

Performance Indicators
Synopsis Table
2005 - 2006

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

XX	X	?	√	√√
not yet started	not achieved	partially achieved	fully achieved	greatly achieved

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	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 	√
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 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	<ul style="list-style-type: none"> Check in and make ready for use all journal issues within one day of receipt on 90% of working days Shelve all new journal issues within one day of receipt at the home campus on 90% of working days 	√ √

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
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	<ul style="list-style-type: none"> ▪ Provide access to catalogue ▪ Issue and discharge of books <p>The services to be available except for scheduled systems downtime and planned or unplanned UU network outages</p>	√ √
<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 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 ▪ 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 	√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
12. Offer pre-arranged information skills classes	<ul style="list-style-type: none"> ▪ Achieve 70% 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 50% take-up by new students 	√
<i>Study Facilities and Services</i>		
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 ▪ 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 	x
17. Publish performance indicators	<ul style="list-style-type: none"> ▪ Provide annual statistical return to SCONUL ▪ Publish performance indicators synopsis with a supplementary document on measures and methodology 	√ √

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
<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 ▪ 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 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>