

ISC16D020

Title: Library Key Performance Indicators
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Issue

This paper presents the annual report on the agreed Library Key Performance Indicators for the 2015-16 academic year.

Recommendation

Recipients are invited to note the contents of the report.

Equality and Diversity

The Library aims to make all our services and facilities accessible to all. Any changes to service provision or policy are subject to Equality Impact Assessments when they are implemented. These KPIs will be a useful tool to help measure how well we deliver our services and facilities to all Library users.

Background

The Key Performance Indicators for the Library were agreed at the May 2014 Library Forum. These KPIs are intended as a way of ensuring that the Library has some specific and measurable targets against which we can measure our day-to-day performance each year.

Since the start of the 2015-16 academic year data has been collected regularly to measure how well we are delivering on key aspects of the library service. This data is also available on the Library website at <https://portal.uea.ac.uk/library/key-performance-indicators>, and will be updated regularly throughout the year.

Data for the complete academic year is shown below.

Area	KPI	person responsible	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Notes/Frequency of reporting
Re-shelving of returned books	We will have 90% of books on loan returned to shelf within one working day.	JE	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	88%	n/a	n/a	n/a	Once a semester – x2 sample fortnight periods in October and April
E-resource availability	Our Library search & discovery service (EDS) and related services will be available 97% of the time.	AC	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	99%	n/a	n/a	n/a	Quarterly
Web pages (links to resources and services)	Our Library web pages will be available 97% of the time.	AC/AD	100%	n/a	n/a	100%	n/a	n/a	99%	n/a	99%	n/a	n/a	n/a	Quarterly
Book orders	85% of "in print" orders will be received in the Library building within 4 weeks of order being placed.	JE	n/a	n/a	62%	n/a	n/a	n/a	n/a	n/a	73%	n/a	n/a	n/a	Once a semester – x2 sample fortnight periods in October and April
New books to shelves	We will aim to have 90% of all new books to the shelves within 5 working days of receipt into Library building.	JE	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	98%	n/a	n/a	n/a	Once a semester – x2 sample fortnight periods in October and April
Urgent new Book requests including ebooks	We will have 80% of urgently requested books received into the Library building within 2 weeks of ordering.	JE	n/a	n/a	67%	n/a	n/a	n/a	n/a	n/a	63%	n/a	n/a	n/a	Once a semester – x2 sample fortnight periods in October and April
Bookable study facilities	95% of study facility booking requests will be processed within 24 hours of receipt.	USTL	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	n/a	No data July & Aug as no bookings taken in summer months
Building opening hours	The Library will aim to be open 100% of advertised opening hours.	HW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Reported monthly
Availability of stand-alone networked PCs	We will have at least 90% of PCs operational at any one time.	USTL	99.89%	99.74%	99.71%	99.56%	99.95%	99.54%	99.54%	99.73%	99.86%	99.75%	99.85%	99.84%	Reported monthly
Interlending	We will have all requests checked and, if available from another Library, placed with a supplier within two working days.	JE	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	Once a semester – x2 sample fortnight periods in October and April
CLA compliant digital copies of library material for inclusion in University VLE	We will fulfil 80% of eligible digitisation requests within five working days.	JE/SB	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	Once a semester – x2 sample fortnight periods in October and April
Student liaison	We will attend a minimum of one Student Staff Liaison Committee (SSLC) per School per year.	JH	n/a	n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a	100%	Reported at end of each semester (Jan + July)
Information skills teaching	We aim for 80% positive satisfaction (Very good, Good or Satisfactory) on feedback received from timetabled teaching sessions and drop-in sessions (45mins +).	JH	n/a	n/a	n/a	n/a	n/a	99.25	n/a	n/a	n/a	n/a	n/a	96.00%	Reported at end of each semester (Jan + June)
Library services and facilities for those with additional needs	We aim for 95% availability of access to a fetch and carry service (to front desk), 24/7.	HW	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	Reported monthly - normally same as building availability
	90% of requests for reasonable library-related adjustments will be processed within 5 working days of receipt from Dean of Students.	USTL	100%	n/a	n/a	100%	n/a	n/a	35.00%	n/a	n/a	94%	n/a	n/a	Reported for 3x a year (Nov, Feb, May)
Comments & Suggestions	We will acknowledge all comments received via comment card or email within 5 working days.	CDB	100%	100%	100%	100%	88.00%	100%	100%	87.50%	94%	100%	100%	100%	Reported monthly (one month in arrears)
Noiseline	90% of texts to Library Noise Line will be acted upon with 10 minutes, 24/7.	HW	100%	100%	100%	91.30%	89.30%	100%	100%	100%	100%	93.50%	100%	100%	Reported monthly

Actions

Book supply

The KPI figures we reported in October 2016 highlighted an area where we had fallen below the target we set - specifically normal and urgent book supply. We have discussed this with our principle third party book supplier who agreed the delivery times are below expectations. The KPI for urgent book orders is still under review with the supplier. The KPI for normal book orders will be changed for 2016-17 to better fit with the current SUPC contract service level agreement, to;

“75% of all material ordered by the library will be received and made available within three weeks / 21calendar days.”

This will be reported on monthly. The KPI may need to be reviewed again in the light of any significant changes to the 2017 SUPC agreement.

Shelving

The reported dip in the KPI for April was the result of staff sickness. We have undertaken a review of some aspects of the re-shelving process and as a result have redeployed some of the shelving staff resource accordingly to give greater flexibility and ensure we are better able to deal with known peaks and troughs in demand or unplanned absences.

Services for those with additional needs

The drop in the KPI in February was due to 'bunching' of requests from DOS as a result of staff sickness in their team. As a result, over 400 requests were sent to the Library in a one week. We now have more regular contact with Student Support Services at both an operational and more senior level, which should help ensure a similar situation does not arise in future.

Changes for 2016-17

Room bookings

Since May 2016 all library room bookings have been completely automated, with students able to book 24/7 via eVision. We have therefore removed this KPI for 2016-17.

PCs in the Library

Following a suggestion at the September 2016 Library Forum, the wording of this KPI has been changed from

Availability of networked PCs in the Library – We will have at least 90% of networked PCs in the Library at any one time

To

Stand-alone networked PCs in the Library - We will have at least 90% of networked PCs in the Library operational at any one time.

We will continue to monitor our work against these KPIs and may look see if it would be beneficial to tighten up some measures where we are continually meeting the existing KPI.