5 days | Staff, Researchers | We achieved 99% | Yes |
| 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 97% | Yes |

| | | | | |
|---|---|-----------------|-----------------|----|
| 6 | AV and Learning Spaces team will resolve and close 90 % of UniDesk calls within advertised Services Level Agreement . | Students, Staff | We achieved 88% | No |
|---|---|-----------------|-----------------|----|