

**Performance Indicators  
 Synopsis Table  
 2012-13**

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"> <li>80% of items readily available for purchase supplied within 6 weeks</li> </ul>	√
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"> <li>Process all document delivery requests within 3 working days of submission</li> <li>Achieve 75% delivery time for those readily available of &lt;7 days for journals and &lt; 14 days for books</li> </ul>	√  ?
3.Ensure that all new journal issues are shelved quickly	<ul style="list-style-type: none"> <li>Journals in paper form to be shelved at home campus within 2 working days of receipts on 90% of working days</li> </ul>	√
4. Provide on and off campus access to electronic resources	<ul style="list-style-type: none"> <li>Provide 24/7 access except during notified downtime</li> </ul>	√
5. Ensure access to an online catalogue and a facility to issue and discharge materials	<ul style="list-style-type: none"> <li>Library system available 98% of time to provide core services</li> <li>Record downtime</li> </ul>	√√

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

15. Publish performance indicators	<ul style="list-style-type: none"> <li>• Provide annual statistical return to SCONUL (Society of College, National and University Libraries)</li> <li>• Produce annually a report comparing our position to other university libraries</li> <li>• Performance Indicators report to be made available online by the end of December each year</li> </ul>	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">x</p>
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