



Queen Margaret University
EDINBURGH

Queen Margaret University
The Helpdesk Service Standards

Please note our practices are continually revised in line with Covid- 19 related restrictions

Purpose of the QMU Helpdesk Team:

The Queen Margaret University Helpdesk Team provides customers with readily available help, advice and support when they have a problem with or a question about any aspect of service which Campus Services Dept. deliver. In addition we manage the circulation of library stock and all front line library functions on behalf of the institution and its community, ensuring it is fit for purpose and meets the needs of all users.

Our customers include:

- Staff and Students
- External Partners
- Visitors

The Helpdesk is committed to providing a high standard of service to all of our customers through our blended in person and remote service delivery model. To ensure that all of our customers have the best possible experience we will:

- Be friendly, approachable and professional at all times.
- Give our staff the skills and training they need to provide excellent customer service.
- Treat all our customers and employees with respect, courtesy and consideration.
- Accommodate the different needs to all users and provide support to them all.
- Respond to enquiries and complaints promptly and efficiently.
- Promote equality and diversity.
- Work in close consultation with all departments: Accommodation, Estates and Facilities, Library Services, Information Technology Services and Media services including other service areas of the university.
- Provide our customers with the opportunity to give us feedback.

- Continually monitor and evaluate our service.

Service Provision and Standards

Circulation	
Indicative Standard	<p>The Helpdesk will provide a full resourced circulation management service which includes:</p> <ul style="list-style-type: none"> • A lending service for books available 24/7 with a variety of loan categories designed to meet user needs (7 day, 21 day, reference) • A lending service for other audio-visual material (eg. DVDs) during staffed hours • A telephone renewal service for 7 day and 21 day loan items during staffed hours (provided items to be renewed are not required by another user or user is blocked from renewing) • An online renewal service via the library catalogue • Automated renewals for 7 day and 21 day item loans (if no hold on book and user is not blocked from renewing) • Information to customers about their own borrowing entitlement • Access to the customer's own borrower record online. • 24/7/365 operation of the Library Management system to allow for the self-service of books; during staffed hours (see above) for all other loan types • Requests for 7 Day Loans processed within one week of the request being made where the item is available in the LRC and that we place holds on items that are out on loan.
Frequency	Daily
Note	System should be operational 24/7/365 unless planned maintenance is advertised in advance. The LMS is a hosted service.

Disability Services	
Indicative Standard	<p>The Helpdesk will ensure that students with an Individual Learning Plan receive training on the use of the Assistive Technology Room and associated hardware/software.</p> <p>Students with an Individual Learning Plan are contacted by the Helpdesk's nominated disability advisor within 5 working days of email received from one of the University's Disability Advisors</p>
Frequency	Weekly
Note	

LRC Survey	
Indicative Standard	Perform an annual LRC user survey, analyse results and provide public feedback on the results and action arising, Survey published and analysed with response within 6 weeks of closing.
Frequency	Annual
Note	Survey results available on the LRC website

To Manage Helpdesk Enquiries/Jobs from Logging Stage to Jobs Resolution	
Indicative Standard	All enquiries handled in a professional and efficient way within agrees SLA's
Frequency	As required
Note	
To Promote The Helpdesk	
Indicative Standard	Professional marketing material available on web, in hard copy and intranet

Frequency	Ongoing
Note	

To provide support and advice to all customer who enquire by visiting The Helpdesk	
Indicative Standard	<p>All enquiries handled in a professional and efficient way:</p> <ul style="list-style-type: none"> • Deal with customers promptly and keep waiting times to a minimum. • Try to answer queries at the first point of contact. If this is not possible, we will refer customers on accordingly to the correct department. • Meet with customers on time if we have a scheduled appointment. • Provide a safe, welcoming and comfortable environment. • Provide a private area for confidential enquiries. <p>Keep our information up-to-date and easily accessible.</p>

Frequency	As required
Note	
To provide support and advice to all customer who enquire Telephone	
Indicative Standard	<ul style="list-style-type: none"> • Aim to answer your phone call within 3 rings during on campus staffed hours. • To answer your voicemail on the phone within 1 hour during on campus staffed hours. Out with staffed hours, the response should be within 1 working day (Monday to Friday) and 3 days (weekends). • Answer the telephone in a polite manner, identify yourself and department. • Provide a current voicemail message for daily use and for known absences indicating another point of contact.
Frequency	Ongoing
Note	Opening hours are Monday to Friday 08:00hrs – 19:00hrs
To provide support and advice to all customer who enquire Email	
Indicative Standard	<ul style="list-style-type: none"> • Respond to all email enquiries within 1 hour of receipt during working hours. SLA for LRCHelp 24 hours • Out with staffed hours the acknowledgement should be within 1 working day (Monday to Friday) and 3 days (weekends). • If for any reason we cannot meet this target we will update you on the progress of your enquiry at each stage. • Send an 'out of office' reply when we are unavailable and provide alternative contact details for urgent issues. • Utilise a signature on all emails that provides full contact details for all forms of communication.

Frequency	Ongoing
Note	Opening hours are Monday to Friday 08:00hrs – 19:00hrs,
To provide support and advice to all customer who enquire by Self-service	
Indicative Standard	<ul style="list-style-type: none"> Respond to the incident logged within 1 hour of receipt during working hours. Out with staffed hours the response should be within 1 working day (Monday to Friday) and 3 days (weekends). If for any reason we cannot meet this target we will update you on the progress of your enquiry at each stage.
Frequency	Ongoing
Note	Opening hours are Monday to Friday 08:00hrs – 19:00hrs
Chair and/or Attend Stakeholder Meeting	
To keep all interested parties aware of and updated of The Helpdesk developments	
Indicative Standard	The Helpdesk stakeholders meetings should include IT, Accommodation, Library Services, Facilities Services and third parties.
Frequency	Depending on stakeholder, currently weekly to once every month
Note	
Communicate to University	
Advise the University community of any changes of service provided by The Helpdesk when they impact on other University areas/services	
Indicative Standard	At the earliest possible point via email, telephone, verbal communication, social media and moderator
Frequency	Ongoing
Note	
Assessing Feedback from Customers	

Note	
Indicative Standard	Feedback will be sought from all customers, via: Email, telephone and face to face Questionnaires Feedback forms Closed job Feedback via Sunrise Annual Helpdesk Survey Meetings
Indicative Standard	Staff provide a consistent level of excellent service to all users, through all blended in-person and remote channels of communications that are available to customers. Any feedback received is acted upon immediately, and responded to using the appropriate channels
Frequency	Ongoing

Additional Services Available:

Customer Responsibility:

- To report / log incidents or service requests via:
 1. Self-service Portal
 2. Email
 3. In person
 4. By phone
- Advise The Helpdesk of further problems with incidents / service requests
- Advise The Helpdesk of any problems with The Helpdesk software or Self-service portal
- Advise The Helpdesk of any training requirements
- Advise The Helpdesk of desired system developments

Services The Helpdesk can offer:

We deal with various requests from staff and students which we then pass on to the correct service. Such requests could include:

- **Estates and Facilities** - repairs & maintenance of the academic building and surrounding university buildings and grounds, security, cleaning, transport, travel, campus parking, portorage, mail, waste and recycling, cleaning.
- **IT** - All IT matters

e.g. troubleshooting IT issues, resetting passwords, assisting with remote access, wireless network connections,

Library - general library enquiries

e.g. helping with finding and using resources, research support, loans and borrowing, fines payments, assistive technology support for students, shelving and tidying shelves. We will troubleshoot and only escalate where we cannot resolve the query.

- **Accommodation** – general maintenance enquiries, IT faults
e.g. unblocking sinks or toilets, re-establishing hot water, dealing with power failure...

Contact Points:

The Helpdesk Team			
David Bowman	Customer Services Manager	0131 474 0000	dbowman@qmu.ac.uk
Julie Bell	Customer Services Supervisor	0131 474 0000	jbell@qmu.ac.uk
Lindsey Menzies	Customer Services Supervisor	0131 474 0000	lmenzies@qmu.ac.uk
Wendy Bell	Customer Services Advisor	0131 474 0000	wbell@qmu.ac.uk
Charlie Benjamin	Customer Services Advisor	0131 474 0000	cbenjamin@qmu.ac.uk
Angela Brock	Customer Services Advisor	0131 474 0000	abrock@qmu.ac.uk
Amy Cutt	Customer Services Advisor	0131 474 0000	acutt@qmu.ac.uk
Margaret Hodge	Customer Services Advisor	0131 474 0000	mhodge@qmu.ac.uk
Teresa de Frutos Velasco	Customer Services Advisor	0131 474 0000	tvelasco@qmu.ac.uk
Magda Wojnar	Customer Services Advisor	0131 474 0000	mwojnar@qmu.ac.uk
Helpdesk Team		Externally 0131 474 0000	Assist@qmu.ac.uk

		Internally: Dial 0 Say 'Assist' "Helpdesk" "Library"	
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