



Library and Learning Resources
Department

Service Level Agreement

2018

1 Introduction

This document records the services provided by the Library and Learning Resources Department at Canterbury Christ Church University. It defines the agreed levels of service you can expect to receive as well as your obligations as a service customer.

The agreement is formally reviewed every 12 months and updated with any changes made to the services during the preceding year. The Director of Library and Learning Resources is responsible for ensuring the review takes place.

2 Parties of the Agreement

This agreement is between the Library and Learning Resources Department, represented by the Director of Library and Learning Resources, who is ultimately responsible for the delivery of the services described in this document, **AND** Canterbury Christ Church University's internal stakeholders, and external customers, as identified in the list below:

- Students
- Students' Union
- Staff (academic and professional services)
- Visitors
- Alumni
- External (paid and non-paid) members, including students and staff from other Higher Education institutions within the terms of recognised reciprocal access schemes
- Internal and external Stakeholders (such as CCCU UK Partnerships, Drill Hall Library, Partner Institutions)
- Volunteers and work experience placements

3 Summary of Services Covered

This agreement covers the services listed in section 6 which are provided by the Library and Learning Resources Department across the University campuses.

The Library and Learning Resources Department will:

- Offer a welcoming, accessible and inclusive learning environment
- Enhance independent learning and study and contribute to the development of the skills and capabilities required for academic study, work and life
- Provide a wealth of inspirational and discoverable resources that support the institutional learning and teaching strategy and facilitate the generation of knowledge and research
- Support the learning, teaching and research experiences of both students and staff
- Seek and act upon feedback from our diverse communities, working in partnership with students and staff to ensure our services remain relevant, consistent and available at the point and time of need

4 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 2017-2020 are to:

- Develop collections and archives that are discoverable that reflect and anticipate university learning, teaching and research practice
- Create flexible and responsive learning spaces that support and enable a wide variety of learning styles and behaviours
- Create a learning development experience that promotes independent learning, maximises student retention and enhances academic achievement, scholarship and employability
- Develop an embedded and contextualised programme of blended learning opportunities that enhance digital capabilities and academic literacy skills
- Contribute to the delivery of an integrated academic development offer and working with academic staff to develop and transform the curriculum
- Support the student journey from application, arrival, transition and through to graduation
- Widen access to our services by actively engaging with external communities
- Develop a range of opportunities to engage users in assisting with designing and reviewing our services
- Develop a service model that delivers high quality support at the point of need

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.

5 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

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 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 [\[LINK\]](#).
- Consult with the Library staff to ensure items from readings lists are ordered in a timely manner.
- 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.

6 Core Services Provided

Further information on the Library and Learning Resources services is available at <https://www.canterbury.ac.uk/library/library-services.aspx>

Service	Description	Service Availability
Create a learning development experience	Develop an embedded and contextualised programme of blended learning opportunities that enhance digital capabilities and academic literacy skills	CCCU core operational hours
	Support the student journey from application, arrival, transition and through to graduation, 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 and contribute to the delivery of an integrated academic development offer	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, 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

Deliver high quality support at the point of need	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 physical resources, such as books and media material, balancing speed of delivery with value-for money	CCCU core operational hours
	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 fines and use the captured data to review and enhance services, when possible	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, and the administration of a fines policy to encourage speedy return of library resources	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
Manage and develop the library's information technology, systems and services, electronic resources and access management services	Actively participate in providing and developing authentication and access mechanisms to electronic resource	CCCU core operational hours
	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 repository (CReaTE) 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

7 Hours of Support

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).

The Library Point in Augustine House offers extended opening hours. Details can be found <https://www.canterbury.ac.uk/library/using-the-library/opening-hours.aspx>

8 Information Systems and Security

The Department works within the University's Data Protection Policies and Prevent and Safeguarding guidance.

9 Issues

9.1 Contacting Us

Contact can be made by either e-mail, phone or visiting the department 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>)

9.2 Communicating with you

Response to emails will be provided within 2 working days for all individual personal email accounts unless they are out of office. When team members are away 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.

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

Learning.research.support@canterbury.ac.uk
learner@canterbury.ac.uk
Library.canterbury@canterbury.ac.uk
Library.salomons@canterbury.ac.uk
librarygroupvisits@canterbury.ac.uk
llr-rdd@canterbury.ac.uk

Library.acquisitions@canterbury.ac.uk
library.systems@canterbury.ac.uk
library.eresources@canterbury.ac.uk
Library.ills@canterbury.ac.uk
Library.scanning.service@canterbury.ac.uk
Library.search@canterbury.ac.uk

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.

10 Our Performance

We endeavour to provide a professional service at all times. If you have any feedback on any of our services, whether positive or negative, please contact us via www.canterbury.ac.uk/library/contact-us/contact-us.aspx.