Performance Against Service Standards

Jan 2016

University VLE

availability

100%

Standard
99.9%

Items Shelved

on average within

7 hours

Standard
24 staff hours

Library PCs

in working order

100%

based on a sample average

Standard
98%

Physical enquires

resolved at 1st contact

98.66%

Standard
97%

Twitter

responded to within

3 hours

based on a sample average

Standard
2 working hours

Ask Us Enquiries

answered within

4hrs 16mins

Standard
8 hours

Comment and Suggestions

responded to within

3 working days

Standard
5 working days