

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	Berwick: Open 100% of advertised opening hours Caulfield: Open 100% of advertised opening hours Gippsland: Open 100% of advertised opening hours Hargrave-Andrew: Closed from 12.15 pm on 16 April 16 and all day April 17 due to general power outage. Open all other advertised opening hours. Law: Closed from 2.00pm April 16 and all day April 17 due to general power outage on the Clayton campus. Open all other advertised opening hours. Matheson Library: Closed from 2.00pm April 16 and all day April 17 due to general power outage on the Clayton campus. Open all other advertised opening hours. Peninsula: Open 100% of advertised opening hours	April, July, October and January	April - June 2007	Quarterly	% of advertised hours that the library opened

	Pharmacy: Open 100% of advertised opening hours.				
90% of items returned from loan reshelfed within 24 hours Monday to Friday	99.34% of items returned from loan were re-shelfed within 24 hours	April, July, October and January	April - June 2007	Quarterly	% of items returned from loan reshelfed within 24 hours Monday to Friday
85% of students agree that library services are readily accessible	Nothing to report	April 2008		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	100% available. There was no unscheduled downtime during core hours. There were 4 hours of planned downtime in core hours and 1.5 hours of unplanned downtime on the weekend. The Voyager ILL server also experienced about 12 hours of unscheduled downtime during evenings and overnight.	April, July, October and January	April - June 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	93.1% of items requested before the end of July *	April, July, October and January	April - June 2007	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	98.9% of links in the library catalogue are accurate	April, July, October and January	April - June 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	Nothing to report	April 2008		Biennial	Monash Experience Questionnaire Report
Further information: * This result is on target for this time of the year. 26,136 orders were placed from January-June 2007.					

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	Nothing to report	October 2007		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 resolved or forwarded for action within 48 hours of receipt Monday to Friday	January and July	January - June 2007	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 dispatched to first potential supplier within one working day of receipt	April, July, October and January	April - June 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	95% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt	April, July, October and January	April - June 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	Nothing to report	April and October		Biannually	Agreements completed and services provided as defined in service level agreements
Further information:					