

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	With the exception of Caulfield and Gippsland (see 'Further information'*), all libraries were open during advertised opening hours	April, July, October and January	October-December 2005	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	99.11% of items returned from loan were either reshelved or lent out again within 24 hours after the sample was selected	April, July, October and January	October-December 2005	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 99.94% of library core service hours (based on 50 weeks of the year) (see 'Further information'**)	April, July, October and January	October-December 2005	Quarterly	% of hours the library catalogue available during core service hours
Further information: * Caulfield Library had an unplanned closure on both 19 and 20 November 2005, from 10am-5pm, due to lack of power to the building. Total unplanned closure of 14 hours. Gippsland Library had an unplanned closure on 2 November 2005 from 1pm-8pm, due to a cut in the campus water supply. ** On 5 October 2005, the system was down in the morning due to a hardware failure. On 15 November 2005, the system was down due to the back-up failing.					

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	95.3% of items requested within budget have been ordered	April, July, October and January	As at 21 December 2005	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	99.0% of web links in the library catalogue were accurate	April, July, October and January	As at 15 December 2005	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:

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 2007		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 2007		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations		October 2006		Annually	On-campus students (EFTSU) per 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 were resolved or forwarded for action within 48 hours of receipt Monday to Friday	January and July	July-December 2005	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	October-December 2005	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	97% of requested material or notice of its availability was forwarded to postgraduate students and staff within one working day of receipt	April, July, October and January	October-December 2005	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: