



University of Sunderland

London Library

Key Performance Indicators



1. We will offer a minimum 15-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 offer Digital Literacy training to improve our students' academic and graduate employability skills.
4. We will invest 99% of the Library book budget in subject related print and electronic resources, giving priority to My Module Resources reading list titles and user requests.
5. We will have a print or electronic copy of each book on My Module Resources reading lists provided the title is not out of print or unavailable.
6. We will ensure that the OPAC is an accurate reflection of our collection by carrying out annual stock reviews.
7. We will aim to get new books on the shelves within two days upon receipt.
8. We will aim to shelve returned books by the next day.
9. We will tidy the shelves every day to ensure books are in their correct places to aid findability.
10. We will acknowledge/respond to user emails within a day.
11. We will acknowledge/respond to user suggestions and feedback within a week.
12. We will communicate to users any disruptions to Library systems 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 are able to meet the information needs of our users.

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