

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:Libswbe@gcu.ac.uk">Libswbe@gcu.ac.uk</a> within 2 working days	90%	Sample week	March 2019 November 2019 February 2021 February 2022 February 2023	100% 97% 100% 100% 100%
<b>One to one tailored support via appointment</b>	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)	90%	Sample week	March 2019 November 2019 February 2021 February 2022 February 2023	100% 97% 83% 100% 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 November 2019 February 2021 February 2022 February 2023	100% 98% 100% 100% 98%
<b>Online chat service</b>	Chats will be answered by staff within 60 seconds	90%	Sample week	February 2021 February 2022 February 2023	100% 100% 100%
<b>Click and Collect</b>	Student will be informed whether books are available or not within 48 hours	99%	Sample week	February 2021 February 2022 February 2023	100% 100% 100%

Service	Measure	Target	Method	Outcome	
<b>Access to resources</b>	We will process all inter-library loan requests within 3 working days	100%	Sample week	March 2019 November 2019 February 2021 February 2022 February 2023	100% 100% 100% 100% 100%
<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%	Sample week	March 2019 November 2019 February 2021 February 2022 February 2023	100% 100% 100% 100% 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	2018 – 2019 2021 – 2022	100% 100%
<b>The Library Desk</b>	Our service desk will be staffed as advertised, excluding planned closures.	99%	Annual statistics	2018 – 2019 2020 – 2021 2021 – 2022	100% 100% 100%
<b>Access to the Library</b>	The Library will be open as advertised, excluding planned closures.	99%	Annual statistics	2018 – 2019 2020 – 2021 2021 – 2022	100% 100% 100%
<b>Circulation</b>	All books returned to the library will be shelved within 24 hours	100%	Sample week	March 2019 November 2019 February 2022 February 2023	100% 100% 100% 100%
<b>Library tours and Discover sessions</b>	Students attending Library tours and Discover sessions agreed the session was useful	90%	Annual statistics	2018 – 2019 2022 – 2023	96% 100%
	Students attending Library tours and Discover sessions agreed staff were friendly and helpful	90%		2022 – 2023	100%
	Students attending Library tours and Discover sessions agreed the information provided was easy to understand	90%		2022 – 2023	100%

Service	Measure	Target	Method	Outcome	
<b>Collections &amp; Discovery services</b>	We will respond to all email enquiries to <a href="mailto:librarysystems@gcu.ac.uk">librarysystems@gcu.ac.uk</a> , <a href="mailto:edshare@gcu.ac.uk">edshare@gcu.ac.uk</a> , <a href="mailto:resourcelists@gcu.ac.uk">resourcelists@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:rdm@gcu.ac.uk">rdm@gcu.ac.uk</a> , <a href="mailto:erteng@gcu.ac.uk">erteng@gcu.ac.uk</a> and <a href="mailto:repository@gcu.ac.uk">repository@gcu.ac.uk</a> within 2 working days	90%	Sample week	March 2019	100%
				November 2019	93%
				February 2021	100%
				February 2022	100%
				February 2023	93%
	In 2022/23 this target was revised to 1 working day for response				
	Users will receive a satisfactory service	90%	Annual statistics	Nov – Dec 2018	100%
				February 2021	91%
				February 2022	100%
				February 2023	100%
	We will make ebooks available in Discover within 3 working days of receipt	90%	Sample week	February 2021	100%
				February 2022	100%
				February 2023	100%
	We will provide resource lists for running modules	40%	Annual statistics	Aug 20–Feb 21	38%
				February 2022	55%
			February 2023	57%	
80% of newly published research outputs will be made open access	80%	Annual statistics	Jan – Dec 2020	75%	
			March 2022	93%	
			February 2023	82%	