

Performance Against Service Standards

April 2016

University VLE

availability

100%

Standard

99.9%

Items Shelved

on average within

11 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

86.9%

Standard

75%

Physical enquires

resolved at 1st contact

98.99%

Standard

97%

Twitter

responded to within

2 mins

based on a sample average

Standard

2 working hours

Ask Us Enquiries

answered within

2hrs 12mins

Standard

5 hours

Comment and Suggestions

responded to within

2 working days

Standard

5 working days