

Performance Indicators
Synopsis Table
2010 - 2011

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
<i>Access to Information</i>		
1. Acquire books to support teaching, learning and research	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Provide 24/7 access except during notified downtime 	√
5. Ensure access to an online catalogue and a facility to issue & discharge materials	<ul style="list-style-type: none"> Library system available 98% of time to provide core services Record downtime 	√√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
6. Provide skilled staff to support a quality library & information service to users	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Achieve 70% satisfaction rate for Information Skills classes 	√
8. Offer library induction sessions to new users on all campuses	<ul style="list-style-type: none"> ▪ Achieve 55% take-up by new students 	√
9. Provide access to a suitably resourced study environment which includes individual and group facilities	<ul style="list-style-type: none"> ▪ Achieve 100% of published opening hours 	√
10. Provide effective access to the information resources needed to support all the University programmes	<ul style="list-style-type: none"> ▪ The library to provide 100% of all readily available material and 85% of all recommended texts on currently published resource lists ▪ All exam papers supplied to the library by the Exams Office to be made available online 	? √
11. Ensure effective consultation with faculties	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ 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 	√

SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
	and April of each year in order to update users on new library developments	√
13. Respond promptly to “Suggestions and Comments” Forms	<ul style="list-style-type: none"> ▪ Acknowledge receipt of all forms ▪ Reply within 3 working days, where reply is requested 	√ √√
14. Provide a tailored service for disabled users	<ul style="list-style-type: none"> ▪ Contact students with disabilities within 3 working days of receiving notification from Student support about their specific library needs 	√
15. Publish performance indicators	<ul style="list-style-type: none"> ▪ Provide annual statistical return to SCONUL (Society of College, National and University Libraries) ▪ Performance Indicators report to be made available in print and online by end of December each year 	√ √

24/10/2011