

Service Standards Review, October 2016

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 2015/16 and provides further details about changes to service standards and targets for the following year.

Library

2015/16 Standard	2015/16 Target	2015/16 Result	2016/17 Target	Notes
Overall satisfaction rating on Question 16 (the Library question) in the National Student Survey.	91%	90% Rank 35	91%	We did not meet our target for this year. We will maintain our target of 91% for the coming year as this will be stretching but should be achievable. We will also start to publish our rank in the NSS survey.

Overall satisfaction on the Library question of the Postgraduate Research Experience Survey (conducted biennially)	87%	85%	87%	We did not meet our target for this year. 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)	2014 result was 86%	n/a	87%	The PTES survey took place in summer 2016 so we will not reporting our results till next year. 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 with the quality of service in the LibQUAL+ survey.	84%	83%	84%	We did not meet our target this year although we did see a small increase in our % score. Progress was less than expected due to constrained resource and the difficulty in getting a jump in scores without large scale investment projects. We will maintain our target of 84% into next year.

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%	97.4%	98%	We have got close but fallen short of our target for this year. However, further analysis of our results shows us that 93.9% of queries were responded to within 24 hours. We are developing an action plan to work 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.	96%	94%	96%	A variable sample size contributes to variation of our results in this areas. We are moving towards reporting satisfaction across all three functions of our service to reduce this variability.

Satisfaction with our complaint handling process and with responses to complaints that are upheld.	-		-	This standard is being removed from the list pending further discussions about how to improve our data collection in this area.
Proportion of items returned to the open shelves within 24 hours	90%	100%	90% within 12 hours	Our results are taken from two samples during February and July of 2016. Our performance significantly exceeded our target for this year. Moving forward we are going to reduce the time frame in half, reducing from 24 hours to 12 hours, and we will continue to aim for a 90% target.
Proportion of items shelved by our staff that are shelved accurately.	95%	95.91%	98%	Our results are taken from two samples during February and July of 2016. We met our target this year and have set a challenging target for next year.
Percentage of books/online resources that were available for use in the library (on the shelves) within 4 weeks of ordering.	90%	99% Physical	90% within two weeks	Target maintained at 90% but going forward our plan is to report against a shorter time frame of two weeks. This years sample of 100 orders showed us

Broken down by print books and online resources.		100% Electronic		that 67% of print items were available within one week, 92% within two weeks. For electronic resources 97% were available within a week.
Proportion of reading lists items available. This standard only applies when reading lists are provided to the Library by the department within required deadlines.	98%	97% Physical 99% Electronic	98%	This standard is being removed from the list as we are unable to source reliable data and we don't think it is that useful in its current form. We are going to concentrate our efforts on having a good methodology and reporting on the availability of all our orders.
Proportion of interlibrary loan requests processed within three working days of receiving the request.	97%	93%	97%	We failed to meet target largely due to a poor performance the week before and week after Christmas/New Year. Target maintained going forward.
Satisfaction rating for Library & IT teaching sessions.	85%	Overall satisfaction 86% Confidence	Overall satisfaction 87% Confidence	Library and IT teaching is reported together. We exceeded our overall satisfaction target this year so will raise to 87% going forward. From academic year 16/17 we will only be reporting on our generic sessions programme as the

		question 89%	question 90%	data we get from our embedded sessions feedback is inconsistent in terms of numbers of responses and hard to capture accurately. We will also begin to report on our confidence question which asks whether participants agree with this statement: "I now feel more confident using the resource(s)/application taught in the session."
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IT

2015/16 Standard	2015/16 Target	2015/16 Result	2016/17 Target	Notes
Overall satisfaction rating on Question 17 (the IT question) in the National Student Survey.	95%	94% Rank 7	95%	<p>We did not meet our target for this year. We will maintain our target of 95% for the coming year as this will be stretching but should be achievable.</p> <p>We will also start to publish our rank in the NSS survey.</p>
Overall satisfaction on the IT question of the Postgraduate Research Experience Survey (conducted biennially)	85%	83%	85%	<p>We did not meet our target for this year. 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%.</p>
Overall satisfaction on the IT question of the Postgraduate Taught Experience Survey (conducted biennially)	2014 result was 86%	n/a	87%	<p>The PTES survey took place in summer 2016 so we will not reporting our results till next year. We have a programme of work</p>

				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 in the TechQual+ survey.	92%	92.2%	92%	Target met and maintained. Survey does not run again till academic year 2017/18.
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%	99.42%	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. 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.	100%	95%	98%	This figure is based on a sample of 10% of queries received in November 2015.

Satisfaction with handling of responses to incidents, service requests and feedback.	100%	96%	98%	A variable sample size contributes to variation of our results in this areas. We are moving towards reporting satisfaction across all three functions of our service to reduce this variability.
Satisfaction with our complaint handling process and with responses to complaints that are upheld.	-		-	This standard is being removed from the list pending further discussions about how to improve our data collection in this area.
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.	95%	96%	96%	Target exceeded and increased for the coming year.
Proportion of printers in IT classrooms and study areas to be functioning.	98%	97%	98%	Target slightly missed but maintained for the coming year. Missing the target largely caused by one device failure followed by long lead time on parts, not fixed correctly

				at engineer at visit and eventually replaced with a loan device meaning a long overall downtime.
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%	98%	98%	The target was met so we will retain it for next year.
Satisfaction rating for Library & IT teaching sessions.	85%	Overall satisfaction 86% Confidence question 89%	Overall satisfaction 87% Confidence question 90%	Library and IT teaching is reported together. We exceeded our overall satisfaction target this year so will raise to 87% going forward. From academic year 16/17 we will only be reporting on our generic sessions programme as the data we get from our embedded sessions feedback is inconsistent in terms of numbers of responses and hard to capture accurately. We will also begin to report on our confidence question which asks whether participants agree with this statement: "I now feel more confident using the

				resource(s)/application taught in the session."
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Archives

2015/16 Standard	2015/16 Target	2015/16 Result	2016/17 Target	Notes
Overall satisfaction in the Public Services Quality Group (PSQG) for archives and local studies survey.	90%	n/a	90%	No data as there was no survey in 2015/16. Target retained. The next national survey, the only user survey nationally for the sector, takes place in October and November 2016
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%	98%	99%	Target just missed so maintained for forthcoming year.

Satisfaction with handling of responses to enquiries.	99%	92%	96%	A variable sample size contributes to variation of our results in this areas. We are moving towards reporting satisfaction across all three functions of our service to reduce this variability.
Satisfaction with our complaint handling process and with responses to complaints that are upheld.	-		-	This standard is being removed from the list pending further discussions about how to improve our data collection in this area.
Responses to Freedom of Information, Data Protection and Environmental Information Regulation requests within statutory time targets.	100%	83% Freedom of Information requests 92% 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.	98%	99%	99%	Target met and increased.
Supply all reprographic requests within 20 working days of requests being placed.	90%	98%	90%	We are working to develop a more meaningful standard for fulfilling these requests.
Satisfaction with Archives teaching sessions	90%	100% for measured sessions	90%	No data held by us for all learning events. The target has been retained for next year.