Service Standards Review, November 2019

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 2018/19 and provides further details about changes to service standards and targets for the following year.

Library

<table>
<thead>
<tr>
<th>Standard</th>
<th>2018/19 Target</th>
<th>2018/19 Result</th>
<th>2019/20 Target</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction rating on Question 19 (the Library question) in the National Student Survey.</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
<td>We achieved our target for this year and retain our target of 90% as this remains stretching but achievable.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>90%</td>
<td></td>
<td>Our rank in the NSS survey is also reported here. We climbed from 48th place in 2018 to 17th in 2019.</td>
</tr>
<tr>
<td>Survey</td>
<td>Overall Satisfaction</td>
<td>PRES 2019</td>
<td>Programme of Work</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Overall satisfaction on the Library question of the Postgraduate Research Experience Survey (conducted biennially)</td>
<td>87%</td>
<td>n/a</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>Overall satisfaction on the Library question of the Postgraduate Taught Experience Survey (conducted biennially)</td>
<td>87%</td>
<td>86%</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>Overall satisfaction with the quality of service in the Library Survey (conducted biennially).</td>
<td>84%</td>
<td>89%</td>
<td>90%</td>
<td></td>
</tr>
</tbody>
</table>

PRES 2019 results will be published in the 2019/20 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%.

These are the PTES 2018 results. We did not meet our target this year although we did maintain our score. We have a programme of work to invest in the postgraduate experience which should continue to filter through to our results in the coming years. Until that time we will maintain our target of 87%.

We have exceeded our target in this standard for academic year 2018/19 and increased it for the next survey cycle, which will be in 2020/21.
<table>
<thead>
<tr>
<th>Service</th>
<th>Target Performance</th>
<th>Achieved Performance</th>
<th>2019 Achieved Performance</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Library</td>
<td>100%</td>
<td>99.96%</td>
<td>100%</td>
<td>26 hours of building closures during the year due to a burst water main and staff sickness. Target retained as it is the appropriate standard to aim for.</td>
</tr>
<tr>
<td>The Help desk</td>
<td>100%</td>
<td>99.83%</td>
<td>100%</td>
<td>6 hours of service desk closures during the year due to a burst water main. Target retained as it is the appropriate standard to aim for.</td>
</tr>
<tr>
<td>Supply an initial response</td>
<td>99%</td>
<td>98.6%</td>
<td>99%</td>
<td>We increased our performance this year, we are retaining a target of 99% but reducing the time frame for sending replies to two days. 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.</td>
</tr>
<tr>
<td>Satisfaction with handling</td>
<td>95%</td>
<td>88.37%</td>
<td>95%</td>
<td>We have missed our target this year. We have identified the majority of dissatisfaction is with our outsourced out of hours chat service. will retain 95% as being our target to meet.</td>
</tr>
<tr>
<td>Service Standard</td>
<td>100% within 24 hours</td>
<td>n/a</td>
<td>100% within 24 hours</td>
<td>Comments</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Proportion of items returned to the open shelves within 12 hours</td>
<td></td>
<td></td>
<td></td>
<td>Our results are taken from samples taken periodically throughout the year and due to an oversight this standard has not been measured this year. Our target is maintained aiming for 100% of books to be reshelved within 24 hours.</td>
</tr>
<tr>
<td>Proportion of items shelved by our staff that are shelved accurately.</td>
<td>98%</td>
<td>97.36%</td>
<td>98%</td>
<td>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%.</td>
</tr>
<tr>
<td>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.</td>
<td>95%</td>
<td>93.16% Physical 97.84% Electronic</td>
<td>90%</td>
<td>Figures are from Library led request ordering. We have exceeded our target so it is increased for next year.</td>
</tr>
<tr>
<td>Proportion of interlibrary loan requests processed within three working days of receiving the request.</td>
<td>97%</td>
<td>51.88%</td>
<td>-</td>
<td>We have failed to meet our target this year. This standard will be reviewed, exploring a delivery related standard.</td>
</tr>
<tr>
<td>Service standards review, November 2019</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>----------------------------------------</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

| Satisfaction rating for Library & IT teaching sessions. | n/a | n/a | To be revised | This standard will be revised for the next year. |
### IT

<table>
<thead>
<tr>
<th>Standard</th>
<th>2018/19 Target</th>
<th>2018/19 Result</th>
<th>2019/20 Target</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction rating on Question 18 (the IT question) in the National Student Survey.</td>
<td>90%</td>
<td>89%</td>
<td>90%</td>
<td>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 17th place in 2018 to 48th in 2018.</td>
</tr>
<tr>
<td>Overall satisfaction on the IT question of the Postgraduate Research Experience Survey (conducted biennially)</td>
<td>86%</td>
<td>n/a</td>
<td>86%</td>
<td>PRES 2018 results will be published in the 2019/20 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 86%.</td>
</tr>
<tr>
<td>Category</td>
<td>2017 Result</td>
<td>2018 Result</td>
<td>2019 Result</td>
<td>Notes</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------</td>
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<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Overall satisfaction on the IT question of the Postgraduate Taught Experience Survey (conducted biennially)</td>
<td>93%</td>
<td>92%</td>
<td>93%</td>
<td>These are the PTES 2017 results. We did not meet our target this year and we have maintained performance at 92%. We have a programme of work to invest in the postgraduate experience which should start filtering through to our results in 2019/20. Until that time we will maintain our target of 93%.</td>
</tr>
<tr>
<td>Overall satisfaction in the TechQual+ survey.</td>
<td>93%</td>
<td>n/a</td>
<td>93%</td>
<td>Survey did not run in 2018/19. Target maintained at 93% for 2019/20.</td>
</tr>
<tr>
<td>Up time for all systems, including planned down time.</td>
<td>99%</td>
<td>99.72%</td>
<td>99%</td>
<td>Target maintained as 99% remains a challenging target when planned downtime is also accounted for. 1% downtime equates to 3 days when taking a whole year into consideration.</td>
</tr>
<tr>
<td>IT Support available during our advertised staffed service hours, excluding planned closures.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>Target retained as it is the appropriate standard to aim for.</td>
</tr>
<tr>
<td>Service Standard</td>
<td>2018 Percentage</td>
<td>2019 Percentage</td>
<td>2020 Percentage</td>
<td>Notes</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>-----------------</td>
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<td>-----------------</td>
<td>-------</td>
</tr>
<tr>
<td>Supply at least an initial response to all enquiries, feedback and complaints received via our enquiry service within three working days.</td>
<td>93%</td>
<td>n/a</td>
<td>93%</td>
<td>Results not available. Target maintained for coming year.</td>
</tr>
<tr>
<td>Satisfaction with handling of responses to incidents, service requests and feedback.</td>
<td>98%</td>
<td>97.67%</td>
<td>98%</td>
<td>Target not met this year but maintained for next year.</td>
</tr>
<tr>
<td>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.</td>
<td>97%</td>
<td>98%</td>
<td>98%</td>
<td>Target exceeded and increased for the coming year.</td>
</tr>
<tr>
<td>Proportion of printers in IT classrooms and study areas to be functioning.</td>
<td>98%</td>
<td>99.79%</td>
<td>99%</td>
<td>Target met and maintained for the coming year.</td>
</tr>
<tr>
<td>Proportion of out of order PCs in IT classrooms and study areas be fixed or</td>
<td>98%</td>
<td>n/a</td>
<td>98%</td>
<td>Results not available. Target maintained for coming year.</td>
</tr>
<tr>
<td>replaced within one working day of the fault being reported.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
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<td></td>
</tr>
<tr>
<td>Satisfaction rating for Library &amp; IT teaching sessions.</td>
<td>n/a</td>
<td>n/a</td>
<td>To be revised</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>This standard will be revised for the next year.</td>
<td></td>
</tr>
</tbody>
</table>
## Archives

<table>
<thead>
<tr>
<th>Standard</th>
<th>2018/19 Target</th>
<th>2018/19 Result</th>
<th>2019/20 Target</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction in the Public Services Quality Group (PSQG) for archives and local studies survey.</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>In the 2018/19 survey the overall rating for the Borthwick was 9.4, up from 9.3 in 2016. This standard will be revised and expressed differently for the next year.</td>
</tr>
<tr>
<td>Search Room to be open advertised staffed service hours, excluding planned closures.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>Target retained as it is the appropriate standard to aim for.</td>
</tr>
<tr>
<td>Supply at least an initial response to all enquiries, feedback and complaints received via our enquiry service within 10 working days.</td>
<td>99%</td>
<td>98%</td>
<td>100%</td>
<td>Target maintained for the coming year. Enquiries to be separated out from feedback and complaints in future.</td>
</tr>
<tr>
<td>Satisfaction with handling of responses to enquiries.</td>
<td>95%</td>
<td>91.35%</td>
<td>95%</td>
<td>Target not quite met and maintained for the coming year. A variable sample size</td>
</tr>
<tr>
<td>Service Standard</td>
<td>2019 Result 1</td>
<td>2019 Result 2</td>
<td>2019 Result 3</td>
<td>Note</td>
</tr>
<tr>
<td>---------------------------------------------------------------------------------</td>
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<td>--------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Responses to Freedom of Information, Data Protection and Environmental Information Regulation requests within statutory time targets.</strong></td>
<td></td>
<td></td>
<td></td>
<td>Standard to be removed as it is no longer the responsibility of the Information Services department.</td>
</tr>
<tr>
<td>Prov. documents from the archive to users within 15 min. of our estimated issue times.</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>Target achieved and maintained for the coming year.</td>
</tr>
<tr>
<td><strong>Supply all reprographic requests within 20 working days of requests being placed.</strong></td>
<td>95%</td>
<td>100%</td>
<td>100%</td>
<td>Target exceeded but increased for the coming year.</td>
</tr>
<tr>
<td><strong>Satisfaction with Archives teaching sessions</strong></td>
<td>98%</td>
<td>100% for measured sessions</td>
<td>100%</td>
<td>No data held by us for all learning events. Target achieved and increased for the coming year.</td>
</tr>
</tbody>
</table>