

MASSEY UNIVERSITY LIBRARY

<i>POLICY NUMBER:</i>	020
<i>TITLE:</i>	SERVICE STANDARDS (NEW POLICY)
<i>DATE:</i>	10 JULY 2012

SERVICE STANDARDS

These are the current standards of service that students and staff can expect from Massey University Library.

Client service

We are committed to providing service which is client-focused, friendly, accurate and prompt:

- At least one Library desk is staffed during all opening hours.
- We have relevant training and experience
- We provide assistance with using Library resources and services We provide the information requested or an acceptable alternative
- We treat clients with courtesy and respect

Help and instruction

We provide:

- Individual help in person, and by phone and email (all Library opening hours)
- Online and printed guidance for self-help and for those who cannot attend a Library skills class
- A research consultation service for postgraduate students and staff
- Library skills training in collaboration with course controllers
- Help and library instruction that is informed by current best practice

Response times (8.30am – 5pm, Monday – Friday)

Phone and email service

- Telephones are answered or go to voice mail after 6 rings
- Telephoned or emailed enquiries are responded to within half a day

Requests for material

- Requests for items at other Massey University libraries are sent to the requester's library within 48 hours of receipt of request, provided that the item is available
- Interlibrary loan requests are processed within 24 hours of being received

Distance requests

- Journal articles are dispatched within 48 hours of receipt of request
- Books are dispatched within 48 hours of receipt of request, provided that the book is available

Other

- Items are placed on Short loan collections within 24 hours of Library staff being notified, provided they are held by the Library and are available
- Items are checked in and shelved, or made publicly available, within 24 hours of being returned to the Library
- Written suggestions and complaints are responded to within one week of receipt
- Requests for stable URLs are responded to within 48 hours

Collections

Print-based and electronic information resources are purchased to support the teaching, learning and research activities of staff and students:

- All Massey University Library borrowing collections recorded on the publicly viewable Library Catalogue are available to all Massey University staff and students
- One copy of each set text book for internal papers is held on Short Loan. (Note, however, that access to set texts cannot be guaranteed: students are expected to purchase their own copies)
- Staff and students are welcome to make recommendations for purchase. Orders, if approved, are placed within 10 days of being recommended
- Items held in closed-access collections are retrieved on request, and may be subject to special conditions of use

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- Newly received items for which requests have been placed are given priority processing to make them available for use
- High Demand loan periods and recalls are used to ensure high-demand material circulates quickly
- An interlibrary loan service is available for materials not owned by the Library – a small charge is made for this service
- Access to the BONUS+ collection is available for staff and students in New Zealand
- Access to a range of electronic resources is provided for visitors
- Problems with access to the Library Catalogue, once identified, are addressed immediately, 7 days a week
- Problems with access to individual electronic resources, once identified, are reported to suppliers immediately, 8am – 5pm, Monday – Friday
- Problems with access to the web site, once identified, are addressed immediately, 8am – 5pm, Monday – Friday

Space and facilities

We provide a physical environment which supports research and study, creating a sense of 'place' within a campus. As far as space and resources allow, we offer:

- Quiet study spaces, group work areas and casual seating
- Photocopiers and scanning facilities
- Computers and printing facilities, including wireless access
- Audiovisual equipment
- Equipment for students with disabilities

Communication

Communicating with staff and students

We describe our collections, services and policies using the following channels:

- Library website
- University Calendar
- Notices and signs
- Library and University publications
- Emails, blogs and online social networks

Liaison and communication with Colleges

Each College is allocated at least one professional librarian responsible for communicating with staff and postgraduate students, and acting as a point of contact for Library matters.

Client feedback

We value feedback from our clients and use this to improve resources and services. Feedback may be provided through:

- Reporting to any Library staff member, in person, by phone, or by email
- Suggestions submitted online, or placed in the Library's suggestions box
- College committees
- Library Committee meetings
- Client satisfaction surveys carried out regularly

Formal complaints

Formal complaints should be made in writing to the University Librarian

Library staff are committed to meeting these standards, but exceptional circumstances may mean that we cannot achieve them on some occasions.

Problems that occur with Library systems and equipment during evenings, weekends and public holidays will be addressed as soon as possible on a 'best effort' basis, but may not be resolved until the next working day.