



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

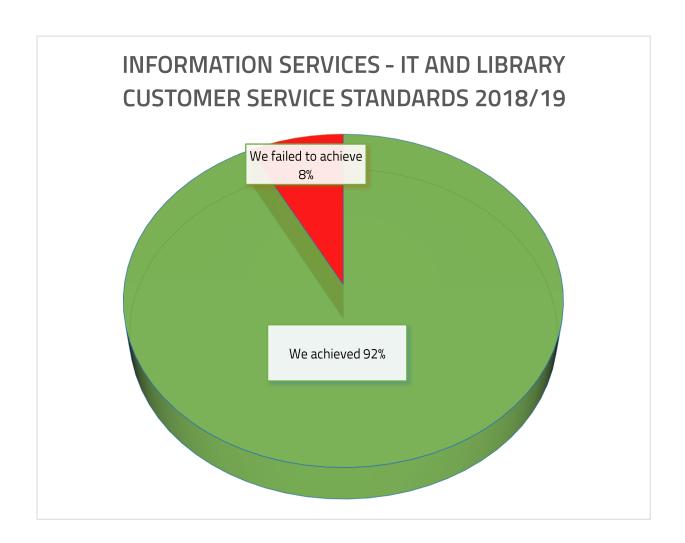
We have reviewed our standards in 2019. During 2018/2019 we used 13 new standards to judge our performance.

We achieved 12 standards



We failed to achieve 1 standard









	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 Service Status page and Twitter.	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 interlibrary 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 advertised hours.	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 Services Level Agreement.	Students, Staff and External Users	We achieved 98.34%.				
IT C	IT Customer services						
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 Services Level Agreement.	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 Services Level Agreement.	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.	