

MASSEY UNIVERSITY LIBRARY

SERVICE STANDARDS

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

We will provide	Service standard
Opening hours	
Standard opening hours	8am-10pm Monday – Thursday 8am to 8pm – Friday 10am to 6pm – Weekends These may be subject to change at short notice for operational reasons.
Client Service	
Assistance with using and accessing Library resources and services	
<ul style="list-style-type: none"> • Via Library Service Points 	Staffed during opening hours.
<ul style="list-style-type: none"> • Phone and email 	Response times 8.30am – 5pm Monday to Friday <ul style="list-style-type: none"> • Phone calls are answered as promptly as possible. Calls may go to voicemail at busy times. • Email or social media enquiries are actioned within half a day. Response times outside these hours will be on a best effort basis.
<ul style="list-style-type: none"> • Specialist services (research consultations) 	Available 8am to 5pm Monday - Friday
Requests for Material	
1. Requests for material (from Massey libraries or interlibrary loan)	Requests and queries are responded to within one working day (during core weekday hours).
2. Supply of print journal articles and print books	Dispatched within 2 working days of receipt of request, providing the item is available. Items from storage in Manawatū may take longer at certain times.
3. Items from Special Collections	Retrieved on request (may be subject to special conditions) or may be available via the virtual consultation service.
4. Requests for stable URLs	Responded to within 2 working days.
5. Requests to Recommend a Library Purchase	Responded to within 2 working days.
Building issues	
Major issues with power, plumbing, lighting	Responded to immediately and reported to Estates Management during business hours. Outside of business hours as soon as practicable.
Responses to problems with Library online services	
Problems with access to individual electronic resources, once identified	Reported to suppliers promptly 8am – 5pm, Monday – Friday.
Critical systems:	Issues with critical systems are responded to as a

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<ul style="list-style-type: none">• Discover• Most or all student computers are without network access/unusable• Wireless network is down• Most or all electronic resources are unavailable (on-campus or off-campus)• Printing unavailable from most or all computers• All MFD's/Photocopying unavailable• Library and Massey websites down• Stream down• Phone system	matter of urgency 7 days of week.
<p><i>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.</i></p>	
<p>Complaints and feedback</p>	
<p>Formal complaints should be made in writing to the University Librarian. Written suggestions and complaints are responded to within one week of receipt.</p>	