

# Report to the Contract Monitoring Group

**April 2018 – March 2019**

on the  
**Provision of Library & Information Services  
to the Agri-Food and Biosciences Institute**



**QUEEN'S  
UNIVERSITY  
BELFAST**



## Introduction

The reporting period, 2018-2019, was the first year of the second phase of the contract between AFBI and Queen's University and was another extremely productive year for Library Services. In August, the Library published its Strategic Plan for 2018-2023 and produced an Operational Plan for 2018-19 outlining the actions and projects it would undertake to support the successful delivery of the Plan.

The Library continued to develop and strengthen its online presence, considering new opportunities to allow AFBI staff to interact with the Library, receive training and provide feedback. Throughout the reporting year, library staff provided expert guidance and support on the use of high quality information resources to give AFBI staff access to the knowledge, information and evidence to support their research. The Library developed a comprehensive training programme, encompassing group and individual training, delivered at a variety of locations.

The Library provided AFBI staff with high quality information from the location of their choice. It produced a proposal for a digital institutional repository to improve the visibility and impact of research conducted at AFBI. Library staff continued to promote open access publishing for the benefit of AFBI staff as a means of raising awareness, visibility and impact and provided advice on publishing issues such as copyright and article processing charges.

The Library engaged with AFBI staff in developing services and continued to develop staff who are approachable, helpful, efficient and knowledgeable. It worked to maintain high levels of satisfaction with library services and was once again successful in achieving Customer Service Excellence accreditation.

The Library is committed to providing high quality library services and resources in support of AFBI's strategic direction. This Annual Report for 2018-19 provides an update on service provision and development during the last year. It is structured to reflect developments across the three areas of strategic priority outlined in AFBI's draft Corporate Plan 2018-2023:

### **Strategic Outcome 1 – Society, Economy & Environment**

- AFBI will lead in the delivery of scientific innovation and evidence to improve the economic and environmental performance and sustainability of the agri-food and marine sectors

### **Strategic Outcome 2 – Customers & Partners**

- AFBI will further enhance its status as a trusted partner and provider of choice in relation to science supporting the agri-food and marine sectors

### **Strategic Outcome 3 – People & Infrastructure**

- AFBI will invest in and develop its people and infrastructure to provide innovative, efficient and effective service delivery

The following sections outline how the Library has developed its support and services in line with each of these outcomes to ensure that excellent library services are available to meet the needs of all AFBI Library members.

## 1. Society, Economy and Environment

Through scientific innovation and development of new technologies AFBI will improve the economic and environmental performance of the agri-food and marine sectors, thereby informing and protecting society. The section below outlines how the Library has supported AFBI in achieving this strategic outcome.

### 1.1 Deliver a Dynamic Digital Experience

**Aim:** To develop a 'Digital Library' harnessing technology to deliver an exciting and dynamic experience for AFBI staff.

The Library achieved this by:

- Reviewing the Library's digital presence (including website content and design) with a focus on providing quick and easy access to information resources. Carrying out a Customer Journey Map with an AFBI scientist to ascertain the effectiveness of the current site and provide valuable insight into the design of a new website
- Continuing to provide access to library services via the Library website. Usage of the website throughout the year was high with over 6,000 visits to the site in total and an average of over 500 visits each month ([See Table 1](#))
- Piloting the Journal App BrowZine as a means of providing access to preferred journals easily from any location or device via an app. This trial allowed the Library to evaluate the product and provided confirmation that a subscription to this app is not currently required
- Continuing to harvest technology where possible: promoting smart screens and WiFi in the Library; developing an online room booking system; using Eventbrite for booking training sessions

### 1.2 Provide a Modern Discovery Solution for Electronic Resources

**Aim:** To provide AFBI staff with a modern discovery solution that offers comprehensive coverage and easy access to relevant articles to support world-class research.

The Library achieved this by:

- Providing users with access to the Library's complete range of information resources, including the Library catalogue, through the EBSCO Resource Discovery Service (EDS). Almost 6,000 searches were carried out using EDS throughout the year ([See Table 2](#))
- Investigating options around Resource Discovery to make finding relevant articles easier. Carrying out an upgrade of the Library Management System to allow a new platform to be implemented in late 2019
- Reviewing the provision of access to journal articles using a Resource Discovery Platform. A new streamlined catalogue will be implemented and users will be directed towards the best databases for articles

### 1.3 Provide Innovative and Effective Training and Support

**Aim:** To ensure AFBI staff are equipped with the skills to use the resources available to them through the use of flexible training methods.

The Library achieved this by:

- Revising the established training programme to offer a variety of times, days and approaches
- Providing one-to-one sessions covering a range of resources including EndNote, the Web of Science, CABI and Medline databases and keeping up to date using Zetoc journal alerts
- Holding regular training sessions throughout the year. A total of 67 training sessions were attended by 127 AFBI staff ([See Table 3](#)). There was a drop in numbers attending the library overview and EndNote sessions, but there was an increase in numbers attending the bite size and one to one or tailored sessions
- Providing bespoke training sessions for staff based in Hillsborough and Loughgall
- Developing the concept of a Pop-Up Library and attending the DAERA event
- Providing a Pop-Up Library for the School of Biological Sciences which included promoting the AFBI Library to students
- Continually seeking feedback on training through feedback from training sessions as well as through the Customer Satisfaction Survey and the Impact Survey
- Using Eventbrite as a mechanism which AFBI staff can use to easily book onto training sessions
- Responding to 1,833 enquiries from AFBI staff ([See Table 4](#)).

### 1.4 Enhance Links with Queen's University Belfast

**Aim:** To build on the alliance with Queen's University Belfast by providing expert guidance and advice to researchers and students.

The Library achieved this by:

- Establishing contact with Postgraduate Research students in AFBI and promoting access to both AFBI and QUB libraries
- Providing subject support to students in the University's School of Biological Sciences

## 2. Customers and Partners

The Library worked to support AFBI in its aspiration to further enhance its status as a trusted partner and provider of choice in relation to science supporting the agri-food and marine sectors.

### 2.1 Deliver First-Rate Resources

**Aim:** To maximise access to high quality information resources to AFBI staff.

The Library achieved this by:

- Continuing to review existing and potential resources to ensure access is provided to the top information resources ([See Table 5](#)). The Library subscribes to a range of bibliographic databases covering Agriculture, Food and Biological Sciences. Web of Science continues to be the most heavily used resource

- Providing access to the full text of key E-Journals. The ten most used full text journal titles are listed in [Table 6](#) and cover a range of areas. A full list of the E-Journals the Library subscribes to, along with their usage is included in [Table 7](#)
- Reviewing the existing authentication to information resources (Shibboleth and EZProxy); moving to Shibboleth authentication to the Web of Science database to provide a more seamless personalised experience for AFBI staff
- Investigating the feasibility of a subscription to Scopus; producing a report outlining why a trial to this database should be considered
- Lending over 1,100 books to staff across all AFBI locations ([See Table 8](#)). Although this represents a small drop from the number of books loaned in the previous year, books are still valuable sources of information
- Providing access to a number of e-books ([See Table 9](#))
- Supplying AFBI staff across all locations with almost 600 articles from the Library's collections. This is an increase of 160 from the previous year ([See Table 10](#)) and reflects the value of the document delivery service to staff across AFBI
- Supplying Queen's libraries with 71 documents from AFBI's journal collection ([See Table 11](#)). This number has remained effectively unchanged from the previous year
- Requesting 815 documents to be supplied from Queen's journal collections ([See Table 12](#)). This is a slight drop from the number requested in 2017-18 but continues to highlight the value of the relationship between Queen's and AFBI
- Requesting 184 articles from the British Library and other external organisations. This was 21 more than the previous year ([See Table 13](#))

## 2.2 Improve Visibility of AFBI Research

**Aim:** To provide support for a digital institutional repository to collect, preserve and disseminate digital copies of AFBI's intellectual output.

The Library achieved this by:

- Preparing a proposal for AFBI to implement an Institutional Repository which would be used to collect, preserve and disseminate AFBI's intellectual output. This would improve the visibility and impact of research conducted at AFBI
- Providing a briefing session on Open Access developments to AFBI staff
- Following Open Access and Plan S developments
- Promoting key Open Access resources to AFBI staff through delivery of the 'Choosing Open Access' training session

## 2.3 Collaboration with AFBI Staff

**Aim:** To work in partnership with AFBI staff to select the most relevant and cost-effective resources that support the work being undertaken in AFBI.

The Library achieved this by:

- Continuing to review journal subscriptions. The journals collection was reviewed in 2018 in consultation with the Library Committee
- Monitoring usage of information resources and highlighting low use resource to the Library Committee. The feasibility of continuing to subscribe to FSTA was reviewed following low usage in 2017-18, however it was subsequently agreed that this is an essential resource for a small number of people and vital to support for research

## **2.4 Provide an Excellent Standard of Service**

**Aim:** To deliver services in a user-focussed way.

The Library achieved this by:

- Carrying out an Impact Survey of all AFBI staff to demonstrate the impact of library services and producing a report. The responses received highlighted the importance of library services and resources in supporting the research-intensive work undertaken by AFBI staff. Provision of information, advice and training is crucial to the research AFBI produces and the wider impact this has
- Carrying out a Customer Satisfaction Survey of all AFBI staff to measure satisfaction with the library service. The survey results indicate that the Library is very positively perceived by a very high percentage of users with 94% of respondents satisfied with the library service overall. A very positive response was also received for library staff and the library environment with comparatively few negative comments received around library resources.
- Continuing to trial, monitor and review the most effective methods of engagement with library users using social media channels. We have subsequently decided to focus on the use of Twitter
- Achieving ongoing accreditation in the Customer Service Excellence (CSE) Standard. CSE covers all aspects of our engagement with our customers, from front-line and face-to-face support, to liaison and communication and how we engage with customers in developing our services and strategy. The Library actively uses the CSE standard to continuously improve the services it provides
- Ensuring the Library is compliant with GDPR by putting in place appropriate technical and organisational measures to implement the data protection principles. Providing safeguards to protect personal data and introducing a mechanism to allow potential members to consent to the Library using their data to provide library services

## **3. People and Infrastructure**

AFBI will invest in and develop its people and infrastructure to provide innovative, efficient and effective service delivery. The Library has supported this through the mechanisms outlined below.

### **3.1 Prioritise Staff Development**

**Aim:** To develop library staff with the necessary skills and expertise required to provide high quality library services.

The Library achieved this by:

- Carrying out staff appraisals and reviewing ongoing progress against the achievement of objectives
- Providing induction and training for the new Assistant Librarian
- Integrating subject responsibility for Biological Sciences into the team; providing resource checks, new book orders, document delivery for the subject
- Providing training and support for staff in their use of social media, including support for the use of Hootsuite to manage Twitter
- Reviewing the use of SharePoint site and integrating updated procedures for Borrower Services

- Participating in, and providing feedback from, library-wide project groups which look for ways to improve and innovate library services in areas such as library policy, interlibrary loans, and reference management

### 3.2 Continuously Improve Library Marketing and Communications

**Aim:** To raise awareness of the library service and its resources through outreach and communication with AFBI staff.

The Library achieved this by:

- Promoting the Library to new staff by presenting at induction sessions and providing library tours. Library staff are alerted to new appointments by HR and follow up where appropriate to ensure that new members of staff are aware of the availability of library services. The number of members increased by 12 in 2018-19 ([See Table 14](#))
- Devising and delivering a comprehensive annual promotions timetable, including training opportunities, coffee mornings, Meet the Team events etc.
- Using Twitter as a means of promoting library services
- Liaising with AFBI Corporate Communications to improve promotion and visibility of the library
- Testing Live Chat functionality in preparation for development of a new website

### 3.3 Develop High Quality Library Facilities

**Aim:** To provide modern, fit-for-purpose library facilities.

The Library achieved this by:

- Reviewing the library environment in Stormont
- Providing a flexible learning space by modernising and updating furniture in Stormont
- Overseeing the implementation of a new Smart Screen into the modernised Stormont flexible learning space
- Liaising with relevant staff in VSD in relation to a new library space in a new building at Stormont
- Liaising with the Estates Manager to identify improvements to the library at Newforge
- Producing a plan for future improvements
- Ensuring availability of AFBI PCs in three individual study rooms
- Relocating dissertations to free up space in the Seminar Room and allow for future repurpose of room
- Overseeing the move of the hub to a secure area in the Library
- Ensuring targets set out in the Library's Standards of Service continue to be met or exceeded. A copy of the Library's Standards of Service can be found in [Appendix 3](#)

### 3.4 Continuously Improve the Experience of Library Services

**Aim:** To continuously improve the experience of library services for the AFBI community.

The Library achieved this by:

- Fully exploiting the use of Twitter to communicate with library members, evaluating the statistics to determine the most effective type of posts. The 500 Tweets which were posted were seen over 163,000 times ([See Table 15](#))
- Promoting the newly modernised Stormont Library environment using Twitter, targeted emails, word of mouth etc.

- Promoting the availability of spaces and services in the Newforge Library via email and social media
- Developing a digital persona to ensure a clear and consistent approach and tone of voice
- Using the Library website to keep users up-to-date with the very latest research published by AFBI staff on a monthly basis

### 3.5 Deliver Value for Money

**Aim:** To achieve maximum value for money when providing services and purchasing resources.

The Library achieved this by:

- Negotiating prices with resource providers and ensuring value for money. Scholarly journals remain a very significant source of information for scientists in all AFBI disciplines and costs increase at around 6% each year. Prices increased by 5.5% in 2018-19 ([See Table 16](#))
- Analysing renewal prices for significant increases and successfully securing some reductions in pricing on specific journal bundles. For example, we queried the renewal cost of the Wiley journals package which resulted in a saving of 3.6% which equated to a saving of £1,216 for AFBI
- Keeping accurate statistics on usage of key resources and monitoring usage
- Delivering training in library resources. This ensures that AFBI staff have the skills to allow them to search for and use resources effectively
- Developing a new more focussed training session in the Web of Science database: Web of Science - a Closer Look

## Conclusion

The Library has been successful in achieving the key aims and goals set out in its Operational Plan for 2018-19 and has continued to develop its services and resources in line with the research priorities of AFBI. It has reviewed its digital presence and plans to move forward with the development of a new modern user-friendly, accessible website. A lot of effort has gone into the provision of training and advice with more one-to-one and bespoke sessions offered to staff. This continues to be an area of importance to the Library as it works to ensure that AFBI staff have access to, and make good use of, the high quality information resources which AFBI subscribes to. Library staff keep the provision of information resources under constant review and monitor usage and prices to ensure AFBI gets the best value for money. The Library is keen to support AFBI in increasing the visibility of its research and is supportive of the implementation of an Institutional Repository in the near future. The upgrade to the Library at Stormont has provided a flexible learning space with access to the technology needed to support research. Plans are well underway to develop the Library in Newforge, providing spaces which can be used by AFBI staff in a variety of ways, such as for individual and collaborative work. The Library has increased its presence on Twitter and is using this as a standard mechanism for promoting library services and resources. The Library is committed to the delivery of an excellent customer service and works hard to ensure continuous service improvement. A new Operational Plan for 2019-20 is now in place, with many positive and exciting developments planned for the year ahead.



## APPENDIX 1

### AFBI Library Income and Expenditure Statement 1 April 2018 to 31 March 2019

<b>Income</b>	<b>2018 – 2019</b>
	<b>£</b>
	254,500
	4,669
<b>Total income</b>	<b>259,169</b>
<b>Expenditure</b>	
Day to Day Management	154,945
Consumables	1,110
Books	10,453
Journals(databases)*	35,669
Inter-library Loans	1,954
Binding	733
Training Expenses	210
Photocopying and Printing	1,818
Equipment and License Fees	10,532
OSR Overheads	30,000
<b>Total Expenditure</b>	<b>£247,424</b>
<b>Surplus/(Deficit) for the period</b>	<b>£11,745</b>

#### \* Journals(databases)

Science Direct	31,000
ASM	4,669
<b>TOTAL</b>	<b>35,669</b>

## APPENDIX 2: Statistics

**Table 1: Website use**

2018/2019	Unique Visitors		Number of Visits	Hits
Apr	281		518	5,928
May	337		587	7,152
Jun	250		466	5,674
Jul	188		358	4,887
Aug	251		506	5,474
Sept	271		529	6,035
Oct	269		591	7,224
Nov	244		560	6,545
Dec	230		485	4,902
Jan	277		559	7,402
Feb	269		501	6,307
Mar	274		564	7,174
<b>Total:</b>	<b>3,141</b>		<b>6,224</b>	<b>74,704</b>

**Table 2: Search@AFBILib (Library Discovery Service)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	18/19 Total
<b>Sessions</b>	269	242	206	311	253	225	303	316	148	306	268	228	<b>3075</b>
<b>Searches</b>	533	384	339	528	434	336	636	710	323	570	499	413	<b>5705</b>
<b>Records Viewed</b>	297	201	161	246	199	195	270	234	127	216	192	187	<b>2525</b>

**Table 3: Training Sessions**

Training Course	Total attendees	No of sessions
Library overview	39	31
Bite size sessions	39	10
EndNote	9	3
One-to-one and tailored sessions	40	23
<b>TOTAL 17-18</b>	<b>126</b>	<b>69</b>
<b>TOTAL 18-19</b>	<b>127</b>	<b>67</b>

**Table 4: Enquiries**

2016/17	2017/18		2018/19
1,820	2,405		1,833

**Table 5: Database use**

Database		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	18/19 Total
<b>All data-bases</b>	Sessions	120	152	117	141	125	164	178	188	93	186	131	175	<b>1770</b>
	Queries	23	5	2	14	32	81	36	28	7	43	48	28	<b>347</b>
<b>CAB</b>	Sessions	11	5	4	9	5	10	17	11	10	15	14	17	<b>128</b>
	Queries	42	10	18	17	7	22	57	17	26	39	26	53	<b>334</b>
<b>FSTA</b>	Sessions	0	0	0	0	1	1	0	6	0	3	0	2	<b>13</b>
	Queries	0	0	0	0	0	3	0	3	0	1	0	3	<b>10</b>
<b>Web of Science</b>	Sessions	102	131	104	124	107	138	147	161	73	158	111	140	<b>1496</b>
	Queries	568	445	490	690	579	614	689	616	379	913	564	654	<b>7201</b>
<b>Medline</b>	Sessions	1	6	1	1	0	0	1	0	0	3	0	1	<b>14</b>
	Queries	1	17	2	7	0	0	0	0	0	4	0	3	<b>34</b>

**Table 6: Top 10 E-Journals**

Title	
1.	Journal of Dairy Science
2.	The Veterinary Record : Journal of the British Veterinary Association
3.	The Journal of Agricultural Science
4.	Avian Diseases
5.	Grass and Forage Science
6.	Animal: an International Journal of Animal Bioscience
7.	Journal of Animal Science
8.	Freshwater Biology
9.	Veterinary Pathology
10.	American Journal of Agricultural Economics

**Table 7: Electronic Resource Usage 2018-19**

<b>e-Journals</b>	<b>Usage</b>
Agribusiness	7
Agricultural and Forest Entomology	3
Agronomy Journal	5
American journal of agricultural economics	36
American Journal of Potato Research	3
Animal	321
Animal Production Science	38
Annals of Applied Biology[the]	10
Antimicrobial Agents and Chemotherapy	1
Applied and Environmental Microbiology	9
Applied Economic Perspectives and Policy c-w American Journal of Agricultural Economics	8
Applied Turfgrass Science	0
Archives of Virology (Stormont)	8
Australian Journal of Agricultural & Resource Economics	8
Australian Veterinary Journal	3
Avian Diseases	7
Avian Pathology	16
Biology and Fertility of Soils	1
British Poultry Abstracts	0
British Poultry Science	5
Bulletin of Entomological Research	9
Bulletin of environmental contamination and toxicology	0
Canadian Journal of Agricultural Economics	4
Canadian Journal of Animal Science	10
Canadian Journal of Fisheries and Aquatic Sciences	53
Canadian Journal of Microbiology	0
Canadian Journal of Soil Science = Revue Canadienne de la Science du Sol	4
Canadian Journal of Veterinary Research = Revue Canadienne Recherche Veterinaire	0
Clinical & Experimental Immunology	1
Clinical and Vaccine Immunology	1
Crop Forage and Turfgrass Management	0
Crop Management	0
Crop Science	2
Ecology of Freshwater Fish	9
Econometrica	2
Epidemiology and Infection	45
Eukaryotic Cell	0
Eurochoices	7
European Journal of Plant Pathology	1
European Review of Agricultural Economics	2
Fisheries	1
Fisheries Management & Ecology	21
Food Additives & Contaminants - Part A	5
Food Additives & Contaminants - Part B	0
Food Additives & Contaminants Pack	3
Forage and grazinglands	0
Forestry	2
Grass and Forage Science	180
ICES Journal of Marine Science	20
Immunology - EN	1
Infection and Immunity	0
International Journal Dairy Technology	4
International Journal of Experimental Pathology	3
International Journal of Food Science & Technology	4
International Journal of Food Sciences & Nutrition	2
Journal of agricultural and food chemistry.	6
Journal of Agricultural Economics	37
Journal of Agricultural Science	231
Journal of Animal Science	235
Journal of Applied Ecology [The]	22
Journal of Applied Microbiology	14
Journal of Applied Poultry Research [The]	6
Journal of Aquatic Animal Health	0

Journal of Bacteriology	0
Journal of Clinical Microbiology	7
Journal of Dairy Research	51
Journal of environmental Quality	11
Journal of Food Science	17
Journal of General Virology	4
Journal of Infectious Diseases	1
Journal of Plant Registrations	0
Journal of Regional Science	1
Journal of the American Oil Chemists Society	2
Journal of the Science of Food and Agriculture	29
Journal of Virology	7
Journal of Wildlife Diseases	2
Letters in applied microbiology	3
Lipids	2
mBio	0
Microbiology - England	4
Microbiology and Molecular Biology Reviews	0
Molecular and Cellular Biology	0
Natural Sciences Education	0
New Zealand Journal of Agricultural Research	5
New Zealand Veterinary Journal	7
North American Journal of Aquaculture	1
North American Journal of Fisheries Management	8
Nutrient Cycling in Agroecosystems	1
Pest Management Science	10
Plant & soil	18
Plant Genome	0
Poultry Science	37
Precision Agriculture	2
Review of Development Economics	1
Review of economics of the household	0
Soil Science Society of America journal	4
Soil Use and Management	12
Transactions of the American fisheries society	3
Vadose Zone Journal	0
Veterinary Pathology	95
Veterinary Record c-w In Practice	248
Veterinary Research Communications	0
Viral Immunology	4
Wetlands	0
<b>Total</b>	<b>2033</b>

**Table 8: Loan statistics**

2018/2019	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
AFBI Loans	107	83	117	106	83	82	100	74	86	88	87	89	1102

*Previous year totals: 2017/18 – 1,208*

**Table 9: Ebook Usage**

e-Book Packages	Usage
CAB	5
Wagenignen	4
EBSCO	8
MyiLibrary	4
<b>Total</b>	<b>21</b>

**Table 10:** Items supplied from AFBI stock to users

2018/2019	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Items	51	45	28	116	186	29	32	36	14	11	30	17	<b>595</b>

*Previous year total: 2017/18 - 440*

**Table 11:** Items supplied to QUB by AFBI

2018/2019	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	1	1	2	3	1	3	4	3	1	5	3	0	<b>27</b>
Photocopies	1	3	1	1	1	0	18	8	2	3	4	2	<b>44</b>
<b>Total</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>22</b>	<b>11</b>	<b>3</b>	<b>8</b>	<b>7</b>	<b>2</b>	<b>71</b>

*Previous year total: 2017/18 - 72*

**Table 12:** Items supplied to AFBI by QUB

2018/2019	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	51	44	50	54	33	64	54	48	22	87	23	89	<b>619</b>
Photocopies	14	12	16	19	37	22	13	11	6	17	19	10	<b>196</b>
<b>Total</b>	<b>65</b>	<b>56</b>	<b>66</b>	<b>73</b>	<b>70</b>	<b>86</b>	<b>67</b>	<b>59</b>	<b>28</b>	<b>104</b>	<b>42</b>	<b>99</b>	<b>815</b>

*Previous year total: 2017/18 - 889*

**Table 13:** Items supplied to AFBI by the British Library & other organisations

2018/2019	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Books	4	6	5	5	5	0	0	5	0	1	2	2	<b>35</b>
Photocopies	21	14	13	12	17	10	16	13	7	5	7	14	<b>149</b>
<b>Total</b>	<b>25</b>	<b>20</b>	<b>18</b>	<b>17</b>	<b>22</b>	<b>10</b>	<b>16</b>	<b>18</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>16</b>	<b>184</b>

*Previous year total: 2017/18 – 163*

**Table 14:** Library membership

2017-18	2018-19
<b>414</b>	<b>426</b>

**Table 15: Twitter Statistics**

2018/2019	Tweets	Impressions	Profile Visits	Mentions	New followers
Apr	46	13,600	1,227	13	1
May	56	24,100	1,479	13	4
Jun	40	14,000	752	14	9
Jul	43	10,100	652	7	8
Aug	45	13,500	984	15	4
Sept	43	12,900	1,284	8	8
Oct	29	15,500	1,558	9	5
Nov	39	18,300	1,537	5	7
Dec	44	13,200	1,401	11	3
Jan	44	18,800	1,792	17	11
Feb	34	13,800	1,129	16	2
Mar	37	14,500	1,358	14	8
<b>Total:</b>	<b>500</b>	<b>163,500</b>	<b>15,153</b>	<b>142</b>	<b>70</b>

**Table 16: Resource Expenditure – Journals**

	2017-18 Spend (£)	2018-19 Spend (£)
<b>Journals/Databases</b>	227,828*	240,353*

\*Includes £31,000 as a contribution towards Science Direct



# Standards of Service 2018-2019

*Committed to meeting the needs of our customers in a professional manner*

## Library Services

<u>Performance 2017-2018</u>	<u>Target 2018-2019</u>	<u>Performance 2017-2018</u>	<u>Target 2018-2019</u>
<b>Achieved</b> 91%	We will achieve at least a 92% satisfaction rating on Question 19 in the National Student Survey	<b>Achieved</b> 99.6%	The Library will be open for 100% of our advertised staff service opening hours during semester or term time
<b>Achieved</b> 87.3%	We will achieve at least 90% satisfaction with the quality of the study environment in all libraries	<b>Achieved</b> 100%	We will acknowledge all feedback, enquiries and complaints within 1 working day
<b>Achieved</b> 100%	Telephone calls will be answered within 14 secs; unanswered calls will go to voicemail	<b>Achieved</b> 100%	We will provide an initial response to feedback, enquiries and complaints within 3 working days
<b>Achieved</b> 100%	Customers will be served within 3 mins of arrival at a Library Service point during staffed hours	<b>Achieved</b> 96%	We will achieve at least 99% satisfaction with responses to feedback, enquiries and complaints
<b>Achieved</b> 78.5%	80% of library users will rate staff as knowledgeable	<b>Achieved</b> 84.2%	At least 86% of library users will rate staff as friendly and helpful
<b>Achieved</b> 100%	We will ensure that returned books are available to customers within one working day	<b>Achieved</b> 100%	We will action inter-library loan requests within 3 working days of receiving the request
<b>Achieved</b> 100%	We will provide a detailed response on missing items to customers within 7 working days.	<b>Achieved</b> 100%	We will achieve at least 99% satisfaction on our timetabled teaching sessions and organised drop-in clinics
<b>Achieved</b> 99.9%	Core Library systems will be available 99% of the time during working hours; the majority of systems available 24/7	<b>Achieved</b> 100%	At least 99% of customers will rate library trainers as knowledgeable
<b>Achieved</b> 99.5%	At least 99% of reading list items will be available for the start of teaching	<b>Achieved</b> 100%	At least 99% of customers will rate library trainers as friendly and helpful