

HLH Library Standards

Updated June 2018

Customer Care

Staff Standards	Target %	Achieved %
Helpful	95	99.8
Knowledgeable	95	99.2
Approachable	95	98.6
Fair	95	99.1
Greeting customers	95	97.1

Customer Contact

Method of contact	Standard	Target %	Achieved %
Phone call	We will answer your phone calls within 5 rings.	90%	95%
Email	We will acknowledge receipt of all emails within 3 working days and will answer enquiries within 5 working days.	90%	99.1%
Letter	We will acknowledge receipt of all letters within 3 working days and will answer enquiries within 5 working days.	90%	100%
Face to face	We will attend to you within 5 minutes at all facilities.	90%	100%

	Target	Achieved
How good are your libraries?		
(2015 Customer Survey)	95%	98.6%
(2016 Children's Survey)	95%	97.2%