

Service Standards Review, October 2017

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 2016/17 and provides further details about changes to service standards and targets for the following year.

Library

2016/17 Standard	2016/17 Target	2016/17 Result	2017/18 Target	Notes
Overall satisfaction rating on Question 19 (the Library question) in the National Student Survey.	91%	89% Rank 46	90%	We did not meet our target for this year. Changes to the questions asked in the NSS have most likely affected the drop; we saw a -1.32% variance compared to our 2016 results. We have amended 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 35th place in 2016 to 46th in 2017.
Overall satisfaction on the Library question of the Postgraduate Research Experience Survey (conducted biennially)	n/a	n/a	87%	PRES 2017 results will be reported in 2017/18 service standards. 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%. (PRES 2015 score for Library question was 84%)
Overall satisfaction on the Library question of the Postgraduate Taught Experience Survey (conducted biennially)	87%	86%	87%	We did not meet our target this year although we did see a significant increase in our score which was 83.76% in 2014. 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 LibQUAL+ survey (conducted biennially).	84%	81.25%	84%	We did not meet our target for this year but will maintain the target for the coming period.
The Library will be open for our advertised building opening hours, excluding planned closures.	100%	100%	100%	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%	100%	100%	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.	98%	98.5%	99%	We exceeded our target this year and will increase our target for next year to 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%	Not available	96%	We are unable to publish our results against this standard due to a low sample size. The target has been dropped to 95%

				to standardise the targets across Information Services.
Proportion of items returned to the open shelves within 12 hours	90%	84.6%	90%	Our results are taken from samples taken periodically throughout the year. While we have missed our target for this year we are still pleased with the result as in 16/17 we decreased our target time from 24 hours to 12 hours. We continue to maintain 100% of books returned to the shelves within 24 hours. We will maintain the 90% target for next year.
Proportion of items shelved by our staff that are shelved accurately.	98%	96.63%	98%	Our results are taken from samples taken periodically throughout the year. We did not meet our target this year but the figure does show an increase in performance on the previous year (95.91%) despite a high level of turnover of staff in the team concerned. Target maintained.

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%	93% 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%	95%	97%	We failed to meet target but did improve on last years performance (93%). Target maintained going forward.
Satisfaction rating for Library & IT teaching sessions.	Overall satisfaction 87% Confidence question 90%	Overall satisfaction 85% Confidence question 84%	Overall satisfaction 87% Confidence question 90%	Library and IT teaching is reported together. We did not reach our targets for this year and will be reviewing the questions for 2018/19.

IT

2016/17 Standard	2016/17 Target	2016/17 Result	2017/18 Target	Notes
Overall satisfaction rating on Question 17 (the IT question) in the National Student Survey.	95%	89% Rank 8	90%	<p>We did not meet our target for this year.</p> <p>Changes to the questions asked in the NSS have most likely affected the drop; we saw a -4.85% variance compared to our 2016 results. We have amended our target to 90% for the coming year as this will be stretching but should be achievable.</p> <p>Our rank in the NSS survey is also reported here. We dropped from 7th place in 2016 to 8th in 2017.</p>
Overall satisfaction on the IT question of the Postgraduate Research Experience Survey (conducted biennially)	n/a	n/a	86%	<p>PRES 2017 results will be reported in 2017/18 service standards. We have a programme of work to invest in the postgraduate experience which should start filtering through to our results in 2019. IT question in PRES 2015 scored 83%</p>

				therefore suggest 86% (3% increase) to align with Library PRES target.
Overall satisfaction on the IT question of the Postgraduate Taught Experience Survey (conducted biennially)	90%	92%	93%	Target exceeded and increased for next year. We have a programme of work to invest in the postgraduate experience which should continue to filter through to our results in 2019.
Overall satisfaction in the TechQual+ survey.	n/a	n/a	92%	Survey did not run in academic year 2016/17.
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%	99.71%	99%	Target exceeded. 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.	98%	90%	93%	Target not met. This figure is based on a sample of 10% of queries received in November 2016. A review of our methodology for this measure and discussion of next steps will take place in 2017. Target reduced for coming year to a more achievable but still stretching target.
Satisfaction with handling of responses to incidents, service requests and feedback.	98%	96%	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.	96%	97%	97%	Target exceeded and increased for the coming year.

Proportion of printers in IT classrooms and study areas to be functioning.	98%	99%	99%	Target exceeded and increased for the coming year.
Proportion of out of order PCs in IT classrooms and study areas be fixed or replaced within one working day of the fault being reported.	98%	97%	98%	Target just missed but with various staffing changes in the team concerned during the year this represents a strong position. Target maintained for the coming year.
Satisfaction rating for Library & IT teaching sessions.	Overall satisfaction 87% Confidence question 90%	Overall satisfaction 85% Confidence question 84%	Overall satisfaction 87% Confidence question 90%	Library and IT teaching is reported together. We did not reach our targets for this year and will be reviewing the questions for 2018/19.

Archives

2016/17 Standard	2016/17 Target	2016/17 Result	2017/18 Target	Notes
Overall satisfaction in the Public Services Quality Group (PSQG) for archives and local studies survey.	90%	93%	94%	Target exceeded and increased for the coming year.
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%	99%	Target achieved and maintained for the coming year.
Satisfaction with handling of responses to enquiries.	96%	94%	95%	Target not met and adjusted 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%	99.5% 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%	97.2%	99%	Target not met but maintained for coming year.

Supply all reprographic requests within 20 working days of requests being placed.	90%	97%	96%	Target exceeded and increased for the coming year. Our average turnaround is 9 days including weekends.
Satisfaction with Archives teaching sessions	90%	100% for measured sessions	95%	No data held by us for all learning events. Target exceeded and increased for the coming year.