



**ULSTER UNIVERSITY
FINANCE & INFORMATION SERVICES DIRECTORATE
LIBRARY**

Report on Performance Indicators 2014/15

1. Acquire books to support teaching, learning and research

• 80% of items readily available for purchase supplied within 6 weeks

The library management system, Talis, records the date on which an item is ordered and the date on which it is received by a member of library staff. A report is run monthly which compares these dates and shows the percentage of items received from major suppliers that have been supplied within 6 weeks.

The standard was achieved with 85% of items readily available for purchase supplied within six weeks.

2. Provide an effective service to obtain materials not held on home campus or subscribed to by the library

• Process all inter campus and document delivery requests within two working days of receipt.

A sample week was held 20th to 24th October 2014. Date requests received and date requests processed were recorded.

The standard achieved was 100%.

3. Provide access to an online catalogue of our resources and provide a service allowing borrowing and return of our loanable materials during library opening hours

• Ensure access to an online catalogue (Prism) – 99% of the time

• Ensure access to issue & discharge of materials 98% of the time

Standard achieved with availability of the online catalogue (Prism) 100%, excluding scheduled downtime.

Standard achieved with availability of facility to issue and discharge materials 100%, including scheduled/unscheduled downtime as backup circulation system Talis Assure enabled continuation of issue and discharge facility.

4. Provide on and off campus access to our electronic information resources, e.g. e-journals, e-books and databases

• Library staff will act on any failure in provision of an e-resource reported via our Library Help system within 24 hours (excluding weekends and public holidays).

93% of e-resource queries reported via the Library Help service (*“Access to e-resources”* form option) **were responded to within 24 hours** and appropriate action/advice taken to resolve the query.

5. 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**
- **Front line staff will be offered support and training in Customer Relationship Management.**

The requirement for an annual audit of staff training needs and develop plans to meet them was covered by a number of separate procedures. For example a detailed analysis of Health and Safety training was produced in June 2015 that led to a plan to bring all staff up to the required standard of training within the next academic year.

- **All staff will participate in Developmental Appraisal Training (DAR) on a regular basis**

The DAR process and cycle is well established within the library, and was implemented across all departments in 2014/15. For example Campus Library managers complete a team DAR in September / October and then offer all their staff a mixture of group and individual DAR meetings throughout the year, Sub-Librarians complete their DAR around the start of the academic year and then conduct DAR for their individual teams.

- **Front line staff will be offered support and training in Customer Relationship Management.**

Customer Relationship Training was offered to all front line staff in the Coleraine and Magee Campus Libraries in spring 2015. The library was unable to find suitable dates for this training for Jordanstown and Belfast staff, but was able to schedule this training for the 2015/16 academic year.

6. Evaluate the effectiveness of pre-arranged Information Skills classes

- **Achieve 70% satisfaction rate for Information Skills classes**

The standard achieved was an overall satisfaction rate of 94%.

Each subject team gathers student feedback on the quality of content and delivery of classes using an agreed standard form. Sub-Librarians identify classes to be assessed with one evaluation made per School in each Faculty over an academic year. At least one of these is at postgraduate level. The satisfaction rate by subject team is as follows. Art, Design and the Built Environment – 91%, Arts – 91%, Computing & Engineering – 92%, Life and Health Sciences – 97%, Social Sciences – 98%, Ulster University Business School – 97%.

7. Offer library induction sessions to new users on all campuses

- **70% of new students will receive an introduction to using Library, ICT and reprographic services**

The 70% standard was not achieved. The HESA figure for all students enrolled in year one was 10,490, there were 6532 attendees for library induction which gives a **percentage attendance of 62%.**

8. Ensure our libraries are open to users for all advertised opening hours
• Achieve 100% of published opening hours and report on any failure to achieve this

Campus Library Managers monitor and report on any exceptions.
The standard was achieved at 100%

9. Provide effective access to the information resources needed to support all University programmes

• The Library to provide 100% of all readily available required reading and 85% of all recommended texts on currently published lists

In the first week of November the Cataloguing and Metadata Librarian will select twelve lists at random from all the lists published in the resource list database. Each of the required and recommended items is checked to see whether they are in the library catalogue at “loanable” status. Any item of required reading that is not loanable is further checked to see if it is in print. Those that are not in print are excluded from the figures as “not readily available” and percentages of required and recommended in stock and loanable are then calculated.

Analysis for 2014-2015

The target of 100% availability for required material was **achieved at 100%**.
 The target of 85% availability for recommended material was **exceeded at 99%**.

Web resources were not included in the final figures as they didn’t form part of a required or recommended section of a reading list. As the number of recommended reading items not provided (3) was manageable, these were checked for availability for purchase.

Figures for 2014-2015

	Total items on lists	Discounted items (not readily available)	Items used for calculations	Items provided	Target	Achieved
Required	41	0	41	41	100%	100%
Recommended	216	0	216	213	85%	99%

Targets for the year 2014-2015 were achieved or exceeded. The 3 recommended texts not appearing are out of print but available on Amazon and details have been forwarded to the subject librarians for ordering.

• All exam papers supplied to the library by the Exams Office to be made available online

All exam papers supplied to the library to be sorted, recorded, scanned and made available online as a matter of priority. Any failure or delay in process to be recorded.
Standard achieved at 100%.

• Increase by 10% in 2014/15 academic year the proportion of book titles purchased in e-book format

Library Resource Manager to calculate annual proportion of book titles acquired in e-book format.

The standard to increase the proportion of book titles purchased in e-book format by 10% **was achieved.** The proportion of books purchased was 86% print and 14% e-books.

10. Provide an accurate catalogue of our information resources

- **Perform stock check of loanable books on annual cycle with at least 10% checked each year**

This was completed successfully through a number of processes.

For example in Jordanstown Library as part of the stock reduction exercise over 25,000 books were checked as part of separate processes involving changes of category, removal of Quick-Ref sections, disposal of items, and transfer of stock to other campuses.

In Belfast all stock was moved which involved considerable checking of book items.

In Magee a comprehensive exercise was undertaken to transfer 1000's of items from OWL to standard loan.

In Coleraine a significant section of material relating Nursing was checked, weeded and removed.

- **Check accuracy of e-journal A-Z list on annual cycle**

Check made for 2014/15. **Standard achieved.**

11. Ensure effective consultation with faculties

- **Library to be represented at 95% of Faculty board Meetings**

Faculty Sub-Librarians to keep records and, if unable to attend meeting to send a substitute. **Standard not achieved – 83% overall.**

The attendance rate by faculty is as follows Art, Design and the Built Environment – 100%, Arts – 100%, Computing & Engineering – 100%, Life and Health Sciences – 100%, Social Sciences – 0% (two meetings per academic year, one clashed with a subject class and for one a member of staff was on sick leave) , Ulster University Business School – 100%.

12. Regularly consult with our main user groups and respond to comments on our services

- **Convene meetings with elected Student Union officers on each campus in semester 1 and 2 and address all issues raised by attendees within two months**

Campus Library Managers to schedule meetings for Semester 1 and 2 with elected representatives of the Student Union. There will be four meetings arranged in total with one meeting on each campus.

The standard was achieved 100% with two meetings Belfast/Jordanstown campuses held 27/11/14 and 1/5/15 and two meetings Coleraine/Magee held 28/1/15 and 12/5/15.

<http://www.ulster.ac.uk/isd/students/getting-started/student-charter/student-liaison-meetings>

- **Reply within 3 working days to all “Comments and Suggestions” submitted to library where reply is requested.**

Data on response times to all “Comments and Suggestions” forms to be compiled at the end of each academic year.

The standard was achieved 100% with comments and suggestions responded to within three working days.

- **Produce Annual Report on submitted “Comments and Suggestions” and actions taken.**

Annual report to include main feedback data from previous academic year and actions taken to be published in Semester 1.

The standard was achieved. The Comments and suggestions Annual Report 1st August 2013 – 31st July 2014 was produced and published on the library webpages at http://library.ulster.ac.uk/info/3cs_2013-2014.pdf

13. 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**

When additional help is needed for students, Student Support staff send a pro-forma to the Campus Library Manager. Data on response times to student is compiled at the end of each academic year.

Standard achieved 100%. All students contacted within three working days.

14. Publish performance indicators

- **Provide annual statistical return to SCONUL (Society of College, National and University Libraries).**

Information to be gathered and submitted to SCONUL in the specified format.

Standard achieved – data for the 2013-14 returns submitted on 28 November 2014 (Strategic Planning Set) and 30 January 2015 (Full return).

- **Produce annual report benchmarking our position to other UK university libraries.**

Standard achieved – benchmarking report for 2013/14 produced.

- **Performance Indicators report to be made available in print online by end of December each year**

Information to be gathered on library performance in the previous year and report published on library webpages before the end of semester one.

Standard partially achieved. The 2013-14 Performance Indicators Report was completed and posted on the library webpages in May 2015. Delay due to staff sick leave.