

# Library Service Standards - September 2023 report

## Customer Service

We will ensure that our Customer Service is consistently outstanding.

Service standard	Performance measurement
We will achieve the Customer Service Excellence award.	CSE Awarded 9th December 2022 for a 3 year term (subject to annual review). Next review date is 8th November 2023.
UoP Student Customers will be satisfied with their experience of using the University Library and this will be reflected in their response to NSS Q20. We will maintain or improve these satisfaction levels annually.	NSS 2023 Q20: How well have the Library resources (e.g. books, online resources and learning spaces) supported your learning?  For Q20, Portsmouth scored: A 91.92% positivity measure. Sector average for this question was a 89.46% positivity measure.  In 2022 The Library received an 88% positive response.
Our staff will actively engage in conversations with our customers to monitor customer satisfaction and provide a variety of channels for feedback. <ul style="list-style-type: none"> <li>● Conduct 6 pop-ups a year.</li> <li>● Bi-monthly liaison with UPSU.</li> </ul>	Pop-ups dates TBC for 2023/24 academic year  Last UPSU liaison meeting held 11/08/2023
We will offer a range of contact options for our customers and ensure timely responses to all customer communication. <ul style="list-style-type: none"> <li>● During office hours we will aim to answer all phone and chat enquiries at point of contact. Any missed calls or chats will be followed up on the same working day.</li> <li>● Letters will be answered within 2 working days.</li> <li>● Emails received by <a href="mailto:library@port.ac.uk">library@port.ac.uk</a> will be responded to in 1 working day.</li> <li>● Responses provided to our customers via our Out of Hours enquiries service will be reviewed by our Enquiry Team each working day.</li> <li>● General enquiries received via Hornbill will be responded to in 1</li> </ul>	There were 2 missed chats during this reporting period both were followed up on the same working day.  There was 1 missed call during this reporting period, this was followed up on the same working day.  All standards associated with the timely handling of enquiries via letter, email, out-of-hours and Hornbill were met during this reporting period.

working day.	
UoP Customers will be satisfied with their experience of using the University Library Chat Service. Where customers choose to rate our service we will aim for ratings of 3 or above. Any ratings of 2 or less will be followed up to seek customer feedback.	A total of 26 ratings were received during this reporting period.  All were 3 stars or above.
We will offer a range of ways for our customers to provide feedback, complaints and suggestions for improvement of our services. We will act upon this feedback by incorporating it into our action planning activities. 100% of actions taken in response to feedback will be made visible to our customers on our website and social media channels.	1 complaint was received via email, 1 complaint was submitted via the Library's feedback form. Both were referred to the Library Management Team for resolution.  1 suggestion for bookable individual study space was referred to the Library Service Excellence Working Group for further consideration.  Action taken in September relating to customer feedback includes the opening up of the teaching rooms in the Library outside of teaching hours for group study use.  Actions taken by the Library in response to feedback received prior to this reporting period can be viewed via our website and social media channels: <a href="#">Student led change</a> <a href="#">Blog</a> <a href="#">Facebook</a> <a href="#">Twitter</a> <a href="#">YouTube</a> <a href="#">Instagram</a>

## Building and Spaces

We will ensure that our building is open and welcoming and that all our physical library spaces are comfortable, clean, safe, and well maintained.

Service standard	Performance measurement
The library will be open for the advertised opening hours.	The University Library was not open for all scheduled hours on Saturday 23rd September 2023 this was related to an unplanned reduction in the available security cover.

	The building was open from 10:00 - 16:00 as opposed to the advertised hours of 08:00-24:00.
Changes to standard opening hours and services will be published on the library website at least one month in advance.	Changes to Reception Desk opening times (effective from Sept 2023) were advertised in August 2023.
The cleanliness of the library space will be maintained by: <ul style="list-style-type: none"> <li>• Full building clean everyday between 6.30 and 9.30</li> <li>• Toilets cleaned 3x a day</li> <li>• Rubbish is collected 3x a day</li> </ul>	This standard was achieved for this reporting period.
We will ensure the safety of our customers in our building through the provision of a Security Team on site during all open hours to oversee access, patrol the building and monitor texts or calls to the University Library's incident reporting number.	This standard was achieved for this reporting period.
We will actively seek ways of monitoring issues with the Library environment and take action to improve our spaces as a result of this. <ul style="list-style-type: none"> <li>• Monitoring of security incident forms.</li> <li>• 2 x per academic year - sample week review of emails associated with building issues and their resolutions.</li> <li>• Annual review of service level agreements associated with equipment and software used by the Library.</li> </ul>	No action was required as a result of incident forms received during this reporting period  The next sample week review will take place w/b 30th October 2023.  Service Level Agreements associated with all the University Library's key suppliers were reviewed in August 2023. No actions required.

## Resources

We will provide access to the resources our customers need and signpost them effectively.

Service standard	Performance measurement
We will actively monitor reading lists through statistical reporting and review processes to ensure availability and currency of reading list resources. <ul style="list-style-type: none"> <li>• Where these items are available for</li> </ul>	48 new reading lists were created during this reporting period.  59 Reading list items were added to stock in this reporting period.

<p>purchase they will be obtained in accordance with our Collection Management Policy.</p> <ul style="list-style-type: none"> <li>• Where it is possible for items to be digitised this will be undertaken in line with copyright legislation and within the timeframe of the requestor.</li> </ul>	<p>42 Items were digitised during this reporting period - 4 were not digitised within the timeframe of the requestor</p> <p>All 4 of these requests were needed on the same day of the request or only 1 working day notice has been given - all 4 were supplied between 1 and 5 working days beyond the requestor's timeframe.</p>
<p>80% of all items will be reshelved within 1 working day.</p>	<p>Standard met 100% of items were reshelved within 1 working day.</p>
<p>We will provide a Click &amp; Collect Service for customers who wish to reserve items for collection.</p> <ul style="list-style-type: none"> <li>• Click &amp; Collect items will be available for collection within 1 working day of the request where the book is available in the library.</li> </ul>	<p>745 items were delivered via the Click and Collect Service during this reporting period. 7 (0.9%) items were made available 2 or more days after receipt of request.</p>
<p>We will provide remote access to our physical collections through a variety of services:</p> <ul style="list-style-type: none"> <li>• Students and academic staff may request loanable items via our Postal Loans Service. Postal loan requests will be posted within 2 working days of their receipt where the book is available in the library.</li> <li>• Students and academic staff may request scans of items via our Scan and Deliver Service. Scan and Deliver requests will be supplied within 2 working days of their receipt where the item is available in the library.</li> </ul>	<p>Postal Loans standard was met</p> <p>Scan and Deliver standard was met</p>
<p>We will provide access to requested articles and books that are not part of the Library's collection through a combination of purchase and ILL providing the item is available via those routes and all necessary information has been provided by the requestor.</p> <ul style="list-style-type: none"> <li>• Where it is possible books requested via ILL will be purchased for stock (in ebook format if available).</li> <li>• We will satisfy 90% of all other requests that proceeded to Inter Library Loan</li> </ul>	<p>23 requests resulted in items added to stock within the reporting period</p> <p>Of the remaining requests with Inter Library Loan source locations 95.7% were satisfied.</p>
<p>We will provide our customers with support in accessing and using eresources and deal with</p>	<p>The Accessing electronic resources webpage was last updated 24th</p>

<p>reported issues appropriately.</p> <ul style="list-style-type: none"> <li>• Ensure currency of the <a href="#">Accessing electronic resources</a> and <a href="#">User guides</a> webpages through regular maintenance and annual review.</li> </ul>	<p>November 2022.</p> <p>The User guides for selected electronic resources webpage was last updated 25th September 2023.</p>
<p>We will ensure that we signpost our library collections to the UoP community through the provision of the following:</p> <ul style="list-style-type: none"> <li>• Provision of Subject Pages that link to current subscriptions and supporting materials that are annually reviewed.</li> <li>• Promotion of new resources via blog posts, social media and the New Book spreadsheets published on the Library website.</li> </ul>	<p>Current subject pages can be accessed via the following link: <a href="https://library.port.ac.uk/10012">https://library.port.ac.uk/10012</a></p> <p>Details of the new books added to the Library during this reporting period can be found here: <a href="https://library.port.ac.uk/w996">https://library.port.ac.uk/w996</a></p>

## Support

We will provide expert help and advice to our customers at point of need and at a time that suits them.

Service standard	Performance measurement
<p>Our Academic Liaison Team will provide teaching and support services to ensure all students, researchers and academic colleagues have the opportunity to develop their information literacy skills.</p> <ul style="list-style-type: none"> <li>• Faculty Librarians and Assistant Faculty Librarians will develop and deliver teaching sessions as requested by academic departments.</li> <li>• Faculty Librarians and Assistant Faculty Librarians will offer 1:1 bookable slots for specialist support.</li> <li>• Faculty Librarians and Assistant Faculty Librarians will participate in the Graduate School's Development Programme for UoP researchers.</li> <li>• Students will be able to access face-to-face support via our Duty Librarian drop in service during term time.</li> <li>• Students will be able to book referencing support sessions during</li> </ul>	<p>Delivery of teaching sessions and 1:1 sessions is reported on an annual basis. During the 2022/23 academic year the Library Team delivered 1008.5 hours of teaching across 923 different sessions that were attended by 13,997 students.</p> <p>Graduate School Development Programme reporting is done on an annual basis. During the 2022/23 academic year the Library Team delivered 18 sessions covering 9 different topics within the Graduate Schools Development Programme.</p> <p>There were no interruptions in service to the Duty Librarian drop in service during this reporting period.</p> <p>Booked referencing support sessions will recommence in October 2023.</p>

term time.	
<p>We will offer a range of ways for our customers to develop their information literacy skills independently through the provision of supporting tools and materials on our website.</p> <ul style="list-style-type: none"> <li>• Annual review of Information Literacy webpages and tools.</li> <li>• Referencing@Portsmouth will be regularly updated to reflect any changes in source types or Referencing Standards</li> </ul>	<p>The <a href="#">Information Literacy webpages</a> were last updated 10th August 2023.</p> <p><a href="#">Referencing@Portsmouth</a> was last updated 25th September 2023.</p> <p>The Ocean of Information tool was updated during this reporting period. This tool supports the development of information literacy skills in relation to different resource types and can be found here: <a href="https://library.port.ac.uk/w688">https://library.port.ac.uk/w688</a>  Accessible version is available here: <a href="https://library.port.ac.uk/w689">https://library.port.ac.uk/w689</a></p>
<p>We will offer a range of ways for our customers to develop their skills and knowledge in the field of copyright and to ensure adherence to the University's Copyright Policy.</p> <ul style="list-style-type: none"> <li>• Regular maintenance and annual review of Copyright Guidelines webpages to ensure currency with legislation and best practice guidance.</li> <li>• Provision of specialist copyright enquiries service. All enquiries will be acknowledged and receive an initial response within 2 working days.</li> </ul>	<p>The <a href="#">Copyright Guidelines</a> pages were last updated 31st July 2023.</p> <p>3 Specialist copyright enquiries were answered during this reporting period. Response time standard met.</p>
<p>We will offer a specialist enquiry service to support customers who wish to use archival resources.</p> <ul style="list-style-type: none"> <li>• All enquiries will be acknowledged and receive an initial response within 2 working days.</li> </ul>	<p>5 specialist Archive enquiries were received during this reporting period. Response time standard met.</p>
<p>Our professional staff will undertake cost effective development and networking activities and actively seek to maintain their current awareness to identify issues impacting on the services we offer to our customers both locally and nationally.</p>	<p>Our Map Librarian David Sherren attended the British Cartographic Society Conference this month.</p> <p>Faculty Librarian for the Business School presented at the UoP BaL conference <i>Revolution for BAL education</i></p>

## University Card Printing Service

We will deliver a highly rated and efficient University Card Printing Service for all of our customers.

<p>We will respond to Hornbill requests for University ID cards for our new staff in a timely fashion. Cards will be printed and available for collection or distribution within 3 working days of personal data being available in the card printing database and following the submission of an appropriate photograph.</p>	<p>2 cards were printed 4 working days or more after card printing conditions were met.</p>
<p>We will respond to Hornbill requests to replace lost, damaged, stolen and faulty University ID cards for our students and staff in a timely fashion. Cards will be printed and available for collection or distribution within 3 working where an appropriate photo and all required personal data are available in the card printing database (and where a crime number has been submitted for stolen cards).</p>	<p>2 cards were printed 4 working days or more after card printing conditions were met.</p>
<p>We will process requests from members of the public in a timely fashion by ensuring that new Library Cards will be printed and available for collection for our Sconul and External Members within 5 working days of receipt of their joining or renewal application (on condition that all required personal data is available in the card printing database and following the submission of an appropriate photograph).</p>	<p>129 applications for external membership were received during this reporting period. Of these:</p> <ul style="list-style-type: none"> <li>● 17 are awaiting further information from customers</li> <li>● 15 are unprocessed</li> <li>● 41 met printing conditions but were printed outside of the 5 working days standard</li> <li>● 56 met printing conditions and were printed within 5 working days</li> </ul> <p>During September the University Card Printing Service prioritises the printing of cards for new University Students. Following these results a review of the External Membership process will be undertaken with a view to considering the dates during which the service will accept applications from this customer group.</p>
<p>UoP Customers will be satisfied with their experience of using the University Card Printing Service. Where customers choose to rate our service we will aim for 5 star ratings on Hornbill for all University Card Printing Requests. Any ratings of 3 stars or</p>	<p>12 customers rated the service during the reporting period. Of these 11 gave a 5 star rating.</p> <p>1 rating was less than 3 stars and was followed up with the customer.</p>

less will be followed up to seek customer feedback.	
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