

## HLH Library Standards

### Customer Care

Updated May 2022

Staff Standards	Target %	Achieved %
Helpful	95	97.4
Knowledgeable	95	95.1
Approachable	95	99
Fair	95	99
Greeting customers	95	97

### Customer Contact

Method of contact	Standard	Target %	Achieved %
Phone call	We will answer your phone calls within 5 rings.	95%	95%
Email	We will acknowledge receipt of all emails within 3 working days and will answer enquiries within 5 working days.	95%	96%
Letter	We will acknowledge receipt of all letters within 3 working days and will answer enquiries within 5 working days.	95%	96%
Face to face	We will attend to you within 5 minutes at all facilities.	95%	98%
Social Media	We will respond within 1 working day to direct messaging from social media	95%	95.5%

How good are your libraries?	Target %			Achieved %
	2022	2023	2024	(2022 Customer Survey)
	91 %	93 %	95 %	91