

LIBRARY KPI	MEASURES	2017 TARGET	STARTING PERFORMANCE	PERFORMANCE TRACKER AT NOVEMBER 2016
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TEACHING & RESEARCH

Library use	Turnstile count and rank (CAUL)	2 million per annum Top 10 ranking	1.509m per annum (2012) Rank 16 (2012)	1.79m Rank 13
	Use of website and authenticated resources (operational statistics)	2million (website) 5 million (authenticated resources)	2.29m (website) (2012) 4.066m (authenticated resources) (2012)	2.33m 5.64m
Client experience	Overall student satisfaction (CASS)	90%	88.8% (2013)	94%
	Overall performance (LibQual and Insync)	82% (LibQual) 83% (Insync)	78-81% (LibQual 2012) 79% (Insync 2013)	Not updated 80.1% (Insync)
Information resources to achieve learning and research outcomes	Availability of resources required for units	100% of sample	N/A	Not available
	Materials Availability score (CMAS)	80%	67% (2013)	Not updated
	Satisfaction with resources (CASS, Insync and LibQual)	>90% Students >85% Academics	89-91% Students (2012 CASS) 69-84% Academics (2012 LibQual)	93% (CASS) 83% - 88.7% (Insync)
Facilities for learning and research outcomes	Student satisfaction with Facilities (CASS)	90%	83% (2012)	88%
	Opening hours of Robertson Library and rank (CAUL)	113 hours per week Top 4 ranking	93 hours per week (2012) Rank 6	168 hours Rank 1
Demonstrated contribution to Curtin research reputation and rank	Espace repository rank*	Top 10 ranking	Rank 33 (Jan 2013)	Rank 10 (Jan) Rank 13 (Jul)

PEOPLE & CULTURE

Staff excellence and innovation	Innovative services introduced	6	0	6
	Awards	5	0	6
Employee satisfaction	Job satisfaction of Library staff (Your Voice)	85%	80% (2012)	Not updated
Student and staff satisfaction	Student satisfaction with Library staff (CASS)	90%	91% (2012)	91%
	Academic satisfaction with Library staff (LibQual)	90%	83% (2012)	Not updated

ENGAGEMENT & IMPACT

Library engagement and contribution	Library engagement with the identified communities	7	0	6
Graduate value	Information literacy contribution (Insync and LibQual)	>86%	76-86% (2012 LibQual)	76.3 - 77.3% (Insync)

FINANCIAL SECURITY

Expenditure	Total Library expenditure (CAUL)	Top 10 ranking	Rank 14 (2011)	Rank 14
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TARGET REACHED
 TRENDING CORRECTLY
 TRENDING NCORRECTLY
 WELL SHORT OF TARGET
 STEADY
 NOT AVAIL

*Ranking is considered volatile