

KPI performance table**Semester 1 2012/13**

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| All comments/ suggestions from Library users submitted via online and printed cards will receive a response/ acknowledgement within one working day of receipt | <ul style="list-style-type: none">-Suggestion Cards – ONE – 100%-Ask a Librarian – 100% |
| Items returned to the Short Loan Collection will be re-shelved within two hours | 100% |
| The order of all books on the shelves will be checked for accuracy at least bi-annually | 100% - Level 1 books checked over Summer |
| Items returned from loan, or consulted in the Library, will be returned to the correct position on the shelves, within one working day. | 100% 30 trolleys shelved in less than 1 hour 34.9% 48 trolleys shelved in between 1-8 hours – 55.8% 8 trolleys shelved in 8 hours or over – 9.3% |
| Inter-library loans will be processed/ verified within one working day of receipt | 100% - 41 ILLs processed/verified within 1 working day |
| Advertised opening hours will be maintained for 100% of the year | 98.82% (10 hours closed in September evening due to change in Security contract) |
| Library controlled systems (readings lists, room bookings) are available 98% during core opening hours | 100% |
| No user should wait to be acknowledged for more than 3 minutes to be helped from any Library front line desk | 100% |