

User Experience – latest performance against service standards

December 2023

Fully met target	
Close to target	
Did not meet target	

Service Standard	Target	How we did
Availability of services and facilities		
Opening hours – 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	Brackenhurst
		City
		Clifton
		Mansfield
Efficiency of service operation and delivery		
Queuing – 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	Brackenhurst
		City
		Clifton
		Mansfield
Missing items – 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)	Brackenhurst
		City
		Clifton
		Mansfield
Inter-site transfers – 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)	
Get My Book – 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	
Shelving - 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	Brackenhurst
		City
		Clifton
		Mansfield
Shelf tidying – 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	Brackenhurst
		City
		Clifton
		Mansfield
Telephone enquiries – we aim to respond to your enquiries as quickly as possible	All telephone calls will be answered within 30 seconds	
Email enquiries – we aim to respond to your enquiries as quickly as possible	All emails will receive an initial response within 24 hours	
Chat enquiries – we aim to respond to your enquiries as quickly as possible	All chat enquiries will be answered	
Customer feedback – 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	