



Library and Learning Resources

Service Level Statement

November, 2020

1 Objectives of service

The Library and Learning Resources Department:

- Offers a welcoming, accessible and inclusive teaching and learning environment
- Enhances learning and contributes to the development of the skills and capabilities required for academic study, work and life
- Provides a wealth of inspirational and discoverable resources that support the institutional learning and teaching strategy and facilitate the generation of knowledge and research
- Supports the learning, teaching and research experiences of both students and staff
- Works in partnership with our diverse communities, particularly students and staff, to ensure our services remain relevant, consistent and available at the point and time of need

2 Summary of services

- Create a learning development experience
- Create flexible and responsive learning spaces supporting a variety of learning styles and behaviours
- Deliver high quality support at the point of need
- Develop a collection that reflects and anticipates university learning, teaching and research practice
- Engage users in assisting with designing and reviewing our services
- Make our resources as easily accessible as possible
- Manage and develop the library's information technology, systems and services, electronic resources and access management services
- Manage communications channels for students/staff
- Provide access and borrowing membership

3 Availability of Service

Although some services are available on a 24 x 7 basis, we provide support for all services as a minimum during CCCU's core operational hours. (ie. between the hours of 9.00am and 17.30pm Monday to Friday (excluding UK Bank Holidays). Due to current staff availability, support at Salomons is provided between the hours of 10:00am and 15:00pm Monday to Friday

Details of opening hours for the Service Points can be found <https://www.canterbury.ac.uk/library/using-the-library/opening-hours.aspx>

Full range of services are available remotely/ digitally with online help and support available during core operational hours.

Service	Description	Service Availability
Create a learning development experience	Develop an embedded and contextualised programme of blended learning opportunities that enhance academic skills, information literacy and digital capabilities	CCCU core operational hours
	Support the student journey from application, arrival, transition, graduation and employment, including providing orientation to first year students and delivering activities for Academic and Personal development weeks	CCCU core operational hours
	Work with academic staff to develop, enhance and transform the curriculum	CCCU core operational hours
	Maintain and develop the online Learning Skills Hub, which offer CCCU tailored modules on learning development and skills for finding information.	CCCU core operational hours
Create flexible and responsive learning spaces supporting a variety of learning styles and behaviours	Maintain the physical library environments by shelving returned materials in correct sequence in a timely manner, ensuring that the stock is well spaced and the furniture is suitable, safeguarding the University Health and Safety standards	Service Points hours
	Monitor user behaviour and respond to noise alerts in collaboration with the building Security teams	Service Points hours Outside these hours, the service is provided by CCCU Security Team)

Deliver high quality support at the point of need	Give advice in the use of all facilities and services in the libraries, including IT equipment and basic software, referring to the relevant team as appropriate	Service Points hours
	Maintain a polite, helpful and professional manner presence at all service points in accordance with advertised availability	Service Points hours
	Offer face-to-face or remotely (email, phone, live chat, social media) help and advice with borrower's account, item circulation, resources location, borrowing and returning	Service Points hours
	Provide a range of subject guides, information leaflets and online tutorials, which can be used as self-guided study by students at all campuses whenever they need them	CCCU core operational hours
	Provide guidelines on copyright requirements in teaching, research and learning	CCCU core operational hours
	Raise users' awareness of the wide range of resources available from the Library	CCCU core operational hours
	Work with colleagues from collaborative partners to ensure the effective delivery of departmental services to University students at the Medway campus and at the partner institutions	CCCU core operational hours
Develop a collection that reflects and anticipates university learning, teaching and research practice	Administer library subscription services, in both print and electronic formats	CCCU core operational hours
	Carry out regular evidence-based stock review activities (including stock check, stock disposal, review of loan periods) to ensure that the collection stays relevant and develops in alignments with the curriculum	CCCU core operational hours
	Maintain and develop the University's own archive collection	CCCU core operational hours
	Catalogue new resources as required, and ensuring quality control over the shelf ready stock received through approved library suppliers, including processing of new material.	CCCU core operational hours
	Efficient order and purchase of print and digital resources, such as books and media material, balancing speed of delivery with value-for money	CCCU core operational hours Print items are available within 4

		weeks form ordering. e-books are available within 48 hours of the order being placed
	Liaise with academic staff over the selection of stock for student use and purchase, in particular relevant materials identified through academic programme reading lists.	CCCU core operational hours
	Manage online resources through user-friendly web-based provision integrated, as much as possible, with LibrarySearch to maximise their discovery	CCCU core operational hours
	Regularly monitor progress of expenditure for all library resources	CCCU core operational hours
	Work closely with suppliers to manage the allocation, acquisition, cataloguing, deployment and provision of resources, electronic and physical, across all faculties and campuses	CCCU core operational hours
Engage users in assisting with designing and reviewing our services	Respond to feedback, complaints, disputes regarding books claimed returned or lost and use the captured data to review and enhance services, when possible	CCCU core operational hours
	Actively search for opportunities to use students as leaders in learning	CCCU core operational hours
Make our resources as easily accessible as possible	Administer a reservation system, including inter-site loans	Service Points hours
	Ensure that users have appropriate physical access to resources through the effective circulation of stock and shelf tidy.	Service Points hours
	Provide access to resources not held by the University through inter-library loans, electronic document delivery or co-operative arrangements with other libraries.	Service Points hours
	Regularly monitor accessibility of online resources, meeting accessibility regulations	CCCU core operational hours
	Actively participate in providing and developing authentication and access mechanisms to electronic resource	CCCU core operational hours

Manage and develop the library's information technology, systems and services, electronic resources and access management services	Communicate with suppliers of online databases, e-journals and e-books, and advise colleagues on any impact on services.	CCCU core operational hours
	Manage the development and maintenance of Library systems and software services, including the Library Management System (ULMS), institutional research repository (Research Space) and the self-service technology	CCCU core operational hours
	Enable a consistent experience with the shared LMS internal and external system integrations	CCCU core operational hours
Manage communications channels for students/staff	Administer and manage the content for the student-facing and staff-facing library websites, ensuring that up-to date information is published and that the information architecture stays relevant and user-friendly	CCCU core operational hours
	Provide users with accurate and relevant information regarding services, support, opportunities, news, events, opportunities, service interruptions via email, digital screens and social media platforms	CCCU core operational hours
Provide access and borrowing membership	Administer, cooperative borrowing schemes, including card production, across the UK University sector	CCCU core operational hours
	Provide access, walk-in facilities and borrowing rights to all non-University registered users upon successful application	Service Points hours

4 Quality Monitoring

DEVELOP A COLLECTION THAT REFLECTS AND ANTICIPATES UNIVERSITY LEARNING, TEACHING AND RESEARCH PRACTICE	Actual	R/G
Expenditure on resources (print and electronic) per FTE student over the financial year	£107	
Number of reading lists available through Resource Lists	N/A	
No. of requests for alternative format per year by individual user	2	
No of proxy borrowing requests per year by individual user	3	
No. of book fetching requests per year by individual user	1	

Percentage of the student and staff population who are active (ie. borrow books and online resources?) library members	94% CCCU users (97% students, 69% staff) were active in accessing online library resources 42% CCCU users (40% students, 24% staff) were active in accessing print library resources	
CREATE A LEARNING DEVELOPMENT EXPERIENCE		
No of attendees to welcoming orientation activities (divided by no. of expected students)	162/240	
Number of tutorials offered in the academic year	94	
Number of embedded offers (i.e. workshops, recording, etc), in the academic year, for Faculties and Graduate College	129	
Numbers of sessions delivered on Open Access/Repository	2	
MANAGE COMMUNICATIONS CHANNELS FOR STUDENTS/STAFF		
No. of Twitter new followers in a year/ No. of un-followers in a year	229/70	
No. of tweets	1655	
Total impressions for the year	838,800	
No of blog posts produced per year	139	
No of views per year	107,034	
No. of blog posts with comments per year	16	
USER SATISFACTION		
No. of positive and negative comments at feedback gathering activity (ShapeOurLibrary)	104/47	

Percentage of satisfaction (satisfactory/very good) at the Library Point (phone/face-to-face/email/live chat) on: <ul style="list-style-type: none"> • Did the member of staff have a positive attitude? • Did the member of staff treat you with respect? • Did the member of staff use clear language and avoid jargon or technical language? • Did the member of staff go the extra mile? 	100% 100% 100% 66.7%	
Overall satisfaction rating on NSS Ratio of positive/negative comments	90% 37/20	
Overall satisfaction rating on PTES Ratio of positive/negative comments	77% 3/6	
Overall satisfaction rating on PRES Ratio of positive/negative comments	68% 3/11	
Satisfaction rate (usefulness, meeting expectations, new insight) for welcoming orientation activities (excellent/good)	99%	
Satisfaction rate of Learning Skills Hub modules <ul style="list-style-type: none"> • Was the module aimed at the right level for you? • Do you feel more confident after completing this module? • How useful did you find this module? 	92% about right 97% yes 98% fairly-very useful	

5 Exclusions

- Responsibility for Health and Safety and safe working in library buildings is shared by all staff who use the spaces.
- The IT Team have responsibility for IT resources and equipment in library spaces.
- Estates and Facilities Team (and Buildings Warden) oversee the building infrastructure and furniture in library spaces.
- The Housekeeping Team are responsible for the cleanliness and hygiene within the buildings.
- Security and Reception staff ensure the protection of property and users of the buildings.
- Collection Development budget is allocated by University Finance.
- The Document Delivery service is not guaranteed and is reliant on the availability of items from partner institutions and their ability to provide the item to us. Print items are also subject to early recall from their home library.
- The following services are provided by external suppliers. We will endeavour to keep all services available for 100% of time required, however where the interruption to service is caused by a fault either with an external vendor or another department, we are committed to tracing the origins of the fault and working with the vendor or department to resolve the issue as soon as possible.
 - SirsiDynix ULMS – Unified Library Management System giving access to library resources
 - Open Athens – Library Services Authentication Service
 - Haplo Research Space Repository – CCCU Research Repository and Research Discovery
 - 2CQR Self-Service – Library Services automated self-service equipment and detection system
 - WorldPay – Library Services Self-Service Chip and Pin
- The following events are deemed beyond our control:
 - Internet access at home
 - Predefined downtime for upgrades and maintenance
 - Any access issues confined to users' equipment, software or third-party equipment such as faulty Chip and Pin
 - Result of complying with legal requirements such as Covid-19 lockdown

6 Our Responsibilities

The Director of Library and Learning Resources takes overall strategic lead for the developing and delivering of an outstanding and enriching library and learning experience that empowers all our users to discover, research and disseminate knowledge.

Library and Learning Resources Department strategic priorities for 2017-2022 are to:

- Developing an understanding of how we can use data to illustrate our value and impact as a service and inform our decision making
- Providing a robust departmental infrastructure, underpinned by a commitment to operational efficiencies and sustainable, effective working practices
- Fostering a culture of learning and talent recognition amongst our staff
- Developing collections and archives that are discoverable that reflect university learning, teaching and research practice

- Creating flexible and responsive learning spaces that support and enable a wide variety of learning styles and behaviours
- Creating a learning development experience that promotes independent learning, maximises student retention and enhances academic achievement, scholarship and employability
- Developing an embedded and contextualised programme of blended learning opportunities that enhance academic skills, information literacy and digital capabilities
- Working with academic staff to develop, enhance and transform the curriculum
- Supporting the student journey from application, pre-arrival, arrival, transition, graduation and employment
- Widening access to our services by actively engaging with external communities
- Developing a range of opportunities to engage users in assisting with designing and reviewing our services
- Developing a service model that delivers high quality support at the point of need
- Engaging in research activity and development in order to exchange knowledge and disseminate good practice, enhancing the reputation of the department and University

A Service Level Agreement will be made available on the [Library and Learning Resources website](#) and it will be updated regularly and in the light of feedback from users. Library and Learning Resources will publish a rolling five year strategy and an annual business plan.

7 Your Obligations

To ensure the Library and Learning Resources Department can deliver an effective and efficient service it is important that our internal customers comply with a number of obligations. These include:

All users:

- Comply with Library and Learning Resources' policies, procedures and [regulations](#), including the [Augustine House Code of Conduct](#) and [Copyright compliance](#).
- Be responsible for all transactions on their library card and for all the materials that they have borrowed.
- Respond to requests for information in a timely and accurate manner.
- Report problems promptly via the service points or the email, phone or web contact points listed on the library websites.
- Bring to the attention of the Director of Library and Learning Resources any service level issue that fails to be met in order that appropriate action can be taken.
- Act within the university policies, procedures and regulatory framework, including the COVID 19 guidance.

Academic staff:

- Facilitate positive and effective conversations with LLR colleagues in relation to the continued development of the wide range of departmental services
- Work closely with the relevant librarian and member of the Learning Development team to ensure that the learning and teaching needs of students and staff within the school/ department are being met.

- Invite the relevant Library and Learning Resources Department staff member to attend faculty and school meetings to ensure that academic staff are kept fully apprised of the Department's developments.
- Ensure that the induction programme for new members of staff includes a session with relevant LLR colleague.
- Consult on the development of new or re-validated courses, with a particular focus on embedding academic literacy skills (i.e. Digital Literacy or skills for study), but also regarding resources (i.e. online or printed resources within programme reading lists)
- Work with relevant LLR staff to identify stock areas to be reviewed, developed and edited and to ensure that relevant colleagues are involved in this process in accordance with the Library Collections Development Policy: <https://sway.office.com/jze1YTDmqmU7Yi1?ref=Link>
- Consult with the Library staff to ensure items from readings lists are ordered in a timely manner and that reading list are regularly reviewed and deposited within the university's Resource List system (reading list management software).
- Submit requests for digital copies of book chapters or journal articles to distribute to students on a course of study, via the VLE in good time to allow staff processing.

8 Contact details

Contact can be made by either e-mail, phone, live chat (for students online), via MS Teams or visiting the library sites in person. Telephone numbers and location of team members can be found on the Staff Directory and on the website (<https://www.canterbury.ac.uk/library/contact-us/contact-us.aspx>)

9 Communication with service users

Response to emails will be provided within 2 working days for all individual personal email accounts unless they are out of office. During COVID 19 many members of the LLR team will be working remotely. When team members are unavailable, they will put in place the out of office function on Outlook. If the absence is when the University is open for business the team member will nominate an alternate contact for enquiries.

All letters, memos and e-mails will show the name, telephone number and e-mail address of the member of the team to whom a response and queries should be addressed.

In addition, the Department has a number of generic accounts for which responses will be provided within two working days:

learner@canterbury.ac.uk

library.eresources@canterbury.ac.uk

Library.canterbury@canterbury.ac.uk

Library.ills@canterbury.ac.uk

Library.salomons@canterbury.ac.uk

Library.scanning.service@canterbury.ac.uk

librarygroupvisits@canterbury.ac.uk

repository@canterbury.ac.uk

Library.acquisitions@canterbury.ac.uk

library.docdel@canterbury.ac.uk

library.systems@canterbury.ac.uk

10 Key Performance Indicators and Benchmarking

SERVICES	Actual	R/G
Percentage of noisy neighbour alerts responded (in our Service Point hours) in: less than 5min 6-20min more than 20min	56% 14% 13%	
Percentage of items returned to the shelf within 48 hours (after quarantine)	96%	
Percentage of times the initial response to <ul style="list-style-type: none"> • Emails to Library Point is within 24 hours • Fine appeals is within 5 working days • Feedback/complaints is within 5 working days • Sostenuto is within 5 working days • Twitter is within 1 working day • Document Delivery enquiry is within 24 hours 	100% 50% 98% 80% 100% 100% 95%	
Percentage of times it takes 14 days for a book purchase request to be placed on order	90%	
Percentage of times it takes 14 days for a Document Delivery item to be ready on the shelf (from request)	75%	
Percentage of times it takes 10 days for a print item to be ready on the shelf (from the delivery of the box in AH)	<ul style="list-style-type: none"> • multiple copies of 1 title: 95% • only a single copy of 1 title, 70% 	
Percentage of scanning requests we make available by the required date	80%	
SYSTEM AVAILABILITY	Actual	R/G
Percentage of uptime for self-service system	99%	

Percentage of uptime for LibrarySearch	99.95%	
Percentage of uptime availability of electronic resources	<u>99%</u>	