

## Standards of Service 2019-20

We have a number of service delivery standards that set out the levels of service you can expect from us. These are outlined below by key area. Targets are 100% unless otherwise stated.

 <b>Your Library space ... in person and online</b>		 <b>Your time ... is important to us</b>	
Performance 2018-19	Target 2019-20	Performance 2018-19	Target 2019-20
91%	We will achieve at least a 92% satisfaction rating on Question 19 in the National Student Survey	100%	Telephone calls will be answered within 14 secs; unanswered calls will go to voicemail
98%	We will achieve at least 99% satisfaction with the quality of the study environment in all libraries	100%	Customers will be served within 3 mins of arrival at a Library Service point during staffed hours
100%	Core Library systems will be available 99% of the time during working hours; the majority of systems available 24/7	100%	We will ensure that returned books are available to customers within one working day
100%	The Library will be open for all our advertised staff service opening hours during semester or term time	100%	We will action inter-library loan requests within 3 working days of receiving the request
 <b>Your subject ... supporting study and research</b>		 <b>Your support ... We're here to help – just ask</b>	
Performance 2018-19	Target 2019-20	Performance 2018-19	Target 2019-20
99.5%	Reading list items will be available for the start of teaching	99%	Customers will rate staff as knowledgeable – target 99%
100%	Customers will be satisfied with our timetabled teaching sessions and organised drop-in clinics	98%	Customers will rate staff as friendly and helpful – target 99%
100%	Customers will rate library trainers as knowledgeable	99.5%	We will provide a detailed response on missing items to customers within 7 working days.
100%	Customers will rate library trainers as friendly and helpful	100%	We will acknowledge all feedback, enquiries and complaints within 1 working day
		100%	We will provide an initial response to feedback, enquiries and complaints within 3 working days
		98%	We will achieve at least 99% satisfaction with responses to feedback, enquiries and complaints
Data shown represents survey responses of those who expressed an opinion.		 = Target met  = Within 10% of target  = Target not met	
Feedback on our Standards of Service? We want your views: <a href="http://go.qub.ac.uk/librarystandards">http://go.qub.ac.uk/librarystandards</a>			