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| qmulogo_mono | Library Services |
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| **Service Standards & SLAs** | |

Amendment & Authorisation History

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| --- | --- | --- | --- | --- |
| Ver | Date | Changes | Name | Author |
| A  B  C  D  E  F  G  H | 21/08/2012  08/04/2014  02/09/2014  01/07/2015  31/08/2016  01/12/2017  21/08/2018  21/06/2021 | Initial version  Reviewed  Revised  Revised  Reviewed  Reviewed  Reviewed  Revised | JR  JR  JR  JR  JR  JR  JR  BB | JR  JR  JR  JR  JR  JR  JR  BB |

**Library service standards**

Library Services supports teaching, learning and research across all subject areas in the University, whether print based, electronic or audio-visual for all staff, students and researchers. In addition we manage the day-to-day running of the Learning Resource Centre on behalf of the institution and its community, ensuring it is fit for purpose and meets the needs of all users.

**Customer Satisfaction**

Library Services and HelpDesk staff provide a consistent level of excellent service to all users, through all channels of communications. Any feedback received is acted upon immediately, and responded to using the appropriate channels. Library Services are also assessed externally via the Customer Services Excellence award process.

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| Indicative standard | Response to LS related items within 10 working days. |
| Frequency | Daily. |
| Notes | Channels for feedback include the “you said, we said” board, social media, direct emails and the University complaints procedure. |

**Student and staff support via The HelpDesk**

The Helpdesk staff provide the first line, day to day support for Library (all users), IT and AV (students) enquiries, in-person via the LRC Helpdesk, online through the intervention of [Assist@qmu.ac.uk](mailto:Assist@qmu.ac.uk), [LRCHelp@qmu.ac.uk](mailto:LRCHelp@qmu.ac.uk) and by phone. A response is guaranteed within 24 hours during Monday to Friday semester-time. The Helpdesk Service Standards document can be found [here](https://libguides.qmu.ac.uk/Libraryservices/customerservice).

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| Indicative standard | The LRC will be open 24/7/365. The Service Desk will be staffed between 0845-2100 Monday to Thursday, 0845-1900 Friday and 0900-1700 Saturday and Sunday during semester time currently under rev iew . During the summer vacation the staffed hours will be 0900-1900 Monday to Friday. This equates to 80 hours per week during semester-time, 50 hours per week during the summer vacation.  The Helpdesk sends an automated acknowledgement of all queries during staffed hours within 1 hour of receipt. Outwith staffed hours the acknowledgement should be within 1 working day (Monday to Friday) and 3 days (weekends). The HelpDesk staff aim to respond within 24 hours of receipt into their ‘incident queue’. |
| Frequency | Daily |
| Notes | The Helpdesk is managed by Commercial Services. Staffed hours for this service are 0800-1700 Monday to Thursday and 0800-1630 Friday.  Services include:  Password enquiries  Fines enquiries  Database enquiries – first line support  eJournals enquiries - first line support  Access enquiries - first line support  Borrowing and loans enquiry  HUB & pebblepad enquiries  Turnitin enquiries  Matriculation advice  Fine payment  Library account enquiries  Subject enquiries first line support  Acquisitions enquiries – first line support  Reference software enquiries  Cite them Right Knowledge Network (NHS database and ejournals)  Scanning enquiries – first line support  Mobile use of library resources – first line support  General library services enquries |

**Circulation**

Library Services will provide a fully resourced circulation management service which includes:

* a lending service for books available 24/7, with a variety of loan categories designed to meet user needs (7-day, 21-day)
* a lending service for other audio-visual materials (eg DVDs) during staffed hours
* automated renewals for 7-day and 21-day book loans (if no hold on book)
* information to customers about their borrowing entitlement
* access to the customer's own borrower record online

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| Indicative standard | 24/7/365 operation of the Library Management System (LMS) to allow for the self-service of books; and, during staffed hours (see above), for all other loan types |
| Frequency | Daily |
| Notes | The LMS should be operational 24/7/365 unless planned maintenance is taking place, which will be advertised in advance. The LMS is a hosted service. |

**Disability Services**

Ensure students with an Individual Learning Plan receive training on the use of the Assistive Technology Room and associated hardware/software.

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| Indicative standard | Students with an Individual Learning Plan are contacted by The Helpdesk’s Disability Adviser within 5 working days of email received from one of the University’s Disability Advisers |
| Frequency | Weekly |
| Notes |  |

**LRC spaces**

Facilitate and manage the use of the LRC space for the benefit of the entire University community, ensuring it is fit for purpose. The booking of group study rooms and study carrel spaces via the Celcat room booking software is managed by the Space and Timetabling team.

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| Indicative standard | 99.5% availability of the group study online booking facility 24/7.  All LRC spaces available 24/7/365 |
| Frequency | Daily |
| Notes | Very occasionally, during the vacation period, we will have to close an area due to maintenance. This will be notified with signs for the affected areas. There is also an annual “shut-down” of the entire Academic Building on the first weekend in June, for high-voltage works to take place. This is notified in advance by IT Services to minimise inconvenience. |

**Equipment**

Library Services provide help and support for our users on equipment in the Learning Resource Centre including:

* group study audio-visual installations;
* laptops and other loanable equipment available at all times the HelpDesk is staffed (where possible)
* at least one working Multi-Function Device (MFD) for copying, printing, and scanning at all times
* retail of key consumables through the LRC Service Desk at all times the LRC is staffed

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| Indicative standard | 100% availability of suitably trained staff during staffed hours |
| Frequency | Ongoing |
| Notes | Training for LRC teams reviewed on a 6-monthy basis. Training on new equipment to take place within 1 week of installation. |

**LRC Survey**

The Helesk team undertake an annual LRC user survey, analyse results and provide public feedback on the results and any actions arising

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| Indicative standard | Survey published and analysed with response within 6 weeks of closing |
| Frequency | Annually |
| Notes | Survey results available on the LRC website. |

**Liaison Services**

Provide a dedicated point of contact for each subject area to ensure the LRC is resourced appropriately, making best use of available funds to purchase relevant electronic and physical resources. In addition:

* details of new resources received by the LRC on a monthly basis provided to relevant staff and online via the catalogue
* an induction service for staff in academic schools/departments and provide tutorials, one-to-one and in groups, on the use of various resources eg. Reading list software. These sessions are both timetabled and by arrangement
* tailored services where possible to meet the requirements of users with special requirements

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| Indicative standard | A professional librarian is always on duty during core hours in term-time to give specialised advice. Core hours are 0930-1630 Monday to Friday.  Enquiries made in person, by telephone, in writing, via the online catalogue or by electronic mail to the Liaison team have a response of within 2 working days  We produce and disseminate information periodically about the Library Service in electronic format  Published information is reviewed regularly, and at least once a year |
| Frequency | Annually |
| Notes |  |

**Information/Digital Literacy teaching**

Provide information/digital literacy teaching and training to students on how to search and utilise information resources available through the LRC

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| Indicative standard | Scheduled teaching sessions on information literacy every month during semester.  Embedding of digital information literacy teaching as part of the curriculum |
| Frequency | Monthly |
| Notes | Workshop booking available online. |

**Induction**

Provide induction training to students on the LRC, the services and resources it provides and the spaces within it

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| Indicative standard | Induction sessions available to all new students in line with institutional induction schedule and co-ordinated as part of transition and inductions |
| Frequency | Each Semester |
| Notes |  |

**Institutional Repositories**

The Library Service manages the information published in our institutional repositories: eResearch, eTheses and eData, facilitating the publishing of research outputs and theses and ensuring metadata is appropriate

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| Indicative standard | Repositories availability of 99.5% |
| Frequency | Ongoing |
| Notes | This is a hosted service. |

**Open Access Publishing**

Library Services facilitates facilitates open access publishing via our eResearch repository and will provide information about publisher Read and Publish arrangements.

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| Indicative standard | Provision, advice and support on use of open access publishing, and publishers various Read and Publish arrangements. |
| Frequency | Ongoing |
| Notes |  |

**Resource Lists**

Ensure all items included on a module resource list are in stock, in print, electronically or both formats

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| Indicative standard | Each resource list provided to students by academic colleagues will be placed on our reading list software (Talis Aspire) called “Resource Lists”. |
| Frequency | Monthly |
| Notes | Collection Management Policy refers. |

**Acquisition and cataloguing**

Provide an efficient acquisition and cataloguing service that ensures that library resources purchased for the institution are giving best value by utilising pre-procured deals, are made available to our users quickly and can be searched and found easily

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| Indicative standard | Print items recommended for purchase on the shelves within 12 weeks of receipt of the order, provided they are readily available for purchase.  Items required urgently by users treated with priority on arrival.  Items recommended for purchase, 60% will be on the recommendation of academic departments. In the absence of recommendation, Liaison Librarians will use reading lists and other sources to identify stock for purchase.  An ebook will be purchased in preference to a print copy if the ebook is more economically viable |
| Frequency | Monthly |
| Notes | Collection Management Policy refers. |

**Inter-library loan**

Facilitate an inter-library loan service for staff and students for resources that are not available directly from Library Services

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| Indicative standard | ILL requests handed in with full details are normally processed within one week  ILL items received from the lending library are normally processed within two working days; customers will be notified of receipt of printed material loans. Facilitate the reuesting of journal articles and advise on how to take receipt of such material. |
| Frequency | Weekly |
| Notes |  |

**University Archive**

Manage and maintain the university’s physical archive for all users, researchers, alumni and the public, developing digital content when appropriate

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| Indicative standard | Physical archive is available to all stakeholders on appointment with the Head of Library Services. Access granted on a date agreed with the stakeholder |
| Frequency | Annually |
| Notes | When staffing allows. |

**Library Management System (LMS)**

Manage the LMS and associated self-service units for the university ensuring it properly facilitatesthe usage of resources of the LRC and provides for the searching and locating of the physical resources.

Provide an online catalogue that facilitates the searching of all our holdings, both print and electronic and in addition will provide access to self-service of a user record.

Provide a holds service to ensure that library material which is on loan can be made available to the maximum number of customers.

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| Indicative standard | Core LMS availability of 99.5%.  OPAC availability of 99%  Self-issue and return service availability of 99.5% |
| Frequency | Annually |
| Notes | These are a hosted services. |

**Electronic information**

Provide support and advice to students, researchers, academic staff, distance learners and students in collaboration partners through the use of dedicated areas of the Library Services web pages.

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| Indicative standard | At least annual review of Library Services electronic resources web pages.  Provision of an electronic resource tool in addition to the Library Catalogue to enhance online searching. provision of detailed subject support, research support, advice on the use of the LRC and Library Services via LibGuides. |
| Frequency | Annually |
| Notes |  |