



## HLH Library Standards

Updated Mar 2026

### Customer Care

Staff Standards	Target %	Achieved %
Helpful	95	99
Knowledgeable	95	98
Approachable	95	98
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%	96%
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%	98%
Face to face	We will attend to you within 5 minutes at all facilities.	95%	100%

	Target	Achieved
<b>How would you rate this library?</b> (2026 Adult Customer Survey) (2024 Children's Survey)	95% 95%	98% 95%

