

## Information Services IT and Library Customer Service Standards – 2018/19 Results

We have reviewed our standards in 2019.  
During 2018/2019 we used 13 new standards to judge our performance.

We achieved 12 standards












We failed to achieve 1 standard






### INFORMATION SERVICES - IT AND LIBRARY CUSTOMER SERVICE STANDARDS 2018/19



	Standard	Customer Group	Comment	Achieved
Library customer services				
1	We monitor our eresources continuously. If you notice that they are not available let us know, we will report it to suppliers within 1 working day. We will notify you in advance of all scheduled system and eresource maintenance or downtime through our <a href="#">Service Status page</a> and <a href="#">Twitter</a> .	Students and Staff	You have reported 72 issues in 20018/2019.	
2	We actively monitor library items in high demand, taking appropriate actions such as purchasing, suggesting e-book use or inter-library loan.	Students and Staff	We monitored high demand items on a weekly basis.	
3	We will ask you for feedback on our timetabled teaching sessions, workshops and organised drop-in clinics. We will achieve at least 90% satisfaction rating on the following question: "Do you think what you've learned from the session will be useful to you in the future?"	Students	We have achieved 100%.	

4	Campus libraries will be open 99% of their <a href="#">advertised hours</a> .	Students, Staff and External Users	We were open 100% of advertised hours.	
5	We actively seek feedback on the quality of our services and how they can be improved. We will respond to your feedback and comments within 2 working days and resolve or update it within 5 working days (where contact details were provided).	Students, Staff and External Users	We received 51 feedbacks from you in 2018/19.	
6	If you requested a book available on another campus library, we will fulfil your request or notify you of any problems in supplying the item within 5 working days.	Students, Staff and External Users	We monitored high demand items throughout the week.	
7	Library Information and Operations team will resolve and close 90 % of your phone, email and UniDesk library enquiries within our advertised <a href="#">Services Level Agreement</a> .	Students, Staff and External Users	We achieved 98.34%.	
<b>IT Customer services</b>				
8	Moodle, Student Records, Agresso, Websites and HR Connect services will be available 99% of the time.	Students and Staff	We achieved 99.76%.	
9	IS Service Desk will resolve and close 90 % of your phone, email and UniDesk enquiries within the advertised <a href="#">Services Level Agreement</a> .	Students, Staff and External Users	We achieved 96.06%.	

10	Printing, Scanning and Copying (our MFD devices) will be available 97 % of the time.	Students and Staff	We achieved 99.77%.	
11	The Audio Visual and Learning Spaces team will resolve and close 90 % of UniDesk calls within the advertised <a href="#">Services Level Agreement</a> .	Students and Staff	We narrowly failed to achieve our target: we achieved 89.59%	
12	In 95% of cases where unresolvable critical faults are identified with IS-supported equipment in teaching spaces, we will inform the appropriate team/school office within 1 working day.	Students and Staff	We achieved 100%.	
13	We are monitoring askNapier searches and update keywords on monthly basis, making sure you can find relevant articles.	Students, Staff and External Users	We monitored askNapier on a monthly basis, improving searching facilities.	