Performance Against Service Standards

May 2016

University VLE
Availability: 100%
Standard: 99.9%

Items Shelved
On average within: 11 hours

Library PCs
In working order: 100%
Standard: 98%

Reading List Items
Available within 4 weeks of being ordered: 90.04%
Standard: 73%

Physical Enquiries
Resolved at 1st contact: 99.12%
Standard: 97%

Ask Us Enquiries
Answered within: 2hrs 25mins
Standard: 5 hours

Comment and Suggestions
Responded to within: 2 working days
Standard: 2 working days