

Performance Indicators  
Synopsis Table  
2004 - 2005

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
<b><i>Access to Information</i></b>		
1. Acquire books to support teaching and research	<ul style="list-style-type: none"> <li>80% of items readily available for purchase supplied within 6 weeks, prioritising items found on reading lists</li> </ul>	√
2. Re-shelve items returned from loan or used within the library	<ul style="list-style-type: none"> <li>Re-shelve all items within two working days</li> </ul>	√
3. Provide access to paper-based materials not held locally in line with budget set	<ul style="list-style-type: none"> <li>Process ILL requests within five working days of submission</li> </ul>	√
	<ul style="list-style-type: none"> <li>Achieve an average delivery time for those readily available for &lt;7 days for periodicals and &lt;14 days for books</li> </ul>	√
4. Make available journals in paper form	<ul style="list-style-type: none"> <li>Check in and make ready for use all journal issues within one day of receipt on 90% of working days</li> </ul>	√
	<ul style="list-style-type: none"> <li>Shelve all new journal issues within one day of receipt at the home campus on 90% of working days</li> </ul>	X
5. Retrieve available books from other campuses on request	<ul style="list-style-type: none"> <li>Aim for a turnaround of 3 working days on average between request sent to another campus library and the item requested dispatched if available</li> </ul>	√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
6. Provide on and off campus access to a range of databases and electronic journals relevant to the academic needs of the University	▪ Service to be available 95% of the time	√
	▪ Publish list of electronic resources, together with information on how to access and an indication of Faculty interest	√
7. Library system available 98% of time to provide core services	▪ Provide access to catalogue ▪ Issue and discharge of books The services to be available except for scheduled systems downtime and planned or unplanned UU network outages	√
<b><i>User Support Services</i></b>		
8. Provide user guides to support the use of electronic resources	▪ 100% of all resources made accessible through the library's EIS web pages to be accompanied by a user guide where necessary	√
	▪ Produce ISD Library Newsletter twice a year to update users on new developments	√
9. Make available an enquiry service to academic staff and students	▪ Service available 100% of the time the library is open	√
	▪ Record the number of enquiries received (subject-based, directional, IT) at major service points i.e. issue desks	√
10. Comments, Compliments and Complaints	▪ Respond with acknowledgement of receipt and if reply requested, reply within 3 working days	√
11. Personal service for disabled users.	▪ Subject to availability, stock is fetched for disabled users within 1 hour of requesting	√
12. Offer pre-arranged information skills classes	▪ Achieve 70% take-up for pre-arranged classes	√
13. Offer library induction sessions to all new students on all campuses	▪ Achieve 50% take-up by new students	√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
<b><i>Study Facilities and Services</i></b>		
14. Access to suitably resourced study environment	<ul style="list-style-type: none"> <li>▪ Achieve 100% of published opening hours</li> </ul>	√
<b><i>Consultation with users</i></b>		
15. Consult with and support faculties	<ul style="list-style-type: none"> <li>▪ Senior ISD staff to meet with each Faculty annually to aid forward planning and budgetary preparations</li> </ul>	√
	<ul style="list-style-type: none"> <li>▪ Record number and type of Faculty meetings attended with 95% attendance rate at Faculty Board meetings</li> </ul>	√
16. Consult with users	<ul style="list-style-type: none"> <li>▪ Convene meetings with students on each campus in Semesters 1 and 2. All issues raised by students addressed within two months</li> </ul>	X
17. Publish performance indicators	<ul style="list-style-type: none"> <li>▪ Provide annual statistical return to SCONUL</li> </ul>	√
	<ul style="list-style-type: none"> <li>▪ Publish performance indicators synopsis with a supplementary document on measures and methodology</li> </ul>	√
<b><i>Library Staff Development</i></b>		
18. Provide skilled staff in support of service	<ul style="list-style-type: none"> <li>▪ Improve IT skills base by providing the opportunity for staff to study for ECDL qualification with 90% of participants successful</li> </ul>	√
	<ul style="list-style-type: none"> <li>▪ 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</li> </ul>	√
	<ul style="list-style-type: none"> <li>▪ Staff induction: 100% of new staff to undertake library induction programme</li> </ul>	√