UNIVERSITY OF ULSTER

CHARTER REVIEW GROUP

8 December 2010

Paper No: CRG/10/08

Agenda Item: 4 (a)

ISD Student Charter

Review of Performance for 2008-2009 and 2009-2010

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

PERFORMANCE INDICATOR	2008-09		2009-10	
	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
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
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
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 partially met
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 95.4% 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

KP1	COMMENT ON 2008-0 and 2009-10 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.	Converged Information desks in the LRCs means 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. The SCONUL Sample Enquiry Week (February 2009 and February 2010) indicated that all subject enquiries were responded to within 3 days. No complaints were recorded about a failure to respond within the set time.	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 2008-09, 6238 new students (62.3%) attended an Induction session. In 2009-10, 6575 new students (62.9%) attended an Induction session. 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. If a need is identified at the LRC Information Point for a class, the	The Induction programme is an important first contact with students. A working party was formed to overhaul the Induction programme for the 2009-10 academic year. Two online videos were produced – *What is an LRC* and *How to Find a Book*. Online Induction will be updated and further developed.

	Subject librarian contacts the lecturer to offer a class.	
4	Checking performance in this area is done by a random test sample on 12 lists in November of each academic year. **2008-09**: target of 100% for required items was met. Target for recommended items is 85%, performance was 98%. **2009-10**: target of 100% for required reading was achieved to 97%. Target for recommended reading of 85% was exceeded – 94% achieved. The only item of required reading not provided was a website where changes had resulted in a broken link from the reading list. All book and journal information was available.	Improvements can be made when the next generation of TalisList (Talis Aspire) is released providing better information on books going missing or being withdrawn which would impact on Resource List provision.
5		
6	**2008-09**: 37% of those who submitted forms requested a reply and received a response within 3 working days – the ISD Student Charter performance measure. A detailed record is kept of each response to a comment or complaint and an annual report on the Comments & Suggestions is produced. **2009-10**: 45% of those who submitted forms requested a reply and received a response within 3 working days – the ISD Student Charter performance measure. A detailed record is kept of each response to a comment or complaint and an annual report on the Comments & Suggestions is produced	**2008-09**: 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. Plans for 2009-10 include the streamlining of online and printed Comments & Suggestions forms In April 2009 the Library conducted a LibQual survey to provide additional feedback on how our users perceive our service and has identified areas for improvement. **2009-10**: Learning Resource Centre managers continue to ensure that local issues are highlighted immediately and an appropriate response given within the 3 day KPI standard. Feedback contributes to the improvement of local facilities and services as well as to the development of those which are cross-campus. Plans for 2010-11 include raising awareness of the options available to users and the development of the Comments & Suggestions web pages.

NAME OF SUPPORT CHARTER: **ISD:** ICT and Reprographic services

PERFORMANCE INDICATOR	2008-09		2009-10	
	TARGET	PERFORMANCE	TARGET	PERFORMANCE
A University IT account and email address within 5 working days of completing the enrolment process.	100%	>99%	100%	>99% (see Comment)
Networked and server services 99.5% availability.	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 (99.5%)	95%	Achieved (98.9%) (see Comment)
Helpdesk and Information Point staff available at least 95% of working day.	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 (see Comment)
We measure our reprographics performance against commercial printing standards.	(see Comment)	Achieved	(see Comment)	Achieved

KPI	COMMENT ON 2008/09 & 2009/10 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 2008) = 6792. Accounts and email addresses allocated within 5 working days = 6776 (i.e. a total of 99.76% within target). 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).	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 2008/09, no incidents exceeded the 99.5% (44hrs) availability. In 2009/10, five incidents exceeded 99.5% availability with two having some impact upon students: • 25 Aug 2009 – faulty hub in staff office in block 15, Jordanstown caused disruption to service within that block for 3 days. There was no complete loss of service. • 2 Oct 2009 – faulty fibre removed service to a block at Magee for two and half days. Fibre failed on Friday evening and was not repatched until Monday morning. • 7 Nov 2009 – scheduled power cut to Coleraine campus. It took up to three days to restore all network services. • 1 Feb 2010 – faulty fibre link to block 6, Jordanstown caused slow network response to that block for two days. • 31 Mar 2010 – Unscheduled power cut to Jordanstown computer room. It took up to three days to restore all services.	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	2009 figure includes flood damage to two areas on Coleraine campus which took 5 weeks to resolve.	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 2008/09, a total of 12 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	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.

	not include positive comments, which we also retain). Replies were provided for 9 of the returns (75%) and all were responded to within the target period. 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.	

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.
	
	Figures for 2008/09:
	Binding (comb) - 40% saving against commercial.
	         - 55% savings against Students Union
	
	Photocopying - 60% saving against commercial.
	(2,362,240 copies) - 0% savings against Students Union
	
	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
		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.

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29 November 2010