

# Performance Against Service Standards

Nov 2015

University VLE

availability

100%

Standard

99.9%

Items Shelved

on average within

5 hours

Standard

24 staff hours

Library PCs

in working order

99.89%

based on a sample average

Standard

98%

Physical enquires

resolved at 1st contact

97.69%

Standard

97%

Twitter

responded to within

21 mins

based on a sample average

Standard

2 working hours

Ask Us Enquiries

answered within

1hrs 48mins

Standard

8 hours

Comment and Suggestions

responded to within

4 working days

Standard

3 working days