

Guidelines

Our department provides exceptional library services, vital for fostering successful education within the College.

Customer Service

Service standards

We have updated our service standards to put the focus on you and the way that you work. You want to be sure that resources, space and support will be available to you when you need them. For example, that books will be reshelfed as quickly as possible, that a reading list will be ready when teaching starts, and that if you have an urgent question, you'll get an immediate response from a member of Library staff.

And we want to go further. Please let us know if there is anything else that you would like to see as one of our customer service standards using the form at the bottom of this page. What is most important to you about what we're providing and the way that we are doing it?

We will identify any dips in performance against our standards and explain why this is, together with the action we are taking to put things right and prevent further recurrence. We will review our service standards every year.

Service area	Standard	23-24	24-25	25-26
Opening hours	The build will be open 100% of our advertised opening hours			100%
Timelines	We will respond to 100% of emails sent to library@sussex.ac.uk within two working days			100%
Customer satisfaction	Excellent result in the NSS to the following question: "The library resources (e.g. books, online services and learning spaces) have supported my learning well"	52.5%	75.9%	TBD

Access to resources	100% of reading lists submitted by the deadline will be reviewed for the start of teaching	N/A	N/A	N/A
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National Student Survey Results – 2024 & 2025

The feedback on the Library in both NSS increased in positivity between 2024 and 2025, rising from 52.2% satisfaction to 75.9% in answer to the question: how well have the library resources (e.g. books, online services and learning spaces) supported your learning?

This score is something we want to see continually improve and we would like to be above the national average each year.

Consultation Guidelines

Stakeholder consultation plays a key role in shaping our library services to meet the needs of our users.

Overview and purpose

We consult on our services:

- To ensure that we understand our stakeholders' current and future needs, experiences and expectations to enable us to identify service developments and improvements
- To ensure that we critically assess our services and the information that we provide about them
- And we welcome feedback, including complaints, from all users, their representatives and all other stakeholders.

Principles

- **Stakeholder-centred:** channels of engagement should be selected and designed based on what best meets stakeholders' needs, not just the needs of the institution.
- **Empowering choice:** channels should be designed and promoted with clear information that enables stakeholders to choose the best channel to support achievement of their individual objectives.
- **Accessible:** all decisions relating to communication and engagement channels must ensure full accessibility to the content and services on offer.

- **Universal:** stakeholders will engage with content and services via different channels, according to their needs and preferences. A universal style across our channels will ensure consistency of experience between different students and for students transitioning between channels.
- **Flexible:** channels should flex where appropriate, for example offering an additional face-to-face option to engage with a particular service.
- **Co-creation:** student voice and academic voice.

Methods of consultation

We use a range of methods to consult on services. The choice of method and the design of the consultation will be based on:

- A recognition of the number of surveys and other consultations with our users, such as the National Student Survey, and the need not to conflict with any of these.
- The characteristics of those we want to contact and any preferences that they have concerning this
- The need to capture insight on future needs as well as feedback on quality of our services
- The need to contact people who do not ordinarily use the physical Library or its online services.

Consulting users

The methods used to consult users include:

- User Experience Forum (to be launched 26/27)
- Surveys, including UK-wide surveys such as the NSS, PRES, PTES, College surveys and Library surveys
- Feedback via departments
- Focus groups
- Observation by staff of service usage
- Monitoring of Service Standards and Key Performance Indicators
- Benchmarking

If you would like to join the User Experience Forum, please email

library@plumpton.ac.uk

Review/contacts/references	
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Approving body:	
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Related internal policies, procedures, guidance:	Feedback guidelines
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