# 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 within 2 working days | 90% | Sample week | March 2019November 2019February 2021February 2022February 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 2019November 2019February 2021February 2022February 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 2019November 2019February 2021February 2022February 2023 | 100%97%100%100%92% |
| **Email enquiries to the Library Desk** | We will respond to emails to library@gcu.ac.uk within 2 working days  | 90% | Sample week | March 2019November 2019February 2021February 2022February 2023 | 100%98%100%100%98% |
| **Online chat service** | Chats will be answered by staff within 60 seconds | 90% | Sample week | February 2021February 2022February 2023 | 100%100%100% |
| **Click and Collect** | Student will be informed whether books are available or not within 48 hours | 99% | Sample week | February 2021February 2022February 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 2019November 2019February 2021February 2022February 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 within two working days | 90% | Sample week | March 2019November 2019February 2021February 2022February 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 – 20192021 – 2022 | 100%100% |
| **The Library Desk** | Our service desk will be staffed as advertised, excluding planned closures. | 99% | Annual statistics | 2018 – 20192020 – 20212021 – 2022 | 100%100%100% |
| **Access to the Library** | The Library will be open as advertised, excluding planned closures. | 99% | Annual statistics | 2018 – 20192020 – 20212021 – 2022 | 100%100%100% |
| **Circulation** | All books returned to the library will be shelved within 24 hours | 100% | Sample week | March 2019November 2019February 2022February 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 – 20192022 – 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,  edshare@gcu.ac.uk, resourcelists@gcu.ac.uk,  clascanrequests@gcu.ac.uk, copyright@gcu.ac.uk, rdm@gcu.ac.uk,  ertenq@gcu.ac.uk and repository@gcu.ac.uk within 2 working daysIn 2022/23 this target was revised to 1 working day for response | 90% | Sample week | March 2019November 2019February 2021February 2022February 2023 | 100%93%100%100%93% |
|  | Users will receive a satisfactory service | 90% | Annual statistics | Nov – Dec 2018 February 2021February 2022February 2023 | 100%91%100%100% |
|  | We will make ebooks available in Discover within 3 working days of receipt | 90% | Sample week | February 2021February 2022February 2023 | 100%100%100% |
|  | We will provide resource lists for running modules | 40% | Annual statistics | Aug 20–Feb 21February 2022February 2023 | 38%55%57% |
|  | 80% of newly published research outputs will be made open access | 80% | Annual statistics | Jan – Dec 2020 March 2022February 2023 | 75%93%82% |