

Support Service: MONASH UNIVERSITY LIBRARY				Report Date: 15 April 2007	
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	<p>Berwick: Open 100% of advertised opening hours.</p> <p>Caulfield: Open 100% of advertised opening hours.</p> <p>Gippsland: Open 100% of advertised opening hours.</p> <p>Hargrave-Andrew: closed at 4pm on 16 January 2007 due to a power outage on campus that was not confined to the library. (Normal closing time 5.45pm).</p> <p>Law: closed at 3.50pm on 16 January 2007 due to a power outage on campus that was not confined to the library. (Normal closing time 8 pm).</p> <p>Matheson Library: closed at 4pm on 16 January 2007 due to a power outage on campus that was not confined to the library. (Normal closing time 5.45pm).</p> <p>Peninsula: Open 100% of advertised opening hours.</p> <p>Pharmacy: Closed 29-30 January to relocate to temporary premises at 407 Royal Parade.</p>	April, July, October and January	January – March 2007	Quarterly	% of advertised hours that the library opened

90% of items returned from loan reshelfed within 24 hours Monday to Friday	98.44% of items were returned to the shelves within 24 hours Mon-Fri.	April, July, October and January	January – March 2007	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	System available 98.2% of core service hours. There were 10 hours of outages during core hours which were unplanned.	April, July, October and January	January – March 2007	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	98.37% of items ordered by 31 October 2006.	April, July, October and January	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	98.5% of web links in the library catalogue were accurate.	April, July, October and January	January – March 2007	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:					

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	Nothing to report.	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	Nothing to report	October 2007		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	35:1 ration of on-campus students (EFTSU) to workstations within library branches (see Further Information below)*	October 2006		Annually	On-campus students (EFTSU) per workstation
Further information: * 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.					

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 queries resolved or forwarded for action within 48 hours of receipt Monday to Friday.	January and July	July – December 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	Achieved.	April, July, October and January	January – March 2007	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	Achieved.	April, July, October and January	January – March 2007	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	None negotiated in SLA period.	April and October	October 2006- March 2007	Biannually	Agreements completed and services provided as defined in service level agreements
Further information:					