

## **Standards : our performance in 2007-8**

*NB Figures in brackets show last year's results*

→ We aim for 100% satisfaction, monitored through customer feedback

**100% satisfaction with school visits** (100%)  
*Has the visit benefited the school?*

**98% satisfaction with INSET courses** (99%)  
*Has the day been worthwhile?*

→ We aim to replace 10% of SLS bookstock to maintain quality resources

**18.5% bookstock replaced = 68,198 books added to stock**  
*(2006-7 : 20% replacement = 70,907 items added to stock)*

→ We aim to deliver 90% of topic collections within 10 working days of the start of term

**62% within 5 days :**            **8,390 topics**    (10,380 topics = 74%)  
**100% within 10 days :**    **13,574 topics**    (13,968 topics = 100%)

→ We aim that our centres will be open during office hours

**100% opening hours** (100%)

→ We aim to answer telephones within 20 seconds

**95.9% of calls answered within target time** (93.3%)

→ We encourage customers and potential customers to comment on our services and make suggestions for improvements

**4 written complaints**        = **28.6%**    (3 = 30%)  
**10 written compliments**    = **71.4%**    (7 = 70%)  
*(does not include Visitors' Books comments)*