

Service: No.1 – Information Resources: Access and Delivery					
Service description: Access to materials and resources					
KPI	Result	Period reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
Library open 100% of advertised opening hours	All libraries were open during advertised opening hours.	March, June, Sept, Dec	Jan-March 2003	Quarterly	% of advertised hours that the library opened during the year
90% of items returned from loan reshelfed within 24 hours Monday to Friday	100% of items sampled were reshelfed or reissued on loan within 24 hours.	March, June, Sept, Dec	Jan-March 2003	Quarterly	% of items returned from loan reshelfed within 24 hours Monday to Friday
70% of students agree that library services are readily accessible		To be advised by Monash University		Annually	Monash Experience Questionnaire
Voyager catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	Voyager catalogue available 98.84% of library core service hours.* (based on 50 weeks of the year)	March, June, Sept, Dec	Jan-March 2003	Quarterly	% of hours Voyager catalogue available during core service hours
<b>Further information:</b> *6.5 hours of downtime due to fine tuning Voyager after moving to new equipment, upgrading software and implementing a disaster recovery solution. Excludes 143 ITS posted problems, which may have affected Voyager at some or all campuses, including a power failure at Clayton campus only.					

<b>Service: No. 2 – Information Resources: Collection Management</b>					
<b>Service description:</b> Development, selection, acquisition, cataloguing, maintenance and overall management of library resources					
<b>KPI</b>	<b>Result</b>	<b>Period reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
95% of items requested within budget are ordered	96% of items requested within budget were ordered.	March, June, Sept, Dec	Jan-March 2003	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in Voyager catalogue are accurate	98.3% of web links in Voyager catalogue were accurate.*	March June, Sept, Dec	Jan-March 2003	Quarterly	% of accurate links in Voyager catalogue identified by monthly link checking program
60% of students agree that library resources are appropriate for their needs		To be advised by Monash University		Annually	Monash Experience Questionnaire
<b>Further information:</b> *There were some technical problems that prevented the total number of links from being checked. The problem will be rectified. All reports of broken links were acted upon promptly.					

<b>Service: No. 3 – Information Services</b>					
<b>Service description:</b> Information services to enable library customers to identify, locate and effectively use appropriate materials and services					
<b>KPI</b>	<b>Result</b>	<b>Period reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
75% of library customers satisfied with the quality of library staffing and services		September 2003		Biennially	Library customer survey
<b>Further information</b>					

<b>Service: No. 4 – Physical Environment</b>					
<b>Service description:</b> Study and work environment					
<b>KPI</b>	<b>Result</b>	<b>Period reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
75% of library customers satisfied that the library provides adequate seating and study areas		September 2003		Biennially	Library customer survey
Ratio of on campus students to workstations with network access		September 2003		Annually	Students (EFTSU) per networked workstation
<b>Further information:</b>					

<b>Service: No. 5 – Flexible Library Services</b>					
<b>Service description:</b> Delivery of library resources to off campus students (a) students enrolled in an off campus learning course; (b) students enrolled in a course that does not require on campus attendance; (c) students undertaking a combination of on campus and off campus courses					
<b>KPI</b>	<b>Result</b>	<b>Period reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
90% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday	100% of requests sampled were resolved within 48 hours.	June December	Semester 1 2003 Semester 2 2003	Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
<b>Further information:</b>					

<b>Service: No. 6 – Document Delivery Services</b>					
<b>Service description:</b> Delivery of requested items not available in home campus Monash Library					
<b>KPI</b>	<b>Result</b>	<b>Period reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
95% of requests dispatched to first potential supplier within one working day of receipt	100% of all requests accepted were dispatched within one working day.	March, June, Sept, Dec	Jan-March 2003	Quarterly	% of requests dispatched to first potential supplier within one working day of receipt
95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt	Difficulties were experienced collecting this information. A new KPI will be developed for the next reporting period.	March June, Sept, Dec	Jan-March 2003	Quarterly	% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt
<b>Further information:</b>					

<b>Service: No. 7 – Partnerships</b>					
<b>Service description:</b> Services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships					
<b>KPI</b>	<b>Result</b>	<b>Period reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
Service level agreements/contracts in place	Work has commenced on agreements with hospital libraries. Work is still to commence on agreements with overseas campuses.	March		Annually	% of identified service partners with service level agreements/contracts in place
<b>Further information:</b>					