

Service Level Agreement 6 monthly review, March 2022- August 2022

This document details our analysis of our performance in relation to our Service Level Agreements (SLA's) for the past 6 months. We have an aim of achieving 100% across all our operational SLA's in order to continue our journey towards compliance plus in all Customer Service Excellence criterions. From the results of our analysis we have put in place actions in order to fulfil our aims and respond to customer feedback, these are shown below.

Building	2020/2021 result	2021/2022 aim	March 22	April 22	May 22	June 22	July 22	Aug 22	Review
The Library is open 24/7 every day except Christmas Day, Boxing Day and New Year's Day.	56% due to covid19	100%	100%	100%	100%	100%	64%	71%	Throughout this review period, changes were made to the building open hours to reflect the reduction in the number of visitors over the summer months. Until the end of June, the library remained open 24/7, then from July onwards the following changes were made. On weekdays the building was open 8:30am to midnight, and on weekends was open 9am to midnight. In August, the closing time was extended to 2am. These changes to opening hours are also reflected in the changes to overnight security staffing statistics. Throughout this period, library staff continued their front-line service during regular hours, which is reflected in the 100% statistic. During February 2022, the university launched Strategy 2030, which aims to make the university more environmentally sustainable. This was also considered when deciding to reduce the building's opening hours.
The library is staffed from Monday to Friday 8.30am to 8pm, Saturday/Sunday/Bank holidays 9am to 5.30pm.	100%	100%	100%	100%	100%	100%	100%	100%	
The Library is staffed overnight with security staff, Monday to Friday 8pm to 8.30am, Saturday/Sunday/Bank holidays 5.30pm to 9am.	14% due to Covid19	100%	100%	100%	100%	100%	32%	48%	

Face to Face enquiries		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
Weekdays 8:30am 8pm Weekends/ Bank Hols 9am 5.30pm	All personal callers will be acknowledged within 30 seconds with queries being resolved immediately if library related or transferred to the most appropriate person/hub/department in any form of contact.	Not monitored during this review period.						
	All personal callers received after this time will be resolved by the Security team if this is within their knowledge. Any queries which are outstanding will be noted with a form of customer contact. These enquiries will be responded to the next working day within 1 hour.	Not monitored						

Telephone enquiries & Voicemail		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
Weekdays 8:30am-8pm Weekends/ Bank Hols 9am-5.30pm	All calls shall be answered within 30 seconds with queries being resolved immediately if library related or transferred to the most appropriate person/hub/department in any form of contact.	Not monitored	<p>Not monitored during this review period.</p> <p>Throughout this period, we have continued to use the voicemail redirection software that has previously achieved 100% SLA, and has therefore proved successful.</p>					
	Vocemails received will be responded to within 2 hours within the times stated. Any vocemails received outside of staffed hours will be responded to within 2 hours of the next working day.	Not monitored						

Email Communications including libhelp@hull.ac.uk		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
Weekdays 8:30am 7.45pm Weekends/ Bank Hols 9am-5.15pm	All email enquiries will be triaged to the correct department with all customer service queries logged in the first instance within 24 hours.	96%	98%	97%	97%	99%	99%	Throughout this review period, we achieved an average SLA of 98%, which is 8% above our target and a 1% increase compared to the previous period. During the summer months, training sessions were organised to refresh the team's triage knowledge, and one-to-one sessions were offered for staff who expressed an interest in further learning. As a result, we saw a 2% SLA increase from June to July.

LiveChat online chat facility	March 22	April 22	May 22	June 22	July 22	Aug 22	Review

<p>Weekdays 8:30am 7.45pm Weekends/ Bank Hols 9am-5.15pm</p>	<p>100% of enquiries will be acknowledged within 30 seconds with queries being resolved immediately if library related or transferred to the most appropriate person/hub/department in any form of contact. Live chat appears offline outside of the hours stated with alternative forms of contact advertised to our customers.</p>	78%	88%	78%	78%	72%	87%	<p>Throughout the review period our SLA for acknowledging queries was an average of 80%, which was a 10% shortfall of our SLA target (90%). Some of these missed SLAs can be attributed to chats sent around staff turnover times, and reduced staffing due to summer vacations. During the later summer months, we ran several training sessions focusing on LiveChat good practice, which included the acknowledgement of chats early. As a direct result, from July to August there was a 15% increase in the achieved SLA.</p>
	<p>We aim to provide a quality LiveChat service with a 90% satisfaction score of good or excellent.</p>	97%	94%	93%	95%	95%	98%	<p>Despite the challenges we faced regarding SLA during this period, our LiveChat quality remained consistently high, with an average of 95%. During analysis of chats not rated good or excellent, we have found that these ratings often reflect the outcome of the call, rather than the service received. What often seems to be the case is that the library team are not the correct team to deal with the enquiry (rather it would be skills or collections etc.) and whilst we can signpost to these teams, the issue is not resolved by the chat itself, leading to a lower rating. During the training sessions mentioned above, we have also focused on signposting to ensure the full team are delivering consistent messaging.</p>

Social Media: Facebook, Twitter & Instagram		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
Weekdays (excluding Bank Hols) 9am-5pm	All messages received via Facebook, Twitter or Instagram will be acknowledged within 24 hours of the time frames stated.							Social media messages now linked to LiveChat - no longer monitored.

Feedback and Complaints		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
Weekdays (excluding Bank Hols) 8:30am 5pm	All feedback/complaints received will be kept confidential and responded to within 24 hours of the time frames stated. If further information is needed to be gathered, an email explaining this must be sent to the recipient. If unresolved by an Operations Manager these complaints will be triaged to the Head of Customer Services with a response given within 7 working days within the time frame stated above. If the complaint cannot be resolved through the local informal process then an escalation to a formal complaint may be made.	67%	100%	100%	67%	100%	100%	Throughout this review period we have seen a decrease in SLA to an average of 89%, which is 1% short of our target. This decrease is due to the months of March and June; in each month we received 3 complaints, and in both cases missed the 24-hour acknowledgement window by one hour. Due to the small number of complaints, the percentage was affected drastically.

Returned Items		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
<p>Weekdays 7:30am 7.45pm</p> <p>Weekends/ Bank Hols 8am 5.15pm</p>	<p>All High Demand collection (HDC) books returned will be available and on shelf in the Reading Room within 24 hours the same or the next working day specific to the hours stated.</p>	Not monitored during this review period.						
<p>Weekdays 6:30am 7.45pm</p> <p>Weekends/ Bank Hols 7am 5.15pm</p>	<p>All floor 2-7 books returned will be available and on shelf in the tower within 24 hours the same or the next working day specific to the hours stated above.</p>	Not monitored						

Available Holds		March 22	April 22	May 22	June 22	July 22	Aug 22	Review
Weekdays 10am, 2pm & 6pm	Available hold requests will be processed to be on the relevant shelf for collection within 2 hours of the times specified.	100%	100%	100%	100%	100%	100%	Throughout this review period, our SLA success rate for processing available hold requests remained at 100%. To streamline the service, further actions taken for unavailable items are as follows. Items are marked as 'NOS' (Not in shelf) throughout the day, and the number of items found are noted on spreadsheets. Throughout the day these items will reappear on the holds and be checked for again at regular intervals. At the end of the day, any item which has not been found will be checked and marked as lost in library. For those which are multiple copies, this will move the hold on to the next available book. Books with only one copy are added to the lost in library spreadsheet. Items on this list are searched for daily, across all areas of the library.
Weekends/ Bank Hols 10am & 3pm	For any available hold items which we are unable to find, we put in place additional measures to fulfil these requests for our customers.	6% of 1268	6% of 947	6% of 916	9% of 411	8% of 406	5% of 347	

Processing & Repairs		June 22	July 22	Aug 22	Review
Weekdays 8:30am 7.45pm	All items marked as priority such as reservations will be processed within 24 hours. All general items marked for processing will be processed within 48 hours specific to the hours stated.	Not monitored this month	Not monitored this month	Not monitored this month	Processing and repairs were not monitored during this review period. In March 2022, the processing team were dissolved, and their duties became the responsibility of the wider Customer Experience Team.
Weekends/ Bank Hols 9am 5.15pm	All repairs to items will be carried out and completed within 7 days of receipt specific to the hours stated.	Not monitored this month	Not monitored this month	Not monitored this month	
	Reports to ensure our quality of processed items will be ran monthly with any errors responded to within 24 hours.	Not monitored this month	Not monitored this month	Not monitored this month	

Suggest a Purchase	April 22	May 22	June 22	July 22	Aug 22	Review

Weekdays (excluding Bank Hols) 9am-5pm	Purchase forms submitted through our webpage allow a customer to ask for new materials including physical resources and eResources. These suggestions are processed within 3 working days. eBooks purchased will be available for immediate use by the user. Print resources will be placed on the hold shelf as a priority for the customer once received at the library. An email stating the item is available for collection will be sent to the patron within one hour.	100%	100%	86%	100%	93%	Throughout this review period our average SLA achieved was 96%. We saw a decrease in the achieved SLA for suggest a purchase items in June and August 2022. This was partially a result of reduced staffing over the summer vacation, but it was also linked to the rarity of some requested items. Where possible, we sourced eBooks for customers following our purchasing policy. During this period, we also experienced some cancellations of requests after they had been submitted, which meant we were unable to fulfil them.
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This data is collected at random over the course of a 4-week period in order to inform changes to our working practices. All Service Level Agreements (SLAs) are calculated within our working hours only, Monday to Friday 8.30am to 8pm, Saturday/Sunday/Bank holidays 9am to 5.30pm. If you would like to feedback on our SLAs, data or library services, please use our [feedback form](#).