Excellent Customer Service

1. The Library will be open for the advertised opening hours.
2. We will endeavour to call out extra staff when a queue is building up so that you do not have to wait more than a few minutes to be seen.
3. Your phone call will be answered within five rings 90% of the time.
4. Email enquiries will receive an answer or acknowledgement within 24 hours.

Communication with Academic Departments

5. An Academic Subject Librarian will endeavour to attend Subject Committee Meeting for all schools that they are invited to.
6. The library will be represented on all relevant University Committees.

User Feedback

7. We will make available a wide variety of user feedback mechanisms in which we can engage with our users.
8. You will receive a reply to your suggestions, comments and complaints within 3 working days.

Resources

9. Inter library loan requests will be processed within 1 working day.
10. We will aim to fulfil 95% of all ‘More Books’ purchase requests.
11. The library website will be available 24/7 for 99% of the time.
12. Academic Subject Librarians, Academic Writing Support and MASH will offer at least 30 hours on 1-2-1 support a week during term time.

Shelving

13. Books will be returned to the shelf within 12 staffed hours.
14. Shelves will be tidied on a rotational basis, with heavily used areas tidied daily.

Library Printers and Computers

15. 99% of Library Computers will always be working.
16. 99% of printers will be working within 8 hours of a fault being logged.

Definitions

Time commitments in these standards relate to the working week, Monday – Friday 9 am – 4:30 pm and exclude Public Holidays and University Closure days.