

Performance Indicators  
Synopsis Table  
2009 - 2010

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 |
|---|--|---------|
| <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> | √<br>√  |
| 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>  | √       |
| 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>   | √       |
| 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>   | √       |
| 7. Evaluate 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>   | √       |

| SERVICE  | OBJECTIVES AND PERFORMANCE MEASURES  | OUTCOME |
|--|--|---------|
| 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>  | √       |
| 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>  | √       |
| 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>   | ?<br>√  |
| 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>  | √<br>√  |
| 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> | ?<br>√  |
| 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>  | √       |
| 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>   | √       |
| 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> </ul>  | √       |

Updated 15 August 2011