UCL Qatar Library Service Standards

Introduction

UCL Qatar Library is committed to delivering high quality services and resources to our users and we continually seek to improve our performance and ensure that the services and resources we provide are responsive and appropriate to the needs of our users.

As part of this commitment we have produced a set of service standards, which specify in a specific, measurable and time framed manner the minimum service levels that you can expect from UCL Qatar Library during our normal hours of operation. These are outlined in the following sections.

N.B. – UCL Qatar Library is currently physically co-located and shares a number of services and resources with Georgetown University in Qatar Library. Some of the UCL Qatar Library service levels have therefore been adapted from the service levels in place within Georgetown University in Qatar Library.

Furthermore, some library services required by UCL Qatar Library users are wholly managed by Georgetown University in Qatar Library and as such Georgetown Library service standards will apply for these services. These services are indicated as such below.

1. Opening hours

UCL Qatar Library follows the same opening hours as Georgetown University in Qatar Library, which vary depending on the time of year. Current opening hours are published on the Georgetown University in Qatar Library website – www.library.georgetown.edu/qatar/info.

Georgetown University in Qatar Library staff are available for consultation in the Library at all times during library opening hours. UCL Qatar Library staff are available for consultation in the Library from 8:00am to 5:00pm, Sundays to Thursdays.

UCL Qatar Library staff availability is reduced during the month of Ramadan. UCL Qatar Library is also normally closed during public holidays. Announcements about library closure dates are posted in advance on the UCL Qatar Library and Georgetown Library websites and on notices posted in the Library.

2. Circulation services

UCL Qatar Library provides a lending service for books and audio-visual materials (except reference and closed access items) during normal library opening hours. Two loan categories are available – 8 weeks for normal loans and 7 days for short loans (see UCL Qatar Library Regulations for further details).

Circulation of UCL Qatar Library materials is managed by Georgetown University in Qatar Library and therefore Georgetown service standards will apply for all library services and processes relating to the borrowing, renewal and return of UCL Qatar Library items.
Borrowing, renewal and return of library items may be undertaken at the Georgetown University in Qatar Library issue desk, which is located on the ground floor of the Library at any time during library opening hours. A self-service issue point and a returns box are also located on the ground floor of the Library.

3. Inter-library loans and document delivery

UCL Qatar Library provides a full inter-library loans and document delivery service to all current UCL Qatar Library students, staff and registered visitors (see Inter-Library Loans and Document Delivery Service Policy for further details).

UCL Qatar Library will ensure that all inter-library loan and document delivery requests that contain all required details will be processed (i.e. the request will be submitted to the providing or lending library) within a maximum of three working days of the receipt of the request.

Requestors will be notified of an item’s arrival or of the unavailability of an item within two working days of the item or unavailability notice having been received from the providing or lending library.

Any other relevant issues or notifications relating to an inter-library loan or document delivery request will be communicated to requestors as soon as practically possible.

4. Stock purchase and acquisition

New items for UCL Qatar Library (e.g. books, serials, reports, audio-visual materials) will be purchased or acquired following the criteria outlined in the Library’s Collection Management Policy. The recommendations of academic departments will be sought where possible in order to identify suitable items for purchase.

Items are ordered for the Library on a regular basis by the Head of Library Services and/or the Deputy Librarian, with a minimum of one large order (i.e. circa 200 items) being placed per month. Where approved for purchase the Library will place an order for a recommended item within a maximum of three weeks of the recommendation being received. Urgently required items will be processed within a maximum of five working days of the recommendation being received.

Due to the varied and inconsistent logistical difficulties associated with shipping printed materials to Qatar from other countries and processing these items through Qatari Customs and the Ministry of Culture, it is not possible for UCL Qatar Library to set a minimum service standard for the time taken to receive ordered items in the Library. Normally, though orders take a minimum of four weeks to arrive and where problems occur can often take up to several months to arrive.

5. Processing of newly acquired items

Items recommended for purchase by the Library are normally (see paragraph below) catalogued, processed and available on UCL Qatar Library shelves within four weeks of the receipt of the item in the Library. The priority order for the cataloguing and processing of newly received items is as follows: (1) items urgently required by library users; (2) short loan
taught course collection items; (3) normal loan taught course collection items; (4) research collection items; (5) reference collection and closed access items.

Orders for electronic books are processed by UCL Library Services in London and are therefore subject to UCL Central Library service standards. However, generally electronic books are available online via the UCL Library Services catalogue within two to three weeks of the order being placed for the purchase of the e-book.

95% of subscribed print periodical issues will normally be available on the Library’s current periodical shelves within five working days of receipt in UCL Qatar Library. However, due to the difficulties associated with receiving printed items (see Section 4) current print periodical issues may take several weeks to arrive in the Library.

Subscribed electronic periodical issues and database updates are available via Explore on the UCL Library Services website as soon as they are released by the publisher.

6. Library induction and tours

General library induction sessions are undertaken for all new students during induction week at the start of the academic year (normally the first week of September). These sessions provide an overview of the Library and its services and guidance on how to use the Library and find materials.

These general library induction sessions are followed approximately two to three weeks later by electronic information resource induction sessions, which all new students are invited to attend. These sessions provide a general overview of the range of electronic information resources that are provided by UCL Library Services.

Tours of the Library can be provided at other times of the year upon request. Tours will normally be undertaken at the time they are requested, or if that is not possible then at the nearest mutually convenient date.

7. Information skills training and support

UCL Qatar Library runs a variety of information skills training sessions throughout the academic year. These courses cover key information skills topics and where possible are tailored to meet the specific information needs of UCL Qatar students.

The Library will offer at least two information skills training sessions per month during the semesters and reading weeks and will aim to offer more where there is additional demand for places. Information skills training sessions will not normally take place outside of the semesters or reading weeks unless they are requested in advance. At least two weeks’ notice is normally required in such circumstances.

The Library will also offer drop-in sessions for students during the semesters and reading weeks only. These sessions will be run by the Deputy Librarian and will be open to all students who wish to discuss an information related query or problem.
8. Enquiries

An enquiry service is provided by UCL Qatar Library during staffed library opening hours (see Section 1 for details).

The Library will aim to resolve all enquiries received via the Library website, email, telephone, letter, or in person no later than two working days from the receipt of the enquiry. Where possible we will aim to resolve an enquiry sooner than two working days.

9. ICT and copying equipment

UCL Qatar Library provides 18 networked computers (12 in the Computer Study Room and 6 in the Silent Study Area) for use by UCL Qatar students, staff and registered visitors only. These computers are all loaded with Microsoft Office and other core software packages. These computers are available on a first come first serviced basis.

The Library also provides one working Multi-Function Device (MFD) for copying, printing, and scanning at all times during service hours, subject to circumstances within the Library’s control. We will check paper levels within the MFD twice a day, but library users may ask for additional paper at any time during staffed opening hours. Printing and copying is free for UCL Qatar students, staff and registered visitors.

10. Study room facilities

Two study rooms are available within UCL Qatar Library – a Computer Study Room and a Group Study Room – which are designated for use by UCL Qatar students, staff and registered visitors only.

Each room contains spaces for 12 people. A silent study area with 12 further study spaces (six of which are fitted with computer terminals) and several soft seating areas are also available in the Library. These areas are all maintained and cleaned on a daily basis.

11. Feedback and communication

Mechanisms will be available for feedback, via the library website, email, printed forms, Student Staff Consultative Committees, or person to person via library staff. The Library will normally provide a response within 2 working days.

Periodic surveys will also be undertaken by UCL Qatar and/or by UCL Library Services, through which feedback about the Library can be provided.

There will be a library presence at course programme committees where a library representative has been invited to attend.

UCL Qatar Library representatives will also be happy to attend other relevant student or staff meetings when invited to do so.

*RNW – 06/09/18*