

## Service Level Agreement - Six monthly reviews

September 2024 to February 2025

This document details our analysis of our performance in relation to our Service Level Agreements (SLAs) for the past 6 months. We have an aim of achieving 100% across all our operational SLAs to continue our journey towards compliance plus in all Customer Service Excellence criteria. 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	Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	2024/25 Aims	2024/25 Results	Review
The library is open every day except Bank Holidays (excluding the early May Bank Holiday).	63% *	100%	100%	100%	100%	100%	100%		For 2024/25 changes have been made to the building opening hours to reflect the reduction in the number of overnight visitors. We are open from 8.30am until midnight on weekdays and from 9am to midnight on weekends throughout the year, except for the months of January and May when the library will be open 24/7. The library was open between December 27 <sup>th</sup> to 31 <sup>st</sup> and was staffed by security. The only Bank Holiday the library will be open in 2025 is May 6 <sup>th</sup> . The opening hours are based on extensive data gathered around usage of the building. Reducing
The library is staffed from Monday to Friday 8.30am to 6pm, Saturday, Sunday and Bank holidays (if open) 9am to 5.30pm.	100%	100%	100%	100%	100%	100%	100%		
The library is staffed with security staff	100%	100%	100%	100%	100%	100%	100%		

Monday to Friday 6pm to 12am, Saturday and Sunday 5.30pm to 12am except January and May when it will be until 8.30am (24/7 opening)									the opening hours in line with our customers' usage also aligns with the university's Strategy 2030 to make us more environmentally sustainable.
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\*The library building was closed for Essential Fire Safety Maintenance. Library staff were temporarily moved to an alternative building on campus.

Emails and enquires raised via Service Now		Sept 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Review
Weekdays from 8.30am to 5.45pm. Weekends and Bank holidays 9am to 5.15pm.	All email enquiries or enquiries raised via Service Now will be resolved within our SLA of five working days (please note the time a call spends 'on hold' waiting for information from the caller is not counted).	100%	100%	100%	100%	100%	100%	Throughout this period we have maintained a 100% compliance rate. This may be due in part to the fact that the library now only deals with library related queries and no longer triage queries for our IT department.

LiveChat online help		Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Review
	100% of enquiries will be acknowledged within 30	91%	88%	81%	88%	82%	85%	

Weekdays from 8.30am to 5.45pm.	seconds with queries being resolved immediately if library related or transferred to the most appropriate person, hub or department.							Throughout this review period our SLA for acknowledging queries via LiveChat equates to an 85.8% average. Some of this shortfall can be attributed to the fact that in Summer 2024 the library was subject to a Change Process which involved restructuring the staff and the loss of posts. The result for the Customer Experience and Insight team was an unbalanced Rota with sparse coverage at times. The team worked with management to change their hours and working patterns to provide a more robust Rota. This was implemented in February 2025 which is when we will expect to see an uplift in our answer times. Despite the challenges we faced with our SLA our quality remained consistently high with us achieving our SLA 100%, although it must be noted there are a large percentage of chats with no ratings.
Weekends and Bank Holidays 9am to 5.15pm.	Live chat appears offline outside of the hours stated with alternative forms of contact advertised to our customers.  We aim to provide a quality LiveChat service with a 90% satisfaction score of good or excellent, out of those chats that were rated.	100%	98%	92%	97%	97%	93%	

<b>Feedback and Complaints</b> <a href="#">Our Complaints Policy</a> <a href="#">Brynmor Jones Library Complaints Procedure</a> <a href="#">Library Feedback</a>		Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Review
Weekdays from 8.30am to	All feedback or complaints received will be kept confidential and responded to within 24 hours as described in the policy. If unresolved by a	100%	n/a	n/a	100%	n/a	100%	We receive very few complaints generally, however those that we

5pm (excluding Bank Holidays)	Customer Experience Manager, the complaint will be triaged to the Head of Customer Experience and Insight and a response given 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.							did receive in the period were addressed within the stated SLA and none were escalated to formal complaints. It should be noted we do also receive positive feedback.
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Suggest a Purchase		Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 24	Review
Weekdays (excluding Bank Holidays) 9am-5pm	Purchase forms submitted allow a customer to ask for new materials including physical resources and eResources. These suggestions are processed within three working days. eBooks purchased will be available for immediate use by the user. Print resources will be placed on the hold shelf as a priority for the customer once received at the library. An email	100%	100%	76.9%	83.3%	85.7%	92.8%	Due to the changes in staffing in the Collections Admin Team and a reduction in overall full-time equivalent posts, the SLA is below 90% for three months of this six-month period.

	stating the item is available for collection will be sent to the patron within one hour.							
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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 6pm, and Saturday, Sunday, and Bank holidays 9am to 5.30pm. If you would like to feedback on our SLAs, data or library services, please use our [feedback form](#).