








University of Liverpool Library






Service Standards


Performance report – March 2017

Theme	Standard		Update
Physical Environment	We will provide study spaces catering for a variety of different needs		Over 200 additional study spaces provided over both Library sites; offsite store has enabled the creation of these further study spaces in session 2016-17
	We will be open for at least 99% of our advertised opening hours during semester		There have been no unplanned closures since the start of session in September 2016
Library Resources	We will ensure that 90% of returned books are available within 24 hours		92% of returned books were available within 24 hours (data aggregated from two sample weeks in Nov 2016 and Feb 2017)
	Percentage of books/online resources available for use in the library (on the shelves) within 4 weeks of ordering		66% of print books and 98% of Ebooks
	We will process at least 90% of ILL requests within 3 working days of receipt		100% of ILL requests processed within 3 working days (data aggregated from two sample weeks in Nov 2016 and Feb 2017)
Information Skills Development	We will survey all attendees at timetabled teaching sessions/organised drop-in clinics to ensure continued improvement		All attendees surveyed and 97% answered 'yes' to the following: <i>"As a result of today's session, do you have greater confidence in using (amend according to topic) resources?"</i>



Communication and Feedback	We will acknowledge all enquiries, feedback and complaints within 1 working day and provide a response within 3 working days		100% acknowledged within 24 hours; 83% answered within 24 hours; 99% answered within 3 days. Sample period: Jan-Mar 2017
----------------------------	--	---	--

	We will achieve at least 90% satisfaction with responses to enquires, feedback and complaints		94% satisfaction rate with responses to enquiries, feedback and complaints (data aggregated from two sample weeks in Nov 2016 and Feb 2017)
	We will seek the views of Library users to inform the development of services and will publish actions taken as a result of suggestions received		We have run a series of user focus groups on key development issues and made changes as a result; we have a Student- Library Partnership Group and Library staff continue to meet regularly with the Guild of Students. We hold regular 'coffee and chat sessions with Library users
	Library web pages will be developed in line with current standards and will provide the information the users need		New web pages launched in September 2015 following user consultation period
Help and Support	User support will be available 7 days a week during term-time		Help desk staffed and on-line help available until 9.30pm on weekdays and 12 noon-5pm at weekends. 'Out of hours' chat service also provided
	New members of academic staff will be offered a one-to one introduction to the		Organisational Development supply lists of all new staff who attend induction events. Invitations to a one to one Library induction are sent to

	<p>Library and its services</p> <p>Disabled students with a Personal Support Plan and who request help, will be offered a one-to one appointment with the Library Disability co-ordinator and the relevant Liaison Librarian</p>		<p>all of these staff. No record kept of those who attend</p> <p>26 offers sent in 2016-17</p>
--	--	---	--

Carol Kay
April 2017