| **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](mailto:Lib-gsbs@gcu.ac.uk); [Lib-scebe@gcu.ac.uk](mailto:Lib-scebe@gcu.ac.uk); [Lib-hls@gcu.ac.uk](mailto:Lib-hls@gcu.ac.uk); and [Lib-swbe@gcu.ac.uk](mailto:Lib-swbe@gcu.ac.uk) within 2 working days  Users will receive a satisfactory service | 90%  90% | Sample week  Sample week via email | March 2019  November 2019 | 100%  97% |
| **One to one tailored support via appointment** | We will supply an initial response within 2 working days  Appointment will be held within 5 working days (or on date requested if further ahead)  Users will receive a satisfactory service | 90%    90%  90% | Sample week  Sample week  Sample week via email | March 2019  November 2019  March 2019  November 2019 | 100%  97%  100%  97% |
| **Evening Librarian** | The service will be available during term time as planned | 90% | Annual statistics | 2018 – 2019 | 95% |
| **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 | 100% |
| **The Library Desk** | Our service desk will be staffed as advertised, excluding planned closures. | 99% | Annual statistics | 2018 – 2019 | 100% |
| **Circulation** | All books returned to the library will be shelved within 24 hours | 100% | Sample week | March 2019  November 2019 | 100%  100% |
| **Email enquiries to the Library Desk** | We will respond to emails to [library@gcu.ac.uk](mailto:library@gcu.ac.uk) within 2 working days | 90% | Sample week | March 2019  November 2019 | 100%  98% |
| **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%  90%  90% | Annual statistics | 2018 – 2019 | 96% |
| **Access to resources** | We will process all inter-library loan requests within 3 working days | 100% | Sample week | March 2019  November 2019 | 100%  100% |
| **Self-service** | We aim to achieve an automated self-service and return rate of over 90% | 90% | Annual statistics | 2017 – 2018  2018 – 2019 | 95%  94% |
| **E-resources** | All e-resource issues will be communicated to library users within 1 day of notification | 90% | Two week sample | March 2019  November 2019 | 100%  none reported |
| **Collections & Discovery services** | We will respond to all email enquiries to [ddil@gcu.acuk](mailto:ddil@gcu.acuk), [edshare@gcu.ac.uk](mailto:edshare@gcu.ac.uk), [readinglists@gcu.ac.uk](mailto:readinglists@gcu.ac.uk), [clascanrequests@gcu.ac.uk](mailto:clascanrequests@gcu.ac.uk), [copyright@gcu.ac.uk](mailto:copyright@gcu.ac.uk), [ertenq@gcu.ac.uk](mailto:ertenq@gcu.ac.uk) and [repository@gcu.ac.uk](mailto:repository@gcu.ac.uk) within 2 working days  Users will receive a satisfactory service | 90%  90% | Two week sample during academic term  Feedback email survey run over 1 month period during academic term | March 2019  November 2019     Nov – Dec 2018 | 100%  93%     100% |
| **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% |
| **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](mailto:archives@gcu.ac.uk) within two working days | 90% | Two week sample per annum | March 2019  November 2019 | 100%  100% |