

Keeping Powerful Information – KPIs

A road map for embedding statistics into our practice.

- KPIs** A set of 5 KPIs have been developed for the service based on our value statements around customer service. The 5 KPIs use a number of metrics from across the service, some available and gathered monthly as part of MIDAS, some we produce annually for SCONUL and new measures around engagement of staff. The KPI spread sheet is updated annually after the full cycle of an academic year.

Management of the KPI spread sheet	How often are the KPIs updated?	Role of divisional managers	Analysis and review
KPI Planning Team	Annually	Awareness of what data is captured for the KPIs	Strategy group to review in September
	Spread sheet is available as read only on the shared drive	Present to staff in the Autumn of each year. Use as a tool 'this is how we are doing'	Strategy group to agree any changes and manage how we gather key elements
			Used for spring planning

- MIDAS SPREAD SHEET** MIDAS is a set of key Learning Services statistics gathered monthly. These are the service headlines and a quick glance barometer around our activity both across the service and at a divisional level. The spread sheet is able to provide a comparison with the previous year as a percentage increase or decrease.

Management of MIDAS spread sheet	How often is MIDAS updated?	Role of divisional managers and managers	Analysis and review
KPI Planning Team	Monthly by Learning Spaces Co-ordinator	Ensure stats are forwarded to Learning Spaces Co-ordinator	Divisional managers to review their data monthly
	Spread sheet is available as read only on the shared drive	Ensure you are capturing key data	Strategy Group to review every quarter
		Annually review what you wish to have as headlines	
		Ensure statistics are accurate	

- TEAM STATISTICS** These are usually a larger set of statistics which are gathered and managed within teams. These may be located locally within team or divisional folders on the shared Drive. A set (or in some cases all) of these statistics form what are forwarded monthly to the MIDAS spread sheet.

Management of team statistics	How often are team statistics updated?	Role of team managers	Analysis and review
Team members	Monthly	Ensure you are capturing key data	Managers to review monthly
	Stored and managed on the shared drive	Annually review what you wish to measure including any national benchmarks – eg SCOMS	Selected statistics and dashboards to be used to inform annual planning during team meetings and team annual monitoring and reviews
		Ensure statistics are accurate	

DASHBOARDS These are produced using Excel with sets of data we already hold. Dashboards can provide a very visual representation of a group of statistics. We will be producing dashboards for a number of divisional statistics. These could be used in team meetings; newsletters; blog posts; web pages and intranet wiki pages.

Management of dashboards	How often are the dashboards updated?	Role of team managers	Analysis and review
Learning Spaces Co-ordinator for MIDAS	Monthly or bi-monthly	Ensure team members are aware of the dashboards and how we use statistics	Managers to review monthly
Staff within teams for team information	Spread sheet and dashboards available on the shared drive	Managers to use in the annual monitoring and review meetings and setting objectives Aug/Sep	Team or divisional meetings to include dashboards
			Strategy group to review every quarter as part of MIDAS and forward ideas if they are to be used as part of a communication strategy

SERVICE STANDARDS Our standards set out the current level of service students and staff can expect in key areas of Learning Services activities. These standards monitor quality, timeliness and access to facilities and services.

Management of service standards	How often are the service standards updated?	Role of managers	Analysis and review
Customer Services Division & Senior Management Team	Annually with results published on the Learning Services web pages	To ensure the standards are being monitored throughout the academic year	Annually with input from key stakeholders including students

SCONUL ANNUAL STATISTICS As a HE library service we provide SCONUL (Society of College, National and University Libraries) with annual statistics. They are commonly used as a benchmarking tool. Our SCONUL return gathers information under a number of areas but key are budgets (staffing and resources), provision and use of resources, study space, and learner support. There are no requirements to provide data for SpLD, LTD, Media and ICT classroom support.

Management SCONUL statistics	How often do we provide the SCONUL return?	Role of divisional managers	Analysis and review
Senior Management Team & Learning Spaces Co-ordinator	Annually. Full return completed by March of each year. Strategic data set (10 top level stats) submitted and made available December	Managers involved in library provision are responsible for key parts of the return (eg Information Resources Division – usage stats)	Used as benchmarking data for budgets and planning. Strategic Data Set used for benchmarking.
	Full set of SCONUL published data is available in print from the Information Resources office.	KPI Team to ensure the right data maps to the KPIs	

How we gather statistics and use these (both MIDAS and KPIs) to be covered as part of a new member of staffs induction.