Service Standards Review, November 2018

Information Services developed a set of service standards in March 2014, in consultation with users of its services. The service standards are revised annually each September following collection of data and discussion about revising our targets for the forthcoming year.

This document reflects on performance in 2017/18 and provides further details about changes to service standards and targets for the following year.

Library

2017/18 Standard	2017/18 Target	2017/18 Result	2018/19 Target	Notes
Overall satisfaction rating on Question 19 (the Library question) in the National Student Survey.	90%	88% Rank 48	90%	We did not meet our target for this year but retain our target of 90% as this remains stretching but should be achievable. Our rank in the NSS survey is also reported here. We dropped from 46th place in 2017 to 48th in 2018.

Overall satisfaction on the Library question of the Postgraduate Research Experience Survey (conducted biennially)	87%	85.50%	87%	These are the PRES 2017 results. We did not meet our target this year although we did see an increase in our score which was 84% in 2015. We have a programme of work to invest in the postgraduate experience which should start filtering through to our results in 2019. Until that time we will maintain our target of 87%.
Overall satisfaction on the Library question of the Postgraduate Taught Experience Survey (conducted biennially)	87%	n/a	87%	PTES 2018 results will be published in the 2018/19 cycle. We have a programme of work to invest in the postgraduate experience which should continue to filter through to our results so we will maintain our target of 87%.
Overall satisfaction with the quality of service in the Library Survey (conducted biennially).	84%	n/a	84%	Survey did not run during 2017/18.

The Library will be open for our advertised building opening hours, excluding planned closures.	100%	99.86%	100%	12 hr 30 minute building closure in March 2018 due to snow. Target retained as it is the appropriate standard to aim for.
The Help desk will be open for our advertised staffed service hours, excluding planned closures.	100%	99.96%	100%	30 minute desk closure in March 2018 due to snow. Target retained as it is the appropriate standard to aim for.
Supply an initial response to enquiries, feedback and complaints received via our enquiry service within three working days.	99%	98.5%	99%	We increased our performance this year by 0.5 % and retain a target of 99%. We continue to place a focus on the small % of queries where it is taking us longer than we would expect for us to send a response.
Satisfaction with our handling of responses to enquiries.	95%	94.73%	95%	We almost attained our target level for this standard in 17/18 and will retain 95% as being our target to meet.

Proportion of items returned to the open shelves within 12 hours	90%	84.6%	100% within 24 hours	Our results are taken from samples taken periodically throughout the year. A decision has been taken to revert to calculating this standard 24 hours from point of return because we have had difficulties with our sample methodology measuring 12 hours. We will revert to aiming for 100% of books reshelved within 24 hours.
Proportion of items shelved by our staff that are shelved accurately.	98%	97.82%	98%	Our results are taken from samples taken periodically throughout the year. We did not quite meet our target this year and our target is maintained at 98%.
Percentage of books/online resources that were available for use in the library (on the shelves) within 2 weeks of ordering. Broken down by print books and online resources.	90%	96.5% Physical 100% Electronic	90%	We have exceeded our target even though we have shortened the time frame for this standard. Target will be maintained at 90% for a further year.

Proportion of interlibrary loan requests processed within three working days of receiving the request.	97%	87.7%	97%	We have failed to meet our target this year due to changes in the way we staff this service. Target maintained going forward.
Satisfaction rating for Library & IT teaching sessions.	Overall satisfaction 87% Confidence question 90%	n/a	To be revised	Library and IT teaching is reported together but due to low sample sizes we cannot report on our results. This standard will be revised for the next year.

IT

2016/17 Standard	2017/18 Target	2017/18 Result	2018/19 Target	Notes
Overall satisfaction rating on Question 18 (the IT question) in the National Student Survey.	90%	88% Rank 17	90%	We did not meet our target for this year. We retain our target to 90% for the coming year as this will be stretching but should be achievable. Our rank in the NSS survey is also reported here. We dropped from 8th place in 2017 to 17th in 2018.
Overall satisfaction on the IT question of the Postgraduate Research Experience Survey (conducted biennially)	86%	83.6%	86%	These are the PRES 2017 results. We did not meet our target this year although we did see a slight increase in our score which was 83% in 2016. We have a programme of work to invest in the postgraduate experience which should start filtering through to our results in 2019. Until that time we will maintain our target of 86%.

Overall satisfaction on the IT question of the Postgraduate Taught Experience Survey (conducted biennially)	93%	n/a	93%	PTES 2018 results will be published in the 2018/19 cycle. We have a programme of work to invest in the postgraduate experience which should continue to filter through to our results so we will maintain our target of 93%.
Overall satisfaction in the TechQual+ survey.	92%	92%	93%	Target obtained so increased to 93% for 2019.
Up time for all systems, including planned down time. We will publish our up time for systems as part of service catalogue and put action plans in place to offer continuous improvement.	99%	n/a	99%	Results not yet available. We will be retaining the target for next year as 99% remains a challenging target when planned downtime is also accounted for and as we're moving to doing more regular patching and more system upgrades this coming year. 1% downtime equates to 3 days when taking a whole year into consideration.
IT Support available during our advertised staffed service hours, excluding planned closures.	100%	100%	100%	Target retained as it is the appropriate standard to aim for.

Supply at least an initial response to all enquiries, feedback and complaints received via our enquiry service within three working days.	93%	n/a	93%	Results not available. Target maintained for coming year.
Satisfaction with handling of responses to incidents, service requests and feedback.	98%	96.73%	98%	Target not met this year but maintained for next year.
Proportion of PC devices in IT classrooms and study areas to be functioning. We define a PC device as functioning if someone can use the service as it is designed to be used e.g. log on, have access to filestores, have the advertised software available and be able to print etc.	97%	97%	97%	Target met and maintained for the coming year.
Proportion of printers in IT classrooms and study areas to be functioning.	98%	98%	98%	Target met and maintained for the coming year.
Proportion of out of order PCs in IT classrooms and study areas be fixed or	98%	n/a	98%	Results not available. Target maintained for coming year.

replaced within one working day of the fault being reported.				
Satisfaction rating for Library & IT teaching sessions.	Overall satisfaction 87% Confidence question 90%	n/a	To be revised	Library and IT teaching is reported together but due to low sample sizes we cannot report on our results. This standard will be revised for the next year.

Archives

2017/18 Standard	2017/18 Target	2017/18 Result	2018/19 Target	Notes
Overall satisfaction in the Public Services Quality Group (PSQG) for archives and local studies survey.	-	n/a	96%	No survey in 2017/18, next survey planned for 2018/19
Search Room to be open advertised staffed service hours, excluding planned closures.	100%	100%	100%	Target retained as it is the appropriate standard to aim for.
Supply at least an initial response to all enquiries, feedback and complaints received via our enquiry service within 10 working days.	99%	99%	100%	Target achieved and increased for the coming year.
Satisfaction with handling of responses to enquiries.	95%	94%	95%	Target not quite met and maintained for the coming year. A variable sample size

				contributes to variation of our results in this areas.
Responses to Freedom of Information, Data Protection and Environmental Information Regulation requests within statutory time targets.	100%	96% Freedom of Information requests 100% Data Protection Act Subject Access Requests	100%	Target retained at 100% as these are statutory targets.
Providing documents from the archive to users within 15 minutes of our advertised issue times.	99%	100%	100%	Target achieved and increased for the coming year.
Supply all reprographic requests within 20 working days of requests being placed.	95%	98%	95%	Target exceeded but maintained for the coming year.

Satisfaction with Archives teaching sessions	95%	95% for measured sessions	98%	No data held by us for all learning events. Target achieved and increased for the coming year.