Performance Against Service Standards

Feb 2016

University VLE
availability

100%

Standard
99.9%

Items Shelved
on average within

6 hours

Standard
24 staff hours

Library PCs
in working order

100%

based on a sample average

Standard
98%

Physical enquires
resolved at 1st contact

98.73%

Standard
97%

Twitter
responded to within

No replies required in Feb

Standard
2 working hours

Ask Us Enquiries
answered within

2hrs 27mins

Standard
8 hours

Comment and Suggestions
responded to within

1 working days

Standard
5 working days