

Service	Measure	Target	Method	Outcome	
Enquiry service for students, researchers and staff	We will supply an initial response to emails sent to: Lib-gsbs@gcu.ac.uk ; Lib-scebe@gcu.ac.uk ; Lib-hls@gcu.ac.uk ; and Lib-swbe@gcu.ac.uk within 2 working days	90%	Sample week	March 2019 November 2019 February 2021 February 2022	100% 97% 100% 100%
One to one tailored support via appointment	We will supply an initial response within 2 working days	90%	Sample week	March 2019 November 2019 February 2021 February 2022	100% 97% 83% 100%
	Appointment will be held within 5 working days (or on date requested if further ahead)	90%	Sample week	March 2019 November 2019 February 2021 February 2022	100% 97% 100% 100%
Email enquiries to the Library Desk	We will respond to emails to library@gcu.ac.uk within 2 working days	90%	Sample week	March 2019 November 2019 February 2021 February 2022	100% 98% 100% 100%
Online chat service	Chats will be answered by staff within 60 seconds	90%	Sample week	February 2021 February 2022	100% 100%
Click and Collect	Student will be informed whether books are available or not within 48 hours	99%	Sample week	February 2021 February 2022	100% 100%
Access to resources	We will process all inter-library loan requests within 3 working days	100%	Sample week	March 2019 November 2019 February 2021 February 2022	100% 100% 100% 100%

Service	Measure	Target	Method	Outcome	
Archives and Special Collections	We will supply an initial response to enquiries, feedback and complaints received via our online forms or by email to archives@gcu.ac.uk within two working days	90%	Two weeks sample per annum (one week sample in 2021/22)	March 2019 November 2019 February 2021 February 2022	100% 100% 100% 100%
Collections & Discovery services	We will respond to all email enquiries to librarysystems@gcu.ac.uk , edshare@gcu.ac.uk , resourcelists@gcu.ac.uk , clascanrequests@gcu.ac.uk , copyright@gcu.ac.uk , rdm@gcu.ac.uk , ertenq@gcu.ac.uk and repository@gcu.ac.uk within 2 working days	90%	Two weeks sample during academic term (one week sample in 2021/22)	March 2019 November 2019 February 2021 February 2022	100% 93% 100% 100%
	Users will receive a satisfactory service	90%	Feedback email survey run over 1 month period during academic term one week sample in 2021 Annual stat for Feb 21–Feb 22	Nov – Dec 2018 February 2021 February 2022	100% 91% 100%
	We will make ebooks available in Discover within 3 working days of receipt	90%	Sample week	February 2021 February 2022	100% 100%
	We will provide resource lists for running modules	40%	Annual statistics	Aug 20–Feb 21 February 2022	38% 55%
	80% of newly published research outputs will be made open access	80%	Annual statistics	Jan – Dec 2020 March 2022	75% 93%

We hope to resume the collection of the results for the following measures once restrictions on on-campus activities are lifted:

Service	Measure	Target	Method	Outcome	
Classes and workshops	Users will receive a satisfactory service	90%	Feedback forms completed after every session	2018 – 2019	98%
Access to the Library	The Library will be open as advertised, excluding planned closures.	99%	Annual statistics	2018 – 2019 2020 – 2021	100% 100%
The Library Desk	Our service desk will be staffed as advertised, excluding planned closures.	99%	Annual statistics	2018 – 2019 2020 – 2021	100% 100%
Circulation	All books returned to the library will be shelved within 24 hours	100%	Sample week	March 2019 November 2019 February 2022	100% 100% 100%
Library tours and Discover sessions	Students attending Library tours and Discover sessions agreed the session was useful Students attending Library tours and Discover sessions agreed staff were friendly and helpful Students attending Library tours and Discover sessions agreed the information provided was easy to understand	90%	Annual statistics	2018 – 2019	96%
	90%	90%			
	90%	90%			
Archives and Special Collections	Users of the reading room will receive a satisfactory service	90%	Smiley face feedback on Archive Centre visitors' log	2018 – 2019	100%