

List of Key Performance Indicators 2012-2013

Ref:	KPI Description	Target	Q1 Progress	Status
				R/A/G
Barbican & Community Libraries				
BCL1	Achieve 90% customer satisfaction in Adult and Children's PLUS surveys carried out in Autumn 2013.	90%		N/A
BCL2	Provide 125 IT & Skills for Life sessions/events for adults and 12 literacy and reading sessions/events for children, input to a minimum of 4 multi-agency events and 6 national Library initiatives by 31 Mar 2013.	a) 125 b) 12 c) 4 d) 6	a)66 b) 31 – overachievement due to the launch of Read to Succeed c)2 d)3	G
BCL3	Revised Job Descriptions, Person Specifications and staffing structure in place by 31 Mar 2013.	Documents produced	4 senior JDs rewritten All Barbican teams disbanded and work reallocated 14 procedures reviewed and streamlined	G
BCL4	Provide an E-books service by 31 March 2013.	Service in operation	Launched 21/5/12	G Complete
BCL5	1) Introduce self-service machine(s) at White Kennet Street, 2) cost upgrading Barbican machines and 3) provision at Shoe Lane by 31 March 2013.	Installation and costings carried out	1. Procurement exercise complete and provider	G

			appointed Initial meetings held	
BCL6	Advertise every library event on Facebook, the website and the Library App by 31 March 2013.	Adverts in place	57 events on Facebook 53 events on Twitter Barbican Music Library now has 619 followers on Twitter	G
NOTE	<i>BCL2 – the Literacy target may have to be revised as the Read to Succeed project has been very successful.</i>			
City Business Library				
CBL1	To consult with our users via an online and in-house questionnaire by May 2012.	Survey complete	Date changed to October 2012.	N/A
CBL2	To monitor customer satisfaction with CBL events offered through surveying a minimum of 50% of attendees and speakers by December 2012.	50%	%	N/A
CBL3	To increase income from room hire and events by 20% by March 2013.	20%	%	N/A
CBL4	To review the balance between print and electronic resources by March 2013.	Review complete		N/A
CBL5	To plan a programme for promotion of the services by March 2013.	Programme produced		N/A
CBL6	To produce an on-line newsletter by December 2012 with an aim of sending to users registered on City Business Library's mailing list (currently 5,000).	Newsletter produced and emailed		N/A
NOTE	<i>CBL 1-6 the indicators are on track.</i>			
Guildhall Library and BSS				
GLBS1	To facilitate the promotion and use of E-resources inside and outside the libraries, to include adding 200	200 p.a.	No titles have been added this quarter	A

	remotely accessible electronic titles per annum.		but a survey is being undertaken in August to ascertain the number of E-resources (E-books and E-journals etc) in need of cataloguing and to capture E-resource provision across the Department.	
GLBS2	To actively explore opportunities for digitisation and potential collections for reclassification or retro-conversion, including collaborative working with other areas of the department (e.g. Gresham Music collection/collections at Keats House); adding a minimum of 250 titles per annum.	250 p.a.	20 Retro-conversion of the deposited collection of the Guild of Food Writers is underway between Guildhall Library and BSS. The PAT archive has been identified for retro-conversion by BSS and LMA. The digitisation contract with ProQuest to film and digitise a collection of Guildhall Library's printed books for	G

			inclusion in 'Early English Books Online' (EEBO) has now reached the final stages.	
GLBS3	To investigate the feasibility of 5 partnership agreements with Communities, Schools, libraries or other recognised partners by 31 March 2013.	5 p.a.	4 Vintners Hertford Regional College ProQuest CLC – Capita London Consortium	G
GLBS4	To review and develop outreach activities, surveying a minimum of 90% of all the attendees and increasing the number of talks, tours and events by 10% by 31 March 2013.	a) 90% b) 10%	a) 100% b) 5% Guildhall Library has developed a School's outreach programme in this quarter (which will commence in September 2012) and which represents greater collaborative partnerships with Schools in neighbouring boroughs. Guildhall Library	G

			now has an active programme of monthly evening events (1 evening event per month).	
GLBS5	To implement a news feed via twitter; promote events and news via Facebook and establish active digital channels (blogging/videos) with the aim of attracting in excess of 200 followers.	200	Target exceeded: 600 Followers to the Guildhall Library Twitter account; BSS video has had 84 views during the quarter and the BSS blog was viewed 993 times during the quarter. We also have active Facebook and Flickr accounts.	G
GLBS6	To explore the possibility of a 10% increase in income generation and/or a greater diversity of income streams by 31st March 2013.	a) £4,400 (baseline £4k) b) 2 (baseline 1)	Targets exceeded: a) £7,670 b) 5 (Vintners; Hertford College; Filming; Events; Book sales).	G
NOTE	GLBS1 <i>on track. Survey results will be available in Quarter 2.</i> GLBS2 – <i>set up this quarter with titles expected to increase to meet target during Quarters 2-4.</i>			
Heritage Services				
HS1	To transform the delivery of London's archive services by committing to 18 million usages of our collections per year (personal and group visits, remote	18 million aggregate usages	7,490,141 aggregate users	G

	enquiries and online contacts).			
HS2	To assist business change within all City services at Guildhall by responding to pressures on space and creating a corresponding 1Km of document storage space at LMA.	1,000 m shelves cleared by March 2013	601.3m	G
HS3	Number of usages (personal and group visits, remote enquiries and online contacts). (Guildhall Art Gallery).	260,000 aggregate usages	98,859 aggregate users	G
HS4	High overall visitor satisfaction [Target: 95% for aggregate of Good and Very Good returns, based on responses to the annual visitor survey at Guildhall Art Gallery].	95%	Survey will run Autumn 2012	N/A
HS5	Number of usages personal and group visits, remote enquiries and online contacts for Keats House.	220,000 aggregate usages	95,139 aggregate usages	G
HS6	High overall visitor satisfaction [Target: 95% for aggregate of Good and Very Good returns, based on responses to the annual visitor survey at Keats House].	95%	% Survey will run Aug/Sept 2012	N/A
NOTE				
Visitor Development & Services				
VDS1	To achieve 100% of the income target of £3,134,000 for all tourism activities at Tower Bridge.	100% £3,134,000	113% £942,383	G
VDS2	To achieve 100% of the income target of £398,000 for Monument admissions.	100% £398,000	112% £113,426	G
VDS3	Performance against Customer Care standards in the Exhibition.	90%	94.03%	G
VDS4	To distribute 500 Guildhall Art Gallery leaflets per month via the City Information Centre through face-to-face recommendations.	95%	93% 1400 leaflets distributed face to face. Leaflets were	A / G

			not received until end of April	
VDS5	To achieve an overall rating of "good to excellent" for quality of information and staff from 95% of users in the City Information Centre Annual User Survey.	95%	CIC annual user survey is due to finish end of August. %	N/A
VDS6	To achieve the annual target of £235,000 in ticket and merchandising sales at the City Information Centre.	100%	210% Sales = £123,714.24	G

Service Response Standards

	Description	Target	Q1 result	Rating
SRS C	Emails to all published (external facing) email addresses to be responded to within 1 day	100%	100%	Green
SRS D	Full response to requests for specific information or services requested via email within 10 days	100%	100%	Green
SRS E	Telephone calls picked up within 5 rings/20 seconds	90%	94.8%	Green
SRS F	% of calls not answered by a human voice (Voicemail)	<10%	6.3%	Green