

SERVICE TARGETS: REPORT ON THE 2011/12 SESSION

This table summarises the results of the monitoring undertaken by IS staff last session. Once again it is most encouraging to note that most of the targets were met and, for those that were not met, it was possible to identify reasons.

	Wording of targets in 2011/12	Comments
	General	
1.1	The overall user satisfaction rating for the Library will be at least 85% (i.e. excellent/good ratings)	The LibQual+ survey was run in November 2011. It included 3 general satisfaction questions: the overall result was 7.19 (up from 7.09 in 2009) (scale used 1-9). A report was presented to Library Committee. 2011 National Student Survey question “the library resources and services are good enough for my needs”: the percentage of responses against the rankings of 4-5 was 85% (85% in 2010)
1.2	The Library will monitor user satisfaction with accommodation and environment, and will report annually on improvements which have made	Suggestions and comments received from users during the year were addressed and acted upon where this proved possible. During the session the Main Library redeveloped 4 th floor opened, work continued on the new KB Library (which finally opened on 31 July 2012) and the new Lady Smith of Kelvin Library at Easter Bush opened.
1.3	The Library will provide at least one study space per 5 students	The figure is 6.
	Availability of services	
2.1	85% of material will be issued by self-service	For the Library overall the figure is 80.7% (up from 80.08% in 2010/11). We failed to achieve the stretch target for 2011/12. However, it is actually a good achievement given that the impact of introducing self-issue at the Lady Smith of Kelvin Library, with its small volumes, and improving performance at other libraries with self-issue, has been offset by the relatively high volumes in the ECA Library, which has been operating at about 31-38% self-issue. Investment in additional self-issue units at ECA and the Murray Library in July 2012 can be expected to realise a result much closer to the stretch target in 2012/13.
2.2	75% of material will be returned by self-service	For the Library overall the figure is 69.5% (72.4% in 2009/10). We failed to achieve the stretch target for 2011/12. The impact of introducing self-return at the Lady Smith of Kelvin Library, with its small volumes, has not realised a growth in self-returns overall. Investment in self-check units that can operate as dual self-return and self-issue units at ECA and the Murray Library in July 2012 can be

		<p>expected to realise a result much closer to the stretch target in 2012/13.</p> <p>These figures should also be viewed in the context of an increase in activity of 8% year on year in both issues and returns, largely due to the ECA Library being incorporated.</p>
2.3	Access to the Catalogue will be available for 99% of the working day (95% for 24/7). <i>Note: this will include access via COPAC during periods of downtime</i>	This target was met with the results being 99.29% for the working day and 99.72% for 24/7.
2.4	The server which hosts the Catalogue will be available for 99% of the working day (95% for 24/7). <i>Note: this does not include planned downtime</i>	This target was met with the results being 99.50% for the working day, 99.97% for 24/7..
2.5	4 weeks' notice will be given before any planned server downtime	This target was met.
2.6	During the working day, 95% of users will be served within 5 minutes at service points	The target was met.
2.7	All faults with photocopying machines will be investigated promptly by IS staff and those which cannot be resolved will be reported within 1 hour to the external photocopier supplier during the working day	This target was monitored on all Sites during several weeks and was met.
2.8	98% of requests for archival copying (excluding specialised book scanning) will be processed within 3 working days from receipt of payment	Photocopying requests were fewer than in previous years, partly due to readers requiring digital copies, which have to be handled by the Digital Imaging Team. We have continued to process 98% of photocopying requests within 3 working days from receipt of payment, with requests for very small orders by readers in the department, often being done immediately if there is a member of staff available.
2.9	Inter-library loan requests submitted to the British Library Document Supply Centre (BLDSC): 95% of journal	<p>This target was met.</p> <ul style="list-style-type: none"> • Articles: Average turnaround was 4.51 days • Loans: average turnaround was 6.06 days

	articles will be supplied within 4 working days and 95% of monographs will be supplied within 10 working days	It should be noted that our ability to meet this target is dependent on the BL and on other supplying libraries. Delays this session arose because of the asbestos issues in the British Library building.
2.10	95% of requests made through the intra-library service will be supplied within 3 working days using the most appropriate method of delivery	This target was met. <ul style="list-style-type: none"> Articles: Average turnaround was 1.48 days Loans: average turnaround was 4.68 days Most delays in loan were caused by the need for recalls, or if items could not be found on the shelves
2.11	95% of items requested for physical delivery of digital scan from the Library Annexe will be delivered according to the published times	Service targets were met consistently throughout the session, despite a 96% increase in demand for the service. The increase in demand suggests an increased awareness of the services, and their ease of use, as well as the increased quantities of material at the LA, and a new user base from the Edinburgh College of Art merger.
	Availability of collections	
3.1	Users should be able to find at least 85% of printed Library materials for which they are looking	This target was not monitored
3.2	95% of returned Standard and Short Loan material will be shelved in identified re-shelving areas (where available) within 8 hours and returned to their actual places on the shelves within 3 days thereafter	Service targets were met consistently throughout the session in the Main Library, with the ongoing financial support for additional staffing during peak book returns periods.
3.3	95% of material available on the shelves and requested by disabled users will be fetched and placed on hold for collection at service points within 5 hours of receipt of the request during the working day. <i>Note: disabled users are approved by the Disability Office to use the book fetching service</i>	This target was monitored in the Main Library and was not met (87.5%) due to staff resources. This is being addressed. The target is not monitored at Site Libraries because there is fetching on demand: the number of fetching requests received is low and manageable within the timeframe.
3.4	All requests for consultation of Special	Throughout the session all material was collected within 1 hour of the appropriate collection time.

	Collections material kept in the Main Library will be produced within 1 hour of the appropriate collection time. Any problems with the production of any item will be notified to the user within 2 hours of the appropriate collection time	Unless the reader has failed to note their contact details on their request slip, they have been notified immediately.
3.5	95% of recommendations for orders will be processed within 25 working days of approval to order being given, and all urgent orders within 5 working days	Acquisitions cannot guarantee to meet the published target at key points during the financial year. Financial year cycles/processes mean delays can occur at the start and end of each year. Additionally, monograph budgets often do not meet demand, and specific School funds can become fully committed and/or spent well in advance of the year end. Therefore the placing of orders has to be held over until the relevant College Librarian authorises reallocation of funds, or alternatively, advises that the order should be held over until the following financial year. During 2011/12, several monograph fund allocations at School level were fully committed in Q1, with others fully spent by Q3, and consequently many non-urgent orders were not placed or held over to the new financial year.
3.6	90% of purchased monographs received will be catalogued and classified within 20 working days, and all urgent items within 5 working days	As in the previous recording year, the target was exceeded, with the majority of non-urgent orders completed within 5 rather than 20 working days, and the majority of urgent orders were catalogued on the day of receipt.
3.7	99% of print journals will be recorded and available within 24 hours of receipt during the period Monday - Friday	For print journals the target was consistently met within the Main Library.
3.8	99% of exam papers submitted to the Library will be made available on Library Online, provided there are no copyright restrictions	This target was met.
3.9	Requests for course material for electronic reserve will be acknowledged within 5 working days of receipt by the Library. Requests will be processed in turn, subject receipt by the agreed deadlines for service	The target was met.

	delivery for each semester	
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