

## Library Key Performance Indicators 2016/17

**Overall satisfaction with library service in key user groups is measured regularly and the Library aims to maintain or improve its performance as recorded by these external surveys:**

Target:

Achieve 90% or higher satisfaction rating with library services in National Student Survey (NSS)

Achieve 90% or higher satisfaction rating with library services in Postgraduate Research Experience Survey (PRES)

Achieve 90% or higher satisfaction rating with library services in Postgraduate Taught Experience Survey (PTES)

**The Library aims to enhance the user experience in a number of ways including:**

**1. Delivering a faster, user-friendly self-service system for borrowing and returning library materials.**

Target:

- Achieve 75% satisfaction with self-service circulation system as evidenced in library user survey.
- Achieve 15% of all loans and returns via self-service in 2016/17 Academic year.

**2. Promote laptop lending to meet student demand through existing service in the Jordanstown Campus Library and introduction of new service on Coleraine Campus Library.**

Target:

- Increase overall number of laptop loans by 50% in the extended pilot of this service in 2016/17 Academic year.

**3. Deploy new and emerging technologies to enable all library users to access library help and support regardless of location**

Target:

- Make available digital support material in library subject guides to support information literacy for at least 50% of all distance learning courses by the end of the academic year.
- Achieve 15% increase on previous year in use of Library Help (including Library Chat) to answer enquiries made to Library in 2016/17 Academic year.

**The Library aims to develop the digital library to meet user demand in a number of ways including:**

**1. Increasing the number and range of key resources that are available online**

Target:

- Increase the proportion of expenditure on e-books as compared to print books by 10% over previous year.
- Increase the number of texts purchased that are available in e-book format by 10% on previous year.

## **2. Promoting the use of key e-resources**

Target:

- Increase the number of section requests of e-books by 3% over previous year.

**The Library aims to support learning, teaching, research and administration in a number of ways including:**

### **1. Developing a new model of service delivery to support research students and research staff**

Target:

- Increase range and participation in formal and informal support sessions for research students by 10%.

### **2. Delivering best practice in digital and information literacy skills training taking Target**

- Maintain an average of above 90% in satisfaction from participants in Information Literacy sessions as evidenced through recorded feedback in sample range of classes.
- Achieve 90% in satisfaction from participants in Edge programme as evidenced in evaluation feedback.

**The Library aims to develop and optimise the Library's physical and virtual learning spaces by a number of ways including:**

### **Repurposing space in all Campus Libraries to deliver informal and flexible learning spaces consistent with the vision for an integrated learning environment at Ulster**

**Target:**

- Achieve 90% satisfaction with all learning spaces including flexible learning spaces as evidenced in library user survey.