

**Support Service: MONASH UNIVERSITY LIBRARY
2007**
Report Date: 31 June 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		April, July, October and January	April - June 2008	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelfed within 24 hours Monday to Friday		April, July, October and January	April - June 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		April, July, October and January	April - June 2008	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.		April, July, October and January	April - June 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		April, July, October and January	April - June 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:					

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		January and July	January - June 2008	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		April, July, October and January	April - June 2008	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		April, July, October and January	April - June 2008	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		April and October		Biannually	Agreements completed and services provided as defined in service level agreements

Further information: