

**Performance Indicators
 Synopsis Table
 2011-12**

To quickly learn how the service performed against the set standards a five-point scale has been used:

XX Not yet Started	X not achieved	? partially achieved	√ fully achieved	√√ greatly achieved
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SERVICE	OBJECTIVES AND PERFORMANCE MEASURES	OUTCOME
Access to Information		
1.Acquire books to support teaching , learning and research	<ul style="list-style-type: none"> 80% of items readily available for purchase supplied within 6 weeks 	√
2.Provide and effective service to obtain materials not held on home campus or subscribed to by the library	<ul style="list-style-type: none"> Process all document delivery requests within 3 working days of submission Achieve 75% delivery time for those readily available of < days for journals and < 14 days for books 	√ √
3.Ensure that all new journal issues are shelved quickly	<ul style="list-style-type: none"> Journals in paper form to be shelved at home campus within 2 working days of receipts on 90% of working days 	√√
4. Provide on and off campus access to electronic resources	<ul style="list-style-type: none"> Provide 24/7 access except during notified downtime 	√
5. Ensure access to an online catalogue and a facility to issue and discharge materials	<ul style="list-style-type: none"> Library system available 98% of time to provide core services Record downtime 	√√

6. Provide skilled staff to support a quality library & information service to users	<ul style="list-style-type: none"> • Conduct an annual audit of staff training needs and develop plans to meet them, as appropriate 	√
7. Evaluate the effectiveness of pre-arranged Information Skills classes	<ul style="list-style-type: none"> • Achieve 70% satisfaction rate for Information Skills classes 	√√
8. Offer library induction sessions to new users on all campuses	<ul style="list-style-type: none"> • Achieve 55% take-up by new students 	√√
9. provide access to a suitably resourced study environment which includes individual and group facilities	<ul style="list-style-type: none"> • Achieve 100% of published opening hours 	√
10. Provide effective access to the information resources needed to support all the University programmes	<ul style="list-style-type: none"> • The library to provide 100% of all readily available material and 85% of all recommended texts on currently published resource lists • All exam papers supplied to the library by the Exams Office to be made available online 	√√ √
11. Ensure effective consultation with Faculties	<ul style="list-style-type: none"> • Library to be represented at 95% of Faculty Board Meetings • Senior Library staff to meet with representatives from each Faculty once per year to aid forward planning and future budgetary preparations 	90% achieved √
12. Ensure effective communication with users	<ul style="list-style-type: none"> • Convene meetings with elected Student Union officers on each campus in semester 1 and 2. All issues raised by students will be addressed within two months • Contribute to the ISD Newsletter for publication in November and April of each year in order to update users on new library developments 	√ √
13. Respond promptly to "Suggestions and Comments" forms	<ul style="list-style-type: none"> • Acknowledge receipt of all forms • Reply within three working days where reply is requested 	√ √
14. provide a tailored service for disabled	<ul style="list-style-type: none"> • Contact students with disabilities within 3 working 	√

users	days of receiving notification from Student Support about their specific library needs	
15. Publish performance indicators	<ul style="list-style-type: none"> • Provide annual statistical return to SCONUL (Society of College, National and University Libraries) • Performance Indicators report to be made available in print and online by the end of December each year 	<p style="text-align: center;">√</p> <p style="text-align: center;">X Not published in public domain</p>