Library Key Performance Indicators 2016/17

Overall satisfaction with library service in key user groups is measured regularly and the Library aims to maintain or improve its performance as recorded by these external surveys:

Target:

Achieve 90% or higher satisfaction rating with library services in National Student Survey (NSS)

Achieve 90% or higher satisfaction rating with library services in Postgraduate Research Experience Survey (PRES)

Achieve 90% or higher satisfaction rating with library services in Postgraduate Taught Experience Survey (PTES)

The Library aims to enhance the user experience in a number of ways including:

1. Delivering a faster, user-friendly self-service system for borrowing and returning library materials.
   Target:
   • Achieve 75% satisfaction with self-service circulation system as evidenced in library user survey.
   • Achieve 15% of all loans and returns via self-service in 2016/17 Academic year.

2. Promote laptop lending to meet student demand through existing service in the Jordanstown Campus Library and introduction of new service on Coleraine Campus Library.
   Target:
   • Increase overall number of laptop loans by 50% in the extended pilot of this service in 2016/17 Academic year.

3. Deploy new and emerging technologies to enable all library users to access library help and support regardless of location
   Target:
   • Make available digital support material in library subject guides to support information literacy for at least 50% of all distance learning courses by the end of the academic year.
   • Achieve 15% increase on previous year in use of Library Help (including Library Chat) to answer enquiries made to Library in 2016/17 Academic year.

The Library aims to develop the digital library to meet user demand in a number of ways including:

1. Increasing the number and range of key resources that are available online
   Target:
• Increase the proportion of expenditure on e-books as compared to print books by 10% over previous year.
• Increase the number of texts purchased that are available in e-book format by 10% on previous year.

2. Promoting the use of key e-resources
   Target:
   • Increase the number of section requests of e-books by 3% over previous year.

The Library aims to support learning, teaching, research and administration in a number of ways including:

1. Developing a new model of service delivery to support research students and research staff
   Target:
   • Increase range and participation in formal and informal support sessions for research students by 10%.

2. Delivering best practice in digital and information literacy skills training taking
   Target:
   • Maintain an average of above 90% in satisfaction from participants in Information Literacy sessions as evidenced through recorded feedback in sample range of classes.
   • Achieve 90% in satisfaction from participants in Edge programme as evidenced in evaluation feedback.

The Library aims to develop and optimise the Library’s physical and virtual learning spaces by a number of ways including:

Repurposing space in all Campus Libraries to deliver informal and flexible learning spaces consistent with the vision for an integrated learning environment at Ulster

   Target:
   • Achieve 90% satisfaction with all learning spaces including flexible learning spaces as evidenced in library user survey.