Performance Against Service Standards

Feb 2016

**University VLE**
- Availability: 100%
- Standard: 99.9%

**Items Shelved**
- On average within: 6 hours
- Standard: 54 staff hours

**Library PCs**
- In working order: 100%
- Based on a sample average
- Standard: 98%

**Physical Enquires**
- Resolved at 1st contact: 98.73%
- Standard: 97%

**Twitter**
- Responded to within: No replies required in Feb

**Ask Us Enquiries**
- Answered within: 2hrs 27mins
- Standard: 8 hours

**Comment and Suggestions**
- Responded to within: 1 working day
- Standard: 5 working days