

**KPI performance table****Semester 1****Semester 2**

<b>All comments/ suggestions from Library users submitted via online and printed cards will receive a response/ acknowledgement within one working day of receipt</b>	Suggestion Cards – 100% Ask a Librarian – 100%	Suggestion cards - 100% Ask a Librarian – 100%
<b>Items returned to the Short Loan Collection will be re-shelved within two hours</b>	100%	100%
<b>The order of all books on the shelves will be checked for accuracy at least bi-annually</b>	100%	N/A
<b>Items returned from loan, or consulted in the Library, will be returned to the correct position on the shelves, within one working day.</b>	100% 23 trolleys shelved in less than 1 hour 47.9% 14 trolleys shelved in between 1-8 hours – 29.1% 11 trolleys shelved in 8 hours or over – 22.9%	100% 17 trolleys shelved in less than 1 hour – 45% 15 trolleys shelves in between 1-8 hours – 37.5% 7 trolleys shelved in between 8-24 hours – 17.5%
<b>Inter-library loans will be processed/ verified within one working day of receipt</b>	100%	100%
<b>Advertised opening hours will be maintained for 100% of the year</b>	100%	100%
<b>Library controlled systems (readings lists, room bookings) are available 98% during core opening hours</b>	100%	100%
<b>No user should wait to be acknowledged for more than 3 minutes to be helped from any Library front line desk</b>	100%	100%