

**Support Service: MONASH UNIVERSITY LIBRARY**

 Report Date: **15 October 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	All branches were open 100% of their advertised times during this period	April, July, October and January	Jul -Sept 2007	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	More than 96% of returned items were shelved within 24 hrs	April, July, October and January	Jul -Sept 2007	Quarterly	% of items returned from loan reshelved 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	Available 99.32 % of core business hours. There were 4 hours of downtime during business hours, which were due to problems with the Monash SAN (storage array network) disks	April, July, October and January	Jul -Sept 2007	Quarterly	% of hours the library catalogue available during core service hours

**Further Information:**

<b>Service: No. 2 – Information Resources: Collection Management</b>					
<b>Service description:</b> Development, selection, acquisition, cataloguing, maintenance and overall management of library resources					
<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>
95% of items requested within budget are ordered by 31 October	98.6% of order requests received have been placed*	April, July, October and January	Jul -Sept 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	98.6% of accurate links in the library catalogue identified by monthly link checking program	April, July, October and January	Jul -Sept 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
<b>Further information:</b> * This result is on target for this time of the year. 26,136 orders were placed from January-June 2007.					

<b>Service: No. 3 – Information Services</b>					
<b>Service description:</b> Information services to enable library customers to identify, locate and effectively use appropriate materials and services					
<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 the quality of library service	75.3% of users reported that they are satisfied with the quality of the library service.	October 2007		Biennially	Customer survey conducted by Australian university libraries
<b>Further information:</b>					

<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	67.5% of library users reported that they are satisfied with library facilities and equipment (1)	October 2007		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	37:1 ratio of EFTSU per Dedicated Student PC (excluding IT training rooms) (2)	October 2007		Annually	On-campus students (EFTSU) per workstation
<b>Further information:</b>					
<p>(1) This is an increase above 65.8% in the 2005 survey. The completion of the Pharmacy Library refurbishment will lead to an improvement here, however substantial improvement is not expected until the Matheson and Caulfield Libraries are refurbished.</p> <p>(2) Despite this improvement against the target students are still requesting more computers.</p>					

<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	Nothing to report	January and July	January - June 2007	Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
<b>Further information:</b>					

<b>Service: No. 6 – Document Delivery Services</b>					
<b>Service description:</b> Delivery of requested items not available in home campus Monash Library					
<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>
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	Jul -Sept 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 was forwarded within one working day of receipt	April, July, October and January	Jul -Sept 2007	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>					

<b>Service: No. 7 – Partnerships</b>					
<b>Service description:</b> Services to hospital libraries; services to overseas campuses and centres; co-operative services and partnerships					
<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>
Service level agreements negotiated with partner institutions	A service level agreement is being negotiated with Monash College	April and October		Biannually	Agreements completed and services provided as defined in service level agreements
<b>Further information:</b>					