

## Information: Service Standards Review, September 2014

The Information Directorate developed a set of service standards in March 2014, in consultation with users of its services. The service standards were revised in September 2014 following collection of data, in order to ensure that the standards were meaningful and represented stretching targets for the forthcoming year. This document gives further details on our 2013/14 performance and how each standard was revised. The revised standards and targets are published on our performance website.

### Library

2013/14 Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
Overall satisfaction rating on Question 16 (the Library question) in the National Student Survey.	90%	89%	90%	The target was retained as the 2013/14 result was an improvement on 2012/13 (87%), but the target was not met.
Overall satisfaction with the quality of service in the LibQUAL+ survey.	85%	81.3%	83%	This result was an improvement on 2012/13 (79.9%). However, the target was revised down to 83% following a review of comparator results, which showed an average result of 81.4%, and a maximum result of 86%. It was therefore felt that 83% was both realistic and challenging.

2013/14 Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
The Library will be open for our advertised building opening hours, excluding planned closures.	100%	100%	100%	This was retained, as the target was achieved and the service standard reflects the expectations of our users.
The Help desk will be open for our advertised staffed service hours, excluding planned closures.	100%	100%	100%	This was retained, as the target was achieved and the service standard reflects the expectations of our users.
Acknowledgement of all enquiries, feedback and complaints received via our enquiry service within one working day, and supply at least an initial response within three working days.	100%	97%	100%	The target for this standard has been retained, as we were close to meeting our goal based on a part year sample. However, the standard itself has been revised to focus solely on achieving the initial response target, since the acknowledgement of queries is automatic.
We will provide ongoing contact in relation to unresolved queries at	100%	N/A	100%	This standard and target have been retained, as this remains our aspiration. We have not yet

2013/14 Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
least once every five working days.				established a process to measure this standard, but aim to do so this year.
Satisfaction with our handling of responses to enquiries.	90%	77.77%	90%	This standard and target have been retained. Although the target was not met, this was partly due to the sampling methodology used which required users to fill in a form linked from the bottom of an email response, which elicited only 9 responses in a 2 month period. We aim to increase the sample size this year by proactively surveying users.
Satisfaction with our complaint handling process and with responses to complaints that are upheld.	90%	N/A	90%	This standard and target have been retained. We were unable to measure against this standard this year as we currently do not categorise complaints as being "upheld". However, we are conducting a feedback review this year to establish this.

2013/14 Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
Proportion of returned items that are to be returned to the open shelves (so excluding items that are requested, or damaged etc) available to the customer within 24 hours.	90%	N/A	90%	This standard is retained, though the wording of it has been simplified to remove the exclusions to make it more understandable for users. We do not have any data on this yet, but sampling will begin in Autumn Term 2014.
Proportion of items shelved by our staff that are shelved accurately.	98%	N/A	98%	This standard is retained. We do not have any data on this yet, but sampling will begin in Autumn Term 2014.
Proportion of priority orders that are available within 10 working days from point of order. Priority orders are defined as: items on reading lists, items requested by users or items that need to be purchased for Key Texts.	90%	N/A	90%	This standard is retained as we are unable to measure this yet. Work is ongoing to allow this to be measured.

2013/14 Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
Proportion of reading lists items available. This standard only applies when reading lists are provided to the Library by the department within required deadlines.	99%	N/A	99%	This standard is retained as we have been unable to measure this yet. However, a sample of reading lists from this year will be reviewed and reported on.
Proportion of interlibrary loan requests processed within three working days of receiving the request.	90%	N/A	90%	This standard is retained. We have not been able to report on this yet as we have changed library management system, but hope to be able to report on this next year.
Satisfaction rating for our teaching sessions.	90%	82.6%	90%	This standard has been retained, although we are in the processing of reviewing the question used to rate this. Currently it is based upon this post-session survey question: "On a scale of 1 to 10, how would you rate this session?"

## IT

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
Overall satisfaction rating on Question 17 (the IT question) in the National Student Survey.	93%	93%	94%	As this target was met, we have increased the target for next year to 94%.
Overall satisfaction in the TechQual+ survey.	85%	88.2%	90%	As this target was exceeded, we have increased the target to 90% for next year.
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%	We have retained this target as we have been unable to report on this yet. However, work is ongoing to allow us to monitor and report on the availability of core systems this year.
IT Support available during our advertised staffed service hours,	100%	100%	100%	We retain this target as it was met this year and it is our aspiration to ensure full availability

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
excluding planned closures.				during advertised hours.
Acknowledgement of all incidents, feedback and complaints received via our enquiry service within one working day, and supply at least an initial response within three working days. See table below for more detail on escalations of types of incidents.	100%	N/A	100%	We retain the target of 100% as this is our aspiration. We have been unable to report on this yet, but hope to do so next year. This standard will also be simplified to reflect achievement of initial response times, as acknowledgements are automatic (therefore always 100%) and initial responses are more important to our users.
Acknowledgement of all service requests within one working day, and supply at least an initial response within three working days.	100%	N/A	100%	We will retain this target as we have been unable to report on this yet, but hope to do so next year.
Provide ongoing contact in relation	100%	N/A	100%	We will retain this target as we have been

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
to unresolved incidents and service requests at least once every five working days.				unable to report on this yet, but hope to do so next year.
Satisfaction with handling of responses to incidents, service requests and feedback.	90%	92.75%	95%	Having exceeded our target this year, we have increased our target for next year to 95% satisfaction.
Satisfaction with our complaint handling process and responses to complaints that are upheld.	90%	N/A	90%	This standard and target have been retained. We were unable to measure against this standard this year as we currently do not categorise complaints as being "upheld". However, we are conducting a feedback review this year to establish this.
Proportion of PC devices in IT classrooms and study areas to be functioning.	99%	N/A	95%	We will reduce this target to 95%, as we feel this is a more realistic target given the large number of devices available. We have been

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
				unable to report on this yet, but hope to do so next year. An extra standard on reporting of Printer availability will also be added.
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.	100%	N/A	100%	We will retain this target as we have been unable to measure this yet, but hope to do so next year.

In order to maintain consistency across services, a service standard on satisfaction with IT Training sessions, with a 90% target, will also be added.

## Archives

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
Overall satisfaction in the Public Services Quality Group (PSQG) for archives and local studies survey.	90%	To be published in Nov 2014	90%	The PSQG runs in eighteen month intervals and last ran in June 2014, with the results expected in November 2014. We will report the data once it is available, and adjust our target accordingly to ensure we are aiming to be in the top quartile of organisations.
Search Room to be open advertised staffed service hours, excluding planned closures.	100%	100%	100%	We retain this target as it was met this year and it is our aspiration to ensure full availability during advertised hours.
Acknowledgement of all enquiries, feedback and complaints received via our enquiry service within 1 working day, and supply at least an initial response within 10 working	100%	100% acknowledged	100%	We retain the target of 100% as this is our aspiration. We have been unable to report on measurement of initial response times yet, but will be trialling a method for this in November 2014. This standard will also be simplified to reflect achievement of initial

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
days.				response times, as initial responses are more important to our users.
Satisfaction with handling of responses to enquiries.	90%	92.5%	95%	Having exceeded our target for 2013/14, we have increased our target for next year to 95%.
Satisfaction with our complaint handling process and responses to complaints that are upheld.	90%	N/A	90%	This standard and target have been retained. We were unable to measure against this standard this year as we currently do not categorise complaints as being "upheld". However, we are conducting a feedback review this year to establish this.
Responses to Freedom of Information, Data Protection and Environmental Information Regulation requests within statutory	100%	FOI and EIR: 91% DPA: 83%	100%	We have not met our targets for FOI, DPA and EIR requests this year, due to the complexity of some queries. Our target remains as 100% as this is a statutory target.

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
time targets.				
Providing documents from the archive to users within 15 minutes of our advertised issue times.	100%	96.6%	98%	We missed achieving our target by 3.4% this year, and have therefore revised our target to 98% for next year. The target was missed due to user errors in document request forms, requests being for more than allowed, and issues with item locations. A further analysis of items that could not be provided on time will be conducted this year to understand how this process can be improved.
Supply all reprographic requests within 20 working days of requests being placed.	100%	87.1%	90%	This target was not achieved this year and we have therefore revised it to 90% for 2014/15. In some cases, the reason for missing this is that items required repair before being copied and this delayed our response. We will be conducting a process review of this service

Standard	Target 2013/14	2013/14 data	Target 2014/15	Review Notes
				this year to understand issues further and streamline the service offered.

In order to maintain consistency across services, a service standard on satisfaction with Archives teaching sessions, with a 90% target, will also be added.