

Support Service: MONASH UNIVERSITY LIBRARY

 Report Date: **14 July 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 Caulfield, Matheson Annexe and Gippsland (see Further information below)* | April, July, October and January | April-June 2006 | Quarterly | % of advertised hours that the library opened |
| 90% of items returned from loan reshelved within 24 hours Monday to Friday | 99.56% of items returned from loan were reshelved within 24 hours Monday to Friday | April, July, October and January | April-June 2006 | Quarterly | % of items returned from loan reshelved within 24 hours Monday to Friday |
| 85% of students agree that library services are readily accessible | | April 2008 | | Biennially | 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 100% of library core service hours (based on 50 weeks of the year) ** | April, July, October and January | April-June 2006 | Quarterly | % of hours the library catalogue available during core service hours |

Further information: * Caulfield Library was closed for 90 minutes on 13 April due to a maintenance-related power shutdown. The Annexe at the Matheson Library was closed for 3 hours on 16 May because the toilets were out of service. Gippsland Library was closed for 30 minutes on 17 June due to a temporary staffing shortage.

** Unscheduled downtime outside of core hours occurred on 29 April, 6pm-8.40pm.

| 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 | 90.9% of items requested within budget have been ordered * | April, July, October and January | As at 30 June 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 31 May 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 | | April 2008 | | Biennially | Monash Experience Questionnaire Report |
| Further information: * This result is on target for this time of year. 26,438 orders were placed from January-June 2006. | | | | | |

| 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 | January-June 2006 | 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 | April-June 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 | April-June 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; co-operative 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: | | | | | |