

Library & Health Promotion Resources: Service Delivery Standards

The library team are committed to delivering a high standard of customer care. Here are our service delivery standards and our performance is published on Connect each month:

Service	Standard
Athens accounts	Minimum of 20% of staff to have an Athens account
Athens hits	Minimum of 400 Athens hits per month
General enquiries	100% completed within 1 working day
In-depth enquiries	100% completed within 3 working days
Literature searches	100% completed within 10 working days
Leaflet orders	100% completed within 10 working days
Document supply	100% ordered within 5 working days
Information skills training	Minimum of 5 sessions offered per month
Current awareness bulletins/iAlert e-mails	Minimum of 20 sent out each month
Resource availability	100% of books and resources to be checked and returned to shelves within 2 working days
Campaign frequency	Minimum of 6 campaigns delivered each year
Campaign packs	Minimum of 200 packs delivered for each campaign
Customer satisfaction	Minimum of 95% satisfaction in the customer survey to "does the library meet your information needs?"