





















Direction of travel since last report		Performance has improved - on target
		Performance has improved - not on target
		Performance maintained - on target
		Performance maintained - not on target
		Performance declined - on target
		Performance declined - not on target

Annual performance		Performance on or above target
		Performance is not meeting target

Target	Thresho Id	Achieved	Travel (since last report)	Previous month	Year to date	Annual Performance	Notes	Timescale
% Article requests externally sourced actioned within 3 working days	>= 90%	0.00%		0.00%	78.78%		No articles requested from external sources this month	Monthly
% of requested articles supplied	>= 90%	100.00%		100.00%	99.88%		limited access to site library for print journal supply	Monthly
% article requests from stock supplied within 2 working days	>= 90%	100.00%		100.00%	96.83%			
% book requests processed within 1 working day	>= 90%	100.00%		100.00%	97.50%			
% of searches supplied within quality standard or timescale agreed with user	>= 90%	91.67%		88.89%	96.40%			
% of briefings supplied within quality standard or timescale agreed with user	>= 90%	100.00%		0	48.06%			all evidence briefing supplied within required time scales