

## Service standards

**These standards have been developed to provide a clear indication to Library customers of the basic levels of service they can expect when using the Library. They will be reviewed annually in order to monitor and improve the delivery of our Library services.**

### 1. Opening hours

Opening hours for all University of Manchester Library sites are published on our website.

- We will ensure that the University of Manchester Library maintains the advertised opening hours for all its library sites 99%\* of the time.

\* Please note that this excludes emergency building closures.

### 2. Self Service Facilities.

The University of Manchester Library offers a wide range of self services facilities and equipment (including self issue, self return, printing etc) at the Main Library, Alan Gilbert Learning Commons, Joule, Stopford, Precinct and Eddie Davies Libraries and a more limited range of self service equipment (e.g. printing) at our other sites.

- Library staff will check all self service facilities and equipment daily and any faults will be reported to a relevant person within one hour.
- We will ensure that self issue and self return facilities, at relevant sites, are available for use during 95% of the advertised service hours.

### 3. Items Requested from Store

Items which are not available on the open shelves are retrieved for customers but need to be ordered in advance.

- We aim to provide items requested from store the next working day.\*

\*Please note there is no store retrieval at weekends or bank holidays.

### 4. Access to Special Collections

Items can be pre-ordered from Special Collections

- We will ensure that pre-ordered items are retrieved and available for consultation, with readers notified of any problems prior to their visit wherever possible\*

\*Please note that restrictions may be imposed on certain items, with the final decision made by a member of curatorial staff.

## 5. Customer Feedback

We welcome feedback on our services and will provide a variety of easily accessible methods for customers to submit their comments. This includes regular market research activity such as focus groups and surveys.

- We will reply to all written comments within 3 working days.
- We will publish an annual summary of the feedback received with relevant comments and details of any actions taken or planned.

## 6. Shelving and Shelf Tidying

There are significant peaks and troughs of books to be re-shelved throughout the year, however we are always mindful that book stock needs to be as accessible as possible to the customer.

- We will ensure all stock returned to the Library is accessible to the customer either in class mark order on trolleys or back on the main shelves within 24hrs, or one working day of return.
- We aim to ensure that each section of the Library is checked and tidied at least once every academic year.

## 7. Missing Books

Customers should ask Library staff to search for books which they cannot find on the shelf, but should be available for loan, by completing a missing book form.

- We will aim to begin looking for the book within 24 hours of receipt of the missing book form.
- If the book is not found we will contact the customer within 14 days of receipt of the form in order to inform them of an alternative location or to offer a free inter-library loan.
- If the book is found we will contact the customer and keep it on reservation for 3 days.

## 8. Enquiries

The Library offers a range of face-to-face first line enquiry opportunities at all its sites. The level and range of enquiry support may vary depending upon the time of day and the Library site but can include both desk based services as well as roving support. The Library also offers a referral service on all subjects, a phone and online enquiry service.

- The Library will ensure that an enquiry service is available to customers throughout its advertised staffed opening hours
- All enquiries referred from the front line to other library staff will receive at least an acknowledgement and 95% will receive a full response within one working day. A small number of complex enquiries may take longer. Where this is the case a full response will be provided within three working days (excluding Saturdays, Sundays and Bank Holidays)

When an on-site enquiry service is not available although an out-of-hours service, NorMAN is available by phone.

## 9. High Demand

High Demand Collections at all relevant library sites contain books and other items which have been recommended by teaching staff as essential texts on course reading lists. Borrowing of High Demand material is restricted to staff and students of The University of Manchester.

- All High Demand items returned to the library will be made available for borrowing within 30 minutes.\*

\*Please note that this excludes 24 x 7 overnight periods.

### High Demand Missing Books

Customers should ask Library Staff to search for books in the High Demand Collections which they cannot find, but should be available for loan by completing a missing book report form.

- We will aim to begin looking for the book within one hour of receipt of the missing book report form.
- We will contact the customer within 24 hours of receipt of the form in order to update them of the whereabouts of the book or offer an alternative location.
- After three days we will contact the customer again to offer a free inter-library loan when necessary.
- We aim to find 70% of all High Demand missing books on the same or following day after receipt of the form.
- When item is located we will contact the customer and keep it on reservation for 24 hours.

## 10. Staffing

The University of Manchester Library recognises that the quality and expertise of its staff is critical to providing good service. To this end:

- All Library Staff have their training needs reviewed annually and receive training and development in line with the Library strategy and changing service needs identified by customer feedback.

## 11. Membership

This standard applies to non-University of Manchester staff and students who wish to apply for membership of the University of Manchester Library.

- Applications for membership which have been completed correctly on the appropriate form, will be processed within four working days of receipt.\*
- Applications for membership at Special Collections which have been fully completed will be processed on the day.\* This allows access to the collections\*\*

\* Please note that at the beginning of the academic year this standard may alter but any variations will be clearly advertised.

\*\* Access to Special Collections is for readers 18 years and over. Curatorial staff have the final decision over access to the collections.

## 12. Marketing and Communications

Communicating effectively with our customers and marketing our services is important to the Library. We will use a range of communication channels, including social media,

to ensure customers receive information at the appropriate time.

- Approved urgent messages for the library website and digital signage will be published within one working day during normal working hours.
- Where online information has been reviewed or revised, approved content will be published twice a day during normal working hours.
- A review of information contained in printed marketing and communications literature will be completed annually.

## 13. Web based Software Applications

The Library provides a range of web based software applications, including e-scholar, that enable customers to find and access resources.\* These applications are normally available 24 hours and day, 7 days a week.

- At least 24 hours' notice will be given for scheduled work which will normally take place outside our busiest times.
- Lack of availability due to unforeseen circumstances will receive priority attention in our efforts to restore normal operation.

\*Please note there access to some web based applications are restricted to staff and students of the University of Manchester.

## 14. Group Study Rooms and Training Rooms

The Library has Group Study Rooms and Training Rooms in the Alan Gilbert Learning Commons, Main Library, Joule, Stopford, and Precinct and EDL Libraries.

- 95% of IT and audio visual facilities will be available Monday-Friday 9am-5pm.
- The equipment in the rooms will be checked once a week to ensure that it is all in working order.
- 95% of PCs will be available during Main Library Group Study Rooms opening hours.

## 15. Document Supply and Inter Library Loans

Items which are not available within the University of Manchester Library sites may be obtained from other sources.

[View the Document Supply and Inter Library Loans web pages](#)

- All requests are input within one working day of being submitted.
- 80% of requested items will be successfully obtained.

## 16. Availability of New Stock

Recommended e-books, e-resources, journals, e-journals, English Language and non-English Language monographs are purchased by the Library.

- 75% of available English Language monographs take twenty-one calendar days from ordering to receipt by the Library, 10% take one week. Non English Language monographs may take significantly longer.
- 20% of individual ebooks which are ordered are made available within two calendar days, 80% within five calendar days.
- Paper journals, e-journals and large packages of e-books which have been agreed for purchase will be ordered within seven days.
- Once received, paper journals will be available within four days.

## 17. Digitised Resources

The Library provides a digitisation service for academic staff to make reading list resources available to their students and a heritage digitisation service for improved access to our Special Collections.

### Digitisation Requests

- Digitisation requests will be dealt with within 7 working days of receipt.
- Requests received by 1st July are guaranteed for Semester one.
- Requests received by 1st November guaranteed for Semester two.

### Heritage Digitisation

- All initial requests will be responded to within 24 hours during normal working hours.
- Once an application has been accepted requests will be satisfied within four weeks.
- Express requests are supplied within five working days\*

\* Occasionally there are exceptions due to the difficult nature of the material; in such cases the customer is informed of any delay and given opportunity to cancel.

## 18. Environment

The library seeks to provide a clean and comfortable study environment for all sites.

- The cleanliness, repair and maintenance of the library environment is monitored on a daily basis.
- Library staff report all problems they become aware of within the same working day and post a customer notice to that effect where relevant.
- The general performance of the cleaning and maintenance services provided via The Estates Directorate are monitored and reviewed in a monthly meeting. Urgent issues will always be escalated immediately.
- The library will ensure that maintenance and repair work is scheduled at a time to cause the least disruption to its customers as a first priority. This may occasionally have to be balanced against the urgency of the job from a customer perspective.

## 19. Study Spaces

Library sites provide a variety of study spaces, including individual spaces, group study rooms and laptop areas.

- We will review the suitability of study spaces on an annual basis.

## 20. Computer Clusters

Computer clusters are located in the Alan Gilbert Learning Commons, Main, Joule and Precinct Libraries.

- We will ensure that 95% of PCs in the Library clusters are available for use during advertised service hours.
- Library staff will check Library cluster PCs daily and any faults will be investigated or, if necessary, reported to a relevant person within one hour.

## 21. Catering

Café at the Library Lounge and Alan Gilbert Learning Commons are food outlets provided by FoodonCampus. Information about opening hours and feedback provision can be found at:

[www.foodoncampus.manchester.ac.uk](http://www.foodoncampus.manchester.ac.uk)

Café@theRylands is a food outlet provided by Chancellors Hotel. Information about opening hours and feedback provision can be found at:

[www.chancellorshotel.co.uk/cafe-rylands](http://www.chancellorshotel.co.uk/cafe-rylands)

## 22. Disability Team

The Library Disability Team will be available from 10am-4pm Monday-Friday

- We will put a Personal Learning Support Plan into place within 4 working days of receiving the plan from the University Disability Support Office.
- We will deliver an induction to the Library, if required, within 5 working days of contacting a student registered with the Disability Support Office."