

## Service Standards for Requests 2017

All requests received in April and May 2017 were analysed to check that the service standard was achieved.

Articles	2015	2016	2017	%	%	%	Target
				2015	2016	2017	
Total number of requests	120	172	98				
Number of requests processed on the day received	104	125	79	87%	73%	83%	100%
Number of requests supplied within 5 working days	111	168	81	97%	97%	91%	95%
Number of requests supplied on the day requested	75	94	47	63%	55%	48%	

91% of all article requests were supplied within 5 working days, and 48% 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 2017, 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 also fallen, to 91%. More regular checking for items which have not arrived immediately can help to improve this

Books			Target
	2015-6	2016-7	
Number of Requests	48	84	
Number of requests supplied within 5 working days	42	74	
% requests which took less than 5 working days	88%	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 system for requesting books on Olib has changed, and has speeded up the time from receipt of a reservation to that being dealt with by the supplying library

The recommendations made previously have speeded up the process and lowered the percentage of exceptions. Recommendations for 2017-2018 -

- 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:

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