

Performance Indicators
Synopsis Table
2003 - 2004

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	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
<i>Access to Information</i>		
1. Acquire books to support teaching and research	▪ 80% of items readily available for purchase supplied within 6 weeks, prioritising items found on reading lists	√
2. Re-shelve items returned from loan or used within the library	▪ Re-shelve all items within two working days	√
3. Provide access to paper-based materials not held locally in line with budget set	▪ Process ILL requests within five working days of submission	√√
	▪ Achieve an average delivery time for those readily available for <7 days for periodicals and <14 days for books	√√
4. Make available journals in paper form	▪ Shelve 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	▪ 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	▪ Service to be available 95% of the time	√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
academic needs of the University		
	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> The services to be available except for scheduled systems downtime and planned or unplanned UU network outages 	√
<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 	√
	<ul style="list-style-type: none"> Produce ISD Library Newsletter twice a year to update users on new developments 	√
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 	√
	<ul style="list-style-type: none"> Record the number of enquiries received (subject-based, directional, IT) at major service points i.e. issue desks 	√
10. Comments, Compliments and Complaints	<ul style="list-style-type: none"> Respond with acknowledgement of receipt and if reply requested, reply within 3 working days 	√
11. 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 	√
12. Offer pre-arranged information skills classes	<ul style="list-style-type: none"> Achieve 90% take-up for pre-arranged classes 	?
13. Offer library induction sessions to all new students on all campuses	<ul style="list-style-type: none"> Achieve 90% take-up by new students 	X
	<ul style="list-style-type: none"> 	

Study Facilities and Services

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
14. Access to suitably resourced study environment	<ul style="list-style-type: none"> ▪ achieve 100% of published opening hours 	?
<i>Consultation with users</i>		
15. 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 	√
	<ul style="list-style-type: none"> ▪ Record number and type of Faculty meetings attended with 95% attendance rate at Faculty Board meetings 	√
16. Consult with users	<ul style="list-style-type: none"> ▪ Convene meetings with students on each campus in Semesters 1 and 2. All issues raised by students addressed within two months 	√
17. Publish performance indicators	<ul style="list-style-type: none"> ▪ Provide annual statistical return to SCONUL 	√
	<ul style="list-style-type: none"> ▪ Publish performance indicators synopsis with a supplementary document on measures and methodology 	√
<i>Library Staff Development</i>		
18. 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 	√
	<ul style="list-style-type: none"> ▪ 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 	√
	<ul style="list-style-type: none"> ▪ Staff induction: 100% of new staff to undertake library induction programme 	√