

Libraries Overall Results

Overall Customer Satisfaction Rating - 99%

Customer Satisfaction Target for 2017/2018 - 95%

| | Rating |
|---|--------|
| Satisfaction | 99% |
| Welcoming, safe, clean and accessible? | 99% |
| Recognisable by our badge or uniform? | 96% |
| Professional and courteous? | 99% |
| Providing information that was clearly worded, accessible and accurate? | 99% |
| Respectful of your confidentiality? | 99% |
| Providing information about our services in a range of formats including large print, audio and community languages if requested? | 99% |
| We responded | |
| Within five minutes of your appointment time? | 99% |
| Within 15 seconds to your phone call during opening hours (including voice mail or automated phone service)? | 96% |
| Within one working day to your voicemail, phone messages or social media enquiries? | 98% |
| Within three working days to text phone and emails? | 100% |
| Within five working days to letters/faxes? | 95% |
| Within 24 hours to direct messaging from social media? | 98% |

Community Facilities Overall Results

Overall Customer Satisfaction Rating - 99%

Customer Satisfaction Target for 2017/2018 - 95%

| | Rating |
|---|--------|
| Satisfaction | 99% |
| Welcoming, safe, clean and accessible? | 98% |
| Recognisable by our badge or uniform? | 99% |
| Professional and courteous? | 100% |
| Providing information that was clearly worded, accessible and accurate? | 97% |
| Respectful of your confidentiality? | 97% |

| | |
|---|-----|
| Providing information about our services in a range of formats including large print, audio and community languages if requested? | 95% |
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| Within five working days to letters/faxes? | 95% |
| Within 24 hours to direct messaging from social media? | 95% |