

UNIVERSITY OF ULSTER

CHARTER REVIEW GROUP

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REVIEW OF PERFORMANCE 2008: INFORMATION SERVICES SUPPORT  
CHARTER

This paper outlines performance against targets included in the Information Services Support Charter for 2008 and trend data for 2006 - 2008.

**NAME OF SUPPORT CHARTER:        ISD: Library**

PERFORMANCE INDICATOR	2006		2007		2008	
	TARGET	PERFORMANCE	TARGET	PERFORMANCE	TARGET	PERFORMANCE
1. Basic help and advice on using library services will be available at all times the library is open.	100% availability during Library opening hours	This performance standard was met	100% availability during Library opening hours	This performance standard was met	100% availability during Library opening hours	This performance standard was met
2. Detailed subject enquiries will receive a response within three working days.	100% response rate within three working days	This performance standard was met	100% response rate within three working days	This performance standard was met	100% response rate within three working days	This performance standard was met
3. Library staff will provide induction or subject classes on request from teaching staff.	100% response in providing induction or subject classes on request	This performance standard was met	100% response in providing induction or subject classes on request	This performance standard was met	100% response in providing induction or subject classes on request	This performance standard was met
4. We aim to provide students with access to all books, journals and online resources on reading lists that are submitted in accordance with the library collection development policy	To provide 100% of all readily available material & 85% of all recommended	This performance standard was met	To provide 100% of all readily available material & 85% of all recommended	This performance standard was met	To provide 100% of all readily available material & 85% of all recommended	The target of 100% for readily available material was achieved at 97%. Target of 85% of recommended

					texts on current resource lists	material was achieved at 88%
5. We will provide a range of electronic resources (databases, e-journals etc.) that will be available to users both on and off campus. We will make these services as reliable as possible and we aim to make them available 95% of the time	Available 95% of the time	This performance standard was met	Available 95% of the time	This performance standard was met	Available 95% of the time	This performance standard was met
6. Suggestions / comments about library services will be responded to within 3 working days if a reply is requested	To respond within 3 working days if a reply is requested	This performance standard was met	To respond within 3 working days if a reply is requested	This performance standard was met	To respond within 3 working days if a reply is requested	This performance standard almost entirely met

KPI	COMMENT ON 2008 PERFORMANCE	ENHANCEMENT ACTIVITY PLANNED
1	Basic help and advice was available at all times when libraries were open. As well as help from trained staff on duty, a range of Guides, both printed and on the web are made available. Online referral forms can be used to send a query to the subject team. In Jordanstown LRC, a 'librarian-on-call' system operates to provide help to users in the eventuality of the appropriate team member being absent.	Converged Information desks in the LRCs means that both traditional library queries and IT queries can be dealt with by trained staff, which will mean a better service to users. Online Library Induction and Information Skills modules are available on the Library Home page and are being further developed this year.
2	Detailed subject enquiries are normally responded to on the same day or following day by a member of the faculty subject team. In the case of a subject librarian not being available on a particular campus (due to annual leave or illness), any query is referred on to another member of the subject team. Online subject enquiries are always sent to all members of a cross-campus subject team who liaise with each other to ensure a response is made.	Online Information skills modules are being developed to include subject specific content. Workshops in subject resources will be offered to subject librarians. Opportunities to attend conferences, courses etc. are available to subject librarians to support them in maintaining a high quality of subject support.

	<p>During weekends and evenings, trained staffs are available at the Information Desks to respond to users and the Online Subject Enquiry Form is available to send an enquiry to a subject team member.</p> <p>The SCONUL Sample Enquiry Week (February 2008) indicated that all subject enquiries were responded to within 3 days. No complaints were recorded about a failure to respond within the set time.</p>	
3	<p>The Library/IT Induction programme for new students operated successfully in this review period. All requests for Induction sessions were responded to and booked centrally. 5146 new students (58.7%) attended an Induction session.</p> <p>All requests for a subject class (which provides more in depth instruction and guidance on library resources) were responded to positively.</p>	<p>The Induction programme is an important first contact with students. A working party has been formed to overhaul the Induction programme for the 2009-10 academic year. Online Induction will be updated and further developed.</p> <p>If a need is identified at the LRC Information Point for a class, the Subject librarian contacts the lecturer to offer a class.</p>
4	<p>Checking performance in this area is done by a random test sample, which has been increased from 3 lists to 12 lists in the 2007-08 academic year. Although the 100% target was not reached, in fact only two items were not available, one being a broken link to a website.</p>	<p>Improvements can be made when the next generation of TalisList is released providing better information on books going missing or being withdrawn which would impact on Resource List provision.</p> <p>The revised Collections and Information Access Policy stresses electronic resources which are increasingly used in the Resource Lists. Alumni funding has been used to provide extra funding to purchase heavily used text-books (£1000 so far in 2008-09)</p>
5	<p>Access to all online services was maintained 24/7 for well above 95% of the review period. Very few complaints are received on this topic.</p>	<p>The Systems team are looking to develop more precise mechanisms for monitoring performance.</p>
6	<p>46% of those who submitted forms requested a reply.</p> <p>Of these, 97% received a response within 3 working days – the ISD Student Charter performance measure. The remaining 3% (i.e. 1 form) received a reply in 5 working days. Any failure for a user to receive a reply within 3 working days has been due to incorrect email address details being supplied.</p> <p>A detailed record is kept of each response to a comment or complaint and an annual report on the Comments &amp; Suggestions is produced.</p>	<p>For 2008-09 onwards, the responsibility for sending a reply has been given to the Learning Resource Centre managers which should ensure that local issues are highlighted immediately and an appropriate response can be given within the 3 day KPI standard.</p> <p>In 2009 the Library will conduct a LibQual survey to provide additional feedback on how our users perceive our service and will identify areas for improvement.</p>

**NAME OF SUPPORT CHARTER:      ISD: ICT and Reprographics**

PERFORMANCE INDICATOR	2006		2007		2008	
	TARGET	PERFORMANCE	TARGET	PERFORMANCE	TARGET	PERFORMANCE
A University IT account and email address within 5 working days of completing the enrolment process.	100%	>99%	100%	>99%	100%	99.3% (see Comment)
Networked and server services 99.5% availability.	99.5% availability	Achieved	99.5% availability	Achieved	99.5% availability	Achieved (see Comment)
95% availability of functional desktops, delivering software profile in each laboratory, provided the disruption is not due to a hardware fault.	95%	Achieved (98.8%)	95%	Achieved (99.14%)	95%	Achieved (98.9%)
Helpdesk and Information Point staff available at least 95% of working day.	95%	Achieved.	95%	Achieved	95%	Achieved.
Suggestions / comments about IT services will be responded to within 3 working days if a reply is requested.	3 Days	Achieved	3 Days	Achieved	3 Days	Achieved (see Comment)
We measure our reprographics performance against commercial printing standards.	(see Comment)	Achieved	(see Comment)	Achieved	(see Comment)	Achieved

KPI	COMMENT ON 2008 PERFORMANCE	ENHANCEMENT ACTIVITY PLANNED
1	Monitoring of account creation times during enrolment process followed by an analysis of the creation start/end times to identify the % outside the Performance Indicator. Registrations between 14 September and 27 September 2007 inclusive = 6749. Accounts and email addresses allocated by 1 October (2 working days later) = 6703 (i.e. a total of 99.3% within target).	The number of registrations achieved within the timescale is consistent with the previous years' values. Ongoing changes to the Student Records System, however, will be monitored to gauge their effect upon the student account creation process.
2	Record of exceptions (system outages of more than 44 hours) is maintained. Three incidents exceeded the 99.5% (44hrs) availability, the last two having some impact upon students: <ul style="list-style-type: none"> <li>▪ August 2007: a rogue DHCP server on the Belfast campus affected staff there for three days. Not a complete outage</li> <li>▪ July 2008: a campus-wide power-cut took 5 days to get services back online (disruption but not a total outage)</li> <li>▪ 31 July 2008 - rogue machine causing broadcast storms disrupted web and administrative services for 1.5 days</li> </ul>	Information Services improves the resilience of its systems through its upgrade and refreshment cycle. The department has increased the bandwidth to key elements within the University's network. This should increase both speed of data transfer and network robustness.  Upgrades to the wireless service were made in January 2009 in response to student requests. This has improved uptake significantly in key areas such as the LRC at Jordanstown.
3	Record of system downtimes maintained during sample period. In the sample tested, the figure is high (98.9%) and consistent with previous years.	A new suite of servers and revised student desktop was launched in September 2008 and has proven very resilient. ISD is reviewing its performance in preparation for the next academic year.
4	Monitoring of staff availability during standard working hours. Staff availability was above the threshold across the board. Evidence is based on observation of Helpdesk/Information Point activity.	Following the departmental restructure of the ICT services, this KPI will refer to the enhanced Service Desk team. The department revised its Business Continuity Plan in late 2008 and a 6-month review is underway.
5	A total of 16 issues was raised via our Comments and Suggestions procedure. The figure includes comments received via the telephone and email, in addition to the standard forms (but does not include positive comments, which we also retain). Replies were provided for 12 of the returns (75%) and all were responded to within the target period.	Our department regards the Comments and Suggestions as an integral component of our customer feedback strategy and this will definitely be maintained for the foreseeable future.
6	Reprographics supplied students with savings of up to 60% on items such as binding and photocopying. Internal prices were compared with local suppliers and the Students Union.	We are now looking at additional self service products that will allow access to binding etc. outside normal staff working times. It is our aim to meet the needs of our customers, when they need the service. Our department also means to survey customers requirements using the Library questionnaire later this year.