

Requests 2015-6

Requests			
Standard	Target	Measurement	Action
We will obtain books and articles for users as quickly and cost effectively as possible	<ul style="list-style-type: none"> • 100% of requests will be processed within one working day • 95% of article requests will be received or the user notified of any problems in delivery within 5 working days • 90% of book requests will be received or the user notified of any problems in delivery within 5 working days 	<ul style="list-style-type: none"> • Record all timings for one month each year (October) • Record all exceptions 	Continuing: <ul style="list-style-type: none"> • Analyse and learn from exceptions • Survey each year • Report survey in annual report • Improve target figures each year