

# General Library Committee

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**Meeting no.** 4/08  
**Item no.** 9  
**Date** 26/11/08

<b>Subject</b>	<b>Service Level Agreement: quarterly report to faculties July – September 2008</b>
<b>Background</b>	The Library reports to the General Library Committee on a quarterly basis on the performance of its key performance indicators (KPIs) in its service level agreement with the faculties.
<b>Comments/Issues</b>	The library met or exceeded most performance indicators reported upon for the period July to September 2008.
<b>Recommendation</b>	That General Library Committee note the Library's Service Level Agreement report to the faculties for July to September 2008.
<b>Author</b>	Peter Mathews (Library Planning Executive).

<b>Support Service: MONASH UNIVERSITY LIBRARY</b>					
<b>Service: No. 1 – Information Resources: Access and Delivery</b>					
<b>Service description:</b> Access to materials and 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>
Library open 100% of advertised opening hours	Berwick 100%, Gippsland 100%, Hargrave Andrew 100%, Law 100%, Peninsula 100%, Pharmacy 100%, Matheson Library closed at 3:00 pm on Saturday 23 August due to an incident relating to the installation of the fire hydrant pipes which required that all water to the Library was turned off.	April, July, October and January	Jul -Sept 2008	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelfed within 24 hours Monday to Friday	96.67% of items returned from loan reshelfed within 24 hours Monday to Friday.	April, July, October and January	Jul -Sept 2008	Quarterly	% of items returned from loan reshelfed within 24 hours Monday to Friday
85% of students agree that library services are readily accessible	No report required this quarter.	April 2010		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	The catalogue was available 99.98% of core hours. There was a total of 1 hour of downtime as follows: 1/7 Oracle database issue ½ hr 13/8 Disk slowness - 15 mins 14/8 Disk slowness - 15 mins	April, July, October and January	Jul -Sept 2008	Quarterly	% of hours the library catalogue available during core service hours
<b>Further Information:</b> N/A.					

<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	92.1% of requested items were ordered by 30 September. *	April, July, October and January	Jul -Sept 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	98.2% of accurate links in the library catalogue identified by monthly link checking program.	April, July, October and January	Jul -Sept 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	No report required this quarter.	April 2010		Biennial	Monash Experience Questionnaire Report
<b>Further information:</b> * This result is on target to achieve the end of year target of 95%.					

<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	No report required this quarter.	October 2009		Biennially	Customer survey conducted by Australian university libraries
<b>Further information:</b> N/A.					

<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	No report required this quarter.	October 2009		Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	34.025:1 ratio of on campus students to workstations.	October 2008		Annually	On-campus students (EFTSU) per workstation
<b>Further information:</b> N/A.					

<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	No report required this quarter.	January and July		Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
<b>Further information:</b> N/A.					