# Library and Archives Performance Measures 2023

| Service | Measure | Target | Method | Outcome | Score |
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| **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 [Libswbe@gcu.ac.uk](mailto:Libswbe@gcu.ac.uk) within 2 working days | 90% | Sample week | March 2019  November 2019  February 2021  February 2022  February 2023 | 100%  97%  100%  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  February 2023 | 100%  97%  83%  100%  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  February 2023 | 100%  97%  100%  100%  92% |
| **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  February 2021  February 2022  February 2023 | 100%  98%  100%  100%  98% |
| **Online chat service** | Chats will be answered by staff within 60 seconds | 90% | Sample week | February 2021  February 2022  February 2023 | 100%  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  February 2023 | 100%  100%  100% |

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| **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  February 2023 | 100%  100%  100%  100%  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% | Sample week | March 2019  November 2019  February 2021  February 2022  February 2023 | 100%  100%  100%  100%  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  2021 – 2022 | 100%  100% |
| **The Library Desk** | Our service desk will be staffed as advertised, excluding planned closures. | 99% | Annual statistics | 2018 – 2019  2020 – 2021  2021 – 2022 | 100%  100%  100% |
| **Access to the Library** | The Library will be open as advertised, excluding planned closures. | 99% | Annual statistics | 2018 – 2019  2020 – 2021  2021 – 2022 | 100%  100%  100% |
| **Circulation** | 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% |
| **Library tours and Discover sessions** | 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% |

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| **Collections & Discovery services** | We will respond to all email enquiries to [librarysystems@gcu.ac.uk,](mailto:librarysystems@gcu.ac.uk)  [edshare@gcu.ac.uk,](mailto:edshare@gcu.ac.uk) [resourcelists@gcu.ac.uk,](mailto:resourcelists@gcu.ac.uk)  [clascanrequests@gcu.ac.uk,](mailto:clascanrequests@gcu.ac.uk) [copyright@gcu.ac.uk,](mailto:copyright@gcu.ac.uk) [rdm@gcu.ac.uk,](mailto:rdm@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  In 2022/23 this target was revised to 1 working day for response | 90% | Sample week | March 2019  November 2019  February 2021  February 2022  February 2023 | 100%  93%  100%  100%  93% |
|  | Users will receive a satisfactory service | 90% | Annual statistics | Nov – Dec 2018 February 2021  February 2022  February 2023 | 100%  91%  100%  100% |
|  | We will make ebooks available in Discover within 3 working days of receipt | 90% | Sample week | February 2021  February 2022  February 2023 | 100%  100%  100% |
|  | We will provide resource lists for running modules | 40% | Annual statistics | Aug 20–Feb 21  February 2022  February 2023 | 38%  55%  57% |
|  | 80% of newly published research outputs will be made open access | 80% | Annual statistics | Jan – Dec 2020 March 2022  February 2023 | 75%  93%  82% |