UNIVERSITY OF ULSTER
INFORMATION SERVICES

ISD Student Charter

Review of Performance for 2010-2011

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

PERFORMANCE INDICATOR	2010-11	
	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
2. Detailed subject enquiries will receive a response within three working days.	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
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 partially achieved
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
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 partially achieved

KP1	COMMENT ON 2010- 2011 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. During the 2009-10 academic year subject library Blogs have been introduced to keep users up-to-date on new developments. The Library news and information can also be followed on Twitter. Library joint induction (with IT) was not only available in live presentations by staff, but made available online as part of the Student Experience web page (http://www.ulster.ac.uk/isd/student/experience/)	Converged Information desks in the LRCs meant that both traditional library queries and basic 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 updated on the Library Home page each 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. 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.	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.
3	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. In 2010-11, 8097 (75%) new students attended an Induction session. This was an improvement on 2009-10 where 6575 (62.9%) new students attended Induction. All requests for a subject class (which provides more in depth instruction and guidance on library resources) were responded to positively. If a particular time was not possible, alternative times were arranged successfully.	The Induction programme is an important first contact with students. This is not only available as a live presentation but can also be accessed on the Student Experience web page (http://www.ulster.ac.uk/isd/student/experience/) An Information Literacy LMT Sub Group has been established which will consider the content and delivery of the induction programme as part of its overall remit. A number of Subject librarians have now taken the Pg Chep.

	If a need is identified at the LRC Information Point for a class, the Subject librarian contacts the lecturer to offer a class. Where classes are required in the evening, Library staff make them selves available to deliver the class at the time and location required.	qualification to raise the standard of user education delivery and service.
4	Checking performance in this area is done by a random test sample on 12 lists in November of each academic year. Target is 100% for required reading; performance was 96%. Target for recommended items is 85%, performance was 99% so this target was exceeded. The figure of 96% represents only 2 items of required reading not made available by the library: one passive entry in a reading list (although in fact the item had been acquired for stock) and one broken link to a University web page that had been removed.	This measure is always slightly out of Library control because we rely on the quality of the reading list supplied by the lecturer. If details are incorrect or sketchy, we may not be able to identify the correct item required. The problem of broken links is a perennial one. Improvements can be made when the next generation of TalisList (Talis Aspire) is available providing better information on books going missing or being withdrawn which would impact on Reading List provision.
5	Availability was 96.5% excluding planned downtime	The Library is looking to develop more precise mechanisms for monitoring performance in this area and refining its measurement.
6	93 Comments and Suggestions forms were submitted. Of these, 39 (42%) requested a response. Of the 39, 38 (97%) received a response within 3 working days (the ISD Student Charter performance measure). The response to the one other person was made within 4 working days. A detailed record is kept of each response to a comment or complaint and an annual report on the Comments & Suggestions is produced.	Learning Resource Centre managers ensure that local issues are highlighted immediately and an appropriate response given within the 3 day KPI standard. Feedback enables managers to improve local facilities and services while contributing to the development of those which are cross-campus. In March-April 2011 the Library conducted a LibQual survey to provide additional feedback on how our users perceive our service and will be identifying areas for improvement. The Library response to LibQual feedback is made available to users at http://library.ulster.ac.uk/libqual/ The Library plans to start to use student Focus Groups to further improve feedback.

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

PERFORMANCE INDICATOR	2010-11	
	TARGET	PERFORMANCE
A University IT account and email address within 5 working days of completing the enrolment process.	100%	>99%
Networked and server services 99.5% availability.	99.5% availability	Achieved
95% availability of functional desktops, delivering software profile in each laboratory, provided the disruption is not due to a hardware fault.	95%	Achieved (99.5%)
Helpdesk and Information Point staff available at least 95% of working day.	95%	Achieved
Suggestions / comments about IT services will be responded to within 3 working days if a reply is requested.	3 Days	Achieved
We measure our reprographics performance against commercial printing standards.	(see Comment)	Achieved

KPI	COMMENT ON 2009/10 & 2010/11 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 in first week of enrolment (September 2009) = 7129. Accounts and email addresses allocated within 5 working days = 7128 (i.e. a total of 99.99% within target). Registrations in first week of enrolment (September 2010) = 6888. Accounts and email addresses allocated within 5 working days = 6882 (i.e. a total of 99.91% 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. Since February 2009, the overall process has been more automated and this has resulted in a reduction in the time between registration and allocation of an account.
2	Record of exceptions (system outages of more than 44 hours) is maintained. In 2010/11, no incidents exceeded the 99.5% (44hrs) availability.	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.
3	Only 111 SITL faults reported throughout the academic year. Some of these faults related to printing problems.	Further enhancements in desktop management has enabled ISD to maintain a high level of availability.
4	Monitoring of staff availability during standard working hours. Staff availability was above the threshold across the board. Evidence is based on observation of Service Desk activity and incoming telephone call data.	Following the departmental restructure of the ICT services, this KPI refers to the enhanced Service Desk team.
5	In 2009/10, 12 forms were received with replies being provided for 8 of the returns (66%). One form was resubmitted as it seems that the original wasn't received by the appropriate member of Library staff. In 2010/11, a total of 24 submissions were received 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 14 of the returns (58%) 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. The key services we supply to students (binding and copying) are compared with commercial companies (Coleraine Office Equipment, Tesco and Belfast Book Binding) and the Students Union.	We have kept our pricing for students consistent since 2007 and this is reflected in general stability of savings. We tendered the copier fleet for the Students Union and as a result, our prices are now the same for photocopying. May next year will see the start of a replacement cycle for MFD equipment which will offer enhanced

		services to our students.

	Figures for 2009/10:
	Binding (comb) - 50% saving against commercial.
	           - 55% savings against Students Union
	
	Photocopying - 60% saving against commercial.
	(2,464,000 copies) - 0% savings against Students Union
	
	Figures for 2010/11:
	Binding (comb) - 50% saving against commercial.
	           - 55% savings against Students Union
	
	Photocopy/Printing - 60% saving against commercial.
	(6,020,001 copies) - 0% savings against Students Union	