

Performance Pledge of LRC/IVE(ST)

To maintain the quality of services provided by the LRC in IVE(ST), we have committed to the following performance pledge under the normal operational circumstances.

Library Services

Library Services		Performance Pledge
Circulation Services	Borrowing/Returning/Renewal of a library book	Within 5 minutes
	Borrowing/Returning/Renewal of an AV item	Within 5 minutes
	Borrowing/Returning of a notebook computer	Within 10 minutes
	Re-shelving of used or returned library materials	Within 2 working days
Inter-library Loan Services	Items borrowing from IVE Libraries	Within 7 working days
	Items borrowing from non-IVE Libraries	Within 12 working days
Reference Services	Handling of counter enquiries	Within 5 minutes
	Handling of telephone enquiries	Within 5 minutes
	Handling of written (including emails) enquiries	Within 2 working days
Miscellaneous	Issue of Library Borrower's Ticket for Graduates	Within 5 working days
	Issue of Library Borrower's Ticket for Retirees	Within 5 working days
	Issue of Special Library Tickets	Within 5 working days

Multimedia Services

Multimedia Services		Performance Pledge
Production services	Handling request for photo-support	Within 5 working days
	Handling request for video-support	Within 5 working days
	Handling request for graphic support	Within 5 working days
Equipment support	Handling of equipment loan services	Within 5 minutes
	Handling of general enquiries	Within 5 minutes
	Handling of telephone enquiries	Within 5 minutes
	Handling of written or email enquiries	Within 1 working day
	Handling request for equipment setup	Within 5 working days
	Handling request for maintenance of equipment	Within 5 working days
Workshop supporting services	Handling of general enquiries	Within 5 minutes
	Handling of software technical problems	Within 1 hour
	Handling of hardware technical problems	Within 1 hour

IT Services

IT Services		Performance Pledge
System and Operations Support	Systems availability (including Campus Network, Intranet and Wireless LAN)	Not less than 99.5%
	Schedule services stoppage	Notify user 5 working days in advance
	Hardware faults will be reported to vendors	Within 2 hours
CNA and eLearning Support	CNA (including email) and Moodle enquiries	Within 2 working days
PC Helpdesk Support	PC support calls via hotline	Within 1 hour
	PC support calls via email enquiry	Within half working day
	On site technical support	Within 1 working day