

Library and Archives Performance Measures 2024

Service	Measure	Target	Method	Dates	Score
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 2019 November 2019 February 2021 February 2022 February 2023 January 2024	100% 97% 100% 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 January 2024	100% 97% 83% 100% 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 January 2024	100% 97% 100% 100% 92% 67%
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 February 2021 February 2022 February 2023 April 2024	100% 98% 100% 100% 98% 100%

Service	Measure	Target	Method	Dates	Score
Online chat service	Chats will be answered by staff within 60 seconds	90%	Sample week	February 2021 February 2022 February 2023 April 2024	100% 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 April 2024	100% 100% 100% 100%
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 April 2024	100% 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 2019 November 2019 February 2021 February 2022 February 2023 April 2024	100% 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 2022 – 2023 2023 – 2024	100% 100% 100% 100%

Service	Measure	Target	Method	Outcome	Score
The Library Desk	Our service desk will be staffed as advertised, excluding planned closures.	99%	Annual statistics	2018 – 2019 2020 – 2021 2021 – 2022 2022 – 2023	100% 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 2022 – 2023	100% 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 April 2024	100% 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%

Service	Measure	Target	Method	Outcome	Score
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 , erteng@gcu.ac.uk and repository@gcu.ac.uk within 2 working days	90%	Sample week	March 2019	100%
				November 2019	93%
				February 2021	100%
				February 2022	100%
				February 2023	93%
				April 2024	100%
	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%
				April 2024	-*
	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%
				April 2024	100%
	We will provide resource lists for running modules	40%	Annual statistics	Aug 20–Feb 21	38%
				February 2022	55%
				February 2023	57%
				April 2024	63%
80% of newly published research outputs will be made open access	80%	Annual statistics	Jan – Dec 2020	75%	
			March 2022	93%	
			February 2023	82%	
			April 2024	84%	

* no feedback received