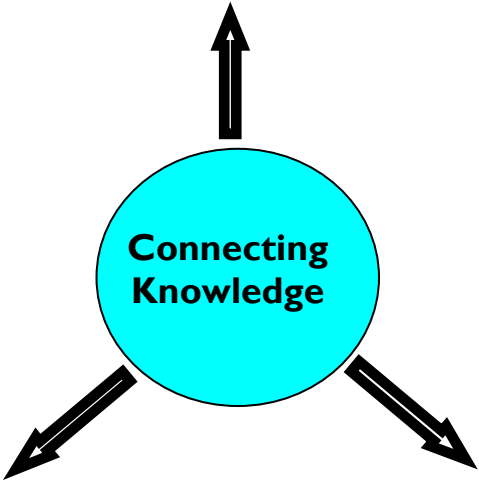


National Library of Scotland – Key Performance Indicator Report – 2011-12 First Quarter

Connectivity	
Catalogue coverage	■ ■
Enquiries	■
Visitors to events etc	■ ■
Reading Room visits	■
Media Profile	■
Use of website	■



Key
 Green: achieved
 Amber: partly achieved
 Red: not achieved
 Grey: In development
 White: not due this quarter

Organisational Effectiveness	
Staff absence	■
Fundraising	■
Efficiency	■

Content	
Items added	■
Collections condition	■
Digital images created	■

Key Performance Indicator Report Q1 2011-12

KPI Reporting Schedule 2011-12						
Lead	Indicator	Frequency	Q1: Aug 11	Q2: Nov 11	Q3: Feb 12	Q4: Jun 12
DM	Addition to collections	Quarterly	x	x	x	x
DM	Condition of collections	Quarterly	x	x	x	x
DM	No. of digital images	Quarterly	x	x	x	x
DC	Staff absence	Quarterly	x	x	x	x
AM	Funds raised	Quarterly	x	x	x	x
AM	Media profile	Quarterly	x	x	x	x
AM	Visitors to events etc	Quarterly	x	x	x	x
AM	Use of website	Quarterly	x	x	x	x
AM	Reading room visits	Quarterly	x	x	x	x
AM	Catalogues	Quarterly	x	x	x	x
DC	Efficiencies	Quarterly	x	x	x	x
AM	Enquiries	Quarterly	x	x	x	x
TOTALS			12	12	12	12

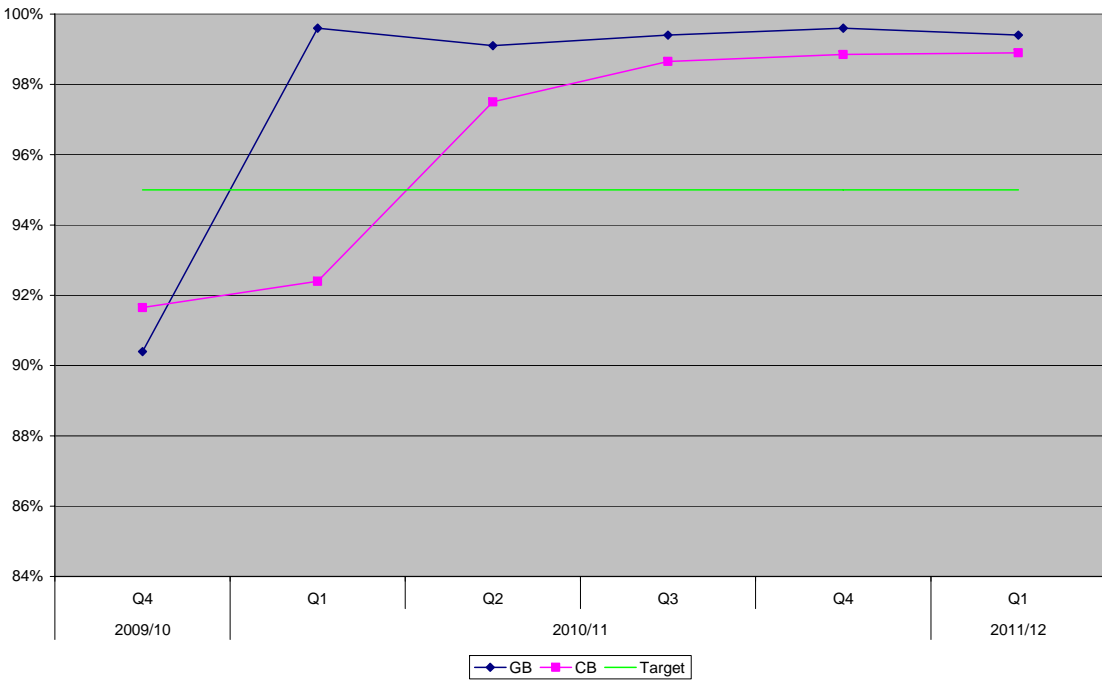
Key Performance Indicator Report Q1 2011-12

Additions to Collections (NB figures exclude Manuscripts)	Apr – Jun 2011	Targets	Actual	Traffic light at:
<p>The chart displays quarterly additions to collections. The largest category in all quarters is 'Serial issues', followed by 'Newspaper issues' and 'Monographs PB'. There is a noticeable decrease in total additions in Q1 2011/12 compared to the previous quarters.</p>	Total accessions	None	63,469	
Analysis				
<p>I propose that we continue to report the amount of material added to the collection, but we should treat it as information rather than a KPI. Commentary should be supplied to identify the reason for change, be it up or down. There should not be a target for additions to the collections because NLS does not have sufficient control over the volume of material collected via legal deposit. We control neither the size of the universe available to be claimed, nor the effectiveness of the Agency in claiming. We will also be undertaking steps to put in place a 10% reduction, but this only muddies things further.</p>				
Action Plan				
<p>Darryl Mead</p>				
<p>03/08/2011</p>				

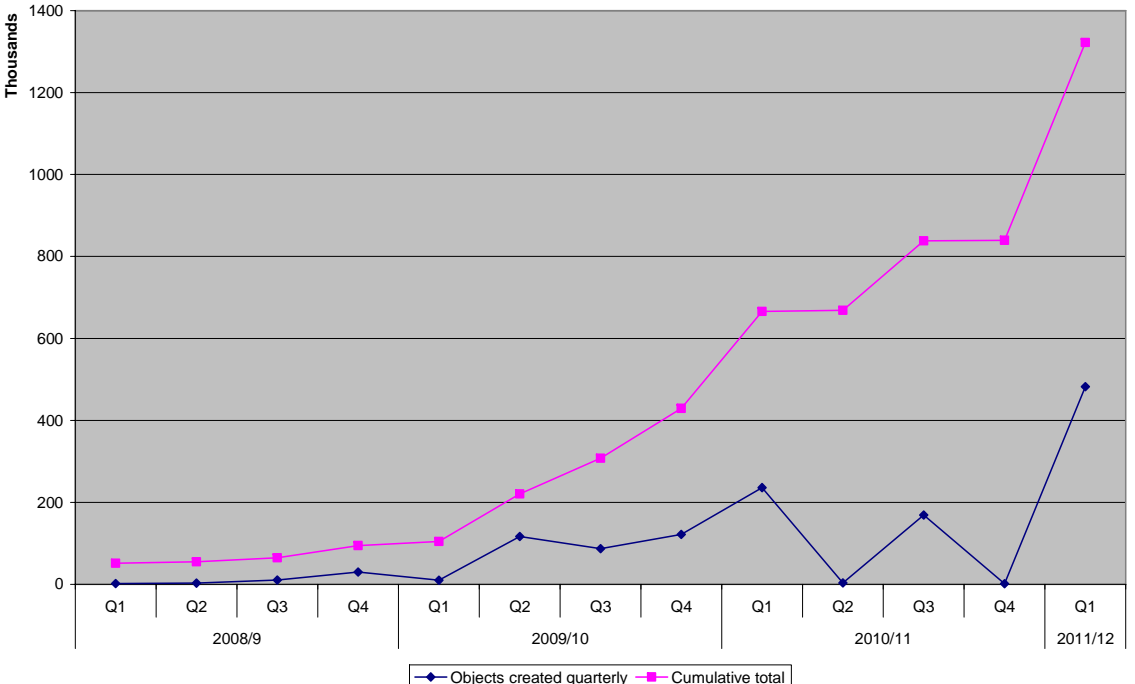
Key Performance Indicator Report Q1 2011-12

Supplement: Additions to Scottish Collections	Jan – Dec 2010	Targets	Actual	Traffic light at:																																								
<p style="text-align: center;">Scottish items Acquired by Imprint and Content</p> <table border="1"> <caption>Estimated data from the chart</caption> <thead> <tr> <th>Year</th> <th>Scottish Imprint</th> <th>Scottish Content (but not Imprint)</th> <th>Remote Scot. Gov. Electronic monographs</th> </tr> </thead> <tbody> <tr><td>2002</td><td>3100</td><td>1800</td><td>0</td></tr> <tr><td>2003</td><td>3400</td><td>1600</td><td>0</td></tr> <tr><td>2004</td><td>3400</td><td>1700</td><td>0</td></tr> <tr><td>2005</td><td>2300</td><td>1600</td><td>0</td></tr> <tr><td>2006</td><td>2500</td><td>1300</td><td>0</td></tr> <tr><td>2007</td><td>3200</td><td>1900</td><td>0</td></tr> <tr><td>2008</td><td>3700</td><td>1800</td><td>0</td></tr> <tr><td>2009</td><td>3400</td><td>1400</td><td>0</td></tr> <tr><td>2010</td><td>3800</td><td>1800</td><td>700</td></tr> </tbody> </table>	Year	Scottish Imprint	Scottish Content (but not Imprint)	Remote Scot. Gov. Electronic monographs	2002	3100	1800	0	2003	3400	1600	0	2004	3400	1700	0	2005	2300	1600	0	2006	2500	1300	0	2007	3200	1900	0	2008	3700	1800	0	2009	3400	1400	0	2010	3800	1800	700	Total accessions	In development	6282	n/a
Year	Scottish Imprint	Scottish Content (but not Imprint)	Remote Scot. Gov. Electronic monographs																																									
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2008	3700	1800	0																																									
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2010	3800	1800	700																																									
<p>Analysis</p> <p>During 2010, a total of 6,282 Scottish items (by imprint and/or content) were acquired.</p>																																												
<p>Action Plan</p> <p>Work is in progress to improve the completeness of our information about intake of Scottish material: for example, Official Publications have just begun producing statistics on the number of Scottish Government Electronic monographs being collected. Scottish items acquired should be reported by reporting year, April – March, to bring it into line with other statistical reporting.</p>																																												
Darryl Mead	03/08/2011																																											

Key Performance Indicator Report Q1 2011-12

Condition of Collections	Apr – Jun 2011	Targets	Actual	Traffic light at:																												
 <table border="1"> <caption>Condition of Collections Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>GB (%)</th> <th>CB (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q4 2009/10</td> <td>90.5</td> <td>91.8</td> <td>95.0</td> </tr> <tr> <td>Q1 2010/11</td> <td>99.5</td> <td>92.5</td> <td>95.0</td> </tr> <tr> <td>Q2 2010/11</td> <td>99.0</td> <td>97.5</td> <td>95.0</td> </tr> <tr> <td>Q3 2010/11</td> <td>99.3</td> <td>98.8</td> <td>95.0</td> </tr> <tr> <td>Q4 2010/11</td> <td>99.5</td> <td>98.9</td> <td>95.0</td> </tr> <tr> <td>Q1 2011/12</td> <td>99.3</td> <td>98.9</td> <td>95.0</td> </tr> </tbody> </table>	Quarter	GB (%)	CB (%)	Target (%)	Q4 2009/10	90.5	91.8	95.0	Q1 2010/11	99.5	92.5	95.0	Q2 2010/11	99.0	97.5	95.0	Q3 2010/11	99.3	98.8	95.0	Q4 2010/11	99.5	98.9	95.0	Q1 2011/12	99.3	98.9	95.0	GB	95%	99.4%	Green
	Quarter	GB (%)	CB (%)	Target (%)																												
Q4 2009/10	90.5	91.8	95.0																													
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Q1 2011/12	99.3	98.9	95.0																													
CB	95%	98.9%	Green																													
<p>Analysis</p> <p>There were problems with the Building Management System during Q4 of 2009/10 and Q1 of 2010/11, which explains the dip in performance. This has now been rectified.</p>																																
<p>Action Plan</p> <p>A new KPI has been created based on existing, well-established performance data for our buildings. It covers all collections stored in the stacks for GB and CB, which adds to over 99% of NLS holdings. We are reporting the average amount of time that the collections were stored in conformance to the PAS 198 standard across the quarter. The technical parameters are: Temperature in the range 15 to 20 degrees Celsius Relative Humidity of 40% to 60%. Green is conformance over 95% of the time Amber: 90% to 95% Red: less than 90% of the time.</p> <p>The data set available goes back at least five years and the base level of granularity is monthly. More detailed data is also available if required.</p>																																
Darryl Mead	03/08/2011																															

Key Performance Indicator Report Q1 2011-12

Digital objects created through digitisation programme:	Apr – Jun 2011	Target	Actual	Traffic light at:																																										
 <table border="1" data-bbox="134 279 1265 965"> <caption>Estimated data from the line chart</caption> <thead> <tr> <th>Quarter</th> <th>Objects created quarterly (Thousands)</th> <th>Cumulative total (Thousands)</th> </tr> </thead> <tbody> <tr><td>Q1 2008/9</td><td>0</td><td>50</td></tr> <tr><td>Q2 2008/9</td><td>0</td><td>60</td></tr> <tr><td>Q3 2008/9</td><td>10</td><td>70</td></tr> <tr><td>Q4 2008/9</td><td>30</td><td>100</td></tr> <tr><td>Q1 2009/10</td><td>10</td><td>110</td></tr> <tr><td>Q2 2009/10</td><td>120</td><td>230</td></tr> <tr><td>Q3 2009/10</td><td>80</td><td>310</td></tr> <tr><td>Q4 2009/10</td><td>120</td><td>430</td></tr> <tr><td>Q1 2010/11</td><td>240</td><td>670</td></tr> <tr><td>Q2 2010/11</td><td>0</td><td>670</td></tr> <tr><td>Q3 2010/11</td><td>170</td><td>840</td></tr> <tr><td>Q4 2010/11</td><td>0</td><td>840</td></tr> <tr><td>Q1 2011/12</td><td>480</td><td>1320</td></tr> </tbody> </table>	Quarter	Objects created quarterly (Thousands)	Cumulative total (Thousands)	Q1 2008/9	0	50	Q2 2008/9	0	60	Q3 2008/9	10	70	Q4 2008/9	30	100	Q1 2009/10	10	110	Q2 2009/10	120	230	Q3 2009/10	80	310	Q4 2009/10	120	430	Q1 2010/11	240	670	Q2 2010/11	0	670	Q3 2010/11	170	840	Q4 2010/11	0	840	Q1 2011/12	480	1320	Objects created	150,000	482,403	Green
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Q4 2010/11	0	840																																												
Q1 2011/12	480	1320																																												
	<p>Analysis The successful conclusion of 2 mass digitisation projects (Mass Digitisation of Printed Books, Wellcome Trust India Papers) followed by a bulk load of the project's files into the DOD at faster speeds than previous years has contributed to this quarterly target. Growth will flatten next quarter as we move between large scale projects</p>																																													
	<p>Action Plan It is desirable to report, not only the gross number of digital objects being created, but also the proportion of these which can be accessed by customers using publicly available catalogues and discovery tools. However, calculating this figure requires work for which resources have yet to be identified.</p>																																													
Darryl Mead	27/07/2011																																													

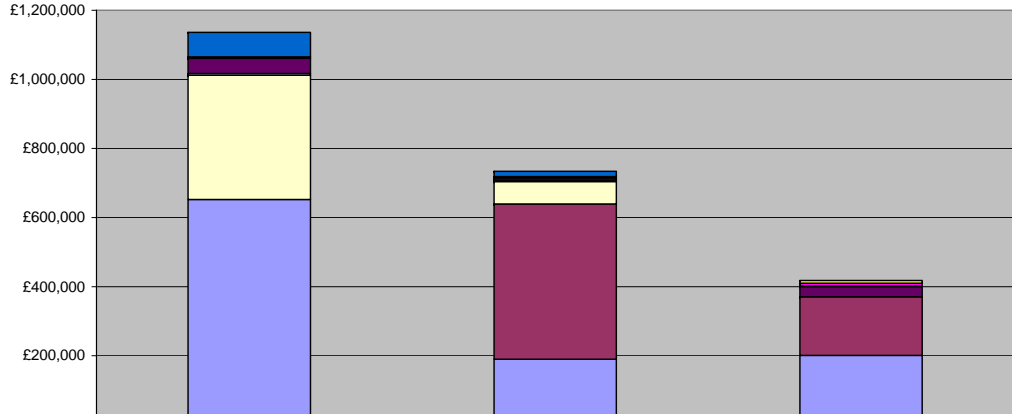
Key Performance Indicator Report Q1 2011-12

Staff Absence: Average days per employee	Apr – Jun 2011	Target	Actual	Traffic light at:																												
<table border="1"> <caption>Staff Absence: Average days per employee (Historical Data)</caption> <thead> <tr> <th>Year/Quarter</th> <th>Average Days</th> </tr> </thead> <tbody> <tr><td>2008/9 Q1</td><td>3.5</td></tr> <tr><td>2008/9 Q2</td><td>3.7</td></tr> <tr><td>2008/9 Q3</td><td>3.4</td></tr> <tr><td>2008/9 Q4</td><td>2.9</td></tr> <tr><td>2009/10 Q1</td><td>3.2</td></tr> <tr><td>2009/10 Q2</td><td>3.4</td></tr> <tr><td>2009/10 Q3</td><td>3.1</td></tr> <tr><td>2009/10 Q4</td><td>2.6</td></tr> <tr><td>2010/11 Q1</td><td>1.9</td></tr> <tr><td>2010/11 Q2</td><td>1.6</td></tr> <tr><td>2010/11 Q3</td><td>2.4</td></tr> <tr><td>2010/11 Q4</td><td>1.9</td></tr> <tr><td>2011/12 Q1</td><td>1.1</td></tr> </tbody> </table>	Year/Quarter	Average Days	2008/9 Q1	3.5	2008/9 Q2	3.7	2008/9 Q3	3.4	2008/9 Q4	2.9	2009/10 Q1	3.2	2009/10 Q2	3.4	2009/10 Q3	3.1	2009/10 Q4	2.6	2010/11 Q1	1.9	2010/11 Q2	1.6	2010/11 Q3	2.4	2010/11 Q4	1.9	2011/12 Q1	1.1	Collections & Research	1.75	0.75	Green
	Year/Quarter	Average Days																														
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2011/12 Q1	1.1																															
Customer Services:	1.75	1.64	Green																													
Corporate Services	1.75	1.12	Green																													
Dev. & Ext. Relations:	1.75	0.08	Green																													
NL & Chief Exec.:	1.75	1.43	Green																													
Overall	1.75	1.11	Green																													
<p>Analysis: This represents a fall of approximately 2.4 days per person in comparison with Q1 of last year. Please note a considerable amount of work has been undertaken to address both long term absence and persistent short term absence.</p>																																
<p>Action Plan To maintain a manageable annual average absence of 7.5 days per person.</p>																																
Duncan Campbell	10/08/2011																															

Key Performance Indicator Report Q1 2011-12

Staff Absence – breakdown into Short and Long Term Absence		Target	Actual	Traffic light																		
<table border="1"> <caption>Staff Absence Data</caption> <thead> <tr> <th>Department</th> <th>Inc. (Short Term)</th> <th>Exc. (Long Term)</th> </tr> </thead> <tbody> <tr> <td>Collections & Research</td> <td>0.75</td> <td>0.75</td> </tr> <tr> <td>Customer Services</td> <td>1.6</td> <td>1.05</td> </tr> <tr> <td>Corporate Services</td> <td>1.1</td> <td>0.7</td> </tr> <tr> <td>Development & External Relations</td> <td>0.08</td> <td>0.08</td> </tr> <tr> <td>National Librarian & Chief Executive</td> <td>1.4</td> <td>1.4</td> </tr> </tbody> </table>	Department	Inc. (Short Term)	Exc. (Long Term)	Collections & Research	0.75	0.75	Customer Services	1.6	1.05	Corporate Services	1.1	0.7	Development & External Relations	0.08	0.08	National Librarian & Chief Executive	1.4	1.4	<p>Analysis Whilst absence in the NLCE Office appears high, low numbers of staff skew the results.</p> <p>Customer Services has one person on long term absence and Corporate Services has two.</p>			
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Key Performance Indicator Report Q1 2011-12

Fundraising		Apr – Jun 2011	Targets	Actual	Traffic light at:																																											
		Cash payments received	£55,000	£126,500	Green																																											
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Alex Miller		<ul style="list-style-type: none"> Action Plan JISC funding application for up to £500K is in process, for a September decision and a possible November grant a small number of priority projects have been selected for funding applications from Collections & Research and from Education - applications commence from July an NLS Patrons programme will be launched in September NLS American Patrons have merged with NGS and will officially launch by December. In the meantime its 12 board members have made a commitment to a initial \$5,000 contribution each 																																														
		3/8/2011																																														

Key Performance Indicator Report Q1 2011-12

Media Profile (Advertising Value Equivalent, £thousands)													Apr – Jun 2011																												
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	AVE		£196,000	£446,000	Green																																				
<p>Analysis: NLS featured in 270 articles during this period. Despite the negative coverage surrounding the David Dinham case, there was widespread positive publicity for NLS from a range of news and events.</p> <p>This included coverage in the Metro, Press & Journal, Glasgow Evening Times and Dundee Telegraph about the launch of Post Office Directories online, coverage in the Daily Mail, Scotsman, Press & Journal and Evening News about the launch of the Banned Books exhibition and a feature in The Times about the Darien Scheme Treasures display. There were also double page features in the Sunday Post and Daily Record about the Bottled Tears: Scottish War Brides of World War 2 event as well as coverage about the Michael Palin Inspirations event, the Ullapool Book Festival and Callum Macdonald Memorial Award. Additionally, Rare Books curator, Graeme Hogg, was quoted in a number of articles and on radio commenting on a rare 17th century book, 'The Circulation of the Blood' by William Harvey, which had been anonymously donated to a church sale.</p>																																									
<p>Action Plan With a new media evaluation system implemented in August last year, we will have a more consistent method of measuring AVE throughout 2011-12 and more accurate figures for comparison going forward.</p>																																									
Alex Miller													27/07/2011																												

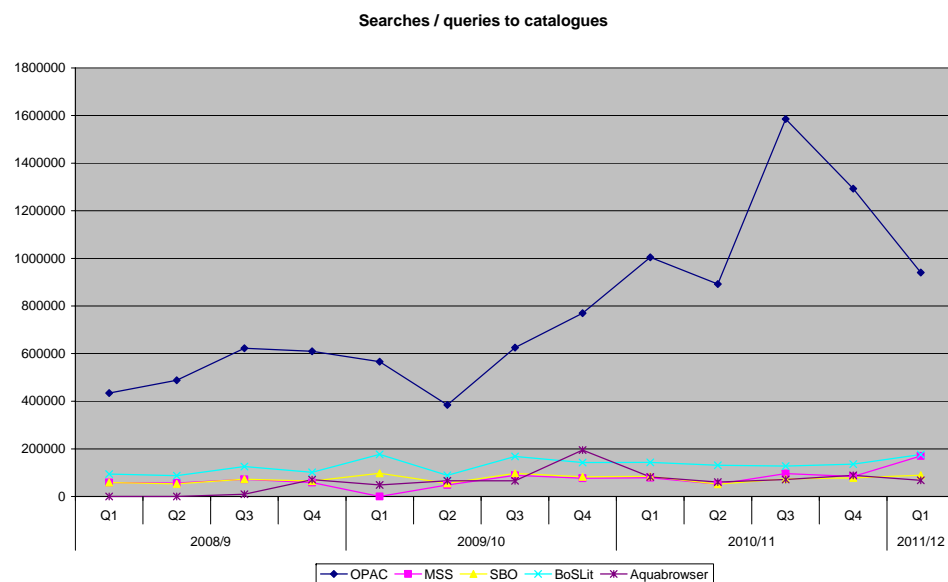
Key Performance Indicator Report Q1 2011-12

Visitors to Events & Exhibitions		Apr – Jun 2011	Target	Actual	Traffic light at:																																										
		Footfall	33,750	50,069	Green																																										
		Event attendees	675	714	Green																																										
		Exhibition attendees	15,000	15,881	Green																																										
<p>Analysis: The Q1 figure for exhibition attendees (15,881) shows a rise of just under 20% on last year's figure. This represents a healthy growth for this quarter, which is traditionally the quietest time of year for exhibition visitors. There was no main exhibition open during this period (the summer exhibition opened on 24 June), suggesting that the Library is attracting a reasonable rate of 'drop-in' visitors to view the ongoing Treasures displays and the standing JMA exhibition.</p> <p>Nine public events at NLS took place during Q1, including a number of sell-out events. The highlight of the period was Inspirations with Michael Palin.</p>																																															
<p>Action Plan</p>																																															
<table border="1"> <caption>Estimated Data for Visitors to Events & Exhibitions (Thousands)</caption> <thead> <tr> <th>Quarter</th> <th>Events, exhibitions etc</th> <th>GB footfall</th> </tr> </thead> <tbody> <tr><td>Q1 2008/9</td><td>17</td><td></td></tr> <tr><td>Q2 2008/9</td><td>21</td><td></td></tr> <tr><td>Q3 2008/9</td><td>10</td><td></td></tr> <tr><td>Q4 2008/9</td><td>14</td><td></td></tr> <tr><td>Q1 2009/10</td><td>5</td><td></td></tr> <tr><td>Q2 2009/10</td><td>38</td><td></td></tr> <tr><td>Q3 2009/10</td><td>15</td><td></td></tr> <tr><td>Q4 2009/10</td><td>17</td><td></td></tr> <tr><td>Q1 2010/11</td><td>15</td><td></td></tr> <tr><td>Q2 2010/11</td><td>28</td><td>31</td></tr> <tr><td>Q3 2010/11</td><td>17</td><td>35</td></tr> <tr><td>Q4 2010/11</td><td>15</td><td>37</td></tr> <tr><td>Q1 2011/12</td><td>17</td><td>50</td></tr> </tbody> </table>		Quarter	Events, exhibitions etc	GB footfall	Q1 2008/9	17		Q2 2008/9	21		Q3 2008/9	10		Q4 2008/9	14		Q1 2009/10	5		Q2 2009/10	38		Q3 2009/10	15		Q4 2009/10	17		Q1 2010/11	15		Q2 2010/11	28	31	Q3 2010/11	17	35	Q4 2010/11	15	37	Q1 2011/12	17	50	<p>Alex Miller</p>			
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Key Performance Indicator Report Q1 2011-12

Website Usage (web sessions, Thousands)													Apr – Jun 2011	Target	Actual	Traffic light:																																																																																																																																																			
													Web Sessions	379,000	419,000	Green																																																																																																																																																			
<p>Analysis: We see the customary drop in sessions from Q4 to Q1 on NLS domains, which presumably tallies with the end of the academic year. For nls.uk, this drop was not as marked as in previous years. Only the SSA site saw increased sessions from Q4 to Q1. New films went online in June, and publicity for this will have helped drive visitors to that site.</p> <p>Post Office street directories again feature high in the list of pages most visited, with a sharp peak on 28 April, most likely due to a mention in the email newsletter that went out that day. Family history pages took 4 of the slots on the list of top 10 pages visited. 'Using the library' pages and the online registration / licensed digital collections were popular again in this quarter.</p> <p>Broadsides and 'Experiences of War' were the most visited web features.</p> <p>The most visited image group in the Digital Archive in Q1 was 'Official photographs of the First World War', followed by the 'Gaelic early book collections'.</p>													<p>Action Plan: We continue to monitor 'visits' on Google Analytics.</p>																																																																																																																																																						
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Website Usage – supplementary data on search



Comment:

The graph opposite shows numbers of searches submitted to our online catalogues. The main catalogue is still the most used among these search and discovery tools; it currently makes up just under two thirds (62%) of the total. We do not have an explanation of for the very high figures recorded for the second half of 2010/11, but are examining whether there was a genuine spike in usage by customers during the period, or whether these figures are an anomaly caused by automated harvesting.

Although the growth of ‘non-traditional’ modes of discovering NLS content has been noted in previous reports, searches of the resources shown on the graph are still more numerous than most ‘new’ activity through Flickr, YouTube and Internet Archive - although such ‘traditional’ searches have declined in absolute numbers since the first half of 2009/10.

Paul Hambelton

03/08/2011

Reading Room Visits	Apr – Jun 2011																												
<table border="1"> <caption>Reading Room Visits (Thousands)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2008/9</td> <td>19</td> <td>17</td> <td>17</td> <td>18.5</td> </tr> <tr> <td>2009/10</td> <td>17</td> <td>18.5</td> <td>19.5</td> <td>24.5</td> </tr> <tr> <td>2010/11</td> <td>22.5</td> <td>21.5</td> <td>20</td> <td>25.5</td> </tr> <tr> <td>2011/12</td> <td>21.5</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2008/9	19	17	17	18.5	2009/10	17	18.5	19.5	24.5	2010/11	22.5	21.5	20	25.5	2011/12	21.5					Target	Actual	Traffic light at:
	Year	Q1	Q2	Q3	Q4																								
2008/9	19	17	17	18.5																									
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2010/11	22.5	21.5	20	25.5																									
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	Reader Visits	22,423	21,482	Amber																									
<p>Analysis: In comparison to the first quarter of 2010-11, reading room visit figures show a drop of 4% overall. Given that 2010/11 was an exceptional year for reader visits, this may reflect figures returning to more 'normal' levels. However, a closer analysis of the figures reveals a drop in reader visits to GB reading rooms of 3%, while visits to the maps reading room have dropped by 24% for the same quarter although, again, these reflect the number of visits to this reading room prior to the exceptional figure for 201/11.</p> <p>In comparison, the number of online only memberships show a 187% increase on Q1 for 2010-11.</p>																													
<p>Action Plan: There is a new automated reader count system in place and we will monitor the effect this has on reported usage figures.</p>																													
Alex Miller	28/07/2011																												

Key Performance Indicator Report Q1 2011-12

Catalogue Coverage		Apr – Jun 2011	Target	Actual	Traffic light at:																									
<p style="text-align: center;">Items disclosed</p> <table border="1"> <caption>Items disclosed (Thousands)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2008/9</td> <td>16</td> <td>17</td> <td>20</td> <td>25</td> </tr> <tr> <td>2009/10</td> <td>57</td> <td>64</td> <td>65</td> <td>62</td> </tr> <tr> <td>2010/11</td> <td>77</td> <td>80</td> <td>72</td> <td>85</td> </tr> <tr> <td>2011/12</td> <td>72</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2008/9	16	17	20	25	2009/10	57	64	65	62	2010/11	77	80	72	85	2011/12	72				% intake processed on time	90%	100%	Green
		Year	Q1	Q2	Q3	Q4																								
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Uncatalogued material catalogued	5,000	4298	Amber																											
		<p>Analysis: All current intake of printed material acquired through purchase, donation and Legal Deposit was disclosed through the catalogues within a month of receipt.</p> <p>Action Plan: Qualitative measures of user success in accessing collections are being investigated by the Head of Acquisition of Description. The Print Ingest Review, currently underway, will identify further efficiencies in the acquisition-cataloguing process.</p> <p>Following completion of the audit of undisclosed collections, priorities and volume are being set for cataloguing in Quarters 2-4. Further work is required in coordinating figures for the acquisition and creation of digitized content with the disclosure of that content to users.</p>																												
Alex Miller		14/07/2011																												

Key Performance Indicator Report Q1 2011-12

Enquiries		Apr – Jun 2011	Target	Actual	Traffic light at:																									
		Enquiries	19,611	16,778	Red																									
<table border="1"> <caption>Enquiries (Thousands) Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2008/9</td> <td>20.5</td> <td>20.0</td> <td>20.2</td> <td>22.0</td> </tr> <tr> <td>2009/10</td> <td>20.0</td> <td>19.5</td> <td>21.0</td> <td>22.0</td> </tr> <tr> <td>2010/11</td> <td>19.5</td> <td>18.0</td> <td>17.5</td> <td>20.5</td> </tr> <tr> <td>2011/12</td> <td>16.5</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Year	Q1	Q2	Q3	Q4	2008/9	20.5	20.0	20.2	22.0	2009/10	20.0	19.5	21.0	22.0	2010/11	19.5	18.0	17.5	20.5	2011/12	16.5				<p>Analysis: Enquiries fell by 14% for Q1 2011/12 compared with the same quarter in 2010/11. All areas other than Business, Reference Services and the Scottish Screen Archive showed a fall with the largest drop recorded for document supply/inter-lending requests at 58% followed by Manuscripts at 55%. The fall in document supply/inter-library requests was anticipated as part of the Document Supply review although is slightly higher than the anticipated 52% reduction.</p> <p>Action Plan: A revised definition and methodology for enquiries will be in place by Q3 which will provide a better measurement of use. However, it is anticipated that this will lead to a significant reduction in the number of recorded enquiries and the annual target will be revised once the impact is better understood.</p>			
Year	Q1	Q2	Q3	Q4																										
2008/9	20.5	20.0	20.2	22.0																										
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