

UMass Amherst Libraries Service Level Standards September 2018

In keeping with our User Service Philosophy, our service standards outline the level of service that you can expect from library staff. These expectations pertain to library staff-patron and library staff-library staff interactions

The UMass Amherst Libraries commit to:

- Being approachable, engaged, respectful, and follow the Principles of Employee Conduct of the University of Massachusetts
- Fostering a welcoming and safe environment for everyone
- Providing reliable, timely service and meeting the needs of our patrons
- Responding with accuracy and promoting learning and skills development
- Seamlessly referring patrons to appropriate specialists
- Providing quality of service that matches the values and goals expressed in the Library Mission Statement and Strategic Plan

When providing services to our patrons, we will:

- Listen to you and use your feedback to improve our services
- Meet your information needs in an informed, friendly, and respectful manner
- Serve you at any service desk within five minutes
- Acknowledge chat requests within two minutes when chat is available
- Respond to your inquiries in person at the first point of contact, referring any that need specialist knowledge to the most appropriate person
- Aim to resolve most email inquiries by within one business day of receipt and no more than seven business days of receipt, referring any that need specialist knowledge to the most appropriate person and in a timely manner
- Promptly advise you of issues or problems that affect our services and facilities via a variety of communication channels
- Ensure out-of-office messages for phone and email refer to an appropriate alternate contact
- Ensure that items returned to their home location will be re-shelved within one business day
- Notify you via email within one business day when UMass item(s) you request are available for pick-up
- Notify you within two business days if UMass item(s) you request are not available
- Strive to maintain library equipment in proper working order