



Service Standards 2010-11

Service Standards are vital in ensuring that the Library responds to the issues we know are important to our customers. We will publish our service standards and report back on our performance regularly to let you know how we are doing and to identify areas to target for improvement. We will continue to work with our customers to introduce new service standards as services develop and customer requirements change.

Our Service Standards...

Book Purchasing

We will process 80% of items received within 30 calendar days.

Enquiries

We will respond to enquiries received via Ask4help email (Ask4help@northumbria.ac.uk) within 24 hours of receipt (except during periods of closure).

Inter Library Loan Requests and Item Receipt

We will process/verify all interlibrary loan requests within 48 hours of receipt, Monday – Friday.

Comments and Suggestions

We will respond to all comments and suggestions received via the online form or printed Your say ... cards within one week of receipt, if a response has been requested.

Opening Hours

We will maintain advertised opening hours at all sites for 100% of the year with City Campus open 24:7 for 36 weeks per annum.

Distance/Part-Time/Work-Based Learners

All completed requests will be dealt with within 24 hours of receipt Monday – Friday.

Shelving

We will shelve 95% of books within 48 hours of return to the Library within core hours.

Last updated: 17th November 2010