

*Our commitment to you on issues you said were important*

Theme	Standard		Update
Environment	We will provide a welcoming, inspiring and safe learning environment.	😊	We did receive feedback about the Library being closed during Lockdown, so we reopened as soon as Government guidance allowed and a lot earlier than many university libraries. After a delay of 2 years we finally got floors 2 and 3 recarpeted and redecorated and we are working hard to maintain a secure online environment despite high profile cyber attacks on university campuses.
	We will support the University's green agenda and commitment to sustainability.	😊	Despite the pandemic, CLS continue to meet the standard both in action and spirit. 1750 withdrawn books were recycled, 5.8 tonnes of electrical and IT equipment were ethically disposed of (61% of which was reused and 39% recycled) and 68 chairs were recycled.
Access to quality resources	99% of books and journals on reading lists will be in stock.	😐	We failed to meet the standard but only by 0.5%. 98.5% of books and Journal articles on the reading list sampled were in stock, which was creditable given that most staff were working from home for half of the sampling period.
	The percentage of books that are back on shelves within 24 hours of return will not drop below 95% each month.	😐	Returned books were still being quarantined for 72 hours before being made publicly available for most of the sampling period.
High quality advice and support	95% of customers will be totally satisfied with the services that they receive.	😐	89%. In most cases, you were totally satisfied with the quality and efficiency of our services and the knowledge and helpfulness of our staff; however, we need to do more to improve the responsiveness of our IT services and provide better quality and more informative responses to your enquiries.
	We will provide expert advice and support in a courteous, professional and timely manner to all customers.	😊	Feedback regarding the quality of the support provided has been overwhelmingly positive with numerous five star reviews received relating to IT Support enquiries. 160 support meetings were also held with students with a declared disability or specific educational need.
Availability of services	There will always be a computer available in the Library when you need one.	😊	Despite the overall number of devices being drastically reduced in response to social distancing measures during the periods sampled there was never fewer than 173 PCs available to be used immediately in the Library.
	We will continually invest in, improve and upgrade our IT facilities.	😊	£5million was approved to upgrade and develop facilities in 2021/22 with £3.5million committed annually until 2025 as part of the University's Digital Strategy.
	We will provide a robust, reliable and secure infrastructure with all core systems available 99% of the time	😊	Of the 72 key systems monitored, percentage minimum availability only fell below 99% for one of them, but even for that system the average percentage availability overall was 99.55%. 4 post mortems were carried out, with actions put into place to prevent recurrences in the future.