

Performance Against Service Standards

June 2016

University VLE

availability

100%

Standard

99.9%

Items Shelved

on average within

17 hours

Standard

24 staff hours

Library PCs

in working order

100%

based on a sample average

Standard

98%

Reading List Items

available within
4 weeks of being ordered

98.10

Standard

75%

Physical enquires

resolved at 1st contact

99.20%

Standard

97%

Ask Us Enquiries

answered within

3hrs
29mins

Standard

5 hours

Comment and
Suggestions

responded to within

5 working
days

Standard

5 working
days