

Service Standards for Requests 2016

All requests received in April and May 2016 were analysed to check that the service standard was achieved.

Articles	2015	2016	% 2015	% 2016	Target
Total number of requests	120	172			
Number of requests processed on the day received	104	125	87%	73%	100%
Number of requests supplied within 5 working days	111	168	97%	97%	95%
Number of requests supplied on the day requested	75	94	63%	55%	

97% of all article requests were supplied within 5 working days, and 55% on the day requested.

- The percentage of articles supplied on the day the request was received has fallen for two reasons. We have been short staffed during early 2016, and a higher number of requests are received through the online request form, and these are often requested in the evening and so not picked up by the Library until the next morning
- The number of requests received within 5 working days has remained at 97%. More regular checking for items which have not arrived immediately has helped to maintain this

Books			Target
	2015	2016	
Number of Requests	73	48	
Number of requests supplied within 5 working days	64	42	
% requests which took less than 5 working days	85%	88%	90%

As last year, requested books did not arrive as quickly as articles. This is because they have to come by post and can't be delivered electronically, and because there can be a waiting list for popular books

The recommendations made last year have speeded up the process and lower the percentage of exceptions. Recommendations for 2016-6017 -

- Always deal with requests on the day they arrive (next morning for requests which arrive in the late afternoon)
- Continue with the robust system for chasing requests which are not received as quickly as expected
- Use libraries with slow post services as a last resort

Service standard for 2016-2017:

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 (April/May) • 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