

**Senate Standing Committee on Environment, Communications and the Arts
Legislation Committee**

Answers to questions on notice

Environment, Water, Heritage and the Arts portfolio

Budget Estimates, May 2010

Outcome:	5	Question No:	126
Program:	5.1		
Division/Agency:	National Library of Australia		
Topic:	NLA Key Performance Indicators		
Hansard Page ECA:	141 (25/5/10)		

Senator FISHER asked:

Senator FISHER—Your KPIs, please? How are you going?

Ms Fullerton—In general we are on track to meet our KPIs. We feel there is no area of major concern.

Senator FISHER—On notice, can you please give me more information. You feel there is no concern, but on notice can you give me more information as to what you have achieved in terms of delivering your KPIs as enumerated in the budget statements.

Ms Fullerton—Certainly.

Answers:

The National Library of Australia's Key Performance Indicators (KPIs) are detailed below as at the quarter ending March 2010.

1. National collection – Processing: This KPI monitors the adherence to quality and timeliness standards for cataloguing. The adherence to standards is reported as a year to date average.

Year to date result: Target – 95.0%; Actual – 85.0%. The percentage of items catalogued meeting standards has been impacted by a backlog in one of our acquisitions processing areas.

2. National collection – Storage: This KPI reports the percentage of time that environmental storage standards are met for the highest and high priority collections; reported as a year to date average.

Year to date result: Target – 95.0%; Actual – 95.3%

3. Collection access – Service Charter: This KPI reports the Library's adherence to agreed standards and timeframes relating to reference services, collection delivery and website availability, the latter based on 24/7 availability.

Year to date result: Target – 100%; Actual – 100%

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4. Collaborative services, standards and timeframes: This KPI reports the Library's adherence to standards and timeframes for key services specifically for other libraries. The adherence to standards and timeframes is reported as a year to date average.

Year to date result: Target 98.0%; Actual – 97.3%. Libraries Australia service standards have been impacted by pressures on staff availability at certain times, along with a higher rate of more complex queries resulting from the introduction of Trove. The full year target is expected to be met.

5. National Collection – Delivered: This KPI reports the annual increase in the number of physical collections items delivered to users onsite and offsite.

Year to date result: Target – 4.0%; Actual – 11.7%. There is a continuing upward trend in offsite and interlibrary loan requests.

6. Website Access – pageviews: This KPI reflects and reports the changing access to, and usage of the Library, online through the website. Usage of the whole website is monitored in pageviews and includes remote and onsite usage.

Year to date result: Target Growth – 7.0%; Actual Growth – 105.0%. Use of the Catalogue and the Australian Newspapers service continue as the main drivers for the increase with both services dominating online access to the Library's website.