

## Service Level Agreement 6 monthly review, September 2022- February 2023

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.

<b>Building</b>	2021/2022 result	2022/2023 aim	Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	<b>Review</b>
The Library is open 24/7 every day except Christmas Day, Boxing Day and New Year's Day.	92%	100%	81%	100%	100%	90%	100%	81%	In February 2022, the University launched Strategy 2030, and one of the aims of this was to make the university more environmentally sustainable. Over the summer 2022 period the library implemented overnight closures, to help reduce the building's carbon footprint with minimal student impact. On 20 <sup>th</sup> September the library returned to opening 24 hours to align with the start of the new trimester. This continued until 24 <sup>th</sup> December 2022. Between Christmas Eve and New Year's Day we had reduced staffing due to the Christmas break and the associated bank holidays. In January the library returned to 24 hours opening to accommodate the Trimester 1 exam period. From 1 <sup>st</sup> February the library returned to a 2am closure. This decision was based on previous years' low overnight occupancy after January exams.
The library is staffed from Monday to Friday 8.30am to 8pm, Saturday/Sunday/Bank holidays 9am to 5.30pm.	100%	100%	100%	100%	100%	81%	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.	85%	100%	65%	100%	100%	94%	100%	45%	

Face to Face enquiries		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Review
<p>Weekdays 8:30am 8pm Weekends/ Bank Hols 9am 5.30pm</p>	<p>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.</p>	Not monitored	Not monitored	Not monitored	100%	Not monitored	Not monitored	<p>Face to face enquiries were largely not monitored during this review period, because historically each SLA has consistently achieved 100%. During December 2022 both SLAs were achieved with 100% success rate. The 2022/2023 academic year is the first year post-Covid that most courses have returned to in-person teaching, which has contributed to an increase in enquiries at our service points. During this review period, we have seen an increase in ICT-related queries at the Welcome Desk on the ground floor, which could be due to some newly implemented security measures such as Multi-Factor Authentication across all systems. Despite the increase in queries, staff have been able to acknowledge all queries in a timely manner.</p>
	<p>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.</p>	Not monitored	Not monitored	Not monitored	100%	Not monitored	Not monitored	
	<p>We aim to provide a quality customer service with a 90% satisfaction score of good or excellent</p>	Not monitored	Not monitored	Not monitored	100%	Not monitored	Not monitored	

<b>Telephone enquiries &amp; Voicemail</b>		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	<b>Review</b>
Weekdays 8:30am- 8pm Weekend s/ 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. Voicemails received are logged as an email enquiry and responded to within 24 hours.	Not monitored	Not monitored	Not monitored	100%	Not monitored	Not monitored	Telephone enquiries were largely not monitored during this review period, because historically each SLA has consistently achieved 100%. During December 2022 both SLAs were achieved with 100% success rate. The Customer Experience Team continue to utilise voicemail redirection to our online support platform, as this has proved successful in our previous bi-annual reviews. All staff have access to the online platform, therefore they can acknowledge queries quickly from all service points, not just the Welcome Desk.
	We aim to provide a quality telephone enquiry service with a 90% satisfaction score of good or excellent.	Not monitored	Not monitored	Not monitored	100%	Not monitored	Not monitored	

Email Communications including libhelp@hull.ac.uk		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	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.	98%	99%	99%	99%	97%	96%	Throughout the review period, both SLAs have remained consistently high, similar to previous review periods. In September 2022 a new Triage Escalations Team was created. This team supports the wider Customer Experience Team with one-to-one training, feedback and advice. Customer Experience staff are also able to direct calls to the Triage Escalations Team if they are unsure which department a call should go to. This process has helped enquiries to be sent to the correct department more efficiently and has streamlined the customer journey. The impact of the new team can clearly be seen in our customer satisfaction scores, which consistently remain above target.
	We aim to provide a quality email service with a 90% satisfaction score of all ratings.	94%	93%	94%	92%	94%	91%	

<b>LiveChat online chat facility</b>		<b>Sept 22</b>	<b>Oct 22</b>	<b>Nov 22</b>	<b>Dec 22</b>	<b>Jan 23</b>	<b>Feb 23</b>	<b>Review</b>
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.	73%	77%	76%	69%	78%	78%	Throughout this review period our average SLA for acknowledging queries was 75%, which is a 15% shortfall of our SLA target. Compared to the previous review period, we have seen a 20% increase in LiveChat queries, with our busiest period aligning with the start of undergraduate teaching in October. During this review period, staff have also seen an increase in face-to-face and telephone queries at our busiest service points, which are prioritised over LiveChats. Despite the shortfall in answering queries within 30 seconds, staff continue to provide a consistently high quality of LiveChat service. This is demonstrated in the average satisfaction of 96%.
	We aim to provide a quality LiveChat service with a 90% satisfaction score of good or excellent.	98%	93%	95%	96%	94%	100%	



Returned Items		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Review
Weekdays 7:30am 7.45pm	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.	Not monitored	Not monitored	Not monitored	100%	100%	100%	Throughout the review period, we consistently achieved SLA with 100%. Since the return to in-person teaching at the start of the 2022/2023 academic year, we have seen an increase in the number of physical items borrowed from the library. Throughout this period, we have experienced intermittent problems with our book sorting machine, which has resulted in manual returns whilst the machine has been offline. Despite this, staff have continued to achieve the 24-hour re-shelving SLA. To help minimise the disruption of technical issues in the future, all Team Leaders have basic troubleshooting training for the book sorting machine. We hope that during the next review period we continue our SLA achievement of 100% success rate.
Weekends/ Bank Hols 8am 5.15pm								
Weekdays 6:30am 7.45pm	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.	Not monitored	Not monitored	Not monitored	100%	100%	100%	
Weekends/ Bank Hols 7am 5.15pm								

Available Holds		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	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%	100%	100%	100%	Throughout this review period, we have continued our 100% success rate of processing available hold requests on time. This is a result of the changes made in the previous review period to streamline the service with the 'not on shelf' procedure. As a direct result of this, the number of items we have been unable to find has halved, with an average of 3.3% for the review period. Over this review period we have received an average of 1310 hold requests each month, which is almost double the average of the previous review period. This demonstrates the increased demand of physical library resources, which can be attributed to the start of the 2022/2023 academic year and the return to in person teaching for many courses.
	For any available hold items which we are unable to find, we put in place additional measures to fulfil these requests for our customers.	2.5% of 1385	3.8% of 1782	4.5% of 1508	4.8% of 963	2% of 1134	2.2% of 1090	

Processing & Repairs		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Review
Weekdays 8:30am - 7.45pm Weekends/ Bank	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.	Not monitored	Not monitored	Not monitored	Not monitored	Not monitored	Not monitored	Processing and repairs were not monitored during this review period. In March 2022, the processing team were dissolved, and their duties became the responsibility of the wider Customer Experience Team.



Hols 9am 5.15pm	All repairs to items will be carried out and completed within 7 days of receipt specific to the hours stated.	Not monitored	Not monitored	Not monitored	Not monitored	Not monitored	Not monitored	
	Reports to ensure our quality of processed items will be ran monthly with any errors responded to within 24 hours.	Not monitored	Not monitored	Not monitored	Not monitored	Not monitored	Not monitored	

<b>Suggest a Purchase</b>		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	<b>Review</b>
Weekdays (excluding Bank Hols) 9am-5pm	Purchase forms submitted through our webpage allow a customer to ask for new materials including physical resources and eResources. These suggestions are processed within 3 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 stating the item is available for collection will be sent to the patron within one hour.	100%	100%	100%	96%	100%	100%	Throughout this review period our average SLA achieved was 99%. We saw an increase in overall requests during this period, but this was expected due to the start of the new academic year in September. We also saw a decrease in staff absence which helped contribute to the high SLA achievement. The 4% decrease in December was due to a rare item request, which took additional time to source. Throughout the search, the customer was updated on the progress of their request via email, which helped to manage their expectations.

Lost items		Sept 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Review
Weekdays 8:30am- 8pm Weekends / Bank holiday 9am- 5:30pm	Single copy items marked as lost in library will be searched for over the course of 3 days. If found, an email stating the item is available for collection will be sent to the patron within one hour. Any items not found will be assessed for replacement within 24 hours of all completed searches. If actioned the item will follow the Suggest A Purchase SLA above informing the patron accordingly.	100%	99%	100%	100%	100%	100%	Throughout this review period we achieved a 100% success rate with our lost items SLA. This was a direct result of the changes made to streamline both this procedure and the available holds procedure.

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](#).