

Key Performance Indicators

Last updated: August 2013

Based on the most recent data available¹ at the time of compilation and benchmarked against the 13 libraries noted below unless otherwise stated.

KPI	Aim	Our Position	
		2011/12	2010/11
1. Usage			
1.1 Journal article downloads per FTE user	Top 5 (5 th = 153)	4 th (156)	7 th (122)
1.2 eBook section requests per FTE user	Top 5 (5 th = 63)	1 st (197)	2 nd (98)
1.3 Annual visits per FTE user	Top 5 (5 th = 69)	1 st (90)	1 st (96)
2. User satisfaction			
2.1 National Student Survey library satisfaction score	Top 5 (5 th = 89%)	3 rd 91% (2013)	2 nd 90% (2012)
2.2 Postgraduate Research Experience Survey library satisfaction score	Above mean = 76.4% (2011)	85.1% (2013)	83.1% (2011)
2.3 Postgraduate Taught Experience Survey library satisfaction score	Above 94 Group mean = 75%	80.4% (2012)	
3. Financial			
3.1 Total expenditure per FTE user	Top 5 (5 th = £399)	6 th (£394)	5 th (£399)
3.2 Information expenditure per FTE user	Top 5 (5 th = £180)	2 nd (£213)	2 nd (£211)
3.3 Staffing as % of library expenditure	3 rd quartile	9 th (37.3%)	8 th (40.2%)

Benchmarking Group: Bath, Birmingham, Durham, East Anglia, Essex, Exeter, Lancaster, Liverpool, Loughborough, Manchester, Nottingham, Reading, Sussex, York [Note: The Lancaster data available for 2011/12 is incomplete]

¹ UK university library statistics for 2011/12 (compiled by SCONUL) and national student satisfaction survey data for the years indicated. Please note that the PGR and PGT experience surveys are not run every year.