

## Customer Services – latest performance against service standards

- ☺ Fully met target
- ☹ Close to target
- ☹ Did not meet target

Service standard	Target	How we did
<b>Availability of services and facilities</b>		
<b>Opening hours</b> – we aim to meet our published opening hours so that you can access the physical library when you expect to be able to	Meet our published opening hours	☺ City
		☺ Clifton
		☺ Brackenhurst
<b>Efficiency of service operation and delivery</b>		
<b>Queuing</b> – we aim to keep queuing to a minimum so that you can access the services you need without delay	Customers should not have to queue longer than 1 minute to obtain service	☺ City
		☺ Clifton
		☺ Brackenhurst
<b>Missing items</b> – we aim to respond to reports of missing items quickly, so that you know what is happening	Customers reporting missing items will receive a response (found or alternative) within 48 hours (including weekends)	☺ City
		☺ Clifton
		☺ Brackenhurst
<b>Inter-site transfers</b> – where material is located at another NTU campus, we aim to get it for you as quickly as possible	Items requested for inter-site loans will be provided within 48 hours (if available)	☺
<b>Get My Book</b> – if the book you need to support your studies is not on Library OneSearch then we will endeavour to get it for you	We undertake to provide a copy for you within 3 working days	☺
<b>Shelving</b> - we will endeavour to ensure items are back on the shelves as fast as possible so that you can access the print material you need	100% returned books will be shelved within 18 hours	☺ City
		☺ Clifton
		☺ Brackenhurst
<b>Shelf tidying</b> – we will endeavour to ensure that the shelves are tidy so that you can find the print material you need	Shelves will be tidied within 2 hours of them being identified as untidy	☺ City
		☺ Clifton
		☺ Brackenhurst
<b>Telephone enquiries</b> – we aim to respond to your enquiries as quickly as possible	All telephone calls will be answered within 30 seconds	☺
<b>Email enquiries</b> – we aim to respond to your enquiries as quickly as possible	All emails will receive an initial response within 24 hours	☺
<b>Chat enquiries</b> – we aim to respond to your enquiries as quickly as possible	All chat enquiries will be answered	☺
<b>Customer feedback</b> – we aim to respond to your feedback as quickly as possible	All comments and complaints received via the web or paper form will receive an initial response within 10 days	☺