

# Language Resource Centre

## Standards and Performance Targets

We are committed to providing a high quality of service and to the principle of continuous improvement and in line with Customer Service Excellence award standards. In support of these aims, we have adopted a standards-based approach to service delivery.

A number of key activities are measured and reported as core performance standards. These are regularly reviewed and revised.

### CORE STANDARDS

Our core standards include:

#### *Materials and facilities*

All actions completed and services provided in compliance with current COVID-19 regulations:

- cleaning of workstations and high-touch areas in compliance with NU regulations;
- provision of cleaning supplies at each available workstation;
- limited access to shelves and printing; provision of a Request & Collect service for physical resources where possible; ability to request printing services as appropriate to workstation booking;
- provision of disinfection supplies throughout the Centre;
- issues with equipment and access to be reported to the appropriate departments for resolution;

#### *Customer service*

All customers at the reception desk, or attended to via virtual reception, will be served in a timely manner. For physical reception desk and/or active live chat, within 3 minutes where staffing levels allow.

Requests for IT Support to be logged as soon as possible, with resolution to follow within the scope of the Service Level Agreement appropriate to the service within the NU IT Service.

The LRC aims to answer voice mails within 24 hours. If a customer requires calling back, we ensure that this is done by lunch time the following day. All calls that are deemed important for all staff and may have a future action requirement will also be copied into internal notes on the queue or the individual concerned will be informed by e-mail or Teams.

All phone calls to the Centre (0191 208 7490) are always answered either by staff or NU voicemail system.

All emails to the Language Resource Centre e-mail account ([language.resource@ncl.ac.uk](mailto:language.resource@ncl.ac.uk)) will receive either an update or a full reply within 5 working days. Individual LRC Staff on annual leave or working away from campus will set an 'out of office' notification on their email account with details of an available alternative contact. Matters directed to LRC staff will be resolved as soon as possible.

*Values and operating principles:*

All customers are provided with a courteous, professional, and efficient service regardless of the mode of contact used.

Promotion of accessibility, inclusivity and equality in the provision and development of all services.

The LRC also actively seeks to acquire, record, and act upon the opinions of its customers in planning and developing all areas of its services. In addition to receiving and responding to informal feedback, focus groups and regular large-scale surveys are run both online and in the Centre (when possible) to gain a systematic and wide-ranging view of customer's interests and priorities.