



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

Report on Performance Indicators 2015-16

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 91% 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.

Sample weeks were held 19th - 23rd October 2015 and 22nd – 26th February 2016. 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).

Standard achieved with 100% of e resource queries reported via the Library Help service responded to within 24 hours.

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**

Standard achieved. All staff health and safety training reviewed in this period. The Continuing Professional and Personal Development Group met twice in this period to examine all training needs.

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

Standard achieved. All staff are now in a DAR cycle, although some staff are in a two-year cycle and will not have had DAR meetings in 2015/16.

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

Standard achieved. This training is intended to be delivered on a two-year cycle. Staff on campuses not trained in 2014/15 were offered this training in 2015/16 on the Belfast and Jordanstown campuses.

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 96%.

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 – 93%, Arts – 98%, Computing & Engineering – 92%, Life and Health Sciences – 99.55%, Social Sciences – 96%, Ulster University Business School – 98%.

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 achieved. The HESA figure for all students enrolled in year one was 9,806, there were 7,256 attendees for library induction which gives a **percentage attendance of 74%**

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 2015-16

The target of 100% availability for required material was **achieved at 100%**.

The target of 85% availability for recommended material was **exceeded at 97%**.

- **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.

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 activity was superseded by the process of adding RFID tags to all loanable items on the open library shelves.

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

A rolling programme of checks is carried out through the year, focussing on accuracy of holdings data and availability of e-journals and articles. During 2015-16, from a total of 56 individual publishers, data from 35 publishers was fully checked and corrections made or access enabled as necessary.

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 achieved – 100% 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 – 100%, 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 27/11/15 and 21/4/16 and two meetings Coleraine/Magee held 22/10/15 and 25/4/16.

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

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 2014–15 returns submitted on 26 November 2015 (Strategic Planning Set) and 28 January 2016 (Full return).

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

Standard achieved – benchmarking report for 2014-15 produced.

- **Performance Indicators report to be made available in print online by end of January 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 achieved – performance indicators report for 2014-15 produced and published on library webpages.