

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.	March, June, Sept, Dec	Jan-March 2004	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	99% of items returned from loan were either reshelved or loaned out again within 24 hours after the sample was selected.	March, June, Sept, Dec	Jan-March 2004	Quarterly	% of items returned from loan reshelved within 24 hours Monday to Friday
70% of students agree that library services are readily accessible	90.4%* of students broadly agree that library services are readily accessible. Mean = 3.84 SD = 0.98.**	March 2004	Monash to advise	Monash to advise	Monash Experience Questionnaire Report November 2003
The library catalogue available during core service hours Monday to Friday 8.30am to 5.30pm with the exception of scheduled downtimes	Voyager catalogue was available 99.9% of library core service hours (based on 50 weeks of the year).	March, June, Sept, Dec	Jan-March 2004	Quarterly	% of hours the library catalogue available during core service hours

Further information:

*This is the first time this has been reported. The KPI will be adjusted.

**This data applies to Monash University's Australian campus libraries. It is calculated using the method described by CHEQ in the MEQ report, University Summary, page 6. The report states that "the sum of categories 3, 4 and 5 [using the Likert scales measuring 1 (strongly disagree) to 5 (strongly agree), the middle item (3) being neutral] is taken to indicate 'broad agreement'. Means may not directly correspond with the results presented as the percentage of 'broad agreement' as there may be differences in the way scores are distributed within categories 3, 4 and 5."

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	71.4% of items requested within budget have been ordered so far in 2004. This is on target to achieve the 95% KPI by year end.	March, June, Sept, Dec	Jan-Feb 2004	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	99.6% of web links in the library catalogue were accurate.	March June, Sept, Dec	As at 15 March 2004	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	88.9%* of students broadly agree that library resources are appropriate for their needs. Mean = 3.70 SD = 0.98.**	March 2004	Monash to advise	Monash to advise	Monash Experience Questionnaire Report November 2003

Further information:

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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		June 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 requests accepted were dispatched to the first potential supplier within one working day of receipt.	March, June, Sept, Dec	Jan-March 2004	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 requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt.	March June, Sept, Dec	Jan-March 2004	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	Work on the preparation of agreements with hospital libraries is in progress. A service level agreement between MUL and MUM library has been endorsed by both libraries. A draft service level agreement between MUL and MSA library is being considered by the MSA librarian.	March September	Jan-March 2004	Biannually	% of identified service partners with service level agreements/contracts in place

Further information: