

**Support Service: MONASH UNIVERSITY LIBRARY**

 Report Date: **15 July 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	Most branch libraries were open 100% of their advertised hours, with the exception of fire drills at the Pharmacy, and Gippsland branches. Industrial action limited services on 21 May at some branches. Due to plumbing problems the Matheson Library closed 2 hrs early on the evening of 4 May.	April, July, October and January	Apr – Jun 2009	Quarterly	% of advertised hours that the library opened
90% of items returned from loan reshelfed within 24 hours Monday to Friday	More than 98.45% of all returned items were shelved within 24hrs.	April, July, October and January	Apr – Jun 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 99.5% of the core hours. 1.5 hours total downtime over several days was caused by unexpected software problems and the need to rebott servers. The longest period was 45 mins on 7 April.	April, July, October and January	Apr – Jun 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	95.7% of items requested were ordered.	April, July, October and January	Apr – Jun 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	98.3% of accurate links in the library catalogue identified by monthly link checking program	April, July, October and January	Apr – Jun 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:**

**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 period	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 period	January 2010	2009	Annually	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 period	January 2010	2009	Annually	HDR exit survey and biennial PostGraduate Research Supervision Surveys

**Further information: See KPI Addendum Report**

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

<b>Service: No. 6 – 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	100% of requests were resolved within 48hrs of receipt.	January and July	Jan- Jun 2009	Biannually	% of requests resolved or forwarded for action within 48 hours of receipt Monday to Friday
<b>Further information:</b>					

<b>Service: No. 7 – Document Delivery Services</b>					
<b>Service description:</b> Delivery of requested items not available in home campus Monash Library					
<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 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	Apr-Jun 2009-08-27	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	Apr-Jun 2009-08-27	Quarterly	% of requested material or notice of its availability forwarded to postgraduate students and staff within one working day of receipt
<b>Further information:</b>					

<b>Service: No. 8 – Partnerships</b>					
<b>Service description:</b> Services to hospital libraries; services to overseas campuses and centres; co-operative services and partnerships					
<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>
Service level agreements negotiated with partner institutions	Nothing to report this period.	April and October		Biannually	Agreements completed and services provided as defined in service level agreements
<b>Further information:</b>					