

Performance Indicators  
Synopsis Table  
2007 - 2008

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, learning and research	<ul style="list-style-type: none"> <li>80% of items readily available for purchase supplied within 6 weeks.</li> </ul>	√
2. Provide an effective service to obtain materials not held on home campus or subscribed to by the library	<ul style="list-style-type: none"> <li>Process all document delivery requests within 3 working days of submission</li> <li>Achieve 75% delivery time for those readily available of &lt;7 days for journals and &lt;14 days for books</li> </ul>	√ ?
3. Ensure that all new journal issues are shelved quickly	<ul style="list-style-type: none"> <li>Journals in paper form to be shelved at home campus within 2 working days of receipt on 90% of working days</li> </ul>	√√
4. Provide on and off campus access to electronic resources	<ul style="list-style-type: none"> <li>Provide 24/7 access except during notified downtime</li> </ul>	√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
5. Ensure access to an online catalogue and a facility to issue & discharge materials	<ul style="list-style-type: none"> <li>▪ Library system available 98% of time to provide core services</li> <li>▪ Record downtime</li> </ul>	<p style="text-align: center;">√ √</p>
6. Provide skilled staff to support a quality library & information service to users	<ul style="list-style-type: none"> <li>▪ Conduct an annual audit of staff training needs and develop plans to meet them, as appropriate</li> </ul>	<p style="text-align: center;">√</p>
7. Evaluation the effectiveness of pre-arranged Information Skills classes	<ul style="list-style-type: none"> <li>▪ Achieve 70% satisfaction rate for Information Skills classes</li> </ul>	<p style="text-align: center;">√√</p>
8. Offer library induction sessions to new users on all campuses	<ul style="list-style-type: none"> <li>▪ Achieve 55% take-up by new students</li> </ul>	<p style="text-align: center;">√</p>
9. Provide access to a suitably resourced study environment which includes individual and group facilities	<ul style="list-style-type: none"> <li>▪ Achieve 100% of published opening hours</li> </ul>	<p style="text-align: center;">√</p>
10. Provide effective access to the information resources needed to support all the University programmes	<ul style="list-style-type: none"> <li>▪ The library to provide 100% of all readily available material and 85% of all recommended texts on currently published resource lists</li> <li>▪ All exam papers supplied to the library by the Exams Office to be made available online.</li> </ul>	<p style="text-align: center;">?  √</p>
11. Ensure effective consultation with faculties	<ul style="list-style-type: none"> <li>▪ Library to be represented at 95% of Faculty Board Meetings</li> <li>▪ Senior ISD staff to meet with representatives from each faculty once a year to aid forward planning and future budgetary preparations</li> </ul>	<p style="text-align: center;">√  √</p>

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
12. Ensure effective communication with users	<ul style="list-style-type: none"> <li>▪ Convene meetings with elected Student Union officers on each campus in semester 1 and 2. All issues raised by students will be addressed within two months.</li> <li>▪ Contribute to the ISD Newsletter for publication in November and April of each year in order to update users on new library developments.</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>
13. Respond promptly to “Suggestions and Comments” Forms	<ul style="list-style-type: none"> <li>▪ Acknowledge receipt of all forms</li> <li>▪ Reply within 3 working days, where reply is requested</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>
14. Provide a tailored service for disabled users	<ul style="list-style-type: none"> <li>▪ Contact students with disabilities within 3 working days of receiving notification from Student support about their specific library needs</li> </ul>	<p style="text-align: center;">√</p>
15. Publish performance indicators	<ul style="list-style-type: none"> <li>▪ Provide annual statistical return to SCONUL (Society of College, National and University Libraries)</li> <li>▪ Performance Indicators report to be made available in print and online by end of December each year.</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p>