

Customer Service Standards 2023-24

Our commitment to you on issues you said were important

Theme	Standard
Environment	<p>We will provide a welcoming, inclusive, and safe learning environment.</p> <p>We will support the University's green agenda and commitment to sustainability.</p>
Access to quality resources	<p>99% of required books on readings lists will be available in print or electronic format.</p> <p>The percentage of books that are back on the shelves within 24 hours of return will not drop below 95% each month.</p> <p>We will endeavour to make all information and resources accessible.</p>
High quality advice and support	<p>85% of customers will be totally satisfied with the services that they receive.</p> <p>We will provide expert advice and support in a courteous, professional and timely manner to all customers.</p>
Availability of services	<p>There will always be a computer available in the Library when you need one.</p> <p>We will continually invest in, improve and upgrade our IT facilities.</p> <p>We will provide a robust, reliable and secure infrastructure with all core systems available 99% of the time.</p>