

Key performance indicators

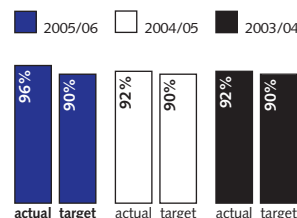
Performance against funding agreement targets

An all-time high for Reading Room user satisfaction

Quality 2005/06

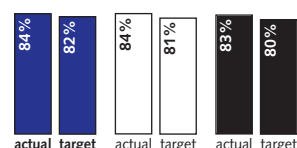
96%

Reading Room user satisfaction: percentage of Readers rating the services and facilities they used as either 'excellent' or 'good'



84%

UK remote user satisfaction: percentage of users who are 'completely satisfied' with the Document Supply service



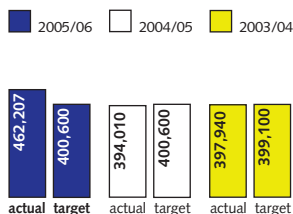
Exhibition visitors satisfaction:

98% of visitors rate the quality of their visit as either 'excellent' or 'good' for the third year running, meeting our target of 98%

Throughput 2005/06

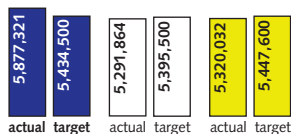
462,207

Number of visits to Reading Rooms



5,877,321

Number of items supplied/consulted remotely and onsite



24,626,166

Number of searches of the Library's online catalogue¹

	actual	target
2005/06	24,626,166	9,000,000
2004/05	14,702,594	8,500,000
2003/04	9,721,574	8,150,000

304,431

Number of visitors to the Library's Learning website and number of children attending educational sessions²

	actual	target
2005/06	304,431	72,500
2004/05	124,151	67,500
2003/04	111,059	57,500

75%

Proportion of children attending educational sessions from inner city schools

	actual	target
2005/06	75%	65%
2004/05	66%	62%
2003/04	59%	60%

865,813

Number of visitors to the Library's onsite and virtual exhibitions³

	actual	target
2005/06	865,813	470,200
2004/05	614,915	445,900
2003/04	557,136	420,000

Visits made to the Reading Rooms up

17%

Throughput

¹The target was set in 2003 and was based on predicted use of the old British Library Public Catalogue, which was available to internet users but not in the Reading Rooms. The new British Library Integrated Catalogue is available to all users, regardless of location. The Integrated Catalogue records usage in a different way from the old catalogue as it records searches as multiple searches in cases where there is a multi-word phrase with no match.

²Usage of the Learning website was particularly high as a result of promotional e-newsletters, favourable publicity and good search engine rankings.

³Visitors to virtual exhibitions on the web are more than seven times the target set as a result of the new *Online Gallery* which was launched in April 2005. The Gallery includes *Turning the Pages* and the three new volumes launched in 2005/06 – Mercator's Atlas, the manuscript of *Alice* and Mozart's catalogue of his works – attracted enormous attention.

Key performance indicators

Performance against other key performance targets

11,942,099
pages of digitised
material viewed
over the web
2005/06



PERFORMANCE AGAINST OTHER KEY PERFORMANCE TARGETS

Measure	Target 2005/06	Actual 2005/06	Target 2004/05	Actual 2004/05	Target 2003/04	Actual 2003/04
Throughput						
Items acquired ¹						
Monographs	171,000	187,963	189,695	150,829	188,000	184,918
Serial titles	101,500	106,392	113,500	99,222	109,900	106,739
Newspaper issues	162,500	170,882	181,525	179,728	172,000	182,347
Patent specifications	1,850,000	2,095,698	2,000,000	2,349,099	2,025,000	1,849,716
Other special materials	60,857	75,819	146,460	159,249	192,068	153,815
Electronic	32,621	38,358	3,505	3,024	2,831	2,695
Cataloguing backlogs	396,472	385,756	407,789	402,120	357,680	385,971
Catalogue records created	362,000	389,006	325,012	344,829	749,450	884,249
Digital images created ²	29,526	23,760	636,000	43,673	489,685	492,893
Exhibition loans to other institutions ³	40	40	40	36	40	40
Pages of digitised material viewed over the web ⁴	4,250,000	11,942,099	4,250,000	9,056,710	3,570,000	4,742,754
Percentage of UK legal deposit material acquired	95%	97%	96%	79%	96%	97%
Percentage of material delivered electronically	25%	26%	22%	28%	15%	22%
Efficiency						
Document supply and monograph lending fulfilment rate ⁵	82%	80%	82%	81%	85%	82%
Percentage of material held onsite delivered in St Pancras Reading Rooms within 70 minutes	90%	94%	90%	94%	90%	93%



Throughput and Efficiency

¹ Figures reflect acquisition by purchase, donation, exchange and legal deposit.

² The target for 2005/06 has been revised because there are several processes involved in digitising each image, rather than completely digitising each image one at a time. Each process is completed for all images so that each image will not be fully digitised until the 2006/07 financial year.

³ These are loans to individual institutions, not numbers of items lent. The average number of items per loan in 2005/06 was 5.3.

⁴ 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.

⁵ As more researchers use electronic resources within higher education, 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.