

**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 Berwick (see Further Information below) *	April, July, October and January	July-September 2006	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	98% of items returned from loan were reshelved within 24 hours Monday to Friday	April, July, October and January	July-September 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 2006		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	The Voyager catalogue was available 98.6% of library core service hours. (see Further Information below) **	April, July, October and January	July-September 2006	Quarterly	% of hours the library catalogue available during core service hours

**Further Information:**

\* Caulfield Library was closed for 1 hour on 2 September due to a temporary staffing shortage. The Annexe at the Matheson Library was closed for 3 hours on 16 September because of electrical work at the Clayton campus. Berwick Library was closed for 2 hours on 4 July because of an emergency gas leak, and for 90 minutes on 12 July because of campus maintenance (no gas or water available).

\*\* A serious hardware fault occurred on 9 August which was not rectified until 24 August. In addition, a Monash network fault affected the system twice in September.

**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	97.5% of items requested within budget have been ordered	April, July, October and January	As at 30 September 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	98.7% of web links in the library catalogue are accurate	April, July, October and January	As at 30 September 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 2006		Biennial	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:**

<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 2007		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	35:1 ratio of on-campus students (EFTSU) to workstations within library branches (see Further Information below) *	October 2006		Annually	On-campus students (EFTSU) per workstation
<b>Further information:</b> * Due to collaborative arrangements with Information Technology Services, the Library and Learning Commons have a mixture of computers funded by the Library and ITS that are counted as part of the ratio.					

<b>Service: No. 5 – Flexible Library Services</b>					
<b>Service description:</b> 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					
<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>
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
<b>Further information:</b>					

### 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	Level achieved	April, July, October and January	July-September 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 is forwarded within 1-2 working days of receipt	April, July, October and January	July-September 2006	Quarterly	% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt
<b>Further information:</b>					

### 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	Nothing to report	April and October	October 2005-March 2006	Biannually	Agreements completed and services provided as defined in service level agreements
<b>Further information:</b>					