Library & Information Services Core Performance Standards 2009/10

These standards apply to services delivered during the normal working week, e.g. Monday – Friday 9:00am – 6:00pm, and during term time only. Full opening times are available at http://www1.aston.ac.uk/lis/openinghours/

| Performance Standard | Comment | Performance | |
|--|---|--|--|
| Knowledge/training | | | |
| Each School or subject area will have a designated Information Specialist | | 100% | |
| Information Specialists will attend 90 % of staff/student committee meetings, to which they have been invited, during the year. | Staff stand in for each other where necessary | ABS/LSS - 89% LHS/EAS - 99% | |
| All new students are offered a Library Induction when start the University. | 51% of new students attended induction | 100% | |
| We aim to provide a specialised Information Skills training session to all students at key points in their University career, normally by arrangement with their academic staff. | | 159 - Number of seminars 4000- Number of students attending | |
| We will support disabled students and staff to access Library services by providing specialist software and study rooms. Automatic extension of book loan periods is available to all disabled students registered with DANU | | 100% | |
| Staff | | | |
| All Library customers, will be dealt with fairly, sensitively and equitably, in accordance with relevant legislation and University policy | University satisfaction surveys 2009/10 | Student survey Dec 2009 Library staff friendliness/approachability - 83.1% satisfied Library staff helpfulness - 83% satisfied Staff survey May 2008 Overall satisfaction with LIS 4.09 (survey mean 3.86) | |
| Responsiveness | | | |

| Performance Standard | Comment | Performance | |
|---|---|--|--|
| Support for Photocopy/Printer services is available on demand during serviced hours | Staff are on a rota and are contacted by pager | 100% | |
| We will ensure that 90% of items are re-shelved within 1 working day of their return (excluding weekends and closed periods) | | Books re-shelved - average time taken: 19 hours | |
| We will respond to any comments and suggestions within 2 working days. | | 100% | |
| Reliability and availability | | | |
| During term time staffed services will be available from 9:00am – 6:00pm Monday – Friday. On Wednesday mornings a skeleton service is available 9.00 -10:00am due to training. • Self service facilities are available whenever the Library building is open Printer/photocopiers will be available for use 99% of the time. Equipment faults reported to Aston ISA within 30 minutes. The Library Catalogue, Aston e-Library, Library Matters (on Blackboard) will be available via the web for 24 hours a day (excluding essential maintenance or unforeseen downtime) Resources and facilities | | Standard term time – 90 hours Staffed services – 46 hours per week Self service - 54 hours Extended hours during exams - 151 hours Staffed services – 46 hours Self service – 105 hours 100% | |
| | QQE atudy places | 100% | |
| Study spaces for group work and for silent study will be made available and maintained | 885 study places - 723 working spaces -162 working space & PC | 100% | |
| 95% of items on Reading Lists, received by the Library, are in stock or on order | Depends on Library receiving reading lists from Schools. | 95% | |

We would like to know what you think of our service standards. Do they cover the services that are most important to you and do they enable you to study, teach and research effectively? Your input to the standards will enable us to review and revise them where necessary, to make them more relevant to our customers' needs.

You can give your comments in the following ways:

- Use our online comments form http://www1.aston.ac.uk/lis/comments/
- Email us at library@aston.ac.uk
- Complete one of our comments forms (available at Enquiries and Reception)
- Speak to our Enquiries staff, who will pass on your views.