Performance Against Service Standards

April 2016

- University VLE: Availability - 100% (Standard: 99.9%)
- Items Shelved: On average within 11 hours (Standard: 24 staff hours)
- Library PCs: In working order - 100% (based on a sample average)
- Reading List Items: Available within 4 weeks of being ordered - 86.9% (Standard: 75%)
- Physical Enquiries: Resolved at 1st contact - 98.99% (Standard: 97%)
- Twitter: Responded to within 2 mins (based on a sample average)
- Ask Us Enquiries: Answered within 2hrs 12mins
- Comment and Suggestions: Responded to within 2 working days (Standard: 5 working days)