

## Library Performance Standards

Service	Measure	Target	Method	Outcome	
<b>Enquiry service for students, researchers and staff</b>	We will supply an initial response to emails sent to: <a href="mailto:Lib-gsbs@gcu.ac.uk">Lib-gsbs@gcu.ac.uk</a> ; <a href="mailto:Lib-scebe@gcu.ac.uk">Lib-scebe@gcu.ac.uk</a> ; <a href="mailto:Lib-hls@gcu.ac.uk">Lib-hls@gcu.ac.uk</a> ; and <a href="mailto:Lib-swbe@gcu.ac.uk">Lib-swbe@gcu.ac.uk</a> within 2 working days	90%	Sample week	March 2019	100%
	Users will receive a satisfactory service	90%	Sample week via email		
<b>One to one tailored support via appointment</b>	We will supply an initial response within 2 working days	90%	Sample week	March 2019	100%
	Appointment will be held within 5 working days (or on date requested if further ahead)	90%	Sample week	March 2019	100%
	Users will receive a satisfactory service	90%	Sample week via email		
<b>Evening Librarian</b>	The service will be available during term time as planned	90%	Annual statistics		
<b>Weekday librarian drop in</b>	Users will receive a satisfactory service	90%	Sample week via feedback form		
<b>Classes and workshops</b>	Users will receive a satisfactory service	90%	Feedback forms completed after every session		
<b>Access to the Saltire Centre</b>	The Library will be open as advertised, excluding planned closures.	99%	Annual statistics		
<b>The Library Desk</b>	Our service desk will be staffed as advertised, excluding planned closures.	99%	Annual statistics		
<b>Circulation</b>	All books returned to the library will be shelved within 24 hours	100%	Sample week	March 2019	100%
<b>Email enquiries to the Library Desk</b>	We will respond to emails to <a href="mailto:library@gcu.ac.uk">library@gcu.ac.uk</a> within 2 working days	90%	Sample week	March 2019	100%

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<b>Library tours and Discover sessions</b>	Students attending Library tours and Discover sessions agreed the session was useful	90%	Annual statistics	2018 – 2019	96%
	Students attending Library tours and Discover sessions agreed staff were friendly and helpful	90%			
	Students attending Library tours and Discover sessions agreed the information provided was easy to understand	90%			
<b>Access to resources</b>	We will process all inter-library loan requests within 3 working days	100%	Sample week	March 2019	100%
<b>Self-service</b>	We aim to achieve an automated self-service and return rate of over 90%	90%	Annual statistics	2017 - 2018	95%
<b>E-resources</b>	All e-resource issues will be communicated to library users within 1 day of notification	90%	Two week sample	March 2019	100%
<b>Collections &amp; Discovery services</b>	We will respond to all email enquiries to <a href="mailto:ddil@gcu.ac.uk">ddil@gcu.ac.uk</a> , <a href="mailto:edshare@gcu.ac.uk">edshare@gcu.ac.uk</a> , <a href="mailto:readinglists@gcu.ac.uk">readinglists@gcu.ac.uk</a> , <a href="mailto:clascanrequests@gcu.ac.uk">clascanrequests@gcu.ac.uk</a> , <a href="mailto:copyright@gcu.ac.uk">copyright@gcu.ac.uk</a> , <a href="mailto:ertenq@gcu.ac.uk">ertenq@gcu.ac.uk</a> and <a href="mailto:repository@gcu.ac.uk">repository@gcu.ac.uk</a> within 2 working days	90%	Two week sample during academic term	March 2019	100%
	Users will receive a satisfactory service	90%	Feedback email survey run over 1 month period during academic term	Nov – Dec 2018	100%
<b>Archives and Special Collections</b>	Users of the reading room will receive a satisfactory service	90%	Smiley face feedback on Archive Centre visitors' log		
<b>Archives and Special Collections</b>	We will supply an initial response to enquiries, feedback and complaints received via our online forms or by email to <a href="mailto:archives@gcu.ac.uk">archives@gcu.ac.uk</a> within two working days	90%	Two week sample per annum	March 2019	100%