



NHS Wales e-Library Service Level Standards and Key Performance Indicators

The following NHS Wales e-Library Service Level Standards (SLA) and Key Performance Indicators (KPI) will be reported on quarterly to the e-Library Champions Group, e-Library Service Board and Digital Health and Care Wales' Medical Director. Quarterly updates will also be made available on the e-Library website to keep our users updated and ensure transparency.

After the annual year, where SLA/KPIs have not been met a way forward to improve on the e-Library service or usage of a resource will be published as part of the e-Library Annual Review. Where a resource contract is due to expire and hasn't met the KPI and/or the criterion set out in the Collection Development Policy it will be reviewed and a recommendation made to the e-Library Champions Group and Service Board as to whether it should be renewed or cancelled.

Our commitment to you:

- To provide a user centred service
- To be approachable, friendly and willing to help all those who use our services
- To have a positive professional attitude
- To have a good working relationship with all third-party suppliers.
- To provide expert and professional e-Library support and advice
- To provide a named contact and support for enquiries
- To celebrate diversity and provide an inclusive environment to support the wide-ranging needs, roles, and responsibilities of our users
- To provide all e-Library users with the help, guidance, and assistance they require
- To provide support through digital education and learning opportunities including introductory and advanced sessions on access and use of e-resources
- To provide space for involvement which is inspirational and welcoming
- To provide support to all Library and Information teams to ensure that they are empowered to deliver their high quality and expert services
- To stay current with digital innovation, to actively improve and develop the service
- To review and reflect on current practices and identify where the service can be improved

You can help us by:

- Showing respect and consideration for the wide-ranging needs, roles and responsibilities of our users, staff, and stakeholders
- Keeping your usernames and passwords confidential
- Adhering to copyright licence and terms of use for all resources and products
- Taking care of your own digital health, safety and well-being when accessing our services
- Giving feedback on the services we provide and making recommendations for areas of improvement and development
- Taking part in learning and training opportunities to feel confident when using the e-Library and its resources
- Reporting any technical issues or concerns as and when they are discovered

e-Library Service Level Standards:

- All enquiries sent to elibrary@wales.nhs.uk are acknowledged within 1 working day
- We aim to resolve all enquiries as quickly as possible:
 - All technical enquiries will be resolved within 5 working days.
 - Where technical issues are identified as third-party, they will be escalated to suppliers within 1 working day
 - Third-party suppliers aim to fix and restore services within 2 working days, where this is not possible suppliers are required to provide weekly updates to the e-Library. Enquirers will be updated as to progress within 1 working day of receipt from the third-party supplier
 - All general enquiries and concerns will be resolved within 7 working days.
 - Third-party suppliers aim to resolve all general queries within 18 working days, where this is not possible suppliers are required to provide weekly updates to the e-Library. Enquirers will be updated as to progress within 1 working day of receipt from the third-party supplier
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 - All requests for work that require development will be subjected to our internal governance processes and the enquirer will be advised of the outcome
- During e-Library core operating business hours (10:00 – 16:00) there will be access to professionally qualified staff 95% of the time
- e-resources and digital systems procured by the e-Library will be available 24/7 for 99.8% of the time (except for periods of advertised downtime/maintenance)
- The e-Library website will be available 98% of the time (except for periods of advertised downtime/maintenance) and content reviewed annually to ensure content is accessible
- All (100%) e-library contracts will be reviewed with suppliers annually to ensure compliance with Key Performance Indicators and contractual obligations are met
- All (100%) of content published by or in partnership with the e-Library will be available in Welsh and English

Strategic Aims

1. **Provide** value for money through competitive tenders, continuous review of e-resources and working towards 'Once for Wales'

2. **Promote** the e-Library Service and its e-resources through new and existing engagement opportunities
3. **Empower** NHS Wales by providing learning and education opportunities for our e-resources and systems of which they can rely upon
4. **Innovate**, develop and grow our collections and systems so they continue to align with library and information and digital health technologies practices

e-Library Key Performance Indicators

Provide value for money through competitive tenders, continuous review of e-resources and working towards 'Once for Wales' Key Performance Indicators:

- 100% of e-resources due for contract extension or re-procurement reviewed as per the collection development policy

The following KPI's are aiming for a decrease in cost per use based on the last year of the contracted resource. They have been calculated by dividing the annual cost by the annual usage of the resource and applying a percentage to bring the cost per use down in line with the collection development policy. For example, if a resource cost £5,000 and had 1000 uses, the cost per use would equal = £5.00. If the target cost per use was £4.00 we would want to see a 20% decrease in cost per use, increasing usage by 250 by the end of the reporting year.

- Cost per use of e-Book chapters accessed decreased by 30% increasing usage statistics by 4,200 chapters accessed
- Cost per use of database searched decreased by 2% increasing usage statistics by 5,400 searches
- Cost per use of evidence summary sessions and topics accessed decreased by 5% increasing usage statistics by 1,600 sessions and 3,100 topics accessed
- Cost per use of evidence summaries with full text content decreased by 10% increasing usage statistics by 6,500 content items viewed
- Cost per use of guideline topics accessed decreased by 10% increasing usage statistics by 1,300 guidelines viewed
- Cost per use of e-Learning logins and modules completed decreased by 60% increasing usage statistics by 2,500 logins and 2,400 modules completed
- 0.5% annual increase of active NHS Wales NADEX users registered with OpenAthens Single Sign On

Promote the e-Library Service and its e-resources through new and existing engagement opportunities

- 10% increase in the number of participants completing usability testing as part of a procurement exercise
- 50% increase in the number of recipients of the opt-in e-Library mailing list
- 100% of feedback responses are reviewed
- 10% increase of new website visitors
- 50% increase of social media engagement
- 15% increase in the number of podcast downloads

Empower NHS Wales by providing learning and education opportunities of which they can be assured

- 20% increase in the number of e-Library support or supplier demonstration videos viewed

- 100% compliance with Digital Health and Care Wales service management report
- 20% increase of number of participants at supplier led webinars
- 50% increase of number of participants at e-Library led webinars/tours of the e-Library
- 50% increase of subject guides available annually
- 100% compliance with annual review of supplier support materials available

Innovate, develop and grow our collections and systems so they continue to align with library and information and digital health technology practices

- A minimum of 3 new digital innovations investigated and reported on
- 100% of recommended e-resources and turnaway statistics (where a resource is not subscribed to) reviewed as per the collection development policy
- A minimum of 4 Champions Group meetings per year to investigate new e-resources
- E-Library team attend and report on a minimum of 3 industry events, conferences, learning and training opportunities