

Meeting no. 02/09
Item no.

Date

Subject	Service Level Agreement: quarterly report to faculties January – March 2009
Background	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.
Comments/Issues	<p>The library met or exceeded most performance indicators reported upon for the period.</p> <p>Despite unexpected difficulties associated with an upgrade of the Library's catalogue software, systems staff scheduled work so as to minimise downtime so that core hour interruptions were limited to five hours.</p>
Recommendation	That General Library Committee note the Library's Service Level Agreement report to the faculties for the first quarter of 2009.
Author	Peter Mathews (Library Planning Executive).

Support Service: MONASH UNIVERSITY LIBRARY

 Report Date: **15 April 2009**
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 branch libraries were open 100% of their advertised hours, with the exception of fire drills at the Berwick and Gippsland branches.	April, July, October and January	Jan – Mar 2009	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelfed within 24 hours Monday to Friday	More than 98.4% of all returned items were shelved within 24hrs.	April, July, October and January	Jan – Mar 2009	Quarterly	% of items returned from loan reshelfed 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	The catalogue was available for 99% of the core hours. 5 hours downtime over several days was caused by difficulties associated with an upgrade to the software.	April, July, October and January	Jan – Mar 2009	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	91% of items requested were ordered.*	April, July, October and January	Jan – Mar 2009	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	Jan – Mar 2009	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 this period	April 2010		Biennial	Monash Experience Questionnaire Report
Further information: * This result is on target for this time of the year, and is very close to the result for the same time last year.					

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 this period	October 2009		Biennially	Customer survey conducted by Australian university libraries
Further information:					

Service: No. 4 – Learning Skills

Service description: Learning skills services to facilitate the development of core skills and attributes that students need to learn within an academic environment and disciplinary context.

Key Performance Indicator	Result	Date reported/ to be reported	Period covered by statistics	Frequency to be reported	Measured by
Improvement in identified learning skills in a minimum of 3 identified units with integrated learning skills programs.	No report this quarter	January 2010	2009	Annually	Pre and post Unit Evaluation data for selected units ('overall satisfaction' higher than 70% over a mean of 4)
70% of students are satisfied with the opportunities they have had to develop their language and learning skills to meet their needs at university (target mean of 4)	No report this quarter	January 2010	2009	No report this quarter	Monash Experience Questionnaire (MEQ), Monash Support Experience Questionnaire (MSEQ) on alternate years. Course Experience Questionnaire (CEQ) Generic Skills scale. MEQ Generic Skills scale.
90% of Higher Degree Research students are broadly satisfied with the opportunities they have had to improve their reading and writing for research through the Learning Skills Unit (target mean of 4)	No report this quarter	January 2010	2009	No report this quarter	HDR exit survey and biennial PostGraduate Research Supervision Surveys

Further information:

Service: No. 5 – 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 this quarter	October 2009	2009	Biennially	Customer survey conducted by Australian university libraries
70:1 ratio of on-campus students (EFTSU) to workstations	Nothing to report this quarter	October 2009	2009	Annually	On-campus students (EFTSU) per workstation
Further information:					

Service: No. 6 – 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	Nothing to report this period.	January and July	July - Dec 2008	Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
Further information:					

Service: No. 7 – 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	Jan – Mar 2009	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	Jan – Mar 2009	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. 8 – 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 this period.	April and October	October 2008 – March 2009	Biannually	Agreements completed and services provided as defined in service level agreements
Further information: Liaison with partners continues but during the reported time did not require any changes to agreements.					