Service Level Agreement 6 monthly review, September 2020

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	2019/2020 aim	2019/2020 result	Review
The Library is open 24/7 every day except Christmas Day, Boxing Day and New Year's Day.	100%	64.38% due to covid19	Due to the Covid-19 pandemic the Library reduced its hours in the week commencing 16th March. On further government guidance and on closure of the University of Hull, the Library closed its doors on Friday 20th March. We reopened our library services online from Monday 23rd March with staff members working from home in isolation. We reduced our opening hours in response to a reduced customer service with staff working across our busiest times, Monday to Friday 9-5pm. During Covid19 and in working from home the Library still provided an excellent online service. Our percentage aim for 2019-2020 was 100%, however a result of 97.98% in unprecedented times is an achievement the library is proud of.
The library is staffed from Monday to Friday 8.30am to 8pm, Saturday/Sunday/Bank holidays 9am to 5.30pm.	100%	97.98% due to covid19	
The Library is staffed overnight with security staff, Monday to Friday 8pm to 8.30am, Saturday/Sunday/Bank holidays 5.30pm to 9am.	100%	54.3% due to covid19	The library re-opened its doors, firstly with a click and collect service followed by Book a seat on 27th July. This opened library services up to students with access to a booked space to study and to collect reserved materials. Our closure over 3 months affected our percentage rate from our 100% aim to 64.38%. Overnight access to the library is not currently re-instated. This is due to the security team currently being utilised across campus for essential services. Our aim is to fully reinstate our 24/7 library opening once the Covid-19 risk has reduced further and it is deemed safe to do so.

Face to Face enquiries		Sep-19	Oct-19	Nov-19	Sept 20	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.	100%	100%	100%	85%	During our last 6 monthly review (September to December 2019) our face to face enquiries and SLA response rate was excellent. We have taken some time to review our processes surrounding the monitoring of this SLA, changing from monitoring from a leadership level to peer to peer. We have been unable to implement these changes during Covid-19 whilst working from home, however on return to the Library monitoring was undertaken for September 2020. This result showed a change in our expected SLA percentage. This reflects changes to our services in response to Covid19 alongside changes to how we now manage face to face enquiries in the Library. To minimise contact, Library Live chat is now encouraged via a digital device. In addition, our service points have changed with admittance to the library only available via Book a Seat. This sometimes creates a queue at the door whilst bookings are checked, and enquiries dealt with. In response to this the team have changed staffing to allow for additional support at the front desk, utilising an iPad to check bookings, complete Test and Trace requirements etc.

During our last review, the Library also wanted to focus on providing a quality aspect for Face to Face contact. This was undertaken through a customer satisfaction survey where customers were asked about their experiences specific to Face to Face contact. Our aim is to provide a quality service with a 90% satisfaction score of good or excellent. Our result from this survey showed a score of 77.8%. The Library team responded to this result by adding refresher training in Customer service skills to appraisal objectives for 2020/2021. |
| | 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% | Not currently monitored. | |

Telephone enquiries & Voicemail		Sep-19	Oct-19	Nov-19	Sept-20	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%	75%	During our last review our telephone enquiry/voicemail and SLA response rate was excellent. We have taken some time to review our processes surrounding the monitoring of this SLA, changing from monitoring from a leadership level to peer to peer. We have been unable to implement these changes during Covid-19 whilst working from home, however on return to the Library monitoring was undertaken for September 2020. This result showed a change in our expected SLA percentage. This reflects physical changes to the location of our services points in response to Covid19. This temporary location does not allow for the installation of phone lines and our welcome desk where the phones are located can see periods of staff absence dependent on daily demands. In response to this the team are consulting on a new process to potentially push all voicemails through to our email harvesting system. This would provide more data on time logged, if the enquiry has been dealt with, and provide history of an enquiry for later reference.

During our last review, the Library also wanted to focus on providing a quality aspect for telephone contact. This was undertaken through a customer satisfaction survey where customers were asked about their experiences specific to telephone contact. Our aim is to provide a quality service with a 90% satisfaction score of good or excellent. Our result from this survey showed a score of 100%. |
| | 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% | 100% | 100% | 50% | |

Email Communications including libhelp@hull.ac.uk		Jan-20	Feb-20	March-20	April-20	May-20	June-20	July-20	Aug-20	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.	100%	100%	100%	81%	100%	100%	100%	100%	From our last review in December 2019, we have continued to meet our SLA of responding to emails within 24 hours. We amended our SLA slightly due to our change in software platform. The old email system did not automate a reference number for an email, therefore a response target within this SLA was receiving this reference number within 3 hours. We amended our SLA to a full response to a customer query within 24 hours because our new email system auto logs calls, automatically sending a reference number to our customers. Our drop in our SLA and relative satisfaction score was relative to our changes in working practices with staff based at home at the start of Covid19 in April. We saw an increase in online queries during this time due to not having a face to face presence for Library services.
	We aim to provide a quality email service with a 90% satisfaction score of all ratings.	92%	93%	94%	90%	93%	92%	93%	94%	

LiveChat online chat facility		Jan-20	Feb-20	March-20	April-20	May-20	June-20	July-20	Aug-20	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.	94%	100%	100%	94%	88%	100%	100%	100%	Our SLAs and quality scores for Library Live chat have remained consistent despite a huge average increase in our calls. Our average number of calls from January -March compared to April onwards saw an average increase from 100 per month to 1064 calls received in September 2020. A percentage increase of 964% over the course of 2020 so far. The library experienced a drop in satisfaction in January where we received an average score of 79% good or excellent ratings. A detailed report specific to any low ratings received showed this was due to either staff lacking knowledge in a resource, in relation to library rooms, access to laptop loans or just a customer who thought our response was robotic. We completed work to re-train staff in resources, opened our laptop loans to staff members, benchmarked our livechat responses with other institutions/businesses and surveyed room users on their thoughts.
	We aim to provide a quality LiveChat service with a 90% satisfaction score of good or excellent.	79%	96%	97%	100%	98%	96%	99%	98%	During May 2020 we had a reduction in how many livechats were being picked up within our SLA of 30 seconds. This mirrors our decision to furlough a large proportion of staff from May onwards. As demands on a reduced team increased during this time our average response time was affected. We however still received a 98% positive response to all calls scored. The quality of our Livechat remains consistent from February to September in relation to our aim of 90%. Customer feedback shows that users are satisfied with our responses rating this on average at 98%. This is a percentage increase of 4% from June 2019-December 2019 in our livechat satisfaction ratings.

Social Media: Facebook, Twitter & Instagram		Jan-20	Feb-20	March-20	April-20	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.	100%	100%	100%	100%	Our SLA results in responding to messages on social media have remained consistently high. This has been achieved from actioning a bigger team to respond to these instances as written in the last six monthly report. In April, in order to increase our response time further and due to software changes, we were able to link our social media messages received via Facebook and Twitter to our LiveChat software. This meant any social media messages received were answered as a livechat if staff members were online. This changed our response from 24 hours to 30 seconds. If staff were off-line due to our opening times, an automatic message would be sent to the customer explaining that we would be back in touch the following day. We believe this has significantly changed how our customers use our social media channels. We receive more and more chats via messenger every day and our engagement rates in comparison to Sept 2019 have doubled. In response to these changes this SLA has now become obsolete with response to social media messages now incorporated into our Live chat SLA. Our webpages and description of the Live chat SLA has changed to reflect this.

Feedback and Complaints		March-20	April-20	May-20	June-20	July-20	Aug-20	Sept-20	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 processes, then an escalation to a formal complaint may be made.	100%	100%	100%	100%	100%	100%	67%	Our feedback and complaints have been consistent in meeting our SLA of 24 hours despite a drop in September 2020. In our last 6 monthly report our aim was to utilise a new email communication platform to manage feedback and complaints. We have successfully achieved this, along with the creation of new procedures to ensure consistency as a team. As a response to more team members being able to manage complaints, we have also been able to respond to a larger amount of feedback received via our social media channels.
	We aim to provide a complaints process which is fair and accessible to ensure a timely response to concerns raised.				100% (year result)	100%	100%	100%	We implemented this SLA using a customer satisfaction survey. This was sent retrospectively in June 2020 to all customers who submitted feedback or a complaint Sept 2019-June 2020. Customers rated us at 100% for the provision of a fair, accessible, timely response to their concerns. We now actively seek out this feedback after every concern raised, across all our communication channels, by sending this survey alongside our response. Customers have continued to rate us at 100% from July to September 2020.

Returned Items		Jan-20	Feb-20	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.	100%	100%	Our SLA within January and February 2020 remained consistent with staff returning items to the correct location within 24 hours. Due to Covid-19, in-person access to the Library was suspended on Friday 20th March and customers were unable to return items out on loan to them. From July we were able to offer a Returns and Click and Collect service twice weekly and have since then expanded the service through our available holds. The changes to our working circumstances resulted in us being unable to collect data during
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.	100%	100%	this time. This has continued with books returned needing to be quarantined for 72 hours on return to ensure safety of our staff and customers. We have implemented processes to ensure our customers are not too adversely affected with services reflecting as close to normal as possible. The library team will continue to not meet this SLA whilst quarantining measures are in place. If this continues through to our next 6 monthly review this will be reflected in a change within our SLAs for returned items.

Available Holds		Jan-20	Feb-20	Sept-20	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.	100%	100%	100%	Available holds are books on the shelves which customers request to be reserved for them. One of our actions from our last 6 monthly review was to complete RFID tagging our entire book collection. This has almost been achieved by the library team. This has enabled us to increase and match demand for available holds whilst maintaining a lost book rate of 5-6%.
	For any available hold items which we are unable to find, we put in place additional measures to fulfil these requests for our customers.	6% of 1037	5% of 1169	6% of 2379	Due to the Covid- 19 pandemic and the Library closure on March 19th, 2020, a new process was put in place for our Available Holds procedure for the benefit of our Customers who could not access our physical collections.

From the above date, any Library material requested (had a hold placed on it) by our customers was assessed daily to see if the electronic alternative to this item was already owned by the Library.
If not, we checked our Suppliers' websites to see if an eBook was available for purchase. Following purchase, we emailed the customer, and the eBook was made available immediately for them to read online/download
If the eBook was already in stock, the link to the resource was emailed to the requestor for immediate access. If an eBook was not available, we provided customers with information on how to use alternative resources within our collection. For example, we added an A-Z of eResources on our webpages along with videos on how to refine catalogue search criteria.

Increasing awareness of available holds during and after the Covid-19 pandemic has increased demand by 141% (Sept2020) when compared to average requests before Covid-19. Our processes have now almost returned to normal with the library team managing demand as necessary. Any items unable to be returned to the library due to customers needing to isolate or shield, default to sourcing alternatives for those waiting. |

Processing & Repairs		Jan-20	Feb-20	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%	During January and February 2020, the library team has been consistent in meeting our SLAs in processing and repairs. 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%	Due to Covid-19, the Library suspended in-person access to the Library on Friday 20th March. We were unable to process deliveries of books and have therefore been unable to gather data from March 2020 to measure this service. Deliveries have now resumed, and we are striving to return to offering services as close to normal for our customers. Any processing and repair work needed for materials in our physical collection is part of the day-to-day activities performed by our team, our aim is to implement peer to peer SLA management so members of our team can gather data to measure the performance of each other.
	Reports to ensure our quality of processed items will be ran monthly with any errors responded to within 24 hours.	100%	100%	

Suggest a Purchase		Feb-20	March-20	April-20	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%	We have achieved 100% of our SLA for the provision of eBooks, as they have consistently been made available to our customers within 3 days of the requests. In February, our SLA for Suggest a Purchase (print books) changed to items being available within 2 weeks (from 4 weeks.) This decision was made on the back of benchmarking exercises to make it easier to compare our performance to other institutions. We have however, experienced delays with some of our suppliers with some deliveries of printed materials taking up to 4 weeks. We are looking to potentially contact other institutions to research how they manage this expectation.
	Print books purchased will be available within 2 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% (4week)	67%	80%	

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.