Library Performance Standards

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	100% 97%
	Users will receive a satisfactory service	90%	Sample week via email		
One to one tailored support via appointment	We will supply an initial response within 2 working days	90%	Sample week	March 2019 November 2019	100% 97%
	Appointment will be held within 5 working days (or on date requested if further ahead)	90%	Sample week	March 2019 November 2019	100% 97%
	Users will receive a satisfactory service	90%	Sample week via email		
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 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	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%			
Access to resources	We will process all inter-library loan requests within 3 working days	100%	Sample week	March 2019 November 2019	100% 100%

Service	Measure	Target	Method	Outcome	
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, edshare@gcu.ac.uk, readinglists@gcu.ac.uk, clascanrequests@gcu.ac.uk, copyright@gcu.ac.uk, ertenq@gcu.ac.uk and 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 within two working days	90%	Two week sample per annum	March 2019 November 2019	100% 100%