



Support Service: MONASH UNIVERSITY LIBRARY Report Date: **15 January 2008**

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	Apart from the Matheson Library which closed from 4.45pm to 5.45pm on 16 November 2007 due to a power outage, all branches were open for 100% of their advertised hours.	April, July, October and January	Oct - Dec 2007	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelved within 24 hours Monday to Friday	The re-shelving statistics for the October quarter 2007 show 97.33% accuracy in our re-shelving. The annual overall percentage was 96.73%. Severe staff shortages at Caulfield affected their first quarter's statistics otherwise the annual overall percentage would probably have been above 98%.	April, July, October and January	Oct - Dec 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 100% of core business hours. There were no hours of downtime during business hours.	April, July, October and January	Oct - Dec 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 December	95.8% of order requests received have been placed*	April, July, October and January	Oct - Dec 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	97.6% of accurate links in the library catalogue identified by monthly link checking program	April, July, October and January	Oct - Dec 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 2008		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 2008		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	Nothing to report	October 2008		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 within off-campus were met within 48hours.	January and July	June – December 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	Oct-Dec 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	Oct-Dec 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	Oct-Dec 2007	Biannually	Agreements completed and services provided as defined in service level agreements

Further information: