

**Service: No. 1 – Information Resources: Access and Delivery****Service description:** Access to materials and resources

<b>Key Performance Indicator</b>	<b>Result</b>	<b>Date reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
Library open 100% of advertised opening hours	All libraries were open during advertised opening hours.	March, June, Sept, Dec	July-Sept 2003	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	99% of items sampled were reshelved or reissued on loan within 24 hours.	March, June, Sept, Dec	August 2003	Quarterly	% of items returned from loan reshelved within 24 hours Monday to Friday
70% of students agree that library services are readily accessible		To be advised by Monash University	TBA	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 100% of library core service hours (based on 50 weeks of the year).	March, June, Sept, Dec	July-Sept 2003	Quarterly	% of hours Voyager catalogue available during core service hours

**Further information:**

### Service: No. 2 – Information Resources: Collection Management

**Service description:** Development, selection, acquisition, cataloguing, maintenance and overall management of library resources

Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of items requested within budget are ordered	91.2% of items requested within budget were ordered.*	March, June, Sept, Dec	As at 31 July 2003	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in Voyager catalogue are accurate	99.6% of web links in Voyager catalogue were accurate.	March June, Sept, Dec	As at 15 August 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	TBA	Annually	Monash Experience Questionnaire

**Further information:** \*Selectors forwarded a large number of additional orders after the General Library Committee approved the revised collection acquisitions formula at its June meeting. It is expected that the previously agreed upon KPI of 95% will be met by year end.

### Service: No. 3 – Information Services

**Service description:** Information services to enable library customers to identify, locate and effectively use appropriate materials and services

Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
75% of library users satisfied with the quality of library service	74% of users were satisfied with the quality of library service as recorded in the survey conducted in May 2003. *	September 2003	As at May 2003	Biennially	Customer survey conducted by Australian university libraries

**Further information:** \*The median score of 34 Australian university libraries was 75% user satisfaction with the quality of library service. The library has planned a number of initiatives to improve user satisfaction taking into account survey results and comments.

<b>Service: No. 4 – Physical Environment</b>					
<b>Service description:</b> Study and work environment					
<b>Key Performance Indicator</b>	<b>Result</b>	<b>Date reported/ to be reported</b>	<b>Period covered by statistics</b>	<b>Frequency to be reported</b>	<b>Measured by</b>
75% of library users satisfied with library facilities and equipment	63% of users were satisfied with library facilities and equipment. *	September 2003	As at May 2003	Biennially	Customer survey conducted by Australian university libraries
Ratio of on campus students (EFTSU) to workstations with network access	80 students (EFTSU) per networked workstation. 65 students (EFTSU) per PC including training rooms.	September 2003	As at Sept. 2003	Annually	On campus students (EFTSU) per networked workstation.
<b>Further information:</b> *The median score of 34 Australian university libraries was 66% user satisfaction with library facilities and equipment. The library has planned a number of initiatives to improve user satisfaction taking into account survey results and comments.					

<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>Key Performance Indicator</b>	<b>Result</b>	<b>Date 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.	March December	Semester 1 Semester 2	Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
<b>Further information:</b>					

### Service: No. 6 – Document Delivery Services

**Service description:** Delivery of requested items not available in home campus Monash Library

Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
95% of requests dispatched to first potential supplier within one working day of receipt	95% of all requests accepted were dispatched within one working day.*	March, June, Sept, Dec	July-Sept 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	95% of articles received and notices of availability were forwarded within one working day.*	March June, Sept, Dec	July-Sept 2003	Quarterly	% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt

**Further information:** \* During this period, there were more technical difficulties than normal. The worm virus affected Monash and later, some suppliers, and may have led to server instability, which caused loss of work over several days. Despite this, targets were achieved.

### Service: No. 7 – Partnerships

**Service description:** Services to hospital libraries; services to overseas campuses and centres; cooperative services and partnerships

Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
Service level agreements/contracts in place	Work on the preparation of agreements with hospital libraries is continuing.  Work has commenced to draft service level agreements with Monash South Africa and Monash University Malaysia.	March September	As at Sept. 2003	Biannually	% of identified service partners with service level agreements/contracts in place

**Further information:**