

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

Key Performance Indicator	Result	Date 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, apart from the 16 October due to industrial action.*	March, June, Sept, Dec	Oct - 15 Dec 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	October	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
The library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	The library catalogue was available 99.8% of library core service hours (based on 50 weeks of the year).	March, June, Sept, Dec	Oct - 15 Dec 2003	Quarterly	% of hours the library catalogue available during core service hours

Further information: *On 16 October, several libraries were not open to the public: Hargrave-Andrew Library, Pharmacy Library and Gippsland Library. The following libraries were open during office hours: Matheson Library and Matheson Annex, Law, Berwick, Peninsula, and Caulfield Libraries.

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	95.3% of items requested within budget were ordered.	March, June, Sept, Dec	As at 17 Dec 2003	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	99.3% of web links in the library catalogue were accurate.	March June, Sept, Dec	As at 15 Nov 2003	Quarterly	% of accurate links in the library catalogue identified by monthly link checking program
60% of students agree that library resources are appropriate for their needs	*See comment below.	To be advised by Monash University	TBA	Annually	Monash Experience Questionnaire

Further information: *The Customer Survey undertaken by the library in May 2003 showed improved satisfaction with the library collection since a similar survey in 2000. Monash University Library's score was the highest for any university library asking this question.

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		September 2005		Biennially	Customer survey conducted by Australian university libraries

Further information:

Service: No. 4 – Physical Environment

Service description: Study and work environment

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 library facilities and equipment		September 2005		Biennially	Customer survey conducted by Australian university libraries
Ratio of on campus students (EFTSU) to workstations with network access		September 2004		Annually	On campus students (EFTSU) per networked workstation.

Further information:

Service: No. 5 – Flexible Library Services

Service description: 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

Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
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

Further information:

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	100% of all requests accepted were dispatched within one working day.	March, June, Sept, Dec	Oct - 15 Dec 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	100% of articles received and notices of availability were forwarded within one working day.	March June, Sept, Dec	Oct - 15 Dec 2003	Quarterly	% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt
Further information:					

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		March September		Biannually	% of identified service partners with service level agreements/contracts in place
Further information:					