

**University of Ulster
Information Services Department
Library**

**Performance Indicators
2009-2010**

- 1. Acquire books to support teaching, learning and research**
 - 80% of items readily available for purchase supplied within 6 weeks
- 2. Provide an effective service to obtain materials not held on home campus or subscribed to by the library**
 - Process all document delivery requests within 3 working days of submission
 - Achieve 75% delivery time for those readily available of <7 days for journals and <14 days for books
- 3. Ensure that all new journal issues are shelved quickly**
 - Journals in paper form to be shelved at home campus within 2 working days of receipt on 90% of working days
- 4. Provide on and off campus access to electronic resources**
 - Provide 24/7 access except during notified downtime
- 5. Ensure access to an online catalogue and a facility to issue & discharge materials**
 - Library system available 98% of time to provide core services
 - Record downtime
- 6. Provide skilled staff to support a quality library & information service to users**
 - Conduct an annual audit of staff training needs and develop plans to meet them, as appropriate
- 7. Evaluate the effectiveness of pre-arranged Information Skills classes**
 - Achieve 70% satisfaction rate for Information Skills classes
- 8. Offer library induction sessions to new users on all campuses**
 - Achieve 55% take-up by new students
- 9. Provide access to a suitably resourced study environment which includes individual and group facilities**
 - Achieve 100% of published opening hours
- 10. Provide effective access to the information resources needed to support all the University programmes**
 - The Library to provide 100% of all readily available required reading and 85% of all recommended texts on currently published lists
 - All exam papers supplied to the library by the Exams Office to be made available online
- 11. Ensure effective consultation with faculties**
 - Library to be represented at 95% of Faculty board Meetings
 - Senior ISD staff to meet with representatives from each faculty once a year to aid forward planning and future budgetary preparations

12. Ensure effective communication with users

- 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
- Contribute to the ISD Newsletter for publication in November and April of each year in order to update users on new library developments

13. Respond promptly to “Suggestions and Comments” Forms

- Acknowledge receipt of all forms
- Reply within 3 working days, where reply is requested

14. Provide a tailored service for disabled users

- Contact students with disabilities within 3 working days of receiving notification from Student support about their specific library needs

15. Publish performance indicators

- Provide annual statistical return to SCONUL (Society of College, National and University Libraries)
- Produce annual report benchmarking our position to other UK university libraries
- Performance Indicators report to be made available in print online by end of December each year