

How did we do?

Jan – Jul 2023

Look What We Achieved!



80% of enquiries will be resolved at the first point of contact



95% of PCs will be operational at any time



100% of all returned material will be reshelved within 24 hours



80% of all inter library loan requests will be satisfied within 3 weeks



Our electronic resources will be available 98% of the time



100% of feedback received via Twitter will be responded to within 1 hour



95% of hold requests will be filled within 2 working days of item being available in the library



Access to the Special Collections and Archives Reading Room will be maintained for 100% of advertised opening hours



95% of materials requested from Special Collections and Archives will be available on the requested day



100% of feed forward submissions will be returned within 5 working days



100% of items deposited to LJMU Research Online will be reviewed within 5 working days



90% of print books will be available within 7 weeks of orders being placed



NSS

We will score at least 92% in the National Student Survey for satisfaction with Learning Resources



We're Working On...

We will maintain our advertised opening hours for all our libraries 100% of the time...

...We came so close, but had to close one of our sites for one day to carry out essential maintenance.

95% of referred library and IT enquiries will be answered within 24 hours...

...A few weekend queries were replied to the following Monday, falling just a few hours outside our standard.

100% of emails to the librarnoise address will be responded to within 5 minutes...

...We made it to 99.9% due to a day of staff training that took us away from the libraries.