

# Performance Against Service Standards

May 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

90.04

Standard

75%

Physical enquires

resolved at 1st contact

99.12%

Standard

97%

Ask Us Enquiries

answered within

2hrs  
25mins

Standard

5 hours

Comment and  
Suggestions

responded to within

2 working  
days

Standard

5 working  
days