

Service Standards Review, October 2015

Information Services 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 reflects on performance in 2014/15 and provides further details about changes to service standards and targets for the following year.

Library

2014/15 Standard	2014/15 Target	2014/15 Result	2015/16 Target	Notes
Overall satisfaction rating on Question 16 (the Library question) in the National Student Survey.	90%	90%	91%	We met our target for this year. We will revise our target to 91% next year as this will be stretching but is also achievable. We will also add in results for PRES and PTES as indicators of satisfaction for PGT and PGR students.
Overall satisfaction with the quality of service in the LibQUAL+ survey.	83%	83%	84%	We met the target this year. The maximum score for comparators last year

				was 86%, so the target is revised to 84%.
The Library will be open for our advertised building opening hours, excluding planned closures.	100%	100%	100%	Achieved. Retain target.
The Help desk will be open for our advertised staffed service hours, excluding planned closures.	100%	100%	100%	Achieved. Retain target.
Supply an initial response to enquiries, feedback and complaints received via our enquiry service within three working days.	100%	96.7%	98%	We have got close but fallen short of this service standard both years. We are developing an action plan to improve our performance. Although 100% remains an aspiration, the target has been slightly reduced to 98%.
We will provide ongoing contact in relation to unresolved queries at least once every five working days.	100%	n/a	100%	We have not yet established a process to measure this standard. We have decided to remove it for the time being to allow us to focus on meeting initial response times. We also feel that ongoing contact

				is very subjective depending on the query, and 5 days may be an arbitrary target.
Satisfaction with our handling of responses to enquiries.	90%	95.02%	96%	We exceeded our target this year and have therefore set a more challenging one for next year.
Satisfaction with our complaint handling process and with responses to complaints that are upheld.	90%	81.48%	90%	This figure is quite low due to a very low sample size, provided for the Directorate as a whole (27). The target is retained for next year as we hope to achieve 90%.
Proportion of items returned to the open shelves within 24 hours	90%	80.26%	85%	As we missed our target a more achievable target for next year has been set. A project has been planned to address this shortfall.
Proportion of items shelved by our staff that are shelved accurately.	98%	92.44%	95%	We missed our target for this, but hope to improve upon our performance next year. A project has been planned to address this shortfall.

<p>Proportion of reading list, requested or key text items that are available within 10 working days from point of order.</p>	<p>90%</p>	<p>95%</p>	<p>90%</p>	<p>We exceeded this target this year. However, this was based on a sample of “high demand/fast-track” items and is therefore not necessarily representative. We will revise the standard next year to meet that agreed by RLUK (“Percentage of books/online resources that were available for use in the library (on the shelves) within 4 weeks of ordering. Broken down by</p> <ul style="list-style-type: none"> - Print books - Online resources) <p>so that this is comparable to other universities, and also look to use a more representative sample.</p>
<p>Proportion of reading lists items available. This standard only applies when reading lists are provided to the Library by the department within required deadlines.</p>	<p>99%</p>	<p>96%</p>	<p>98%</p>	<p>Target revised down to 98%, as low sample sizes make a very high target difficult to achieve.</p>

Proportion of interlibrary loan requests processed within three working days of receiving the request.	90%	> 95%	97%	We exceeded our target, so the target is increased.
Satisfaction rating for Library teaching sessions.	90%	83%	85%	We have reduced the target slightly as it has been missed this year. This may be related to the method used of collecting data. We will review the data collection method during this year.

IT

2014/15 Standard	2014/15 Target	2014/15 Result	2015/16 Target	Notes
Overall satisfaction rating on Question 17 (the IT question) in the National Student Survey.	94%	94%	95%	<p>Target met, so it has been increased by 1% as the top scorer in NSS for this question received 97% and a higher target is therefore achievable.</p> <p>We will also add in results for PRES and PTES as indicators of satisfaction for PGT and PGR students.</p>
Overall satisfaction in the TechQual+ survey.	90%	90.6%	92%	The target has been increased as we achieved our target for this 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%	>99% for all measured services	99%	We have met our target this year and exceeded it in a number of cases. We will be retaining the target for next year as 99% remains a challenging target when planned downtime is also accounted for.

IT Support available during our advertised staffed service hours, excluding planned closures.	100%	100%	100%	The target was met so we will retain it for next year.
Supply at least an initial response to all incidents, feedback and complaints received via our enquiry service within three working days. See table below for more detail on escalations of types of incidents.	100%	n/a	100%	We have been unable to measure against this standard due to the limitations of our enquiry handling software. We have developed a process this now which we will implement retrospectively for Nov 2014 and Nov 2015.
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 have been unable to measure against this standard due to the limitations of our enquiry handling software. We have developed a process this now which we will implement retrospectively for Nov 2014 and Nov 2015.
Provide ongoing contact in relation to unresolved incidents and service requests at least once every five working days.	100%	n/a	100%	We have not yet established a process to measure this standard. We have decided to remove it for the time being to allow us to focus on meeting initial response times. We also feel that ongoing contact is very

				subjective depending on the query, and 5 days may be an arbitrary target.
Satisfaction with handling of responses to incidents, service requests and feedback.	95%	98.42%	99%	We exceeded our target so have revised this for next time to 99%.
Satisfaction with our complaint handling process and responses to complaints that are upheld.	90%	81.48%	90%	See comments in Library section.
Proportion of PC devices in IT classrooms and study areas to be functioning.	95%	94%	95%	See comment for out of order PCs to be fixed below. We would therefore have otherwise met this target, and so retain it at 95%.
Proportion of printers in IT classrooms and study areas to be functioning.	95%	97%	98%	We exceeded our target, so have increased it to 98% for next 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.	100%	94%	98%	There was a motherboard problem with a sizeable number of legacy Viglen PCs in classrooms that needed the motherboard replacing. Due to the numbers involved and

				parts needing ordering and fitting by XMA (the supplier) we were not able to offer a one day working day fix. We did however replace the PCs in the worst affected classroom (LFA015 & G022) in May rather than over the summer which improved performance for the summer term. The target has therefore been revised slightly.
Satisfaction with IT training sessions	90%	89%	90%	See comments on Library sessions. As the target was only slightly missed, it has been retained.

Archives

Standard	2014/15 Target	2014/15 Result	2015/16 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 2014/15, current Distance User Survey results will be published in early 2016. Target retained.
Search Room to be open advertised staffed service hours, excluding planned closures.	100%	100%	100%	Target retained as it was met this year.
Supply at least an initial response to all enquiries, feedback and complaints received via our enquiry service within 10 working days.	100%	98%	99%	Although this target hasn't been met, having introduced a new enquiry log we can now monitor this figure more accurately than before. Average response turnaround = 3 days, no. received = 4,292. Target revised to 99%, but will be subject to a thorough review in 2016.

Satisfaction with handling of responses to enquiries.	95%	98%	99%	The target was exceeded, so we have increased the target for next year.
Satisfaction with our complaint handling process and responses to complaints that are upheld.	90%	81.5%	90%	See Library comments.
Responses to Freedom of Information, Data Protection and Environmental Information Regulation requests within statutory time targets.	100%	92% FOI 96% SAR	100%	365 FOI requests (30 late) and 24 SAR (1 late). 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%	98%	98%	We met this target, and will review it in more detail in 2016.
Supply all reprographic requests within 20 working days of requests being placed.	90%	86%	90%	Heavier workload due to orders generated by FindMyPast and staff shortages. The target has therefore been retained for next year, and are deploying further staff resource from 1 November to improve our performance.

Satisfaction with Archives teaching sessions	90%	100% for measured sessions	90%	No data held by us for all learning events. Mellon Summer Institute satisfaction = 100%; CMS Palaeography course satisfaction = 100%. New learning feedback forms are in development for next year. The target has been retained for next year.
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