

**Performance Indicators
Synopsis Table
2001 / 2002**

To quickly learn how the service performed against the set standards a five-point scale has been used:

XX not yet started	X not achieved	? partially achieved	√ fully achieved	√√ greatly achieved
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SERVICE	OUTCOME
<i>Access to Information</i>	
1. Acquire books to support teaching and research <ul style="list-style-type: none"> ▪ 80% of items readily available for purchase supplied within 6 weeks, prioritising items found on reading lists ▪ Record by Faculty number of reading lists recorded/updated by the Library, expressed as a percentage of the total number of modules within a Faculty 	√ √
2. Re-shelve items returned from loan or used within the library <ul style="list-style-type: none"> ▪ Re-shelve all items within two working days 	√
3. Provide access to paper-based materials not held locally in line with budget set. <ul style="list-style-type: none"> ▪ Process ILL requests within 1 week of submission ▪ Achieve an average delivery time for those readily available of <14 days for periodicals and <28 days for books 	√ √
4. Make available journals in paper form <ul style="list-style-type: none"> ▪ Shelf and make available for use all journal issues within one day of receipt on 90% of working days 	√
5. Retrieve available books from other campuses on request <ul style="list-style-type: none"> ▪ Aim for a turnaround of 3 working days on average between request sent to another campus library and the item requested dispatched if available 	√
6. Provide on and off campus access to a range of databases and electronic journals relevant to the academic needs of the University <ul style="list-style-type: none"> ▪ Service to be available 95% of the time ▪ Publish list of electronic resources, together with information of how to access and an indication of Faculty interest 	√ √
7. Library system available 98% of time to provide core services	√
<i>User Support Services</i>	
8. Provide user guides to support the use of electronic resources <ul style="list-style-type: none"> ▪ 100% of all resources made accessible through the library's EIS web pages to be accompanied by a user guide where necessary ▪ Produce ISD Newsletter twice a year to update users on new developments 	√ √

SERVICE	OUTCOME
9. Make available an enquiry service to academic staff and students <ul style="list-style-type: none"> ▪ Service available 100% time the library is open (Magee campus 2002 onwards) ▪ Record the number of enquiries received (subject-based, directional, IT) at major service points i.e. issue desks (start Semester II, Belfast Campus) 	 √ √
10. Personal service for disabled users <ul style="list-style-type: none"> ▪ Subject to availability, stock is fetched for disabled users within 1 hour of requesting 	 √
11. Offer pre-arranged information skills classes <ul style="list-style-type: none"> ▪ Achieve 90% take-up for pre-arranged classes 	 √
12. Offer library induction sessions to all new students on all campuses <ul style="list-style-type: none"> ▪ Achieve 90% take-up by new student 	 ?
Study Facilities and Services	
13. Access to suitably resourced study environment <ul style="list-style-type: none"> ▪ 90% of study spaces to be available to users in each Library ▪ Achieve 100% of published opening hours 	 √ √
Consultation with users	
14. Consult with and support faculties <ul style="list-style-type: none"> ▪ Senior ISD staff to meet with each Faculty annually to aid forward planning and budgetary preparations ▪ Record number and type of Faculty meetings attended with 95% attendance rate at Faculty Board meetings 	 √ √
15. Consult with users <ul style="list-style-type: none"> ▪ Convene meetings with students on each campus in Semesters I & II. All issues raised by students addressed within two months 	 ?
16. Publish performance indicators <ul style="list-style-type: none"> ▪ Provide annual statistically return to SCONUL ▪ Publish performance indicators synopsis with a supplementary document on measures and methodology 	 √ √
Library Staff Development	
17. Provide skilled staff in support of service <ul style="list-style-type: none"> ▪ Improve IT skills base by providing the opportunity for staff to study for ECDL qualification with 90% of participants successful ▪ Publish the areas in which staff have attended training/awareness sessions whether in-house or external sessions for staff. 90% of staff to have participated in at least one course/event ▪ Staff induction: 100% of new staff to undertake library induction programme 	 √ √ √