

UHSM LIBRARY BALANCED SCORECARD

Strategic Objective	Standard	Objective Themes and Performance Indicators	Tolerances			Previous Period Data	Current Period Data	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
			Green =	Amber =	Red =																						
<b>LQAF score</b>																											
Maintain and improve on meeting the LQAF5 standards	We aim to achieve a green rating (90% and above) on the annual NHS Library Quality Assurance Standards score	LQAF Compliance score (comparison to NW Acute trusts)	>90%	80-89%	<80%	92%	94%	▼												▲							
<b>Service to Customers</b>																											
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM	We aim to achieve at least 80% overall customer satisfaction	Provide excellent services to staff and students	>80%	60-80%	<60%	no data	94%						▲														
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM	We aim to achieve at least 80% on our overall information skills training customer satisfaction	Provide user education and training in line with user needs	>80%	60-80%	<60%	100%	100%				▲		▲			▲				▲		▲			▲		▲
Ensure accurate and updated library information is provided to staff to contribute towards their delivery of safe, high quality, patient care	We aim to undertake at least 95% of literature search requests within the customer's time frame	Provide convenient and timely literature search requests	>95%	85-95%	<85%	100%	100%	▲	▲	▲	▲	▲	▲	▼	▲	▲	▲	▲	▲	▲	▼	▼	▲	▲	▲	▲	▲
Ensure accurate and updated library information is provided to staff to contribute towards their delivery of safe, high quality, patient care	We aim to achieve at least 80% on our overall literature search service customer satisfaction	Provide an excellent literature search service to staff	>80%	60-80%	<60%	94%	95%				▲		▲			▼				▼		▲				▲	
Ensure accurate and updated library information is provided to staff to contribute towards their delivery of safe, high quality, patient care	We aim to supply at least 80% of interlibrary loan requests received, within 7 working days of receipt	Provide access to published literature	<5 days	5-7 days	>7 days	5.6	0.4	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	
<b>Internal processes</b>																											
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM		Self-service utilization by loans: % loans issued via self-service	>30%	20-30%	<20%	52%	50%	▲	▲	▲	▲	▲	▼	▼	▲	▲	▲	▲	▲	▼	▼	▼	▼	▲	▼	▲	▼
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM		Self-service utilization rate by borrower: % active SS borrowers compared to circulation desk borrowers	>60%	50-60%	<50%	82%	79%	▲	▲	▼	▲	▼	▲	▲	▲	▼	▲	▲	▲	▼	▼	▼	▲	▼	▲	▼	
Ensure accurate and updated library information is provided to staff to contribute towards their delivery of safe, high quality, patient care		ILL requests processed and sent - 24hr target	>95%	85-95%	<85%	100%	100%	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM	We aim to ensure at least 10% of UHSM new starters, register to join the library	New starters joining the library	>10%	5-10%	<5%	22%	12%	▼	▼	▲	▼	▲	▼	▲	▼	▲	▲	▲	▲	▼	▲	▼	▲	▼			
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM		Open Athens Utilisation Rate (ratio)	>1%	>0.5-1	>0.5	1.06	0.84	▲	▲	▲	▼	▲	▲	▲	▼	▼	▲	▲	▲	▼	▲	▲	▼	▲	▼	▲	
<b>Physical Resource Usage</b>																											
Ensure certain library services and resources (both electronic and physical) facilitate the high calibre teaching and research at UHSM		Circulation compared to corresponding quarter for previous year (Loans+Renewals)	>5%	>5- 10%	>-10%	6030	6067	▲			▼		▲			▲				▲		▲			▲		

