

James Hardiman Library

Operational Plan, Academic Year 2011/2012 (1 September 2011 - 31 August 2012)

Goal	Actions	Goal Indicators	2010/11 Score	2011/12 Target
Improve service rating for staff delivery of services	Publish customer charter with service standards	LibQual survey: Affect of Service	6.74	6.84
	Create an online manual of service procedures	LibQual dependability rating	6.54	6.65
	Increase convenience for users via self-service, "roving", LiveChat	Roving interactions	N/A	10,000
	Collaborate more deeply with ISS to integrate IT support in Library	LiveChat interactions	N/A	2,500
	Conduct ongoing staff training/briefing programme	Service delivery training sessions	12	30
Improve service rating for access to information	Simplify the search experience on and off campus	LibQual survey: Information Control	6.46	6.6
	Ensure accuracy and completeness of holdings information	LibQual website rating	6.49	6.6
	Enhance online, printed and in-person guidance and training	Information skills hours received	5,924	6,220
	Improve information resource availability in all formats	% Modules submitting reading lists	12%	50%
	Ensure reliable information access and equipment uptime	Stock utilization via items reshelved	400,232	408,236
Improve service rating for quality of Library environment	Secure a holistic building upgrade and funding plan	LibQual survey: Library as Place	5.7	6.0
	Plan AHSSRB facilities, including access control	€ invested in physical environment	€208,182	€1,000,000
	Create new types of study zone (eg Whisper Zone), Stand-up PC areas	Open access workstations	137	152
	Strictly enforce ID checking, 30-Minute Rule, No Noise policies	Study places	1,954	1,974
	Monitor late evening and weekend library use patterns	Metres of open access shelving	12,055	11,814
Understand, document and resolve users' service issues under Library control	Enhance liaison and communication with academic and other units	Issues reported	N/A	Not Known
	Create a system for escalating and monitoring issues	% closed	N/A	
	Commit to reporting and resolving issues	% closed within week	N/A	
	Implement solutions to avoid recurrence if possible	% closed within month	N/A	
	Provide consistently excellent service to fellow staff via teamwork			
Measure service performance, resourcing and usage	Conduct LibQual survey in Semester 2 and analyse data	Overall LibQual survey score	6.38	6.5
	Collect, analyse and compare SCOUNL statistical data	Library non-pay budget	€2.405M	€2.333M
	Seek & share feedback via own staff, focus groups, visits, social media	Loans/Renewals	372,452	379,901
	Celebrate service successes; understand and address any deficits	SFX Fulltext article requests	127,530	135,000
Develop the service, its staff and its partnerships	Implement new NUIG PMDS/staff competency frameworks	PMDS reviews	0	Not Known
	Invest in development of staff skills according to priorities	Training expenditure	€23,644	€25,000
	Align with Integrated Support Services Strategy & improve processes	New partnership activities	68	75
	Contribute to NUIG teaching, research and external strategies	ARAN papers added	523	750
	Increase local, regional and national partnerships and shared services	Public events	17	20

