

**Support Service: MONASH UNIVERSITY LIBRARY
2008**
Report Date: 15 April 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	<p>Apart from the exceptions noted below, all Libraries were open for 100% of the advertised hours.</p> <ul style="list-style-type: none"> • Sir Louis Matheson Library opened during all advertised opening hours, except from 5pm-5.30pm on 6 February due to an emergency evacuation caused by water leakage that activated the fire alarm. • Gippsland Library had an unscheduled closure on Saturday 19 April 2008 from 1pm - 1.40pm due to the absence of an Information Services staff member 	April, July, October and January	Jan – Mar 2008	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelfed within 24 hours Monday to Friday	98.44% of all items were reshelfed within 24 hours	April, July, October and January	Jan – Mar 2008	Quarterly	% of items returned from loan reshelfed within 24 hours Monday to Friday

85% of students agree that library services are readily accessible	94.5% of students responding to the survey “broadly agreed” with the statement “The library services are readily accessible (eg online, face to face)” which exceeds the KPI by almost 10%. This is 0.1% higher than in 2005. The measure for students who “agreed” increased by 1% from 80.1% to 81.1%	April 2008	MEQ administered Aug 2007, reported Jan 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 ¹	April, July, October and January	Jan – Mar 2008	Quarterly	% of hours the library catalogue available during core service hours
<p>Further Information: The increase in the broad level agreement is small but a stronger improvement was reflected in the percentage of students who agree with the statement. In the survey the difference between the two levels is that the percentage figure for % “Broad Agreement” uses “Neutral” + “Agree” and “Strongly Agree” responses, whereas the % “Agreement” uses “Agree” and “Strongly Agree responses.”</p> <p>The catalogue was partially down 14—16 Jan and 28-Mar for planned maintenance. On 20 March problems with the Oracle database affected cataloguers. Neither of these are recorded as downtime.</p>					

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.	84.2% of orders received have been placed ¹	April, July, October and January	Jan – Mar 2008	Quarterly	% of orders received that are placed by staff in the Information Resources Division
95% of web links in the library catalogue are accurate	94.1% of accurate links in the library catalogue identified by monthly link checking program ²	April, July, October and January	Jan – Mar 2008	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	92.4% of students were in broad agreement with this statement from the 2007 Monash Experience Questionnaire. This is 0.4% lower than the 2005 response. 76.1% of students agreed with the statement, which is 3.6% higher than in 2005 ³	April 2008	MEQ administered Aug 2007, reported Jan 2008	Biennial	Monash Experience Questionnaire Report

Further information: 1 This result is on target to achieve the end of October target. 14,699 orders were placed during this period.

2 This figure is slightly below the target as there were a number of broken links resulting from the change of Federal government in late 2007.

3 Although there was a slight drop in the measure of “broad agreement” the strong improvement in the percentage of students who “agree” with the statement is probably more significant as it is more specific. The difference between the two levels is that the percentage figure for % “Broad Agreement” uses “Neutral” + “Agree” and “Strongly Agree” responses, whereas the % “Agreement” uses “Agree” and “Strongly Agree responses.”

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 2009		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		October 2009		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations		October 2009		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 queries were resolved within 24 hrs.	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	More than 95% of requests were processed within 24hrs 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	More than 95% of requesters were notified within 24hrs .	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

Further information: More precise data is not available for this KPI the current measures are inferred from other data. A better measure may be proposed for 2009.

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	The SLA with Monash College has been endorsed and will be reviewed in 12 months time	April and October		Biannually	Agreements completed and services provided as defined in service level agreements

Further information: