

## Degree of compliance with the CRAI Service Charter

Indicator	Commitment	2014-2015		2015-2016		2016-2017		2017-2018	
		Real value	Detour	Real value	Detour	Real value	Detour	Real value	Detour
<b>Teaching staff satisfaction with the S@U, User Support Service</b>	More than 80% are satisfied or very satisfied	92 %	+12 %	95.15 %	+15.15 %	90.97 %	+10.97 %	89.94 %	+9.94 %
<b>Student satisfaction with the service offered by CRAI staff to resolve doubts</b>	More than 80% consider this service good or excellent	77.9 %	-2.1 %	78.8 %	-1.2 %	80.5 %	+0.5 %	79.2 %	-0.8 %
<b>Complaints, suggestions and acknowledgements answered within three working days (the established deadline)</b>	More than 85 %	92.13 %	+7.13 %	92.2 %	+7.2 %	94.27 %	+9.27 %	94 %	+9 %
<b>User satisfaction with the document loan service</b>	Students: more than 80% consider this service good or excellent	84.9 %	+4.9 %	86.3 %	+6.3 %	88.8 %	+8.8 %	89.2 %	+9.2 %
	Teaching staff: more than 80% are very satisfied or satisfied	94 %	+14 %	94.99%	+14.99 %	96.59 %	+16.59 %	95.53 %	+15.53 %
<b>User satisfaction with training (as reflected in the user satisfaction surveys conducted after sessions and workshops)</b>	More than 80% are very satisfied or satisfied	97.06 %	+17.06 %	93.29 %	+13.29 %	93.36 %	+13.36 %	93.37 %	+13.37 %
<b>Interlibrary loan requests processed in fewer than six days</b>	More than 95 %	98.11 %	+3.11 %	97.43 %	+2.43 %	98.4 %	+3.4 %	98.15 %	+3.15 %
<b>Student satisfaction with the availability of books recommended by teachers</b>	More than 80% consider this service good or excellent	69.2 %	-10.8 %	66.6%	-13.4 %	66.3 %	-13.7 %	65.8 %	-14.2 %
<b>Documents digitized each year</b>	More than 1.000 documents	1.389	+389	5.212	+4.212	6.533	+5.533	6.533 (provisional data)	6.533 (provisional data)
<b>Student satisfaction with the UB's CRAI service</b>	More than 80% consider this service good or excellent	88.7 %	+8.7 %	89.4 %	+9.4%	88.9 %	+8.9 %	86.5 %	+6.5 %
<b>Teaching staff satisfaction with their CRAI library</b>	More than 80% are very satisfied or satisfied	96%	+16 %	95.43%	+15.43 %	97.16 %	+17.16 %	94.67 %	+14.67 %