

Information Services - IT and Library Customer Service Standards

	Standard	Customer Group
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
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
3	80% of e-books will be available to you within 5 working days of order being placed	Students, Staff,
4	80% of Inter Library Loans will be fulfilled within 15 days	Students, Staff,
5	90% of deposited Repository output records are processed within 5 days	Staff, Researchers
IT Customer Services		
6	IS Service Desk will resolve and close 90 % of your phone, email and UniDesk enquiries within advertised Services Level Agreement	Students, Staff, External Users
7	AV and Learning Spaces team will resolve and close 90 % of UniDesk calls within advertised Services Level Agreement	Students, Staff

We control our standards throughout the year and report to our customers on annual basis in February.