**SERVICE LEVEL AGREEMENT**

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| **Area:** | Library |
| **Department:** | Academic Services |
| **Responsibility:** | Lead Librarian |
| **Last Update:** | March 2019 |
| **Review Date:** | May 2020 |

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| **1. Introduction** | | |
| The Service Level Agreement (SLA) is a service commitment from the library to its customers (users) as identified below.  The SLA also provides a framework for monitoring and measuring the delivery of effective library services. It defines the service and standards that users can expect from the library and what is expected in return from library users. | | |
| **2. Customers** | | |
| All students and members of staff of the University College.  Visitors from outside the University College (other librarians, students, researchers and those working in the land-based industries) are able to visit on request. More information can be found on the [library’s web page](http://writtle.ac.uk/Library). | | |
| **3. Methods of Contact** | | |
| General contact:  Email: [thelibrary@writtle.ac.uk](mailto:thelibrary@writtle.ac.uk)  Tel: 01245 424245/41  Website: [www.writtle.ac.uk/Library](http://www.writtle.ac.uk/Library)  Specific departmental contacts: s*ee team overview details below* | | |
| **4. Opening Hours** | | |
| Term time: Mon-Fri 8.30-21.00  Sat 12.00-18.00  Sun 12.00-18.00  Vacations: Mon-Fri varied  Changes to these times, and vacation hours, are advertised via the library’s Moodle page and the [library catalogue](http://library.writtle.ac.uk). | | |
| **5. Service Expectations** | | |
| The library will work in partnership with all areas of the business in order to ensure the University College delivers inspiring education, which will improve the lives of our students and the communities that they will be serving. Inspiring education can only be achieved if we are all committed, motivated and achieving our potential; the library team will aim to always provide professional support in terms of good practice in keeping with the University College’s strategic aims and objectives.  The SLA outlines the library’s broad commitment to provide access to high quality information resources, services and support, and a suitable environment in which to study, delivered in partnership with our users. This document should be read in conjunction with the library’s User Charter which outlines in more detail what can be expected from the library, and what the library expects from users.  The library will:   * provide a welcoming environment conducive to learning and research * ensure that users have access to the print and online resources that are required by their course schemes * help users make the most of these resources by providing inductions, training sessions and online guidance * communicate with users in a clear and timely manner through a variety of channels * respond promptly to all queries, feedback, suggestions and complaints * listen to users and use this feedback to develop our services and collections * train and support our staff to enable them to provide appropriate advice and guidance   To help us achieve this we ask our users to:   * treat fellow users and library staff with respect and courtesy * carry and present your ID card in order to access library resources * take care not to damage or deface any library property or materials, including books, journals and computers * return loans on time to keep items in circulation for fellow library users * help us improve our services and collections by providing comments and suggestions * abide by the specific regulations set out in the library’s User Charter   The library will also:   * uphold safeguarding practices in line with University College Policy * embrace diversity and promote equality of opportunity * maintain employee relations at a level which will enable the University College to achieve its objectives and utilise equitable and efficient means of resolving issues such as differences, disputes, disciplinary and grievance issues.   Customers/stakeholders are required to:   * adhere to and uphold University College Safeguarding policy & practice * adhere to and promote inclusion and equality of opportunity | | |
| **6. Performance Monitoring** | | |
| The library benchmarks its services against other libraries in the HE sector via the annual SCONUL (Society of College, National and University Libraries) statistical return.  Feedback on library services is formally gathered annually via official national student surveys – for Higher Education students via the Internal Student Satisfaction Survey (ISS) and the National Student Satisfaction Survey (NSS).  Students are also given the opportunity to give feedback on library services via student representatives. This feedback is captured through the minutes of Staff-Student Liaison committees, the HE Council and the FE Student Council. Informal feedback from library users is also encouraged. Opportunities for additional communication are provided via periodic library focus groups, surveys, the library suggestion box and social media channels.  The library gathers usage and transactional data on a regular basis (see list below). These data highlight to staff trends which can inform purchasing decisions, and student groups or service areas which might require an additional focus or promotion. Any service improvements can also be correlated to changes in the data and to student survey results.   * Daily gate counts * Evening and weekend head counts * Loan figures (in general and by course scheme/ student area) * Non-use of the library * E-book access figures * Database access and journal article downloads * Inter-library loan requests * Inductions, group training and 1:1 training * Use of the library Moodle page * Engagement with the library’s social media sites   These data, along with outcomes of the library’s key performance indicators (see below) and the progress of the library’s strategic/ action plan, form the basis of the library’s annual report.  The Lead Librarian holds regular team meetings during term time and 1:1s with team members. All staff undertake an annual Performance Development Review. | | |
| **7. Key Performance Indicators (KPI) Targets** | | |
| The purpose of the library KPIs listed below is to set departmental targets and to measure how effectively these have been achieved. The KPIs have been chosen to set goals which can directly improve students’ experience of the library service or lead to improved academic performance.  Key performance indicators will be reviewed annually. These KPIs cover the 2018/19 and 2019/20 academic years:  Library training and inductions:   * All new HE and PG students to have received a library induction * 70% of new L2 and L3 FE students to have received a library induction * All L4 and PG students to have received additional information literacy training * 70% of L5 and L6 students to have received additional information literacy training   Communication and feedback:   * All suggestions and requests will be acknowledged within three working days of receipt; considered responses to be made within five working days * 90% of email and online queries will be resolved within two working days * Complaints will be responded to by a senior manager within two working days of receipt   User engagement:   * Library staff will monitor and respond to the minutes of the FE Student Council; HE Council; HE Student/Staff Liaison and Course Scheme Review meetings * The library will provide students with at least one opportunity per year to provide additional feedback on a specific aspect of library services   Availability of resources:   * The library will provide an appropriate level of access to core text and further reading list items commensurate to student enrolments * Library staff will order new books within 14 days of requests during term time   Staff CPD:   * The Lead Librarian will conduct an annual audit of staff training needs and develop plans to meet them | | |
| **8. Training** | | |
| All employees are encouraged to participate in Continuing Professional Development and this is evaluated by the manager, through the University College’s Performance Development Review (PDR) process.  Specific training needs for individuals are identified through the PDR process and recorded on the individual Personal Development Plan (PDP) but also through 1:1s and daily operations. The team are expected to attend relevant, authorised development sessions, forums and networking events in order to further develop their skill base to enhance their understanding of the requirements of the University College as a business in order to continue to add value. | | |
| **9. Team Overview Location:** | | |
| Role Title | Name | Contact number |
| Lead Librarian | Mary Davidson | Ext 26008 |
| Academic Liaison Librarian | Elfride Cable | Ext 26006 |
| Library Assistant | Louisa Ricketts | Ext 26006 |
| Library Assistant | Charlotte Hutchon | Ext 26011 |
| Library Assistant | Theresa Bacon | Ext 26011 |