



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

## Report on Library Key Performance Indicators 2017/18

**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 internal and external surveys:**

Satisfaction rating with library services in internal Library Student Satisfaction Survey  
November 2017 Student Survey

- This was the first internal student survey and overall satisfaction rating with Library Services was 96%.

Satisfaction rating with library services in National Student Survey (NSS)

- The satisfaction rating in 2018 was 89% compared with 88% in 2017. The library services question on the NSS survey was “The library resources (e.g. books, online services and learning spaces) have supported my learning well”.

Satisfaction rating with library services in Postgraduate Research Experience Survey (PRES)

- The library is awaiting confirmation of the most recent survey result relating to the library.

Satisfaction rating with library services in Postgraduate Taught Experience Survey (PTES)

- The satisfaction rating in 2018 was 86%. Although this figures represented a decrease of 1% since 2017, the rating was above the sector rating of 85%.

**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 30% of all loans via self-service in 2017/18 Academic year.

This target was achieved and exceeded with 63% of all loans made via self-service units.

## **Promote laptop lending to meet student demand.**

Target:

- Increase overall number of laptop loans by 10% in the 2017/18 Academic year.

This target was achieved and exceeded with laptop loans increasing by over 110% in 2017/18.

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

- Promote and encourage use of online Library Help (including Library Chat) to answer enquiries made to Library in 2017/18 Academic year.

Students and others made extensive use of this service throughout the year. The annual figures for the distinct components of Library Help and change from previous year are as follows:

Tickets (questions formally submitted via Library Help)	245	(+17%)
Chat sessions	389	(+71%)
Views of FAQs (knowledgebase)	6,923	(-5%)

**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 from previous year.

This target was achieved as spending on e-books as compared to print books increased by 7% to 63% in this period.

- Increase the number of texts purchased that are available in e-book format from previous year.

This target was not achieved as the proportion of titles purchased as e-books was 44% representing a 6% drop from the previous year.

Difficulties remain in acquiring all required reading as e-books. The Library is committed to improving this figure in coming years.

**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 the number of support sessions for research students and academic staff involved in research.

The number of sessions in this period increased to 185 representing a 7% increase on the previous year.

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

Target

- Increase attendance at Information Literacy sessions in 2017/18 academic year.

This target was achieved with 19,089 individuals attending information literacy sessions representing a 1.5% increase from the previous year.