

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.	April, July, October and January	Oct-Dec 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	Oct-Dec 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 99.91% of library core service hours (based on 50 weeks of the year).	April, July, October and January	Oct-Dec 2004	Quarterly	% of hours the library 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 by 31 October	95.1% of items requested within budget have been ordered.*	April, July, October and January	As at 31 October 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	97.1% of web links in the library catalogue were accurate.	April, July, October and January	As at 30 November 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: * At 31 October 2004, 95.1% of all orders received had been placed. Ordering stopped at the end of October due to university financial management requirements. All outstanding requests will be ordered in January 2005.

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		October 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		October 2005		Biennially	Customer survey conducted by Australian university libraries
70: 1 ratio of on campus students (EFTSU) to workstations with network access		October 2005		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 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	Oct-Dec 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.	April, July, October and January	Oct-Dec 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		April and October		Biannually	Agreements completed and services provided as defined in service level agreements
Further information:					