

# Library Service Standards - December 2024 report

## Customer Service

We will ensure that our Customer Service is consistently outstanding.

Service standard	Performance measurement
<p>We will achieve the Customer Service Excellence award.</p>	<p>CSE Awarded 9th December 2022 for a 3 year term (subject to annual review). Confirmation of successful second annual review received 20th November 2024.</p>
<p>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.</p>	<p>NSS 2024 Q20: How well have the Library resources (e.g. books, online resources and learning spaces) supported your learning?</p> <p>For Q20, Portsmouth scored: A 91.8% positivity measure. Sector benchmark for this question was a 89.3% positivity measure.</p> <p>This maintains the customer satisfaction level when compared against 2023 scores with a variation of 0.1.</p>
<p>Our staff will actively engage in conversations with our customers to monitor customer satisfaction and provide a variety of channels for feedback.</p> <ul style="list-style-type: none"> <li>● Conduct 6 pop-ups a year.</li> <li>● Bi-monthly liaison with UPSU.</li> </ul>	<p>2 Library pop-ups were held during this reporting period.</p> <p>Last UPSU liaison meeting held 10th December 2024.</p>
<p>We will offer a range of contact options for our customers and ensure timely responses to all customer communication.</p> <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</li> </ul>	<p>There was 1 missed chat during this reporting period; this was followed up on the same working day.</p> <p>There were no missed calls during this reporting period.</p> <p>All standards associated with the timely handling of enquiries via letter, email, out-of-hours and Hornbill were met during this reporting period.</p>

<p><a href="mailto:library@port.ac.uk">library@port.ac.uk</a> will be responded to in 1 working day.</p> <ul style="list-style-type: none"> <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 working day.</li> </ul>	
<p>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.</p>	<p>56 chat ratings were received during this period. 2 ratings were of 2 stars or less.</p>
<p>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.</p>	<p>Positive feedback was received from students with regards to the <a href="#">Hot Food Trial</a> in the Library and the installation of microwaves in the Cafe area.. Discussions with customers during our pop-ups suggest that signage associated with the vending machines situated in the Library cafe area should be reviewed.</p> <p>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></p>

## 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.	There were no unscheduled closures during this period

Changes to standard opening hours and services will be published on the library website at least one month in advance.	Changes to opening hours for the 2024 Christmas Vacation period were published on the Library website w/b 13/11/2024. See ( <a href="https://library.port.ac.uk/open/index.php?open=40">https://library.port.ac.uk/open/index.php?open=40</a> )  The Reception Desk closed earlier than originally advertised on some evenings during the vacation period.
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.  Last sample week review conducted w/b 14th October 2024. 14 issues associated with the University Library building were reported and passed onto Estates for resolution.  Service Level Agreements associated with all the University Library's key suppliers were reviewed in August 2024. 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>	8 new reading lists were created during this reporting period.  27 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>22 Items were digitised during this reporting period. Response time standard met.</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>381 items were delivered via the Click and Collect Service during this reporting period.</p> <p>11 (2.9%) failed the supply time standard.</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>30 items were supplied via the Postal Loans Service during this reporting period.</p> <p>Supply time standard met.</p> <p>3 items were supplied via Scan and Deliver requests during this reporting period.</p> <p>Supply time standard 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>15 requests resulted in items added to stock within the reporting period.</p> <p>Of the remaining requests with Inter Library Loan source locations 97.5% were satisfied.</p>
<p>We will provide our customers with support in accessing and using eresources and deal with reported issues appropriately.</p> <ul style="list-style-type: none"> <li>• Ensure currency of the <a href="#">Accessing</a></li> </ul>	<p>The <a href="#">Accessing electronic resources</a> webpage was last updated 9th December 2024.</p>

<p><a href="#">electronic resources</a> and <a href="#">User guides</a> webpages through regular maintenance and annual review.</p>	<p>The <a href="#">User guides for selected electronic resources</a> webpage was last updated 13th May 2024.</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/w1060.html">https://library.port.ac.uk/w1060.html</a></p>

## Support

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

<b>Service standard</b>	<b>Performance measurement</b>
<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 term time.</li> </ul>	<p>Delivery of teaching sessions and 1:1 sessions is reported on an annual basis. During the 2023/24 academic year the Library Team delivered 1140 hours of teaching across 1060 different sessions that were attended by 13,550 students.</p> <p>Graduate School Development Programme reporting is done on an annual basis. During the 2023/24 academic year the Library Team delivered 17 sessions covering 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>11 referencing support sessions were delivered during the reporting period.</p>
<p>We will offer a range of ways for our</p>	<p>The <a href="#">Information Literacy webpages</a> were</p>

<p>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>last updated September 2024 the <a href="#">Choosing Keywords</a> page was reviewed.</p> <p>The <a href="#">Referencing@Portsmouth</a> webpages were updated during this reporting period with the addition of a brand new section on referencing Plays in response to feedback from customers.</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>Specialist copyright information available via the Library website was updated in January with amendments made to the <a href="#">Licences</a> webpage was updated on 6th January 2025.</p> <p>2 specialist Copyright enquiries were received 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>4 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>In December the University Librarian attended the JISC Annual Strategic Update and the Team Leader for User Services attended a Customer Service Excellence Network &amp; Chat event on Developing Customer Insights.</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</p>	<p>14 new staff cards were printed during this reporting period.</p>
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<p>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>All requests were processed within the timeframe of the Library Service Standard.</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 days 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>177 requests for replacement cards were received during this reporting period.</p> <p>All requests were processed within the timeframe of the Library Service Standard.</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>135 External applications were processed during this reporting period.</p> <p>2 requests were processed outside the timeframe of the Library Service Standard.</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 less will be followed up to seek customer feedback.</p>	<p>No customer ratings were received during the reporting period.</p>