

# Funding Agreement and key performance indicators

The Funding Agreement between the Department for Culture, Media and Sport and the British Library sets out the outputs and levels of performance that the Library is expected to deliver in order to achieve Ministerial objectives. This section presents performance against Funding Agreement indicators and other key performance indicators used by the Library at a corporate level.

## PERFORMANCE AGAINST FUNDING AGREEMENT TARGETS

Measure	Target 2004/05	Actual 2004/05	Target 2003/04	Actual 2003/04	Target 2002/03	Actual 2002/03
<b>Quality</b>						
Reading room user satisfaction: percentage of readers rating the services and facilities they used as either 'excellent' or 'good'	90%	92%	90%	92%	90%	92%
Exhibition visitors satisfaction: percentage of visitors rating the quality of their visit as either 'excellent' or 'good'	98%	98%	98%	98%	98%	98%
UK remote user satisfaction: percentage of users who are 'completely satisfied' with the Document Supply Service	81%	84%	80%	83%	80%	82%
<b>Throughput</b>						
Number of visitors to the Library's 'learning' website	60,000	116,529	50,000	102,886	n/a	n/a
Number of children attending educational sessions	7,500	7,622	7,500	8,173	5,000	6,679
Proportion of children attending educational sessions from inner city schools	62%	66%	60%	59%	n/a	n/a
Number of visitors to the Library's onsite and virtual exhibitions <sup>1</sup>	445,900	614,915	420,000	557,136	n/a	n/a
Number of searches of the Library's online catalogue <sup>2</sup>	8,500,000	14,702,594	8,150,000	9,721,574	7,200,000	8,490,040
Number of items supplied/consulted remotely and onsite	5,395,500	5,291,864	5,447,600	5,320,032	5,502,602	5,756,988
Number of visits to reading rooms <sup>3</sup>	400,600	394,010	399,100	397,940	384,500	407,729
Proportion of published output available in perpetuity: current 'research level' serial titles published worldwide acquired by the Library via purchase, donation and exchange <sup>4</sup>	60%	100%	n/a	n/a	n/a	n/a
Proportion of published output available in perpetuity: all 'research level' US monographs acquired by the Library via purchase, donation and exchange	30%	35%	n/a	n/a	n/a	n/a
<b>Efficiency</b>						
Average sick leave in working days per staff member	8.00	8.17	9.00	9.19	9.00	9.47

<sup>1</sup> This composite measure was above target. The web component was more than three times the target set. The popularity of the Library's virtual exhibitions surpassed expectations. In particular, both the *Silk Road* and *The Writer in the Garden* virtual exhibitions attracted much interest. These were launched in parallel with their equivalent onsite exhibitions which attracted over 405,000 visitors, 5% more than expected. The first major temporary exhibition of the year, *Silk Road*, drew an average of 1,200 visits per day, the highest ever achieved by the Library. The second, *The Writer in the Garden*, averaged 600 visits per day, the highest average for an exhibition held in the autumn/winter slot. The initial target for number of visitors to virtual exhibitions, set in February 2003, did not include four exhibitions; these were subsequently added to the actual figures for 2004/05. If these are excluded from the figures, the number of visitors to the Library's onsite and virtual exhibitions is 534,875, for which the original target had been 445,900.

<sup>2</sup> The figures represent use of the Library's Public Catalogue from April 2004 to September 2004 and use of the new Integrated Catalogue from September 2004 to March 2005. The old system was available to remote users of the Library whereas the new system is available to both remote users and Reading Room users. Moreover,

the two systems record usage in different ways: the new system records single searches on multi-word phrases as multiple searches if there is no match on the phrase. By contrast, the old system recorded these as single searches. The target set for 2004/05 was based on the old system which explains why the actual figures far exceed the original target. Actual figures for 2004/05 are not comparable with previous years.

<sup>3</sup> The method for calculating reading room visits in some reading rooms changed in 2002/03. In the open access reading rooms at St Pancras it continued to be estimated based on headcounts whereas in the closed access reading rooms it changed from estimates based on headcount to the actual number of readers who had ordered items from the Library's closed access stock. At Boston Spa and Colindale, actual counts of visits continued to be collected.

<sup>4</sup> The Library decided to use the list of journals covered in the ISI (Institute of Scientific Information) Web of Science database as the best readily available proxy for 'research level' serial titles. In 2004, the Library acquired all titles on the original listing plus new titles added that year.

# Funding Agreement and key performance indicators *continued*

## PERFORMANCE AGAINST OTHER KEY PERFORMANCE TARGETS

Measure	Target 2004/05	Actual 2004/05	Target 2003/04	Actual 2003/04	Target 2002/03	Actual 2002/03
<b>Quality</b>						
Percentage of material held onsite, delivered in St Pancras Reading Rooms within 70 minutes	90%	<b>94%</b>	90%	93%	90%	92%
<b>Throughput</b>						
Exhibition loans to other institutions <sup>1</sup>	40	<b>36</b>	40	40	50	34
Items acquired <sup>2</sup>						
Monographs	189,695	<b>150,829</b>	188,000	184,918	178,000	193,430
Serial titles	113,500	<b>99,222</b>	109,900	106,739	110,000	106,125
Newspaper issues	181,525	<b>179,728</b>	172,000	182,347	179,800	175,738
Patent specifications	2,000,000	<b>2,349,099</b>	2,025,000	1,849,716	2,000,000	2,051,470
Other special materials	146,460	<b>159,249</b>	192,068	153,815	164,500	165,244
Electronic	3,505	<b>3,024</b>	2,831	2,695	1,980	2,274
Cataloguing backlogs	407,789	<b>402,120</b>	357,680	385,971	438,000	437,792
Catalogue records created <sup>3</sup>	325,012	<b>344,829</b>	749,450	884,249	565,000	618,661
Digital images created <sup>4</sup>	636,000	<b>43,673</b>	489,685	492,893	500,000	527,177
Pages of digitised material viewed over the web <sup>5</sup>	4,250,000	<b>9,056,710</b>	3,570,000	4,742,754	1,000,000	4,677,049
Percentage of UK legal deposit material acquired <sup>6</sup>	96%	<b>79%</b>	96%	97%	96%	96%
Percentage of material delivered electronically <sup>7</sup>	22%	<b>28%</b>	15%	22%	n/a	14%
<b>Efficiency</b>						
Document supply and monograph lending fulfilment rate <sup>8</sup>	82%	<b>81%</b>	85%	82%	85%	83%
British National Bibliography 'hit rate' <sup>9</sup>	85%	<b>90%</b>	85%	89%	85%	89%

<sup>1</sup> These are loans to individual institutions, not numbers of items lent. The average number of items per loan in 2004/05 was 3.7.

<sup>2</sup> Figures reflect acquisition by legal deposit, purchase, donation and exchange. The reduction in items received on legal deposit is a temporary one, arising from the necessary suspension for a period of some months of automated claiming for non-receipt of material. This suspension was because of the transition to the new Integrated Library System. Claiming has since been resumed and the effects of it will be reflected in the figures for 2005/06.

<sup>3</sup> The higher cataloguing output in 2003/04 was due to additional funding for backlog clearance and retrospective conversion of print and card catalogues in that year. The implementation of the new cataloguing system as part of the Integrated Library System programme led to reduced output in 2004/05, as new records could not be added during the migration of data to the new system and increased requirement for training.

<sup>4</sup> The target for 2004/05 comprised 600,000 images to be created as a result of JISC (Joint Information Systems Committee) funding for the digitisation of British 19th century newspapers and 36,000 images to be created from a

variety of other projects. These other projects included the creation of images for the International Dunhuang Project and completion of image creation for *Collect Britain*. Image creation for these other projects exceeded target in several cases. The procurement of a contract for digitisation of newspapers represented a new departure for the Library and this process took longer than anticipated to complete. In the event, no newspaper images were digitised in 2004/05. These will now be done in 2005/06 and 2006/07, the contract having been let following the procurement.

<sup>5</sup> The initial target, set in February 2003, was for viewings of digitised images available at that time on the Library's website. Since then the Library has added further sets of digitised images to the web and therefore exceeded the original target considerably. There were 6,670,686 pages of digitised images viewed, for which the original target had been 4,250,000.

<sup>6</sup> The reduction in items received on legal deposit is a temporary one, arising from the necessary suspension for a period of some months of automated claiming for non-receipt of material. This suspension was because of the transition to the new Integrated Library System. Claiming has since been resumed and the effects of it will be reflected in the figures for 2005/06.

<sup>7</sup> The percentage of material delivered electronically is growing year on year as negotiations with publishers increasingly allow permission for documents to be delivered via Secure Electronic Delivery, a new service launched in 2004/05.

<sup>8</sup> As more researchers are using local electronic resources, the requests we receive are increasingly for 'hard to find' materials. As a result a slightly lower percentage has been satisfied within Library stock than in previous years.

<sup>9</sup> Figures are averages taken over each financial year. The BNB/MARC 'hit rate' is derived from an independent survey carried out by UKOLN: the UK Office for Library and Information Networking at the University of Bath. It measures the availability of catalogue records from the Library's British National Bibliography database. The figure of 90% for 2004/05 shows that catalogue records for 90 out of every 100 items acquired by UK libraries could be found on the Library's database at the time the books were about to be catalogued, thus eliminating the need for libraries to create their own records.