

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

<b>All comments/ suggestions from Library users submitted via online and printed cards will receive a response/ acknowledgement within one working day of receipt</b>	-Suggestion Cards – ONE – 100% -Ask a Librarian – 100%
<b>Items returned to the Short Loan Collection will be re-shelved within two hours</b>	100%
<b>The order of all books on the shelves will be checked for accuracy at least bi-annually</b>	100% - Level 1 books checked over Summer
<b>Items returned from loan, or consulted in the Library, will be returned to the correct position on the shelves, within one working day.</b>	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%
<b>Inter-library loans will be processed/ verified within one working day of receipt</b>	100% - 41 ILLs processed/verified within 1 working day
<b>Advertised opening hours will be maintained for 100% of the year</b>	98.82% (10 hours closed in September evening due to change in Security contract)
<b>Library controlled systems (readings lists, room bookings) are available 98% during core opening hours</b>	100%
<b>No user should wait to be acknowledged for more than 3 minutes to be helped from any Library front line desk</b>	100%