



Service Level Agreements Framework

University Library- Customer Services

March 2019

Background

Service level agreements (SLAs) are our commitment to the staff, students and visitors of the library and the expected level of service that they will receive from the Customer Services Team. These SLAs are published on the library website [here](#) and our performance against these SLAs also shared on a monthly basis through social media and website updates.

Service level agreements have been used regularly in the library but these have been minimal in number or informal. We have utilised SLAs in areas such as time taken to return books from book return point to the Reading Room, although monitoring, management and sharing of success against those SLA has been minimal. We have always driven to deliver exceptional customer service in all of our daily transactions but we have not captured this in a formal manner or shared our aspirations of what we feel delivers exceptional customer service.

Through our work in relation to Customer Service Excellence it was felt we needed expand the scope of the SLAs to ensure our customers are aware of what level of service they can expect from us, our performance against those standards and how our customers can feedback to us should those standards not be met.

We have worked in consultation with the Customer Services Working Practices Group to agree new SLAs for set procedural tasks and response times for all methods of customer interaction.

SLA Monitoring

Our agreed SLAs can only be assessed through effective front line management and observations. We have an agreed set of monitoring documents which are owned by the Customer Services Team Leaders within their individual area of responsibilities. It is the responsibility of the team leader to ensure all relevant data and observations are captured within each agreed timescale and reported back for analysis by the Customer Services leadership team.

The data to be collected can vary from running individual reports to collating visual feedback from service points throughout the library, sources of information will include system data and the daily customer services checklists.

The quality of all customer interactions continues to be monitored in order to meet the agreed SLA objectives. Our performance data is used to inform areas for development, and to celebrate customer service success.

Our Service Promise

We have published our Service level agreements on the University Library website so our students and visitors can understand what level of service they can expect from us through all monitored tasks and communication methods.

We will collect all data bi-weekly and review our performance against our SLAs on a monthly basis, this performance will be shared alongside our commitments. In the process of reviewing our performance a monthly report will be shared to capture key elements of the performance and add clarity to peaks and dips as they occur.

As we share our monthly data we would welcome feedback from our staff, students and visitors, a link has been added so confidential feedback can be sent directly to the University Library Operations Managers for review.

We will conduct annual reviews of our commitments, share our performance and provided feedback, explain dips in service and ensure we are meeting the requirements of our end user.

Our Service Level Agreements – Customer Contact

<p>Face to Face enquiries</p>	<p>1.1 Between the hours of 8:30am to 8pm Weekdays and 9:00am to 17:30pm Weekends and Bank Holidays.</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> <p>1.2 Security staffed hours</p> <p>All personal callers will be acknowledged within 30 seconds with queries being resolved immediately if this is within the remit of the security team’s knowledge and training. Any queries which are outstanding will be noted with a form of customer contact in the incident book. These queries will be responded to the next working day within 1 hour.</p>
<p>Telephone enquiries & Voicemail</p>	<p>1.1 Between the hours of 8:30am to 8pm Weekdays and 9:00am to 17:30pm Weekends and Bank Holidays.</p> <p>All calls shall be answered within 30 seconds and queries shall be resolved immediately if library related or transferred to the most appropriate person/hub/department.</p> <p>1.2 Voicemails</p> <p>Voicemails received will be responded to within 2 hours within the times stated above. Any voicemails received outside of staffed hours will be responded to within 2 hours of the next working day.</p> <p>1.4 Security staffed hours</p> <p>Security do not have access to external phone calls, all telephone enquiries will be sent to voicemail outside of the working hours stated above. These voicemail messages will be responded to within 2 hours of the next working day.</p>
<p>Email enquiries Including libhelp@hull.ac.uk</p>	<p>1.1 Between the hours of 8.30AM to 7.45pm weekdays, 9am to 5.15pm weekends and bank holidays</p> <p>All email enquiries will be triaged with all customer service queries responded to on the day of receipt. Emails will be logged on hold up to a maximum of 3 days if further information is needed to be gathered, however an email explaining this must be sent to the recipient.</p> <p>1.2 Security staffed hours</p> <p>Security do not have access to this system and all email enquiries received during this time will be responded to within 1 hour of the next working day.</p>
<p>LiveChat online chat facility</p>	<p>1.1 Between the hours of 8.30am and 7:45pm weekdays, 9am to 5.15pm weekends and bank holidays</p> <p>All enquiries will be responded to 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> <p>1.2 Security staffed hours</p> <p>Security do not have access to this system. Live Chat appears offline outside of the hours stated above with alternative forms of contact advertised to our customers.</p>

<p>Social Media Facebook, Twitter & Instagram</p>	<p>1.1 Between the hours of 9am and 5pm weekdays (excluding Bank Holidays) All messages received via Facebook, Instagram and Twitter will be acknowledged within 3 hours the same or the next working day specific to the hours stated above.</p> <p>1.3 Security staffed hours Security do not have access to this system and all enquiries received via Social Media during this time will be responded to within 3 hours of the next working day.</p>
<p>Feedback and Complaints</p>	<p>1.1 Between the hours of 9am and 5pm weekdays (excluding Bank Holidays) All feedback/complaints will be kept confidential and responded to within 24 hours within the time frame stated above. If further information is needed to be gathered, an email explaining this must be sent to the recipient.</p> <p>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 timeframe stated above.</p> <p>If the complaint cannot be resolved through the local informal process then an escalation to a formal complaint may be made.</p> <p>1.2 Security staffed hours Security will direct users to the written feedback/complaint boxes located at the welcome desk or the webpage to leave comments about the library or its services. These will be responded to within the time frames stated above by an operations manager to ensure confidentiality.</p>

Our Service Level Agreements – Service Standards

<p>Returned items HDC</p>	<p>1.1 Between the hours of 7:30am to 7.45pm weekdays and 8am to 5.15pm weekends and bank holidays. All HDC books returned will be available within the Reading Room within 1 hour the same or the next working day specific to the hours stated above.</p> <p>1.2 Security staffed hours HDC items will be returned to the Reading Room within an hour of the Customer Service Staff start time (factored into the hours above).</p>
<p>Returned items Floors 2-7</p>	<p>1.1 Between the hours of 7:30am to 7.45pm weekdays and 8am to 5.15pm weekends and bank holidays. All floor 2-7 books returned will be available within the Tower within 2 hours the same or the next working day specific to the hours stated above.</p> <p>1.2 Security staffed hours Floor 2-7 items will be returned to the Tower within 2 hours of the Customer Service Staff start time (factored into the hours above).</p>
<p>Available Holds</p>	<p>1.1 Between the hours of 8:30am to 8pm Weekdays and 9:00am to 17:30pm Weekends and Bank Holidays. Available Hold requests shall be ran weekdays at 10am, 2pm & 6pm, weekends and bank holidays at 10am & 3pm to be on the relevant shelf for collection within 2 hours of these times.</p> <p>1.2 Security staffed hours Security do not have access to this system and all hold requests received during this time will be responded to at 10am the next working day.</p>

Suggest a Purchase	<p>1.1 Suggest a purchase forms submitted through our webpage receive an automated response detailing our SLA.</p> <p><i>Between the hours of 9am to 5pm weekdays only (excluding bank holidays)</i>, these suggestions are responded to within 3 working days to inform the user if a purchase will be actioned. Purchases actioned may take up to 7 days to process.</p> <p>EBooks purchased will be available for immediate use by the user.</p> <p>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.</p>