



Review of Performance

2010 - 2011

Performance Review 2010-11

NLS has used a set of Key Performance Indicators (KPIs) for seven years showing, at an aggregated level, the performance of the Library in a number of important activities. This section reports the performance of NLS in respect of these indicators between April 2010 and March 2011. Performance is evaluated every three months by the Executive Team and the Audit Committee of the Board of Trustees.

The new Strategy for the Library 'Connecting Knowledge' was adopted in 2011; the Library's KPIs have been reviewed to take account of the new strategic aims it contains.

Items added to the collections

2009/10	2010/11	% difference
224,727	260,489	+16

Comment: The increase in items added to the collections can mainly be attributed to improved performance of the Agency for Legal Deposit Libraries (ALDL) which collects Legal Deposit items on behalf of five legal deposit Libraries. The Agency experienced teething troubles resulting in reduced intake in its first year of operation in Edinburgh, following re-location from London early in 2010.

Digital objects created through digitisation programme

2009/10	2010/11	% difference
334,953	410,138	+22

Comment: The output of digitised items continued to increase, principally as a result of a continued 'mass digitisation' partnership with the Internet Archive, focussing during the year on 18th and 19th century 'street directories'.

Reader visits

2009/10	2010/11	% difference
79,138	89,271	+13

Comment: This is the highest number of visits recorded since KPIs were introduced in 2004. This increase may be associated with the introduction of remote reader registration processes and enhanced access to online resources in 2010.

Equalities Monitoring (percentage of registered readers)

	2009/10	2010/11	% difference
Male:	49	50	+1
Female:	51	50	-1
White:	95	90	-5
Ethnic minority	5	10	+5
Declaring disability:	3	6	+3
Age under 26 years:	30	30	0
Age 26 – 64	58	61	+3
Age 65+	11	9	-2

Comment: Our method of collecting equalities data changed when we introduced online reader registration and remote access to some resources in March 2010. This has improved the completeness of the data and may account for the increase in the percentage of readers reporting a disability.

Reader satisfaction [readers 'very satisfied' with overall NLS service quality]

2009/10	2010/11	difference
64%	N/A	-

Comment: No omnibus customer satisfaction survey was carried out in the 2010-11 year.

Cataloguing

2009/10	2010/11	% difference
100%	100%	0

Comment: This shows that effectively, all current intake is catalogued promptly. Work also continues to tackle backlogs of un-catalogued collections and to improve existing catalogue records where deficient.

Visitors to events, exhibitions and education

2009/10	2010/11	% difference
76,320	75,953	0

Comment: Visitor numbers continue to be strong, even in comparison with 2009-10 figures which were boosted by the opening of the new Visitor Centre.

Use of website (user sessions)

2009/10	2010/11	% difference
1,500,366	1,576,557	+5

Comment: The increase in web user sessions has particularly come from specific domains for maps, digital archives and the Scottish Screen Archive, rather than from the main NLS website.

Use of collections (items used)

2009/10	2010/11	% difference
390,504	421,783	+8

Comment: The use of physical collection items (books, journals etc) was up 4%, while the use of digital collections increased by 31% (from a lower base).

Enquiries

2009/10	2010/11	% difference
83,928	74,153	-12

Comment: The reduction in the number of enquiries handled is partly because of a planned reduction in Inter-library lending services. However, there is some evidence that the number of enquiries received across NLS is declining, possibly as customers increasingly find information themselves on a 'self-service' basis.

Media profile

2009/10	2010/11	% difference
£1,486,717	£1,529,516	+3

Comment: The value of the Library's media profile (in terms 'advertising equivalent') was maintained at levels similar to the previous year.

Public awareness

2009/10	2010/11	difference
49%	N/A	-

Comment: This survey was not carried out in the 2010-11 year.

Staff research

2009/10	2010/11
62	49

Comment: after an unusually high number of items published in 2009/10, figures returned to a level which is still above that of recent years (see table below).

Staff absence (average days per employee)

2009/10	2010/11	difference
12	8	-4

Comment: Staff absence levels have continued to reduce significantly. The introduction of a corporate Absence Management Policy in late 2008 appears to have had a beneficial effect, especially in relation to managing long-term absences.

Sustainability (reduction in CO2 emissions)

2009/10	2010/11
3% (on 2004 levels)	18% (on 2009 levels)

Comment: Since introducing its Carbon Management Plan during 2010, NLS has monitored the effect of a number of initiatives to reduce its carbon footprint, particularly with respect to fuel consumption and waste output. The 18.4% reduction during the first year of the 5 year plan puts us ahead of the target 30% reduction by 2014/15 and is particularly encouraging.

Funds raised and/or pledged

2009/10	2010/11	% difference
£733,643	£417,899	-43

Comment: Although the funds raised were significantly lower, the Library was able to complete its fundraising programme for the John Murray Archive, owing to an anonymous donation (not included in these figures).

Performance Information 2006/7 - 2010/11

Access

Users In Person	2006/07	2007/08	2008/09	2009/10	2010/11
Reader visits	60,370	68,819	71,495	79,138	89,271
Exhibition visitors	15,793	44,451	57,780	70,040	69,289
Events Visitors	4,801	3,231	4,268	2,044	2,848
Schools workshops	736	3,305	2,464	1,720	351
Other educational	414	962	1,247	657	243
Curatorial events				1,859	3,222
Exhibitions + events + education total	21,744	51,949	65,759	76,320	75,953
Self-service Photocopies	153,243	126,327	109,516	97,735	88,981

Reader Profile (%)		2006/07	2007/08	2008/09	2009/10	2010/11
Age	Under 26	38	39	37	30	29
	26-64	54	52	54	58	61
	65+	8	8	9	11	9
Disability?	Yes	3	3	3	3	6
	No	97	97	97	97	94
Ethnic Group	White	89	88	89	95	90
	Asian	8	8	7	4	6
	Black	1	2	1	0.5	1
	Other	2	3	3	0.5	3
Gender	Male	48	47	49	49	50
	Female	52	53	51	51	50

Enquiries	2006/07	2007/08	2008/09	2009/10	2010/11
Enquiries	72,940	69,279	73,323	72,956	67,781
Inter-library requests	9,792	9,922	9,826	10,972	6,372
TOTAL	82,732	79,201	83,149	83,928	74,153

Digital library	2006/07	2007/08	2008/09	2009/10	2010/11
Web sessions	3,242,432	3,557,154	2,410,070 *	1,500,366	1,576,557
Digital images	21,595	11,925	45,029	334,953	410,138

* change in methodology of counting web sessions

Items Used	2006/07	2007/08	2008/09	2009/10	2010/11
General Reading Room	287,171	287,122	272,839	266,059	289,416
Microform Room	6,853	4,872	4,969	5,062	5,055
Rare Books	8,503	10,691	17,524	15,252	12,490
Manuscripts	15,117	14,802	15,354	16,452	14,880
Maps	26,061	28,393	25,824	26,763	22,432
Scottish Screen	-	1,688	1,956	2,138	1,476
Lending collection	1,527	1,727	1,357	637	86
Digital items *	-	-	43,090	58,141	75,948
TOTAL	345,232	349,295	382,913	390,504	421,783

* included for the first time in 2008/09

Collection Management

Acquired	2006/07	2007/08	2008/09	2009/10	2010/11
Items	288,690	275,768	272,886	224,727	260,489

Cataloguing	2006/07	2007/08	2008/09	2009/10	2010/11
Printed Books	70,392	67,690	70,937	84,906	118,756
Serial issues	151,573	138,514	145,422	137,190	132,420
Music	2,552	2,141	2,431	4,804	7,849
Maps	3,837	3,506	5,364	4,293	2,694
Manuscripts *	16.06m	60.48m	24.45m	12.63m	14.46m
TOTAL	228,354	211,851	224,154	231,193	261,719

* Manuscript cataloguing activity is measured by metres of material listed (these figures not included in Total).

Conservation	2006/07	2007/08	2008/09	2009/10	2010/11
Items treated	9,700	17,173	19,034	16,463	8,600

Other Measures

Staff research	2006/07	2007/08	2008/09	2009/10	2010/11
Staff works published	39	47	48	62	49

Human Resources	2006/07	2007/08	2008/09	2009/10	2010/11
Sick absence (average days per person)	14	15	14	12	8
Training (days) *	2,275	2,459	1,658	1,566	1,421

* Includes external and internal staff development; Gaelic classes, conference/ seminar attendance; health & safety & ICT training.

Sustainability	2006/07	2007/08	2008/09	2009/10	2010/11
CO2 emissions reduced				6.3%*	18.4%†

*(reduction on 2004/5 levels) †(reduction on 2009/10 levels)

Public awareness	2006/07	2007/08	2008/09	2009/10	2010/11
Reported public awareness of NLS	50%	(not measured)	40%	49%	(Not measured)
Media Coverage *	£1,227,117	£1,612,178	£2,393,444	£1,486,717	£1,529,516

* Media coverage is measured by 'Equivalent Advertising Value' (EAV), a computation of the value of media coverage received by NLS.

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