

Monash University Library
SUMMARY OF SERVICES AND KEY PERFORMANCE INDICATORS

SERVICE STATEMENT	KEY PERFORMANCE INDICATORS	MEASUREMENT OF KEY PERFORMANCE INDICATORS
1. INFORMATION RESOURCES: ACCESS AND DELIVERY: access to materials and resources	1. Library open 100% of advertised opening hours. 2. 90% of items returned from loan reshelfed within 24 hours Monday to Friday. 3. 85% of students agree that library services are readily accessible. 4. Library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes.	1. Percentage of advertised hours that the library opened. 2. Percentage of items returned from loan reshelfed within 24 hours Monday to Friday. 3. Monash Experience Questionnaire. 4. Percentage of hours the library catalogue available during core service hours.
2. INFORMATION RESOURCES: COLLECTION MANAGEMENT: development, selection, acquisition, cataloguing, maintenance and overall management of library resources	1. 95% of items requested within budget are ordered by 31 October. 2. 95% of web links in library catalogue are accurate. 3. 85% of students agree that library resources are appropriate for their needs.	1. Percentage of orders received by the report date that are placed by staff in the Information Resources Division. 2. Percentage of accurate links in library catalogue identified by monthly link checking program. 3. Monash Experience Questionnaire.

3. INFORMATION SERVICES: information services to enable library users to identify, locate and effectively use appropriate materials and services	75% of library users satisfied with the quality of library service.	Library user survey conducted by Australian university libraries.
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4. LEARNING SKILLS SERVICES:

Learning skills services to facilitate the development of core skills and attributes that students need to learn within an academic environment and disciplinary context.

- 1. The percentage of students that show improvement in identified learning skills (eg language and communication skills) from pre to post testing in a minimum of 3 identified units with integrated learning skills programs.
 - 1.1. 70% of students are satisfied (target mean of 4) in identified faculty units with integrated learning skills programs.
- 2. 70% of students are satisfied with the opportunities they have had to develop their language and learning skills to meet their needs at university (target mean of 4).
- 3. 90% of Higher Degree Research students are broadly satisfied with the opportunities they have had to improve their reading and writing for research through the Learning Skills Unit (target mean of 4)

- 1. Pre (diagnostic) to post testing in identified faculty units.
 - 1.1. Pre and post Unit Evaluation data for selected units ('overall satisfaction' item: item 8).
 - 2.1. Monash Experience Questionnaire (MEQ) (question in Part B: Your Study Experience, Student Support/Resources, and the Generic Skills scale). Administered to current Monash students every 2 years.
 - 2.2. Course Experience Questionnaire (CEQ) Generic Skills scale. Administered to all Monash students approximately 4 months after completion. (Also provides the data for the LTPF Generic Skills indicator.)
 - 2.3. MEQ Generic Skills scale – same as CEQ scale but administered to currently enrolled students.
 - 2.4. Monash Support Experience Questionnaire (question in Part E: Other Services and Support). Administered to current Monash students every 2 years, running in alternate years to the MEQ.
 - 3.1 Doctoral/MPhil Exit Survey (question in Section C: Academic Environment). Administered to exiting HDR students.
 - 3.2 Postgraduate Research Supervision Survey (question 58). Administered to current Monash HDR students every 2 years, running in same year as MEQ.

<p>5. PHYSICAL ENVIRONMENT: study and work environment</p>	<ol style="list-style-type: none"> 1. 75% of library users satisfied with library facilities and equipment. 2. Ratio of 70:1 on campus students to workstations with network access. 	<ol style="list-style-type: none"> 1. Customer survey conducted by Australian university libraries. 2. Ratio of on campus students (EFTSU) per networked workstation.
<p>6. SERVICES FOR OFF-CAMPUS STUDENTS: delivery of library resources to off campus students</p>	<p>90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday.</p>	<p>Percentage of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday.</p>
<p>7. DOCUMENT DELIVERY SERVICES: delivery of requested items not available in home campus Monash library</p>	<ol style="list-style-type: none"> 1. 95% of requests dispatched to first potential supplier within one working day of receipt. 2. 95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt. 	<ol style="list-style-type: none"> 1. Percentage of requests dispatched to first potential supplier within one working day of receipt. 2. Percentage of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt.
<p>8. PARTNERSHIPS: services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships.</p>	<p>Service level agreements negotiated with partner institutions.</p>	<p>Agreements completed and services provided as defined in service level agreements.</p>