Computing and Library Services

Customer Service Standards and Results 2021-22

Our commitment to you on issues you said were important

Theme	Standard		Update
Environment	We will provide a welcoming, inspiring and safe learning environment.	☺	Feedback via customer comments, Schools Liaison and national surveys is in the main positive. We have added an additional bookable Study Hub this year and made our Calm Zone more comfortable. Multifactor authentication has been rolled out to ensure our online environment is safe and secure.
	We will support the University's green agenda and commitment to sustainability.	☺	7,200 withdrawn books were recycled via Anybooks Ltd and over 16.5 metric tonnes of redundant electrical equipment were ethically disposed of, approx. 2/3 of which was reused and 1/3 was recycled. We also provide bins for our customers to separate their waste and recyclables.
Access to quality resources	99% of books and journals on reading lists will be in stock.	☺	338/340 items on the reading lists sampled were available in full text. The two that weren't, were unavailable from suppliers.
	The percentage of books that are back on shelves within 24 hours of return will not drop below 95% each month.	😐	We dipped below 95% for three months this year (92%, 94%, 94%) whilst we were training new staff, but the average over the whole year was 96%
High quality advice and support	85% of customers will be totally satisfied with the services that they receive.	☺	89% of respondents were totally satisfied with the quality and efficiency of our services, and you praised the professionalism, knowledge and helpfulness of our staff. However, we need to do more to improve the responsiveness of our IT services, to keep you updated on the status of your unresolved IT issues, and to ensure that all the information we send to you is up to date.
	We will provide expert advice and support in a courteous, professional and timely manner to all customers.	☺	The majority of feedback on how we resolved your enquiries for library and IT support, including those for additional support for students with disabilities or specific educational needs, has been positive.
Availability of services	There will always be a computer available in the Library when you need one.	☺	Out of a total of 509 desktop computers and 276 laptops there were never fewer than 354 computers and 54 laptops available to use immediately during the sampling periods.
	We will continually invest in, improve and upgrade our IT facilities.	☺	We invested £2.4 million on upgrading our IT and AV facilities with 16 major projects still in train to deliver further improvements.
	We will provide a robust, reliable and secure infrastructure with all core systems available 99% of the time	☺	University core systems were available 99.85% of the time. The few major incidents that did occur resulted in minimal outages or minor temporary reductions in functionality. Post mortems to diagnose root causes and identify preventative measures are working well.

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