



# RISK ANALYSIS WORKSHEET

Unit/Division/Institute Name: University Library

WORKSHEET 3

**Inherent Risk:**  
Moderate  
**Assessed Risk:**  
Moderate

**Risk description:** Customer dissatisfaction due to inadequate collections.

**Risk category:** Organisational

**Related objective:** Collection development.  
Quality improvement.

**Possible causes/risk factors:**

- Inadequate funding and increased cost of purchases makes it difficult to maintain collections.
- Greater demands on document delivery services.
- Limited copies of popular texts resulting in equity issues.
- High expectations of clients.
- Collection development policy required.

**Possible effects:**

- Increased pressure on other Library services, including document delivery.
- Pressure on staff, both library and academic.
- Changes in user behaviour (increased theft).
- Decline in number of items borrowed

<b>INHERENT RISK SCORE</b> (assuming no controls)	<b>Consequence</b> <b>C</b>	<b>Likelihood</b> <b>L</b>	<b>Total*</b> <b>C+L</b>	<b>Total Score:</b>
Revenue, cost or liability	2	2	4	2 – 5 = Low 6 = Moderate 7 = High 8 – 10 = High+
People				
Reputation and Political	3	3	6	
Project performance				

\*when scored on more than 1 row, select the highest total as the score

**Current controls/mitigating factors:**

- Manage expectations – library surveys, customer feedback, SEQ, use of available statistics.
- Electronic reserve – e-book for high risks.
- Strategies for improvement.
- Communication with academic staff.
- Agreements to improve reciprocal services.
- Loan policy changes.
- Additional funds allocated

<b>ASSESSED RISK SCORE</b> (considering controls)	<b>Consequence</b> <b>C</b>	<b>Likelihood</b> <b>L</b>	<b>Total*</b> <b>C+L</b>	<b>Total Score:</b>
Revenue, cost or liability	2	2	4	2 – 5 = Low 6 = Moderate 7 = High 8 – 10 = High+
People				
Reputation and Political	3	3	6	
Project performance				

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Date: May 2006