

**National Library of Wales**  
**Indicators of Effective Service Delivery: Summary**  
**2014-2015**

Outward Facing Indicators

Results shown as at Quarter 4

Ref	Indicator	2014-2015 Target	Result Q1 (cumulative estimate 25% whole year)	Result Q2 (cumulative estimate 50% whole year Q1 + Q2)	Result Q3 (cumulative estimate 75% whole year Q1+Q2+Q3)	Result Q4 (cumulative estimate 100% whole year)	Cumulative Result	% of whole year target achieved to date	Under / On / Over target to date (based on cumulative estimate %)	Notes
1	Number of visitors to the Library	87000	21138	20627	19153	18627	79545	91%	Under	high level indicator
2	Number of visitors to Library websites (total)	800000	268744	244169	271851	307033	1091797	136%	Over	high level indicator
3	Number of participants in activities at Library	12000	4443	4182	5335	3571	17531	146%	Over	46% above target
4	Usage of reading rooms	25000	6898	4513	6175	6463	24049	96%	Under	
5	User satisfaction (physical); good / very good	95%	98%	99%	96%	87%	95%	95%	On target	
6	User satisfaction (virtual)	New measure; no target	Figures will be available by end Q2	58%	59%	55%	57%	57%		% results of answers received to the question 'Was this page useful? Yes or No found on each individual page of the NLW's main website
7	Number of registered users (reader tickets)	8000	13209	11316	10884	10574	10574	132%	Over	includes existing tickets + new tickets issued
8	Number of registered users (online only)	13000	11443	10427	10390	10337	10337	80%	Under	
9	Number of outreach events	60	41	46	42	57	186	310%	Over	
10	Number of outreach events in Communities First areas	New measure; no target	10	13	10	13	46			
11	Number of participants at outreach events	New measure; no target	2382	7342	2781	2467	14972			
12	Number of participants... in Communities First areas	New measure; no target	324	290	363	723	1700			
13	Number of volunteers	70	36	45	175	312	568		Over	
14	% of unemployed volunteers... who go on to gain employment	35%	0%	16%	16%	38%	18%	46%	Under	
15	Number of collection items on physical display	550	278	113	92	224	707	129%	Over	29% over target
16	Number of new digital items created through digitisation programme	250000	42281	70421	45387	40,439	198528	79%	Under	
17	Number of digital learning resources created & available online	30	10	12	10	8	40	133%	Over	
18	Number of e-resource titles available for offsite access	New measure; no target	44 (34 subscription; 11 NLW resources)	44 (34 subscription; 11 NLW resources)	44 (34 subscription; 11 NLW resources)	44 (35 subscription; 11 NLW resources)	44 (35 subscription; 11 NLW resources)			

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Operational Indicators

Ref	Indicator	2014-2015 Target	Result Q1 (cumulative estimate 25% whole year)	Result Q2 (cumulative estimate 50% whole year Q1 + Q2)	Result Q3 (cumulative estimate 75% whole year Q1+Q2+Q3)	Result Q4 (cumulative estimate 100% whole year)	Cumulative Result	% of whole year target achieved to date	Under / On / Over target to date (based on cumulative estimate %)	Notes	
20	% of new materials (legal deposit) catalogued and available for public access	95% within 2 weeks	100%	100%	100%	100%	100%	100	Over	5% above target	
	% of new materials (purchased) catalogued and available for public access	90% within 2 months	89%	98%	96%	98%	95%	95%	Over	5% above target	
21	Contribution to legal deposit shared cataloguing programme (candidate records on Virtua)	5000 bibliographical records	1231	1206	1637	1558	5632	113%	Over	13% above target	
		1500 authority records	417	425	421	568	1831	122%	Over	22% above target	
22	Median time of document processing (reading room item delivery)	45 mins	95 mins	49mins	48mins	52 mins	61		Under		
23	Response time for curatorial enquiries	95% within 10 working days	91%	89%	85%	98%	91%		Under		
24	% of collection in stable condition	New measure; no target	65%	65%	65%	65%	65%				
25	Number of treatment hours (conservation)	3641	1566	1484	1578	1914	6542	180%	Over	80% over target	
26	Number of preventative treatment hours	4418	1065	1108	1094	1160	4427	101%	On		
27	% of collection stored in appropriate environmental conditions	New measure; no target	65%	65%	65%	65%	65%	65%			
29	% of staff time in training & development activities	2%	2.12%	2.13%	1.75%	1.92	1.98%	2%	On		
30	Satisfaction with training; 'good' / 'very good'	95%	93%	96%	98%	100%	97%	97%	Over		
31	External funding received through income generation	£420,000	£104,426	£61,597	£168,444	67,817	£402,284	96%	Under		
32	External funding received through fundraising	£550,000	£1,024,415	£47,255	115,580	4,319	£1,191,569	217%	Over	Includes £1 million bequest	
33	% of invoices paid within 30 days	98%	98.40%	98%	98%	98%	98%	98%	On		
34	Carbon emission reduction from buildings & transport	PI to be agreed in Q2 in line with new Carbon Management Plan									
35	Continue digitisation of ITV Archive material	735 Video tapes	401	480	450	635	1966	268%	Over	168% over target	
		140 film cans	59	61	39	13	172	123%	Over	23% over target	