



University of Sunderland

London Library

Key Performance Indicators



1. We will offer a minimum of 2.5 hours generic Library resources/research skills training to every student.
2. We will invest 100% of the Library book budget in subject related print resources, giving priority to My Module Resources reading list titles.
3. We will have a copy of each book on My Module Resources reading lists provided a title is not out of print.
4. We will ensure that the OPAC is an accurate reflection of our print collection by annual stock reviews.
5. We will aim to get new books on the shelves within two days upon receipt.
6. We will aim to shelve returned books within a day.
7. We will tidy the shelves every day to ensure books are in their correct places to aid findability.
8. We will acknowledge/respond to user emails within a day.
9. We will acknowledge/respond to user suggestions and feedback within a week.
10. We will attend a minimum of two Student Staff Liaison Committee (SSLC) meetings per programme per year.
11. We will communicate any disruptions to Library systems on the same day.
12. We will report any broken equipment – PCs, printer, the self-circulation machine – on the same day.
13. We will report any health and safety issues – dirty environment, broken lights – on the same day.
14. We will maintain our advertised staffed hours 99% of the year.
15. We will participate in yearly staff development cycles to ensure our staff are able to meet the information needs of our users.

March 2017