

**May 2003
Top 10 Performance****Mean**

Library staff treat me fairly and without discrimination *

5.94

Library staff are courteous and friendly *

5.65

Library staff display professionalism

5.64

Library staff provide good service *

5.59

Library staff acknowledge and handle problems in a professional manner

5.51

Library staff provide accurate answers *

5.48

Library staff deliver on promises made to me

5.43

Library staff respond clearly and accurately to enquiries

5.42

Service desk staff respond in a timely manner

5.35

Requests for information are followed through

5.34