

LIBRARY & INFORMATION SERVICES

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives
Customer Service (Cont'd) - Enquiries Provide skilled and knowledgeable staff to help people find the information they need.			<ul style="list-style-type: none"> Satisfaction with helpfulness and friendliness of staff: 85% Satisfaction with information provided: 85% 	Annual Citizens Survey	<ul style="list-style-type: none"> Timely provision of information, including information which supports business and the economy - Cost per enquiry of no more than \$4.25 	Accounting System Library Statistics	A1, A5, B2
- New Zealand Heritage Collect and preserve resources about our New Zealand and local identity for the benefit of present and future citizens	<ul style="list-style-type: none"> Collections preserved for use by future generations; digitising of unique materials for shared use. <ul style="list-style-type: none"> Total size of collection 60,000 items – digitised or held 	Library Statistics					A4