

## Library and Knowledge Services

The Library and Knowledge Services Team are committed to delivering a high standard of customer care.

Please find below our service delivery standards. Performance data is published monthly.

<b>Service</b>	<b>Standard</b>
<b>Athens accounts</b>	Minimum of 15% of staff to have an Athens account
<b>Athens hits</b>	Minimum of 300 Athens hits per month
<b>General enquiries</b>	95% completed within 2 working days
<b>In-depth enquiries</b>	95% completed within 5 working days
<b>Literature searches</b>	95% completed within 10 working days or by the date stated by the requestor
<b>Document supply</b>	90% supplied within 5 working days
<b>Information skills training</b>	95% arranged to the date and time proposed by the requestor
<b>Current awareness bulletins</b>	Minimum of 4 sent out each month
<b>KnowledgeShare</b>	Minimum of 10 new members a month
<b>Resource availability</b>	80% of books and resources to be checked and returned to shelves within 4 working days
<b>Campaign frequency</b>	Minimum of 6 campaigns delivered each year
<b>Subject packs</b>	Minimum of 3 packs delivered each year
<b>Customer satisfaction</b>	Minimum of 95% satisfaction in the customer survey in response to the question: "Does the library meet your information needs?"