

**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 except on 16 September due to strike action.*	April, July, October and January	July-Sept 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.	April, July, October and January	July-Sept 2004	Quarterly	% of items returned from loan reshelved within 24 hours Monday to Friday
85% of students agree that library services are readily accessible			Monash to advise	Monash to advise	Monash Experience Questionnaire Report
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 99.5% of library core service hours (based on 50 weeks of the year).	April, July, October and January	July-Sept 2004	Quarterly	% of hours the library catalogue available during core service hours

Further information: \* Library hours of opening on 16 September: Law 9am-4pm; Berwick 9am-5pm; Caulfield 9am-5pm; Gippsland 9am-5pm; Pharmacy 8.30am-4.30pm, closed 12-1pm; Hargrave-Andrew – closed; Peninsula – closed; Matheson Annex only 9.30am-4pm.

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

**Service description:** Development, selection, acquisition, cataloguing, maintenance and overall management of library 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>
95% of items requested within budget are ordered by year end	92.6% of items requested within budget have been ordered so far in 2004. This is on target to achieve the 95% KPI by year end.	April, July, October and January	As at 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	99.7% of web links in the library catalogue were accurate.	April, July, October and January	As at 2004	Quarterly	% of accurate links in the library catalogue identified by monthly link checking program
85% of students agree that library resources are appropriate for their needs			Monash to advise	Monash to advise	Monash Experience Questionnaire Report

**Further information:**

<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>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 the quality of library service		October 2005		Biennially	Customer survey conducted by Australian university libraries
<b>Further information:</b>					

<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		October 2005		Biennially	Customer survey conducted by Australian university libraries
70: 1 ratio of on campus students (EFTSU) to workstations with network access	78:1 ratio of oncampus students (EFTSU) to library-funded workstations with network access.  64:1 ratio of oncampus students (EFTSU) to library-funded workstations with network access, including training rooms.	October 2004		Annually	On campus students (EFTSU) per networked workstation.
<b>Further information:</b>					

**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		January and July		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.	April, July, October and January	July-Sept 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	98% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt.	April, July, October and January	July-Sept 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 negotiated with partner institutions	No new agreements were signed during this reporting period.	April and October	May-Sept 2004	Biannually	Agreements completed and services provided as defined in service level agreements

**Further information:**