



University of Sunderland

London Library

Key Performance Indicators



1. We will offer a minimum 10-minute Library induction to all new students and staff.
2. We will offer a minimum of 3 hours of generic Library Resources/Academic Research Skills/UoS Harvard Referencing training to every student.
3. We will invest 99% of the London Library book budget in subject related print and electronic resources, giving priority to Library Reading Lists titles and user requests.
4. We will have a print or an electronic copy of each recommended module reading book listed in Library Reading Lists provided the title is not out of print or unavailable to purchase.
5. We will ensure that Library Search is an accurate reflection of our collection by carrying out annual stock reviews.
6. We will ensure that new bibliographic records in Library Search are accurate and good quality records, in-line with industry cataloguing standards.
7. We will aim to get new books on the shelves within a week upon receipt.
8. We will aim to shelve returned books by the next day.
9. We will aim to tidy the shelves every day to ensure books are in their correct places to aid findability.
10. We will aim to acknowledge/respond to user emails within a day.
11. We will aim to acknowledge/respond to user suggestions and feedback within a week.
12. We will communicate to users any disruptions to Library operations on the same day.
13. We will report to relevant departments 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 deliver an effective service and are able to meet the information needs of our users.