Service Level Agreement 6 monthly review, December 2019

This document details our analysis of our performance in relation to our Service Level Agreements (SLA's) for the past 6 months. We have an aim of achieving 100% across all our operational SLA's in order to continue our journey towards compliance plus in all Customer Service Excellence criterions. From the results of our analysis we have put in place actions in order to fulfil our aims and respond to customer feedback, these are shown below.

Building	2018/2019 aim	2018/2019 result	2019/2020 aim	Sep-19	Oct-19	Nov-19	Dec-19	Review
The Library is open 24/7 every day except Christmas Day, Boxing Day and New Years Day.	100%	99.95% due to a power outage	100%	100%	100%	100%	100%	We closed for a duration of 4 hours due to an electrical failure in the building. This caused fire alarm systems to fail. Due to Health and Safety requirements it was essential to evacuate and close the building for this duration. This was able to be resolved quickly and the library was reopened by security staff at 8pm that evening.

We have worked to keep the library fully open over the Christmas vacation and are on target to achieve our aim of a 100% result for building opening/staffing for the academic year 2019/2020. |
| The library is staffed from Monday to Friday 8.30am to 8pm, Saturday/Sunday/Bank holidays 9am to 5.30pm. | 100% | 99.95% due to a power outage | 100% | 100% | 100% | 100% | 100% | |
| The Library is staffed overnight with security staff, Monday to Friday 8pm to 8.30am, Saturday/Sunday/Bank holidays 5.30pm to 9am. | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

Face to Face enquiries		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays 8:30am-8pm Weekends/ Bank Hols 9am-5.30pm	All personal callers will be acknowledged within 30 seconds with queries being resolved immediately if library related or transferred to the most appropriate person/hub/department in any form of contact.	94%	100%	100%	100%	100%	100%		Our face to face enquiries have been consistent in meeting our SLA of 30 seconds with enquiries taken by the security team answered within 1 hour the following day.

We are reviewing our SLA monitoring processes with regards to our face to face enquiries and decided to break during December in order for this to be analysed. Our aim is to involve more customer focused methods of feedback in relation to enquiries received. |
| | All personal callers received after this time will be resolved by the Security team if this is within their knowledge. Any queries which are outstanding will be noted with a form of customer contact. These enquiries will be responded to the next working day within 1 hour. | 100% | 100% | 100% | 100% | 100% | 100% | | |

Telephone enquiries & Voicemail		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays 8:30am-8pm Weekends/ Bank Hols 9am-5.30pm	All calls shall be answered within 30 seconds with queries being resolved immediately if library related or transferred to the most appropriate person/hub/department in any form of contact.	100%	100%	100%	100%	100%	100%		Our telephone enquiries have been consistent in meeting our SLA of 30 seconds. We are reviewing our SLA monitoring processes with regards to telephone enquiries and decided to break during Dec in order for this to be analysed. Our aim is to involve more customer focused methods of feedback in relation to enquiries received.
	Voicemails received will be responded to within 2 hours within the times stated. Any voicemails received outside of staffed hours will be responded to within 2 hours of the next working day.	100%	75%	100%	100%	100%	100%	100%	Answering our voicemails within 2 hours dropped to 75% during July this year. This was due to issues identified with differing ring lengths across two lines. This was reported to ICT and fixed so that both phones allowed for the advertised 30 seconds. We also provided further staff training on picking up voicemail messages on an upgraded phone system. Since this drop in meeting our SLA we have been consistent in responding to these messages within our SLA of 2 hours.

Email Communications including libhelp@hull.ac.uk		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays 8:30am-7.45pm Weekends/ Bank Hols 9am-5.15pm	All email enquiries will be triaged to the correct department with all customer service queries logged in the first instance within 24 hours.	75% (3 hours)	88% (3 hours)	81% (3 hours)	100%	100%	100%	100%	In June 2019, our SLA for email communication was 3 hours. This was created from our usual working practices. From monitoring this it was discovered that it was unachievable by staff working within a multi-functional space. Our welcome desk staff deal with complex queries in person alongside email responses and library chat. From benchmarking ourselves with other institutions it also seemed that we had no comparable data due to the differences in these timescales. In order to analyse our performance in relation to other institutions and create realistic targets for our customers we decided to change our SLA for email communication to 24 hours. In December 2019 we introduced a new email platform with training to all staff members. We continued to meet our SLA of 24 hours within this timeframe. We are reviewing our email SLA further to ensure this meets our customers' expectations.

LiveChat online chat facility		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays 8:30am-7.45pm Weekends/ Bank Hols 9am-5.15pm	100% of enquiries will be acknowledged within 30 seconds with queries being resolved immediately if library related or transferred to the most appropriate person/hub/department in any form of contact. Live chat appears offline outside of the hours stated with alternative forms of contact advertised to our customers.	69%	100%	94%	94%	100%	94%	94%	Since June 2019, our online chat facility has been more consistent in answering calls within 30 seconds. From a result of 69% in June 2019 we investigated and found that due to a PC update, all PCs used for responding to live chat had lost sound. This sound helps staff to identify when a customer is asking a question on Livechat alongside how long this has been ringing for. We also found that due to software changes within the platform, single sign on status had resulted in less PCs being logged in at any one time. We resolved the issues with PC sound and provided training to Library Assistants to ensure more users were logged into the platform.
	We aim to provide a quality LiveChat service with a 90% satisfaction score of good or excellent.	100%	91%	90%	95%	96%	96%	91%	During Dec 2019 we provided Livechat training to our collections and inter-library loan teams. Users are now able to choose which area of the library fits their question best. This has resulted in lengthy e-resource queries being answered by office staff instead of front-line customer service staff. This provides a quicker and more insightful service for our customers. It also ensures more users are logged into the platform at any one time to ensure our SLA of 30 seconds is achievable.

The quality of our Livechat remains consistent in relation to our aim of 90%. Customer feedback shows that users are satisfied with our responses rating this on average from June to December 2019 at 94%. |

Social Media: Facebook, Twitter & Instagram		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays (excluding Bank Hols) 9am-5pm	All messages received via Facebook, Twitter or Instagram will be acknowledged within 24 hours of the time frames stated.	50% (3 hours)	67% (3 hours)	100% (3 hours)	50% (3 hours)	0%	0%	100%	We have worked to meet our social media SLA but have struggled to meet our aims. In September 2019 we reviewed this and decided to change our SLA to be in line with other forms of communication. Our SLA for messages received via Facebook, Twitter or Instagram changed from being acknowledged in 3 hours to 24 hours. From reviewing October/November 2019 it was clear that more team members needed to be trained to respond to social media messages. As very few messages are received via social media, ensuring that more users are logged into these platforms creates a higher likelihood that we will meet our SLA. December 2019's result was positive, we continue to review this SLA and the needs surrounding this as necessary.

Feedback and Complaints		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays (excluding Bank Hols) 8:30am-5pm	All feedback/complaints received will be kept confidential and responded to within 24 hours of the time frames stated. If further information is needed to be gathered, an email explaining this must be sent to the recipient. If unresolved by an Operations Manager these complaints will be triaged to the Head of Customer Services with a response given within 7 working days within the time frame stated above. If the complaint cannot be resolved through the local informal process then an escalation to a formal complaint may be made.	100%	100%	100%	100%	100%	100%	100%	Our feedback and complaints have been consistent in meeting our SLA of 24 hours. We are reviewing our SLA monitoring processes with regards to feedback and complaints by moving this into a new email communication platform. Our aim is to involve more customer focused methods of feedback in relation to emails received.

Returned Items		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays 7:30am-7.45pm Weekends/ Bank Hols 8am-5.15pm	All High Demand collection (HDC) books returned will be available and on shelf in the Reading Room within 24 hours the same or the next working day specific to the hours stated.	75% (1 hour)	88% (1 hour)	100% (1 hour)	75% (1 hour)	100%	100%	100%	Our initial SLA followed our working practices of returning items to the correct floors within 1 hour for the Reading Room and 3 hours for the tower floors. In September 2019 we reviewed our Returned items SLA and decided to amend this to benchmark with other institutions in a comparable way. The majority of other university library institutions returned items to the correct location on shelf within 24 hours. We amended our SLA to match this so that in the future we collect comparable data on our performance.
Weekdays 6:30am-7.45pm Weekends/ Bank Hols 7am-5.15pm	All floor 2-7 books returned will be available and on shelf in the tower within 24 hours the same or the next working day specific to the hours stated above.	75% (2 hours)	100% (2 hours)	100% (2 hours)	88% (2 hours)	100%	100%	100%	

Available Holds		Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays 10am, 2pm & 6pm Weekends/ Bank Hols 10am & 3pm	Available hold requests will be processed to be on the relevant shelf for collection within 2 hours of the times specified.	87.50%	100%	83%	100%	100%	100%	100%	Available holds are books on the shelves which customers request to be reserved for them.

During June and August this year we experienced a lower than average ratio of staff per customer. Due to this we experienced a high number of face to face enquiries from customers at our service desks. From our SLA results we implemented essential changes; we changed a library role to include available holds as a focus task alongside Team Leaders helping to staff service points. This has proved successful with the team with the last 4 months showing 100%.

For any available hold items which we have been unable to find, we have worked to create faster response time for searches within the library. Searches are now complete within 3 days, if an item remains lost and there is an eBook available, this is ordered and available within a total of 7 days. We also look to replace these books or discuss an alternative with the customer within this 7 day duration. This has become a new SLA named lost in library.

To reduce lost items further for the future we are tagging our entire book stock with RFID tags. This enables a device to scan the shelves to pick up lost or mis-shelved items more efficiently. |
| | For any available hold items which we are unable to find, we put in place additional measures to fulfil these requests for our customers. | 2% of 216 | 14% of 309 | 8% of 252 | 10% of 1015 | 10% of 1053 | 6% of 967 | 6% of 691 | |

Processing & Repairs		Oct-19	Nov-19	Dec-19	Review
Weekdays 8:30am-7.45pm Weekends/ Bank Hols 9am-5.15pm	All items marked as priority such as reservations will be processed within 24 hours. All general items marked for processing will be processed within 48 hours specific to the hours stated.	100%	100%	100%	Our processing new items and repairs SLA has been consistent in meeting our SLA's detailed for the past 3 months. This is a new SLA which we have developed from our usual working practices. This lets customers know of when to expect new material or material needing repair back on the library shelves. We continue to report on the quality of our processed items to ensure any errors are responded to quickly and efficiently, this has proved successful.
	All repairs to items will be carried out and completed within 7 days of receipt specific to the hours stated.	100%	100%	100%	
	Reports to ensure our quality of processed items will be ran monthly with any errors responded to within 24 hours.	100%	100%	100%	

Suggest a Purchase		Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Review
Weekdays (excluding Bank Hols) 9am-5pm	Suggest a purchase forms submitted through our webpage receive an automated response detailing our SLA. These suggestions are responded to on the day of receipt specific to the hours stated with purchases actioned within 3 working days. EBooks purchased will be available for immediate use by the user.	100%	100%	100%	100%	100%	Our Suggest a Purchase SLA has proved successful with suggestions of items to buy responded to within 24 hours of the working times stated.

EBooks requested have consistently been available to the customers within 3 days with our SLA meeting 100% for 5 months.

Print books purchased have also been consistently available to the customer within 4 weeks of order. We seek out new suppliers of items which don't meet our SLAs in order to meet the customers' expectations. In order to benchmark with other institutions we are amending our SLA for print items ordered for them to available to customers within 2 weeks. |
| | Print books purchased will be available within 4 weeks and placed on the hold shelf as a priority for the requestor. An email stating the item is available for collection will be sent to the patron within one hour. | 100% | 100% | 100% | 100% | 100% | |

This data is collected at random over the course of a 4 week period in order to inform changes to our working practices. All Service Level Agreements (SLAs) are calculated within our working hours only, Monday to Friday 8.30am to 8pm, Saturday/Sunday/Bank holidays 9am to 5.30pm. If you would like to feedback on our SLAs, data or library services, please use our feedback form.