

Support Service: MONASH UNIVERSITY LIBRARY
Report Date: 15 April 2006
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	The Library was open 100% of advertised opening hours with the exception of Berwick, Caulfield, Gippsland (see Further information below)*	April, July, October and January	January-March 2006	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelfed within 24 hours Monday to Friday	98.21% of items returned from loan were reshelfed within 24 hours Monday to Friday	April, July, October and January	January-March 2006	Quarterly	% of items returned from loan reshelfed within 24 hours Monday to Friday
85% of students agree that library services are readily accessible	Table 8 of MEQ 2005 results shows a 4.02 mean result in response to the question: 'The library services are readily accessible'. Responses indicated 94.4% agreement with the question. The result is an improvement of 0.13 on MEQ 2003 mean result of 3.89. The library's 2005 score achieved the top rating for student support/resources (Table 33)	April 2006	2005	Biennial	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 98.9% of library core service hours (based on 50 weeks of the year) **	April, July, October and January	January-March 2006	Quarterly	% of hours the library catalogue available during core service hours
<p>Further information: * Berwick Library was closed on one occasion for two hours due to refurbishment activity noise in the two weeks between 23 January and 3 February 2006. Caulfield Library was closed due to power failure on 3 January 2006 from 8am to 8.30am. Gippsland Library was closed on 20 March 2006 from 8.30am to 8.45am due to there being no lights.</p> <p>** The catalogue down-time was due to server problems.</p>					

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	92% of items requested within budget have been ordered *	April, July, October and January	As at 31 March 2006	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	99.1% of web links in the library catalogue are accurate	April, July, October and January	As at 15 March 2006	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	MEQ 2005 results, University Summary, Table 2, indicate a mean result of 3.90 in response to the question: 'The library resources are appropriate for my needs'. Responses indicated 92.8% broad agreement with the question. The result is an improvement of 0.18 on MEQ 2003 mean result of 3.72. The library's 2005 score achieved the second top rating for student support/resources (Table 33)	April 2006	2005	Biennial	Monash Experience Questionnaire Report

Further information: * This result is on target for 95% by October 2006, and better than previous years at this stage of the year.

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		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	95% of requests were dispatched to the first potential supplier within one working day of receipt	April, July, October and January	January-March 2006	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	95% 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	January-March 2006	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	Nothing to report	April and October	October 2005-March 2006	Biannually	Agreements completed and services provided as defined in service level agreements

Further information: